



## Topside Control Instructions & Warranty Information

**Please refer to the owner's manual for important safety information, manufacturer's recommendations, and detailed installation, use, & care instructions.**



### POWERING ON YOUR SPA

After filling the spa to the correct level through the filter assembly and removing the water hose, replace the filter, filter basket, and filter cover. Turn the GFCI on. Every time the GFCI is powered on, your spa controls run diagnostic self checks. During diagnostic testing, it is normal for a series of messages to display on your topside controls. When diagnostic self checks are completed, the spa will start in priming mode.

#### Turning the Jets On and Off



Press the “PUMP” button once to turn the pump on. Press the “PUMP” button a second time to turn pump on high speed. Press the “PUMP” button a third time to turn the pump off. The pump will shut down automatically after 20 minutes. To turn the pump back on, simply press the “PUMP” button. If your spa is equipped with an Ozonator, ozone will be generated automatically whenever the pump is running on low speed.

To ensure your safety and for optimal performance, your spa automatically performs maintenance functions and diagnostic testing, circulating the water on low speed every thirty minutes to run a system check. Pressing the pump button during heating, filtration and diagnostic testing will not turn the pump off. *If your spa is equipped with a circulation pump, it will run continuously until the water temperature is 1°F above the programmed temperature setting. When at the correct temperature it will turn off and back on every 30 minutes and circulate for 1 minute or to heat the water as needed. The ozonator engages when the circulation pump is running.*

#### Pre-Programmed Factory Settings

The spa will start in Standard Operating Mode.

The temperature is pre-programmed to 100°F (38°C)

The minimum programmable temperature is 80°F (27°C), the maximum is 104°F (40°C)

The Filtration cycle is pre-programmed to run twice each day for two hours.

While the water is heating, the temperature is measured approximately every two minutes. After the spa has been running for 2 minutes, the current water temperature will be displayed on the topside controls. When the water temperature reaches the pre-programmed temperature setting, the pump will automatically turn off. To display the current pre-programmed temperature setting, press the “cool” button once. The current water temperature will flash on the display.

**When you press a button, wait 5 seconds before you press a different button to prevent unintended changes to programmed settings.**

#### Priming Mode



Each time your GFCI is turned on, “PR” is displayed on your topside controls. As soon as “PR” appears on the screen, press the “PUMP” button twice to run the pump on high speed. Within 2 minutes water should be flowing from the jets in every seat without any surging from the pumps. If water isn’t flowing from all of the jets or if you hear the pumps surging, turn them on and off up to 4 times, which can help prime the pump. If the pump isn’t primed after turning them on and off 4 times, turn the GFCI off. Make sure the “T Stems” are locked in the UP position, the diverter valves are centered for even distribution of the water, jets without flow are fully rotated to the open position and there isn’t any debris in the filter basket or on the suction drain covers. Turn the GFCI on again and repeat the process. If the pump doesn’t prime on the second attempt, call your dealer for assistance. *A pump that fails to prime should not be left on for more than 2 minutes under any circumstance. The heater will engage when priming mode is complete. If a pump is not properly primed when the heater engages, the spa may overheat causing serious damage.*

#### Changing the Programmed Temperature Setting



**If the display is not flashing when the temperature is adjusted, the changes will not be saved.**

To change the programmed temperature setting, press and release the “COOL” button. While the set temperature is flashing on the display, press the “COOL” button to reduce the temperature until the new temperature is displayed. After 3 seconds, the display will stop flashing and the current water temperature will be displayed.



To increase the temperature setting, press and hold the “WARM” button until the new temperature is displayed. After 3 seconds, the display will stop flashing and the current water temperature will be displayed.

#### Freeze Protection

If the water temperature falls to 44°F (6°C) the spa will automatically turn on and will run for 4 minutes after the water temperature reaches 46°F (8°C) to prevent freezing. If your spa is in Sleep Mode when the ambient temperature is 40°F (4°C) or lower, the water temperature will likely operate in Freeze Protection Mode for extended periods if not continuously.

