
Product Warranty

Coverage

The Limited Warranty covers hardware and components for a lifetime from the time of original purchase from an authorized dealer by the original buyer. If, during this period, a covered component fails, SanSpa Five Star, LLC will provide a replacement part to the owner through an authorized dealer. Shipping charges and all other incidental costs are not included. SanSpa Five Star, LLC will not pay labor costs involved in diagnostics, removal, repair, service or replacement of the parts. Such costs may be covered by a separate warranty provided by your authorized dealer. All warranty claims must be coordinated through an authorized dealer.

Limitations

The Limited Warranty does not cover defects, damage or failure caused by the shipment, delivery, installation or user, including but not limited to: modification of any type for any reason, electrical or water connections not specified by the installation and specifications included with the unit, improper installation, unreasonable operation, accident, neglect, lack of proper routine maintenance, or acts of God, including earthquakes, floods, lightning, etc.

Parts

When warranty parts are required, contact your authorized dealer. Be prepared to provide proof of purchase.

Registration

Please print and mail, email, or fax the complete registration form to SanSpa Five Star, LLC using the information provided below.