



## **BUENOSPA LIMITED WARRANTY**

The Limited Warranty extends to the original consumer purchaser of a Bueno spa manufactured after April 1, 2020 and installed for residential use in the United States of America and Canada.

This Limited Warranty begins on the date of delivery of the spa, but in no event later than one year from the date of manufacture. This warranty terminates upon any transfer of ownership of the spa, or if the spa is installed or relocated outside the country of purchase prior to the expiration of the warranty period.

- 7 years warranty on the shell structure

Buenospa warrants the structural integrity of the spa shell against water loss due to defects in material or workmanship for five years.

- 3 years warranty on the shell surface

Buenospa warrants the interior acrylic surface of the spa against cracking, blistering or delaminating for three years. This surface finish warranty does not apply to discoloration or fading. Further, this Limited Warranty does not apply if a failure is caused by or contributed to by any of the following: improper installation, improper use of chemicals, improper introduction of foreign substances into the water, etc. and/or failure to adequately protect the surface from exposure to the sun/elements and extreme temperatures. In the event of a defect, the acrylic surface repair is further limited to only the defective portion of the surface and the repair is not guaranteed against discoloration or fading.

- 3 years warranty on the spa cabinet

Buenospa warrants the spa cabinet against defects in material or workmanship for three years. This warranty of the spa specifically covers peeling, cracking or shrinking. The spa cabinet finish is uncovered by this warranty but is warranted to be free from defects in material or workmanship at the time of delivery. Fading or weathering of the surface will occur naturally over time and are not considered to be defects.

- 1 year no leak plumbing warranty

Buenospa warrants the spa against leaks due to defects in material or workmanship for one year. This warranty of the spa specifically covers leaks from fittings, drains, hoses, internal glue joints, internal plumbing, jet assemblies and all bonded parts. This Limited Warranty does not apply if a failure is caused by or contributed to by any of the following: improper installation, improper use of chemicals, improper introduction of foreign substances into the water, etc.

- 1 year warranty on the control box and display module



Buenospa warrants the display and control box of the spa against malfunctions and defects in material or workmanship for one year. This Limited Warranty does not apply if the failure is caused by or contributed to by any of the following: improper wiring, use of extension cords, improper alterations or modifications, or failure to plug into isolated service, as indicated by the manufacturer's specifications.

- 1 year warranty on the equipment and components

Buenospa warrants the components of the spa against malfunctions and defects in material or workmanship for one year. This warranty of the spa specifically covers heaters, pumps, jets, water features, LED lighting and diverters. This Limited Warranty does not apply if a failure is caused by or contributed to by any of the following: improper installation, improper use of chemicals, improper introduction of foreign substances into the water, improper wiring, use of extension cords, improper alterations or modifications, or failure to plug into isolated service, as indicated by the manufacturer's specifications, etc. of parts and labor.

- Other components

Ozone bulb and the spa covers are warranted against malfunctions and defects in material or workmanship for 90 days from the original date of the spa delivery. Headrests, pillows, filter cartridges, cover locks, tap and diverter grips, fuses, gaskets – any parts that can be changed without the use of tools – are uncovered by this warranty but are warranted to be free from defects in material or workmanship at the time of delivery.

Any other spa components or accessories unmentioned are specifically EXCLUDED from this warranty.

This Limited Warranty is void if Bueno Spas or its designated representative determines that the spa has been subjected to damage or failure due to improper installation of aftermarket parts that are not authorized Bueno Spas branded parts and accessories. This disclaimer includes, but is not limited to filters, UV bulbs, ozone systems, water treatment systems, repair parts and other accessories. This Limited Warranty is void if Bueno Spas or its designated representative determines that the spa has been subjected to freight damage caused by the common carrier, alteration, neglect, misuse or abuse, accident beyond the control of Bueno Spas or any repairs have been attempted by anyone other than a designated representative. This Limited Warranty is void if damage to the spa shell occurs because of excessive heat buildup due to failure to cover a spa that is empty of water while exposed to direct sunlight. Misuse, abuse and neglect include any installation, operation or maintenance of the spa other than in accordance with the instructions described in the manual provided with the spa, including but not limited to improper water chemistry and chemical balance and the use of improper cleaners. This



limited Warranty provides no coverage for any item attached to or installed on the spa after the date of manufacture or for access to any component for repair or replacement. Any and every Bueno spa in commercial or industrial use is excluded from any warranty coverage whatsoever. The spa owner accepts liability for repair work performed by anyone other than authorized Bueno Spas or a designated representative.