#### Setting the Filtration Cycles



**Filtration cycles run every 12 hours.**

**The filtration cycle duration can be set in increments of an hour.**



To change the duration of the filter cycles, press and release the “COOL” button. While the water temperature is flashing on the display press and release the “PUMP” button, then press and release the “COOL” button to move through the filter cycle duration options, from F1 (1 hour filtration cycle) to F8 (8 hour filtration cycle) stopping when the setting you want is displayed. Press the “PUMP” button to confirm your selection. Filter cycles can be set for 1, 2, 3, 4, 5, 6, 7, or 8 hours. Never set your filtration cycle to FILC (Continuous Filtration) which can lead to over heating, damaging the components that is not covered under the warranty.

The first filtration cycle will begin after the pumps are primed each time the GFCI spa is turned on. When the filtration cycle begins, the pump will operate on high speed for approximately 1 minute to flush the lines, after which the pump will operate on low speed until the filtration cycle is complete. Filtration cycles run every 12 hours. For example, if the GFCI is powered on at 4:54 and you have selected 2 hour filtration cycles, your filtration cycles will run from 5 to 7 a.m. and again from 5 to 7 p.m. If you want the filtration cycles to run from 3 to 5, you should power on the spa at 2:54.

## UNDERSTANDING OPERATING MODES

Your spa controls are equipped with operating modes to help you regulate energy consumption and reduce operating costs. How often the spa is used and the ambient temperature will help you determine which mode is best for you.

**When you press a button, wait 5 seconds before you press a different button to prevent unintended changes to programmed settings.**

To change operating modes, press the “COOL” button. While the display is flashing, press the “LIGHT” button. The current mode will flash on the topside control. To move between modes, press the “COOL” button followed immediately by the “LIGHT” button until the operating mode you want to select is displayed on the topside controls.

### Standard Operating Mode



The water is heated to maintain your pre-programmed temperature setting.

The current water temperature is displayed on the topside controls.

When your spa is in Standard Operating Mode, your programmed temperature setting is always maintained. If your water temperature falls a few degrees, the pump will automatically begin circulating on low speed to heat the water until the correct temperature is reached

### Economy Mode



The water heats only during filtration cycles.

In Economy Mode the water may be too cool for immediate use.

“EC” is displayed on the topside controls.

**DO NOT PUT YOUR SPA IN ECONOMY MODE WHEN THE AMBIENT TEMPERATURE IS 40°F (4°C) OR LOWER!**

In Economy Mode, the water is only heated during filtration cycles. In moderate weather, setting the filtration cycle to end right before use can be an effective way to reduce energy consumption but in cool weather the water may be too cool for immediate use. When your spa is in Economy Mode, the water temperature and “EC” will flash alternately on the display when the pump is running on low speed, after diagnostic testing, during or after a filtration cycle, or when you press the “COOL” button once. Otherwise, EC is displayed on the topside controls.

### Sleep Mode



The water heats to within 20°F (11°C) of the programmed temperature setting.

The water ONLY heats during filtration cycles.

“SL” is displayed on the topside controls.

**DO NOT PUT YOUR SPA IN SLEEP MODE WHEN THE AMBIENT TEMPERATURE IS 40°F (4°C) OR LOWER!**

Sleep Mode can significantly reduce energy consumption because the water only heats during filter cycles and stops heating the water when it is 20°F below the programmed temperature setting. For example, if your pre-programmed temperature setting is 100°F (38°C) during the filtration cycle your water will heat to 80°F (27°C). If the filtration cycle times out before the water temperature reaches 80°F (27°C), the filtration cycle will end regardless of the water temperature. Sleep Mode is ideal when the weather is warm or when the spa will not be in use for a prolonged period of time. When your spa is in Sleep mode, the water temperature and “SL” flash alternately on the display when the pump is running on low speed, after diagnostic testing, during a filtration cycle, or when you press the “COOL” button once. Otherwise, “SL” is displayed on the topside controls.

### Freeze Protection

If the water temperature falls to 44°F (6°C), the spa will automatically turn on and will run for 4 minutes after the water temperature reaches 46°F (8°C) to prevent freezing. If your spa is in Sleep Mode when the ambient temperature is 40°F (4°C) or lower, your spa will likely operate in Freeze Protection Mode for extended periods if not continuously.

**When you press a button, wait 5 seconds before you press a different button to prevent unintended changes to programmed settings.**

For example, if you only press the “COOL” button, only the temperature changes. If you only press the “LIGHT” button, only the light function changes. But if you press the “COOL” button and immediately press the “LIGHT” button, the operating mode changes. Waiting 5 seconds between pressing the “COOL” and “LIGHT” buttons is adequate time to exit programming mode, preventing unintended changes.

