

Cal Spas

WARRANTY GUIDELINES



Thank you for choosing Cal Spas. Our mission is to give you the highest level of customer service available in the industry. We encourage all dealers to stock parts so they can quickly respond if a service issue arises. Purchasing each years stocking parts list automatically enrolls you in the Cal Care 360 program with all of the benefits. A current year recommended stocking parts list is published each year and is available upon request. Here we will provide some helpful information which will allow you to easily handle all aspects of warranty service to your end spa user.

How to Reach Us

E-mail: customerservice@calspas.com
techsupport@calspas.com
claims@calspas.com

Phone: 800-225-7727
Fax: 909-622 0042

24/7 Dealer Connection Website <http://www.calspas.com/dealers>

Getting familiar with the Warranty Workbench

To access the warranty workbench it is necessary to have a login and password. This security is for your protection and will only allow yourself or employees access to claims and account information that have your authorization. To obtain a login account please contact your inside sales representative.

The workbench was designed to allow 24 hour access to:

- Ordering Parts online
- Tracking orders
- View Shipped orders
- Submitting claims
- Viewing all aspects of your statement and account
- Viewing pricing and source books
- Troubleshooting guides

☰ SALES TOOLS	☰ ONLINE ORDERING
☰ 2012 ENHANCEMENT OVERVIEW	☰ ORDER TRACKING
☰ PRICING	Service
☰ FLOOR SETTING	☰ WARRANTY CLAIMS WORKBENCH
☰ BRAND YOUR PRODUCT/SHOWROOM	☰ SERVICE TOOLS
☰ FINANCING	☰ SPA TECHNICAL BULLETINS
☰ PRE DELIVERY GUIDE	☰ WEBINAR TRAINING
☰ SPECIALS & BULLETINS	Reports & Settings
	☰ ACCOUNTING REPORTS
	☰ ACTIVITY REPORTS
	☰ LOGIN SETTING

To submit a WCA (Warranty Claim Approval) the following items must be completed:

- Customer registration must be completed, including email address and phone number.
- Spa/product must be within the warranty period. Check the warranty period for each component category.
- If spa or product has never been registered we may require the customer's original sales contract

Important: Any replacement item that can be safely completed by the spa owner will not be covered under the labor portion of our warranty; these items include but are not limited to

- Pillows
- Diverter caps
- Barb adaptors
- Filters
- Jet inserts
- Filter covers
- Light bulbs
- Bleeder valves
- Fuses

Claims made for out of warranty components will be denied. Make sure you understand the terms of the warranty sold with each item prior to doing service work and replacing parts..

To request a QA (Quality Alert) the following items must be completed:

Item received, damaged, missing, or incorrect

- Original order number
- QA will be honored for 14 days from the date of shipment.

To request an RGA (Return Goods Authorization) the following information is needed:

*Interior surface (spa shell) defect = **Surface warranty***

*Interior surface crack that leaks through the shell = **Structural warranty***

- Customer registration must be completed, including email address and phone number.
- Serial number
- Installation date
- Date problem was reported
- Original sales receipt from customer
- Photos of the affected area and foundation where spa is located
- Repair estimate.

Upon submission of a completed claim via the workbench Cal Spas will determine the disposition of the claim. This may include either repair or replacement if the affected area is deemed un-repairable. The Dealer will receive a letter within 14 days of the submitted request.

Shell replacement consists of the following:

- One shell, same color and model as the original spa
- Plumbing configuration will be the same model as the original spa

In the event the identical shell model is no longer available, Cal Spas reserves the right to offer a shell model closest to the specifications of the original spa.

Important: The replacement shell will carry the balance of the original warranty. The original spa warranty will be voided.

All costs associated with the removal, replacement, installation and freight for the new and original spa or spa shell are the responsibility of the spa owner.

In some cases proration of the warranty spa exchange will be applicable, please see warranty model and year by limited warranty.

Filing a warranty request in the Workbench

To begin you must have the serial number of the product and any product requirements coordinating with the type of claim you are requesting.

