

# FIRPLAK

inspirando hogares

Calle 29 #41-15 Itaguí /Antioquia, CO.  
Thursday, May 30, 2024

**Subject:** Warranty for Firplak brand bathtubs and hydromassages

To whom it may concern.

We are writing to provide you with the warranty certificate for our bathtub/jacuzzi product.

## BATHUBS AND HYDROMASSAGES

FIRPLAK guarantees its products from the **DATE OF DELIVERY** against water loss through the fiberglass walls as a result of defects in materials and workmanship. The Gelcoat surface is guaranteed against blistering or bubbling, damage caused by UV rays or sun exposure, cracking, and discoloration resulting from a defect in the surface materials and not from external agents (detailed in the limitations and exclusions, in addition to situations not covered), for a period of **FIVE (5) YEARS**. **FIRPLAK S.A.** guarantees the pumping parts and electrical components and accessories of bathtubs with massage systems for a period of **ONE (1) YEAR**.

For whirlpool, air-massage, and chromotherapy equipment, in the event of any defect or malfunction of the pumping or lighting equipment covered by the terms of this warranty, **FIRPLAK S.A.** will repair or replace the defective part for a period of **ONE (1) YEAR** from the date of purchase.

### FULFILMENT OF THE WARRANTY

- The buyer is responsible for providing adequate access to the equipment (motor pump and blower). Any costs incurred in removing cladding or other obstructions to facilitate access to the equipment are not covered by our warranty.
- Any identifiable malfunction or defect must be reported in writing to **FIRPLAK S.A.** to request a technical visit. **FIRPLAK S.A.** will verify the damage and issue a technical diagnosis.
- **FIRPLAK S.A. grants a maximum of 3 business days** to claim for damages or abnormalities in the product (broken or missing parts, scratches, or cracks, among others) identified at the time of delivery. After the fourth day, **FIRPLAK S.A.** is not responsible for such damages.
- Travel and per diem costs incurred by an authorized distributor for such work, outside of the cities mentioned below, are not covered by the warranty. **FIRPLAK S.A.** reserves the right to verify the damage at the product's location.
- Warranty compliance and verification are valid within the following areas: **Bogotá, Medellín, Cali, Pereira, Barranquilla, Cartagena, Santa Marta, Montería, Sincelejo, Cúcuta, Bucaramanga, Manizales, Tolima, Ibagué, Neiva, and Armenia.** Warranty verification is valid within the metropolitan area.
- **Verify that all accessories for your product are included in the packaging.** Once the product has been received and accepted, no claims for missing accessories will be accepted.
- **Protect** the product with cardboard or cloth and masking tape when performing work on-site that involves the use of adhesives, gray or white cement, muriatic acid, or welding residue, as these may stain the surface.
- **Define the whirlpool's filling method before placing your order.** Our hot tubs are manufactured to standard specifications for our distributors; the products do not include hoses or additional accessories for filling the waterfall.
- **Avoid using** chlorine, bleach, or other water disinfectants. We recommend using a product called Pool-chem for this purpose.
- **Before operating the product,** carefully read the user and maintenance manual.
- If the whirlpool you purchased includes cushions or bars with stainless steel accessories, remember to remove the protective plastic film during installation.

