

Spa Shield Cover

Please read through this document carefully. You are agreeing to the terms of your cover.

Your Aftercare Plan **00000001**, expiring on **01/01/2021**, covers your hot tub for all call-outs and repairs as defined under the 'What is covered' section, and is subject to the overall claim limit: if any repair makes your spa *beyond economical repair*, we will settle your claim with a payment equal to your hot tub's market value on the date the claim was notified to HTA. Your hot tub will then become the property of HTA and this plan will terminate.



What is covered?

This maintenance agreement covers the cost of parts, labour charges and call-out fees to repair any covered items that are failing to operate due to faulty workmanship or mechanical/electrical breakdown.










- ✓ **Components** includes electrical components, air valves, levers, bezels and jets
- ✓ **Lighting** covers the LED light assemblies
- ✓ **Heating** covers the heater assembly, heating elements and leaks in seals
- ✓ **Ozone** covers electrical components, tubing, check valve, injector, corona discharge cell and exterior housing
- ✓ **Leaks in the plumbing** includes wall and jet fittings, lighting system fittings, internal plumbing, internal glue joints, drains and all bonded parts
- ✓ **Leaks in the shell** covers cracks or leaks in the shell's material
- ✓ **Cabinet** covers the cabinet's structural integrity











What isn't covered

- ✗ Bleaching, fading, staining and wear and tear to the shell surface and/or the cabinet
- ✗ Repair of accessories, such as stereos, TVs, Ace, steps, spa cover, cover lifters and hand rails
- ✗ Repair/replacement of consumable items, such as Silver Ions, filters and pillows
- ✗ Any failure in the electrical supply, such as plugs, sockets, isolators, cabling and fuses
- ✗ Repair due to failure caused, either directly or indirectly, by poor maintenance and/or misuse
- ✗ Repair, damage or loss caused, either directly or indirectly, by a repair, service or maintenance carried out by anyone other than HTA's engineers
- ✗ Repair or loss caused by any kind of accident
- ✗ Consequential loss of any kind
- ✗ Loss of amenity while the spa is unusable and awaiting repair
- ✗ Costs associated with clearing obstacles from the work area or extracting the spa from restricted areas, such as decking or specialised spa enclosures and buildings
- ✗ Any failure or damage caused by natural events or disasters, such as flooding, hurricane, blizzard, riot and lightning
- ✗ Any failure or damage caused by an infestation of pests/vermin, such as mice, rats, wasps, bees and hornets



Are there any restrictions?

-  We only allow your initial period of cover to start during the first year after the manufacturer's component warranty has expired.
-  We only cover hot tubs that are less than 15 years old on the date any period of cover starts.
-  We only cover spas that are being used in a domestic setting.
-  We only cover spas that are dormant when a winterisation/shut-down service has been completed by HTA's engineers.
-  We reserve the right to refuse cover or reject a claim for repair if the manufacturer's instructions for your hot tub's routine maintenance haven't been followed.
-  Any repair work completed by anyone other than HTA's engineers will not be reimbursed.
-  We only provide cover on hot tubs approved by a pre-inspection carried out by a HTA engineer.
-  Only to fit, use or apply any accessories or consumables that are approved by HotSpring and HTA.
-  This warranty is non-transferrable.




What are my obligations?

-  You must carry out routine maintenance as specified in your manufacturer's instructions.
-  You must contact our service department service@hottubassist.co.uk / **0800 849 2468** to report a fault when it occurs.
-  Repairs under this warranty can only be carried out by HTA's engineers.
-  After a claim has been settled, you agree that any salvage becomes the property of HTA.
-  You must notify us if you are moving, and we reserve the right to cancel the contract if you're not using HTA's installers to move your spa to your new home.
-  You agree to the maintenance agreements's terms and level of cover.
-  You agree to pay the premium specified in your schedule each month.
-  You agree that any outstanding premium can be deducted from a *beyond economical repair* settlement.




Where am I covered?

-  Your spa is covered anywhere within England & Wales while the spa is located at the same address where the sign-up inspection was completed.
-  This warranty is governed by the laws of England & Wales and does not affect your statutory rights.

What are HTA's obligations?

-  After a reported claim, we will arrange for a skilled engineer to visit at the earliest available appointment.
-  Should a replacement part be out of stock, we will source one from our supplier network. We will not be responsible for any loss of amenity while we await delivery of replacement parts.
-  To offer a reasonable salvage value so that you can purchase a hot tub that's been deemed to be *beyond economical repair*.

How do I cancel my warranty?

-  Please contact our service department (service@hottubassist.co.uk / **0800 849 2468**) and request to cancel.
-  We reserve the right to charge a cancellation fee equal to one month's instalment.
-  If you have made any claims, the outstanding balance of 12 months premium will be due.