

# Alpine Spas - Terms & Conditions

## Delivery & Pickups

Freight charges/method on this invoice are indicative only for a 'standard' delivery, based on details supplied at time of initial sale. If the delivery destination is in any way more complicated additional charges may apply. Please discuss with us. Auckland & Christchurch based customers can collect their spa free of charge from our two dispatch warehouses. Contact us to confirm stock levels at your nearest warehouse. (Most Alpine Spas are held in stock ready for immediate delivery). Typically delivery times New Zealand wide are between 3-5 working days. Alpine Spas Ltd. has full insurance cover while your spa is being freighted for peace of mind. See our website for more details.

## Privacy Policy

Alpine Spas will not pass your personal information on to any other party without your permission. Please see our website for full privacy policy.  
[www.alpinespas.co.nz/privacy-policy/](http://www.alpinespas.co.nz/privacy-policy/)

## Copyright

Materials on our websites ([www.alpinespas.co.nz](http://www.alpinespas.co.nz) and [www.spasupplies.co.nz](http://www.spasupplies.co.nz)) may not be modified, reproduced or publicly displayed, performed or distributed or used for any public or commercial purpose.

## Similar Elsewhere

Alpine Spas regularly compares our spa prices against a range of NZ suppliers and their similar functions and specifications. We call this "Similar Elsewhere".

## Spa Descriptions and Pricing Information

In the event a product is listed in store or online at an incorrect price, or with incorrect information due to an error in pricing or product information received from our suppliers, the seller shall have the right to refuse or cancel any orders placed at the incorrect price. The seller shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is canceled the seller shall immediately issue a credit to your credit card account in the amount of the charge. If the goods do not match the description on the seller's website, the buyer should inform the seller immediately so that the seller may take appropriate action.

## Custom Orders & Deposits

1. Custom and special orders (spas that are not part of our core range & all swim spas) require a non-refundable deposit. In the event of an order cancellation containing these products the deposit will be retained by Alpine Spas to cover costs incurred including, but not limited to Shipping, Handling, Storage and Costs incurred to resell.
2. Deposits on Spas, Gazebos & Saunas that are part of our core range are refundable.

## Damages or Loss in Transit

Spas freighted from our warehouses are adequately packed. In the unlikely event, claims for damage or loss in transit must be made as follows:

1. Prior to signing pickup or delivery consignment from freight carrier the buyer must ensure there is no shortage or visible damage to outer packaging. The freight carrier's consignment note must be endorsed accordingly at the time the spa is delivered.
2. You MUST notify Alpine Spas and the freight carrier of any damage (internal or external damage) within 24 hours of receiving your spa.

Alpine spas does not accept liability for any indirect, special, incidental or consequential damages incurred as a result of delivery & installation of the spa pool into position at the destination, including but not limited to damage to structures, driveways & any other third party structures unrelated to the goods purchased.

Call our customer care team on 0800 99 33 88 or email: [service@alpinespas.co.nz](mailto:service@alpinespas.co.nz)

## Commercial Use

Alpine Spas' products are not to be used in any way to derive a commercial benefit or to engage in commercial activity. You agree that you will not use or authorise a third party to use Alpine Spas' products for a commercial purpose, which includes but is not limited to, advertising and promotional material, unless you have the express written consent of Alpine Spas.

## Return of Spa

Our terms are very simple:

1. Spas can only be returned under our 60 Day Satisfaction Guarantee policy rules below if applicable.
2. Spas cannot be returned if you simply change your mind (and 60 Day Satisfaction Guarantee is not applicable or expired).

## 60-Day Satisfaction Guarantee

In order to qualify for the Alpine Spas 60 day right of return the following criteria must be met:

1. You must be the original owner of the spa – purchases are not transferable.
2. You must deliver to the nearest freight depot. All costs of removal and return of the spa are the customers.
3. Your eligible spa must be in as new condition as determined by Alpine Spas or Alpine Spas Agent. Such damage may include, without limitation, internal or external scratches, scrapes, dents, odors, rips, burns, etc.
4. Your spa must be returned to the depot in the same working order as it was received on pickup/delivery.
5. Your spa must not have been subject to any liens or other security interests.
6. A minimum of (30) days must have passed since the delivery date of your spa.
7. Your spa must undergo a full inspection by an Alpine Spas representative before a refund is given.
8. If you choose to proceed with the return, you must notify us in writing to: PO Box 42097, Tower Junction, 8149, Christchurch, New Zealand.