It may be difficult to read the topside display in bright sunlight. Using your hand to shield the direct light will increase visibility.

### Turning the Lights On and Off



Press Light Button	Turns On	Press Light Button	Turns Off
Once	Red	Twice	Red
3 Times	Green	4 Times	Green
5 Times	Blue	6 Times	Blue
7 Times	All Colors Rotating	8 Times	All Lights

The lights will turn off automatically after 1 hour. Press the “LIGHT” button to turn the lights back on. If your spa is equipped with optional perimeter lighting, all lights work in tandem.

## OPERATING BUILT-IN AUDIO COMPONENTS



If your spa is equipped with built-in audio components, they must be turned on to pair your wireless devices and to hear your selection through the built-in speakers. To turn the audio components on and off, press the rocker switch mounted to the cabinet on the same side as your topside controls. Use your device to control the volume through the speakers and to make, play, and pause your selections. If you can't hear your selection, make sure your device isn't muted or paused, and that the volume setting isn't too low. *Press the rocker switch to turn the speakers off when you exit the spa to prevent overheating, which can permanently damage your audio components.*

### Pairing your Wireless Device

Press the rocker switch to turn the built-in audio components on and listen carefully. Within 15 seconds a chime will sound, signaling the spa is discoverable and ready for pairing. Open your device settings, select Bluetooth settings, verify Bluetooth is turned on and your device is scanning for available devices. If your device doesn't begin scanning automatically, turn the Bluetooth off and back on. When discoverable device SC012345 appears on your screen, tap it to connect your device. A pairing code is not required. Your spa can be paired with multiple devices but each device must be paired individually following the same process. Use your device to make your selection, press play, and adjust the volume through the speakers.

## TROUBLESHOOTING BLUETOOTH CONNECTIONS

**No Connection:** Discovery mode for the spa may have timed out before the connection to your device was established. Press the rocker switch to turn the audio components off for 10 seconds. Repeat the process.

**No Connection / Intermittent Connection:** Check the signal strength on your device standing next to your spa. If the signal on your device is weak or fades in and out, the signal in your spa is also weak and wavering. Consider installing a booster to improve signal strength.

**No Sound from Speakers:** Check the Bluetooth settings on your device to confirm it's connected, check your device to make sure the selection hasn't been paused or the volume muted. Increase the volume setting on your device.

**Multiple Device Connectivity:** Multiple devices can be paired with your spa but only one device can be connected at a time. When multiple devices are paired, your spa may pick up an active signal on a different paired device. To switch between devices, turn off Bluetooth on the device with the active connection and connect the new device before turning it back on.

**Duplicate SC012345 Discovered:** On rare occasions, duplicate SC012345 devices are detected in discovery mode. If more than one SC012345 appears on your screen, tap the first device on the list. If that connection fails, press the rocker switch to turn the audio components off. After 10 seconds press the switch to turn them back on and repeat the connection process, this time choosing the second SC012345 device.

*For your safety and to protect your device from water damage, always store your device safely away from your spa. Always press the rocker switch to turn the audio components off when you exit the spa. Leaving them on causes overheating that will permanently damage the audio components. Damage to the audio components that occurs because the components were not turned off is not covered under the warranty.*

## TROUBLESHOOTING ERROR MESSAGES ON THE TOPSIDE CONTROL

Many error messages that appear on your topside control can be resolved by resetting your spa controls. To reset your controls, turn your GFCI OFF and back ON after 30 minutes. If the error message is not resolved after resetting your system and following the recommendations in this troubleshooting guide, contact your dealer for assistance.

