

WARRANTY CERTIFICATE

SPA MODEL
SHELL COLOUR
PANEL COLOUR
COVER COLOUR

PORTCRIL SERIAL NUMBER

INVOICE NUMBER

DATE OF PURCHASE / /

PORTCRIL STAMP

CLIENT INFO

NAME
ADDRESS
ZIP CODE
TEL.: E-MAIL
PORTCRIL PARTNER

PORTCRIL PARTNER STAMP

IMPORTANT

For warranty validation, please fill and stamp this detachable part, then return it to Portcrlil within an eight working day period after purchase.

Portcrlil provides a User's Manual for an appropriate installation and use of the equipment.
WE ADVISE:

BE CAREFUL WITH THE INSTALLATION:

Before the installation of your SPA you must pay attention to the following:

- Choose a stable location which is capable of supporting the maximum weight of the SPA (also taking into consideration the number of people that are going to use it);
- The SPA should be evenly supported on a flat surface;
- Connect the SPA to an independent electric circuit of the house's, protected by 25A-30mA breakers;
- Always provide easy access to the equipment and pumps for maintenance and service interventions.

BE CAREFUL WITH THE MAINTENANCE:

- Avoid contact with acids or abrasive products, as well as with any type of solvent (such as alcohol, acetone, varnish, etc.);
- When cleaning the SPA use non-abrasive products, water and soap are sufficient for an effective cleaning;
- Monitor the pH and chlorine levels daily;
- When removing the water from the SPA direct it to a place capable of containing support the full capacity of water contained in it;
- Be careful with high humidity levels, once they can damage some of the SPA's components

WARRANTY LIMIT:



PORTCRIL IS NOT LIABLE FOR ANY PROBLEMS RESULTING FROM THE BAD USE OR LACK OF MAINTENANCE OF THE EQUIPMENT.

WARRANTY CERTIFICATE

1. General Terms & Conditions

1.1. This warranty certificate is valid for the following Portcrlil products and product categories: portable and built in SPAs, of private or public use, and compact kits.

1.2. Portcrlil ensures the customer a warranty of:

- 1.2.1. 10 years on the Shell and structure of Portcrlil's branded spas;
- 1.2.2. 5 years on the Shell of other manufactured ranges, such as Emotion Spas, Swimspas etc.
- 1.2.3. 2 years on the electric components, covers, side panels, piping and jets;
- 1.2.4. 1 year on consumables such as Water filters, ozone, UV light, pillows, among others;

1.3. The warranty period is valid from the day the purchase invoice is issued and, for the complaint be valid, the customer must present the purchase invoice as supporting evidence as well as the serial number of the product.

1.3.1. As an exception, the period mentioned previously can be extended to be considered from its date of sale to the final customer, with a maximum extension of one year.

However, for this the dealer must submit to Portcrlil the sales invoice to the final customer with the details of the product, including its serial number.

1.4. Whenever the client claims there are non-conformities with the product delivered, he must prove the existence of the non-conformity.

1.5. For the effectiveness of this warranty, the client must strictly follow the instructions of the user and installation guide of the delivered product.

1.6. In case of a non-conformity of the product covered by this warranty certificate, the owner should contact his distributor or retailer.

1.7. The replaced or repaired parts covered by this warranty will not extend the warranty period of the original product, but will have their own warranty.

1.8. Portcrlil will replace any damaged part to the point of it being unusable, for the established period, after:

- 1.8.1. Reception of the defective parts in the company or photographs of these parts, for confirmation and validation of the non-conformity or malfunction;
- 1.8.2. In some cases, after confirmation and validation of the non-conformity or malfunction by an authorized Portcrlil representative.

1.9. Portcrlil acts under exworks supply conditions so, any need of parts supply or returns will be of the client/Portcrlil partner responsibility.

2. Limitations

2.1. This warranty is only valid for sales made to private users.

2.2. This warranty does not cover failures caused by external factors and causalities unrelated to the product, such as natural phenomena, as well as anomalous electric voltage, water pressure, etc.

2.3. This warranty does not cover damages resulting from inadequate use, abuse, negligence, causalities of external factors, accidents or changes (e.g. automatic cover retractors, animals, excessive weight or excessive wind);

2.4. This warranty certificate does not cover the natural wear resulting from the use of the product.

2.5. This warranty does not cover damages that are caused deliberately, or that resulting from negligence, incorrect use or from the salts and impurities present in the water.

