



# LIMITED WARRANTY

## BAY™ and REFLECTION™ COLLECTION

This Limited Warranty is extended solely to the original purchaser of a BAY™ or REFLECTIONS™ Collection spa manufactured for the 2025 model year and installed for residential use outside of the United States of America, Canada, and Mexico. Warranty period begins on the earlier of original purchaser taking possession of the spa or installation.

**PLEASE READ THIS ENTIRE LIMITED WARRANTY, AS EXCLUSIONS AND CONDITIONS APPLY.**

### LIMITED TEN YEAR ULTRALIFE™ SHELL

The ULTRALIFE™spa shell structure and surface is warranted against defects in material and workmanship that result in leaks, blistering, cracking, or delamination for the life of the spa. During years one (1) through seven (7), Dimension One Spas will repair or replace, at its option, any spa found defective under the terms of this warranty. After year seven (7) through year ten (10), Dimension One Spas will repair or replace the spa, at its option, provided the spa is returned at owner's expense to Dimension One Spas and owner arranges for and pays for delivery of the replacement spa.

### SEVEN YEARS COLOR/COLOURED SHELL (Structural and surface)

The color/colored spa shell is warranted against defects in material and workmanship that result in leaks, blistering, cracking, or delamination.

### FIVE YEARS PLUMBING AND EQUIPMENT

Spa plumbing components (except as covered by other warranties), filter cannister, and pillow jet assemblies are warranted against leaks due to defects in materials or workmanship. Factory installed equipment system (pumps, control system and the heater) is warranted against defects in materials or workmanship.

### TWO YEARS

Factory installed wood frame, escutcheon and jet inserts, LED lights and LFX packages are warranted against defects in materials or workmanship. Structural integrity of the synthetic cabinet is warranted against defects in material and workmanship.

### ONE YEAR

Factory installed audio and SmartTub® system are warranted against defects in materials or workmanship.

### WARRANTIES FOR OTHER COMPONENTS

Except as expressly stated above, fuses, ozone bulb, headrest, pillows, cabinet finish, filters, and other factory installed components not referenced above are warranted to be free of defects in workmanship or materials at the time of delivery. Other spa accessories including, but not limited to, UltraPure® Plus Water Management System, Vision Sanitizing System, Cover Lifter and add-on jet accessories, may be covered by other warranties.

### GENUINE D1® PARTS & ACCESSORIES

Limited Warranties are void if Dimension One Spas ("Manufacturer" or "D1®") or its designated representative determines that the spa has been subjected to damage or failure due to installation of aftermarket parts that are not Genuine D1® branded Parts & Accessories. This disclaimer includes, but is not limited to filters, ozone systems, repair parts and other accessories. Genuine D1® brand Parts & Accessories are built to our highest standards of quality, durability and performance, and they are designed to work with your spa to ensure optimal performance and function.

### WARRANTY PERFORMANCE AND COVERAGE

Please register your new spa within 7 days of delivery at [www.d1spas.com](http://www.d1spas.com). Spa should be registered before any authorized service work is performed. To obtain service in the event of a defect covered by this Limited Warranty, either email to [service-europe@d1spas.com](mailto:service-europe@d1spas.com), notify your Dimension One Spas® dealer, or notify in writing Dimension One Spas, attention: Warranty Service, 14525 Monte Vista Avenue, Chino, CA 91710, as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, a designated service representative will correct the defect subject to the terms and conditions contained in this Limited Warranty. There will be no charge for parts or labor to repair the defect, although providing access to perform the repair is your responsibility as the spa owner. Spa surface/shell repairs will be made to function satisfactorily. D1 must pre-authorize repairs and/or the return of all defective spas and parts. Pre-authorization is required for all in-field service where not performed by an authorized D1 dealer. All costs for spa shipping, removal or installation costs (including but not limited to a replacement spa if deemed appropriate by D1), including the use of a crane, will be the owner's responsibility. You may be assessed reasonable repairman travel mileage charges. In the event that the spa is removed to a repair facility for repair and reinstalled, the cost of removal and re-installation will be your responsibility as the spa owner. D1 reserves the right, at its sole option, to either repair or replace any covered part or spa, and in the event it chooses to provide a replacement spa or part, it will be of equal value to the original spa or part, but may differ in appearance, options, size and model. The replacement spa or part will carry the balance of the original spa's warranty. Spa covers are not included.



