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Warranty How-To-Guide

2021

Warranty How-To Guide

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Warranty Essentials

Access Account

Digital Camera

Photos will be needed.

Dealer Name & ID

To be included with any submitted correspondence.

Warranty How-To-Guide

Please confirm warranty coverage via the How-To-Guide prior to performing repairs.



Getting Started

Have questions? Please direct all corresponding inquiries to the departments listed below:

Warranty Department

Tel. (800) 999-4688 Ext. 8500 | **Fax** (760) 598-0265

Email: warranty@watkinsmfg.com

- Warranty Service Claim (WSC), Statements & Reconciliations.
- Return Authorization (RA) Inquiries & Requests.
- Extra Labor (EL) Requests.
- Dealer Claim History.
- Service Approvals (if required) Email Warranty and include spa s/n, install date, photos, and description of failure.

Technical Support

Tel. (800) 999-4688 Ext. 8115 | **Fax** (760) 305-4201

Email: techsupport@watkinsmfg.com

- Field Repair Inquires.
- Service Part Inquires.

Customer Service

Tel. (800) 999-4688 Ext. 8432 | **Fax** (760) 598-0265

Email: custsvc@watkinsmfg.com

- Out of Warranty.
- Non-Warranty.
- Dealer Inquiries regarding calls made by their customers.

Dealer Support

Tel. (800) 999-4688 Ext. 8336

Email: dealer.support@watkinsmfg.com

- Ordering Parts.
- Order Inquiries.
- Watkins Direct.

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Proof of Ownership

1 It is the responsibility of the service provider to verify proof of ownership prior to commencing spa service.

2 If the service provider is not satisfied with the spa owner's documentation of proof, service can be delayed until ownership is confirmed.

3 **Acceptable forms of proof of ownership:**

- a. Purchase receipt showing names of both the authorized dealer and the consumer; spa serial number (S/N) and installation date.
- b. Consumer purchaser's cancelled check or credit card receipt for purchase.
- c. Relevant escrow paperwork (when a builder has purchased the spa for inclusion in a new home setting) is required when the builder sells to the consumer.

Verify Warranty Coverage

Scope

Applies to all products manufactured/sold by Watkins Wellness (WW).

Extent of Warranty

All products manufactured by WW are repaired in accordance with applicable repair instructions and the applicable published limited warranty.

In the event that a complete product replacement is determined by WW, the original product will be replaced with a like or similar product.

New Product Purchase

A new product purchased from an authorized dealer includes a full warranty (if Applicable). Documentation of the terms and limitations of the warranty coverage is included in the product's warranty.

Replacement Products

A replacement is considered the "repair" of the original product's condition. There is no additional warranty assigned to a replacement product. The replacement product assumes the balance of warranty coverage remaining from the original product's warranty period.

Relocation of Product

The warranty provided by WW is deemed null and void if the spa is installed or relocated outside the boundaries of the country of purchase.

Commercial Use

The warranty provided by WW applies only to products used in a private residential setting. WW's warranty does not cover commercial or industrial use. Rental properties, including Bed & Breakfast, gyms, etc., are considered commercial use.

Developer/Contractor

The spa can be registered under the Developer/Contractor business name until they sell the property. Once there is a spa owner, the Developer/Contractor needs to forward a copy of the escrow papers to the Warranty Department to show change of ownership and begin the warranty.

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Extent of Warranty

Retail Part

Each retail part carries a one-year limited warranty from the date of purchase.



Stock Part

Stock parts warranty applies to inventory replacement parts that are determined to be defective prior to their installation in a WW product.



Retail Parts Warranty

Scope

WW provides a retail replacement parts warranty on all replacement parts purchased by consumers.

The Basics

- A retail part is a replacement part purchased by the customer separate from the spa.
- If the part fails within a one-year period, the part will be replaced under warranty.
- A valid warranty failure involves a defect in material or workmanship.
- There is no reimbursement for labor on replacement parts; it is the responsibility of the consumer.
- A copy of the consumer's part receipt is considered proof of purchase and should be attached to the claim. Do not include retail receipts with part shipments. Please attach directly to the online claim. Acceptable receipts should include the following:
 - Customer name
 - Date of purchase
 - Product purchased
- A Warranty Service Claim (WSC) should be completed online via the Online Warranty Portal.

Stock Parts Warranty

Scope

WW provides a Stock Parts warranty on all replacement parts purchased by dealers.

The Basics

- If the stock (inventory) part is determined to be defective upon receiving or prior to its installation (bad out of the box), the part will be replaced under warranty.
- A valid warranty failure involves a defect in materials or workmanship, i.e.: physically broken, upon opening the package.
- There is no labor reimbursement for a Stock Part.
- A claim should be submitted, and the part must be returned to receive reimbursement.

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Labor Rates

Standard repairs are reimbursed at 1-hour labor:

\$70 for all 2013 model year products to current.



Photos will be required for shell and leak repairs starting January 1, 2022.

This includes **Plumbing, Covers, and Panels.**

Photos should be attached to the claim or sent via email before the repair is performed for approval. On new product send photos to Warranty@Watkinsmfg.com to share with our Quality Department.



How to get Paid for Warranty Repairs

Scope

WW reimburses warranty service repairs according to the labor reimbursement rates described below. Service repairs performed on spas with a valid serial number which fall within the applicable warranty period, as defined by the products' limited warranty sheet, are eligible for labor reimbursement.

