

## Hot Tub Warranty Summary

We maintain copies of the warranties of all major hot tub brands in our showroom. To assist you, we have prepared this summary. **This covers only these companies' top warranty.**  
**Be sure to read the warranty for the spa models you are considering as many of these companies have lesser warranties for their cheaper spas.**

### Brands Represented in Austin / San Antonio / Waco

Notes: We have **highlighted** the notably best non-prorated warranties available.  
Please see footnotes for definitions of Warranty Terms.

Brand	Years in Business	Shell Structure	Shell Surface	Spa Structure	Plumbing	Equipment	Cabinet Skirting	Comments
Artesian Spas	29	Lifetime	7	None	3	5	1	<ul style="list-style-type: none"> <li>➤ Only a Warranty Summary is available on their website.</li> <li>➤ Plumbing warranty is titled 5 years, but it says 3 years several times in the actual warranty.</li> <li>➤ <b>Shell Surface Warranty excludes discoloration and fading.</b></li> <li>➤ <b>South Seas Spas</b> is another Artesian Brand (with a lesser warranty)</li> </ul>
Bullfrog Spas	15	Lifetime	6	Lifetime	Lifetime JetPaks®	3 BlameFree®	5	<ul style="list-style-type: none"> <li>➤ Only brand with a Lifetime Spa Structure &amp; Plumbing Warranty.</li> <li>➤ BlameFree® covers all equipment. Only such warranty available.</li> <li>➤ One of only 4 brands with a true Spa Structure Warranty</li> </ul>
Caldera Spas	35	10	7	None	5	5	3	<ul style="list-style-type: none"> <li>➤ <b>Ultramasseuse™ control system is only warranted for 3 years</b></li> </ul>
Clearwater Spas	35	20	20	20	5	5	5	<ul style="list-style-type: none"> <li>➤ Longest Acrylic Shell Surface warranty available.</li> <li>➤ One of only 4 brands with a true Spa Structure Warranty</li> </ul>
Coast Spas	16	Lifetime	5	None	5	5	5	<ul style="list-style-type: none"> <li>➤ <b>Plumbing &amp; Equipment warranties prorated 50% after 3 years</b></li> <li>➤ Some Spas made between 2001 – 2004 have been recalled due to motor fire hazard.</li> <li>➤ Located in Canada</li> <li>➤ <b>Cabinet excludes fading- and prorated the 4<sup>th</sup> and 5<sup>th</sup> year to 50% parts and labor</b></li> </ul>
Dimension One	34	Lifetime 7	?	None	5	5	7	<ul style="list-style-type: none"> <li>➤ Lifetime Shell Structure Warranty on their white OAS Ultralife® shell. 7 Years on "Colored Shell" (Acrylic).</li> <li>➤ Note: OAS was once widely used for spa shells. Today, for various reasons, D1 is the only remaining significant maker of spas with OAS shells.</li> <li>➤ <b>D1 says they have a Lifetime / 7 year Shell Surface Warranty but their "Exceptions to Warranty" specifically defines a crack as "a break in the shell that goes all the way through the shell".</b> That seems to run counter to a <u>surface</u> warranty.</li> <li>➤ 5 Year unconditional warranty on Fast Flo Heater – applies only to heater element</li> <li>➤ <b>Cabinet warranty excludes fading</b></li> </ul>
Hot Spring	34	7	7	None	5	5	5	<ul style="list-style-type: none"> <li>➤ Warrants both white OAS Enduro® &amp; Acrylic shells for 7 years.</li> <li>➤ Note: Today Hot Spring offers OAS as an option on only 2 lower end spas.</li> <li>➤ 5 Year No-Fault® Heater Warranty – applies only to heater element</li> <li>➤ Hot Springs sells 4 other brands (<b>Limelight, Tiger River, Solana &amp; Hot Spot</b>) with lesser warranties.</li> <li>➤ <b>Cabinet doesn't cover fading; Plywood panels are only covered at time of delivery.</b></li> </ul>
Jacuzzi	55	10	7	None	5	5	5	<ul style="list-style-type: none"> <li>➤ Also owns <b>Sundance Spas</b>. Warranty is identical</li> </ul>
MAAX Spas	2	10	7	Lifetime	5	5	2	<ul style="list-style-type: none"> <li>➤ <b>MAAX was purchased out of bankruptcy by its largest creditor and reorganized 2 years ago.</b></li> <li>➤ Note: Bankruptcy wipes out all spa owner warranties.</li> <li>➤ <b>"Side Panel" warranty is only 2 years because they are actually made of particle board.</b></li> <li>➤ <b>Entire sanitation system is warranted for only 1 year.</b></li> <li>➤ <b>Surface warranty excludes "fading, discoloration, yellowing, and micro-crazing".</b></li> </ul>
Morgan Spas		40	6	40	6	6	?	<ul style="list-style-type: none"> <li>➤ <b>Shell Surface, Plumbing &amp; Equipment warranties are prorated for parts after 3 years</b></li> <li>➤ <b>Labor is specifically excluded for all of the above after 3 years</b></li> </ul>

