

WARRANTY GUIDELINES



Important General Guidelines

- PDC Spas will reimburse for parts and labor according to the terms of the written warranty for the year and model indicated.
- Labor credits will **ONLY** be issued to retailers who have a service agent on staff that has successfully completed the service training and received a passing grade on the test.
- All claims submitted 60 days past the service date will be rejected.
- All claims must be submitted on RGLA form. Copy of form found in back of this guide.
- No claim will be honored without a completed R.G.L.A. Form.

Warranty Calculation

- The spa manufacture date and model determines the length of the spa warranty.
- The warranty is activated at the time of installation or 1 year after the date of manufacture, which ever comes first.
- Plumbing Components
 - Luxury Series & Swim Spas - Five (5) Years Parts, Three (3) Years Labor
 - Premium Series - Three (3) Years Parts, One (1) Year Labor
 - LifeStyle Series - Two (2) Years Parts, One (1) Year Labor
- All Factory Installed plumbing components that are causing water loss (less O-rings and seals).
- Electronic Equipment and Controls
 - Luxury Series & Swim Spas - Five (5) Years Parts, Three (3) Years Labor
 - Premium Series - Three (3) Years Parts, One (1) Year Labor
 - LifeStyle Series - Two (2) Years Parts, One (1) Year Labor
- Warrants All Factory Installed Electronic electrical components. As specifically listed in the warranty.

Parts Warranted at Delivery Only, excludes labor

- Pillow Headrests
- Filter Cartridges
- Fuses
- Cabinet Finishes
- Audio Systems warranty is dealt directly with the OEM.

WARRANTY GUIDELINES (CONT'D)



Parts Only Warranty for One (1) Year, excludes labor

Factory Installed:

- Nozzles
- Jet Bearings
- All Jet Faces
- Ozonators
- Diverter Controls
- Air Controls
- O-Rings
- Spa Skirting (permawood)
- Pump Bearings
- Pump Seals
- Thermal Cover Removal Equipment

Parts and Labor Claims

- All parts must be sent with an RGLA factory authorized number easily visible on outside of box.
- A separate RGLA Form must be filed for each claim. (Order Form section of this guide)
- A completed RGLA Form must accompany the part.
- If no part was used, an RGLA Form must be completed correctly and faxed or sent to the Customer Service Department at PDC for credit processing. Labor credits will be processed for valid service calls and current training approved retailers.
- Returned parts must be packaged appropriately with care for PDC to accept the shipment.
- All damaged and abused parts will be returned immediately.
- Any parts rejected must be claimed by the retailer within 14 days, after which they will be disposed of.

RGLA Form Completion Guidelines

All required information must be submitted

- Spa Retailer Name, Address, Phone Number.
- Spa Owner's Name and Phone Number.
- Serial Number of the Spa and the Spa Equipment.*
- Installation Date and Service Date.
- Description of the Problem and Service Technician's analysis.
- Part Number requesting credit for.

*Spa Serial Number is found on the inside of the spa side filter housing; a narrow silver metal label. **Equipment Serial Number on white label outside of XM can.**

WARRANTY GUIDELINES (CONT'D)



RGLA Claim Form for Parts & Labor

- Once PDC Spas has provided the spa retailer with the RGLA number, the claim form and returned parts must be received within 30 days or the number becomes invalid and the spa retailer must request an updated RGLA number. Request for RGLA number must be obtained within 30 days of service date.
- Incomplete RGLA forms will be returned to the Retailer without warranty credits given until the RGLA can be completed correctly by the retailer. The corrected claim form must be returned to PDC within 30 days or the claim will be rejected.
- An actual RGLA Form can be found in the "Order Forms" section of this guide.

Credit Processing for Claims

- Reimbursement for warranty work becomes available as a credit to your account.
- Credits are processed as RGLA forms are evaluated.
- Detailed statements of paid, pending, adjusted, and rejected claims are readily available.

Freight Reimbursement

- Spa Retailer is responsible for freight to PDC Spas. Any shipment sent freight collect will be rejected.
- PDC Spas will pay freight to return the failed warranty part to the retailer, at standard ground freight.
- Consolidate several parts in a single box to minimize shipping costs.

Ordering Warranty Parts

- Verify from the Parts Catalogue you have the correct part number.
- It is preferable to fax your order to 570-323-8485 to assure correct ordering and quick shipping. Email to jheim@pdcspas.com.
- When ordering warranty parts, remember to submit the completed RGLA Form and request warranty terms on the order.
- Any freight other than standard ground will be at the retailer's expense.
- Do not refuse parts deliveries.