The Basics

- The first hour is reimbursed at **\$70** and any additional hours are reimbursed at **\$50**.
- Non-standard repairs (i.e: Leaks, Cracks, etc.) can be reimbursed up-to 6-hours.
- To receive reimbursement for additional hours on a non-standard repair, select the corresponding category under Repair Types, and/or request an Extra Labor (EL) number for extra hours, if applicable. Please refer to the Warranty Coverage Reference Guide Appendix for additional info on EL's.
- Please be advised that WW does not pay for travel time associated with in-field warranty service calls and all showroom warranty repairs performed. Dealers should determine additional travel time before performing a service call and inform the spa owner in advance of any additional charges as spelled out in the WW applicable spa Limited Warranty Sheet.
- Warranty does not cover reimbursement for electrician fees to set up breakers or other required electrical services.
- Diagnosis/inspection time is not covered under warranty.
- Warranty does not cover rust of spa parts and materials.
- Warranty does not cover draining or refilling of the spa that is the responsibility of the homeowner.

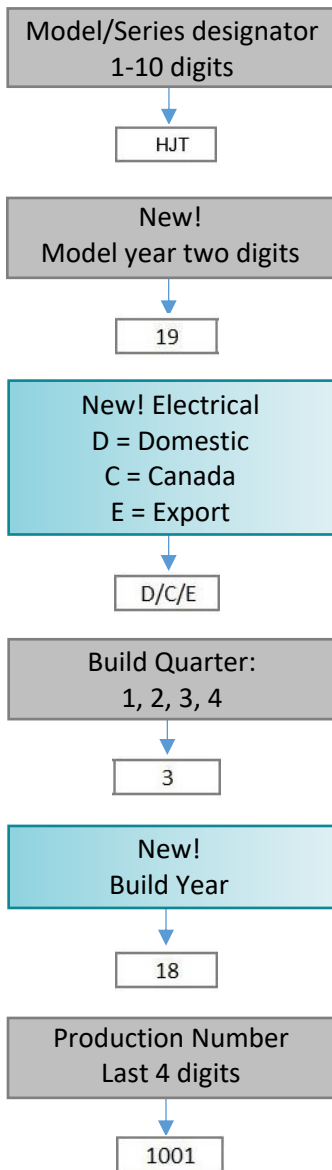
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Serial Number Configuration

Example: HJT19D3181001
HJT19D3181001



Serial Numbers

How to read Serial Numbers

Scope

Each Spa receives its own unique serial number.

The Basics

- Serial numbers identify the product type, model, and manufactured date.
- Refer to the Serial Number Quick Reference Guide for model designators.
- Each spa serial number tag contains several smaller, peel-off stickers.
- Retain one of these stickers for your records and one for the customer's owner's manual. The remainders can be used on Warranty Service Claims (WSC's).

Serial Number configuration for 2019 – Current

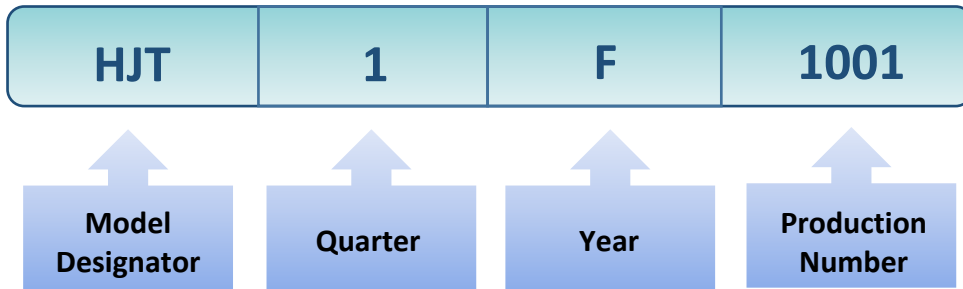
The 2019 models will utilize a new serial number configuration.

The new configuration maintains many of the current indicators however, changes have been made to provide better clarity and tracking. Two of the main changes are as follows:

- Product Model Year:** Changing to a two (2) digit number format, from a single digit/letter format; this change was necessary since single alphabet letters were about to run out.
- Build Year:** Adding the calendar year that the unit was built to the existing quarter designator, allows for more accurate tracking of when a unit was produced.

Serial Numbers

Serial Number Configuration for Model Years 1999 – 2018





Year Chart


A	B	C	D	E	F	G	H	J	K
1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
L	M	N	P	R	S	T	U	V	W
2009	2010	2011	2012	2013	2014	2015	2016	2017	2018

Locating a Serial Number

- Spa serial numbers are located inside the equipment compartment.


- Remove the equipment compartment door screws to access the equipment compartment


- Check the walls of the equipment compartment.



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Note

For extensive repairs, WW requires a written, detailed report from the dealer **prior** to issuing an EL number. A breakdown of hours must be provided, including detailed information of services performed during each individual hour requested.



Extent of Warranty

An EL number is **NOT** required for service work that falls under the Standard Labor Rate Schedule from the Warranty Coverage Quick Reference Guide appendix.

If the labor amount exceeds the Standard Labor Rate Schedule published in the Warranty Coverage Quick Reference Guide, an EL number would be required for additional labor.

Requesting Extra Labor

Scope

An Extra Labor (EL) number signifies that WW has pre-approved a warranty reimbursement for service work that exceeds the standard labor rate schedule or the published schedule.