2.6. This warranty does not cover the following situations of incorrect use:

- 2.6.1. Damages or failures due to an unprotected exposure to negative temperatures and/or freezing conditions.
- 2.6.2. Damages due to direct exposure of the SPA without water or cover to UV radiation from the sun for extended periods of time.
- 2.6.3. Damages or failures caused by chemical corrosion due to incorrect water maintenance, or the use of abrasive products, improper for maintenance or cleaning the SPA.
- 2.6.4. Damages or failures caused by lack of general maintenance.
- 2.6.5. Damages or failures caused by an insufficient water level and/or inadequate temperature.
- 2.6.6. Damages or failures caused non protection with the cover during the inactivity periods.
- 2.6.7. Damages or failures generated by improper or excessive use of chemicals.
 - 2.6.7.1. Attention: inadequate automatic dosing systems may easily cause this situation, namely if they are swimming pool systems.

2.7. If the product is intended for a different use for which it is designed, whose characteristics uses are not contemplated. Each model is designed with a specific environment in mind, so the purpose of each model, public or private use, shall be taken into account.

2.8. If the SPA is supplied with a protective cover, the warranty will not cover the inappropriate use or damages caused by inadequate water treatment or resulting from the contact of the cover with chemical cleaning products.

2.9. This warranty does not cover cases of incorrect installation or service placement of the product.

2.10. Product's inspection and verification of its correct functioning, without defects and damages before installation, is the responsibility of the installer. The warranty will not be valid if the product is installed without previous revision and report of the possible anomalies.

2.11. The product will not be covered by warranty in the following cases:

2.11.1. If it is installed or started incorrectly, with consequent damages or failures, caused by incorrect installation procedures, handling errors, inadequate place for installation, etc.:

- 2.11.1.1. Not flat or uneven surfaces;
- 2.11.1.2. Low surfaces in which water can accumulate and damage the SPA.
- 2.11.1.3. The safety perimeter of 0.5 m around the SPA is not respected. The equipment area of the SPA has not an access zone, or, in case of built-in SPAs, place the spa with the shell under tension and/or do not prepare a drain and a trapdoor for free access for possible maintenance interventions.
- 2.11.1.4. Not having tested the spa in full operation after its installation, with water to ensure that the correct procedure was followed.
- 2.11.1.5. The configuration instructions of pipes and standard circuits, and the minimum and/or maximum distances of the installation are not entirely respected.
- 2.11.1.6. The installation instructions of electric components, voltage values and circuit setups are not entirely respected.

2.11.2. If the product is inspected, repaired, handled or if maintenance services are carried out by a person unrelated to Portcrlil without its authorization. Particularly in the following cases:

- 2.11.2.1. Any damages or failures caused by modifications of standard circuit or design.
- 2.11.2.2. Any damages or failures resulting from the disrespect of the procedures of the instruction manual.
- 2.11.2.3. If the product is repaired or any maintenance service is carried out with parts that are not approved by Portcrlil.
- 2.11.2.4. Damages or failures caused by violating the original packaging.
- 2.11.2.5. Damages resulting from that incorrect installation or during the transport from the retailer to the customer.

2.12. The installer or the technician acting on the user's behalf must respect a safety perimeter of 0.5 m around the SPA to allow easy access to the equipment zone, or prepare a trapdoor for free access to this zone if it in a built-in SPA, allowing intervention to concealed areas if necessary. The place of installation of the spa must be properly designed to support the weight of the spa in full operation, as well as be prepared to easily evaluate water overflows or accidental leaks. This equipment presents a risk of flooding, for that reason it must be installed in a zone that is prepared to drain and/or remove spilled water (around or beneath the SPA) during the use of the SPA or due to any possible leaks from the internal circuits. This zone must also be conceived to support condensation and humid environments. There is also a 1 m safety radius surrounding the SPA that must be respected and made of water-resistant materials. The responsibility for the costs related to the non compliance of this premise will be intirely supported by the installer or the technician who acting on behalf of the user.

2.13. It is the retailer's responsibility to be aware of the regulations and local legal requirements, and notify them to the builder, installer and/or user at the moment of purchase. The manufacturer is not responsible or liable for any additional costs from modifying or adapting the product to fulfil these requirements, if applicable, once the product is ordered.

2.14. This warranty does not cover any damage of the product in case of public use, unless the product is sold as adequate for that use.

2.15. Any damage that might occur during transportation of the product is of the responsibility of the transport company. In case transport is organised by Portcrlil, the final customer or the installer must check and open the package and inspect the product carefully upon delivery and in case of visible damage on the packaging, the reservations in the CMR must be reported immediately. In case of non-visible damage on the packaging, the customer has a legal period of 7 days to check the goods and make the right to claim within the time limit set by law so that the proper insurance can be activated.



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