Our 60 Day Satisfaction Guarantee applies only to the purchase of brand new stock, from our spa pools range. It does not apply to any other goods purchased. Swim spas are not included in the 60 Day Satisfaction Guarantee. Ex demo & 'scratch & dent' sales are full and final, not subject to 60 day return policy.

## Payment Options

Full payment for your items included in this invoice must be received prior to delivery. Ownership remains with Alpine Spas Limited until full payment is received. To make your Alpine Spas purchase as easy as possible, we offer the following payment options: (Payment must be made in full before collection or delivery of your spa.) Bank Deposit, Credit Card (Visa & Mastercard), Eftpos, Q-Card, Farmers Card, GEM/GE Card & Gilrose Finance. From 1 July 2021 Alpine Spas will charge a Credit Card Fee of 1.9% for all transactions over \$400.

## Limitation of Liability

To the full extent permitted by the laws in New Zealand, Alpine Spas, its agents or employees shall not in any event be liable for any indirect, special, incidental or consequential damages including but not limited to loss of use, loss of data, loss of business or profits. In no event shall Alpine Spas, its agents or employees, be liable for injury to any person for any claim of damage, however arising. If products are purchased for business purposes, as defined by the Consumer Guarantees Act 1993 ("the Act"), the provisions of the Act shall not apply to the materials so purchased. Alpine Spas does not accept any responsibility or liability for any advice taken around local council regulations including but not limited to building consents, resource consents and/or spa and swim spa fencing requirements. Any information provided is general, and is not intended to address your specific circumstances. All enquiries should be directed to and checked with the local council. Alpine Spas will not be liable for costs associated with but not limited to building alterations, removal costs, delivery costs, or labour costs associated with the replacement of a spa.

## Warranty

The warranty is not transferable.

View our warranty policy on our website: [www.alpinespas.co.nz/our-warranty/](http://www.alpinespas.co.nz/our-warranty/)

## Disclaimers

Weekly finance rates are based off a 36 months interest bearing term from Gilrose Finance. Free delivery options are available to depots nationwide for spas. See our website for a list. Free delivery to driveway (curbside) is available in AKL and CHCH for spas within a clearly defined radius. Contact us for more detail.

# Alpine Spas - Personal Use Limited Warranty

Alpine Spas warrants to the original purchaser of a Spa for personal use that it will perform in accordance with the warranties set out in this warranty document ('Warranties').

## 10 Year Structural Warranty

The timber framing and the EverLast Frame™ is warranted for ten years from the date of delivery, against failure in structural integrity due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty.

## 5 Year Acrylic Warranty

The shell structure is guaranteed for five/eight\* years from the date of delivery, against defects in structure & material leading to water loss from the spa, provided that the installation, use and maintenance has been carried out in accordance with normal practice according to our recommendations and owner's manual. This is subject to the limitations, conditions and exclusions expressed in this warranty. \*5 years on Alpine range spas, Alpine Elite & Swim Spas. 8 years on Alpine Platinum, Artesian Spas & Master Spas ranges.

## 5 Year Heater Warranty

All spa heaters (non-heat pump) have a five-year warranty from the date of delivery against failure due to faulty workmanship or materials, provided that the use and maintenance has been carried out in accordance with the instructions found in our owners manuals (heating elements are not covered under this warranty against corrosion due to water imbalance). After 12 months this warranty is limited to the supply of replacement parts and excludes labour.

## 5 Year Jet Warranty

All Jet pieces have a five-year warranty from the date of delivery against failure due to faulty workmanship or materials, provided that the use and maintenance has been carried out in accordance with the instructions found in our owners manuals. Leaking from jets is covered under the plumbing warranty. This warranty excludes damage caused by sand, grit and corrosion due to water imbalance. After 12 months this warranty is limited to the supply of replacement parts and excludes labour. Alpine Spas may request the parts to be returned for inspection.

## 5 Year Plumbing Warranty

All pipes and plumbing joints have a five-year warranty from the date of delivery against failure causing leaking, due to faulty workmanship or materials, subject to the limitations and conditions expressed in this warranty. Repair of a leak may require removal of foam insulation which will be replaced, where possible, in a manner that provides a similar level of insulation, as per the service technicians discretion. After 12 months this warranty is limited to the supply of replacement parts and excludes labour.

