

Escape SPAS

Escape the Everyday

Owners Manual

DAVEY
SpaPOWER

NOTE: IMPORTANT SAFETY INSTRUCTIONS

Please read and follow all instructions before insatalling, operating or enjoying spas.

SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE

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Congratulations on the purchase of your new Escape Spa!

You have just made a wonderful investment toward your own general health and well being. We are certain that you will enjoy this spa for many years to come, experiencing the marvels of hydrotherapy. But before we move on to the installation, there are a few things you should know about your spa.

First, you should appreciate the nature of the spa's subsystems. Having respect for the spa as a complex machine will make your ownership of it that much more rewarding. For example, it will be important that you address periodic maintenance needs, such as monitoring the water chemistry and cleaning the filter. Each of these maintenance suggestions will be addressed in this manual. We ask that you please read it in its entirety.

Again, thank you for choosing an Escape Spa. We are glad that you have chosen to join many other satisfied Escape Spa customers. Enjoy!

SAFETY INSTRUCTIONS

READ AND FOLLOW ALL INSTRUCTIONS BEFORE OPERATING THE SPA

When installing and using this electrical equipment, basic safety precautions should always be followed, including:

- **WARNING:** *Use by Children or Infirm Persons:* To reduce the risk of injury, do not permit children or infirm persons to use this product unless they are closely supervised, at all times, by a competent adult.
- **DANGER:** *Risk of Accidental Drowning.* Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.
- **DANGER:** *Risk of Injury.* The suction fittings in this spa are sized to match the specific water flow created by the pump(s). Should the need arise to replace the suction fittings or the pump(s), be sure that the flow rates are compatible. Never operate the spa if the suction fittings are broken or missing.
- **DANGER:** *Risk of Electric Shock.* Do not permit any electrical appliance, such as a light, telephone, radio, television, etc. within 1.5m of a spa, unless such appliances are built in by the manufacturer.
- **WARNING:** To Reduce the Risk of Injury:
 - A. The water in a spa should never exceed 40 °C. Water temperatures between 38 °C and 40°C are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.
 - B. Since high water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 38 °C. If pregnant, please consult your doctor before using a spa.
 - C. Before entering the spa, the user should test the water temperature with their hand to ensure it is comfortable.
 - D. The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning. Persons using medication should consult a doctor before using a spa since some medication may induce drowsiness, while other medication may affect heart rate, blood pressure, and circulation.
 - E. Persons suffering from obesity, a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a doctor before using the spa.
 - F. People with infections, skin sores or open wounds should not use the spa.
 - G. Leave the spa immediately if nausea, dizziness or headaches occur. Immediately cool the body by taking a cool shower or the application of cold towels or ice packs. Seek medical attention if the symptoms persist.

SAFETY INSTRUCTIONS

- H. Do not use the spa alone.
- I. It is recommended that people shower before and after using the spa.
- J. Always enter and exit the spa slowly and cautiously. Wet surfaces can be slippery.
- K. Always use unbreakable containers around the spa. Never use glass.
- L. Never walk, climb, play or jump on the insulated cover of your spa. Never use the spa unless the cover has been completely removed. Do not rely on the cover as a safety cover for children. Children must be supervised when they are in or around the spa.
- M. It is recommended that a childproof barrier such as an adequate fence with a self-closing and self-latching gate be fitted. Please check if such barriers are mandatory under your local laws or regulations, and comply with all such requirements.

WARNING: All electrical connections must be completed by a Registered Electrical Contractor and in accordance to any local and national codes in effect at the time of installation.

Improper or unauthorized electrical connections may cause the equipment module to operate improperly, create the potential for an electrical hazard and may void the warranty.

HYPERTHERMIA

Prolonged immersion in hot water may induce hyperthermia. A description of the causes, symptoms, and effects of hyperthermia are as follows:

Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 37°C. The symptoms of hyperthermia include drowsiness, lethargy, and an increase in the internal temperature of the body.

The effects of hyperthermia include:

1. Failure to perceive heat
2. Failure to recognise the need to exit the spa
3. Physical inability to exit the spa
4. Fetal damage in pregnant women; and
5. Unconsciousness and danger of drowning.

Please follow all safety instructions to reduce the risk of hyperthermia

SAFETY INSTRUCTIONS

Safety Do's and Dont's:

Do

- DO read all operating instructions.
- DO read, understand and follow all Safety, Danger and Warning instructions before use.
- DO test water temperature with your hand before entering to be sure that it's comfortable.
- DO keep the spa cover closed when the spa is not in use. This is important for safety and for economical spa operation.

