

# SERUM Lifetime Worry-Free Warranty

## Enjoy the Peace of Mind of a Lifetime Heater Warranty for Your Hot Tub

What would you guess is the most common part to fail in a hot tub? It's the heater!

### Heater Facts:

- No spa manufacturer has a heater warranty longer than 5 years.
  - Many are less and some are even prorated.
- The typical cost for a spa heater is \$250 – \$300.
- Regardless of the outside temperature, your spa heater is keeping 400 – 550 gallons of water around 100° – 102°.

With our introduction of **SERUM Super Soft**, Serum Watercare is also introducing the First-of-its-Kind Lifetime Heater Warranty, meaning your spa heater is covered as long as you own your spa.

- You never have to worry about your heater – It's covered as long as you own your spa!

## Also Enjoy Pure, Pristine, Perfectly SOFT Spa Water

### SERUM SuperSoft Ensures:

- You always have pure, pristine water in your spa. No More Opening Your Spa And Seeing Cloudy Water!
- Not soft water, but water that feels SOFT! It's an experience you just have to try!

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## Warranty Requirements

Our Lifetime Heater Warranty applies when you purchase a new hot tub from a certified [SERUM Watercare dealer](#) and agree to participate in their SERUM Super Soft Auto-Ship program at the time you purchase your new hot tub.

Note: We have authorized some SERUM Watercare dealers to offer our Lifetime Heater Warranty on spas they have sold within the previous two (2) years. Please check with your local SERUM Watercare dealer.

## Lifetime Heater Warranty Highlights:

- Our extended warranty covers the cost of your spa heater should it fail after the spa manufacturer's warranty expires.
  - The warranty does not include labor, though your local spa dealer may also include labor.
- Our Lifetime Heater Warranty is available only with the purchase of new hot tub from certified SERUM Watercare dealers.
  - Your local SERUM Watercare dealer may be authorized to offer our Lifetime Heater Warranty to their customers in the 1<sup>st</sup> two (2) years of their spa ownership. Please check with your local SERUM Watercare dealer.
- The warranty becomes effective at the time of installation of the hot tub.
- Spa owners must enroll & continuously participate in the Serum Watercare dealer's Auto-Ship program for [SERUM Super Soft](#).
- As the hot tub owner, you agree to follow the Hot Tub SERUM directions of:
  - Adding 1 ounce of [Total Maintenance](#) per 100 gallons once per week and keep your hot tub running on SERUM Total Maintenance throughout your ownership of your hot tub.
  - Adding [HTS Turbo Cashmere](#) with each refill of your hot tub.

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- As the hot tub owner, you agree to use [SERUM Total Cleanse](#) with every water change.
- You may use any type of sanitizer, including Chlorine, Bromine, and Biguanides. However, the use of Tri-Chlor or Cal-Hypo will void our Lifetime Worry-Free Warranty.
- The hot tub owner agrees to buy SERUM Super Soft exclusively from the dealer from whom they originally purchased their hot tub.
- With the hot tub owner's agreement to the above expectations, SERUM Watercare agrees to cover the cost of the heater (part only) should it fail for any reason.