Message	Meaning	Action Required
	No message to display No Power to Spa	Control panel disabled until power is restored. Settings have been preserved.
--	Temperature Unknown	Temperature will be displayed after pump has been running for 2 minutes
HH	OVERHEAT - Spa shut down to protect against excessively high water temperature in heater chamber at sensor	DO NOT ENTER THE WATER! Power off GFCI, make sure "T Stems" are locked in open position, the water level is adequate and remove debris from the filter, filter basket and suction drain cover. Change the filter if dirty. Power on. If not resolved, call your dealer for assistance.
OH	OVERHEAT - Spa has shut down to protect against high water temperatures in heater chamber at sensor	DO NOT ENTER THE WATER! Power off GFCI, make sure "T Stems" are locked in open position, the water level is adequate and remove debris from the filter, filter basket and suction drain cover. Change the filter if dirty. Power on. If not resolved, call your dealer for assistance.
IC	Ice - Potential for freezing	No action required. Pump will automatically activate to prevent freezing
SA	Spa shut down - Sensor "A" not working	DO NOT ENTER THE WATER! Power off GFCI, make sure "T Stems" are locked in open position, the water level is adequate and remove debris from the filter, filter basket and suction drain cover. Change the filter if dirty. Power on. If not resolved, call your dealer for assistance.
SB	Spa shut down - Sensor "B" not working	DO NOT ENTER THE WATER! Power off GFCI, make sure "T Stems" are locked in open position, the water level is adequate and remove debris from the filter, filter basket and suction drain cover. Change the filter if dirty. Power on. If not resolved, call your dealer for assistance.
Sn	Sensors out of balance - Temporary if alternating with water temperature. If flashing by itself, spa is shut down	DO NOT ENTER THE WATER! Power off GFCI, make sure "T Stems" are locked in open position, the water level is adequate and remove debris from the filter, filter basket and suction drain cover. Change the filter if dirty. Power on. If not resolved, call your dealer for assistance.
HL	Significant difference between sensors - likely flow problem	DO NOT ENTER THE WATER! Power off GFCI, make sure "T Stems" are locked in open position, the water level is adequate and remove debris from the filter, filter basket and suction drain cover. Change the filter if dirty. Power on. If not resolved, call your dealer for assistance.
LF	Persistent Flow Problems - Heater shut down, other functions will run normally	DO NOT ENTER THE WATER! Power off GFCI, make sure "T Stems" are locked in open position, the water level is adequate and remove debris from the filter, filter basket and suction drain cover. Change the filter if dirty. Power on. If not resolved, call your dealer for assistance.
dr	Possible low water levels, low flow or air bubbles in heater, spa shut down for 15 minutes	Check water level and refill if necessary. Make sure slice valves are up and locked, remove obstruction from filter basket and suction covers. Press any button to reset. If problem persists, call your dealer for assistance.
dy	Inadequate water in heater. Spa automatically shut down.	Check water level and refill if necessary. Make sure slice valves are up and locked, remove obstruction from filter basket and suction covers. Press any button to reset. If problem persists, call your dealer for assistance.

## Manufacturer's Limited Warranty for Tuff Standard Series Spas

### Spa Warranty Policies and Procedures

Important Notice: The following are not actual warranties, but detailed descriptions of our warranty policies and procedures. Certain exclusions and disclaimers may apply to these descriptions. Be sure you read and understand the spa warranty. These policies and procedures are subject to change at any time and without notice. Throughout this document, Tuff Spas shall be referred to as the "MANUFACTURER". EACH SPA WARRANTY IS GIVEN TO THE ORIGINAL CONSUMER ONLY AND TERMINATES UPON TRANSFER OF OWNERSHIP. ANY COMMERCIAL APPLICATIONS ARE EXCLUDED FROM ALL WARRANTIES.

### Labor Warranty

Labor is described as the work completed by a technician. Labor charges associated with PRE-APPROVED warranty repairs are covered for a period of:

- a.) Six (6) months from the original date of purchase if it was purchased directly from the MANUFACTURER and the MANUFACTURER is responsible for dispatching the technician
- OR**
- b.) Two (2) years from the original date of purchase, not to exceed twenty-seven (27) months from the MANUFACTURER'S original date of shipping, if it was purchased from an authorized dealer who is responsible for dispatching the technician.

It is the responsibility of the spa owner to ensure that the spa is accessible for repairs. MANUFACTURER is not responsible for any cost associated with making spa accessible for repairs. If parts are required for repair, MANUFACTURER is not responsible for the cost of shipping of parts under the terms of this warranty agreement.

### Warranty Procedures

TUFF SPAS WILL WORK WITH YOUR DEALER TOWARD RESOLVING YOUR WARRANTY REQUEST AS QUICKLY AS POSSIBLE. TO ENSURE THE EFFICIENT PROCESSING OF YOUR WARRANTY CLAIM, PLEASE FOLLOW THESE STEPS:

1. The MANUFACTURER relies upon the consumer and service technician to assist in warranty claims and how best to work toward the consumer's satisfaction. If you have any questions concerning a claim, you should call your local dealer for assistance.