To begin select “Warranty Claims Workbench”

Home, #163 Consumer Direct Warranty, If you are not #163 Consumer Direct Warranty (customerservice@calspas.com), please click here
Select Different Device

Sales	Online Ordering
<input type="checkbox"/> SALES TOOLS	<input type="checkbox"/> ONLINE ORDERING
<input type="checkbox"/> 2012 ENHANCEMENT OVERVIEW	<input type="checkbox"/> ORDER TRACKING
<input type="checkbox"/> PRICING	Service
<input type="checkbox"/> FLOOR SETTING	<input type="checkbox"/> WARRANTY CLAIMS WORKBENCH
<input type="checkbox"/> BRAND YOUR PRODUCT/SHOWROOM	<input type="checkbox"/> SERVICE TOOLS
<input type="checkbox"/> FINANCING	<input type="checkbox"/> SPA TECHNICAL BULLETINS
<input type="checkbox"/> PRE DELIVERY GUIDE	<input type="checkbox"/> WEBINAR TRAINING
<input type="checkbox"/> SPECIALS & BULLETINS	Reports & Settings
	<input type="checkbox"/> ACCOUNTING REPORTS
	<input type="checkbox"/> ACTIVITY REPORTS
	<input type="checkbox"/> LOGIN SETTING



Click here to create a new Service Request

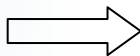
Online Warranty Claim Workbench

#903 Consumer Direct Warranty
Filter Claims by date and status

Date Submitted To

Service Orders/ Claims Entered From 12/18/2011 To 1/17/2012

26 Results found



[Click here to create new Service Request](#)

Select Finished Good – WCA/RGA for part replacement or RGA request
Enter Serial number of the product, then click Next

[Click here to goback to Workbench](#)

* Required Field

PLEASE SUBMIT REQUEST FOR:

FINISHED GOOD -WCA/RGA
 PART -ORDER #/QA

ENTER YOUR PRODUCT'S SERIAL NUMBER

* Example: 08S-000005

[Go Back](#)

If requesting a QA – Select Part – Order #/QA enter the original sales order number, then click Next.



[Click here to go back to Workbench](#)

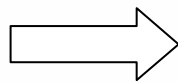
* Required Field

PLEASE SUBMIT REQUEST FOR:

FINISHED GOOD - WCARGA

PART - ORDER #/QA

ENTER ORIGINAL SALES ORDER NUMBER



* Example: 378682-0

Next

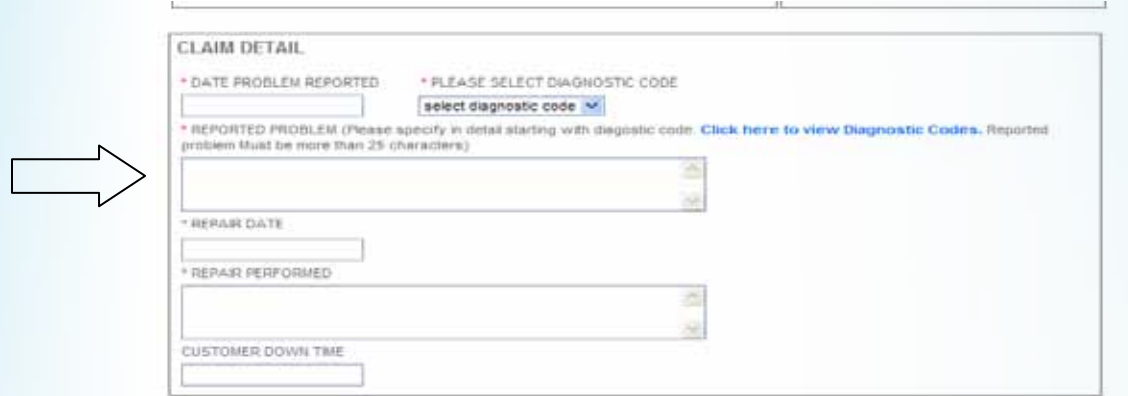
[Go Back](#)

Note: If original invoice is past 12 days from the ship date, please contact customer service to complete your request

Make sure the customer information is complete. A claim will not be able to be processed if the spa is beyond the registered warranty period, or if the registered owner is different than the person requesting service.

CUSTOMER INFORMATION			PRODUCT INFORMATION	
* LAST NAME	* FIRST NAME	MIDDLE NAME	* SERIAL #	
Chellayan	Jasmine		079-012345	
* ADDRESS		APT#	TYPE	
5716 stanfield ct				
* CITY		* STATE	MODEL	
Chino Hills		CA	M-307-VX720PSM-20	
* ZIP	* COUNTRY	* PHONE	COLOR	
91709	USA	(800) 828-1422	black	
			INVOICE#	
			313676	
			Shipped Date	
			08/03/2007	
			SERVICE ORDER#	
			* INSTALL DATE	
			08/10/2007	
			WARRANTY EXP DATE:	
			08/10/2012	

Fill in the date the problem was reported, select the diagnostic code from the drop down menu, and detail the reported problem. Enter the part number that applies. Use QuickSpaparts.com if you need assistance with part numbers. Enter estimated labor time.



