



760 Southbridge Street, Auburn, MA 01501
(508)-832-6566 www.PoolsCuesSpas.com

Blue Water Spa Cover Warranty Submission Directions

If your Blue Water Spa Cover falls under the duration of its warranty and it has failed due to a manufacturer's defect, please follow these directions.

- 1) Please take at least 2 photographs of the cover, showing its damage in the clearest way possible.
- 2) Email these pictures to Blue Water Spa Covers at sales@bwcover.com. Please put "Cover Warranty" in the subject field. Please write a description of what is wrong with the cover in the body of the email. Please write your name and contact information in this email as well.

Once Blue Water Spa Covers receive your pictures, they will verify if your cover is still under the duration of its warranty and will let you know if they have determined your cover issues are due to a manufacture's defect. They will then contact you with the next steps.

If you need to send the "Skin" or outer layer of your cover to Blue Water Spa Covers for a replacement or repair, please follow these directions.

- 1) Remove the "Foam Inserts" of your cover by unzipping the skin (the zippers are located at the fold of the cover.) Place these Foam Inserts in a safe place and out of direct sunlight.
- 2) Thoroughly clean the skin of your cover with mild soap and water and then let dry.
- 3) On a piece of paper, write your name, address, phone number, and cover's serial number (Serial # is written on the inside of the skin of your cover.) Also write a description of damage needing to be addressed and the location of the damage on the cover's skin. Fold up your cover's skin the best you can. Package the skin and the piece of paper in a box ready for shipment.
- 4) Ship the box to:

Blue Water Spa Covers
7101 TPC Drive, Suite 130
Orlando, Florida 32822

The replaced or repaired skin will be shipped back to you within 30 days from Blue Water Spa Covers receiving it. You can then reinsert the foam (the skin may look wrinkled when you do this, but the wrinkling will eventually go away as the cover gets warmer. It is recommended to put plywood over hot tub and then secure a tarp over the plywood while waiting on cover repair/replacement. Call Pools & Cues & Spas, Too to inquire about a "loaner cover." They may have one available for you so you can continue to use your hot tub.

The costs of removal and discarding of old cover and foam inserts; costs of delivery and re-installation of new cover, cover lifter; and costs for freight are all at your expense.

If you have any question, please do not hesitate to call Pools & Cues at (508)-832-6566

If Blue Water Spa Covers has determined that your cover is not covered under warranty and you feel it should be, please call them directly at (800)-321-4694.

SEE THE FULL WARRANTY ON THE NEXT FEW PAGES



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Hot Tub Cover Warranty, by Blue Water Spa Covers

Warranty – All Warranty Claims Are Approved by Blue Water Spa Covers

Pools & Cues & Spas, Too covers cover warranty replacement for the first 6 months.

All covers carry an Industry Standard Warranty:

5 YEAR coverage on cover skin for repair or replacement

1 YEAR coverage on foam insert replacement.

ALL the Industry's Standard Warranties on Hot Tub Covers DO NOT include:

For Skin Repairs: the shipping costs of skin to be sent to and back from Blue Water Spa Covers for the repair.

For Skin or Foam Replacement: the delivery of new skin or foam, the installation of new skin or foam, the removal and discarding of old skin or foam.

Blue Water Spa Covers, hereby extends a five (5) year limited warranty on all spa cover shells to be free from defects in material and workmanship from the date of purchase by the original consumer owner. This limited warranty is subject to the conditions outlined below and is **NOT TRANSFERABLE**.

THIS LIMITED WARRANTY SHOULD BE THOROUGHLY READ AND UNDERSTOOD AT THE TIME OF PURCHASE OF THIS SPA COVER IN AS MUCH AS IT CONSTITUTES A MUTUAL AGREEMENT OF THE PROVISIONS AS SET FORTH HEREIN.

