



5 STAR SERVICE PLAN

To Our Valued Service Centers

Shoreline Spas wants you to know all the hard work your business puts in is very important to us, and to reward you, we are proud to introduce our **5 STAR SERVICE PLAN!** We know you have busy schedules. We know you are always looking for ways your business can save money. We know efficiency is the backbone of modern business. We want to help you accomplish that by offering you a program that will allow you to save time, streamline your service efforts, and best of all, increase your profits!!!!

During normal business hours we offer outstanding technical support, a dedicated warranty department, and professional customer service representatives. Your business is your life and your customers are what keep your business running. Have you ever wished you could have access to a manufacturers services after hours on a Friday afternoon, or how about an emergency service call for that 4th of July weekend party. Your customers expect that from you, and you can depend on that from us! We have **24-hour technical support services** for those evening and weekends calls, and a website that offers everything from general support, to parts information and in-depth technical specifications.

We are pleased to introduce the **SLExpress Replacement Parts Program!** After receiving your confirmation paperwork, your business will be recorded into a database we use every time a customer requests a service call. When a customer in your area contacts us, we will troubleshoot the problem for you. If we can determine what parts are needed to complete the repair, we will automatically place a parts order to ship directly to you. A Service Work Order form will be faxed for you to contact the customer. Once you receive the part, simply schedule the service call, and return the old part to Shoreline with the Work Order Form we faxed. Oh, and don't worry, you will not be charged for the part. We offer 25-Day terms on all warranty parts. No more hassling with credits! No checking your credit cards' website 3 times a day! See our terms and conditions for full details on this program.

We also offer a flexible payment schedule that provides for those warranty jobs that take a little extra work, and the plan even gives you the built in flexibility to have your mileage or travel expenses reimbursed immediately by the customer. With our **5 STAR SERVICE PLAN**, there are no hidden exceptions. You will know up front what our rate is for almost every Work Order we send you. If you have any questions, simply call our Service Support Line and we will provide the answers!

With this information packet, you can find out everything you need to know to get started with our **5 STAR SERVICE PLAN**. All you have to do is fill out a short confirmation and acceptance form and mail, or fax the form back to Shoreline Spas. We will take care of everything from there.

Sincerely,

Jeremy Falls
Customer Care Manager
Shoreline Spas





5 STAR SERVICE PLAN AGREEMENT

This agreement is effective on _____ (day) of _____ (month), _____ (year).

The purpose of this agreement is to state the terms and conditions of Shoreline Spas Warranty that is available on each Shoreline Spa. These terms and conditions apply to work performed on a Shoreline Spa by an authorized service technician.

The terms, conditions, responsibilities, and duties of Shoreline Spas are limited to the labor of electrical and plumbing repairs only. Please review the attached warranty information for a complete, detailed list of component coverage and non-warranty items.

IT IS UNDERSTOOD AND AGREED:

1. Service provider will not charge a trip fee within the first (60) sixty days following installation. Thereafter, service providers may charge the customer a reasonable trip charge to offset travel expenses. Payment of all trip charges is the responsibility of the customer. This agreement does not cover mileage or travel fees.
2. Service providers must contact the customer within 24 hours of notification by Shoreline spas. Appointments for service should be set within a reasonable amount of time.
3. Customer must be advised in advance of service visit, the amount of any trip charge, and have the understanding of their responsibility to pay such charge. They must also understand failure to pay a reasonable trip charge, if applied, may void warranty.
4. Shoreline will cover spa warranty repairs effective to the date of delivery. Shoreline, unless otherwise noted, will confirm spa warranty before assigning work to the service provider.
5. All claims for service must be filed and received by Shoreline spas within (30) thirty days from date of repair. All claims must be prepared on Shoreline Work Order Form as provided by Shoreline Spas and must include the following information.