Don't

- DON'T block the equipment compartment vents. Blockage may cause damage to the spa equipment and will void the warranty.
- DON'T block or sit on the filter recess area.
- DON'T allow horseplay or unsupervised use of your spa.
- DON'T allow anyone to tamper or play with any of the safety or suction fittings of your spa.

Your Escape spa is constructed to the highest standards and is capable of providing many years of trouble-free use. However, because heat retentive materials are utilised to insulate the spa for efficient operation, an uncovered spa surface directly exposed to sunlight and high temperatures for an extended period is subject to permanent damage. Damage caused by exposing the spa to this abuse is not covered by warranty. We recommend that you always keep the spa full of water when it is exposed to direct sunlight and that you keep the Escape spa insulating cover in place at all times when the spa is not in use.

At the time of printing, this manual was deemed as accurate as possible. Escape Spas constantly strive to offer the finest spas available, therefore, reserves the right to change product in an effort to enhance and improve, without prior notice.

SAVE THESE INSTRUCTIONS

This Owner's Manual applies to the following models:

ESP CL Range - 1000 series

ESP CL Range - 3000 series

ESP CL Range - 2000 series

ESP CL Range - 4000 series

ESP MD Range - 1000 series

ESP MD Range - 3000 series

ESP MD Range - 2000 series

ESP MD Range - 4000 series

LOCATING YOUR SPA

Here are some things that you will need to consider when determining placement of your new spa.

SAFETY FIRST

Do not place your spa within 3m of overhead power lines.

Make sure the spa is positioned so that access to the equipment compartment and all side panels will not be blocked. Be certain that your installation will meet all relevant local, state and national safety codes and requirements.

CONSIDER HOW YOU WILL USE YOUR SPA

How you intend to use your spa will help you determine where you should position it. For example, will you use your spa for recreational or therapeutic purposes? If your spa is mainly used for family recreation, be sure to leave plenty of room around it for activity. If you will use it for relaxation and therapy, you'll probably want to create a specific mood around it.

PLAN FOR YOUR ENVIRONMENT

If you live in a region where it is cold or rains frequently, place the spa near a house entry. If you chose to locate your spa indoors, we recommended that the area be properly ventilated.

CONSIDER YOUR PRIVACY

In a cold-weather climate, bare trees won't provide much privacy. Think of your spa's surroundings during all seasons to determine your best privacy options. Consider the view of your neighbours as well when you plan the location of your spa.

KEEP YOUR SPA CLEAN

Prevent dirt and contaminants from being tracked into your spa by placing a foot mat at the spa's entrance where the bather's can clean their feet before entering your spa. You may also consider keeping a small water-filled basin nearby for bathers to rinse their feet before enter your spa.

PERMANENT LOCATION

Consider and prepare for the unlikely event of rapid spa drainage. If placement of the spa is permanent, you may wish to provide floor drains to accommodate draining, etc. Always leave room all around the spa for easy access in case repairs are necessary. Make sure there are no obstructions and a clear working area of at least 500mm to all sides of the spa.

IMPORTANT NOTE: Extra time and costs required to gain access for service to your spa will be passed on directly to the owner. Time borne for the removal and replacement of obstructions is not covered by your Escape Spas Warranty.

Escape Spas are not liable or responsible for the removal or replacement of spa water during a warranty or service event.

LOCATING YOUR SPA

PREPARING A GOOD FOUNDATION

Your spa needs a solid and level foundation. The area that it sits on must be able to support the weight of the spa, with water and the occupants who use it. If the foundation is inadequate, it may shift or settle after the spa is in place, causing stress that could **DAMAGE YOUR SPA SHELL AND FINISH**. Place the spa on an elevated foundation (preferably a 100mm concrete slab). Pavers, gravel, brick, sand, timber or dirt foundations are generally not adequate to support the spa. If you are installing the spa indoors, pay close attention to the flooring beneath it.

Choose flooring that will not be damaged or stained. If you are installing your spa on an elevated wood deck or other structure, it is highly recommended that you consult a structural engineer to ensure the structure will support the total weight of the spa, including occupants.

Your Escape Spa dealer can help you with your foundation and more. Your retailer has a wealth of information and experience about how to get the most out of your spa and can provide you with a full line of accessories that are designed to compliment your spa and increase your enjoyment.