## LIMITATIONS AND EXCLUSIONS

**FIRPLAK S.A.** is not responsible for the warranty of a product when:

- It cannot be proven by any means that the product is a **FIRPLAK S.A.** brand.
- The warranty period for the product or part of the product has expired.
- Abuse, mistreatment, negligence, accident, improper installation, or operation by the buyer.
- If the **FIRPLAK S.A.** product is altered, or if repairs are performed by persons other than personnel authorized by **FIRPLAK S.A.**
- If the pumps or components have been installed, handled, or modified by distributors, installers, or any other person not affiliated with **FIRPLAK S.A.**
- If there has been excessive use of external agents for hydrotherapy such as chlorine, mud, algae, and oils.
- When the product is handled in a manner that does not comply with the specifications indicated on the product.
- Oxidation and damage caused by external factors resulting from site work or failure to remove the product's protective packaging. Use of the product for domestic purposes for commercial purposes.
- Services provided outside the warranty period offered with the appliance, or that must be provided during the warranty period due to causes attributable to the user for failure to comply with the instructions established in the appliance's instruction manual, will be charged to the user.
- In the case of incorrect installations, abnormal conditions, or conditions different from those specified in the User, Installation, and Operation Manual by third parties.
- Damage associated with natural phenomena such as rain, floods, earthquakes, electrical discharges, fires, and illegal activities, among others.
- Physical damage to or alteration of the control box voids the warranty.
- Damage caused by external factors. (Example: overvoltage, storms, short circuits, transformer damage, etc.)
- Design and installation of electrical circuits that do not comply with the technical specifications described in standard NTC2050 (section 250) (Colombian electrical standard). Absence of grounding in the electrical installation.
- Grounding system that does not comply with the technical specifications described in standard NTC2050 (section 250) (Colombian electrical standard).
- Operating the whirlpool incorrectly, such as without water, may void the manufacturer's warranty, meaning that any resulting damage will not be covered.
- Stains or discoloration on the surface of the product and its components, caused by external agents such as mud, turbid water, heavy water (water with rust or high concentration of metals), abrasive chemicals, or with a pH above 7.6 or below 7.2 (based on standard pH testing or as indicated in the chemical agent's technical data sheet).
- **FIRPLAK S.A.** is not responsible for the product warranty when: The hydraulic and/or electrical installation has been carried out by personnel not authorized or certified by **FIRPLAK S.A.** In these cases, any leaks, electrical defects, or malfunctions are NOT covered by the warranty.

**Note:** Stains that cannot be removed with neutral soaps and a cleaning procedure as indicated in the Firplak product maintenance document indicate the presence of one of the external factors mentioned in the staining section. Firplak is not responsible for the removal of these stains, and maintenance services provided to correct this problem do not guarantee complete stain removal or specific surface finishes, as these depend on multiple environmental variables beyond the control of these procedures.

Therefore, Firplak is entitled to offer such maintenance services for the surfaces of the products, charging for the products and associated activities but not conditioning payment according to the results perceived.

### SITUATIONS NOT COVERED BY THE WARRANTY

- The warranty period has expired.
- The product has been modified without authorization by personnel other than **FIRPLAK S.A.**
- Problems caused by installation or repair by personnel not authorized by **FIRPLAK S.A.**
- Drain hose obstructed by foreign objects.
- Oxidation caused by impacts, scratches, or products and/or relative humidity above 70%.
- Oxidation caused by failure to remove the product's protective packaging.
- Oxidation and damage caused by external factors resulting from site work or failure to remove the product's protective packaging.
- Problems caused by natural conditions such as earthquakes, floods, electrical storms, among others.
- Problems caused by accidental or man-made conditions such as fires, voltage fluctuations, vandalism, theft, or similar events.
- Abuse, mistreatment, negligence, accident, improper installation, or operation by the buyer.
- Loose pump or blower hose. The whirlpool systems operate using pumps and controls that run on 120V 60Hz, requiring GFCI outlets with a functioning ground fault circuit interrupter (GFCI) (NTC 2050 Colombian Electrical Code, Section 680-70).
- Voltage fluctuations affect the warranty and operation of the electrical equipment; therefore, it is recommended to use a surge protector to maintain the product warranty.
- Obstructions resulting from improper use of the hydrojet and airjet outlets can also cause problems.
- The whirlpool and air massage systems are designed to generate bubbles or water jets effectively as long as there is no direct obstruction of the outlet nozzles.
- The pressure of the air massage and whirlpool systems can vary due to the length of the internal hoses, voltage and amperage variations, and changes and/or optimizations of the pumping equipment. Therefore, **Firplak S.A.** It does not specify a power, speed or force of the outlet nozzles of the hydrotherapy and arotherapy systems.

**TO CLAIM YOUR WARRANTY , PORVIDE YOUR INVOICE NUMBER TO ONE OF OUR SALES ADVISORS OR CALL TH PHONE NUMBERS OF OUR SERVICE DEPARMENTS LISTED ON UR WEBSITE:**

**www.FIRPLAK.com**



**warning**

### DISCLAIMER

- No other warranties will be provided beyond what is agreed upon.

### OTHER RIGHTS

- This warranty gives you all the rights granted by law, which may vary between different countries.

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**www.FIRPLAK.com**

Sede principal: calle 29 N° 41 15  
(Itagüí - Antioquia - Colombia)

If you need help, contact your local advisor or the Firplak S.A. technical service department at:

**Firplak tel:** 4441771 (opción: 2) +57 316-481-2857