Date Completed
Spa Serial Number
Parts Used (if any)

Customer Name, Address, Phone#
Problem with Spa
Hours on Job Site

Spa Model
Repair Action
Customer Signature

6. The service provider will be reimbursed for labor at the rate of \$ 70.00 per service call. Any work order submitted requesting more than the standard labor amount must be pre-approved by Shoreline Spas prior to submission of claim.
7. No warranty labor will be paid on multiple calls for the same problem.
8. All warranty parts must be pre-paid or pre-approved using line of credit, credit card, or COD. Upon return of defective parts, cost will be reimbursed as credit, a return to credit card, or check is paid on COD terms. Enrollment with SLEexpress includes NET-25 terms for all parts (see terms and conditions).
9. All warranty parts being returned to Shoreline Spas must include the approved RMA# in order for any credit to be processed.
10. Draining, filling of the spa, or work to provide access to the spa for repairs is not covered by Shoreline Spas and is the responsibility of the customer to complete.
11. This agreement will remain in effect until notification in writing from either party.

COMPANY NAME: _____

COMPANY ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

AUTHORIZED COMPANY REPRESENTATIVE: _____

SHORELINE REPRESENTATIVE: _____

PHONE #: _____ FAX #: _____

TAX ID NUMBER: _____



5 STAR SERVICE PLAN TERMS AND CONDITIONS

ACCOUNTING TERMS

1. Net-25 terms are contingent upon receipt of valid credit card information. No charges greater than a \$1.00 will be placed on credit card for warranty parts unless account becomes past due. Shoreline will contact service provider upon receipt of complete Warranty Agreement form to finalize agreement and gather valid credit card data.
2. All parts shipped by Shoreline Spas will require an approval from the credit card company. Each order will therefore be booked, or pre-approved, for available credit. This may cause a charge of \$1.00 to be applied to the credit card. Which will be refunded on card as a credit when the part order is charged.
3. If account becomes past due, a freeze will be placed on the account and no further orders will be placed until past-due amount is settled, either by receipt of any outstanding parts returns, or by billing the service providers credit card.
4. Net-25 terms provide credit limit of \$1500. Any and all transactions that exceed this limit will be charged directly to available credit card or shipped COD.
5. If no credit card information is provided, Shoreline reserves the right to deny access to the SLEExpress replacement parts program. In these instances, all parts will be shipped COD directly to the service provider. Credits for warranty parts will be issued in the form of a check after original part is received by Shoreline Spas.

PART ORDERS AND WARRANTY PART RETURNS (RMA'S)

6. Any warranty part orders must have original parts returned to original source of purchase/shipper for proper processing.
7. All warranty return parts must have a valid RMA Authorization # prior to returning parts. Shoreline Spas will provide an RMA# upon order replacement, If you do not have an RMA Authorization #, please contact Shoreline Spas to request one.
8. A Service Work Order must be completely filled out and included with any return parts or parts to be received properly. Failure to include proper documentation may cause account to become past due.

WARRANTY LABOR REIMBURSEMENT

9. A Service Work Order must be included with any warranty parts returned to Shoreline Spas. The Service Work Order should be completely filled out or you may experience processing delays for labor payments.
10. Labor payments for all Work Orders submitted by Shoreline Spas will provide a pre-approved payment amount. Any warranty service work performed directly between the customer and the service center should follow the Shoreline 'Maximum Pay Schedule'. A copy is provided for you with this Service Provider Setup Package. Contact Shoreline Spas for more information.
11. Any circumstances where you are requesting an alternate reimbursement amount must be pre-approved by Shoreline Spas. If no pre-approval is submitted, payment will be used on standard payment schedule upon receipt of labor request.
12. Labor payments are processed on a monthly basis. All labor payment requests received later than Wednesday at 8:00 AM EST, will be processed and mailed the following week.
13. Labor payments are processed in the form of a check. If multiple approved labor claims are submitted within one week, a combined check for the full, approved amount will be provided along with a breakdown of all claims paid on that check number.

OTHER TERMS AND CONDITIONS

14. 24-hour support line is provided for service support after normal business hours. This line can be reached by calling the Shoreline Service line after-hours and choosing the emergency technical support option. if immediate after hours support is not required, please contact the Shoreline Service 800 line and request a return call on the next business day.
15. Acceptance of this service plan automatically includes acceptance into the SLEExpress parts shipment program, pending receipt of valid credit card information. Any questions regarding this program should be directed to the Shoreline Service Support Team.

I accept the Terms and Conditions listed above. Please include me in the 5 STAR SERVICE PLAN. Also enroll in the SLEExpress parts program pending receipt of my valid credit cards informations.