WARRANTY GUIDELINES (CONT'D)



Returning New Parts

- Authorization must be obtained prior to returning new parts for reimbursement.
- New parts must be submitted on an RGLA form, also.
- All new parts will be accepted based upon inspection, and are subject to a 15% restocking fee. All parts must be in new condition and a part currently inventoried.
- All returned items must be less than 30 days old from invoice date.
- All new parts returned will be processed to your account in the form of a credit memo.

Labor Reimbursement Schedule

- PDC Spas reimburses at the rate of one hour per spa malfunction (not failed component), upon authorization.
- PDC Spas will not reimburse for aftermarket items or consumer replacement items, or any non-factory installed item.
- Above mentioned items include, but are not limited to: escutcheons, pillow headrests, filter lids, thermal rigid covers, water sanitation devices, fuses, filters, steps and items warranted as delivery only, as noted earlier in this guide.
- Contact Customer Service if extensive service is required.
- PDC Spas will not reimburse for travel time to and from the site in accordance with the written warranty, nor for time required for emptying and re-filling spa water.
- Labor rebate for spas manufactured after 1-1-2005 is \$65 per call.

Surface and Structural Claims

- Contact the Customer Service Department at 1-800-451-1420 for guidelines on repair, etc.

Service Training Requirements

- It is mandatory that all retailers have a service technician that has successfully completed the PDC training course at all times to collect labor warranties from PDC Spas.
- Service technicians must participate in training updates as PDC Spas deems necessary.

Quality Control Notification

Any time a technician observes anything out of the ordinary regarding product performance or design, PDC Spas encourages the Quality Control Notice form found in "Order Forms" section of this Guide to be completed and returned to the Customer Service Department.

WARRANTY GUIDELINES (CONT'D)



rev. 1/2017

Luxury and Premium Series Limited Warranty

PDC Spas, Inc. warrants certain specific parts of the spa described below.
The warranties apply only to the person who first bought the spa.
In this Limited Warranty, PDC Spas is called "we/us" and the first person who buys the spa is called "you".

What Spa is Covered by this Limited Warranty?

This limited warranty applies to all Luxury and Premium Series spas manufactured by us.

When Do the Limited Warranties Start and How Long do They Last?

If you have your original proof of purchase, the warranties will start on whichever occurred first of (1) your date of purchase or (2) one year after the date the spa was manufactured. If you do not have your proof of purchase, the warranties begin on the date the spa was manufactured.

What does this Warranty Cover?

Structural Warranty. We warrant that the spa shell structure (meaning the fiberglass reinforcements) will not leak due to defects in workmanship and materials for a period of thirty-five (35) years for Luxury Series spas and for a period of twenty-five (25) years for Premium Series spas from the date the warranty starts.

Surface Finish Warranty. We warrant that the exterior acrylic surface finish will be free from blistering and cracking due to a defect in material or workmanship for a period of fifteen (15) years from the date the warranty starts.

Electronic Component Warranty. We warrant that the factory-installed electrical components (pumps, heater, air blower, electrical control systems) will be free from defects in workmanship and materials for a period of five (5) years for Luxury Series spas and three (3) years for Premium Series spas after the warranty starts.

Plumbing Warranty. We warrant that the plumbing components will be free from defects in workmanship and materials for a period of five (5) years for Luxury Series spas and for a period of three (3) years for Premium Series spas from the date the warranty starts.

Parts Warranty. We warrant that the lights, lenses, ozonators, fuses, head rests, filters, o-rings, pressure switches and removable jet parts will be free from defects in material and workmanship at the time of delivery only, if the spa is delivered within one (1) year after the date of manufacture.

Synthetic Cabinet Warranty. We warrant that the synthetic cabinet skirting and exterior base will be free from defects in workmanship and material for a period of three (3) years.

Component Warranty. We warrant that any other factory installed component not mentioned above will be free from defects in workmanship and material for a period of one (1) year after the warranty starts.

Replacement Parts. We warrant any replacement part only for duration of the warranty under which it was provided. For example, if we replace a plumbing component, the replacement component is warranted only for the remaining term of the five (5) year warranty for Luxury Series spas and three (3) years for Premium Series spas.

WARRANTY GUIDELINES (CONT'D)



Luxury and Premium Series Limited Warranty (con'td)

What Does this Warranty Not Cover?