TO THE EXTENT PERMITTED BY LAW, BUENO SHALL NOT BE RESPONSIBLE FOR LOSS OF USE OF THE SPA OR OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES, OR DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE HOT TUB, IF NEEDED. ALSO BUENO SPAS SHALL NOT BE RESPONSIBLE FOR CARTAGE, REMOVAL AND/OR RE-INSTALLATION LABOR OR ANY OTHER ASSOCIATED COST INCURRED IN OBTAINING WARRANTY SERVICE. ALL COSTS FOR REMOVAL OR REINSTALLATION OF THE SPA, OR ANY COMPONENTS, ARE THE RESPONSIBILITY OF THE PURCHASER. IN NO EVENT, WILL BUENO SPAS BE LIABLE FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THE SPA, NOR FOR INJURY TO ANY PERSON, OR ANY CLAIM FOR DAMAGES ARISING FROM THE USE, INSTALLATION, OR REPAIR OF THE SPA, INCLUDING BUT NOT LIMITED TO, WATER OR SEWAGE COST, CHEMICAL LOSS, WATER DAMAGE TO SURROUNDING AREAS, ROOMS, FURNISHING, OR LANDSCAPING.

### **Warranty performance**

This Limited Warranty begins on the date of delivery of the spa, but in no event later than one year from the date of manufacture. This warranty terminates upon any transfer of ownership of the spa, or if the spa is installed or relocated outside the country of purchase prior to the expiration of the warranty period.

To make a claim under this warranty, contact the Buenospa support team at [support@buenospa.com](mailto:support@buenospa.com).

You must give the Buenospa support team a written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase, as well as product plate information indicating model name, serial number and configuration ID, as soon as possible, but not later than thirty (30) days from the time you discover the claim.

You MUST use all reasonable means to protect the spa from further damage. Bueno Spas or its designated representative reserves the right to inspect the malfunction or defect on location, providing access to perform the repair is the responsibility of the spa owner. In some cases, the servicing dealer or agent may charge you a reasonable travel and/or service charge that is not covered by this limited warranty. Please contact Buenospa support team for information regarding any such charges. Upon inspection, Buenospa support team, at its option, choose to return the spa to the factory for repair or shell replacement. If a return to the factory is required, removal/return of the defective spa to the factory and delivery/re-installation of the replacement spa will be the responsibility of the spa owner. If your Buenospa support team member determines that repair of the defect is not feasible, they reserve the right to provide a replacement spa instead. In case the spa is removed to a repair facility for repair or replacement, the cost of removal and reinstallation will be the responsibility of the spa owner.

### **Limitations**

Except as described above, this limited warranty does not cover defects or damage due to normal wear and tear, acts of God, improper installation, alteration without Bueno Spas prior written consent, accident, misuse, abuse, commercial or industrial use, use of an accessory not approved by Bueno Spas, failure to follow Bueno Spas installation instructions or the spa manual, or repairs made or attempted by anyone other than an authorized representative of Bueno Spas. Alteration includes, but is not limited to, any component or plumbing change, electrical conversion or modification. 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.

### **DISCLAIMERS**

BUENO SPAS AND ITS REPRESENTATIVES SHALL NOT BE LIABLE FOR ANY INJURY, LOSS, COST OR OTHER DAMAGE, WHETHER INCIDENTAL OR CONSEQUENTIAL, ARISING OUT OF ANY DEFECT COVERED BY THIS LIMITED WARRANTY, INCLUDING WITHOUT LIMITATION, LOSS OF USE OF THE SPA AND COST FOR REMOVAL OF DEFECTIVE PRODUCT EVEN IF BUENO SPAS WAS ADVISED OF THE POSSIBILITY OF DAMAGE. THE LIABILITY OF BUENO SPAS UNDER THIS LIMITED WARRANTY, IF ANY, SHALL NOT EXCEED THE ORIGINAL AMOUNT PAID FOR THE DEFECTIVE PRODUCT. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE, WHICHEVER IS SHORTER.

### **Legal rights**

This warranty gives you specific legal rights, and you may have other rights which vary from state to state, province to province or country to country.

Made in Europe