



Wind River No-fault Platinum Warranty

Five-Year Structural Warranty:

Commencing on the delivery date, as shown on the buyer's receipt, Wind River Spas warrants the spa shell structure to be free from leaks caused by defects in materials and workmanship for a Five (5) year period. The spa shell structure consists only of the plastic spa shell material and does not include plumbing, fittings, electrical parts, heaters, pumps, wood cabinet or any other spa accessory. These items are covered under the "Three Year Equipment No-fault Warranty" and "Three Year Leak Warranty".

Three-Year Plastic Surface Warranty:

Commencing on the delivery date, as shown on the buyer's receipt, Wind River Spas warrant the interior finish, Lucite Cast Acrylic plastic only, of the spa shell structure to be free from manufacturer's defects in material and workmanship for a three (3) year period. This interior finish warranty includes fading and cracking. The interior finish warranty does not include misuse and abuse such as heavy impact of shell or blistering due to exposure of ultraviolet rays.

Three-Year Plumbing Warranty:

Commencing on the delivery date, as shown on the buyer's receipt, Wind River Spa's warrants the plumbing and fittings to be free from water leakage for a three (3) year period.

Three-Year Mechanical Warranty:

Commencing on the delivery date, as shown on the buyer's receipt, Wind River Spas warrants the major mechanical components to be free of defects for a period of three (3) years. This includes and is limited to the control pack, heater, pumps, topside and remote controls. Labor on these components will be covered for a period of three (3) years. Floating remotes are limited to 1 year.

Three-Year Equipment Warranty:

Commencing on the delivery date, as shown on the buyer's receipt, Wind River Spas warrants the electrical parts, corona discharge ozonators, shaft seals, gaskets, o-rings, light bulbs, fuses, heating element, and insulation foam to be free from manufacturer's defects in material and workmanship for a period of three (3) years. This also includes No-fault breakage, as well as lightening strikes and power surges. Warranty coverage for rigid covers or any other spa accessory is covered under each component manufacturer's warranty and is not included in Wind River Spa's No-fault Warranty. Filter elements and pillows are not covered under Wind River's No fault warranty. The Siding And Cover on all spas is only covered under warranty for a period of one (1) year from the time of purchase.

Three-Year Freeze and Rodent Warranty:

Commencing on the delivery date, as shown on the buyer's receipt, Wind River Spas warrants the spa against Freeze and Rodent damage on parts for a period of three (3) years. Notice of any malfunction must be given within seventy-two (72) hours of the time the malfunction or defect becomes apparent. Notice must be given to Spa Exchange, Inc. at its only Service and Repair facility located at 2940 S. Galapago St., Englewood, CO 80110, 303-789-2227. Labor is not included in this limited Freeze and Rodent Warranty and would be charged at the current service rate. Wind River does not guarantee against rodent entry on their products. Wind River's rodent warranty is limited to the damage of plumbing parts or wiring only. Insulation panels and foam are excluded. All removal and reinstallation charges are the responsibility of the purchaser (including electrical disconnect/reconnect and crane charges if necessary).

Removal and Reinstallation:

For the duration of the warranty period, if deemed necessary by an authorized service technician, Wind River Spas will not charge for removal or reinstallation of spa (including electrical disconnect/reconnect) except in the event of a freeze up. Spa must be removable. Wind River will not cover charges for a crane if necessary and is not responsible for removal of fencing or decking to gain access to spa. Freight and crate will not be charged for spas in the metro-Denver area (40) mile radius from Wind River Spa's showroom at 2940 S. Galapago St. Englewood, CO 80110.

Acts Invalidating Warranty:

These warranties shall be invalid if Wind River Spa's products have been subject to alteration, misuse or abuse, or if any repairs on the products are attempted by anyone other than an authorized representative of Wind River Spas. Misuse and abuse shall include any operation other than that which is in accordance with Wind River Spas printed instructions. These acts include use of any sanitizers not recommended by Wind River Spas. Other alterations that would void warranty may include any penetration to skirting that would allow rodents to enter the spa cavity. Improper wiring of the spa that causes the terminal strip in the pack to burn will not be covered by any implied warranty either written or spoken. Certain "acts of GOD" such as wind or storm damage are not the responsibility of Wind River Spas and will not be covered.

Extent of Warranty:

The aforementioned warranties extend only to products supplied by Wind River Spas. Such warranties extend to residential uses of Wind River Spa's products; commercial use of Wind River Spa's products are not included in these warranties. The warranty is non-transferable.

Disclaimers:

Wind River Spas shall not be liable for loss of use of Manufacturer's products or other incidental or consequential costs, expenses or damages. Wind River Spa's shall not be responsible for any promises not specifically stated within our warranty or included in signed contract.

**Balboa Audio systems, and the Balboa Worldwide App, are not covered under the Wind River no fault warranty.

Commencing on the delivery date, as shown on the buyer's receipt, Wind River Spa's warrants the Audio and WiFi systems for a period of (1) year from the time of purchase. This includes the • (bba™) Balboa Bluetooth Audio system and the Balboa Worldwide App. (bwa™), Labor on these components will be covered for a period of 30 days.

System & WiFi Router Requirements:

bwa™ communicates over a 2.4GHz home network supporting 802.11b/g/n wireless technology. 5GHz networks are not supported.

Standard wireless setup supports only home network routers configured to use open (no security) or WEP/WPA/WPA2.

A WiFi signal strength of -50 dBm or better is highly suggested to ensure non-interrupted cloud service:

bwa™ wireless access is not supported on: Guest networks/Hotspots that use a portal page to login.

We warrant our insulating covers to the original end user, to be free from defects in material and workmanship, under normal usage, for a 1-year period (12 months) from the date of manufacturing to the original end user. Such limited warranty does not cover damages caused by animals, fire, vandalism, excessive chemicals, improper installation and strain, abuse or abrasion, acts of God or use for purposes other than that for which the cover was designed. Ordinary wear and tear, delamination and seam splitting due to improper handling are not considered to be a defect in workmanship or material.

1 YEAR COVER WARRANTY DOES NOT INCLUDE ANY OF THE FOLLOWING:

- Foam breakage or tearing of vinyl (this cover is not intended to be walked, stood, or sat upon, or any excessive weight caused by rain, water, snow, animals, or any other acts of God)
- Damage due to excessive use of chemicals of water or contact with other chemicals on the cover material (this includes the use of Armor All and other petroleum based products).
- Fading of vinyl and thread is not considered a defect and will naturally occur due to normal chemical maintenance, exposure to the elements and aging.
- Scuffing & Chafing or wearing holes in cover by dragging or storing/leaning against sharp objects.
- Damage caused by improper installation or Any damage resulting from misuse, abuse, negligence, acts of God, accident or alteration, (i.e. cover lifts, animals and excessive weight or wind).