NOTE: Damage caused by inadequate or improper foundation support is not covered by the warranty. It is the responsibility of the spa owner to provide a proper foundation for the spa.

It is recommended that a base of 100mm (min) concrete is used to locate your spa on.

ELECTRICAL REQUIREMENTS

All Escape Spas must be installed by a Registered Electrical Contractor and be installed to all relevant codes and standards. All installations should be accompanied by an Electrical Safety Certificate.

All Escape Spas must be connected to a dedicated circuit, protected by a safety switch and circuit breaker, and must comply with AS/NZ 3000:2007. Please refer to electrical connection diagram on back of controller cover.

Please refer to the "Pre Installation Electrical Supply Checks" for additional electrical checks. There may be a requirement that the steel reinforcement in the concrete slab, on which the spa pool is sitting on, or a second earth stake local to the spa, be equipotential bonded to the earth conductor in the supply to the spa. Please refer to AS/NZ 3000:2007, Sections 5.6 & 6.3 or EN 60364.

A copy of the Electrical Safety Certificate may need to be submitted to either the Dealer and/or Escape Spas if applying for a warranty claim.

INITIAL STARTUP

WARNING: In order to check for leaks, the following steps are performed without the skirting in place. To prevent risk of electric shock, do not use spa at this time.

1. Make sure the power supply is OFF.
2. Check to see that the Black Drain Valve (located to the left rear side of Equipment Module) is closed and that all Barrel Unions are tight.
3. Fill the spa with water to the centre line of the skimmer (located under the black, removable skimmer box cover). Always fill your spa through the filter skimmer. Failure to do so may cause air to be trapped in either pump, preventing the pump from circulating water. Remove the hose and replace the filter cartridge as illustrated in the "Filter Maintenance" Section.

IMPORTANT NOTE: The Equipment Module must never be operated without water in the spa, otherwise serious damage to the heater and/or pump could result.

4. The slice valves on each side of the Equipment Module should be open. (valve is open when the handle is pulled out, closed when it is pushed in).
5. Check for leaks! Although spas are fully checked at factory, shipping & delivery might cause a leak. Call your Escape Spa dealer directly if there is a problem.
6. Before power is applied, refer to and become familiar with the spa side control operations.
7. Apply power to the Equipment Module.
8. When your spa is first started, the Pump System will come on and it will go into a priming mode. After displaying some configuration information, the electronic control system will perform a self-diagnostic check. This priming mode will last for up to 4 minutes approximately and then both the spa will automatically begin to heat in Standard Mode. This is the default mode that is factory set.

IMPORTANT NOTE: It is very important that the pump be operating for several minutes to ensure that all air has been removed from the filtration system. The thermostat may only be "turned up" after full water flow has been established.

9. The Default pre-set temperature is 37.5°C. The last measured temperature is constantly displayed on the LCD readout. This temperature will be current only when the pump has been running for at least 2 minutes.
10. Check for leaks! Although spas are fully checked at factory, shipping & delivery might cause a leak. Remember to pay particular attention to Barrel Unions. Contact your Escape Spa dealer directly if there is a problem.
11. **Add Start-Up Chemicals.** See section titled "WATER BALANCE" for guidance.

OPERATING INSTRUCTIONS

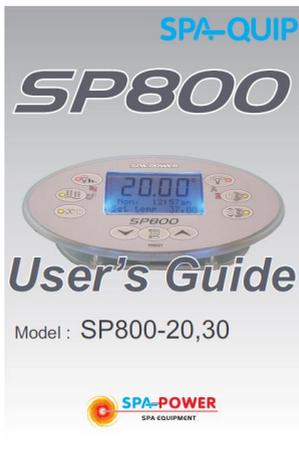
If your new spa pump does not prime (flow) on the initial start-up...

you may be experiencing an “air lock”

This is a normal occurrence and can be easily corrected by loosening the plumbing union on the suction side of the Jet or Circulation pump until water flows into the pump and all air is expelled.

CONTROL PANEL FUNCTIONS

PLEASE REFER TO THE DAVEY SPA USER MANUAL INCLUDED WITH YOUR SPA FOR OPERATING INSTRUCTIONS.



