

Thermal Guardian Spa Cover Manufacturer's Limited Warranty

Sonshine Covers, Inc. hereby issues to the original consumer purchaser ("Warranty Holder") of this Thermal Guardian spa/hot tub cover a limited warranty that the spa/hot tub cover is free from defects in workmanship and/or materials. This limited warranty is set forth on the date of purchase, its term shall be pro-rated after the first 12 months, and is subject to the following terms, limitations, exclusions, and disclaimers:

VINYL OUTER COVERING – 3 YEARS

Outer covering materials constructed with vinyl are warranted to be free from defects in materials and workmanship for a period of Three Years (36 months).

WEATHERGUARDIAN™ FABRIC OUTER COVERING – 5 YEARS

Outer covering materials constructed with WeatherGuardian™ fabric are warranted to be free from defects in materials and workmanship for a period of Five Years (60 months).

FOAM CORES – 1 YEAR (1.0# & 1.5#), 2 YEARS (2.0#), ADD 1 YEAR FOR DOUBLE-WRAPPED FOAM OPTION

Foam cores constructed from 1.0# or 1.5# density EPS, including their internal reinforcement and vapor barrier, are warranted to be free from defects in materials and workmanship for a period of One Year (12 months). Foam cores constructed from 2.0# EPS, including their internal reinforcement and vapor barrier, are warranted to be free from defects in materials and workmanship for a period of Two Years (24 months). Foam cores that feature the Double-Wrapped Foam Cores option shall be covered for an additional year (12 months).

BASIC COVER WARRANTY – 1 YEAR INDOOR USE ONLY

BASIC spa cover models are warranted to be free from defects in materials and workmanship for a period of One Year (12 months) regardless of its outer covering material or foam core density. BASIC spa covers are only warranted for indoor use. Outdoor use immediately voids the warranty.

COVERS MUST BE PROPERLY INSTALLED AND USED IN ACCORDANCE WITH THE RECOMMENDATIONS OF THE MANUFACTURER INCLUDING THE USE OF ITS LOCKING TIE-DOWN STRAPS WHICH ARE AN IMPORTANT SAFETY FEATURE. UNDER NO CIRCUMSTANCES CAN IT BE WALKED ON, STOOD ON, AND/OR SAT UPON AND IT CANNOT HOLD EXCESSIVE WEIGHT. SPA COVERS PLACED IN DIRECT SUNLIGHT CAN GET EXTREMELY HOT AND MAY BURN. SONSHINE COVERS INC. CANNOT BE HELD LIABLE OR RESPONSIBLE, UNDER ANY CIRCUMSTANCES, FOR INJURY AND/OR DEATH TO ANY PERSON AND/OR DAMAGES TO PROPERTY THAT MAY ARISE OUT OF THE USE OF THIS SPA COVER.

LIMITATIONS

- This limited warranty is non-transferable.
- This warranty does not cover COMMERCIAL USE spa cover installations. Commercial use shall be defined as any use of the spa in which the occupants are not the original owners of the spa cover and have either directly and/or indirectly paid for its use.
- This limited warranty applies to your spa cover only during normal usage and care as outlined by Sonshine Covers, Inc. through the spa cover user manual, spa cover care tips pamphlet, and any addendum that is published by or with the written consent of Sonshine Covers, Inc.
- This warranty only covers the costs of repair and/or replacement of the warranted spa cover. Field labor installation expenses are not included.
- This warranty supersedes all other warranties. Either expressed or implied, in fact or at law, implied warranties merchantability, or fitness for a particular purpose, no warranty other than the words contained within will be recognized by Sonshine Covers, Inc.