This warranty does not cover:

- any commercial use of the spa or spas located outside the 48 contiguous United States
- spa covers, interior finish, any factory-installed accessories, pre-plumbing, support equipment, stereo systems or entertainment components
- normal wear and tear items such as, but not limited to, pump seals and pump bearings
- unauthorized repairs or replacements
- discoloration or fading
- any conditions resulting from negligence, alterations, misuse, accidents, vandalism, failure to maintain the spa in accordance with the instructions in the owner's manual, including use of any chemical or cleaning agent not intended for use on a spa or which is used in greater quantities than those specified in the owner's manual
- failure to adequately protect your spa from extremes in temperature, such as the failure to use a spa cover or other available accessories available to protect the spa, or to install the spa in accordance with the owner's manual

What Will We Do to Correct Problems?

Structural Warranty (Luxury Series): During the twenty (20) year period after this warranty starts, we will pay the retail repair costs or retail replacement costs to repair or replace the shell structure. After the first twenty (20) years, we will pay the following amounts toward the retail repair costs or retail replacement costs to repair or replace the shell structure: in years twenty-one (21) through twenty-five (25), 75% of the retail replacement costs or retail repair costs and during the last ten (10) years of the warranty period, 50% of the retail replacement costs or retail repair costs. If we replace your spa more than five (5) years after the warranty period starts, we will not pay for the costs of the installed plumbing components. You must pay for the installed plumbing components.

Structural Warranty (Premium Series): During the first (1) year through fifteenth (15) year after this warranty starts, we will pay the retail repair costs or retail replacement costs to repair or replace the shell structure. After the first fifteen (15) years, we will pay the following amounts toward the retail repair costs or retail replacement costs to repair or replace the shell structure: in years sixteen (16) through twenty (20), 75% of the retail replacement costs or retail repair costs and during the twenty-one (21) through twenty-five (25), 50% of the retail replacement costs or retail repair costs. If we replace your spa more than three (3) years after the warranty period starts, we will not pay for the costs of the installed plumbing components. You must pay for the installed plumbing components.

Surface Finish Warranty. During the first eight (8) years of this warranty, we will pay the retail repair costs to repair the surface finish or the retail replacement costs to replace the spa, at our election. During the remainder of the warranty period, we will pay 50% of the retail repair costs to repair the spa surface finish or 50% of the retail replacement costs to replace the spa. If we replace your spa more than eight (8) years after the warranty period starts, we will not pay for the costs of the installed plumbing components. You must pay for the installed plumbing components.

Electric Component Warranty (Luxury Series): During the first three (3) years of the warranty period, we will replace the electric component. During the remainder of the warranty period, we will pay 50% of the retail replacement costs toward the cost of the replacement electric component.

Electric Component Warranty (Premium Series): For the three (3) year warranty period, we will replace the electric component.

Plumbing Warranty; Parts Warranty; Synthetic Cabinet Warranty, Component Warranty: We will provide a replacement part.

All Warranties: If we determine that repair is not feasible, we reserve the right to provide a replacement spa equal in value to the purchase price you paid for your spa.

WARRANTY GUIDELINES (CONT'D)



Luxury and Premium Series Limited Warranty (con'td)

How Do You Get Service?

To make a claim under this warranty, contact the retailer from whom you purchased the spa. If you are unable to contact the retailer, contact us at the address listed below. You must give us and/or the retailer from whom you purchased the spa written notice of your warranty claim and, if you have it, a copy, of your proof of purchase, within ten (10) days of the time when you first discover the claim. If you cannot provide a copy of your original proof of purchase, you must provide the name of the retail store where your spa was purchased and the spa serial number.

If the warranty claim relates to a component part, you or the retailer must return the part to us. Before returning a defective part or spa for warranty service to us, you must first contact our service department to obtain a RGA NUMBER (return good authorization number).

We will determine whether a defective part or spa is to be repaired or replaced. We have the right to inspect your spa at its location and, if we request such inspection, you must give us access to the spa to obtain warranty service. If you cannot provide a copy of your original proof of purchase, the name of the retail store where your spa was purchased and the spa serial number must be provided to us.

If your warranty claim is approved, we will only repair your spa or replace your spa or the part at the factory, and you must pay the cost to return the spa or part to us. If we approve a warranty claim for repairs or a replacement part, you may choose who does the repairs or orders the part from us. We are not responsible for any work or anything else done by the person you choose. We do not have any authorized service representatives.

Whomever you select to repair the spa or the part or replace the part must comply with our warranty service terms and guidelines. We are not responsible for any costs incurred which do not comply with our warranty service terms, guidelines.

How Do You Contact Us?

To contact us in writing: P.O. Box 4007, Williamsport, PA 17701

To ship a spa or part to us: 75 Palmer Industrial Rd. Williamsport, PA 17701

To contact us by telephone: 1-800-451-1420 or 570-323-3060

To contact us by email: spas@pdcspas.com

What Costs and Charges Are Not Covered by this Warranty?