The Basics

- An EL number can be requested through the Warranty Department via email or fax.
- ***AN EL IS VALID FOR 90 DAYS FROM DATE OF ISSUE.***
- An EL number is **ONLY** required if the service work exceeds the established labor rateschedule.
- If the necessary repair exceeds the established schedule or is not listed in the standard rates, the service technician should contact the Technical Department.
- All component replacements inside the equipment compartment will be paid at the standard labor rate.
- **An EL cannot be requested or reissued after the warranty has expired.**
- **An EL does not override the 90-day Warranty Service Claim (WSC) submittal requirement.**
- **All EL requests are SUBJECT TO REVIEW and do not guarantee reimbursement.**

EXAMPLE

SERVICES PERFORMED	REPAIR HOURS	PART NUMBERS
<i>EX: Removed panels to search for leak</i>	<i>1 hour</i>	<i>W77401</i>

Please submit a detailed report along with dealer ID, spa s/n, installation date, fail and repair dates.

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Examples of rejections include, but are not limited to:

- **Out of warranty** – if coverage is due to expire within the next 90 days, contact warranty for pre-approval of repairs.
- **No failure found** – The lab has tested the part and did not find a failure. This part will be returned to the dealer.
- **Invalid claim** - Repairs not performed as indicated by warranty guidelines.
- **S/N mismatch** – Spa is registered to another dealer.
- **Duplicate claim** – Please do not resubmit claims. When the system sees that a claim has been duplicated it will automatically reject that claim. Any omissions or additions should be addressed to warranty@watkinsmfg.com.
- Cleaning or cosmetic service calls
- Physically damaged components
- Failures caused by debris in the components or spa
- Inspection/Diagnosis calls-no work performed
- Travel, service call fees (WW pays a flat **labor** rate on valid warranty service work performed)

Once the above information has been reviewed and approved, an EL number will be issued based on the appropriate dollar amount for the extra time spent to repair the product. The dealer should enter the EL number on the WSC for warranty submittal and reimbursement, as shown below:

Serial Number SerialNumber	Install Date MM/DD/YYYY
Fail Date MM/DD/YYYY	Repair Date MM/DD/YYYY
Extra Labor#	



Warranty Service Claim Rejection/Invalid Summary

Scope

All WSC's submitted to WW are reviewed for warranty consideration. If the service performed is not within Watkins' guidelines, the WSC will be subject to rejection and a Warranty Service Claim Rejection/Invalid Summary will be sent to the dealer.

The Basics

- WSC's that are subject to rejection appear on the Warranty Dealer Statement and the Warranty Service Claim Rejection/Invalid Summary.
- Out of warranty claims will be rejected and parts will not be returned.
- Past 90-days from repair date: Claims will be rejected and parts will not be returned.
- If claims are rejected due to omitted details, there is a 90-day window from the statement date to submit the missing information to Warranty.

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Extent of Warranty

Inquiries regarding rejected WSC's must be submitted to WW within 90-days of the statement date (i.e. statement date is 6-30-18; dealer has until 9-30-18 to inquire about the rejected WSC).



Rejection/Invalid Summary

Statement Date: 1/24/2020 – 1/31/2020

VERIFY DEALER NAME AND ACCOUNT IS CORRECT.

Rejected Claims Incomplete Report

Please fill in the missing information and fax this form back to the Warranty Department at 760-598-0265 or E-mail to warranty@watkinsmfg.com

WSC# 2459536

Missing Fail Date

COMPLETE MISSING INFORMATION AND RETURN TO WARRANTY VIA EMAIL OR FAX.

WSC# 2459596

Missing Install Date

Missing Fail Date

**To question or submit
a dispute concerning a
claim:**

Add comments directly to the
statement or rejection/invalid
claim summaries and:

Email warranty@watkinsmfg.com



OR

Fax to (760) 598-0265



All disputes are reviewed and
adjustments are made promptly
upon approval.

Reconciling The Warranty Dealer Statement

Scope

Warranty Service Claim reimbursements are processed on various days during a monthly period. To view previous or current activity, log on to the Access Portal via the Warranty Online Portal. The statement should be reconciled as received, just like reconciling a bank statement. This will identify unpaid claims, amount variances and any other applicable adjustments. If a "Rejected" claim has not been reconciled within 90-days of the statement date, the claim will automatically close and will no longer be available for reconciliation.

The Basics

- Reconcile the Warranty Statements as received.
- Review each claim on the statement.
- Inquiries are investigated and adjustments are made promptly upon approval.
- Any monies owed will be paid on the following statement.
- Rejection or invalid claim disputes must be submitted to WW within 90 days from the statement in question.
- *Warranty will only research claims that fall under the 90-days*
- Warranty will not research lost/missing claims without a copy of the original email sent to the WarrantyDepartment. Lost or missing claims must be reported within 90-days. No exceptions.

