



ONLINE WARRANTY CLAIMS

September 8, 2022

To help us improve the quality of our components, we ask for your assistance when submitting warranty claims. When servicing a hot tub, make sure your technician notates as much as possible. The information we receive is used to evaluate the components by our Engineers and Suppliers. Using the terms bad temp sensor or bad flow switch, etc., provides us with no details to find the root cause of the failure.

Properly completed claims will be processed quicker. We have come across some problems where there is not enough specific information to process the claim. This in turn creates delays causing us to reach out via email or calls to determine the cause of the failure. To offer some guidance for filling out the claims, we have provided a few examples below.

Example 1: (Temperature Sensor Claims)

Problem Reported: Spa overheating
Problem Found: Bad temp sensor
Service Performed: Replaced temp sensor

A better submission would be like the examples below.

Problem Reported: Spa overheating
Problem Found: OH on control panel, Bad temp sensor
Service Performed: Replaced temp sensor

Problem Reported: Spa overheating
Problem Found: 100°F displayed - actual temp is 80°F
Service Performed: Replaced temp sensor

Example 2: (Flow/Pressure Switch Claims)

Problem Reported: Flow message on the hot tub
Problem Found: Bad flow switch
Service Performed: Replaced flow switch

The only thing that should be included in this example is the actual Error Code. A bad/defective flow switch can create different error codes. It would be extremely helpful to know what code, so the claim is processed correctly and tracking of the errors we are seeing out in the field are tracked properly.

A better submission would be like the examples below.

Problem Reported: Flow message on the hot tub
Problem Found: FL2/Closed Flow Switch, Bad flow switch
Service Performed: Replaced flow switch

Problem Reported: Flow message on the hot tub
Problem Found: FL1/Open Flow Switch, Bad flow switch
Service Performed: Replaced flow switch

Please share this bulletin with all personnel that fill out and submit the warranty claims.

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