## Warranty Exclusions

The Warranties will not apply in the following circumstances:

- Damage due to misuse or improper chemical maintenance of the spa.
- Damaged by rodents, termites, earth, ground-fill movement or Acts of God.
- Damage caused to spa surface and fittings by failure to cover spa pool when not in use and excessive exposure to sunlight.
- Damage caused by incorrect electrical installation.
- Damage caused by clogged filters.
- Damage caused by unapproved chemicals such as Bromine or Tri-chlor.
- Damage caused by flooding.
- Damage caused by operation of the spa water above 45°C
- Damage caused by installation of spa on an unsuitable surface.
- Damage caused by third party carriers.
- This warranty does not cover filter cartridges.
- This warranty does not cover demo or 'scratch & dent' sales.

The Warranties do not apply to any products used in commercial installations, including without limitation, hotels, motels, gyms, sports clubs or any other installation where larger bather density applications are apparent. See our "commercial warranty" for warranty terms applicable to commercial installations.

## Warranty Limitations

This warranty is not transferable. The spa must not be altered or modified from its original state. This warranty is the only warranty offered by Alpine Spas and excludes any other implied or oral undertakings.

In the unlikely event spa replacement is required, the spa will be replaced with the same model, however specifications are subject to change. If the model is no longer available, a store credit will be issued to the value of your original purchase.

If any defects appear or occur the Purchaser must inform Alpine Spas or its representative by notice in writing within seven days of such defect or the Warranties will not apply. Any such notice is required to set out the exact nature of the defect and the circumstances in which it was noticed. (Email: [service@alpinespas.co.nz](mailto:service@alpinespas.co.nz) or call 0800 99 33 88).

## 2 Year Equipment Warranty

Heat pumps, filtration cartridge holder, motors and pumps, ozone generator, audio system, lights, control valves, including Balboa/SpaNet or other control equipment i.e: control box and touch pads, have a two-year warranty from the date of delivery against failure due to faulty workmanship or materials, provided that the use and maintenance has been carried out in accordance with the instructions found in our owners manuals. After 12 months this warranty is limited to the supply of replacement parts and excludes labour. This warranty excludes UV bulb, which carries a 1 year parts warranty (replacement bulb will be sent free of charge, to be installed by customer, if failure of bulb occurs within a 1 year period). Alpine spas may request the parts to be returned for inspection.

## 2 Year Cabinet Warranty

All spa cabinets have a two-year warranty against failure in structural integrity due to faulty workmanship or materials. The spa cabinet finish is warranted to be free from defects at the time of delivery. Fading and weathering of the surface will occur naturally over time and are not considered defects. After 12 months this warranty is limited to the supply of replacement parts and excludes labour.

## 1 Year Cover Warranty

Spa Pool covers have a one-year warranty against failure in structural integrity and vinyl due to faulty workmanship or materials, provided that the use and maintenance has been carried out in accordance with the instructions found in our owner's manuals. Damage to straps, locks and stitching is not covered under this warranty. Disposing of a replaced cover is the owner's responsibility.

## Servicing Requirements

In the unlikely event of a spa fault, we provide support via troubleshooting over our 0800 number. Service and repair, when applicable, is performed by our own agents in Christchurch / Auckland and by contracted agents available nationwide. Rural areas may experience longer lead-times. As per the pre-delivery instructions and owner's manuals, it is the owner's responsibility to have the spa positioned in a way allowing access to all panels (service may not be available or you may become liable for additional labour and/or travel costs if this is not met).

## Electrical Connection

All electrical connections (and disconnections) must be carried out by a qualified electrical contractor and it is solely the responsibility and cost of the purchaser to facilitate. Failure to do so will immediately VOID this warranty. Alpine Spas reserves the right to ask for proof that the spa has been installed by a qualified electrical contractor.

## Warning

It is the owner's responsibility to ensure regular inspections inside the cabinet, specifically the checking of pumps, tightness of barrel unions and health of U.V systems are performed regularly, along with proper chemical maintenance as outlined in our owner's manuals. Do not leave spa wrapped in protective plastic outside in direct sunlight, this can cause damage to the acrylic due to magnification. Do not leave spa pool uncovered when not in use and exposed to sunlight. Store in shaded area if not being installed immediately. Use of chemicals or products other than those approved and sold by Alpine Spas or Spa Supplies Ltd may void warranty. Failure to adhere to these requirements may void your warranty.

