

Dimension One Spas Cover Warranty Submission Directions

If your D1 Cover falls under the duration of the Manufacturer's 24 Month Warranty and you're in need of a replacement due to a manufacturer's defect, please follow these directions to submit for a replacement cover or cover skin.

- 1) Please take at least **2 photographs** of the cover, showing its damage in the clearest way possible. (If the problem is that your cover's inner foam is heavy, please take clear pictures of the top of your cover, to show the cover manufacturer that there's no damage to the cover that was caused by acts of god or abuse.)



Also, please take **1 picture showing the tag** that's stitched on the inside of one of the cover's flaps and **1 picture of the "warning" label** that's on the front or side of your cover on the outside.



- 2) Email all these pictures to us at **Chris@PoolsCuesSpas.com**. Please put "Cover Warranty" in the subject field. Please write a description of what's wrong with the cover in the body of the email and write your name and contact info in this email as well. (If you do not have access to email, you may drop these photos off at our store or mail them to our address above.)

Once we receive your pictures, we'll verify your cover falls under the duration of its warranty and then send these pictures to D1's cover manufacturer. After about 5-7 business days, this manufacturer will let us know if they have determined your cover issues are due to a manufacturer's defect. If so, we will then call you with an estimated time of when cover/cover skin will arrival (All covers or cover skins to be replaced under warranty are ordered and usually take about 4-6 weeks to arrive at our store.) Please note that the costs of removal and discarding of the old cover/cover skin, and delivery and re-installation of the new cover/cover skin are all at your expense.

-Covers with foam damage will be replaced with a new cover.

-Covers with ripped seams or faulty stitching will not be replaced with a new cover. A new outer cover skin will be the replacement.

Please see next page for examples of what is covered under warranty and what is not.

Some of the issues that ARE covered under warranty:

-Ripped or Torn Seam on Cover Fold. We see this most at the seam where the cover lifter sits on the cover lifter bar. (Handle, Strap, and Skirt rips or tears are not covered. Handle rips or tears are due to wear & tear, and Strap and Skirt rips or tears are due to heavy wind or attempting to open the cover while the strap's locks are attached.)

-Water pooling on Top of the Cover More Than a 1' Diameter Without Signs of Abuse.

Some of the issues that ARE NOT covered under warranty:

-Broken Cover Clips. If a lock clip on your cover is broken, it was due to someone opening the cover with the locks attached. This is not covered under warranty, but don't sweat it, if this happened to you, please stop in our store and we'll get you a new piece and explain how easy it is to fix.

-Mold or Mildew. If your cover has mold or mildew on it/in it, you most likely need to balance your water better, or your hot tub was cover was closed for extended periods of time. But don't sweat it, stop in our store and we'll explain how to clean it.

-Ripped or Torn Handles, Straps, or Skirts. This is due to wear and tear. Handle rips or tears are due to wear & tear, and Strap and Skirt rips or tears are due to heavy wind or attempting to open the cover while the strap's locks are attached. Contact us for a way to fix this issue.

-Covers Very Heavy. Due to cover being closed for extended periods of time OR due to a puncture somewhere usually on the outside of the cover. When a cover gets heavy, it is because moisture has gotten into and absorbed inside the foam core. This can happen from the cover being closed for extended periods of time (it is recommended to open your cover fully once a week to let the cover air-out.) When punctured, water can start to absorb in the foam and it'll get heavy. If you puncture your cover, contact us immediately and we'll explain how to fix it so it will last longer!

-Top of Cover Pooling or Completely Caved In. If the top of the cover is pooling with water more than a 1' diameter, this is covered under warranty, however, if the cover is completely caved in, this is due to a person or animal standing on it or HEAVY snow loads staying on top of cover for a long period of time.

Warranty Duration:

-Covers purchased with a @Home, Reflections, or Bay Model are covered for a total of 24 months from the Date of Hot Tub Delivery (Cover Lifter Warranty is 6 months from the Date of Hot Tub Delivery.)

-Please note that your cover warranty is not extended when a cover is replaced under warranty.

If you have any question, please do not hesitate to call us at (508)-832-6566.

If we unfortunately let you know that D1's cover manufacturer has determined your cover issue is not covered under warranty and you feel it should be, please call Dimension One Spas directly at (800)-345-7727.

You will need your serial number. If you don't have this, please call us and we will give you this number.

NOTE:

This is NOT the procedure for the D1 Hot Tub or any D1 parts that are having issues! Covers and Cover Lifters are separate from Dimension One Spas' exceptional warranty. The procedure for any part of the Dimension One Spa having issues is: call us immediately and we'll be out to replace it if the item falls under the duration of D1's warranty--the best warranty in the hot tub industry!