Extent of Warranty

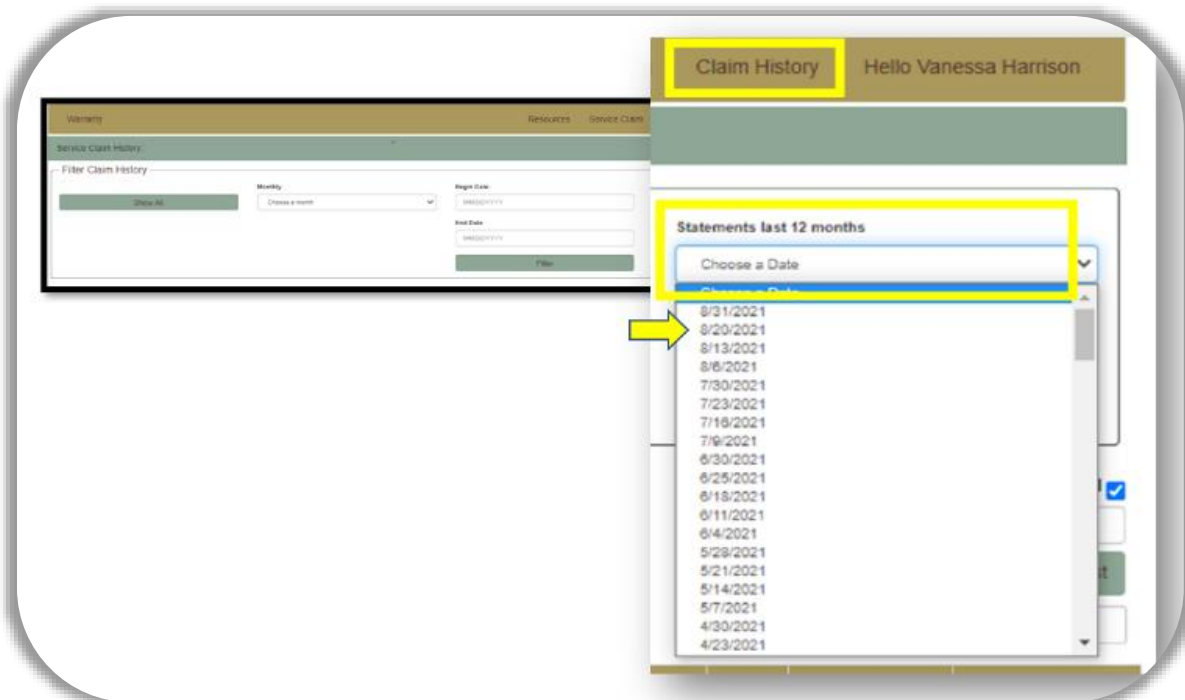
Statements should be reconciled upon receipt to identify any discrepancies, such as, unpaid claims, amount variances and additional applicable adjustments. If "rejected" claims are not reconciled within 90 days of the statement date, the claim will automatically close and is no longer eligible for reimbursement.

Steps to Reconcile

Dates on warranty refund checks or credit memos differ from statement dates. To determine how to match the reimbursement with the corresponding statement:



- 1 Login to the **Access Portal** site and click on the Warranty application.
- 2 Click on the **Claim History** tab.
- 3 Under the **Statements** column, click on **Choose a Date** to view a drop-down list of statement dates.
- 4 The correlating statement will be dated approximately 3-7 days prior to either your check or credit memo date.




E.g., If the credit memo is dated 8/29/2021, you would search for statement date 8/31/2021 or later, as displayed above. To confirm match, compare amounts in the Total Payable field on the statement to the Total Price field on the credit memo.

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Understanding the Dealer Statement



Dealer Statement

Statement Date: 1/24/2020-1/31/2020

STATEMENT PAYMENT PERIOD

VERIFY DEALER NAME AND ACCOUNT IS CORRECT

LIST OF PAID CLAIMS

WSC#	Claim Type	Status	Customer	Serial No.	Material	Receipt	Labor	EL	Total
10273378	Spa	Paid	Whetstone	KK3V1382	\$443.15	\$0.00	\$70.00	\$0.00	\$513.15
10273381	Spa	Paid	Michelson	KKN2T1150	\$608.66	\$0.00	\$70.00	\$0.00	\$678.66
10273385	Spa	Paid	Price	PLS4T1087	\$128.35	\$0.00	\$70.00	\$0.00	\$198.35
10273392	Spa	Paid	Moore	GG2V1312	\$312.13	\$0.00	\$70.00	\$0.00	\$382.13
10273398	Spa	Paid	Gallant	PLS3T1291	\$236.25	\$0.00	\$70.00	\$0.00	\$306.25
Total:									\$2,078.54

LIST OF PAID RA'S

RA No.	Claim Type	Customer	Orig Serial No.	Reject Code	Invoice No.	Repl. Serial No.	Total
No RAs to display							

LIST OF ADDITIONAL CREDITS

Credit No.	Serial Number	Amount
No Non-Warranty Credits to display		

TOTALS:

TOTAL OF ALL PAID CLAIMS	→	WSC's: \$2,078.54
TOTAL OF ALL PAID RA'S	→	RA's: \$0.00
TOTAL OF ALL PAID CREDITS	→	Credit's: \$0.00
		Total: \$2,078.54

GRAND TOTAL

Credit Memo:
CRW appears on the Sales Credit Memo. Dealers can reconcile both Warranty Dealer Statements and Sales Credit Memos.

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How to Request a Return Authorization

Return Authorization (RA)

Extent of Warranty

This program extends to the original consumer purchaser and is only applicable on spas that are still within the original warranty period. Replacement products assume the balance of warranty coverage remaining from the original product's warranty.



Scope

All products manufactured by WW are repaired in accordance with applicable repair instructions and the applicable published limited warranty. In the event that a complete product is unrepairable, and a replacement is required, the original product will be replaced with a like or similar product.