2. If the claim is determined to be valid you will need to submit to Tuff Spas the proof of purchase, photographs of the spa, wiring configurations, components and the surrounding area where the spa is supported. Tuff Spas will determine the proper solution for repairing the spa. Warranty requests must include the following information:

* Spa Model	* Name & Address	* Spa Serial Number	* Phone number of Customer	* Date of Delivery
* Dealer Name	* Date of Installation	* Date of Purchase	* Photographs of the area of concern	* Thorough Description Problem

MOST OF THIS INFORMATION IS ON THE ORIGINAL PURCHASE INVOICE.

3. Upon receipt of all of the requested information, Tuff Spas will evaluate it and decide how the claim will be resolved. Repair or replacement is at the MANUFACTURER'S discretion. In all situations, a repair is considered the appropriate course of action. If the spa cannot be repaired in the field and must be returned to the factory, approval must be obtained from Tuff Spas. Cost for removal of the defective spa, delivery and installation of the replacement spa are the responsibility of the consumer and will not under any circumstances be covered by the MANUFACTURER. It is the responsibility of the spa owner to ensure that the spa is accessible for repairs. MANUFACTURER is not responsible for any cost associated with making spa accessible for repairs. If parts are required for repair, MANUFACTURER is not responsible for the cost of shipping of parts under the terms of this warranty agreement.

4. Partial documentation submissions will not be considered and do not constitute filing a warranty claim. MANUFACTURER is not responsible for delays caused by failure to submit all of the information in a timely manner.

### Surface and Tuff Top Warranty

The spa surface is defined as the exposed material finish. The MANUFACTURER warrants the spa surface to be free from defects in material and workmanship, such as blistering, cracking, or delamination, under normal use and maintenance for ten (10) years from the original date of purchase. This is a full warranty for the first three (3) years from the original date of purchase and shall be prorated for the remaining period with the original owner responsible for the following percentages of the replacement or repair: 30% for years 4 and 5, 50% for years 6 and 7, 70% for years 8 and 9, and 90% for year 10.

The Tuff Top is defined as the hard shell fitted spa cover. The MANUFACTURER warrants the Tuff Top to be free from defects in material and workmanship, such as blistering, cracking, or delamination, under normal use and maintenance for the lifetime of the spa, not to exceed 25 years from the original date of purchase. This is a full warranty for the first five (5) years from the original date of purchase and shall be prorated for the remaining period with the original owner responsible for the following percentages of the replacement or repair: 30% for years 6 through 10, 50% for years 11 through 15, 70% for years 16 through 20 and 90% for years 21 through 25. The spa must be placed on a level surface sufficiently engineered to support the entire length and width of the spa when filled to capacity. Standard building practices must be followed. Damage caused by failure to have a properly leveled and supported foundation under the spa is not covered under warranty. The MANUFACTURER does not warrant against problems associated with prolonged standing water, prolonged exposure to sunlight and/or use of any sanitation or ozone system not approved by the MANUFACTURER. Damage to the spa surface caused by leaving the spa uncovered and/or empty of water with direct exposure to sunlight will terminate this warranty. Any alteration to any system, including but not limited to electrical, plumbing, or mechanical, improper water chemistry, or any other problems caused by any external source are not covered under warranty. Other exclusions may apply.

Normally, problems associated with material and workmanship can and will be repaired. If the spa surface is repaired, the repair is limited to the affected area only, and there is no guarantee against discoloration or fading. The decision to repair will be made by the MANUFACTURER and its field representative after review of the facts, pictures, or any other data presented by the dealer or the customer. In all cases, pictures of the affected area and foundation of the spa must be provided before any decisions to repair or replace will be made. In the unlikely event a spa is replaced, all warranties (including but not limited to shell, equipment and plumbing) date back to the original date of purchase. If it is determined that the shell is to be replaced, the same conditions and terms as outlined in the shell warranty section apply. It is the responsibility of the spa owner to ensure that the spa is accessible for repairs. MANUFACTURER is not responsible for any cost associated with making spa accessible for repairs. If parts are required for repair, MANUFACTURER is not responsible for the cost of shipping of parts under the terms of this warranty agreement.

