



# PLATINUM SERIES WARRANTY

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The following warranties (Warranty) are offered by Oasis Leisure Products Pty Ltd ABN 21132532800 in addition to the guarantees provided under the Australian Consumer Law in relation to Oasis Spas products ("Products") purchased from authorised Oasis Spas retailers in Queensland and Northern New South Wales only. This additional warranty applies subject to the conditions and exclusions below, and in addition to any compulsory statutory warranties which may apply to this product.

## 15 Year Structural Warranty

Oasis Leisure Products warrants the structure of the spa shell against loss of water caused by defects in workmanship and materials for a period of 15 years.

## 5 Year Acrylic Warranty

Oasis Leisure Products warrants against loss of water through the acrylic spa surface for a period of 5 years. Oasis Leisure Products warrants the acrylic surface against cracking, bubbling, blistering and delamination caused by defects in workmanship or materials for a period of 3 years. Always use your hard cover as this warranty does not cover damage or discoloration caused by heat or exposure to the sun.

## 5 Year Jet Warranty

Oasis Leisure Products warrants jet faces and fittings for a period of 5 years against defects in materials and workmanship. Bearings are considered a replaceable service item and are not covered nor is damage to jets caused by foreign matter. Jet faces must be returned to your local Oasis Spa dealer for inspection and replacement and this warranty is limited to the supply of parts only.

## 2 Year Pump and Electrical Equipment

Oasis Leisure Products warrants the pump and electronic control unit against defects in workmanship and materials for a period of 2 years. One (1) year after purchase the warranty is limited to the supply of replacement parts only excluding labour. Stereos, speakers, control touch pad, air blowers and ozone units are limited to one year warranty. Air blowers and stereos damaged by water are not covered by this warranty.

## 2 Year Plumbing Warranty

Oasis Leisure Products warrants all plumbing fittings and pipework against leakage for a period of two (2) years.

## 2 Year Cabinet Warranty

Oasis Leisure Products warrants the structure of the cabinet against failure to support the spa due to faulty workmanship and materials for two (2) years.

## Other Warranties

Stainless steel jet trims and fittings, pump seals and spa covers are warranted for one year. Replaceable service items such as LED lights, headrests, fuses & filter lids and filters are not covered unless faulty at the time of delivery.

## Conditions & Exclusions

This additional warranty will be made void if any of the following occurs:-

01. There are ground movements which effect the spa;
02. There is a failure to handle the spa properly during installation
03. There is a failure to install the spa on a suitable hard level surface;
04. There is incorrect water management and/or improper chemical use;
05. There is grit or other foreign materials in the water, plumbing and / or pump(s)
06. The spa is run at temperatures exceeding 45 degrees celcius;
07. There is abuse, misuse or neglect;
08. There is any unauthorised maintenance, repairs, alterations or modifications;
09. There is failure to provide a separate electrical circuit;
10. The wiring and installation is carried out by unqualified electricians;
11. There is use of an extension lead;
12. There is failure to strictly follow manufacturers requirements and specifications;
13. The spa shell has been exposed to the sun without water in the spa;
14. The filters or pipework are dirty or clogged;
15. There are termites, pests, acts of god, other acts of force majeure or events outside the control of Oasis Leisure Products;
16. There is electrical blowout, voltage spikes or operation at 10v above or below 240v;
17. The spa is moved from its original position by unauthorised or unqualified people; or
18. The spa is used for commercial purposes.

## Coverage of Warranty

Oasis Leisure Products extends this warranty to all new Oasis Spas purchased from an authorised Oasis Spa dealer. The benefit of this warranty cannot be transferred or assigned and is only valid whilst the spa is owned by the original purchaser.

The choice to repair or replace a defective part or spa is at the sole discretion of Oasis Leisure Products. Where Oasis Leisure Products elects to replace a defective part or spa, a substitute product of equal or greater value may be used.

The warranty period for any repairs or replacements will expire at the same date as the original warranty.

If on-site repairs are required the purchaser is responsible for providing full access to the spa for warranty service. If an off-site repair or replacement is required then all freight, removal and replacement costs shall be borne by the customer. If the purchaser lives further than 50 kilometres from the dealer whom the spa is purchased from, or if warranty work is carried out by a service agent other than the dealer that the spa was purchased from, the customer will be charged for travel and transport costs per kilometre.

## Limitations

The warranty expressions specified exclude any other implied or oral undertakings. Oasis Leisure Products or its agents will not be liable for any incidental or consequential losses or injuries including, but not limited to, any building related costs. In no circumstance shall the liability be greater than the amount paid for the product by the customer.

The warranty periods commence from the date at which the spa was purchased.

## Claims Procedure

In order to make a claim under this additional warranty please contact the dealer you purchased the Oasis Spa from. Alternatively please contact Oasis Leisure Products directly. Our contact details are:

**Oasis Spas | Phone: (07) 5437 7931  
4/10-12 Machinery Avenue, Warana, Qld. 4575  
Email: [warranty@oasisspas.com.au](mailto:warranty@oasisspas.com.au)**