



Street 29 #41-15 Itaguí /Antioquia, CO.
Thursday 10th of september 2020

Matter: Warranty of bathtubs and whirlpools brand Firplak.

To whom it may concern.

We hereby write to grant you the warranty letter for our bathtub / jacuzzi product.

BATHTUBS AND WHIRLPOOLS

FIRPLAK, guarantees its products from the DATE OF DELIVERY, against the loss of water through the fiberglass walls, as a result of defects in materials and manufacturing process. The Gelcoat surface is guaranteed against the formation of blisters or bubbles, damage generated 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 the situations not covered), in a period of **FIVE (5) YEARS**. FIRPLAK S.A guarantees the pumps and the electrical components and accessories of the bathtubs with massage system for a period of **ONE (1) YEAR**.

For hydromassage, aero-massage and chromotherapy equipment, in case of any defect or malfunction of the pumps or illumination equipment, covered by the terms of this guarantee, FIRPLAK S.A will repair or replace the defective part for a period of **ONE (1) YEAR** from the date of purchase

FULFILLMENT OF THE WARRANTY

- The buyer is responsible for providing adequate access to the equipment (motor pump and blower). Any cost for work related to the removal of the side cover (apron), enclosure or other obstacle, in order to facilitate access to the equipment; it is not covered by our warranty.
- It is necessary to complain via email to **FIRPLAK S.A**, any malfunction or identifiable defect to request a technical visit. **FIRPLAK S.A** will verify the damage and issue a technical diagnosis.
- **FIRPLAK S.A** grants a maximum period of 3 business days to claim for damages or abnormalities in the product (broken parts, missing, scratches or cracks, among others) identified at the time of delivery, from the 4th (fourth) day **FIRPLAK S.A** is not makes you liable for damages of this kind.
- Travel and per diem expenses to be incurred by an authorized dealer 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 site where the product is located.
- Compliance and verification of the warranty is effective in the following areas:
BOGOTÁ, MEDELLÍN, CALI, PEREIRA, BARRANQUILLA, CARTAGENA, SANTA MARTA, MONTERÍA, SINCELEJO, CÚCUTA, BUCARAMANGA, MANIZALES, TOLIMA, IBAGUÉ, NEIVA, ARMENIA. Verification of the warranty is effective within the metropolitan area.
- **Please verify** that all accessories for **your product are in the packaging**, after compliance is received, no claims for missing accessories will be accepted.
- **Protect with cardboard or cloth and masking tape** when performing on-site work that involves the use of glues, gray or white cement, muriatic acid, or solder residue, as these can stain the surface of the bathtub.
- **Define the hydromassage filling mode before ordering.** Our hot tubs are manufactured as standard for our distributors, the products do not include additional hoses or accessories for filling by the waterfall faucet.
- Avoid using chlorine or bleach to disinfect water, etc. **We recommend for this the product called poolchem or similar** bio related water management agents.
- Before operating the product, carefully read the use and **maintenance manual**.
- In case the whirlpool bathtub purchased has pillows or bars with stainless steel accessories, remember to remove the protective plastic at the time of installation.

LIMITATIONS AND EXCLUSIONS

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

- It cannot be demonstrated in any way that the product is a **FIRPLAK S.A.**
- The warranty period has expired.
- Abuse, mistreatment, neglect, accident, improper installation or operation by the buyer.
- If the **FIRPLAK S.A** product is subject to alterations, or if the repairs are carried out by persons other than the personnel authorized by **FIRPLAK S.A.**
- If the pumps or components have been installed, manipulated or transformed by distributors, installers or any other person outside of **FIRPLAK S.A.**
- If there has been an excessive use of external agents for the use of hydrotherapy such as chlorine, mud, algae or oils.
- When the handling of the product does not conform to the specifications indicated on the product.
- Rust and damage caused by external factors generated by location work or failure to remove the protective packaging of the product.
- Use of the household product for commercial purposes.
- Services provided outside the warranty period offered with the device or that must be provided during the warranty period for reasons attributable to the user for not complying with the instructions established in the device's instruction manual, will be carried out at a cost to the user.
- In case of incorrect installations, abnormal conditions or different from those specified in the user, installation and operation manual by third parties.
- Damages associated with natural phenomena such as rains, floods, earthquakes, electric shocks, fires and illegal activities, among others.
- Physical damage or alteration of the control box annuls 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 the **NTC2050** standard (section 250) (Colombian electrical standard).
- Absence of grounding in the electrical installation.
- Grounding systems that do not meet the technical specifications described in the **NTC2050** (section 250) standard (Colombian electrical standard).