AUTHORIZED COMPANY REPRESENTATIVE: _____

Please keep a copy of this form for your records.

Shoreline Spas Maximum Pay Schedule

Type of Repair	Component	Maximum Time	Additional Information
Electrical Repairs			
Replace/Repair	Pack	1 hour	N/A
Replace/Repair	Pump	1 hour	N/A
Replace/Repair	Topside or Auxillary	1 hour	N/A
Replace/Repair	Heater	1 hour	N/A
Replace/Repair	Fiberoptic Box	1 hour	N/A
Replace/Repair	Audio/Visual Components	1 hour	Labor on stereo components are for 90 days from date of delivery
	*-Audio/Visual componenets include, but may not be not limited too, speakers, power supply, stereo, ect.		
Replace	LED's or F/O lighting	1 hour	N/A
Replace/Repair	PC Board	1 hour	N/A
Replace	Transformer	1 hour	N/A
Replace	Sensors	1 hour	N/A
Replace	Pressure Switch	1 hour	Replacement Only
Replace	Ozone	1 hour	N/A
Replace/Repair	Blower	1 hour	N/A
Plumbing			
Replace/Repair	Jet Bodies	1 hour	Any item accessible from the sides of the spa
Replace/Repair	Plumbing Fittings	1 hour	Any item accessible from the sides of the spa
Replace/Repair	Air Injectors	2 hour	N/A
Replace/Repair	Leak under lounge	2 hour	Up to 4 hours if spa has to be placed on blocks
Replace/Repair	Filter Canister	4 hour	N/A
Replace/Repair	Skim Filter	4 hour	N/A
Replace/Repair	Up to 4 fiber optic mini lenses	1 hour	If more than four lenses, you must call Shoreline for approval.
Replace/Repair	Spa Light Lens	2 hour	N/A
Replace/Repair	Diverter Valve	2 hour	N/A
Replace/Repair	Waterfall	2 hour	N/A
Non-Warranty Items/Repairs			
Replace	Fuses	0 hours	Customer responsible
Replace	Bulbs	0 hours	Customer responsible
Replace	Jet Internals	0 hours	Customer responsible
Replace	Pump Seals	0 hours	If under warranty, replace pump
Replace	Loose Fitting	0 hours	Customer responsible after first 90 days
Replace	Skirt Replacement	0 hours	Warranty for initial delivery only! Cust responsible after that
Replace	O-Ring	0 hours	Customer responsible

** Multiple components changed to address one issue may not always be covered as separate claims. For example, changing an ozonator and a pump on one trip is considered 1 call.

For Internal Use Only

Date Claim Received:

Received By:

Adjusted Labor Rate:

Approval #:

**RMA AUTH #:****SHIP PARTS & COMPLETED FORMS TO ADDRESS BELOW****Attn: Rachel Moree****Shoreline Spas****1815 Milton Rd****Athens, TN 37303****Phn# 800-497-0994****Fax# 423-745-6322****For info email: rhondah@gardenleisuresupport.com****WORK ORDER SUBMITTED BY**

Business:

Contact Name:

Phone #:

Date Submitted:

CUSTOMER INFORMATION

Customer Name:

Address:

City, State & Zip:

Customer Home Phone:

Problem Reported:

SPA INFORMATION

Spa Model:

Spa Serial Number:

Delivery date:

Color:

Dealer:

Dealer Contact #:

BELOW THIS LINE TO BE COMPLETED BY SHORELINE OR SERVICER**REPAIR INFORMATION****Note: Any needed parts should be ordered directly from Shoreline Spas unless otherwise noted below. Return parts should be sent back to original sender.****INFORMATION SUBMITTED TO:****JOB INFORMATION:**

Service Provider:

Job Payment:

Address:

Recommendations:

City, State & Zip:

Phone #/ Fax#:

Part(s) / Material To Be Ordered/Shipped and Returned Under Warranty

Part Number	Part Description	Qty	Used/ Not Used (U/NU)

Work Performed By:**Service Date****Notes:**

Customer Signature: _____

Date: _____

If you need tech support or to place a parts order, please contact our Shoreline Service Support Line at 1-800-497-0994, Option 2. You can also visit us on our website at www.gardenleisuresupport.com for parts information, troubleshooting guides, and general tech support tips.