### Structural Support Warranty

The MANUFACTURER warrants the structural support to be free from defects in material and workmanship under normal use and maintenance for a period of ten (10) years from the original date of purchase. This is a full warranty for the first three (3) years from the original date of purchase and shall be prorated for the remaining period with the original owner responsible for the following percentages of the replacement or repair: 30% for years 4 and 5, 50% for years 6 and 7, 70% for years 8 and 9, and 90% for year 10.

Damages to the spa structure and frame, including but not limited to dry rot that occurs as the result of failure to reinstall or replace damaged cabinet, wet rot that is occurs as the result of prolonged exposure to standing water, damage that occurs as the result of relocation after initial installation, insect or rodent damage, neglect, misuse, abuse, improper care or maintenance, or Act of God will not be covered under this warranty. This is not an all inclusive list. The spa must be placed on a level, solid, flat surface sufficiently engineered to support a minimum of 75 lbs. per square foot that runs the entire length and width of the spa. Standard building practices must be followed. Damage caused by failure to have a properly leveled and supported foundation under the spa is not covered under warranty. Any alteration or any other problems caused by any external source are not covered under warranty. Normally, problems associated with material and workmanship can and will be repaired. If the spa structure and frame are repaired, the repair is limited to the affected area only. The decision to repair will be made by the MANUFACTURER and its field representative after review of the facts, pictures, or any other data presented by the dealer or the customer. In all cases, pictures of the affected area and foundation of the spa must be provided before any decisions to repair or replace will be made. In the unlikely event a spa is replaced, all warranties (including but not limited to shell, equipment and plumbing) date back to the original date of purchase. If it is determined that

the structural frame is to be replaced, the same conditions and terms as outlined in the structural frame warranty section apply. It is the responsibility of the spa owner to ensure that the spa is accessible for repairs. MANUFACTURER is not responsible for any cost associated with making spa accessible for repairs. If parts are required for repair, MANUFACTURER is not responsible for the cost of shipping of parts under the terms of this warranty agreement.

#### **Components Warranty**

The components may be defined as the electrical items (i.e., pumps, equipment packs, heaters, topside, etc.) The MANUFACTURER warrants all components to be free from defect in material and workmanship for two (2) years from the original date of purchase. Some components including, but not limited to, the ozonator, salt system, jet faces, skirting, and pillows are warranted to be free from defects in materials and workmanship for one (1) year. Audio components, speakers and related parts are warranted to be free from defects in materials and workmanship for ninety (90) days. Some items, including, but not limited to pump seals are a maintenance item and are covered for manufacturing defects only. Damage caused by weather, poor water chemistry, standing water and/or improper maintenance will not be covered under this warranty. Alterations or replacement of components installed in the spa that are not purchased and/or approved by the MANUFACTURER will terminate the spa warranty. It is the responsibility of the spa owner to ensure the spa is accessible for repairs. MANUFACTURER is not responsible for any cost associated with making spa accessible for repairs. If parts are required for repair, MANUFACTURER is not responsible for the cost of shipping parts under the terms of this warranty agreement.

#### **Plumbing Warranty**

The plumbing may include all piping, jets and valves. The MANUFACTURER warrants all plumbing parts to be free from defect in material and workmanship for two (2) years from the original date of purchase. Jet internals, valve and diverter handles are not covered under this warranty. Damage caused by weather, poor water chemistry, standing water, and/or improper maintenance will not be covered under this warranty. It is the responsibility of the spa owner to ensure the spa is accessible for repairs. MANUFACTURER is not responsible for any cost associated with making spa accessible for repairs. If parts are required for repair, MANUFACTURER is not responsible for the cost of shipping parts under the terms of this warranty agreement.

#### **Components and Plumbing Warranty Procedures**

TUFF SPAS AND YOUR LOCAL DEALER WILL WORK WITH YOU TO MAKE THE PROCESS AS EASY AS POSSIBLE. TO ENSURE FAST & EFFICIENT PROCESSING OF COMPONENTS AND PLUMBING CLAIMS, PLEASE FOLLOW THESE STEPS:

1. Your local dealer & Tuff Spas must determine whether or not damage is due to manufacturer's defect. If the damage is due to manufacturer's defect, the MANUFACTURER will warrant the defective part during the warranty period. This does not include any travel or trip charges, troubleshooting or diagnostic charges. Customers living outside the technician's travel area need to be aware that trip charges are their responsibility.
2. Tuff Spas will troubleshoot the problem and supply necessary parts for repair. The authorized technician will repair the problem. If the technician has a problem with a service call, your dealer should call Tuff Spas for assistance. Upon satisfactory completion of warranty repairs, a Satisfaction of Service (SOS) form should be completely filled out by the service technician and signed by the customer.