The Basics

- Replacement of an entire product is **at the sole discretion of WW** or as identified by existing guidelines.
- If the dealer deems the product unrepairable, a description of the failure must be provided to Warranty.
- Photos will be required for replacement approval.
- Upon approval of replacement, the dealer has the option of replacing the spa from their current inventory or requesting a replacement from Watkins Warranty.
- The dealer must inform WW prior to changing out the customer's spa. **The dealer will be credited for the spa they pulled from inventory/or spa ordered by WW.**
- Replacement products assume the balance of warranty coverage remaining from the original product.
- **RA numbers are valid for 60-Days Only.** At 60-days, the original RA number will automatically void and a new number will be issued. **Please note, if the spa warranty expires prior to the reissue of the new RA, Warranty is unable to process a new number and issue credit.**
- **IT IS THE DEALER'S RESPONSIBILITY TO CONTACT WW'S WARRANTY DEPARTMENT PRIOR TO THE EXPIRATION OF THE SPA'S WARRANTY FOR REPAIRS/REPLACEMENTS.**

Unrepairable Spas

Upon review with the Warranty Department, if it is determined that the spa is not field repairable, the following steps must be taken:



Form

Double click the below icon to access the **Return Authorization Request form**.



- 1 Submit a Return Authorization Request Form to Watkins' Warranty Department preferably via email to warranty@watkinsmfg.com. Forms can also be faxed to (760) 598-0265.
- 2 Upon approval of the request, the Warranty Department will generate a Return Authorization (RA) number.
Note: The RA number is used to track the spa during the RA process. **Labor will be paid with the spa credit.**
- 3 The RA approval form is faxed or emailed to the dealer. **(PLEASE REVIEW THE RA FORM FOR ACCURACY).**
- 4 The dealer replaces the spa from inventory, or a spa is ordered by Watkins. Once a replacement spa is available, the dealer notifies the customer and makes delivery arrangements.
- 5 Dealer picks up the RA spa and installs the replacement spa for the customer (**reimbursement is for ONE TRIP only**).
- 6 Fill out the Verification of Replacement Serial Number form (see page 18) and email or fax to the Warranty Department.
- 7 Upon receipt of the following items, Watkins will issue a credit memo to the dealer for the replacement spa:
 - a. Verification of Replacement Serial Number form (required for approval and payment on all RA's)
 - b. Return of the spa (if applicable)
 - c. Field scrap documentation (if applicable)
 1. Photos of the destruction of spa
 2. Photo displaying the removal of the serial tag from spa shell
 3. Signed Field Scrap Agreement

Note

If a spa requires a significant repair, such as an in-foam leak, and a field repair is not viable, the following option is offered for spas purchased by customer less than 90 days from fail date and less than 1 year from the dealer's invoice:

1. Provide a replacement spa to the customer and the dealer will repair the original spa.
2. Once the spa is repaired, submit a Warranty Service Claim (WSC) to WW for parts/labor reimbursement.
3. Warranty Representative will issue the dealer a discount on the replacement spa.
4. Lastly, once the spa is repaired, the spa can be sold with full warranty or no warranty depending on the negotiation

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Extent of Warranty

All products manufactured by WW are repaired in accordance with applicable repair instructions and the applicable published limited warranty. In the event that a complete product replacement is required, the original product will be replaced with a like or similar product. Replacement products assume the balance of warranty coverage remaining from the original products warranty or see RA section.



Return Authorization Repair (RAR)

Scope

Applies to spas manufactured and sold by WW

The Basics

- All spas are repaired in accordance with applicable repair instructions unless otherwise identified by WW guidelines.
- Repairable cracks in the spa shell will be remedied by repair in the field, or at the dealer's shop. A shell is determined to be cracked if it extends through the entire thickness of the spa shell. This means through both the cap layer and substrate layer.
- The spa will not be eligible for replacement unless the cracks are determined to be unrepairable by WW. **Pictures of the crack, spa surroundings and foundation are required.**
- All spa shell crack repairs fall under the terms and guidelines of the published labor rates in the Warranty Coverage Quick Reference Guide Addendum, Standard Labor Rates Section.
- In cases where an unrepairable crack is identified by a technician on the initial service call, an RA Request and photos must be submitted to WW preferably via email at warranty@watkinsmfg.com or if required, via fax at (760) 598-0265. Upon receipt of the RA Request Form, a Warranty Representative will process the form or contact you if additional information is required.

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Unrepairable Spas

Upon review with the Warranty Department, if it is determined that the spa is not field repairable, the following steps must be taken:



- 1 Submit a Return Authorization Request Form to Watkins' Warranty Department preferably via email to warranty@watkinsmfg.com or fax to (760) 598-0265.
- 2 Upon approval of the request, the Warranty Department will generate a Return Authorization (RAR) number.
Note: The RAR number is used to track the spa during the RAR process. **Labor will be paid with the RAR credit.** WSC's submitted by dealers for RAR pickup and redelivery will be rejected. Labor will be included with the RAR payment and listed on the Dealer Statement.
- 3 The RAR approval form is faxed or emailed to the dealer. **(PLEASE REVIEW THE RA FORM FOR ACCURACY).**
- 4 The dealer picks up the spa from the customer site (deck removal, cranes and other custom fixtures are the responsibility of the customer as stated in their Limited Spa Warranty Sheet).
- 5 After the spa is properly packaged the dealer contacts Watkins Spa Pickup Request line at **1-800-999-4688 Ext. 5749. DO NOT CALL THE SPA PICK-UP REQUEST LINE UNTIL YOU HAVE THE SPA IN YOUR POSSESSION AND IT'S PROPERLY PACKAGED. A DEBIT MAY INCUR IF THE SPA IS NOT AVAILABLE AFTER BEING CALLED IN.**
- 6 WW makes arrangements to have the spa picked up from the dealer.
- 7 The shipping carrier will contact the dealer 24 hours prior to picking up the spa.
- 8 The shipping carrier picks up the spa from the dealer.
- 9 The dealer provides a copy of the RAR authorization to the shipping carrier.
- 10 The spa is returned to WW for repair.
- 11 The change out labor is paid and appears on the Dealer Statement.
- 12 After the repairs are performed, WW makes shipping arrangements to return the spa to the dealer.
- 13 The dealer reinstalls the spa at the customer site.