CLAIM DETAIL


* DATE PROBLEM REPORTED: * PLEASE SELECT DIAGNOSTIC CODE:

* REPORTED PROBLEM (Please specify in detail starting with diagnostic code. [Click here to view Diagnostic Codes.](#) Reported problem must be more than 25 characters)

* REPAIR DATE:

* REPAIR PERFORMED:

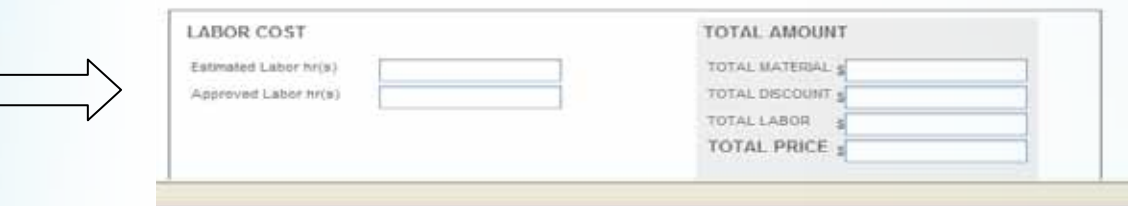
CUSTOMER DOWN TIME:



PARTS INFORMATION
Please click the "Add" button after entering the specifics for each part.

*Quantity: *Cal Spas Part Number: FailCode: *Part Description: *Price:

[Click here to search parts in QuickSpaparts.com.](#)



LABOR COST

Estimated Labor hr(s):

Approved Labor hr(s):

TOTAL AMOUNT


TOTAL MATERIAL: \$

TOTAL DISCOUNT: \$

TOTAL LABOR: \$

TOTAL PRICE: \$


The last step to requesting service is to go to "Save as Service Order and is modifiable" and click.



Please click the "Add" button after entering the specifics for each part.

*Quantity: *Cal Spas Part Number: FailCode: *Part Description: *Price:

[Click here to search parts in QuickSpaparts.com.](#)



LABOR COST

Estimated Labor hr(s):

Approved Labor hr(s):


TOTAL AMOUNT

TOTAL MATERIAL: \$

TOTAL DISCOUNT: \$

TOTAL LABOR: \$

TOTAL PRICE: \$



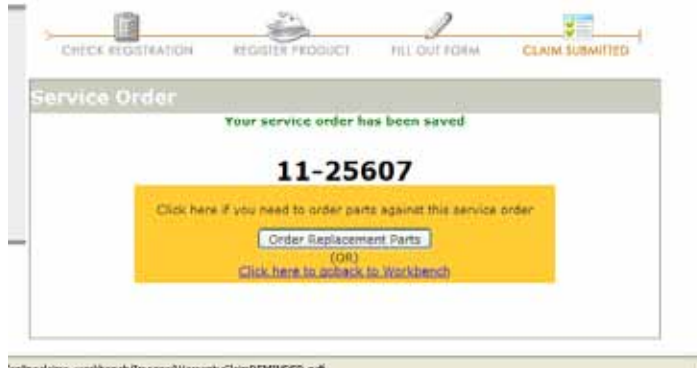
DEALER or SERVICE INFORMATION

AND Customer Direct Network
 14011 North St
 Rowley, CA 95769
 USA - (925) 621-8721

[Go Back to Dashboard](#)

After saving you will see your claim number for this request. At this time you can order replacement parts if needed, by clicking order replacement parts and following the ordering steps. This will then create a reservation for your replacement parts order. If you are using

parts from your stock you can skip this step. All Cal Care 360 members are required to order an “exchange” part.



At this point you can go into the online warranty claim workbench and see the status of your claims, and print your call tag to return the failed component. If further information is needed you will see a request from customer service.

On the workbench you can view all of your pending claims and their status's This will also create a credit memo number so we can track your part when it arrives and apply the appropriate credit to your account for this claim and the repair.

Definitions:

RGA – Return Goods Authorization

This applies to a request to return a serialized item (spa, BBQ, Gazebo) that is not repairable in the field.

