



# NATURAL SPAS™ LIMITED WARRANTY

**EFFECTIVE DATE:** For units purchased after January 1, 2026. **WHO IS COVERED:** The original purchaser (Residential use only).

## 1. DELIVERY & INSPECTION (IMPORTANT)

You must inspect the spa for damage BEFORE signing the delivery receipt.

- **Freight Damage:** If you notice any damage to the crate or spa, you must note it on the driver's paperwork or refuse the shipment.
- **Concealed Damage:** If you sign for the shipment as "Clear" or "Good Condition," Natural Spas cannot be held responsible for transit damage discovered later.

## 2. WHEN YOUR WARRANTY STARTS

- **Start Date:** Your warranty coverage begins on the Date of Delivery.
- **Note on New Old Stock:** If a spa is bought more than one (1) year after it was manufactured, the warranty period starts automatically on that one-year mark, regardless of when it was delivered.

## 3. STRUCTURAL & SHELL COVERAGE

- **5-Year Shell Structural:** We warrant the spa shell against water loss due to structural defects for 5 Years.
- **5-Year Shell Finish:** We warrant the interior finish against blistering, cracking, peeling, or delaminating for 5 Years.
- **2-Year Plumbing:** We warrant the factory plumbing against leaks for 2 Years.



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#### 4. COMPONENT COVERAGE (WE HELP YOU CLAIM)

The pumps, heaters, and controls are warranted by the companies that made them (e.g., Balboa™, Gecko™), not by Natural Spas.

- **How it works:** If a component fails within 1 Year, Natural Spas will facilitate the claim for you. We will contact the manufacturer, handle the paperwork, and arrange for the replacement part to be sent to you.
- **Parts Only:** This covers the cost of the *part* only. It does not cover the labor to install it.

#### SPA COVERS (THIRD-PARTY WARRANTY)

- **Coverage:** The warranty for the spa cover is provided solely by the original manufacturer.
- **Assistance:** Natural Spas will facilitate the claim with the cover manufacturer on your behalf.
- **Exclusions:** This warranty does not cover chemical burns (blistering from ozone/chemicals), waterlogging (punctured vapor barrier), or broken straps/handles.

#### 5. CRITICAL INSTALLATION REQUIREMENTS

Failure to follow these rules will VOID your warranty.

- **Licensed Electrician Required:** All electrical connections must be performed by a licensed electrician. Natural Spas reserves the right to request a copy of the electrician's invoice or license number for any electrical warranty claim. Improper wiring causing component failure is not covered.
- **Improper Installation:** Any damage caused by an unlevel foundation, improper support, or installation errors voids this warranty.



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## **6. IMPORTANT: READ BEFORE USE (NOT DEFECTS)**

Our spas are hand-made to look like real rock. They are not smooth plastic.

- **Residue & Staining:** Our unique rock finish is created using real crushed sands and oxides. During the first few weeks of use, a fine residue may release from the surface. This can stain light-colored bathing suits or towels. We recommend rinsing the spa and wearing old or dark swimwear for the first few uses.
- **Natural Fit & Gaps:** Because of the irregular rock texture, flat accessories (hard covers, skimmer lids, waterfalls) will not fit perfectly flush. Small gaps are intentional and necessary for the natural look.
- **Texture Variations:** "Shiny spots" or texture variations are normal results of the hand-casting process.

## **7. STRICT EXCLUSIONS (WHAT WE DO NOT PAY FOR)**

This is a "Parts Only" Warranty. To keep our prices low, we do not pay for local service crews.

- **NO LABOR:** We do not pay for labor to install, repair, or troubleshoot the spa.
- **NO TRIP CHARGES:** We do not pay for "Service Calls" or travel fees for electricians or repair techs.
- **NO ACCESS COSTS:** If your spa is built into a deck or pit, you are responsible for the cost to reach it. We do not pay to remove decking, fencing, or landscaping.
- **Freight:** You are responsible for shipping costs for replacement parts.

## **8. HOW TO GET HELP**

If you have a problem, contact your dealer or Natural Spas within 30 days.

- **Requirement:** You must provide your Proof of Purchase and photos of the issue.



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