

Vortex Spas Limited Warranty

Lifetime Warranty on Permaframe™ Frames

Vortex Spas warrants the structural integrity of the spa frame against defects in workmanship and materials for the lifetime of the spa subject to the limitations, conditions and exclusions expressed in this warranty.

10 year non pro rata structural warranty

Vortex portable spas warrants the structure of the spa shell against defects in workmanship and materials leading to water loss from the spa for a period of 10 years from date of manufacture subject to the limitations and conditions expressed in this warranty.

5 year acrylic warranty

Vortex spas warrants against the loss of water through the acrylic surface of the spa shell for a period of 5 years from date of manufacture. Leaving your spa uncovered when not in use will void this portion of your warranty.

5 year jet warranty

Vortex portable spas warrant the removable spa jets to be free of manufacturing defects for a period of 5 years from date of manufacture. This warranty excludes damage by grit, sand and improper water chemistry causing corrosion of the part and is limited to supply of replacement parts after the faulty part has been returned to Vortex Spas for warranty inspection. Leaking from jets is covered by the plumbing warranty. Laminar jets have a 1 year parts only warranty.

5 year heater warranty

Vortex spas warrants the heater element against defects in materials and workmanship for a period of 5 years from date of manufacture. After 1 year this warranty is limited to the supply of replacement parts and excludes labour and freight costs. This warranty does not cover damage to heaters caused by incorrect water balance resulting in the heater being subjected to abrasive/acid water.

5 year plumbing warranty

Vortex spas warrants the plumbing piping and plumbing joints against defects in materials and workmanship causing leaking for a period of 5 years from date of manufacture. After 1 year this warranty is limited to the supply of replacement parts and excludes all labor and freight costs.

2 year pump warranty

Vortex spas warrants the water pumps against defects in materials and workmanship for a period of 2 years from date of manufacture. After 1 year this warranty is limited to the supply of replacement parts and excludes all labour and freight costs. Damage to the pump motor caused incorrect chemical balance will not be covered under this warranty. Vortex spas reserves the right to request that the pump be returned for assessment before it is replaced under this warranty.

2 year electronic components warranty

Vortex spas warrant electronic control systems against defects in materials and workmanship for a period of 2 years from date of manufacture. After 1 year the warranty is limited to the supply of replacement parts after the product has been assessed by either Vortex Spas or the relevant control system manufacturer.

1 year air blower warranty

Vortex spas warrant the air blower against defects in materials and workmanship for a period of 1 year. This warranty will become void if the blower damage is caused by overfilling.

1 year thermo clad cabinet warranty

Vortex spas warrant the thermo clad spa cabinet against defects in materials and workmanship for a period of 1 year from date of manufacture. This warranty specifically covers the structural integrity of the cabinet. The thermo clad cabinet finish is warranted to be free from defects in materials and workmanship at the time of initial delivery. Fading and weathering of the surface will occur naturally over time, and are not considered defects.

1 year Wifi, audio system, ozone, UV, LED light(s) warranty

Vortex Spas warrants the factory installed Wifi, audio system, UV sanitiser, Ozone sanitiser and LED Light(s) assemblies, to be free from defects in materials and workmanship for 1 year. The UV globe is a parts only warranty, if it fails within the 1 year period, a replacement globe will be sent out free of charge to be installed by the customer.

It is important that the barrel unions connecting the major components to the plumbing system are checked and tightened regularly. Failure to do so may affect your warranty. Check your user manual for further information.

1 year external heat pump warranty

Vortex spas warrants the External Heat Pump to be free from defects in materials and workmanship for 1 year. Installation is to be carried out by a qualified contractor. Failure to do so will immediately VOID this warranty. Vortex reserves the right to request the return of the heat pump for assessment before it is replaced or repaired.

1 year spa hardcover warranty

Your Spa Cover is warranted for a period of 1 Year from the date of delivery. This warranty applies only to the structural integrity of the cover and the vinyl. Damage caused to stitching, straps or locks due to improper use of the cover will not be covered under warranty. Disposal of any cover replaced under warranty will be the owners responsibility.

Warranty coverage

Warranty coverage begins at the delivery date. Vortex spas only extends this warranty to the original purchaser and only if the spa has been purchased through an authorized Vortex spas reseller. Written notice of the defect and proof of purchase must be provided to Vortex Spas or its nominated representative within 14 days of the defect occurring. If the spa is required to returned to Vortex spas for rectification all freight costs shall be pre paid by the customer. Repair or replacement of any defective product is at the sole discretion of Vortex Spas. To action warranty service contact the authorized Vortex Spas reseller you purchased from. If you are unable to obtain satisfactory service from your reseller written notification must be provided to Vortex Spas within 14 days of the defect occurring. Vortex Spas will p[ay the travel costs of the service agent for the first 40km from their base. Any further travel charges shall be the responsibility of the spa owner.

Electrical connection

All electrical connections must be carried out by a qualified electrical contractor. Failure to do so will immediately VOID this warranty. The spa must be connected to a dedicated MAINS electrical supply circuit protected by a compliant earth leakage circuit breaker safety switch. Vortex Spas reserves the right to ask for proof that the spa has been installed by a qualified electrician.

Warranty exclusions

1. Damage resulting from improper water maintenance or chemical dispenser.
2. Damage from operating the spa above 45°C.
3. Damage caused by clogged filters.
4. Damage caused to spa surface by improper use of spa cover and excessive exposure to sunlight.
5. Acts of God.
6. Damage caused by not installing spa on sufficient hard level surface.
7. Damage caused by incorrect electrical installation, brownouts, voltage spikes or operating spa out of +/- 10% of voltage range.
8. Warranty is not extended to filter cartridges, head rests, pump seals or drain hoses.
9. Commercial use reduces all warranties to maximum 6 months.
10. Damage caused by relocation of the spa from its original installed location.
11. The spa's cover is warranted to be free defects at time of delivery.
12. Damage by termites.
13. Damage caused by flooding.
14. Damage caused by third party carriers.
15. Damage to frame caused by unrepaired leakage.

Limitations

This warranty is the only warranty offered by Vortex and excludes any other implied or oral undertakings. Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Vortex spas' prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Vortex Spas, failure to follow Vortex Spas' Pre-Delivery Instructions or Owner's Manual, or repairs made or attempted by anyone other than an authorized representative of Vortex Spas. Vortex Spas or its agents will not be liable for any incidental or consequential loss or injury. Vortex 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.



Vortex Spas