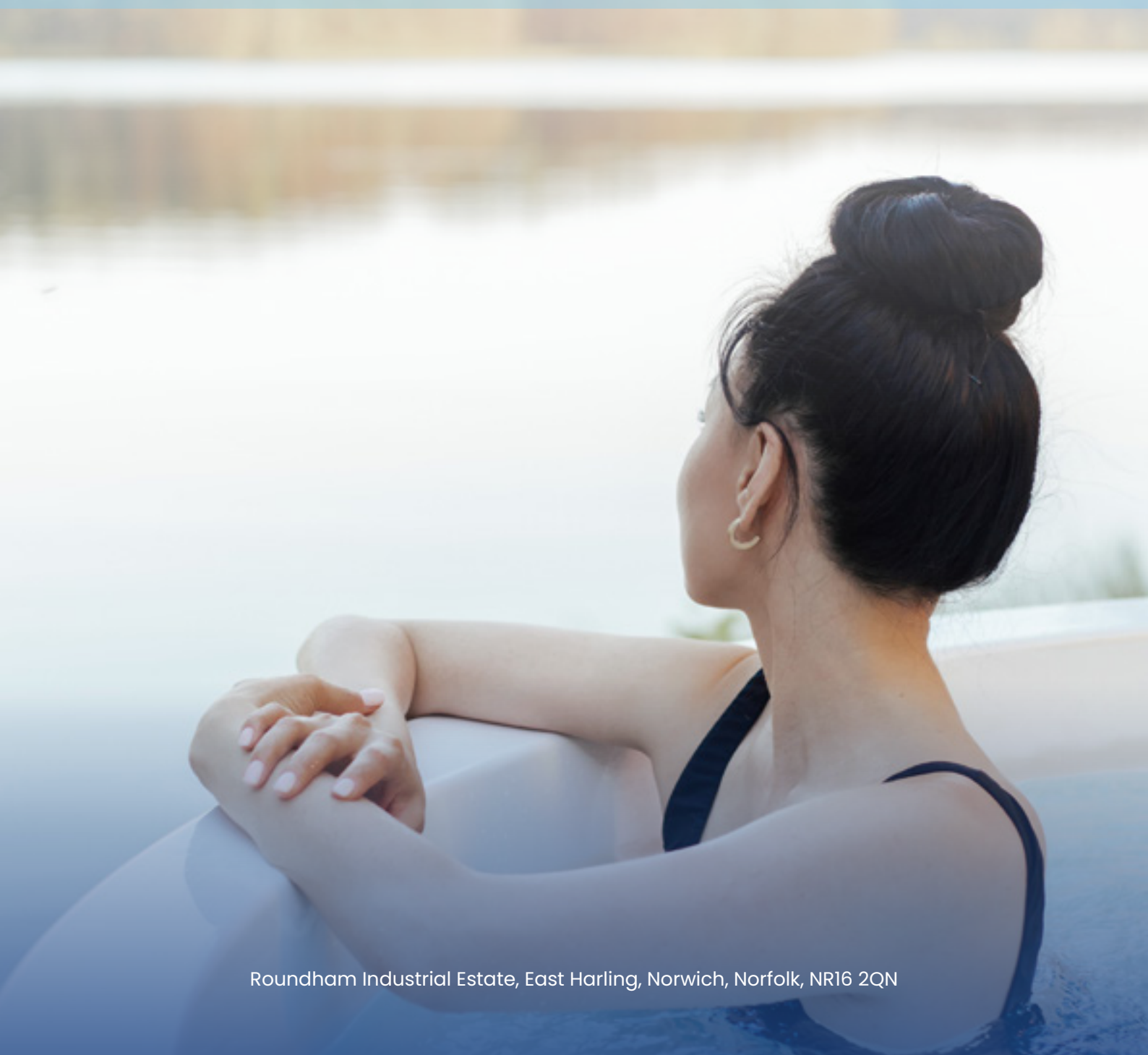




Warranty

Premier Hot Tubs – A No-Nonsense Warranty



Premier Hot Tubs Warranty Agreement

Premier hot tubs are designed to last a lifetime. Each hot tub is tended to by hand and is not simply rolled off a conveyor belt. We take great pride in the quality of our hot tubs. They are wet tested and go through a number of quality checks before they are packed and shipped.

