



DIMENSION ONE SPAS®

## 2-Year Vinyl Cover & 3-Year Ultralast™ Cover - Limited Warranty

### Extent of Warranty

This warranty extends only to the original consumer purchaser of the vinyl or Ultralast cover purchased from Dimension One Spas®. The vinyl cover is warranted to be free from defects in workmanship and materials for two years commencing on the original date of cover installation. The Ultralast cover is warranted to be free from defects in workmanship for two years and materials for three years commencing on the original date of cover installation. This warranty automatically terminates upon any transfer of ownership.

### Warranty Section

This warranty specifically protects the original consumer/purchaser for two years from excessive damage to, or failure of, the vinyl encasement and three years for the Ultralast encasement including handles and straps, determined to have been caused by normal usage. Foam inserts are covered for two years from defects in materials and workmanship. The cover locks are warranted to be free from defects in materials and workmanship at the time of delivery.

Fading of the material may occur due to UV exposure, normal aging and chemicals used in the maintenance of spa water. Fading and texture changes will not diminish the function of the cover and is not covered under the terms of this warranty.

### Warranty Exclusions

- Misuse or abuse resulting in the breaking of the foam inserts. (particularly standing or jumping on the cover).
- Dragging the cover across concrete or hanging it from the handles.
- Chemical damage caused by improper maintenance or neglect.
- Failure to provide regular cleaning and maintenance of the cover skin. Please note that normal wear is also excluded such as discoloration of the underside material or fading of the vinyl skin (depending on your environment).
- Cracking that occurs in areas where the temperature exceeds the cold crack rating of -20°F.
- Tears, rips or any other condition resulting in damage due to misuse or anything attached to the cover.
- Damage caused by animals, vermin, mold or mildew.

### Cover Lifter

When used with a cover lifter, seam stretching and damage will be considered normal wear and tear not covered under this warranty. There are various types of covers and cover lifts. It is the responsibility of the cover owner to ensure that the installer follows the cover lift manufacturer's instructions regarding proper installation of any cover lifting device. Assure that the cover lift does not put additional strain on any of the seams. When installed correctly, guide arms only act as a guide. Guide arms are not intended for additional support and should not pull on the seams and cause tearing or cracking. Damage occurring from cover lifts that are installed improperly will be excluded and not covered under warranty.

### Warranty Performance

Dimension One Spas will administer the spa cover warranty for covers purchased directly from Dimension One Spas. To make a claim under this warranty, contact your authorized dealer. In the event you are unable to obtain service from the dealer please contact Dimension One Spas, 1819 Aston Avenue, Suite 105, Carlsbad, CA. 92008, or call (800) 345-7727 for Customer Service.

Dimension One Spas requires the original purchaser to notify the dealer in writing within ten (10) days of discovering the damage or defect for any warranty claim. All warranty claims must include a copy of the original purchaser's receipt indicating the original date of installation.

Dimension One Spas or its Authorized Service Agent will replace any defects covered by the "Warranty Section" of this warranty. The cover or cover skin will be replaced at the option of Dimension One Spas. Except as described herein, you will not be charged for parts or the freight costs (FOB Dealer) for parts necessary for warranty repairs. In some cases, the servicing dealer may charge the original purchaser a reasonable repairperson travel/service charge that is not covered by this warranty. Please contact the dealer for information regarding any such charges. The cost involved with delivery and installation is the purchaser's responsibility. The replacement cover warranty will be equal to the balance, if any, remaining on original cover.

### Limitations

Except as described above, in "Warranty Section", this warranty does not cover defects or damage due to normal wear and tear, improper installation, alterations without Dimension One Spas' prior written consent, accident, acts of God, misuse, abuse, consumer neglect, commercial or industrial use, use of an accessory not approved by Dimension One Spas', failure to follow Dimension One Spas' Owner's Manual or repairs made or attempted by anyone other than an authorized representative of Dimension One Spas. **If a cover is replaced under the terms of the limited warranty, the new cover assumes the remainder of the original cover's warranty period if any exists.**



DIMENSION ONE SPAS®

## Cover Care and Maintenance

### Care and Maintenance

Your Dimension One Spa cover has a vinyl or Ultralast™ encasement. This encasement is attractive and durable. Monthly cleaning and conditioning is strongly recommended to maintain and increase the longevity of your cover. (See your spa's Owners' Manual)

#### To Clean and Condition the encasement Cover

1. Use a garden hose to loosen debris and dirt.
2. Using a large sponge or a soft bristle brush, use diluted or mild soap and scrub the top. Rinse clean and do not allow soap to dry on cover. **Do not use soap on the underside of the cover.**
3. Please check with your Dimension One Spa Dealer for recommended cover care and conditioning products. Condition using non-petroleum based conditioners to keep the material supple and threads/stitching from drying out. Do not use solvents, abrasive cleaners or strong detergents. Do not use products that contain silicone or alcohol.

#### Additional Care and Maintenance Instructions:

1. Debris can accumulate on the spa cover. Removal of snow or other debris will help to avoid breakage of the foam cores.
2. Be sure to lock the cover straps to secure the cover from unwanted or accidental entry.
3. Do not place heavy objects on the cover.
4. Do not walk, sit or stand on the cover.
5. Do not drag or use the flaps/skirt or the cover lock straps to remove the cover.
6. Use only recommended cover lift systems.
7. Use only chemicals and cleaners recommended by Dimension One Spas.
8. Remember to keep spa covered when not in use. Maintaining proper water levels assures efficient operation and efficient electrical usage.
9. Do not expose your spa to the sun for extended periods of time as UV rays can damage the interior surface.
10. Use caution when removing cover. Before removing cover, assure all locks have been released to avoid lock breakage and or cover strap damage.
11. Properly drain your spa when not in use. If water is in the spa and remains untreated mold or mildew may form.