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Unrepairable Spas

If the spa is not repairable by Watkins Wellness:



- 14 A Warranty Representative will contact the dealer to inform the spa was not repairable.
- 15 The dealer replaces the spa from inventory, or a spa is ordered by Watkins. Once a replacement spa is available, the dealer notifies the customer and makes delivery arrangements.
- 16 The dealer fills out the Verification of Replacement Serial Number form (see page 18) provided by the Warranty Department and returns the completed form via email or fax.
- 17 Upon receipt of the following items, Watkins will issue a credit memo to the dealer for the replacement spa:
 - a. Verification of Replacement Serial Number form.

Form

Double click the below icon to access the **Verification of Replacement Serial Number form**.



Important Note

- *Photos are required prior to approval of an RAR. The dealer will not be reimbursed for taking photos.*
- The product repair and return process requires approximately 8 - 10 weeks.
- Do NOT return accessories such as the Ozonator, the spa cover or leave any cover lifting devices attached to the spa. The cover should be left at the installation site with the customer. Damage to accessories such as the Ozonator, cover and/or cover lifting devices may result during shipment. WW is not liable for replacement expenses that result from the shipment (return) of any accessories sent with RA/ RAR spas.
- **RA #'s are valid for 60-days only.** At 60-days, the original RA/RAR request number will automatically void and a new number will be issued. If the spa goes out of warranty before a new RA/RAR # is issued, a new # cannot be processed.
- **It is the dealer's responsibility to contact WW for repairs/replacements.**
- This program extends to the original consumer purchaser and is only applicable on spas that are still within the original warranty period.

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Frequently Asked Questions (FAQ)

Q. If I didn't sell the spa, how will I know the install date?

A. The homeowner will need to provide a copy of the original receipt prior to performing service. This does two things: gives the dealer the spa installation date and shows the dealer that this is the original consumer purchaser.

Q. If I make an adjustment and save Watkins money on the part, why is that claim rejected?

A. Watkins' policy is to replace the part rather than make adjustments. It decreases the number of callbacks and increases the quality of our service. This is the most preferred practice as well as the most cost efficient.

Q. How do I know what parts will be covered with labor?

A. Use this as your guideline: If the part does not require a tool to replace, then this is something the homeowner can do themselves. For example: a directional jet. The part would be covered, but there would not be any labor reimbursement.

Q. Why isn't a Bed and Breakfast or a rental property covered by warranty?

A. If a homeowner uses the spa for a rental property, bed and breakfast, business, or industrial setting this is considered commercial use and is not covered under warranty. Our warranty only covers an individual's personal use.

Q. Why won't warranty offer an accommodation on out-of-warranty issues?

A. Audits are conducted several times a year to ensure that decisions are based on the Limited Warranty Sheet in an unbiased, consistent manner. Any out-of-warranty considerations can be reviewed by our Customer Service Department. If we offered accommodations every time a request was made, there would be no point in having a Limited Warranty! To be fair and consistent, we would have to extend an accommodation made for one dealer to ALL dealers.

Continued on next page.

Q. Why do I need a digital camera?

A. A digital camera is a standard part of business in this day and age. Many consumers have digital cameras and can quickly e-mail photos to the dealer, thus, helping the dealer determine the field repair, etc. Digital pictures are another form of communication for Watkins' and the dealer. Photos, such as the ones below, help our Technical Support department when determining the extent of the repair and the actual location.

FIELD TIPS:

- A camera is an excellent tool to keep with you. If a part is not required to return to Watkins for coverage, a picture may be required. Such as cover and cabinet damage.
- If there is more than one panel that has failed, we need a picture of each of them.
- Rule of thumb; if you aren't returning the part and see the damage, take a picture. Make sure to take a picture of the failure that caused the damage if they are different.
- If you are taking a picture of a shell failure, take a picture of the surroundings, too, to confirm the foundation is good. Please remove anything obstructing a good view that is moveable, such as steps!

Full view showing what the spa is sitting on and surrounded by



Close-up of failure



Full view of spa



Please note: Claims without clear photos will be rejected. Please do not dispose of parts until the case has been resolved.

Q. Why can't we give out the Warranty e-mail address to the consumer?

A. Warranty is on call for dealers only. Customer Service is the contact for end users and can be reached at: custsvc@watkinsmfg.com. Our trained, professional Customer Service Representatives can assist the consumer with any concern via this address.

Q. Where can I find updated Warranty information?

A. The Warranty Application via the ACCESS portal has the most current and up-to-date warranty information. If you don't have ACCESS, you need to get it! Log into ACCESS and click on "Warranty". Go to the heading "Resources" and you will find several options that you can click through, including this manual.