## Limitation of Liability

To the full extent permitted by the laws in New Zealand, Alpine Spas, its agents, or employees will not in any event be liable for any indirect, special, incidental, or consequential damages including but not limited to loss of use, loss of data, loss of business or profits. In no event will Alpine Spas, its agents, or employees, be liable for injury to any person, however arising. If products are purchased for business purposes, as defined by the Consumer Guarantees Act 1993 ("the Act"), the provisions of the Act will not apply to the materials so purchased.

Alpine Spas does not accept any responsibility or liability for any advice taken around local council regulations including but not limited to building consents, resource consents and/or spa and swim spa fencing requirements. Any information provided is general, and is not intended to address your specific circumstances. All enquiries should be directed to and checked with the local council. Alpine Spas will not be liable for costs associated with but not limited to building alterations, removal costs, delivery costs, or labour costs associated with the spa replacement.

## Commercial Use

Alpine Spas' products are not to be used in any way to derive a commercial benefit or to engage in commercial activity. You agree that you will not use or authorise a third party to use Alpine Spas' products for a commercial purpose, which includes but is not limited to, advertising and promotional material, unless you have the express written consent of Alpine Spas.



# Alpine Spas - Other Products & Accessories Warranty

Alpine Spas warrants to the original purchaser for personal use that the products and accessories below will perform in accordance with the warranties set out in this warranty document ('Warranties').

## European Hot Tub Range

The Polyethylene liner is defined as the structure of the hot tub and is warranted for five years from the date of delivery, against failure in: structure due to faulty workmanship or materials, leading to loss of water from the hot tub.

The thermowood cladding is warranted for two years from the date of delivery, against failure in structural integrity due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty.

All other hot tub components and parts, including but not limited to the stainless burner and attachments, flue, paddle, wooden steps, plumbing and joints, stainless bands have a one year parts warranty from the date of delivery against failure due to faulty workmanship or materials, provided that the use and maintenance has been carried out in accordance with the instructions found in our owners manuals.

Do not burn wood inside the hot tub burner if the hot tub has not been filled adequately with water. Always test the temperature of the water is safe for bathing before entering using a thermometer.

After 12 months this warranty is limited to the supply of replacement parts and excludes labour.

## Gazebo

Alpine Spas Gazebo is warranted for two years from the date of delivery, against failure in structural integrity due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty. Fading and weathering of the surface will occur naturally over time, and are not considered defects. Warping or damage caused by failure to cover the product when packaged in protective wrap and excessive exposure to sunlight is excluded from this warranty. Damage caused by improper installation is excluded from this warranty. After 12 months this warranty is limited to the supply of replacement parts and excludes labour.

## Accessories

All other accessories, including but not limited to hand rails, towel rails, steps, covers not included with spa pools and cover lifters are warranted for one year from the date of delivery, against failure due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty.

## General Warranty Exclusions

- Damaged by earth or ground-fill movement or Acts of God.
- Damage or warping caused by failure to cover the product when packaged in protective wrap and excessive exposure to sunlight.
- Damage caused by incorrect electrical installation.
- Damage caused by rodents or termites.
- Damage caused by flooding.
- Damage caused by installation of product or accessory on a unsuitable surface or area.
- Damage caused by third party carriers.
- This warranty does not include all commercial installations, i.e. hotels, motels, gyms, sports clubs where larger user numbers are apparent.
- Fading and weathering of the surface will occur naturally over time and are not considered defects
- Damage to straps, locks and stitching is not covered under this warranty.
- This warranty does not cover demo or 'scratch & dent' sales.

## Warranty Limitations

This warranty is not transferable.

The products shall not be altered or modified from their original state. This warranty is the only warranty offered by Alpine Spas and excludes any other implied or oral undertakings. This warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration with Alpine Spas' prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Alpine Spas, failure to follow Alpine Spas' Pre-Delivery Instructions, Maintenance guides and Owner's Manual, or repairs made or attempted by anyone other than an authorized representative of Alpine Spas. If any such defects appear or occur the Purchaser shall inform Alpine Spas or its representative by notice in writing within seven days of such defect. Any such notice is required to set out the exact nature of the defect and the circumstances in which it was noticed.

(Email: support@alpinespas.co.nz or call 0800 99 33 88).

