

The shell is defined as the structure that retains the spa's water. For the purpose of express definition, the term "shell" specifically excludes its interior finish (acrylic or other substance), all factory installed accessories and pre-plumbing, and all equipment. The shell is only warranted against water leakage; leakage caused by a defect in materials for ten years from the original date of purchase. Specifically excluded is water leakage in the plumbing fixtures, connections, water systems or equipment provided with the spa. **The spa must have a full, complete concrete base to be placed on. The entire bottom of the spa must be supported by a level, unbroken, sound concrete foundation, otherwise this warranty will be considered void.**

The shell warranty's pro-rate is as follows: Year 1 = 100% of repair cost; year 2 = 70% of current repair cost; year 3 = 50% of current repair cost; year 4 = 30% of current repair cost, year 5 - 10 = 10% of current repair cost. In the event QCA Spas establishes that the shell cannot be repaired; the replacement value of the spa will set at be \$500.00.

QCA Spas warrants the interior quarite surface of the spa for five years (three years for glossy acrylic surface). QCA Spas will repair the spa surface if any delamination, blistering, or cracking occurs as a result of a factory defect. Polyethylene shells will suffer cosmetic bleaching if excessive contact is made with a sanitizing agent; this is not covered under the shell warranty. Warranty is pro-rated the same as the first 5 years of the shell warranty. Note: surface repairs may not match cosmetically. After the first year a \$50 deductible will be applied to each in-field repair call.

Spa plumbing, fittings, pipe, drains, and fixtures are warranted against leaking due to defects in materials for five years from the original date of purchase. Labor is covered in the first year only.

The spa equipment is warranted against defects in the materials or workmanship for three years from the original date of purchase. Spa equipment includes sequencers, the spa power pack and associated control panel. The pump and pump motor have a warranty of 2 years from the original date of purchase. Labor is covered in the first year only. Ozone, LED lighting, stereo equipment, video equipment, is covered for one year. (There is no warranty on the ozone bulb or old style Ozonator.)

The Cabinet is warranted against defects in the materials or workmanship for one year from the original date of purchase, not to include fading, solar distress, chemical damage related to weather or environmental factors out of the manufactures control or other cosmetic factors not related to the structural integrity of the cabinet. The warranty is for cabinet structure only

WARRANTY LIMITATIONS

Our warranty does not cover defects, damage, or failure caused by the common carrier, installer, user, or other person, or resulting from, without limitations, any of the following: careless handling (lifting unit by plumbing, etc.); modifications of any type for any reason (including modification to meet local codes); improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment; improper voltage supply or unauthorized electrical modification; misuse; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; failure to maintain proper water chemistry and chemical balance; improper storage of chemicals; failure to properly winterize against freezing; use of abrasive or improper cleaners; or acts of God, such as lightning, floods, earthquakes, etc. **THE COMPANY WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES** or losses arising from any cause (e.g., water damage to carpet, ceiling, loss of use, etc. QCA Spas, Inc. does not recommend inside installation of a portable spa, unless the installation is made in a room, which has either a tile or concrete floor with a floor drain. Due to an occasional mechanical problem and/or splashing, some water will find its way from your spa to the floor resulting in possible damage to your carpeting and/or paneling.) including its own negligence. Nor for injury to any person or any claims for damages arising from the use, installation or servicing of the product; damages to, respecting, or resulting from discoloration, warpage or deterioration of cabinets due to water displacement or environmental exposure; failure of spa covers; failure of ozone generator; failure of optional spa equipment not manufactured by QCA, supplied by dealer, installer or QCA; the unit's prior usage as an operational display; or defects that should have been discovered before installation. However, components not manufactured by QCA will retain their manufacturer warranty, if applicable.

This limited warranty does not include: labor, transportation, or other costs incurred in the removal and/or reinstallation of the original unit and/or the installation of replacement unit; any costs relating to obtaining access for repair, loss of use damage, including loss of sales, profit or business advantage of any kind under any circumstances. Any products which are claimed to be defective and which are not repaired or replaced by an authorized service agent must be shipped freight prepaid to QCA spas and the repaired or replaced product will be returned to the sender freight collect. Commercial applications are excluded from any warranty coverage whatsoever. Warranty coverage is extended to the original owner from the date of purchase. Spas not purchased from an authorized QCA dealer are excluded from any warranty coverage of any kind. In-field service is limited to within 25 miles of your authorized QCA dealer. Beyond 25 miles travel cost will be charged to the customer. QCA reserves the right to substitute a spa component of equivalent value, either new or factory reconditioned and any such repair or replacement shall assume as its warranty only the remaining portion of the warranty on the original product. Non-defective replacement parts required to perform or complete warranty repairs will not be covered under the terms of this warranty.

WARRANTY EXCEPTIONS: Ozone generator, bromine salt system, stereo system, spa pillows, spa light bulb, filter elements, pump seals, and moveable jets are excluded from any warranty. Leaving the spa uncovered without water and exposed to sunlight is considered abuse (solar distress) and will void the warranty. Pump motors will not be covered under any parts warranty if it is established by QCA that the failure occurred because of damaged seals or gaskets that were not replaced in a timely manner. Spas wired or installed by anyone other than a licensed electrician will not be warranted under any condition. Proof of installation by a licensed electrician may be required before receiving any parts.

All warranties as stated above are based upon date of purchase, but not to exceed stated warranty period plus 6 months from manufactured date. The original date of purchase is defined as the date payment was made for the purchase of the spa. Jurisdictional provision: The laws of the State of Iowa control the provisions of this document. By accepting this warranty the buyer subjects itself to the jurisdiction of the laws of the State of Iowa and agrees that place of suit shall be in Scott County, Iowa, USA. Attached hereto is the warranty card which must be completed and returned to QCA within thirty (30) days from the date of purchase of the spa. Failure to return the warranty card within thirty days of purchase will void this warranty without any further notice.

REGARDLESS OF WHETHER THE WARRANTY CARD IS RETURNED WITHIN THE SPECIFIED TIME PERIOD, THERE SHALL BE NO WARRANTIES OR OBLIGATIONS, EXPRESS OR IMPLIED HEREUNDER, SPECIFICALLY EXCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN SPECIFICALLY DESCRIBED HEREIN. NO LIABILITY SHALL ACCRUE TO QCA EXCEPT AS SET FORTH HEREIN.

Spas sold by dealers not located within the continental United States have a one (1) year labor and two (2) year parts warranty.

THIS WARRANTY IS EFFECTIVE ONLY FOR SPAS MANUFACTURED AFTER
05/01/2012

Buyer's Acknowledgment of Receipt of and acceptance of the terms of the foregoing warranty.

Dealer (Company Name)	Model & Serial Number of Unit
Buyer Name (PLEASE PRINT)	18 Digit Spa Number
Buyer Signature	Buyer's Complete Address
Date	City, State
Buyer Phone Number	Zip Code