DAVEY
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FILTER MAINTENANCE

CLEANING AND REPLACING FILTER CARTRIDGE

A dirty filter will restrict water flow and will prohibit the filtering system from keeping your spa clean. If the filters are not cleaned for extended periods, it could possibly damage the pump. A clean filter permits the hydrotherapy system to function properly and also allows more efficient filter cycles. It is very important to keep your spa filter cartridge clean and free of particles to ensure proper water flow. At least once a week, check and clean the skimmer basket and weir to ensure proper filter flow. Remove leaves, foreign matter, and debris.

Depending on how frequently your spa is used, we recommend the filters be hosed off at least once a week and thoroughly cleaned once a month with a filter degreaser. We also recommend that you buy an extra filter cartridge from your Escape Spa dealer to alternate with the filter included with your spa.

IMPORTANT: The frequency and duration of use, and the number of occupants all contribute to determining the appropriate time between filter cleanings. More use means that more frequent filter cleanings will be required.

TURN THE POWER TO THE SPA OFF, THEN PROCEED AS FOLLOWS:

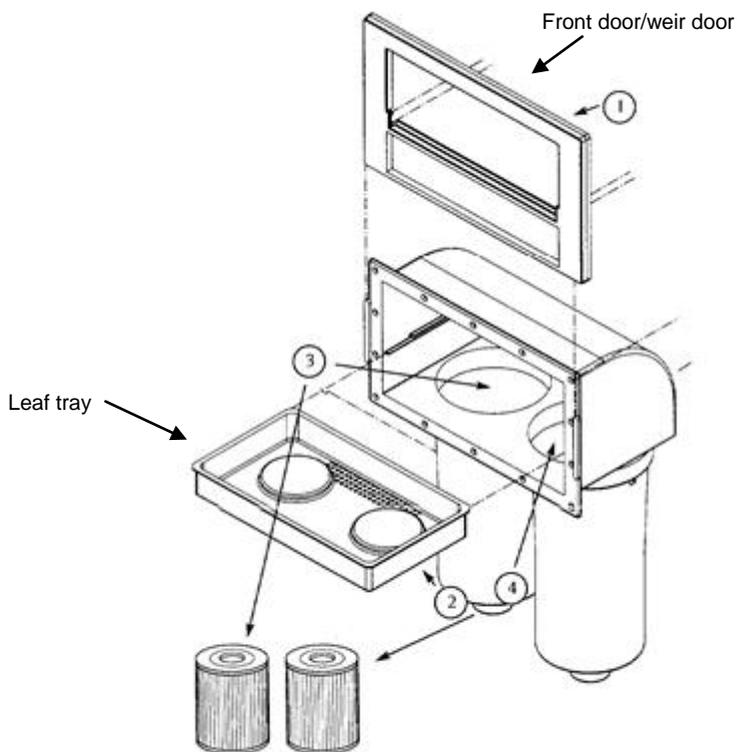
1. Lift front cover
2. Pull out leaf tray
3. Take out filters



4. Always clean the filter using a filter degreaser to remove mineral and oil build-up. Simply soak the filter in the degreaser (according to the package directions), then place the filter on a clean surface and spray until clean using a garden hose. It may be necessary to rotate the filter while spraying to remove any debris lodged between the filter pleats. Reinsert filter cartridge.

FILTER MAINTENANCE

- To return filters, leaf tray & weir door, insert and rotate filters clockwise to lock into position. Then, insert leaf tray through slot then slide front cover back to its original position. Then turn spas power on.



GENERAL MAINTENANCE

CARE OF THE SPA PILLOWS

The spa pillows will provide years of comfort if treated with care. They have been positioned above the water level to minimize the bleaching effects of chlorinated water and other spa water chemicals. To extend their life, whenever the spa shell is being cleaned, the spa pillows should be removed and cleaned. Body oils can be removed with a mild soap and water solution. ALWAYS rinse off the spa pillows thoroughly to remove any soap residue. If the spa is not going to be used for a long period of time, or when the spa water is being super-chlorinated, the spa pillows should be removed until the next use of the spa.

SPA SHELL

Your Escape Spa has a smooth acrylic or ABS textured shell. Stains and dirt generally will not adhere to your spa's surface. A soft rag should easily remove most dirt. We recommend using a "cheesecloth" rag, or other soft rag, to clean the entire shell surface with **Water Line Cleaner** or a similar product from your spa dealer. You may also use **ph/Alkalinity Increaser** or a 50/50 solution of denatured **alcohol and water**. Be sure to thoroughly rinse the shell after cleaning. To restore the lustre of the shell after cleaning, you can use an acrylic surface polish or a similar product from your spa dealer. Always thoroughly rinse off any spa shell cleaning agent with water.