If you choose to have someone other than us perform warranty service, we will pay the person whom you choose to perform warranty service labor costs at our then current rate schedule for that particular type of service for the first three (3) years of the warranty period. You or the person you choose to perform the warranty service should contact us for current labor rates. If we perform the warranty service, we will not charge you for labor for the first three (3) years of the warranty period. We do not pay for any labor after the first three (3) years of the warranty period. After the first three (3) years, for those warranties which last more than three (3) years, you must pay the labor charges to repair the spa or part or replace the part.

This warranty does not cover the costs of transportation to and from us or a dealer to get warranty service or replacements. You must pay the transportation costs. We do not pay for the costs to get access to or to remove the spa or the part from where it is installed. We do not pay to install any replacement part or spa, such as labor costs you may incur to install the replacement part or spa. We do not pay for any costs to dismantle and remove the spa or the part or drain or refill the spa.

You must pay all costs to repair or replace your spa or the part in excess of the retail replacement costs or retail repair costs we pay under this warranty.

WARRANTY GUIDELINES (CONT'D)



Luxury and Premium Series Limited Warranty (con'td)

Retail replacement costs are determined at the time of warranty service. It is our retail price at that time for a comparable spa or part. Retail repair costs are also determined at the time warranty service. It is our repair charge at that time for the same or similar defect which we would charge the general public. The retail replacement costs and retail repair costs are not the prices or charges charged in sales or special offers.

Limitations:

We are not responsible for any warranty service performed by anyone other than us.

The implied warranty of merchantability and the implied warranty of fitness for a particular purpose are limited to the shortest time period allowed by law.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

No other warranties, written or oral, are given except as set forth in this Limited Warranty and no person, including any dealer or retailer, has authority to modify this Limited Warranty. We are not liable for any consequential or incidental damages arising out of or in connection with your use of the spa or any component or the performance or defect in the spa or any component part. This limitation includes damages for economic loss, loss of property, and personal injuries. In no event shall our liability under this Limited Warranty exceed the purchase price you paid for this spa.

Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

Our only liability and your only remedy for any claim against us from any cause whatsoever is the repair or replacement of the defective part as set forth above or, at our option, a refund of the purchase price paid by you. This includes any claims arising from our failure to use reasonable care (negligence) or breach of any of the express limited warranties or the implied warranties of merchantability or fitness for a particular purpose. This also applies whether the defect is discoverable or latent. In no event will we have any liability in excess of the purchase price paid by you. These limitations apply during and after the applicable warranty period, whether or not the spa or component is covered by the warranty.

Any action arising out of or relating to this Limited Warranty, whether by or against you or us, may be brought in and only in the Court of Common Pleas of Lycoming County, Pennsylvania or the United States District Court for the Middle District of Pennsylvania and must be brought within one (1) year of the date the cause of action arises.

Your Rights Under State Law:

This Limited Warranty gives you specific legal rights, you may also have other rights which vary from state to state.

You must read the owner manual carefully. This warranty does not apply to conditions resulting from any failure to follow the instructions in the owner's manual.



Plastic Development Company, Inc., PDC Spas
P.O. Box 4007, 75 Palmer Industrial Road, Williamsport, PA 17701
800.45.1420 spas@pdcspas.com

WARRANTY GUIDELINES (CONT'D)



rev. 11/16

LifeStyle Series Limited Warranty

PDC Spas, Inc. warrants certain specific parts of the spa described below.

The warranties apply only to the person who first bought the spa.

In this Limited Warranty, PDC Spas is called "we/us", first person who buys the spa is called "you".

What Spa is Covered by this Limited Warranty?

This limited warranty applies to the Lifestyle Series Spa manufactured by us.

When do the limited warranties start and how long do they last?

If you have your original proof of purchase, the warranties will start on whichever occurred first of (1) your date of purchase or (2) one year after the date the spa was manufactured. If you do not have your proof of purchase, the warranties begin on the date the spa was manufactured.

What Does this Warranty Cover?

Structural Warranty. We warrant that the spa shell structure (meaning the fiberglass reinforcements) will not leak due to defects in workmanship and materials for a period of ten (10) years from the date the warranty starts.

Surface Finish Warranty. We warrant that the exterior acrylic surface finish will be free from blistering and cracking due to a defect in material or workmanship for a period of ten (10) years from the date the warranty starts.

Electronic Component Warranty. We warrant that the factory-installed electrical components (pumps, heater, and electrical control systems) will be free from defects in workmanship and materials for a period of two (2) years after the warranty starts.

