



LIMITED WARRANTY

This section is a description of your warranty. This warranty is given only to the original owner, and terminates upon transfer of ownership. This warranty is subject to change without notice.

20 YEAR STRUCTURAL WARRANTY

Infinity Megastore warrants the Pool Shell against defects in material for a period of twenty (20) years, for the original consumer purchaser, from the original date of delivery. The structure is defined as the shell below the exposed material finish. In the event of a defect in the material and/or workmanship, the spa structure will be repaired or replaced at the discretion of the manufacturer. If the spa structure is defective and must be replaced, it will be returned to the factory. The original, installed equipment (this includes the frame, skirt, and all equipment) will be reinstalled. If new equipment is desired, there will be additional charges to the customer. If the frame and/or skirt of the spa has been badly damaged, there will be additional charges to the spa owner for repairs or replacement. When a spa needs to be returned to the factory for repair, the cost of freight to the company will be at the spa owner's expense. The manufacturer will not pay for removal, installation, cranes, construction, de-construction, or any other cost associated with access, egress, or ingress, of the spa at the customer's home. The manufacturer reserves the right to an on-site inspection by its authorized representative. In the unlikely event a shell or spa must be replaced, all warranties (shell, surface, electrical and plumbing) date back to the original date of installation.

5 YEAR ACRYLIC WARRANTY

The spa surface is described as the exposed material finish. Infinity Megastore warrants the acrylic spa shell against loss of water through the spa shell for a period of 5 years. This specifically applies to functionality and not the appearance of the spa shell. The acrylic spa shell is warranted against cracking, blistering, peeling and delamination for a period of one (1) year from the original purchase date.

The spa must be set on a level solid surface that is sufficient to support the entire length and width of the spa. Standard building practices must be followed. Damage caused by failure to have a levelled and supported foundation under the spa is not covered under warranty. The manufacturer does not warrant problems associated with prolonged exposure to the sun and/or use of any sanitization or ozone system not approved by the manufacturer. Damage to the spa surface caused by leaving the spa uncovered and empty of water with direct sunlight exposure will terminate this warranty. Any alteration to any system either electrical, plumbing, or mechanical, or over use of chemicals, or any other problems caused by external source are not covered under warranty. Other exclusions may apply. If the spa surface is repaired, the repair is limited to the affected area only, and there is no guarantee against discoloration or fading. The decision to repair will be made by the manufacturer and its field representative after a review of the facts, pictures, or any other data presented by the dealer or customer. In all cases, pictures of the affected area and foundation or the spa must be provided before any decisions to repair or replace can be made. In the unlikely event a shell or spa must be replaced, all warranties (shell, surface, electrical and plumbing) date back to the original date of installation. If it is determined that the surface is to be replaced, the same conditions and terms as outlined in the shell warranty will apply.

3 YEAR PERMAWOOD CABINET WARRANTY

The spa cabinet is described as the outer material encasing the spa. Infinity Megastore warrants the polymer "PermaWood" cabinet material to free from defects in materials and workmanship for a period of three (3) years from the date of original installation. The warranty covers the structural integrity of the material, the finish is warranted to be free from defects in materials and workmanship at the time of initial delivery. This does not include damage caused in shipment, nor variations in colour, darkening, staining, aging, wear or appearance as all products react differently to environmental conditions. The spa cabinet requires care and maintenance by the consumer. Damage caused by weather, poor water chemistry, and/or improper maintenance will not be covered under this warranty. There is a one (1) year on timber cabinets and seasonal checking and cracks are not considered defects in material and workmanship, as they are normal characteristics of all wood.

2 YEAR PLUMBING WARRANTY

Infinity Megastore warrants against leaks caused by defects in manufacturing and workmanship for two (2) years. This specifically

covers leaks from wall fittings, jet fittings, internal plumbing, internal glue joints, drains, hoses and suction. They are covered for the item only, labour is not covered for these items. Damage caused by weather, poor water chemistry, and/or improper maintenance will not be covered under this warranty.

2 YEAR PUMP AND HEATER WARRANTY

Infinity Megastore warrants the pumps and heater against defects due to materials or workmanship for two (2) years. After a period of one (1) year, the supply of replacement part(s) will be excluding any labour costs.

1 YEAR HARDCOVER WARRANTY

Infinity Megastore warrant the hardcover for one (1) year, this does not include damage due to misuse or abuse, hardcover fasteners and straps are excluded in this warranty. The hardcover must be used at all times when the spa is not in use.

TV/DVD ENTERTAINMENT SYSTEM

Infinity Megastore warrants the factory installed TV, DVD and/or audio components are covered for 30 days from the date of installation. This warranty does not cover damage to a TV, DVD player or stereo component from abuse, poor reception, or damage caused by putting a wet CD into the stereo. If a stereo is replaced under this warranty, the manufacturer reserves the right to replace the unit with another like unit, but not necessarily the same stereo manufacturer. No spa will be replaced for failed stereo. The stereo does not affect the performance of the spa. NOTE: For all operating instructions see the stereo manufacturer's owner's manual included with the spa.

LIGHTING

The lighting is guaranteed to work upon delivery. There is no additional warranty covering the lighting.

EXTENT OF WARRANTY

This warranty extends to the "original consumer purchaser" of the Aurora Spa when purchased and installed within the boundaries of Australia. This warranty begins on your delivery date of your spa. This warranty terminates upon any transfer of ownership, or if the original consumer purchaser relocates the spa at any time. Travel charges will be applicable if the Aurora Spa requires inspecting or repairs outside the following cities in Australia: Melbourne, Sydney, Brisbane, Gold Coast, Adelaide, Perth, Hobart, Launceston, Darwin. Repair or replacement of defective products is at the sole discretion of Infinity

Megastore. Where replacement is necessary a substitute product of the equal value may be used and the warranty of that product expires at the end of the original warranty period. The customer will bear all freight and associated costs if the spa is required to be returned for rectification.

ELECTRICAL CONNECTION

Unless the spa comes supplied with a plug for the purpose of connection (factory supplied and installed), all electrical connections must be carried out by a qualified electrical contractor. Failure to do so will automatically void the warranty. Spa must be fitted to a separate circuit with a compliant circuit breaker fitted (AS 3000).

WARRANTY EXCLUSIONS

The following are excluded specifically from this warranty. This is not an all-inclusive list:

- ✓ Diagnosis of Spa Problems
- ✓ Damage resulting from improper water maintenance or chemical dispenser.
- ✓ Damage from operating the spa above 45 degrees Celsius.
- ✓ Damage caused by abuse, misuse or alterations not authorized by the manufacturer.
- ✓ Damage caused to the spa from excessive exposure to direct sunlight or improper use of hardcover.
- ✓ Warranty is not extended to the Fuses, Pillows, Jets, Cabinet Screws, Filter Cartridges, Filter Lids, LED or Bulb light globes or pump seals.
- ✓ Damage caused by clogged, dirty or calcified filter cartridges.
- ✓ Damage caused by incorrect electrical installation, electrical brownout, flood damage, voltage spikes or operation of the spa outside of voltage range by more than +/- 10%.
- ✓ Damage caused by not installing the spa on a hard, level surface.
- ✓ Acts of God.
- ✓ This warranty is not extended to commercial use.

Any alteration of the spa that has not been pre-authorized by the manufacturer will void all warranties. If the manufacturer approves an alteration, verify that this alteration is covered under warranty. Damage caused by moving a spa that is blocked in or that has been recessed, along with additional charges for labour, is not covered by this warranty.