SERVICE NOTE: Iron and copper in the water can stain the spa shell if allowed to go unchecked. Your Escape Spa dealer can recommend a stain and scale inhibitor to use if your spa water has a high concentration of dissolved minerals.

DO NOT use any cleaning products containing abrasives or solvents since they may damage the shell surface. NEVER USE HARSH CHEMICALS! Damage to the shell by the use of harsh chemicals is not covered under the warranty.

SPA SKIRT

The Escape Spa synthetic skirts are unaffected by most corrosive substances, and will not absorb moisture. To maintain the original skirt finish, clean with soap and water. No painting is required.

SPA COVER

The vinyl spa cover is an attractive, durable foam insulation product. Monthly cleaning and conditioning are recommended to maintain its beauty.

To clean and condition the vinyl cover:

1. Remove the cover from the spa and gently lean it against a wall or fence.
2. With a garden hose, spray the cover to loosen and rinse away dirt or debris.
3. Using a large sponge and/or a soft bristle brush, and using a very mild soap solution (1 teaspoon dishwashing liquid with 4 litres of water) or baking soda (sodium bicarbonate), scrub the vinyl top in a circular motion. Do not let the vinyl dry with a soap film on it before it can be rinsed clean.
4. Scrub the cover's perimeter and side flaps. Rinse clean with water and dry.

WATER BALANCE

Ozone Purification System: Escape's ozone purification system is an excellent cleaning method, aimed at reducing the amount of chemicals needed to treat the spa's water. It is an ozone-based purifier that eliminates the majority of microorganisms in the water.

General Water Chemistry: The chemistry of spa water changes rapidly. For example, five people in a 1700 litre spa is equivalent to about 250 people in an average size (80,000 litre) pool. High water temperatures, aeration of the water and body chemistry of spa users can significantly affect the water. High water temperatures provide an ideal environment for algae and bacteria growth.

Due to rapid changes in the water chemistry, spa water should be tested at least weekly with a test kit available from your Escape Spa dealer.

Sanitisers: Bromine and chlorine are the most widely used disinfectants for maintaining properly balanced water. Bromine has a less intrusive odour and greater warm-water resiliency. Both chlorine and bromine, as well as other sanitation options are available from your dealer. Follow the instructions on the sanitiser package for proper amounts.

CAUTION! Never place sanitisers directly on the spa shell as it will damage the surface.

Consult your dealer for the proper amounts required to disinfect your spa's water. Remember, spas using an ozone purification system will require up to 60% less chlorine or bromine.

pH Balance: pH (potential Hydrogen) is a measure of your water's acidity or alkalinity (basicity). The pH scale runs from 0 - 14. pH 6.9 is considered acidic. pH 7 is considered neutral. pH 7.1 - 14 are considered alkaline (basic). The ideal pH for spa water is pH 7.2-7.8, or slightly alkaline. Water with a pH above 7.8 can produce scale, become excessively cloudy and reduce the effectiveness of sanitizers. Chemicals for maintaining pH are available from your dealer.

Total Alkalinity: Total alkalinity refers to the amount of all alkaline salts in the water. Measuring total alkalinity means measuring the water's ability to buffer itself against changes in pH. Thus, pH and total alkalinity are closely related. Total alkalinity of spa water should be maintained within the range of 80-120 parts per million (ppm). If you experience difficulty maintaining a stable pH, it may be attributable to improper total alkalinity.

One Last Thought... Water chemistry is an important part of protecting and enjoying your spa. For specific questions about water maintenance, consult your dealer. Many Escape Spa dealer offer computerised water testing to help you with any problems that may occur. Additionally, we recommend you have your water tested periodically by your dealer, as your dealer's more sophisticated testing methods and greater array of tests may help you foresee a condition which may not be detectable with your customer test kit.

Required Water Replacement: You should replace your spa's water every 3 to 6 months. The frequency depends on a number of variables including frequency of use, number of users, and attention paid to water quality maintenance. You will know it is time for a change when you cannot control sudsing and/or you can no longer get the normal feel or sparkle to the water, even though the key water balance measurements are all within the recommended parameters.

WARRANTY

LIMITED WARRANTY

THREE YEAR SPA SHELL STRUCTURAL AND SURFACE

The spa shell is warranted against blistering, cracking, or delamination for three (3) years from the original purchase date. The spa shell is also warranted to not leak for a period of three (3) years from the original purchase date.