Plumbing Warranty. We warrant that the plumbing components will be free from defects in workmanship and materials for a period of two (2) years from the date the warranty starts.

Parts Warranty. We warrant that the lights, lenses, ozonators, fuses, head rests, cabinet finish, filters, o-rings, pressure switches and removable jet parts will be free from defects in material and workmanship at the time of delivery only, if the spa is delivered within one (1) year after the date of manufacture.

Component Warranty. We warrant that any other factory installed component not mentioned above will be free from defects in workmanship and material for a period of one (1) year after the warranty starts.

Replacement Parts. We warrant any replacement part only for duration of the warranty under which it was provided. For example, if we replace a plumbing component, the replacement component is warranted only for the remaining term of the one (1) year warranty.

What Does this Warranty Not Cover?

This warranty does not cover:

- any commercial use of the spa or spas located outside the 48 contiguous United States
- spa covers, interior finish, any factory-installed accessories, pre-plumbing, skirts, support equipment, or stereo systems or entertainment components
- normal wear and tear items such as, but not limited to, pump seals and pump bearings
- unauthorized repairs or replacements
- discoloration or fading

WARRANTY GUIDELINES (CONT'D)



LifeStyle Series Limited Warranty (con'td)

- any conditions resulting from negligence, alterations, misuse, accidents, vandalism, failure to maintain the spa in accordance with the instructions in the owner's manual, including use of any chemical or cleaning agent not intended for use on a spa or which is used in greater quantities than those specified in the owner's manual
- failure to adequately protect your spa from extremes in temperature, such as the failure to use a spa cover or other available accessories available to protect the spa, or to install the spa in accordance with the owner's manual

What will We do to Correct Problems?

Structural Warranty: During the first (1) year through fifth (5) after this warranty starts, we will pay the retail repair costs or retail replacement costs to repair or replace the shell structure. After the first five (5) years, we will pay the following amounts toward the retail repair costs or retail replacement costs to repair or replace the shell structure: in years six (6) through ten (10), of 50% of the retail replacement costs or retail repair costs. If we replace your spa more than one (1) year after the warranty period starts, we will not pay for the costs of the installed plumbing components. You must pay for the installed plumbing components.

Surface Finish Warranty. During the first five (5) years of this warranty, we will pay the retail repair costs to repair the surface finish or the retail replacement costs to replace the spa, at our election. During the remainder of the warranty period, we will pay 50% of the retail repair costs to repair the spa surface finish or 50% of the retail replacement costs to replace the spa. If we replace your spa more than one (1) year after the warranty period starts, we will not pay for the costs of the installed plumbing components. You must pay for the installed plumbing components.

Electric Component Warranty. For the two (2) year warranty period, we will replace the electric component.

Plumbing Warranty; Parts Warranty; Component Warranty: We will provide a replacement part.

All Warranties: If we determine that repair is not feasible, we reserve the right to provide a replacement spa equal in value to the purchase price you paid for your spa.

How Do You Get Service?

To make a claim under this warranty, contact the retailer from whom you purchased the spa. If you are unable to contact the retailer, contact us at the address listed below. You must give us and/or the retailer from whom you purchased the spa written notice of your warranty claim and, if you have it, a copy, of your proof of purchase, within ten (10) days of the time when you first discover the claim. If you cannot provide a copy of your original proof of purchase, you must provide the name of the retail store where your spa was purchased and the spa serial number.

If the warranty claim relates to a component part, you or the retailer must return the part to us. Before returning a defective part or spa for warranty service to us, you must first contact our service department to obtain a RGA NUMBER (return good authorization number).

We will determine whether a defective part or spa is to be repaired or replaced. We have the right to inspect your spa at its location and, if we request such inspection, you must give us access to the spa to obtain warranty service. If you cannot provide a copy of your original proof of purchase, the name of the retail store where your spa was purchased and the spa serial number must be provided to us.

WARRANTY GUIDELINES (CONT'D)



LifeStyle Series Limited Warranty (con'td)

If your warranty claim is approved, we will only repair your spa or replace your spa or the part at the factory, and you must pay the cost to return the spa or part to us. If we approve a warranty claim for repairs or a replacement part, you may choose who does the repairs or orders the part from us. We are not responsible for any work or anything else done by the person you choose. We do not have any authorized service representatives.

Whomever you select to repair the spa or the part or replace the part must comply with our warranty service terms and guidelines. We are not responsible for any costs incurred which do not comply with our warranty service terms, guidelines.

How do you contact us?