NOTE: THE SPA SERIAL NUMBER SHOULD BE TAKEN DIRECTLY OFF THE SPA SO THE CORRECT WARRANTY IS APPLIED.

3. Upon request, the defective parts must be returned. Tuff Spas will process the warranty claim(s) within fifteen (15) working days (if claim is received in the proper time frame and all required information is submitted with the claim). Claims turned in late or without the proper documentation will be delayed. It is the responsibility of the spa owner to ensure that the spa is accessible for repairs. MANUFACTURER is not responsible for any cost associated with making spa accessible for repairs. If parts are required for repair, MANUFACTURER is not responsible for the cost of shipping of parts under the terms of this warranty agreement.

#### **Items Not Covered Under the Warranty**

The following is a general overview of non-warranty items and work. This is NOT an all-inclusive list.

- |  |                       |                              |                 |   |            |           |
|--|-----------------------|------------------------------|-----------------|---|------------|-----------|
| * Shipping Charges                       | * Diagnostic Services | * Chemical Abuse             | * Valve Handles | * Light bulbs of any kind               | * Seals    | * Filters |
| * Acts of Nature                         | * Wear and Tear       | * Travel Charges             | * Filling       | * Making Spa Accessible                 | * Draining |           |
| * Damage caused by improper installation |                       | * Removal and/or Replacement |                 | * Any part not purchased from Tuff Spas |            |           |

The fuses, cabinet finish, and filters are warranted to be free of defects in workmanship and materials at the time of delivery. Any alterations that have not been PRE-APPROVED by the MANUFACTURER will void all warranties. If an alteration is approved by the MANUFACTURER, it is the consumer's responsibility to verify that the alteration is covered under warranty. Not all every service request is considered a warranty call. For example, moving the tub to access the problem is not considered a warranty call.

The MANUFACTURER understands that some problems take longer than the allowed time to correct. An authorization number will be required to extend warranty coverage for service calls requiring additional time. If you need re-authorization from the MANUFACTURER, a detailed description must be included with the warranty claim for approval.

#### **Limitations**

The Tuff Spas warranty is terminated if the spa has been subject to alteration, misuse, or abuse. Misuse or abuse is defined as but not limited to: use of spa in non-residential situations, water temperatures outside the range of 32 to 110 degrees, damage caused by clogged or dirty filters, damage caused by the absence of a hard cover, damage caused by failure to adequately maintain water chemistry, use of any type of acid, water left standing, or chemical imbalance. The spa owner is required to provide adequate access to the spa for any repairs or inspections. This warranty is terminated if any extra components are installed without the MANUFACTURER'S prior approval and consent or if any repairs have been attempted or made by anyone who has not received prior authorization from Tuff Spas.

#### **Disclaimer**

Your sole and exclusive remedy and the Manufacturer's entire liability, if any, is limited to repair or replacement of the defective part, at the manufacturer's discretion, in accordance with the terms of this limited warranty. There are no additional warranties, express or implied, which extend beyond the terms of this written warranty. Tuff Spas makes no warranty of merchantability of the goods or the fitness of goods for a particular purpose. No agent, dealer, service company, technician or other parts representative is authorized to change, modify, or extend the terms, make any promise of performance or make any other representation including implied warranties for merchantability and fitness for a particular purpose as well as non-infringement in any manner what so ever that are not included in the written warranties that accompany each Tuff Spa.

The MANUFACTURER'S liability, if any, shall not exceed the original amount paid for the original product. Under no circumstance shall the manufacturer or any of its representatives be liable for injury, loss, injury to person or damage to property, however arising, including indirect, punitive, special, incidental or consequential costs, expenses or damages, which may include, but are not limited to, loss of use, water damage, the removal of a permanent deck or other custom fixture whether the claim for such injury, loss, or damage is based on breach of contract, breach of warranty or tort, even if the MANUFACTURER has previously been advised of the possibility of damages.

This limited warranty gives you specific legal rights and you may have other rights which vary from state to state. Any disputes arising from the purchase of a Tuff Spa or this warranty are governed by the laws of the State of Tennessee.





**American Owned  
American Made**



**Tuff Spas, Inc.**  
TuffSpas.com