TWO YEARS PLUMBING

Spa fittings and internal plumbing lines are warranted against leaking due to defects in materials for a period of two (2) years from the original purchase date, including parts.

ONE YEAR WORKMANSHIP

Workmanship on the spa fittings and internal plumbing lines are warranted for a period of one (1) year from the original date of labour repairs.

TWO YEARS EQUIPMENT

The equipment system (pumps, control system and the heater) is warranted against defects in material or workmanship for a period of two (2) years from the original purchase date.

ONE YEAR ALL WEATHER CABINET

The All Weather cabinet is warranted against cracking or delamination for one (1) year from the original purchase date.

The above warranties are subject to Escape Spas' warranty conditions as specified on the following pages.

WARRANTY

LIMITED WARRANTY

Escape spa warranties are for the period set out hereunder and include provision of parts for the term of the warranty and of labour for the ONE (1) year from the date of purchase.

STRUCTURAL AND SURFACE WARRANTY

The Escape spa shell is structurally warranted not to leak through the shell for THREE (3) years from the original date of delivery to consumer.

The acrylic surface of the Escape spa shell is warranted against blistering, cracking, or delaminating for THREE (3) years. Escape Spas will repair or replace, at its option, any shell found to be defective.

PLUMBING WARRANTY

Escape spa fittings, hydrotherapy jets, skimmers, suction fittings and internal plumbing lines are warranted against leaking due to defects in materials for TWO (2) years from the original delivery date. Escape Spas will repair or replace, at its option, any internal plumbing component found defective under the terms of this warranty. No charge for parts or labour will be made for the first year, provided the component is returned, at owner's expense, to an authorized Escape Spas Representative.

WORKMANSHIP WARRANTY

Workmanship on Escape spa fittings, hydrotherapy jets, skimmers, suction fittings and internal plumbing lines are warranted against leaking due to defects in materials for ONE (1) year from the original date of purchase.

EQUIPMENT WARRANTY

The Escape equipment system (pumps, control system and the heater) is warranted against defects in materials or workmanship, for TWO (2) years from the original delivery date. Escape Spas will repair or replace, at its option, any equipment component found defective under the terms of this warranty. No charge for parts or labour will be made for the first year, provided the component is returned, at owner's expense, to an authorized Escape Spas Representative.

ALL WEATHER CABINET WARRANTY

The Escape spa All Weather cabinet is warranted against defects in materials or workmanship for ONE (1) year from the original delivery date.

SPA COVER WARRANTY

The Escape spa cover is warranted against defects in materials or workmanship for ONE (1) year from the original delivery date.

WARRANTY

LED LIGHT & AUDIO/VIDEO WARRANTY

Factory installed LED lights are warranted for one (1) year from the date of original delivery. Labour is not included.

Factory installed audio and video systems are warranted against defects in materials or workmanship for one (1) year from the date of original delivery. Labour is not included.

SPECIFIC EXCLUSIONS TO ALL ESCAPE SPAS WARRANTIES

All Escape Spas warranties, including, but not limited to structural and surface warranty, plumbing warranty, workmanship warranty, equipment warranty, all weather cabinet warranty and spa cover warranty, are subject to the following conditions:

Commercial Settings

1. Escape Spas warranties do not apply to Escape Spas used for commercial purposes or in commercial settings;

Spa Covers

2. All Escape Spas' warranties are void in the event that the spa cover is not present on the spa at all time when not in use.

Non Warranted Repairs

3. Non-defective replacement parts required to perform or complete warranty repairs will not be covered under the terms of any Escape Spa Warranty.

Damage to Spa

The following items are specifically excluded from any Warranty coverage:

4. Spas, when empty of water and left in direct sunlight without the spa cover in place, are vulnerable to ultraviolet or solar damage. Temperatures generated by sunlight can become concentrated in the shell surface causing the shell material to delaminate. This occurrence is considered abuse and may result in surface blisters, bubbles, or large layer delaminating. This occurrence is not covered under warranty. The spa cover must be kept on the spa while empty of water and when not in use.
5. The warranty shall be invalid if the spa has been subjected to any alterations, misuses, abuses, or if any repairs are attempted by anyone other than an authorised representative of Escape Spas.
6. Damage resulting from operating the spa at a water temperature outside the range of 1° C to 48° C for any reason.