To contact us in writing, write to: P.O. Box 4007 Williamsport, PA 17701

To ship a spa or part to us: 75 Palmer Industrial Rd. Williamsport, PA 17701

To contact us by telephone: 1-800-451-1420 or 570-323-3060

To contact us by email: spas@pdcspas.com

What Costs and Charges are Not Covered by this Warranty?

If you choose to have someone other than us perform warranty service, we will pay the person whom you choose to perform warranty service labor costs at our then current rate schedule for that particular type of service for the first year of the warranty period. You or the person you choose to perform the warranty service should contact us for current labor rates. If we perform the warranty service, we will not charge you for labor for the first year of the warranty period. We do not pay for any labor after the first year of the warranty period. After the first year, for those warranties which last more than one (1) year, you must pay the labor charges to repair the spa or part or replace the part.

This warranty does not cover the costs of transportation to and from us or a dealer to get warranty service or replacements. You must pay the transportation costs.

We do not pay for the costs to get access to or to remove the spa or the part from where it is installed. We do not pay to install any replacement part or spa, such as labor costs you may incur to install the replacement part or spa. We do not pay for any costs to dismantle and remove the spa or the part or drain or refill the spa.

You must pay all costs to repair or replace your spa or the part in excess of the retail replacement costs or retail repair costs we pay under this warranty.

Retail replacement costs are determined at the time of warranty service. It is our retail price at that time for a comparable spa or part. Retail repair costs are also determined at the time warranty service. It is our repair charge at that time for the same or similar defect which we would charge the general public. The retail replacement costs and retail repair costs are not the prices or charges charged in sales or special offers.

Limitations:

WARRANTY GUIDELINES (CONT'D)

LifeStyle Series Limited Warranty (con'td)



We are not responsible for any warranty service performed by anyone other than us.

The implied warranty of merchantability and the implied warranty of fitness for a particular purpose are limited to the shortest time period allowed by law.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

No other warranties, written or oral, are given except as set forth in this Limited Warranty and no person, including any dealer or retailer, has authority to modify this Limited Warranty. We are not liable for any consequential or incidental damages arising out of or in connection with your use of the spa or any component or the performance or defect in the spa or any component part. This limitation includes damages for economic loss, loss of property, and personal injuries. In no event shall our liability under this Limited Warranty exceed the purchase price you paid for this spa.

Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

Our only liability and your only remedy for any claim against us from any cause whatsoever is the repair or replacement of the defective part as set forth above or, at our option, a refund of the purchase price paid by you. This includes any claims arising from our failure to use reasonable care (negligence) or breach of any of the express limited warranties or the implied warranties of merchantability or fitness for a particular purpose. This also applies whether the defect is discoverable or latent. In no event will we have any liability in excess of the purchase price paid by you. These limitations apply during and after the applicable warranty period, whether or not the spa or component is covered by the warranty.

Any action arising out of or relating to this Limited Warranty, whether by or against you or us, may be brought in and only in the Court of Common Pleas of Lycoming County, Pennsylvania or the United States District Court for the Middle District of Pennsylvania and must be brought within one (1) year of the date the cause of action arises.

Your Rights Under State Law:

This Limited Warranty gives you specific legal rights, you may also have other rights which vary from state to state.

You must read the owner manual carefully. This warranty does not apply to conditions resulting from any failure to follow the instructions in the owner's manual.



Plastic Development Company, Inc., PDC Spas
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WARRANTY GUIDELINES (CONT'D)



rev. 5/16

Synergy and TruSwim Swim Spa Limited Warranty

PDC Spas, Inc. warrants certain specific parts of the swim spa described below.

The warranties apply only to the person who first bought the swim spa.

In this Limited Warranty, PDC Spas is called "we/us" and the first person who buys the spa is called "you".

What Spa is Covered by this Limited Warranty?

This limited warranty applies to all Synergy and TruSwim Series swim spas manufactured by us.

When Do the Limited Warranties Start and How Long do They Last?

If you have your original proof of purchase, the warranties will start on whichever occurred first of (1) your date of purchase or (2) one year after the date the swim spa was manufactured. If you do not have your proof of purchase, the warranties begin on the date the swim spa was manufactured.

What does this Warranty Cover?

Structural Warranty. We warrant that the swim spa shell structure (meaning the fiberglass reinforcements) will not leak due to defects in workmanship and materials for a period of thirty-five (35) years from the date the warranty starts.

Surface Finish Warranty. We warrant that the exterior acrylic surface finish will be free from blistering and cracking due to a defect in material or workmanship for a period of fifteen (15) years from the date the warranty starts.

