

## Warranty Terms for Dealers RiverSpas Production GmbH 2025 Vers. 01

### RiverSpas Production GmbH guarantees:

- ✓ **5-year warranty on the watertightness of the tub**  
(no water loss due to structural issues of the tub)
- ✓ **3-year warranty on the jet inserts**  
(3-year warranty on the jet fittings)
- ✓ **3-year warranty on the electrical components**  
(3-year warranty applies to all electrical components, including the control system, display, and pumps)

#### 1. General Terms

The legally required warranty period applies.

Expenses for warranty and guarantee work (such as labor time, travel costs, and other expenses) are covered by the net sales prices. No additional cost reimbursement will be provided.

#### 2. Warranty Period

##### 2.1 Watertightness of the Tub

The manufacturer guarantees that no water will leak through the shell of the hot tub due to manufacturing or material defects for up to 5 years from the date of purchase.

##### 2.2 Surface

The manufacturer guarantees that for up to two years from the original purchase date, the acrylic surface will remain free from cracks, blisters, peeling, discoloration, or delamination, provided that the customer maintains proper water care.

##### 2.3 Electrical Components

The manufacturer guarantees that the electrical components of the hot tub, including the control system, pumps, heater, and blowers, will remain free from malfunctions due to material or manufacturing defects for up to three years from the original purchase date. A 6-month warranty applies to sound systems and speakers for material and workmanship defects, excluding improper handling.

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### 2.4 Scope of Warranty / Warranty Exclusions

This warranty applies exclusively to outdoor hot tubs and swim spas purchased directly from RiverSpas Production GmbH or an authorized specialist dealer. The warranty is valid only for the original purchaser of the spa. When purchasing through a specialist dealer, the dealer is responsible for providing warranty services. The warranty claim becomes void if the unit is self-commissioned. The warranty does not cover additional costs incurred due to system failure, loss of profit, indirect or consequential damages, or components subject to normal wear and tear. Claims made and services provided under this warranty do not extend the original warranty period, subject to national, mandatory legal provisions. Mandatory consumer rights remain unaffected. The warranty does not cover transport costs or customs fees. Dealer (reseller) stock storage for more than six months results in the forfeiture of the warranty. The supplier reserves the right to assert a claim for compensation against the buyer (reseller) for any warranty services provided or demanded by the end customer, with full reimbursement of all related costs.

### 2.5 Exclusions from the Warranty

Wear parts are excluded from the warranty (side panels, filters, covers, ozone devices, UV tubes, pillows, remote controls, LED lights).

### 2.6 Provision of Warranty Services

The warranty service is provided either by RiverSpas Production GmbH itself (if the product was purchased directly from the manufacturer) or by an authorized specialist dealer. If the effort required to remedy the defect is disproportionate to the current value of the product, the manufacturer reserves the right to replace the product with an equivalent one, deducting a usage fee. The warranty period does not extend after the warranty service or repair has been performed. The customer is responsible for ensuring or providing access to the product. Warranty service can only be provided if accessibility is guaranteed. Any additional effort required to ensure accessibility is the responsibility of the customer.

### 2.7 The warranty claim expires

- If the product has been modified.
- The warranty becomes void if damages result from negligence, alteration, misuse, improper handling, repairs carried out by unauthorized persons or companies not approved by the manufacturer/importer, faulty electrical installation, installation of non-original components, or force majeure (including natural disasters and environmental influences), as well as any damages beyond the control of the manufacturer/importer.