



Address: Calle 29 #41-15 Itagüí / Antioquia, CO.

Thursday, May 30, 2024

Subject: Warranty for Firplak Bathtubs and Hot Tubs

To Whom It May Concern:

We are writing to provide you with the warranty letter for our product, the bathtub/jacuzzi.

BATHUBS AND HYDROMASSAGES

FIRPLAK guarantees its products from the **DATE OF DELIVERY** against water loss through the fiberglass walls as a result of defects in materials and workmanship. The Gelcoat surface is guaranteed against blistering or bubbling, damage caused by UV rays or sun exposure, cracking, and discoloration resulting from a defect in the surface materials and not from external agents (detailed in the limitations and exclusions, as well as situations not covered), for a period of **FIVE (5) YEARS**. **FIRPLAK S.A.** guarantees the pump parts and the electrical components and accessories of the bathtubs with massage systems for a period of **ONE (1) YEAR**.

For hydromassage, air-massage, and chromotherapy equipment, in the case of any defect or malfunction of the pump or lighting equipment covered by the terms of this warranty, **FIRPLAK S.A.** will repair or replace the defective part for a period of **ONE (1) YEAR** from the date of purchase.

FULFILLMENT OF THE WARRANTY

- The buyer is responsible for providing adequate access to the equipment (motor pump and blower). Any costs associated with the removal of tiles or other obstacles to facilitate access to the equipment are not covered by our warranty.
- It is necessary to claim in writing to **FIRPLAK S.A.** any malfunction or identifiable defect to request a technical visit. **FIRPLAK S.A.** will verify the damage and issue a technical diagnosis.
- **FIRPLAK S.A.** allows a maximum of **3 business days** to claim any damages or abnormalities in the product (broken pieces, missing parts, scratches, or cracks, among others) identified at the time of delivery. From the 4th day onwards, **FIRPLAK S.A.** is not responsible for such damages.
- The costs for travel and expenses needed by an authorized distributor to perform this work, outside the cities mentioned below, are not covered by the warranty. **FIRPLAK S.A.** reserves the right to verify the damage at the product's location.
- The fulfillment and verification of the warranty are effective within the following zones: **BOGOTÁ, MEDELLÍN, CALI, PEREIRA, BARRANQUILLA, CARTAGENA, SANTA MARTA, MONTERÍA, SINCELEJO, CÚCUTA, BUCARAMANGA, MANIZALES, TOLIMA, IBAGUÉ, NEIVA, ARMENIA.** The verification of the warranty is effective within the metropolitan area.
- **Ensure that all accessories of your product are included in the package.** Once received satisfactorily, no claims for missing accessories will be accepted.
- **Protect** with cardboard or fabric and masking tape when performing work on-site that involves the use of adhesives, gray or white cement, muriatic acid, or welding residues, as they can stain the bathtub's surface.
- **Define the filling method of the whirlpool before placing the order.** Our whirlpools are manufactured standard for our distributors, and the products do not include hoses or additional accessories for filling by the waterfall.
- **Avoid using** chlorine, bleach, or disinfectants for water. We recommend the product called Poolchem for this purpose.
- **Before operating the product,** carefully read the use and maintenance manual.
- If the purchased whirlpool includes pillows or bars with stainless steel accessories, remember to remove the protective plastic at the time of installation.

LIMITATIONS AND EXCLUSIONS

FIRPLAK S.A. is not responsible for the warranty of a product when:

- It cannot be proven by any means that the product is a **FIRPLAK S.A.** brand product.
- The warranty period for the product or part of the product has expired.
- Abuse, mistreatment, negligence, accident, improper installation, or operation by the buyer.
- If the **FIRPLAK S.A.** product is altered, or if repairs are performed by persons other than those authorized by **FIRPLAK S.A.**
- If the pumps or components have been installed, handled, or altered by distributors, installers, or any other person not authorized by **FIRPLAK S.A.**
- If there has been excessive use of external agents for hydrotherapy such as chlorine, mud, algae, and oils.
- When the handling of the product does not comply with the specifications indicated for the product.
- Rust and damage caused by external factors generated by local works or lack of removal of protective packaging from the product.
- Domestic use of the product for commercial purposes.
- Services provided outside the warranty period offered with the appliance or those that must be provided during the warranty period due to user failure to comply with the instructions specified in the appliance's instruction manual will be charged to the user.
- In the case of incorrect installations, abnormal conditions, or conditions different from those specified in the Manual of Use, Installation, and Operation by third parties.
- Damage associated with natural phenomena such as rain, floods, earthquakes, lightning, fires, and illegal activities, among others.
- Physical damage or alteration of the control box voids the warranty.
- Damage caused by external factors. (Example: overvoltage, storms, short circuits, damage to transformers, etc.)
- Design and installation of electrical circuits that do not comply with the technical specifications described in the NTC2050 standard (section 250) (Colombian electrical standard).
- Absence of grounding in the electrical installation.
- Grounding systems that do not comply with the technical specifications described in the NTC2050 standard (section 250) (Colombian electrical standard).
- Operating the hot tub incorrectly, such as running it without water, can invalidate the manufacturer's warranty, meaning that any resulting damage will not be covered.
- Stains or discolorations on the product surface and its components caused by external agents such as mud, turbid water, heavy water (water with rust or high metal concentration), abrasive chemicals, or with a pH above 7.6 or below 7.2 (under standard pH testing or indicated in the chemical agent's technical data sheet).

Note: Stains that cannot be removed with neutral soaps and a cleaning procedure in accordance with the maintenance document provided by Firplak indicate the impact of some of the external factors mentioned in the stains section. Firplak is not responsible for the removal of these stains, and maintenance services provided to correct this issue are not guaranteed to completely remove the stains or achieve specific surface finishes, as these depend on multiple environmental variables beyond the control of these procedures. Therefore, Firplak is authorized to offer such surface maintenance services, charging for the associated products and activities, but not conditioning payment on the perceived results.

SITUATIONS NOT COVERED BY THE WARRANTY

- The warranty period has expired.
- The product has unauthorized modifications performed by personnel other than **FIRPLAK S.A.**
- Problems caused by installation or repair by personnel not authorized by **FIRPLAK S.A.**
- Drain hose blocked by foreign objects.
- Rust caused by impacts, scratches, or products and/or relative humidity above 70%.
- Rust caused by the failure to remove the packaging that protects the product.
- Rust and damage caused by external factors generated by local works or lack of removal of protective packaging from the product.
- Problems caused by natural conditions such as earthquakes, floods, electrical storms, among others.
- Problems caused by accidental or intentional conditions such as fires, voltage fluctuations, vandalism, theft, or similar.
- Abuse, mistreatment, negligence, accident, improper installation, or operation by the buyer.
- Loose motor pump or blower hose.
- The hydrotherapy equipment operates using pumps and controls that run on 120 V 60 Hz, considering GFCI outlets with a ground fault circuit interrupter (NTC 2050 Colombian Electrical Code, Section 680-70) in good condition.
- Voltage variations affect the warranty and the operation of the electrical equipment; therefore, **it is recommended to use a surge protector** to maintain the product warranty.
- Obstructions due to improper use of the hydrojets and aerjets outlets.
- The hydrotherapy and aerotherapy equipment are designed to generate bubbles or water jets adequately as long as there is no direct obstruction of the outlet nozzles.
- The pressure of the hydrotherapy and aerotherapy systems may vary due to the length of the internal hoses, voltage, amperage variations, and changes and/or optimizations of the pumping equipment; therefore, **Firplak S.A.** does not specify a power, speed, or force of the hydrotherapy and aerotherapy system nozzles.

VALIDATE YOUR WARRANTY. TO VALIDATE YOUR WARRANTY, PROVIDE YOUR INVOICE NUMBER TO ONE OF OUR SALES ADVISORS OR CALL THE PHONE NUMBERS OF OUR SERVICE DEPARTMENTS LISTED ON OUR WEBSITE: www.firplak.com



Warning

DISCLAIMER

No other warranties will be provided beyond what is agreed upon.

OTHER RIGHTS

This warranty gives you all the rights granted by law, which may vary between different countries.



www.firplak.com

Sede principal: Calle 29 N° 41-15 (Itagüí - Antioquia), Teléfono: (574) 444 17 71

If you need assistance, please contact your local advisor or reach out to Firplak S.A's technical service department at:

Phone: 4441771 (option 2) **WhatsApp:** +57 316-481-2857