Our warranty is one of the most comprehensive available compared to other sellers, and includes parts and labour. **Be aware many other retailers will only provide a parts only warranty on major components**, and the engineer costs are not cheap if you require a call out.

We take care of any issues you may have big or small and can honestly say the build quality of our tubs rarely requires any after-sales assistance.

Warranty & Service

Premier hot tubs include the following warranty as standard.

- 10 Year Warranty On The Shell
- 5 Year Warranty On Construction
- 2 Year Warranty On Electrical
- 1 Year Warranty On Plumbing
- 1 Year Warranty On Other Spa Components

Shell Warranty – 10 Years

Premier Hot Tubs warrants the U.S.A manufactured Aristech shell for a period of 10 years – this covers water loss arising from structural failure – the shell is structurally warranted not to leak for this period.

Shell Surface Warranty – 5 years

Premier Hot Tubs warrants the U.S.A manufactured Aristech shell surface against water loss to the customer, arising from defects in materials, including cracks, blisters, peeling and delaminating for a period of 5 years. In the unlikely event of blistering, bubbling or delaminating warranty is only covered if deterioration of these causes water loss. The acrylic surface material is non-permeable and will not absorb odours, bacteria or pollutants.

Construction Warranty – 5 years

Premier Hot Tubs warrants the construction of the hot tub for 5 years; our frames are made from composite, require no maintenance and will never perish.

Electrical Parts (Extended Warranty) – 2 years

Premier Hot Tubs warrants all major spa electrical parts for a period of 2 years – this includes the pumps, the heater, and the control system against malfunction arising from defects in materials and workmanship.

Please note: The extended warranty will only apply to customers who have registered their warranty and had a 12 month service, if these points have not been met then the standard 12 months manufacturing warranty will apply.

No Leak Plumbing Warranty – 1 year

Premier Hot Tubs warrants leaks for a period of 1 year – this covers the wall fittings, jet fittings, internal plumbing, internal glue joints, drains, hoses, and all bonded parts against malfunction arising from defects in materials and workmanship.

Leaks from pump unions are expressly excluded from the warranty.

Other Spa Components Warranty – 1 year

Premier Hot Tubs warrants all other spa components for a period of 1 year – this covers Bluetooth music, Speakers, LED lights, TV, Aromatherapy, Ozone, Diverter Valves, Jets and Cover (fault only cosmetic damage such as blistering or fading is not covered) against malfunction arising from defects in material and workmanship for a period of 1 year. Includes only parts necessary to resolve – in the unlikely event that a part breaks down we will arrange for the relevant part to be sent out to you free of charge.

Cover Steps and Headrests Warranty

Premier Hot Tubs warrants that the Cover, Steps, Headrest / Pillows, Ice bucket cover, Cover clips to be free from defects in material or workmanship on delivery to the customer. Fading, discolouration, and scratches are all considered to be normal wear and tear.

Headrests / pillows must be removed when hot tub is not in use.

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Labour Warranty Included

The warranty covers parts for the period stated and onsite labour for 12 months from the date the customer registers the warranty, please note a call out charge may apply depending on area.

Warranty Claim Procedure

Ensure you register your warranty within 30 days of taking delivery. To report a fault or make a warranty claim please use the warranty claim form on the link below:

[Warranty Claim Form](#)

In the meantime use all reasonable means to protect the spa from further damage.

Conditions of Warranty

All warranties apply to the original purchaser only, at the original address that the spa was delivered to, and is non-transferable.

The warranty covers U.K mainland addresses only, any spa taken out of U.K mainland i.e offshore isles, will only include a parts only warranty.

Correct chemical treatment is the responsibility of the customer.

