



# 5 STAR SERVICE PLAN

## To Our Valued Service Centers

Garden Leisure 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 **GLExpress 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 Garden Leisure with the Work Order Form we faxed. Oh, and don't worry, you will not be charged for the part. We offer 30-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 email, or fax the form back to Garden Leisure Spas. We will take care of everything from there.

Sincerely,

Jeremy Falls  
Customer Care Manager  
Garden Leisure 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 Garden Leisure Spas Warranty that is available on each Garden Leisure Spa. These terms and conditions apply to work performed on a Garden Leisure Spa by an authorized service technician.

The terms, conditions, responsibilities, and duties of Garden Leisure 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 free 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 Garden Leisure 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. Garden Leisure will cover spa warranty repairs effective to the date of delivery. Garden Leisure, 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 Garden Leisure spas within (30) thirty days from date of repair. All claims must be prepared on Garden Leisure Work Order Form as provided by Garden Leisure Spas and must include the following information.

Date Completed	Customer Name, Address, Phone#	Spa Model
Spa Serial Number	Problem with Spa	Repair Action
Parts Used (if any)	Hours on Job Site	Customer Signature

6. The service provider will be reimbursed for labor at the rate of \$ 92.00 per service call. Any work order submitted requesting more than the standard labor amount must be pre-approved by Garden Leisure 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 GLEExpress includes NET-30 terms for all parts (see terms and conditions).
9. All warranty parts being returned to Garden Leisure 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 Garden Leisure 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: \_\_\_\_\_

GARDEN LEISURE REPRESENTATIVE: \_\_\_\_\_

PHONE #: \_\_\_\_\_ FAX #: \_\_\_\_\_

TAX ID NUMBER: \_\_\_\_\_



# 5 STAR SERVICE PLAN TERMS AND CONDITIONS

## ACCOUNTING TERMS

1. Net-30 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. Garden Leisure 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 Garden Leisure 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-30 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, Garden Leisure reserves the right to deny access to the GLEExpress 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 Garden Leisure 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. Garden Leisure Spas will provide an RMA# upon order replacement, If you do not have an RMA Authorization #, please contact Garden Leisure 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 Garden Leisure 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 Garden Leisure Spas will provide a pre-approved payment amount. Any warranty service work performed directly between the customer and the service center should follow the Garden Leisure 'Maximum Pay Schedule". A copy is provided for you with this Service Provider Setup Package. Contact Garden Leisure Spas for more information.
11. Any circumstances where you are requesting an alternate reimbursement amount must be pre-approved by Garden Leisure 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 Bi-Weekly basis. All labor payment requests received later than Wednesday at 8:00 AM EST, will be processed and mailed the following cycle.
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 Garden Leisure Service line after-hours and choosing the emergency technical support option. if immediate after hours support is not required, please contact the garden Leisure Service 800 line and request a return call on the next business day.
15. Acceptance of this service plan automatically includes acceptance into the GLEExpress parts shipment program, pending receipt of valid credit card information. Any questions regarding this program should be directed to the Garden Leisure Service Support Team.

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

**AUTHORIZED COMPANY REPRESENTATIVE:** \_\_\_\_\_

## Garden Leisure Maximum Pay Schedule

Type of Repair	Component	Maximum Time	Additional Information
<b>Electrical Repairs</b>			
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	Stereo	1 hour	Labor on stereo components are for 90 days from date of delivery
Replace	Power Supply	1 hour	Labor on stereo components are for 90 days from date of delivery
Replace	Speakers/Tweeters	1 hour	Labor on stereo components are for 90 days from date of delivery
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
<b>Plumbing</b>			
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 lounger	2 hour	Up to 4 hours if spa has to be placed on blocks
Replace/Repair	Dyna-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 Dynasty 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
<b>Non-Warranty Items/Repairs</b>			
Replace	Fuses	0 hours	Customer responsible
Replace	Bulbs	0 hours	Customer responsible
Replace	Jet Internals	0 hours	Customer responsible
Replace	Pump Seals	0 hours	Customer responsible
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



**For Internal Use Only**

Date Claim Received:	Received By:
Adjusted Labor Rate:	Approval #:

**RMA AUTH #:**

**SHIP PARTS & COMPLETED FORMS TO ADDRESS BELOW**

Attn: Rhonda Hester  
 Garden Leisure Spas  
 1815 Milton Rd  
 Athens, TN 37303  
 Phn# 800-497-0994 ext 130  
 Fax# 423-745-6322  
 For info email: rhondah@dynastyspas.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 DEALER OR SERVICER**

**REPAIR INFORMATION**

Note: Any needed parts should be ordered directly from Garden Leisure/Dynasty Spas unless otherwise noted below. Return parts should be sent back to original sender.

**INFORMATION SUBMITTED TO:**

Service Provider:
Address:
City, State & Zip:
Phone #/ Fax#:

**JOB INFORMATION:**

Job Payment:
Recommendations:

**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:**

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Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If you need tech support or to place a parts order, please contact our Garden Leisure Service Support Line at 1-800-497-0994

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.

