



# BEACHCOMBER

## PROTECTION GUARANTEE

### THE ACCLAIMER GUARANTEE GIVES YOU PEACE OF MIND

Typical limited spa industry warranties protect the manufacturer, not the customer. They are often ambiguous and filled with outright exclusions, limitations and disclaimers in their product. Beachcomber understands that buying a hot tub is a major purchase, and few people understand what can go wrong. We strive to look after our customers, and that is why The Beachcomber Protection Guarantee is designed to protect you, not us. We are proud of the position Beachcomber has taken in looking after our customers before, during, and after they purchase our hot tubs.

The Beachcomber Protection Guarantee protects you 100% of the time, and is included with all of our 700, 500 and 300 series hot tubs.



**BEACHCOMBER**  
HOT TUBS

[www.beachcomberhottubs.com](http://www.beachcomberhottubs.com)

### EASY GUIDELINES TO PROTECT YOU AND ENSURE GUARANTEE PERFORMANCE

To receive service from a qualified Beachcomber service representative, your Beachcomber Hot Tub must be registered and you may be asked to provide an original bill of sale. Your Beachcomber Protection Guarantee starts from the original date of delivery. You may be assessed a reasonable travel cost for service at your home. It is the hot tub owner's full responsibility to provide unencumbered access to the equipment for service, removal, and/or re-installation of the hot tub for required repairs. If Beachcomber determines that repair of the hot tub is not feasible, we reserve the right to provide a replacement hot tub equal in value to the current fair market value.

In this case the owner is responsible for expenses including removal, shipping and reinstallation of the existing or replacement hot tub. Upon replacement of a hot tub, the Guarantee will cover the remaining portion of the existing Guarantee from the original installation date.

The Guarantee does not cover fading from natural aging and/or damage from excessive chemical use on all hot tub finishes, fixtures, steps and the Heatshield Cover, or crazing of the acrylic surface as these are not considered defects in materials and workmanship. Beachcomber Hot Tubs installed for commercial applications are excluded from all Guarantee coverage. The Beachcomber Protection Guarantee cannot anticipate, nor does it cover damage or failure that has occurred as a result of product abuse, accidents, power disturbances, vandalism, acts of God or nature and other causes which are out of any manufacturer's control.

All Beachcomber Hot Tubs must be used, installed and maintained as directed by the supplied Owner's Guide to receive Guarantee coverage. This Beachcomber Protection Guarantee is valid only in the country of purchase. The Guarantee must be registered within 30 days of the original hot tub purchase date. Service after the sale is the responsibility of the store from whom you purchased your Beachcomber Hot Tub.

The Beachcomber buyer is responsible for registering The Beachcomber Protection Guarantee within 30 days of purchase online at:

[www.beachcomberguarantee.com/register](http://www.beachcomberguarantee.com/register)

# THE INDUSTRY'S VERY FIRST PROTECTION GUARANTEE: *ACCLAIMER.*

We don't hide behind the spa industry standard 'disclaimers'. Beachcomber is and always will be a company built on care for the health, happiness, and well-being of our customers, staff, stores and corporate partners. This is not an abstract ideal, but a very real presence that you should expect to experience in all your dealings with Beachcomber.

We are family owned, and do not answer to distant shareholders. We support our customers and their ongoing satisfaction with the finest quality, and the best value in the most comfortable hot tub, worldwide. Our independently owned stores hold the same integrity, values and care for the Beachcomber Hot Tub owner, as we do. In fact, since 1978 we have looked after our customers and treated them like family.



## LIFE

### STRUCTURE FOR LIFE

**Beachcomber guarantees** to the original owner that the Structural Laminated Fiberglass Composition of your hot tub will never leak. If a failure occurs, we will supply the materials and technical labor for the repair.



## 5 YEAR

FROM THE DATE OF DELIVERY

### ACRYLIC SURFACE GUARANTEE

**Beachcomber guarantees** that the hot tub's acrylic finish will be free from defects in materials and workmanship for five years from the date of delivery. If a failure occurs, we will supply the materials and technical labor for the repair.



## 100%

FROM THE DATE OF DELIVERY

### COMPONENT GUARANTEE

**Beachcomber guarantees** the following factory installed components: Management System, Massage Pumps, Hush Pump™, Motors, Heater Assembly, Control Panels, EverLite™, Eclipse Lighting™, Guiding Lite™, Garden EverLite™, Enviroskirt™ Cabinetry, Ozone Generator, ClearTech™ UVC Water Care System, Quintessential™ AirConnect Surround Sound Music System, Internal and External Plumbing, and Light Lenses; will be free from defects in materials and workmanship for two years from the date of delivery. If a failure occurs, we will supply the materials and technical labor for the repair. An Ozone Generator uses consumable Corona Discharge Chips that are not covered under the Guarantee; the ClearTech™ UVC Water Care System uses consumable Bulbs that are not covered under the Guarantee.



## 100%

FROM THE DATE OF DELIVERY

### EXCHANGE GUARANTEE

**Beachcomber guarantees** that the factory supplied hot tub Heatshield™ Cover, Jetting Massage Inserts, Steps, Filter Baskets, Microfilter™ Lid and Remote Controls will be free from defects in materials and workmanship for two years from the date of delivery. If a failure occurs, you can exchange the failed component at your local Beachcomber Store.



## 100%

FROM THE DATE OF DELIVERY

### OWNER TRANSFER OPTION

The remaining portion of the Beachcomber Protection Guarantee is transferable to a new owner for a small fee, once in the life of the Guarantee. It is the new owner's responsibility to contact a Beachcomber representative to arrange for a customer-paid installation inspection of the hot tub to activate the Guarantee transfer. The transfer fee, hot tub serial number and inspection sheet must be received by the Beachcomber Guarantee office within 60 days of ownership transfer to be valid.

Valid from January 1st, 2018 through to December 31st, 2018