HANSCRAFT®
european spa producer

# QUALITY DURING TAKEOVER

# Quality during takeover

**The guarantee covers only the first consumer, i. e. the first owner of the hot tub to whom the hot tub was invoiced and delivered. The guarantee period starts with the first day of the takeover for use and ends with the expiration of the time limit during which the owner can assert his rights related to quality guarantee claims. Or before the expiration of this time limit in case of delegating the owner rights to another person.**

## 1. Two-year thermocover guarantee

The producer provides the user with a guarantee covering any material defects and quality processing. The wearing and fading of the material exposed to direct sunlight occurs naturally and is not covered by the guarantee. The thermocover is not walkable, therefore defects caused by excessive load will not be covered by the warranty!

## 2. Two-year hot tub components guarantee

The guarantee covers the material defects and the quality processing of the motors, circulation pumps, jets and air regulators. The parts that commonly wear off during use (sealing insertions, mats, filter lids, etc.) are covered by a guarantee limited by their longevity.

## 3. Two-year control unit and control panel Balboa guarantee

The control unit BALBOA and control panel BALBOA are covered by a two-year guarantee period. The guarantee covers the material defects and quality processing. The guarantee period for fuses, bulbs, sealing and the heater is limited by their longevity, which further depends on the intensity of use and sufficient upkeep of the hot tub. The guarantee does not cover the physical wear down of the BALBOA control panel screen.

## 4. Ten-year warranty on the Hanscraft hottub shell

The user is provided with a ten-year warranty in the sense that, due to the defect of the shell, caused by manufacturing defect or material defect, there is no leakage of water from the shell.

## 5. Ten-year warranty on Hanscraft's hottub wooden construction

The user is provided with a ten-year warranty on the properties of the wooden construction in the sense, that it does not collapse due to material defect.

## 6. Two-year hot tub cabinet guarantee

The producer guarantees that the cabinet will remain without any defects for a lasting period of two years. The guarantee explicitly covers the shrinking, cracking and peeling of the cabinet. The fading and other exterior wear down of the cabinet occurs naturally and therefore are not considered an acknowledgeable defect.

## 7. Two-year water leakage guarantee

The guarantee covers the case of water leakage in the inner water piping and jets set-up caused by a material defect. The producer does not bear responsibility for the property damaged by the water leak.

## 8. Two-year LED lighting guarantee

Material defects and proper functionality of LED lighting installed by the producer is covered by a two-year guarantee period.

## 9. Two-year Aquatic AV audio system components guarantee

The guarantee period covers any components installed by the producer (speakers, power supply, cables, subwoofer etc.) The guarantee covers any material defects and quality processing, not weak signal reception cause by installing the hot tub to an unsuitable place.

## 10. Two-year UV lamp (according to the hot tub) guarantee

The producer provides a two-year period guarantee covering any material defects and quality processing. This guarantee does not cover the UV lamp bulb whose guarantee is limited by its longevity.

## 11. Guarantee period restrictions

a) The guarantee does not cover defects caused by an improper use, insufficient upkeep of the hot tub or use of the wrong chemicals/wrong doses of chemicals leading to for example calcareous sediments on individual components of the hot tub. The guarantee does not cover damages and defects caused by weather and natural forces (lightning, floods, frost etc.)

b) The guarantee does not cover damages caused by changes of the hot tub construction or hot tub equipment done by the user.

c) The guarantee does not cover radio signal, which is dependent on local conditions such as signal strength and signal disturbances from the surrounding influences.

d) The producer does not take responsibility for damages done by domestic animals or pest.

e) The producer does not take responsibility for damages suffered during the delivery secured by the user. The producer further does not take responsibility for damages caused by careless handling (abrasive changes, lifting etc.) or any sort of modification for any reason (including changes to comply with local conditions) as well as an improper installation (different than the one provided by the producer).

f) The guarantee does not cover defects caused by regular wear down, modifications of the product without a written consent from the seller, improper installation, commercial use of the product, using accessories not approved by the producer, not complying with the user manual instructions, non-professional repair or a repair attempted by anyone beside an authorised producer representative.

g) The producer is not responsible for the following damages (for example the water affecting a floor, ceiling, facing etc.), damages caused by one's own carelessness (for example the use of unapproved chemicals, using a poor quality water or producer unapproved accessories (which were not tested for possible defects).

h) The guarantee does not cover deformations of any part of the hot tub caused by sunlight amplified by reflections from glass surfaces, which can cause extremely high temperatures. For example, if the hot tub is located under a glass roof, etc.

i) In case your spa is equipped with screwless cabinet, it is prohibited to install additional accessories or load the cabinet in a way not specified by the manufacturer. Damage caused by failure to follow this precaution is not covered by the warranty.

j) If the hot tub is not in use and has been drained, **do not leave it covered with the thermal cover only** – always place a protective tarp over the thermal cover. Rain or melting water may seep through the cover seams into the interior of the tub, accumulate at the bottom and cause:
   – mold growth,
   – water freezing in winter and subsequent damage to the filtration and hydromassage piping.
   **Note: Warranty does not cover damage caused by water ingress if the hot tub was not protected with a cover tarp.**

**The guarantee is not applicable to if the consumer does not ensure a full access to the hot tub from all its service sides (see the user manual of individual models).**

## 12. Assertion of the guarantee

Assertion of the guarantee abides by the terms and conditions as well as the warranty claim policy of the seller. In case of purchase directly from the producer (HANSCRAFT, s. r. o.), the guarantee fully abides by the terms and conditions and the warranty claims policy of HANSCRAFT, s. r. o.



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