# GARDEN LEISURE SPAS

## Limited Product Warranty

Spas manufactured by Garden Leisure Spas, Inc are covered by this limited warranty. Exclusions do apply. Please read this limited warranty in its entirety and carefully to ensure a full understanding of your rights and limitations under this limited warranty.

A valid, completed warranty registration must be submitted to Garden Leisure Spas within 30 days of delivery.

**Please visit [www.registermyspa.com](http://www.registermyspa.com) to register your warranty.**

## SHELL STRUCTURE | 20 Years

Garden Leisure Spas warrants its spas to be structurally sound and capable of holding water only, and against loss of water through the fiberglass laminate of the spa shell caused by defects in materials and/or workmanship for a period of TWENTY YEARS from the original date of purchase, as long as the spa is owned by the original purchaser. Upon inspection, Garden Leisure 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.

## SURFACE FINISH | 3 Years

Garden Leisure Spas warrants the interior surface finish of its Dynasty series spas to be free from blistering and cracking due to defects in the acrylic surface material for a period of THREE 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, 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. 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.

## ELECTRICAL EQUIPMENT COMPONENTS | 3 Years

Garden Leisure Spas warrants the electrical equipment components - specifically the control system (pack and topside), pumps, heaters, and air blowers against malfunction/or defects in materials and/or workmanship for a period of THREE YEARS from the original date of purchase, to the original owner only. 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 Garden Leisure Spas on your behalf. Your dealer or authorized repair facility has details and procedures for submitting warranty claims.

## PLUMBING | 3 Years

Garden Leisure 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. 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.

## OTHER COMPONENTS | 1 Year

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, water purification systems, LED control units and lighting systems. Mechanical components include water diverters, water valves, air controls, and jet internals. Jet damage caused by chemical extremes and/or chemical imbalances in the water is 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, wired 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. Skirting panels are warranted against cracking and blistering for a period of one year. Normal wear, fading, discoloration, weathering, or slight bowing of the skirting panels may occur under certain conditions and are excluded by this limited warranty. This limited warranty will provide coverage for the replacement parts only for the affected areas of the skirting panels if the skirting panels fail due to defects in materials or workmanship. Installation labor and shipping cost of replacement skirting panels is the sole responsibility of the spa owner.

# GARDEN LEISURE SWIM SPAS

## Limited Product Warranty

Swim Spas manufactured by Garden Leisure Spas, Inc are covered by this limited warranty. Exclusions do apply. Please read this limited warranty in its entirety and carefully to ensure a full understanding of your rights and limitations under this limited warranty. A valid, completed warranty registration must be submitted to Garden Leisure Spas within 30 days of delivery.

**Please visit [www.registermyspa.com](http://www.registermyspa.com) to register your warranty.**

### SHELL STRUCTURE | 20 Years

Garden Leisure Spas warrants its swim spas to be structurally sound and capable of holding water only, and against loss of water through the fiberglass laminate of the swim spa shell caused by defects in materials and/or workmanship for a period of TWENTY YEARS from the original date of purchase, as long as the swim spa is owned by the original purchaser. Upon inspection, Garden Leisure Spas may, at its option, choose to return the swim spa to the factory for repair or shell replacement. If a return to the factory is required, removal/return of the defective swim spa to the factory and delivery/re-installation of the replacement spa will be the responsibility of the swim spa owner.

### SURFACE FINISH | 3 Years

Garden Leisure Spas warrants the interior surface finish of its Garden Leisure series swim spas to be free from blistering and cracking due to defects in the acrylic surface material for a period of THREE YEARS from the original date of purchase, as long as the swim 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, 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. If a return to the factory is required, removal/return of the defective swim spa to the factory and delivery/re-installation of the replacement swim spa will be the responsibility of the spa owner.

### ELECTRICAL EQUIPMENT COMPONENTS | 5 Years

Garden Leisure Spas warrants the electrical equipment components - specifically the control system (pack and topside), pumps, heaters, and air blowers against malfunction/or defects in materials and/or workmanship for a period of FIVE YEARS from the original date of purchase, to the original owner only. Years four and five will be prorated to 50% of replacement cost of components and labor. 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 Garden Leisure Spas on your behalf. Your dealer or authorized repair facility has details and procedures for submitting warranty claims.

### PLUMBING | 5 Years

Garden Leisure 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 swim spa is owned by the original purchaser. Years four and five will be prorated to 50% of replacement cost of components and labor. 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. Damage resulting from failure to properly winterize the swim spa prior to freezing weather, or failure to properly winterize the swim spa after a component failure, is not covered under this Limited Warranty.

### OTHER COMPONENTS | 1 Year

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, water purification systems, LED control units and lighting systems. Mechanical components include water diverters, water valves, air controls, and jet internals. Jet damage caused by chemical extremes and/or chemical imbalances in the water is 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, wired 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. Skirting panels are warranted against cracking and blistering for a period of one year. Normal wear, fading, discoloration, weathering, or slight bowing of the skirting panels may occur under certain conditions and are excluded by this limited warranty. This limited warranty will provide coverage for the replacement parts only for the affected areas of the skirting panels if the skirting panels fail due to defects in materials or workmanship. Installation labor and shipping cost of replacement skirting panels is the sole responsibility of the spa owner.