WARRANTY

7. Spa surface damage or discoloration resulting from improper maintenance:
 - a. The use of sanitizers such as Tri-chlor (tablets or sticks), calcium hypochlorite, sodium hypochlorite, and any chemical that may dissolve or remain un-dissolved on the spa shell or cabinet surface.
 - b. Damage and/or staining caused by mineral or chemical content of the spa water.
 - c. Spa surface damage or discoloration caused by improper use of a chemical dispenser.
 - d. The use of citrus-based cleaning solutions or "409" type cleaners.
8. The filter lid is not designed to support weight loads and must not be used as a seat. This occurrence is considered abuse and is not covered under this warranty.
9. Damage caused by failure to follow procedures defined in the owner's manual/guides.
10. Damage caused by improper or incorrect electrical connection.
11. Spa pillows, spa filter element, and spa hose bib and valve.
12. Scratches and damage caused by normal use.
13. Damage caused by improper installation, including, but not limited to, installing spa on unstable surface, or moving the spa.
14. A crack is defined as a break in the shell that goes all the way through the shell. Cosmetic scratches, gouges and grazing are not considered cracks.
15. Acts of nature, accidents, or other causes beyond the control of Escape Spas.

WARRANTY PERFORMANCE

Warranty coverage is extended to the original consumer purchaser for personal, family or household use, from the date of original delivery and cannot be assigned or transferred by the original consumer purchaser to any other person or entity. In order to provide you with better service, please register your new spa within 7 days of delivery. You can register your spa by mailing your registration card to Escape Spas. This will show proof of purchase and help validate your warranty. Spas not purchased from an Authorised Escape Spas Dealer are specifically excluded from warranty coverage of any kind.

Where an Escape Spas warranty is in force and applicable, such warranty shall include the costs of all parts and labour.

Escape Spas warranties apply to a service radius of fifty (50) kilometres from Escape Spas' business locations. Warranty services required outside a radius of fifty (50) kilometres from Escape Spas' business locations shall incur additional travel charges payable by the purchaser/customer. Escape Spas is not liable for any travel, freight, shipping, removal and/or installation costs associated with warranty work on an Escape Spas Spa outside a radius of fifty (50) kilometres from Escape Spas' business locations.

The customer will bear all freight costs for parts or spas returned to an authorised Escape Spas Representative for repairs that prove to be non-warranted problems.

WARRANTY

Escape Spas MUST preauthorise the return of all defective spas and parts. Pre-authorisation is required for all in-field service and related travel costs where there is no authorised Escape Spas Dealer.

Escape Spas will, at its sole option, repair or replace any spa or component found to be defective under the terms and conditions of this warranty.

Escape Spas reserves the right to substitute a spa or component of equivalent value, either new or factory reconditioned and any such repair or replacement shall assume as its warranty only the remaining portion of the warranty on the original product.

Where possible, Escape Spas shall source and use local trade in the provision of warranty services, however, Escape Spas reserves the right to source and employ appropriate non-local labour services and technicians to provide warranty services.

WARRANTY COVERAGE

Spa surface repairs will be made to function satisfactorily. In the absence of a local authorised Escape Spas Dealer, to obtain warranty service, either email to: service@escapespas.com.au or notify in writing "Escape Spas, Attention: Warranty Service, PO Box 242, Patterson Lakes, Victoria, 3197, Australia within 7 days of the time the problem becomes apparent.

Correspondence must be accompanied by original customer purchase receipt and delivery receipt.

DISCLAIMERS

Except as expressed herein, there shall be no other warranty or obligation, expressed or implied, oral or statutory. No agent, dealer, distributor, service company, or other party is authorised to change, modify or extend the terms of this warranty. Escape Spas, its agents, or employees shall in no event be liable for injury to any person, or for any claim for damage, however arising.

All consequential expenses including loss of use, chemicals, damages, or contingent liabilities arising out of any alleged deficiencies of the spa are specifically excluded. In no event shall Escape Spas be liable for any reason or cause in excess of the amount paid for the product in question. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from jurisdiction to jurisdiction.

WARRANTY

Escape Spas Serial No.:

Escape Spas Model:

Date Purchased:

Escape Spas Dealer:

Dealer Address:

Dealer Telephone:

NOTES

NOTES

Escape

SPAS

Escape the Everyday



Your Authorised Escape dealer:



CE
V090659

www.escapespas.com.au


N16583

ESP10-10RevG