Electronic Component Warranty. We warrant that the factory-installed electrical components (pumps, heater, electrical control systems) will be free from defects in workmanship and materials for a period of five (5) years after the warranty starts.

Plumbing Warranty. We warrant that the plumbing components will be free from defects in workmanship and materials for a period of five (5) years from the date the warranty starts.

Propulsion Warranty. We warrant that the hydraulic propulsion system, namely the electric motor, hydraulic motors, hydraulic pump, electronic controls and hydraulic line will be free from defects in workmanship and materials for a period of two (2) years from the date the warranty starts.

Parts Warranty. We warrant that the lights, lenses, ozonators, fuses, head rests, filters, o-rings, pressure switches and removable jet parts will be free from defects in material and workmanship at the time of delivery only, if the swim spa is delivered within one (1) year after the date of manufacture.

Synthetic Cabinet Warranty. We warrant that the synthetic cabinet skirting and exterior base will be free from defects in workmanship and material for a period of three (3) years.

Component Warranty. We warrant that any other factory installed component not mentioned above will be free from defects in workmanship and material for a period of one (1) year after the warranty starts.

Replacement Parts. We warrant any replacement part only for duration of the warranty under which it was provided. For example, if we replace a plumbing component, the replacement component is warranted only for the remaining term of the five (5) year warranty.

WARRANTY GUIDELINES (CONT'D)



Synergy and TruSwim Swim Spa Limited Warranty (con'td)

What Does this Warranty Not Cover?

This warranty does not cover:

- any commercial use of the swim spa(s) located outside the 48 contiguous United States
- Swim spa covers, interior finish, any factory-installed accessories, pre-plumbing, support equipment, stereo systems or entertainment components
- normal wear and tear items such as, but not limited to, pump seals and pump bearings
- unauthorized repairs or replacements
- discoloration or fading
- any conditions resulting from negligence, alterations, misuse, accidents, vandalism, failure to maintain the swim spa in accordance with the owner's manual, including use of any chemical or cleaning agent not intended for use on a swim spa or which is used in greater quantities than those specified in the owner's manual
- failure to adequately protect your swim spa from extremes in temperature, such as the failure to use a swim spa cover or other available accessories available to protect the swim spa, or to install the swim spa in accordance with the owner's manual

What Will We Do to Correct Problems?

Structural Warranty : During the twenty (20) year period after this warranty starts, we will pay the retail repair costs or retail replacement costs to repair or replace the shell structure. After the first twenty (20) years, we will pay the following amounts toward the retail repair costs or retail replacement costs to repair or replace the shell structure: in years twenty-one (21) through twenty-five (25), 75% of the retail replacement costs or retail repair costs and during the last ten (10) years of the warranty period, 50% of the retail replacement costs or retail repair costs. If we replace your swim spa more than five (5) years after the warranty period starts, we will not pay for the costs of the installed plumbing components. You must pay for the installed plumbing components.

Surface Finish Warranty. During the first five (5) years of this warranty, we will pay the retail repair costs to repair the surface finish or the retail replacement costs to replace the swim spa, at our election. During the remainder of the warranty period, we will pay 50% of the retail repair costs to repair the swim spa surface finish or 50% of the retail replacement costs to replace the swim spa. If we replace your spa more than five (5) years after the warranty period starts, we will not pay for the costs of the installed plumbing components. You must pay for the installed plumbing components.

Electric Component Warranty: During the first three (3) years of the warranty period, we will replace the electric component. During the remainder of the warranty period, we will pay 50% of the retail replacement costs toward the cost of the replacement electric component.

Propulsion Warranty: During the first two (2) years of the warranty period, we will replace the hydraulic system component.

Plumbing Warranty; Parts Warranty; Synthetic Cabinet Warranty, Component Warranty: We will provide a replacement part.

All Warranties: If we determine that repair is not feasible, we reserve the right to provide a replacement swim spa equal in value to the purchase price you paid for your swim spa.

How Do You Get Service?

To make a claim under this warranty, contact the retailer from whom you purchased the swim spa. If you are unable to contact the retailer, contact us at the address listed below. You must give us and/or the retailer from whom you purchased the swim spa written notice of your warranty claim and, if you have it, a copy, of your proof of purchase, within ten (10) days of the time when you first discover the claim. If you cannot provide a copy of your original proof of purchase, you must provide the name of the retail store where your swim spa was purchased and the swim spa serial number.

WARRANTY GUIDELINES (CONT'D)



Synergy and TruSwim Swim Spa Limited Warranty (con'td)

If the warranty claim relates to a component part, you or the retailer must return the part to us. Before returning a defective part or swim spa for warranty service to us, you must first contact our service department to obtain a RGA NUMBER (return good authorization number).