## Hot Tub Warranty Summary

Sunbelt Spas	32	Lifetime	7	None	5	5	2	➤ All warranties are prorated 50% after 2 years ➤ Labor is specifically excluded after 2 years
Sundance Spas	32	10	7	None	5	5	5	➤ Owned by <b>Jacuzzi</b> . Warranty is identical.

### Brands Not Represented in Austin / San Antonio / Waco

Brand	Years in Business	Shell Structure	Shell Surface	Spa Structure	Plumbing	Equipment	Cabinet Skirting	Comments
								We've highlighted in <b>Red</b> important limitations to their warranties
Arctic Spas	16	Lifetime	5	None	5	5	5	➤ Located in Canada
Beachcomber Hot Tubs	32	Lifetime	5	None	5	5	5	➤ Located in Canada
Cal Spas	33	5	5	None	5	5	3	➤ Replacement spa is pro-rated @ 1% for each month of ownership ➤ The Internet is full of customers complaining about poor service from Cal Spas. Note: Cal Spas had been represented in San Antonio, but the S.A. dealer recently cancelled their agreement with Cal Spas.
Catalina Spas		10	5	None	5	7	None	➤ Located in England ➤ Despite claiming "No other spa comes with such comprehensive warranties" on their website they do not make it available on their website. ➤ Despite repeated requests for their warranty, they have not provided it.
Coleman Spas		10	7	7	5	5	90 Day	➤ Coleman does not make hot tubs. They license their name and have done so 4 or 5 times to different companies in the past 15 years. Maxx has recently acquired Coleman. ➤ Lighting only covered during delivery/ UV bulb for ozone system not covered
Dynasty Spas		20	?	None	5	5	None	➤ Both Plumbing & Equipment warranties are prorated 50% after 3 years ➤ Shell Surface Warranty is 7 years but specifically excludes "discoloration or fading".
Four Winds Spas		12	5	None	5	2	5	➤ Labor is specifically excluded after one (1) year
Great Lake Spas	41	Lifetime	5	None	3	3	None	➤ Even though they call it "Lifetime", their warranty defines "Lifetime" as 10 years. ➤ Surface Warranty is 5 years but says, "Excluded from this warranty are surface blistering, ....."
Hawkeye Spas	20	12	5	None	3	3	None	➤ Labor is specifically excluded after 1 year
L.A. Spas	34	20	?	None	5	5	1	➤ Warranty is not available on their website. ➤ Shell surface warranty is 7 years but specifically says, "Surface checking is not included." ➤ Both previous Austin dealers (Austin Pools & Spas & Lone Star Spas) have stopped carrying this line.
Marquis Spas	30	10	7	None	5	5	5	➤ Warranty notes, "Marquis Corp. will provide parts and labor (according to predetermined schedule) ....." Their warranty does not list the "schedule".
Master Spas	32	10	7	None	5	5	5	➤ Sells in a semi-annual "Pool & Spa Show" at the Palmer Center. Master Spas is the only brand shown. ➤ Often claim they have a local dealer about to open a showroom, but in 5 years it has never happened! ➤ The Internet is full of customers complaining about poor service from Master Spas
PDC Spas	53	35	15	None	5	5	15	➤ Shell Structure, Surface, & Equipment warranties are prorated ➤ Labor is excluded after 3 years for Equipment & Plumbing warranties

