



# OWNER'S PROTECTION PLAN LIMITED WARRANTY

## [7] STRUCTURE, NO LEAKS

Marquis Corp. warrants the DuraShell® interior, DuraWood exterior and DuraBase spa bottom against peeling, cracking, yellowing, blistering, or delamination for a period of seven years from original purchase date or nine months after date of manufacture, whichever occurs first.

Spa shell, jet fittings, internal plumbing, internal glue joints, and all bonded parts are warranted against leaks for a period of seven years from original purchase date or nine months after date of manufacture, whichever occurs first.

## [5] MAJOR COMPONENTS AND SYSTEMS

Marquis Corp. warrants the jet pump(s), pump seal(s), controls equipment pack, and no-fault heater against any malfunction or defect in materials or workmanship for a period of five years from original purchase date or nine months after date of manufacture, whichever occurs first.

## [3] FACTORY-INSTALLED PARTS

Marquis Corp. warrants all factory-installed spa parts, systems and components including drain bib, ozonator (including bulb), GFCI cord, gaskets, fuses, removable jet fittings\*, skimmer lid(s)\*, Spa Frog® cartridge holder\*, light bulbs\*, light lens\*, spa cover\*, and cover locks and latches\* for a period of three years from original purchase or nine months after date of manufacture, whichever occurs first. Filter cartridges are excluded from extended warranty but are warranted to be free from defects at time of sale. The floating remote control\* and Spa Monitor base station\* are warranted for a period of one year from original purchase date or nine months after date of manufacture, whichever occurs first. \*Customer must return part to dealer for replacement.

## TRANSFERABLE

This warranty is transferable to all subsequent spa owners.

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This warranty extends to the original retail purchaser of the spa for personal, family or household purposes only. This warranty is transferable to all subsequent spa owners for personal, family or household purposes only. Warranty coverage dates from original purchase date by the original owner or nine months after date of manufacture, whichever occurs first. Warranty transfer must be verified and validated with Marquis Corp. within ten days of the transfer sale by completing the warranty transfer form. Warranty transfer forms are available at the local authorized Marquis Dealer or by contacting the Marquis Corp. Customer Service Department.

In no event shall any obligation of Marquis Corp. extend beyond the original period of any applicable warranty determined according to the effective warranty date of the original purchaser.

## LIMITED WARRANTY

In order to obtain the benefit of this warranty, the spa owner shall notify their authorized Marquis Dealer of any problem or warranty claim within thirty days of the time the problem is discovered.

In the event the spa owner is unable to obtain parts or service from an authorized Marquis Dealer, the spa owner should contact the Customer Service Department of Marquis Corp. Notice of a problem can be sent to Marquis Corp. via email at [service@marquiscorp.com](mailto:service@marquiscorp.com) or in writing to Marquis Corp., 596 Hoffman Road, Independence, OR 97351-9601, or by phoning Marquis Corp. at 1-800-275-0888 (USA) or 001-503-838-0888 (International). Direct all correspondence to Customer Service Department.

## PERFORMANCE OF WARRANTY

Marquis Corp. agrees to repair any plumbing or surface defects and to repair or furnish a replacement for any factory-installed components covered under this warranty which, upon test and examination by Marquis Corp., prove defective. All materials for examination must be returned to Marquis Corp. freight prepaid.

Marquis Corp. unconditionally warrants the no-fault heater against any failure that requires replacement. Unconditional is defined as warranty coverage without exception if the component fails to operate properly within the spas's system, including, but not limited to, water chemistry damage.

Replacement parts, including light bulbs, skimmer lids, removable jet fittings, covers, cover locks and latches, and Spa Frog® cartridge holder must be returned by the customer to the authorized Marquis Dealer for replacement.

Your authorized Marquis Dealer reserves the right to assess a travel or trip charge for service calls.

THIS WARRANTY IS LIMITED TO THE REPLACEMENT OR REPAIR OF THE DEFECTIVE ITEMS AS STATED IN THIS SECTION OF THE WARRANTY.

## INVALIDATION OF WARRANTY

This warranty is void if this Marquis spa or component (such as skimmer lid, removable jet fitting, etc.) has been subjected to alteration, misuse or abuse, or if any repairs on the spa are performed or attempted by anyone other than an authorized Marquis Spas service center. "Alteration" is defined as any component or plumbing change, electrical conversion, or the addition of any alternative heating or sanitation device(s) other than Marquis Corp. recommended components which contribute to component or unit failure. "Misuse and abuse" shall include, without limitation, any installation, maintenance or operation of the spa other than in accordance with Marquis Corp. printed instructions (located in the Owner's Manual) or use of the spa in a manner or for a purpose other than for which it was designed. Under no circumstances shall Marquis Corp. or any of its representatives be held liable for injury to any person or damage to any property, however arising.

Other items not included in this warranty are freight expense; labor and material costs associated with removal and/or replacement of spa; damage to the spa surface and equipment due to the use of trichlor chlorine, or other harsh chemicals not recommended by Marquis Corp.; damage to or fading/staining of the spa surface or equipment caused by impact, scratching, abrasive or corrosive cleaners, or extreme water temperatures (outside the range of 32°F to 120°F, 0°C to 49°C). *Damage to the spa surface caused by leaving the spa uncovered and empty of water with direct exposure to sunlight may cause solar heat distress and would invalidate this warranty.*

Other costs not associated to the direct repair of the spa, such as phone charges, missed work, and damage caused to the spa beyond Marquis Corp. control, are not included in this warranty. Items beyond Marquis Corp. control include but are not limited to damage resulting from; improper electrical connections; accidents; failure to follow procedures defined in the Marquis Spas Owner's Manual; cleaning agents; and lightning and other natural occurrences.

IMPORTANT: 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.

## DISCLAIMERS

There are no additional warranties, express or implied, which extend beyond the terms of this limited warranty.

No other person or entity has been authorized to make any warranty, representation or promise of performance not included in this express written warranty, and Marquis Corp. shall not be bound by any such additional warranty, representation or promise.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.