



WARRANTY

Hot tubs and swim spas

Seatherny Outdoor Living Ltd

This document explains the warranty cover for each product range, how to care for your spa and how to request support. Keep it with your proof of purchase and installation records.

Your cover at a glance

Product range	Year 1	Year 2	Acrylic shell	Supporting frame
Lite	Parts and labour	-	5 years	Lifetime
Advanced	Parts and labour	-	5 years	Lifetime
Elite	Parts and labour	Parts only	5 years	Lifetime
Aura	Parts and labour	-	5 years	Lifetime
Swim spas	Parts and labour	Parts only	5 years	Lifetime

The five-year acrylic shell warranty and lifetime supporting frame warranty apply to all hot tubs and swim spas. The swim spa row applies to swim spas regardless of collection name. Acrylic shell cover applies to products with an acrylic shell.

The warranty begins on the installation date recorded on your warranty certificate. Repairs and replacement parts remain covered for the unexpired balance of the applicable original warranty period.

Your statutory rights are unaffected. This warranty is additional to your legal rights as a customer. Expiry of the warranty does not, by itself, remove those rights.

This revised policy must be issued for the relevant purchase. It does not retrospectively reduce cover already agreed with an existing customer.

What the warranty covers

Parts and labour

During year one, all ranges include repair or replacement of spa components that fail because of a defect in materials or workmanship, together with the labour required for an authorised engineer to fit them. This includes spa electronics and controls, pumps, heaters, jets, valves and plumbing, subject to the conditions in this document.

For a covered year-one fault, the engineer visit, repair labour and covered replacement parts are supplied free of charge. Damage caused by misuse or another excluded cause is not covered. Any chargeable work will be explained and agreed before it proceeds.

Elite and swim spa cover in year two

Months 13 to 24 provide replacement parts only for covered defects. Engineer attendance, diagnosis, travel and fitting labour are chargeable during this period. We can arrange an engineer if needed and will provide a quotation for approval before booking.

All parts replaced under a warranty claim must be returned to Seatherny for assessment unless we confirm in writing that a return is unnecessary. We will provide return instructions and explain any delivery arrangements before dispatching a replacement. If a requested part is not returned, the related claim may be paused pending its return; unrelated cover is not automatically cancelled.

Five-year acrylic shell warranty

The acrylic shell is covered for five years against blistering, cracking, splitting and fading caused by a defect in materials or workmanship. Damage caused by chemicals, impact, unsuitable support, overheating, frost or misuse is excluded where that cause is established. Normal surface wear and scratches are not manufacturing defects.

Lifetime supporting frame warranty

The supporting structural frame is covered against failure caused by a defect in materials or workmanship for as long as the original purchaser owns the product. This covers the load-bearing frame, rather than cabinet panels, trim or cosmetic finishes. Damage caused by an unsuitable base, movement, impact, flooding or misuse is excluded where that cause is established.

The longer shell and frame warranties cover repair or replacement of the affected shell or frame. They do not extend the component or engineer-labour periods shown on page one. Any labour or access costs outside the applicable parts-and-labour period will be quoted and agreed in advance.

Repair target for all hot tubs and swim spas

If any hot tub or swim spa becomes unusable because of a covered fault, we aim to arrange an engineer visit within seven calendar days of receiving the information needed to assess the claim. This is a service target, not a guaranteed completion date. Access, engineer availability, diagnosis and parts availability may affect timing. We will keep you informed and agree the earliest practical appointment. The applicable parts and labour cover and any agreed charges remain as described above.

Care and maintenance conditions

Follow the operating, installation and maintenance instructions supplied for your specific model. The requirements below help prevent avoidable damage and support assessment of a warranty claim.

Water chemistry and cleaning

Test and balance sanitiser, pH, alkalinity and hardness at the intervals and levels specified by the manufacturer and your water-care instructions. Use suitable spa chemicals and follow the dosing instructions. Do not mix chemicals, overdose the water or allow concentrated chemicals to remain in contact with the shell or fittings.

Keep a record of water tests and treatments. Drain, clean and refill as directed for your model and usage. Use suitable non-abrasive cleaning products. Chemical corrosion, scaling or surface damage caused by incorrect water care is not covered under this warranty.

Filters and water flow

Inspect and clean filters regularly in accordance with the manufacturer's instructions. Replace them at the recommended interval, or sooner if damaged, worn or no longer effectively cleanable. Cleaning does not remove the need for periodic replacement. Maintain the correct water level and never run pumps or heaters dry or with restricted flow.

Servicing and winter protection

Arrange a service at least annually with a qualified spa technician following the manufacturer's instructions, and retain the service record. Routine servicing, filter changes and chemical treatments are maintenance costs, rather than warranty repairs.

Use and maintain the cover correctly. Protect the spa and its pipework against freezing. If it will be left unused, follow the manufacturer's shutdown or winterisation procedure. Report power or heating failures promptly and seek advice about frost protection.

Installation and authorised repairs

The spa must stand on a level, structurally suitable base with drainage and safe service access. Electrical supply, protective devices, isolation and cable sizing must meet the requirements of the particular model and be installed by a suitably qualified electrician. There is no single amperage requirement for every model.

Contact Seatherny before modifying the spa, relocating it or arranging a repair. Electrical or internal repairs must be carried out by an authorised, suitably qualified engineer. Unapproved alterations or repairs are excluded where they cause or worsen the fault.

How maintenance affects cover: a failure to follow a condition does not automatically cancel every part of the warranty. We may decline a claim where the failure caused or materially contributed to the damage, and will explain the reason and supporting findings.

Claims and warranty terms

How to make a claim

Contact us promptly when you discover a fault. Provide your name, order or invoice number, model, serial number, installation date, a description of the fault, error codes and photographs or video where helpful. We may request relevant maintenance and service records.

Do not continue using a spa where doing so is unsafe or may worsen damage. Contact us for advice on safe isolation and frost protection. Do not remove or return parts until we have provided instructions.

We may diagnose the problem remotely before arranging an inspection or repair. Make the spa safely accessible and arrange access to its service panels. Any non-covered work or additional access arrangements will be discussed and agreed before charges are incurred.

Exclusions

This warranty does not cover normal wear, routine maintenance, or damage caused by misuse, accidental impact, neglect, incorrect water chemistry, blocked filters, running dry, freezing, unsuitable installation, unauthorised alterations or repairs, or external events such as flooding, fire or electrical supply faults. These exclusions apply to damage attributable to the relevant cause.

Chemicals, replacement filters and other consumables are not covered for normal depletion or wear. Covers, steps, cover lifters, pillows and separately supplied accessories or heat pumps may have their own warranty terms; their cover should be confirmed on the order or supplied warranty document. This does not exclude legal rights relating to faulty goods.

Ownership and use

This warranty applies to the original purchaser. A transfer of this additional warranty or a relocation should be agreed with Seatherny in writing. Relocation does not remove unrelated cover unless it causes damage or prevents us providing the agreed service.

Commercial, holiday-let and other high-use installations must have their warranty terms confirmed in writing for the intended use. This document must not be used to reduce any commercial cover already expressly agreed.

Assessment and remedies

We will explain whether the claim is covered and the proposed repair or replacement. This additional warranty does not replace any repair, replacement, refund or other remedy available under applicable law. Nothing in these terms excludes liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence.

Contact Seatherny

0330 133 7798

hello@seatherny.co.uk

www.seatherny.co.uk

Unit 5, Pearson Close, Whitting Valley Road, Old Whittington,
Chesterfield, Derbyshire, S41 9EY