If we sent you parts for this work order, please send original parts back to us with a copy of this paperwork under the RMA Authorization # listed above. If parts sent were not used, please note this in the appropriate box so they may be returned to stock. Labor Only claims can be faxed to the # listed above.

SHORELINE SPA LIMITED WARRANTY



FIFTEEN YEAR SHELL STRUCTURE WARRANTY

Shoreline Spas warrants its spas not to leak, meaning to be structurally sound and capable of holding water only, and against loss of water through the acrylobond laminate of the spa shell caused by defects in materials and/or workmanship for a period of FIFTEEN YEARS from the original date of purchase, as long as the spa is owned by the original purchaser. Upon inspection, Shoreline Spas may, at its option, choose to return the spa to the factory for repair or shell replacement. If a return to the factory is required, removal/return of the defective spa to the factory and delivery/re-installation of the replacement spa will be the responsibility of the spa owner.



FIVE YEAR SURFACE FINISH OF SHELL WARRANTY

Shoreline Spas warrants the surface finish of its spas to be free from blistering and cracking due to defects in the acrylic surface material for a period of FIVE YEARS from the original date of purchase, as long as the spa is owned by the original purchaser. This surface finish warranty does not apply to discoloration or fading. Further, this Limited Warranty does not apply if a failure is caused by or contributed to by any of the following: improper installation, improper use of chemicals (tri-chlor chlorine, acids, chlorine tablets, etc), improper introduction of foreign substances into the water, etc. and/or failure to adequately protect the surface from exposure to the sun/elements and extreme temperatures. In the event of a defect, the acrylic surface repair is further limited to only the defective portion of the surface and the repair is not guaranteed against discoloration or fading. The acrylic surface is a finish and is not part of the fiberglass structure.



THREE YEAR COMPONENT AND LABOR WARRANTY

Shoreline Spas warrants the electrical components: heaters, pumps, relays and contactors and other spa components against malfunction, leaks and/or defects in materials and/or workmanship for a period of THREE YEARS from the original date of purchase, as long as the spa is owned by the original purchaser. Replaceable service items (light bulbs, fuses, pillows, etc.) are not covered under the warranty, but are warranted to be free from defects in materials and/or workmanship

at the time of delivery to the original purchaser. Jet damage caused by chemical extremes and/or chemical imbalances in the water are not covered under warranty. This Limited Warranty does not apply if the failure is caused by or contributed to by any of the following: improper wiring, use of extension cords, improper alterations or modifications, or failure to plug into isolated service, as indicated by the manufacturer's specifications. Further, this Limited Warranty follows the guidelines of the original equipment manufacturers. The labor coverage is an extended warranty program maintained by Shoreline Spas on your behalf. Your dealer or authorized repair facility has details and procedures for submitting warranty claims.



THREE YEAR PLUMBING WARRANTY

Shoreline Spas warrants all plumbing parts to be free from defects in material and/or workmanship for a period of THREE YEARS from the original date of purchase, as long as the spa is owned by the original purchaser. Further, this Limited Warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints, freeze drains and all bonded parts, including the filter compartment and light lens.



ONE YEAR - OTHER WARRANTIES

The ancillary electrical systems and mechanical components are warranted against malfunction due to defects in workmanship and materials for a period of ONE YEAR from the original purchase date. Ancillary electrical systems include audio unit, audio remote, power supply, speakers, optional equipment, ozone purification systems, LED control units and lighting systems. Mechanical components include water diverters, air controls, and jets. Jet damage caused by chemical extremes and/or chemical imbalances in the water are not covered under this warranty. Replaceable service items (light bulbs, fuses, pillows, etc.) are not covered under this warranty, but are warranted to be free from defects in materials and/or workmanship at the time of delivery to the original purchaser. 90-day labor warranty on audio equipment including power supplies, remotes, lift systems, speakers and any other equipment related to the operation of the audio. (This does not include wireless remotes where the labor warranty is not covered for replacement of any wireless remote). No labor warranty on jet internal replacement.