We will determine whether a defective part or swim spa is to be repaired or replaced. We have the right to inspect your swim spa at its location and, if we request such inspection, you must give us access to the swim spa to obtain warranty service. If you cannot provide a copy of your original proof of purchase, the name of the retail store where your swim spa was purchased and the swim spa serial number must be provided to us.

If your warranty claim is approved, we will only repair your swim spa or replace your swim spa or the part at the factory, and you must pay the cost to return the swim spa or part to us. If we approve a warranty claim for repairs or a replacement part, you may choose who does the repairs or orders the part from us. We are not responsible for any work or anything else done by the person you choose. We do not have any authorized service representatives.

Whomever you select to repair the swim spa or the part or replace the part must comply with our warranty service terms and guidelines. We are not responsible for any costs incurred which do not comply with our warranty service terms, guidelines.

How Do You Contact Us?

To contact us in writing: P.O. Box 4007, Williamsport, PA 17701

To ship a spa or part to us: 75 Palmer Industrial Rd. Williamsport, PA 17701

To contact us by telephone: 1-800-451-1420 or 570-323-3060

To contact us by email: spas@pdcspas.com

What Costs and Charges Are Not Covered by this Warranty?

If you choose to have someone other than us perform warranty service, we will pay the person whom you choose to perform warranty service labor costs at our then current rate schedule for that particular type of service for the first three (3) years (two years (2) for hydraulic system) of the warranty period. You or the person you choose to perform the warranty service should contact us for current labor rates. If we perform the warranty service, we will not charge you for labor for the first three (3) years (two years (2) for hydraulic system) of the warranty period. We do not pay for any labor after the first three (3) years (two years (2) for hydraulic system) of the warranty period. After the first three (3) years (two years (2) for hydraulic system), for those warranties which last more than three (3) years, you must pay the labor charges to repair the swim spa or part or replace the part.

This warranty does not cover the costs of transportation to and from us or a dealer to get warranty service or replacements. You must pay the transportation costs. We do not pay for the costs to get access to or to remove the swim spa or the part from where it is installed. We do not pay to install any replacement part or swim spa, such as labor costs you may incur to install the replacement part or swim spa. We do not pay for any costs to dismantle and remove the swim spa or the part or drain or refill the swim spa.

You must pay all costs to repair or replace your swim spa or the part in excess of the retail replacement costs or retail repair costs we pay under this warranty.

Retail replacement costs are determined at the time of warranty service. It is our retail price at that time for a comparable swim spa or part. Retail repair costs are also determined at the time warranty service. It is our repair charge at that time for the same or similar defect which we would charge the general public. The retail replacement costs and retail repair costs are not the prices or charges charged in sales or special offers.

WARRANTY GUIDELINES (CONT'D)



Synergy and TruSwim Swim Spa Limited Warranty (con'td)

Limitations:

We are not responsible for any warranty service performed by anyone other than us.

The implied warranty of merchantability and the implied warranty of fitness for a particular purpose are limited to the shortest time period allowed by law.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

No other warranties, written or oral, are given except as set forth in this Limited Warranty and no person, including any dealer or retailer, has authority to modify this Limited Warranty. We are not liable for any consequential or incidental damages arising out of or in connection with your use of the swim spa or any component or the performance or defect in the swim spa or any component part. This limitation includes damages for economic loss, loss of property, and personal injuries. In no event shall our liability under this Limited Warranty exceed the purchase price you paid for this swim spa.

Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you.

Our only liability and your only remedy for any claim against us from any cause whatsoever is the repair or replacement of the defective part as set forth above or, at our option, a refund of the purchase price paid by you. This includes any claims arising from our failure to use reasonable care (negligence) or breach of any of the express limited warranties or the implied warranties of merchantability or fitness for a particular purpose. This also applies whether the defect is discoverable or latent. In no event will we have any liability in excess of the purchase price paid by you. These limitations apply during and after the applicable warranty period, whether or not the spa or component is covered by the warranty.

Any action arising out of or relating to this Limited Warranty, whether by or against you or us, may be brought in and only in the Court of Common Pleas of Lycoming County, Pennsylvania or the United States District Court for the Middle District of Pennsylvania and must be brought within one (1) year of the date the cause of action arises.

Your Rights Under State Law:

This Limited Warranty gives you specific legal rights, you may also have other rights which vary from state to state.

You must read the owner manual carefully. This warranty does not apply to conditions resulting from any failure to follow the instructions in the owner's manual.



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