Replacement or repair of the spa cover "shell" (skin) will be at no charge, other than freight, for all five (5) years. All costs of removal, shipping both ways, and re-installation are at the customer's expense. Freight charges must be paid with the order. The repaired/replaced cover shell will be shipped within 30 days of receiving at our facility. ***Note - Spa covers must be returned dry and reasonably clean to prevent any health issues for our staff. If our staff is unable to inspect / repair the cover for this issue, it will be returned to the customer at the customer's expense.**

Blue Water Spa Covers, hereby extends a one (1) year limited warranty on all standard "Foam Inserts" against **water absorption** from the date of purchase by the original consumer owner subject to the conditions outlined below and is **NOT TRANSFERABLE**. All costs of removal, shipping both ways, and re-installation are at the customer's expense. Freight charges must be paid with the order.

The limited warranty obligations of Blue Water Spa Covers are limited to the repair or replacement, at Blue Water Spa Covers sole discretion, of the spa cover and/or the inserts. Further, **Blue Water Spa Covers shall not be liable or responsible under**

any circumstances or in any amount for any consequential or incidental damages or for injury or damages to any persons or property.

There are not warranties or representations by Blue Water Spa Covers or any other person, firm or corporation in the name of or on behalf of Blue Water Spa Covers either expressed or implied, other than those set forth herein. **THIS LIMITED WARRANTY APPLIES** only during normal use and care and is **ABSOLUTELY VOID** if the spa cover is misused, neglected, or damaged after delivery to the original consumer purchaser, or if it has been repaired or altered by someone other than Blue Water Spa Covers, or if it has been used for any purpose other than a spa or hot tub cover.

WARNING

THIS COVER IS NOT A SAFETY COVER AND IS NOT DESIGNED TO HOLD WEIGHT. IT IS NOT INTENDED TO BE WALKED ON, STOOD ON OR SAT UPON.

THIS LIMITED WARRANTY does not apply to:

- Normal fading and minor deterioration of exterior surfaces and thread.
- Failure to provide required maintenance. (See Cover Maintenance)
- Direct exposure to any chemical or abrasive material, such as chlorine, petroleum, paint thinners or acids.
- Torn tie downs or handles due to failure to disconnect from spa cabinet or to remove snow from top of cover before opening.
- Misuse, abuse, negligence, accident or alteration.
- Excessive use of chemical substances for water purification purposes causing "gassing-off" effect.
- Chafing or wearing holes in cover by dragging on rough surfaces or storing against sharp objects.
- Foam and metal support breakage or tearing of vinyl from applying excessive weight on the cover caused by water, snow, animals, acts of God or abuse.
- Water between liner and foam.

COVER MAINTENANCE

- It is proper cover care to clean and condition your spa cover twice a month.
- When washing your cover, use a soft bristle brush and clean with a mild solution of dish washing liquid. Rinse thoroughly with water. ***Note-** If vinyl is not kept clean and conditioned it will deteriorate prematurely and become brittle. This is not repairable and is NOT covered under warranty.
- It is important to apply a high quality vinyl protectant. (DO NOT use Armor All).
- **Never use chlorine or chlorine based chemicals, but you can use bromine.** Chlorine will destroy the protective film on the foam inserts, causing water logging. **Water-logged foam inserts must be replaced.** Opening your cover often will allow accumulated chemical vapors to dissipate, maintaining the integrity of the vinyl.
- Remove the cover when using the ozonator. Ozone is very corrosive and will destroy the protective film of the foam inserts.

- Tie downs and handles are made to open and secure the cover only. Tie downs and handles will tear if dragged or lifted without disconnecting ALL tie down straps first.

A cover lifter mechanism would greatly enhance removal and storage of your spa cover.

In order to submit for any warranty issue, you MUST present your original Pools & Cues & Spas, Too receipt to either Pools & Cues & Spas, Too or to Blue Water Spa Covers before any warranty issue is considered...so please save your receipt in a safe place.

Pools & Cues & Spas, Too is not the entity whom determines if a cover is under warranty, Blue Water Spa Covers is this entity.

OUR DEDICATION TOY OUR CUSTOMERS

Pools & Cues & Spas, Too takes it upon itself to offer full cover replacement for any warranty related issue for the first six (6) months after the date of cover delivery or pick-up.

If you are experiencing an issue with your cover within the first six months, please reach contact Pools & Cues & Spas, Too at 508-832-6566.