This warranty does not include costs incurred by the use of a non authorised engineer by Premier Hot Tubs.

All problems must be reported to Premier Hot Tubs by submission of the Warranty claim form so we can diagnose the problem & troubleshoot quickly and efficiently.

If your hot tub develops a problem that requires an engineer to visit, we will organise and cover the cost of this along with any parts required that are found to be faulty and may need replacing, but cannot guarantee the time scale of the visit due to different customer locations.

If the engineer's report states the reason for any problems are due to user error and not a manufacturing fault, the cost for the engineer to visit would be the customer's responsibility and would be billed accordingly.

Any repair work will require easy access to all 4 sides of the hot tub.

It is the responsibility of the customer to prepare the hot tub for the engineer prior to arriving.

If your hot tub requires collecting for any reason and the initial delivery required the use of a crane or the tub has been positioned inside a building or a structure that has been built around, this would be the customers sole responsibility to organise and cover all costs including any incidental costs (i.e. chemicals, electrical supply etc) to remove the hot tub into a position where our drivers can load onto our vehicle.

Annual Service Requirement

To maintain your warranty it is required that you have your spa serviced once every 12 months by a Premier Hot Tub appointed spa engineer.

To book your service online please [click here](#). All warranties apply from the date the spa is delivered to the customer.

The full warranty is only valid when the customer completes the warranty registration form within 30 days of taking delivery.

If you are having your hot tub delivered in advance of any electrical work being undertaken within 30 days you must inform Premier hot tubs of this.

When the electrical installation work has been undertaken and you have installed your hot tub, you must complete the warranty registration form within 30 days from the date on the Part P certificate issued.

Warranty Limitation & Exclusions

The warranty is void if the spa has been subjected to any of the following:

- Filling with hot water
- Failure to provide, even, proper support for the spa
- Damages or malfunction caused during the installation of the spa
- Damage caused by operating the spa outside the range
- 1 Year Warranty On Other Spa Components
- Dirty, clogged, calcified filters or use of an unapproved filter cartridge
- Filling the spa incorrectly
- Chemical misuse and imbalances
- The use of unauthorised chemicals
- The use of unapproved cleaners or solvents
- Using multifunctional chlorine tablets / trichlor products
- Electrical installation by a non- qualified electrician
- Running the spa dry
- Ice in the spa
- Commercial use
- Incorrect winter preparation / freeze damage
- Alterations or modifications not authorised by Premier Hot Tubs
- Attempted repairs to the spa not authorised by Premier Hot Tubs



No part of the hot tub is warranted against chemical damage; this includes but is not limited to deposits of limescale on the spa shell or spa components.

This warranty does not cover damage arising from the use of unauthorised sanitisers such as trichlor, acids, calcium hypochlorite, sodium hypochlorite, peroxides, and any sanitizing chemical that may remain undissolved on the spa surface.

This warranty does not cover misuse from incorrect Chlorine & PH levels that causes corrosion and damage to the shell surface, spa cover and surrounding components.

The spa shell and components are not covered against any defects incurred if the customer does not use the spa cover while the spa is not in use.

All warranties are excluded if the hot tub has not had an interim service or health check annually or not had a full 2 year service by a Premier Hot Tub appointed spa engineer.

To book your service online please [click here](#).

For more details and if you have any questions, please do not hesitate to call on [01603 45 45 45](tel:01603454545) or email customercare@premierhottubs.co.uk

For any warranty claim please click this link: [warranty claim form](#).

No-Nonsense Warranty



We promise no call – out or labour charges or ask for part payment of parts for the entire warranty period, provided that your Premier Hot Tub spa has had an annual health check or service appointed by us within the last 12 months to validate the warranty.

Quality Hot Tubs At Affordable Prices

Premier Hot Tubs

Roundham Industrial Estate
East Harling, Norwich, Norfolk
NR16 2QN

Talk to us

Call us on:

[01603 45 45 45](tel:01603454545)

Not a big talker?

Email us at:

sales@premierhottubs.co.uk