

# Freeflow Limited Warranty

## Premier Series – Excursion™, Accent, Solstice, Calistoga™

Manufactured by Watkins Manufacturing Corporation, Vista, CA

### **Five-Year Limited Structure Warranty**

Watkins warrants the structure of the hot tub, which is defined as any rotationally molded, polyethylene internal support structures connecting the unibody shell, floor and the external coping to itself, for a period of five years from the date of delivery. This limited structural warranty specifically excludes any portion of the hot tub that is not rotationally molded as part of the unibody shell such as jets, doors, covers, etc.

### **Five-Year Shell/Surface Warranty**

Watkins warrants the shell of the hot tub from manufacturing defects resulting in water loss for a period of five years from the original date of delivery. Any and all additional costs including, shipping, delivery, set-up, installation and/or disposal charges will be the sole responsibility of the hot tub owner.

### **Two-Year Equipment - One-Year Labor Warranty**

Watkins warrants the electrical and mechanical components including the pump, heater, LED lighting and control system against malfunctions in materials or workmanship for a period of two years from the original date of delivery. Filter cartridges, light bulbs, hot tub cover, hot tub cover locks, fuses and GFCI cord are not included in this warranty. Those items are, however, warranted to be free from defects in materials and workmanship at the time of delivery to the consumer.

### **One-Year Plumbing – One Year Labor Warranty**

Watkins warrants the factory installed plumbing components for materials and workmanship against leaks for a period of one year from the original date of delivery. This warranty specifically covers jet fittings, control valves, internal plumbing, internal glue joints and hoses.

### **Two Year Synthetic Wood Cabinet Warranty**

Watkins warrants the synthetic wood cabinet material and assembly on Premier Series spas to be free from defects in materials and workmanship for two years from the delivery date of the spa. The cosmetic finish is warranted to be free from defects in materials and workmanship at the time of initial delivery. Fading and weathering of the surface may naturally occur over time and are not considered defects.

### **Extent Of Warranty**

This warranty extends only to the original consumer purchaser of the hot tub when purchased and originally installed within the boundaries of the United States. This warranty begins on your delivery date of the spa, but in no event later than one year from the date of purchase. This warranty terminates upon any transfer of ownership, or if the spa is installed or relocated outside the boundaries of the United States by the original consumer purchaser prior to the expiration of the warranty period. **Warranty Performance**  
To make a claim under this warranty, contact Watkins Manufacturing Corporation, at 1280 Park Center Drive, Vista, California, 92081, Attn: Customer Service Department or call (888) 961-7727 or via e-mail, [ahsservice@watkinsmfg.com](mailto:ahsservice@watkinsmfg.com). You must give Watkins written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase, within ten (10) days of the time you discover the claim. Watkins reserves the right to inspect the malfunction or defect on location. Watkins or its Authorized Service Agent will repair any defects covered by this warranty. Except as described herein, you will not be charged for parts, labor or the freight costs for parts necessary to repair the hot tub for defects covered by this warranty. In some cases, the servicing dealer may charge you a reasonable repairperson travel/service charge that is not covered by this warranty. Please contact Customer Service for information regarding any such charges.

### **Limitations**

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Watkins' prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Watkins, failure to follow Watkins' Owner's Manual, or repairs made or attempted by anyone other than an authorized representative of Watkins. Alteration includes, but is not limited to, any component or plumbing change, or electrical conversion. Call (888) 961-7727 for a list of manufacturer approved accessories.

### **Disclaimers**

**TO THE EXTENT PERMITTED BY LAW, WATKINS SHALL NOT BE LIABLE FOR LOSS OF USE OF THE HOT TUB OR OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES, OR DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE HOT TUB, IF NEEDED.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. **ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE.** Some states do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you.

### **Legal Remedies**

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.