## Hot Tub Warranty Summary

Raindance Spas		10	3	None	2	2	90 Day	<ul style="list-style-type: none"> <li>Both Shell Structure and Surface warranties are prorated beginning with Year 1</li> <li>Labor is specifically excluded after one (1) year</li> <li>Their address in TN is the same as the former Infinity Spas, now bankrupt and a former supplier to many of the Discount Stores</li> </ul>
Strong Spas		5	7	Lifetime	5	5	Lifetime	<ul style="list-style-type: none"> <li>Shell Structure, Plumbing, &amp; Equipment have a 5-Year Parts Warranty and a 3-Year Labor Warranty</li> <li>Lifetime Cabinet Warranty. Their cabinet is the spa's structure.</li> </ul>
Viking Spas		Lifetime	None	None	6	6	None	<ul style="list-style-type: none"> <li>Both Plumbing &amp; Equipment Warranties are prorated after 2 years. Leaks from plumbing unions are specifically NOT covered.</li> <li>Labor is prorated after two (2) years</li> <li>Cabinet skirting is specifically excluded from warranty.</li> <li>Destiny River Spas is a 2<sup>nd</sup> brand name used by Viking Spas</li> </ul>
Vita Spas	31	Lifetime	10	None	5	5	2	<ul style="list-style-type: none"> <li>Owned by DM Industries which declared bankruptcy on March 30, 2009.</li> <li>Reflections Spas was a 2<sup>nd</sup> brand name used by DM Industries.</li> <li>On Oct. 14, 2009, MAAX Spas announced that they acquired DM Industries. MAAX itself declared bankruptcy in 2008 (see above).</li> </ul>

### Brands sold by Discount Stores / Appointment & Internet Only Sites

Nearly all of these warranties restrict Labor to 1 year or less. Conveniently for these companies, Labor is often the most expensive part of warranty repairs!

Brand	Years in Business	Shell Structure	Shell Surface	Spa Structure	Plumbing	Equipment	Cabinet Skirting	Comments	
Barefoot Spas		15	None	None	5	5	None	<ul style="list-style-type: none"> <li>Sold on-line by Sam's Club. Actually made by Hawkeye Spas</li> <li>Warranty has the same exclusion of Labor after 1 year as the Hawkeye Warranty, though they do not tell you this on Sam's Club's website.</li> <li>Only warranty summary available on website!</li> </ul>	
BuyASpa Online.com		10	None	7	None	2	None	<ul style="list-style-type: none"> <li>They do not list their warranty on-line. When e-mailed they still only provided a Warranty Summary. To date, they have not provided a copy of their actual warranty.</li> <li>Labor is excluded after 6 months</li> </ul>	
ChooseHotTubs Direct.com	1	<a href="http://www.ChooseHotTubsDirect.com">www.ChooseHotTubsDirect.com</a> sells a # of "brands". Prorating their warranties is common, but even bigger issues are shown under Comments.							<ul style="list-style-type: none"> <li>Claims to sell spas at huge discounts. Their brands include Island Escape, Sunrise, Infinity, Gulf Coast, Paragon, H2O Fitness, &amp; Dream Maker Spas.</li> <li>Gulf Coast declared bankruptcy in 2009 invalidating their warranties.</li> <li>Infinity sold spas through several Discounters, including Home Depot, but went bankrupt in 2008. It was sold to Living Waters.</li> <li>This company is importing hot tubs from China without saying so on their website.</li> <li>Currently have 168 BBB Complaints in the past 36 months. They have an F rating with the BBB.</li> </ul>
Evolution Spas	1	None	5	Lifetime	2	2	Lifetime	<ul style="list-style-type: none"> <li>Sold on-line by Costco. Actually made by Strong Spas.</li> <li>They heavily promote their Lifetime Structure Warranty, but the rest of the warranty is quite weak.</li> <li>Labor is excluded after 1 year</li> </ul>	
Garden Leisure								<ul style="list-style-type: none"> <li>Spas are made in China.</li> <li>They provide no warranty information on their website</li> </ul>	