## Outdoor Saunas

Alpine Spas warrants the outdoor saunas wood material for five years from the date of delivery against failure due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty. All other outdoor sauna components and parts, including but not limited to the heater and accessories are warranted for two years from the date of delivery, against failure due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty. Warping or damage caused by failure to cover the product when packaged in protective wrap and excessive exposure to sunlight is excluded from this warranty. Damage caused by improper installation is excluded from this warranty. Water damage, stains or swelling of the wood due to sweat or spillage is excluded from this warranty. After 12 months this warranty is limited to the supply of replacement parts and excludes labour.

## Indoor Saunas

Alpine Spas warrants the indoor infrared saunas for two years from the date of delivery against failure due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty. Damage caused by improper installation is excluded from this warranty. Water damage, stains or swelling of the wood due to sweat or spillage is excluded from this warranty. Damage caused by installation outside is excluded from this warranty. After 12 months this warranty is limited to the supply of replacement parts and excludes labour.

## Furniture

Furniture items are warranted for one year from the date of delivery, against failure in structural integrity due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty.

## A+B Swim Spa Steps / Spa Furniture

A and B swim spa steps and spa furniture is warranted for five years from the date of delivery, against failure in structural integrity due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty. Fading and weathering of the surface will occur naturally over time, and are not considered defects. Warping or damage caused by failure to cover the product when packaged in protective wrap and excessive exposure to sunlight is excluded from this warranty. Damage caused by improper installation is excluded from this warranty. After 12 months this warranty is limited to the supply of replacement parts and excludes labour.

## General Warnings

It is the owners responsibility to undertake regular inspections and ensure maintenance is performed on all products including but not limited to, checking tightness of screws and bands, inspecting structural integrity and regularly oiling any wooden surfaces. Do not leave any products wrapped in protective plastic outside in direct sunlight, this can cause damage to the product due to magnification. Store gazebo, hot tubs and outdoor saunas in shaded area if not being installed immediately. Failure to adhere to these requirements may void your warranty.

## Limitation of Liability

To the full extent permitted by the laws in New Zealand, Alpine Spas, its agents or employees shall not in any event be liable for any indirect, special, incidental or consequential damages including but not limited to loss of use, loss of data, loss of business or profits. In no event shall Alpine Spas, its agents or employees, be liable for Injury to any person for any claim of damage, however arising. If products are purchased for business purposes, as defined by the Consumer Guarantees Act 1993 ("the Act"), the provisions of the Act shall not apply to the materials so purchased. Alpine Spas does not accept any responsibility or liability for any advice taken around local council regulations including but not limited to building consents, resource consents and/or spa and swim spa fencing requirements. Any information provided is general, and is not intended to address your specific circumstances. All enquiries should be directed to and checked with the local council. Alpine Spas will not be liable for costs associated with but not limited to building alterations, removal costs, delivery costs, or labour costs associated with the replacement of gazebos, hot tubs, saunas or accessories.

## Electrical Connection

All electrical connections (and disconnections) must be carried out by a qualified electrical contractor and it is solely the responsibility and cost of the purchaser to facilitate. Failure to do so will immediately VOID this warranty. Alpine Spas reserves the right to ask for proof that the spa has been installed by a qualified electrical contractor.

# Alpine Spas - Commercial Warranty (if applicable)

Subject to receiving Alpine Spas' written approval, Alpine Spas warrants to the original purchaser of a Spa for commercial use that it will perform in accordance with the warranties set out in this warranty document ('Warranties').

## Roto Mold Spa Pools

### 5 Year Structural Warranty

The spa pool structure (and surface) is warranted for five years from the date of delivery, against failure in structural integrity due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty. Damage to the shell surface is excluded from this warranty due to the commercial environment and exposure to numbers of users.

### 1 Year Parts Warranty

All other spa components and parts, including but not limited to heaters, heat pumps, control systems, touchpads, jets, plumbing and joints, motors and pumps, sanitisation systems, valves, dials, lighting, audio systems, hardcovers and cabinets have a one year parts warranty from the date of delivery against failure due to faulty workmanship or materials, provided that the use and maintenance has been carried out in accordance with the instructions found in our owners manuals.

Parts deemed to be faulty will be sent directly to the customer to be fitted by their own repair or service agent, under the guidance from Alpine Spas.