Warranty Registration

Purchased By:

Name _____
Address _____
City _____
State _____ Zip _____
Phone (____) _____

Dealer:

Name _____
Address _____
City _____
State _____ Zip _____
Phone (____) _____

MODEL

SERIAL

COLOR

PURCHASE PRICE \$

DATE PURCHASED

I have read and I accept the warranty terms

Signature

Date of Signing

This card must be completed and sent to Spa Warranty Department within 30 days of purchase date to insure coverage.

PLACE
POSTAGE
HERE

**SHORELINE SPAS
SPA WARRANTY DEPARTMENT
1815 MILTON STREET
ATHENS, TN. 37303 USA**

Performance / General

In the event of any defect covered by this Limited Warranty, Shoreline Spas or its authorized agent will correct such defect to the terms and conditions contained in this Limited Warranty. There will be a reasonable trip charge, for services performed after the initial delivery. The homeowner is responsible for providing full access to all areas of the spa for warranty service. If Shoreline Spas determines that a field repair of the covered defect is not feasible, we reserve the right to return the spa to the factory, for repair or replacement with a spa equal in value to the original purchase price of the defective spa. If a return to the factory is required, removal/return of the defective spa and delivery/re-installation of the replacement spa will be the responsibility of the spa owner. The replacement spa warranty will be equal to the balance, if any, remaining on the original spa. The spa owner accepts liability for repair work performed by anyone other than a designated Shoreline Spas, Inc. representative. To obtain service, notify your authorized Shoreline Spas dealer as soon as possible and use all reasonable means to protect the spa from further damage.

Requirements

Shoreline Spas warrants products manufactured and sold by them against defects in material and/or workmanship under normal usage and care for the periods stated from the date of the original purchase. This Limited Warranty shall extend only to the original retail purchaser and is not assignable to any other person. A valid, completed warranty registration card must be submitted to Shoreline Spas within 30 days of delivery. For application of the product warranty, return any defective parts to the original source of supply. Seller's obligation under the aforesaid warranty is expressly limited to repairing or replacing, at Shoreline Spas option, such products or parts thereof which are returned to Shoreline Spas once full payment of the owner's portion of the warranty cost has been received by Shoreline Spas.

Exclusions

This Limited Warranty becomes void if the spa is damaged by ground movements, accident, negligence, civil disturbance, Acts of God; if it has been subjected to alteration, neglect, misuse or abuse; if it has been installed and/or used in a commercial application; if any repairs have been attempted by anyone other than Shoreline Spas or its authorized agent; or by other causes beyond the control of ShorelineSpas. Neglect, misuse and abuse include any installation, operation or maintenance of the spa other than in accordance with the owner's manual. Jet damage caused by improper water chemistry will not be covered. Damage resulting from failure to properly winterize the spa prior to freezing weather, or failure to properly winterize the spa after a component failure, is not covered under this Limited Warranty. This Limited Warranty does not provide coverage for the insulating cover or any item attached to or installed on the spa AFTER the date of manufacture. Warranty does provide coverage if freight damage caused by common carrier

Disclaimer

Shoreline Spas representatives are not agents of Shoreline Spas, and no agent, dealer, representative, salesperson or other person is authorized to change, modify, expand or extend this Limited Warranty or anything contained herein or to bind ShorelineSpas in any other manner. Under no circumstances shall Shoreline Spas or any of its authorized representatives be held liable for injury or damage to any person or property for any claims, regardless of the manner in which such claims arise. Terms and conditions of this warranty supercede all previously published information. Loss of the use of the spa, damage to any surface or item the spa is placed on or near (i.e. wood, carpets, etc.) and cost for removal of defective product even if the Manufacturer was advised of the possibility of damage.

Legal Rights

You may also have other rights, which may vary from state to state, in addition to the specific rights given to you hereunder.

PLEASE READ THIS LIMITED WARRANTY CAREFULLY TO KNOW YOUR RIGHTS AND YOUR WARRANTY EXPECTATIONS AND LIMITATIONS. RETURN THE SIGNED WARRANTY CARD WITHIN THE SPECIFIED TIME PERIOD AS YOUR ACCEPTANCE OF THIS LIMITED WARRANTY AND TO RECEIVE ANY FUTURE WARRANTY CLAIMS TO WHICH YOU MAY BE ENTITLED.