#### **WARRANTY LIMITATIONS**

This Limited Warranty is void if D1 or its designated representative determines that the spa has been subjected to alteration, neglect, misuse or abuse, abnormal use, or freight damage caused by the common carrier; spa is damaged due to repairs have been attempted by anyone other than a designated representative; if the failure is caused by accident, acts of God/nature or other causes beyond the control of the Manufacturer; spa was left empty of water and in direct/indirect sunlight without the spa cover in place, causing ultraviolet or solar damage; temperatures generated by sunlight which become concentrated in the shell surface causing the shell material to delaminate (which is considered abuse and may result in surface blisters, bubbles, or large layer delamination); spa is operated at a water temperature outside the range of 33° F to 104° F/0.5° C to 40° C for any reason; damage is caused by improper or incorrect electrical hook-up; installation of spa is on an unstable surface; damage and discoloration is caused by improper water chemistry; spa has been damaged due to not being properly cleaned, such as use of citrus based cleaning solutions, sanitizers such as Tri-chlor (tablets or sticks), calcium hypochlorite, sodium hypochlorite, and any chemical that may dissolve or remain undissolved on the spa shell or cabinet surface; damage was caused by failure to follow procedures in the owner's manual/guides; and damage was caused by leaving the spa empty at temperatures lower than 33° F (0.5° C) or higher than 104° F (40° C). Cosmetic scratches, gouges and crazing are considered normal wear and tear (not cracks), and are not covered under this limited warranty. A crack is defined as a break in the shell that goes all the way through the shell. This Limited Warranty does not provide coverage for the insulating cover, any item attached to or installed on the spa after the date of manufacture, or for gaining access to any component for repair or replacement. A spa used in commercial or rental applications is excluded from any coverage whatsoever. The spa owner accepts liability for repair work performed by anyone other than the Manufacturer or a designated D1® Hot Tub representative.

#### **LIMITATIONS**

IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED ALTOGETHER OR TO THE FULLEST EXTENT ALLOWED BY LAW. This Limited Warranty takes the place of all other warranties, express or implied, in fact or at law. All warranty service must be performed by the Manufacturer or its designated representative using authorized D1 parts. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this limited warranty in any manner whatsoever. The Manufacturer will not be responsible for any statements or representations made in any form that go beyond, are broader than, or are inconsistent with any authorized literature or specifications furnished by D1. This entire warranty terminates if you (original purchaser) sell or otherwise transfer the spa.

#### **DISCLAIMERS**

The MANUFACTURER AND ITS REPRESENTATIVES WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, and shall not be liable for any injury, loss, cost or other damage (personal or property), whether incidental or consequential, arising out of any defect covered by this limited warranty, including without limitation, loss of use of the spa, damage to any structure, surface or person, including but not limited to, water damage, and cost for removal of defective product even if the Manufacturer was advised of the possibility of damage. The liability of the Manufacturer under this limited warranty, if any, shall not exceed the original amount paid for the defective product. Coverage under this limited warranty shall commence on the earlier of original purchaser taking possession of the spa or installation, and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. These disclaimers shall be equally applicable to any service provided by the Manufacturer and its designated representatives.

#### **LEGAL RIGHTS**

This Limited Warranty gives you specific legal rights. There are no warranties applicable to D1 products except as expressly stated herein or as implied by applicable laws. You may also have other rights that vary from jurisdiction to jurisdiction. Some jurisdictions do not allow limitations on how long an implied warranty lasts, disclaimer of certain warranties, or the exclusion or limitation of incidental or consequential damages so some of the above limitations may not apply to you.