## Warranty Exclusions

- Damage due to misuse or improper chemical maintenance of the spa.
- Damaged by earth or ground-fill movement or Acts of God.
- Damage caused to spa surface and fittings by failure to cover spa pool when not in use and excessive exposure to sunlight.
- Damage caused by incorrect electrical installation.
- Damage caused by clogged filters.
- Damage caused by rodents or termites.
- Damage caused by flooding.
- Damage caused by unapproved chemicals such as Bromine or Tri-chlor.
- Damage caused by operation of the spa water above 45°C.
- Damage caused by installation of spa on an unsuitable surface.
- Damage caused by third party carriers.
- This warranty does not cover filter cartridges.
- Fading and weathering of the surface will occur naturally over time and are not considered defects.
- Damage to straps, locks and stitching is not covered under this warranty.
- Disposing of replaced cover is the owners responsibility.
- This warranty does not cover demo or 'scratch & dent' sales.

## Warranty Limitations

This warranty is not transferable.

The spa must not be altered or modified from its original state. This warranty is the only warranty offered by Alpine Spas and excludes any other implied or oral undertakings.

In the unlikely event spa replacement is required, the spa will be replaced with the same model, however specifications are subject to change. If the model is no longer available, a store credit will be issued to the value of your original purchase.

If any such defects appear or occur the Purchaser must inform Alpine Spas or its representative by notice in writing within seven days of such defect. Any such notice is required to set out the exact nature of the defect and the circumstances in which it was noticed. (Email: [service@alpinespas.co.nz](mailto:service@alpinespas.co.nz) or call 0800 99 33 88).

## Servicing Requirements

In the unlikely event of a spa fault, we provide assistance and support via trouble-shooting over our 0800 number. Service guidance is on hand for your technician. As per the pre-delivery instructions and owners manuals, it is the owner's responsibility to have the spa positioned in a way allowing access to all panels.

## Acrylic Spa Pools

### 2 Year Structural Warranty

The timber framing and the EverLast Frame™ is warranted for two years from the date of delivery, against failure in structural integrity due to faulty workmanship or materials, subject to the limitations, conditions and exclusions expressed in this warranty.

### 2 Year Shell Structure Warranty

The shell structure is warranted for two years from the date of delivery, against failure in: structure due to faulty workmanship or materials, leading to loss of water from the spa. This is subject to the limitations, conditions and exclusions expressed in this warranty. The acrylic surface is excluded from this warranty due to the commercial environment and exposure to numbers of users. Acrylic damage caused by excessive sunlight exposure is not covered under this warranty.

### 1 Year Parts Warranty

All other spa components and parts, including but not limited to heaters, heat pumps, control systems, touchpads, jets, plumbing and joints, motors and pumps, sanitisation systems, valves, dials, lighting, audio systems, hardcovers and cabinets have a one year parts warranty from the date of delivery against failure due to faulty workmanship or materials, provided that the use and maintenance has been carried out in accordance with the instructions found in our owner's manuals.

Parts deemed to be faulty will be sent directly to the customer to be fitted by their own repair or service agent, under guidance from Alpine Spas.

## Warning

It is the owner's responsibility to ensure regular inspections inside the cabinet, specifically the checking of pumps, tightness of barrel unions and health of U.V systems are performed regularly, along with proper chemical maintenance as outlined in our owners manuals. Do not leave spa wrapped in protective plastic outside in direct sunlight, this can cause damage to the acrylic due to magnification. Do not leave spa pool uncovered when not in use and exposed to sunlight. Store in shaded area if not being installed immediately. Failure to adhere to these requirements may void your warranty.

## Limitation of Liability

To the full extent permitted by the laws in New Zealand, Alpine Spas, its agents or employees will not in any event be liable for any indirect, special, incidental or consequential damages including but not limited to loss of use, loss of data, loss of business or profits. In no event will Alpine Spas, its agents or employees, be liable for Injury to any person for any claim of damage, however arising. If products are purchased for business purposes, as defined by the Consumer Guarantees Act 1993 ("the Act"), the provisions of the Act will not apply to the materials so purchased.

Alpine Spas does not accept any responsibility or liability for any advice taken around local council regulations including but not limited to building consents, resource consents and/or spa and swim spa fencing requirements. Any information provided is general, and is not intended to address your specific circumstances. All enquiries should be directed to and checked with the local council. Alpine Spas will not be liable for costs associated with but not limited to building alterations, removal costs, delivery costs, or labour costs associated with the replacement of a spa.

## Electrical Connection

All electrical connections (and disconnections) must be carried out by a qualified electrical contractor and it is solely the responsibility and cost of the purchaser to facilitate. Failure to do so will immediately VOID this warranty. Alpine Spas reserves the right to ask for proof that the spa has been installed by a qualified electrical contractor.