## Hot Tub Warranty Summary

								<ul style="list-style-type: none"> <li>➤ We have been unable to obtain a copy of their warranty</li> </ul>
OC Hot Tubs	1	5	2	None	1	2	1	<ul style="list-style-type: none"> <li>➤ Sold on-line by Costco. Actually made by Cal Spas</li> <li>➤ Warranty specifically states it starts "from the date of manufacture" not delivery</li> <li>➤ OC Hot Tubs claims to have a "nationwide service center called HTS".               <ul style="list-style-type: none"> <li>➤ Note: HTS is "Hot Tub Service". <b>They are a division of ThermoSpas (see below)</b>, though their website makes no mention of this connection.</li> <li>➤ <b>After several efforts, we've been unable to contact them by phone or e-mail.</b></li> </ul> </li> </ul>
Pilates H <sup>2</sup> O Spas	2							<ul style="list-style-type: none"> <li>➤ Was sold on-line by Costco but discontinued. Now part of Premium Leisure.</li> </ul>
Platinum Hot Tubs		Lifetime	10	None	Lifetime	2	None	<ul style="list-style-type: none"> <li>➤ Was sold on-line by Costco but discontinued.</li> <li>➤ <b>Surface Warranty is prorated as soon as the spa is installed.</b></li> </ul>
Premium Leisure	1	Lifetime	10	None	Lifetime	2	2	<ul style="list-style-type: none"> <li>➤ <b>In one way or another, this company is the product of the bankruptcies of Hydro Spas, Pinnacle Spas, &amp; Gulf Coast Spas</b>, all of which have been suppliers to various Discount Stores. <b>Warranties are invalidated with bankruptcy.</b></li> <li>➤ Their warranty says "Lifetime Spa Structural Warranty" but it applies only to the shell.</li> <li>➤ <b>Surface Warranty is prorated as soon as the spa is installed.</b></li> </ul>
Stateside Spas	20	10	5	None	2	2	2	<ul style="list-style-type: none"> <li>➤ <b>Pump warranty (part of the equipment warranty) is prorated</b></li> <li>➤ <b>Labor is specifically excluded after one (1) year</b></li> <li>➤ They sell spas at <a href="http://www.Spas-Direct.com">www.Spas-Direct.com</a></li> </ul>
ThermoSpas	27	20	10	None	10	10	3	<ul style="list-style-type: none"> <li>➤ <b>Every part of their warranty is pro-rated after 3 years</b></li> <li>➤ <b>Labor is specifically excluded after one (1) year</b></li> <li>➤ <b>Currently have 114 BBB complaints in the past 36 months.</b></li> </ul>
Whirl-Pool Spas		None	10	None	10	5	None	<ul style="list-style-type: none"> <li>➤ This is not Whirlpool, the maker of major home appliances</li> <li>➤ Often listed at cheap prices on Craigslist.com. They do not list their warranty on line</li> <li>➤ <b>Labor is specifically excluded after 6 months</b></li> <li>➤ <b>Shell Surface Warranty is prorated after 5 years. Equipment warranty is prorated after 2 years. Plumbing warranty is prorated after 5 years</b></li> </ul>

### Rotationally Molded Hot Tubs (see our [Hot Tub Shopping Guide](#) for definition)

Brand	Years in Business	Shell Structure	Shell Surface	Spa Structure	Plumbing	Equipment	Cabinet Skirting	Comments
Dream Maker Spas	13	Lifetime	None	None	1	1	None	<ul style="list-style-type: none"> <li>➤ <b>Labor is only covered for 90 days with a maximum of \$200</b></li> </ul>
Durasport		None	None	Lifetime	1	1	Lifetime	<ul style="list-style-type: none"> <li>➤ Durasport is made by Strong Spas</li> </ul>
Freeflow Spas	43	10	None	None	2	1	None	<ul style="list-style-type: none"> <li>➤ <b>Labor for Plumbing &amp; Equipment is limited to 1 year</b></li> <li>➤ Warranty specifically states, "<b>Refurbished parts may be used to satisfy warranty replacement</b>"</li> </ul>

## Hot Tub Warranty Summary

								➤ Their "surface" warranty covers only leaks which is the same thing as the shell structure warranty.
<b>Nordic</b>		Lifetime	Lifetime	None	2	2	10	<ul style="list-style-type: none"> <li>➤ Owner's Manual specifically says, <b>"The use of any spa sanitizer with the exception of dichlor chlorine will negate your warranty."</b> (Their misspelling of chlorine)</li> <li>➤ Fading and discoloration not covered in cabinet warranty.</li> <li>➤ Suggests a concrete pad for installation.</li> </ul>
<b>Tuff Spas</b>		Lifetime	5	Lifetime	1	1	5	➤ Pump is warranted for 2 years

### Definition of Warranty Terms

**Shell Structure:** For all spa companies, this says **only** that the spa shell will not leak.

**Shell Surface:** This says that the spa shell surface will not crack, delaminate, blister, discolor, or fade. However some companies say they give you a shell surface warranty and then go right around and, in the language of their warranty, limit or exclude these very issues. See **Comments** for each brand.

**Spa Structure:** This says the structure of the spa (what is actually supporting the spa shell, which itself hold 1 – 2 tons of water) is warranted. **Only 6 companies offer such a warranty.**

**Plumbing:** Covers leaks in all plumbing, plumbing connections, and penetrations in the spa shell (for jet housings, lights, etc.)

**Equipment:** Covers motors, pumps, control packs (the brains of the spa), heater elements, digital displays, etc.

**Note:** As some companies write their warranties in ways that can be a bit difficult to put in a standardized format, we have had to interpret some of their language. We have done our best to do this accurately and fairly. If any company represented feels we have been inaccurate, please contact us so that we can remedy your concerns.