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Warranty Coverage Quick Reference Guide

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Watkins Wellness

WARRANTY COVERAGE QUICK REFERENCE GUIDE

HIGHLIFE® SPAS

SPAS PRODUCED AFTER JANUARY 1, 2019 TO CURRENT

Reference spas with serial numbers after (Model) "19"

- 7 Year Surface Structural Warranty
- 5 Year No Leak Plumbing Warranty
- 5 Year Component Warranty
- 5 Year No –Fault Heater® Warranty
- 5 Year cabinet Cabinet Warranty
- 2 Year Light Assembly
- 1 Year Music Warranty
- 1 Year Wireless Remote Control Battery Warranty
- 1 Year FreshWater III Ozone Warranty

SPAS PRODUCED AFTER JANUARY 1, 2015 TO 2018

Reference spas with serial numbers after "(Model) 1T1001"

- 7 Year Surface Structural Warranty
- 5 Year No Leak Plumbing Warranty
- 5 Year Component Warranty
- 5 Year No –Fault Heater® Warranty
- 5 Year Everwood/ Everwood HD Cabinet Warranty
- 3 Year SpaStone Cabinet Warranty
- 2 Year Light Assembly
- 1 Year Music Warranty
- 1 Year FreshWater III Ozone Warranty
- 1 Year Wireless Remote Control Battery Warranty

SPAS PRODUCED AFTER JANUARY 1, 2011- December 31, 2014

Reference spas with serial numbers after "(Model) 1N1001"

- 7 Year Surface Structural Warranty
- 5 Year No Leak Plumbing Warranty
- 5 Year Component Warranty
- 5 Year No –Fault Heater® Warranty
- 5 Year Everwood/ Everwood HD Cabinet Warranty
- 3 Year SpaStone Cabinet Warranty
- 2 Year Light Assembly
- 1 Year Music Warranty
- 1 Year FreshWater III Ozone Warranty

SPAS PRODUCED AFTER JANUARY 1, 2006- December 31, 2010

Reference spas with serial numbers after "(Model) 1H1001"

- 7 Year Surface Structural Warranty
- 5 Year No Leak Plumbing Warranty
- 5 Year Component Warranty
- 5 Year No–Fault Heater® Warranty
- 5 Year Everwood/ Everwood HD Cabinet Warranty
- 1 Year Light Assembly
- 1 Year Music Warranty

LIMELIGHT® SPAS

SPAS PRODUCED AFTER JANUARY 1, 2012 – Current

Reference spas with serial numbers after "(Model) 1P1001"

- 7 Year No Leak Shell Warranty
- 5 Year Shell Surface Warranty
- 5 Year No Leak Plumbing Warranty
- 5 Year Component Warranty
- 5 Year No–Fault Heater[®] Warranty
- 5 Year Cabinet Warranty
- 3 Year Light Assembly

SPAS PRODUCED AFTER JANUARY 1, 2011 – December 31, 2011

Reference spas with serial numbers after "(Model) 1N1001"

- 7 Year No Leak Shell Warranty
- 5 Year Shell Surface Warranty
- 5 Year No Leak Plumbing Warranty
- 5 Year Component Warranty
- 5 Year No–Fault Heater[®] Warranty
- 3 Year Everwood Cabinet Warranty
- 3 Year Light Assembly

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LIMELIGHT® SPAS

SPAS PRODUCED AFTER JANUARY 1, 2010 – December 31, 2010

Reference spas with serial numbers after “(Model) 1M1001”

- 7 Year No Leak Shell Warranty
- 5 Year Shell Surface Warranty
- 5 Year No Leak Plumbing Warranty
- 3 Year Component Warranty
- 3 Year No–Fault Heater^[2] Warranty
- 3 Year Everwood Cabinet Warranty
- 3 Year Light Assembly

SPAS PRODUCED AFTER JANUARY 1, 2008 – December 31, 2009

Reference spas with serial numbers after “(Model) 1K1001”

- 7 Year No Leak Shell Warranty
- 5 Year Shell Surface Warranty
- 3 Year No Leak Plumbing Warranty
- 3 Year Component Warranty
- 3 Year No–Fault Heater^[2] Warranty
- 3 Year Everwood Cabinet Warranty
- 1 Year Light Assembly

HOT SPOT® SPAS

SPAS PRODUCED AFTER JANUARY 1, 2019 – current

Reference spas with serial numbers after “(Model) 19”

- 5 Year No Leak Shell Warranty
- 2 Year Shell Surface Warranty
- 2 Year No Leak Plumbing Warranty
- 2 Year Component Warranty
- 2 Year No–Fault Heater^[2] Warranty
- 2 Year Cabinet Warranty
- 2 Year Light Assembly- **RELAY, TEMPO, and RYTHM**
- 1 Year Light Assembly- **SX and TX**
- 1 Year Frog^[2]

SPAS PRODUCED AFTER JANUARY 1, 2010 – 2018

Reference spas with serial numbers after “(Model) 1M1001”

- 5 Year No Leak Shell Warranty
- 2 Year Shell Surface Warranty
- 2 Year No Leak Plumbing Warranty
- 2 Year Component Warranty
- 2 Year No–Fault Heater^[2] Warranty
- 2 Year Everwood Cabinet Warranty
- 2 Year Light Assembly- **RELAY, TEMPO, and RYTHM**
- 1 Year Light Assembly- **SX and TX**

Continued on next page.