PERFORMANCE

To obtain service in the event of a defect covered by this warranty, request a Return Authorization and instructions on how to present the defective cover or cover component us for warranty service via the email at warranty@spa-mart.com. Purchaser must provide a copy of the original receipt as proof of purchase, and photos showing any claimed defect prior to consideration for a Return Authorization (RMA). Returns are never accepted without RMA. Sonshine Covers will repair or replace at their discretion, defects in materials or workmanship determined to be covered by the warranty on the following pro-rata basis: 1) Within the first twelve (12) months from the date of purchase: no charge to the warranty holder. 2) Depending on outer covering material, during months thirteen through thirty-six (VINYL) or sixty (WEATHERGUARDIAN™ FABRIC): Warranty holder shall be responsible for, respectively, 1/36th (VINYL) or 1/60th (WEATHERGUARDIAN™ FABRIC) of the current manufacturer's suggested retail price of replacement outer covering for each full month since the date of purchase. Owner is responsible for freight cost of the cover or cover component to the warranty service facility and return freight cost of the original, repaired or replaced cover or component.

DISCLAIMERS

Owners must properly install the provided tie-down straps and lock the straps when not in use. Sonshine Covers Inc., the retailer, and its representatives shall not be liable for any injury, cost or other damage, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the spa or spa cover, and cost for removal or reinstallation of defective product, even if the manufacturer has been advised of the possibility of such damage. The liability of the manufacturer and the retailer under this Limited Warranty, if any, shall not exceed the original amount paid for the defective product or option. Coverage under this Limited Warranty shall commence on the purchase date and the duration coverage shall not extend for any reason beyond the stated time periods. These disclaimers shall be equally applicable to any service provided by the manufacturer or designated representatives. All disputes are subject to arbitration in the State of Ohio, Warren County, and subject to said laws.

LEGAL RIGHTS

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

EXCLUSIONS

This warranty does not cover damage due to improper use and handling, accidents, wind, normal wear and tear, or any of the following:

- Failure to provide reasonable periodic maintenance.
- Cleaning with harsh chemicals, chlorine or abrasives.
- Damage caused by animals, fire, vandalism, improper installation and strain, items placed on the cover, abuse, mold or mildew.
- Alterations or unauthorized repairs.
- Damage to seams, vinyl, straps or core caused by a cover lifting or storage device.
- Damage, breakdown or delaminating of materials due to chemicals, ozone, or improper water balance.
- Breakage or sagging of the foam core, or bent metal reinforcement. Pooled water from sagging foam should be removed immediately and foam cores should be flipped. If problem persists, contact us immediately. Damage from pooled water is not a valid warranty issue.
- Heavy or excessive loads caused by animals, failure to remove snow accumulation, weight of other objects, or persons sitting, walking, jumping or standing on cover, or other causes beyond our control, are not considered to be defects in materials or workmanship.
- Tearing, chaffing or scuffing of the outer covering or vapor barrier.
- Fading of outer covering or thread. This is a normal occurrence for all spa covers over time due to exposure to the elements, UV, and spa chemicals. Use of silicone oil or petroleum based vinyl treatments will void warranty. (Contact us for recommended treatments).
- Torn handles, steam-stoppers and tie-down straps. Handles are for the sole purpose of opening and closing spa covers while in place on the spa only. Handles are not intended to carry or remove a cover. Tie-down straps and steam-stoppers may tear or break if used to lift, carry or otherwise handle the cover.
- Normal water absorption into the EPS core or per. EPS core may retain some moisture as a natural occurrence as the air between the EPS beads is displaced by water vapor. If the foam core becomes totally saturated from water absorption in the warranty term and no other warranty excluded factors such as any holes, tears, punctures or breaches to the vapor barrier or vinyl jacket have contributed to the accelerated water absorption, the EPS core in question will be replaced at no charge within the first 12 months and at a rate that is pro-rated after the first 12 months.
- Melted or damaged outer covering, foam core, or other cover materials. Placing objects on cover that act as a heat sink, exposure of the cover to excessive heat from any source such as that reflected from a window or vinyl fence will damage any spa cover.
- Seepage of rainwater into the spa can naturally occur with any spa cover, and is not considered a defect. Our covers feature weep holes in the underside to allow accumulated water to drain.
- Any damage resulting from events of nature, wind or storm damage, or acts of God.

THIS WARRANTY IS EFFECTIVE FOR COVER MANUFACTURED AFTER 08/15/2026.

COVERS MANUFACTURED AND WARRANTED BY:

Sonshine Covers, Inc. 1228 Castle Drive, Mason OH 45040
800-823-3618 warranty@spa-mart.com