1. Submit a request through the warranty workbench online
2. Customer registration must be complete
3. To avoid delays please provide all required documents at the time of the request.
 - a. Serial number
 - b. Original sales receipt
 - c. Photographs of the affected area, including foundation where the spa is placed. No claim will be processed without supporting documents.

Within 14 working days you will receive notification of our decision to remedy your claim. If a repair or replacement spa or spa shell is extended to the dealer, a letter outlining the terms of the decision will be sent to the dealer.

Important: In the event a spa or spa shell replacement is offered it will be in accordance with the terms of the limited warranty for that model and year.

1. Cal Spas will not cover costs for access, or removal to repair the spa.
2. Charges for removal of the original spa, installation, or freight charges to exchange spas is the responsibility of the spa owner.
3. Replacement of the spa cover is not covered under the terms of the warranty.

4. **Dealer Only:** You must notify the Cal Spas shipping department to check the status of the Pick up of any RMA spa to clear your account. It is the responsibility of the dealer to properly package the spa for shipment to prevent freight damage. Any RGA spa that is received damaged due to improper packaging, or missing components will not receive credit for those items.
5. Replacement spas carry the balance of the original spas warranty. Please remove the warranty package upon receipt of the spa and prior to deliver to the spa owner. The original spa serial number will be voided.
6. The spa owner is responsible for all freight, delivery and removal charges.

QA- Quality Alert

This applies to a part order that is found to be missing, damaged or incorrect.

1. Claims must be initiated by the dealer within 12 days of part shipment. Please contact warranty department if within 30 days.
2. Original order number must be provided.

WCA - Warranty Claim Authorization

1. Product registration must be complete, including, phone and email address of spa owner.
2. Product must fall within component warranty period
3. The serial number of the product is needed for all claim requests
4. You can monitor and update your claim in the warranty workbench
5. After performing a service call and initiating the workbench claim you will see a "call tag" link which enables you to return the failed component.
6. If components received by Cal Spas are found to be in good working order, a debit for this claim will be processed reversing the received credit, plus the cost of freight.
7. For over the counter sales of pumps a 6 month warranty is extended to the spa owner. The spa owner must provide a copy of the sales receipt to the dealer for submission of this claim.

General

Labor rates: Most spa repairs will take less than 1 hour. Therefore we will pay up to one hour for standard repairs using the pre approval process. Cal Spas reimburses at the rate of \$60.00 for the first hour and \$35.00 for each additional hour, which is applied to your account. ** All Cal Care members receive \$65.00 per hour in accordance with the labor schedule for 2014 product only.

Warranty Labor Reimbursement Schedule

This is a list of standard reimbursement rates to assist in correctly identifying labor credits that will be reimbursed per service call. All labor and components need pre approval, however using these guidelines will help you in planning your call.

<u>Repair Description</u>	<u>Maximum hour reimbursement</u>
Component replacement..... (example: heater, pump, control box, waterfall)	1
Equipment area leak.....	1 - 4
Spa light leak repair.....	1 - 2
Plumbing leak (foam area).....	1 - 4
Cabinet component	1
Acrylic repair.....	By Estimate
Draining and spa diagnosis.....	0

Example:

4 Jets per seat.....1 hour	2 Jets in 2 Seats.....2 hours
3 Jets in 3 to 4 seats...4 hours	5 or more jets... pre approval

The following items that can safely be replaced by the spa owner are paid no labor:

- Pillows
- Diverter caps
- Barb adaptors
- Filter covers
- Light bulbs
- Jet inserts
- Fuses
- Filters
- Bleeder valve

General Important:

When you do a spa delivery it is important to do a start up with your customer. Fill the spa and go over the functions of the spa with them. Hand your customer the owners manual and go over the terms of the warranty, discuss travel or trip charges if a call is needed at this time. Tell them how to clean the filter and add chemicals and general care of the spa surface and cover.

If warranty parts are needed the freight charges are charged to your account. Be aware of this so you can re coup this charge from the customer. Make sure your customer is aware of all potential charges if they should need warranty service. .**Cal Care 360 members will receive exchange parts prepaid freight.

Installation of any component other than by the manufacturer is not approved and will void the warranty. This includes any modifications made by the spa dealer.

Only Factory installed sanitation systems that have been tested and approved for use with our products are permitted. All other sanitation devises added or modified by the dealer will void the warranty.

Cal Care 360 is offered for the production year of 2014 products only. This program is limited to dealers within the lower 48 states. At this time this program is not available to anyone outside of this specific geographic area.



CalSpas
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