

# Paradise® Series

## Limited Warranty

Watkins Manufacturing Corporation (“Watkins”) warrants to the original consumer purchaser (“you”) the following about your new Paradise Series spa, when purchased from an authorized dealer/service provider (“dealer”).

### 10 YEAR NO LEAK SHELL WARRANTY

Watkins warrants against water loss due to defects in the Paradise series spa shell for ten years.

### 7 YEAR SHELL SURFACE WARRANTY

Watkins warrants the acrylic surface material of the Paradise Series spas to be free from defects in materials and workmanship for seven years.

### 5 YEAR NO LEAK PLUMBING WARRANTY

Watkins warrants the Paradise Series spas against leaks caused by defects in manufacturing and workmanship for five years. This warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints, drains, hoses, and all bonded parts.

### 5 YEAR COMPONENT WARRANTY

Watkins warrants the electrical components, pump(s), and other Paradise Series spa components against defects in materials and workmanship for five years. Some parts, most of which can be changed out without the use of tools, such as filter cartridges, filter lid, spa pillows, and cover locks are not included in this warranty, but are warranted to be free from defects in materials and workmanship at the time of delivery. Spa covers and other spa accessories are specifically excluded from this warranty, although they may be covered under other warranties. Please check with your Caldera dealer for details.

### 5 YEAR ENERGYPRO® HEATER WARRANTY

Watkins unconditionally warrants the EnergyPro heater to be free from defects in materials and workmanship for five years. This warranty defines unconditional, with the exclusion of commercial or industrial use, and improper installation, as warranty coverage without exception provided that the component has failed to operate properly within the spa’s system.

### 3 YEAR ECOTECH® CABINET WARRANTY

Watkins warrants the EcoTech simulated wood cabinet to be free from defects in materials and workmanship for three years. This warranty specifically covers the EcoTech cabinet’s structural integrity (exclusive of surface stain), including the material and assembly.

The EcoTech cabinet’s cosmetic finish is warranted to be free from defects in materials and workmanship at the time of initial delivery. Fading and weathering of the surface may naturally occur over time and are not considered defects. To restore the EcoTech cabinet’s appearance, refer to the spa Owner’s Manual for proper care and maintenance instructions.

### 2 YEAR LED LIGHTING SYSTEM WARRANTY

Watkins warrants the factory-installed LED light assemblies which consist of all lights within the spa to be free from defects in materials and workmanship for two years.

### 1 YEAR FROG® AND SPEAKERS WARRANTY

Watkins warrants the factory-installed FROG water care system, and the audio speakers to be free from defects in materials and workmanship for one year.

The following applies to all of the warranties listed:

### EXTENT OF WARRANTY

This warranty extends only to the original consumer purchaser of the Caldera spa when purchased and originally installed within the country of purchase. This warranty begins on your delivery date of the spa, but in no event later than one year from the date of purchase.

This warranty terminates upon any transfer of ownership, or if the spa is installed or relocated outside the country of purchase by the original consumer purchaser prior to the expiration of the warranty period.

### WARRANTY PERFORMANCE

To make a claim under this warranty, contact your dealer. In the event you are unable to obtain service from the dealer, please contact Watkins Manufacturing Corporation at 1280 Park Center Drive, Vista, California, 92081, Attn: Customer Service Department (800) 669-1881 or +1 760 598 6464 for customers outside of the US or via e-mail, [customerservice@watkinsmfg.com](mailto:customerservice@watkinsmfg.com). You must give Watkins and/or your dealer written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase, within thirty (30) days of the time you discover the claim. Watkins reserves the right to inspect the malfunction or defect on location.

Watkins or its Authorized Service Agent will repair any defects covered by this warranty. Except as described herein, you will not be charged for parts, labor or the freight costs for parts necessary to repair the spa for defects covered by this warranty. In some cases, the servicing dealer may charge you a reasonable repairperson travel/service charge that is not covered by this warranty. Please contact the dealer for information regarding any such charges.

### LIMITATIONS

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Watkins’ prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Watkins, failure to follow Watkins’ Pre-Delivery Instructions or Owner’s Manual, or repairs made or attempted by anyone other than an authorized representative of Watkins. Alteration includes, but is not limited to, any component or plumbing change, or electrical conversion. Visit [www.calderaspas.com](http://www.calderaspas.com) or contact your dealer for a list of manufacturer approved accessories.

### DISCLAIMERS

**TO THE EXTENT PERMITTED BY LAW, WATKINS SHALL NOT BE LIABLE FOR LOSS OF USE OF THE SPA OR OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES, OR DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE SPA, IF NEEDED.** Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. **ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE.** Some states and countries do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you.

### LEGAL REMEDIES

This warranty gives you specific legal rights, and you may have other rights which vary from state to state or country to country.



CalderaSpas®