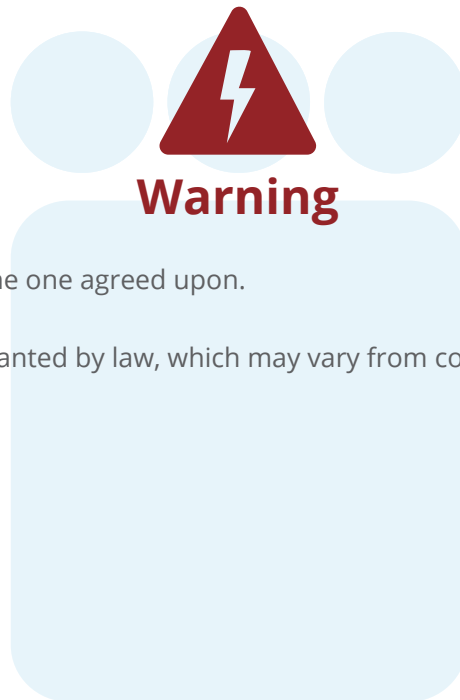
SITUATIONS NOT COVERED BY THE WARRANTY

- The warranty period has expired.
- The product presents unauthorized modifications and made by other personnel outside of **FIRPLAK S.A.**
- Problems caused by installation or repair by personnel not authorized by **FIRPLAK S.A.**
- Drain hose blocked by foreign objects.
- Oxidation caused by impacts, scratches or chemicals.
- Oxidation caused by failure to remove the packaging that protects the product.
- Oxidations and damage caused by external factors generated by location work or failure to remove the protective packaging of the product (The steel cage that contains the product is design to protect the product during transportation, but it is not protected against oxidation agents, this can result in stains transferred to the product if the steel cage is not removed, especially in high humidity a saline environments).
- Problems caused by natural conditions such as: earthquakes, floods, electrical storms, among others.
- Problems caused by accidental or provoked conditions such as fire, voltage fluctuations, vandalism, theft or the like.
- Abuse, mistreatment, neglect, accident, improper installation or operation by the buyer.
- Manipulation of the motor pump or blower hose.
- The hydromassage equipment works using pumps and controls that operate at 120 V 60 Hz Or 220V 50 Hz considering GFCI outlets with a ground fault circuit interrupter (NTC 2050 Colombian Electrical Code, Section 680-70) in good condition.

voltage variations affect the warranty and operation of electrical equipment, so it is recommended to use a surge protector to maintain the product warranty.

- Obstructions in the improper use of the hidro-jets and aero-jets outlets. The hydromassage and aeromassage equipment are designed to generate bubbles or jets of water in a suitable way as long as there is no direct obstruction of the outlet nozzles.
- The pressure of the aeromassage and hydromassage systems may vary due to the effects of the length of the internal hoses, variations in voltage, amperage and changes and / or optimizations of the pumping equipment, for which Firplak SA does not specify a power, Speed or force of the outlet nozzles of hydrotherapy and aerotherapy systems.

MAKE YOUR WARRANTY VALID COMMUNICATE THE NUMBER OF YOUR INVOICE TO ONE OF OUR COMMERCIAL ADVISORS OR TO THE TELEPHONES OF OUR SERVICE DEPARTMENTS INDICATED ON OUR WEBSITE www.firplak.com



RESIGNATION

- There will be no other warranty than the one agreed upon.

OTHER RIGHTS

- The warranty gives you all the rights granted by law, which may vary from country to country.



www.firplak.com

Sede principal: Calle 29 N° 41-15 (Itagüí - Antioquia), Teléfono: (574) 444 17 71

If you need help, please contact your [firplak business advisor](#).
tel: 4441771 (ext: 108). tel: 4441771 (ext: 131)