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SPA ACCESSORIES

All accessories carry a 1-year Warranty except for the parts specified below:



VINYL COVER

- 2 Year Vinyl Encasement warranty
- 2 Year Foam (water saturation and warping) warranty
- No warranty on Cover Locks
- Parts warranty only; no Labor (unless Watkins Wellness brand lifter device attached)
- Encasement/cores purchased separately, carry a 2-year retail warranty. Part only, no labor



FILTERS

- Filters 9-Month warranty from date of purchase
- Part warranty only; no labor



FILTER LID - Time of delivery only

- Filter Lid w/ water feature attached – 5 Year warranty

ROTARY/DIRECTIONAL JETS:

- Part warranty only; no labor

Accessory List – 1 Year Warranty



- | | |
|--|---------------------|
| ▪ ACE Cell | ▪ Spa Side Handrail |
| ▪ Cool Zone | ▪ Spa Vacuum |
| ▪ Cover Lifter | ▪ Speakers |
| ▪ FWTR Salt System | ▪ Step |
| (Does NOT include FWTR Salt Cartridges) | ▪ Umbrella |
| ▪ On-The-Go Water Softener | ▪ Waterfall |
| ▪ Ozone | |

Note:

- No warranty on pillows beyond the time of delivery.
- Chemicals do not carry a warranty.
- General Guideline: If a tool isn't required to replace a part, labor will not be paid.

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STANDARD LABOR RATES SCHEDULE

All standard repairs are paid at the flat Warranty rate described in the Warranty Labor Rate section. For non-standard repairs (i.e. leak, blister, or crack) you are allowed up to 6 hours. Additional hours are reimbursed as follows:

- \$50 for 2013 to current model year products.

At times a more labor-intensive repair is needed (i.e., leak, blister, or crack). Should you need more than 6-hours, you will need to request an EL number from the Warranty Department. You can request this via email or fax.

In an effort to continuously improve our product, we now require photos of failed parts and shell issues (prior to repair) as of 1/1/2022. This includes plumbing, shell, covers and panels. Please advise your staff of this change. Photos should be attached to the claim or sent prior to the repair being performed. On new product, please send the photos as soon as possible to warranty@watkinsmfg.com so that we can provide this information to our Quality Department.

If you need to bring the spa back to your shop for any of these types of repairs, below is the rate schedule paid for pick-up and re-delivery.

SPA PICKUP/RE-DELIVERY LABOR RATES

Spa change-out reimbursement rates: Multiply the applicable change-out rates x2 for repairs that are performed at your facility.

\$125.00	Flat rate for Showroom Spa RA	
\$125.00	Highlife®: Limelight®: Hot Spot®:	Jetsetter LX®, Jetsetter®, Jetsetter NXT®, Prodigy® Glow®, Bolt®, Beam™ TX™, SX™, Stride®
\$175.00	Highlife®: Limelight®: Hot Spot®:	Triumph™, Sovereign®, Vanguard®, Aria®, Envoy®, Envoy NXT® Flair®, Pulse®, Flash™ Relay®, Rhythm®, Tempo®
\$225.00	Highlife®:	Grandee®, Grandee NXT®
\$350.00	Limelight®:	Gleam®, Prism™

All RA (replacement) spas are paid out on the rates listed above (one-way only)

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Serial Number Quick Reference Guide

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SERIAL NUMBER QUICK REFERENCE GUIDE

HIGHLIFE®

Grandee®
GG
2005-2018



GRANDEE 7 PERSON HOT TUB
8'4" X 7'7" X 38" | 450 GALLONS

Envoy®
KK
2005-2018



ENVOY 5 PERSON HOT TUB
7'9" X 7'7" X 38" | 390 GALLONS

Aria®
AR
2007-2018



ARIA 5 PERSON HOT TUB
7'3" X 7'3" X 36" | 325 GALLONS

Grandee NXT®
GGN
2014-Current

Envoy NXT®
KKN
2014-Current

Aria NXT®
ARN
2019-Current

Vanguard®
VV
2005-2018



VANGUARD 6 PERSON HOT TUB
7'5" X 7'3" X 36" | 535 GALLONS

Sovereign®
II
2005-2018



SOVEREIGN 6 PERSON HOT TUB
6'8" X 7'9" X 33" | 315 GALLONS

Prodigy®
H
1988-2018



PRODIGY 5 PERSON HOT TUB
6'6" X 7' X 33" | 290 GALLONS

Vanguard NXT®
VVN
2019-Current

Sovereign NXT®
IIN
2019-Current

Prodigy NXT®
HN
2019-Current

Triumph NXT™
TRHN
2019-Current



Jetsetter®
JJ
2006-Current



JETSETTER 3 PERSON HOT TUB
7' X 5'5" X 29" | 200 GALLONS

Jetsetter LX NXT®
JTN
2014-Current



Jetsetter NXT®
JJN
2019-Current

LIMELIGHT®

Prism™
PSM
2018-Current



Pulse®
PLS
2008-Current



Flair®
FLR
2008-Current



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Flash™
FSH
2018-Current



Beam™
BMI
2018-Current



Beam™
BMI
2018-Current



HOT SPOT®

Relay®
REL
2010-Current



RELAY 6 PERSON HOT TUB
7' X 7' X 36.75" | 345 GALLONS

Rhythm®
RHY
2012-Current



RHYTHM 6 PERSON HOT TUB
7' X 7' X 36.75" | 355 GALLONS

Stride®
STD
2019-Current



SX
SX
2011-Current



SX 3 PERSON HOT TUB
6' X 6' X 33" | 285 GALLONS

TX
TX
2011-Current



TX 2 PERSON HOT TUB
58.5" X 58.5" X 29" | 140 GALLONS

Pace
PAC
2020-Current



End of document.

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