



MAINTENANCE CONTRACTS

FOR YOUR PEACE OF MIND

YEAR-ROUND HOT TUB CARE

FOR YOUR PEACE OF MIND

Enjoy your hot tub whenever you want, without the worry of unexpected repair costs. Our maintenance contracts allow you to spread the cost over 12 months, helping you avoid large one-off expenses.

Free Site Survey – No Obligation

Before signing up, we offer a FREE, no-obligation site survey to ensure your hot tub is in a suitable condition for our Maintenance Contract.

Tailored Cover for Your Needs

We'll recommend the best level of cover based on your hot tub's current usage. If repairs or new parts are required before acceptance onto the plan, we'll provide expert advice on the next steps.

Cost-Effective & Hassle-Free Maintenance

A Spafix Maintenance Contract keeps your hot tub in peak condition while allowing us to efficiently schedule servicing throughout the year.



OUR CONTRACTS

DESIGNED FOR EVERY BUDGET

Choose from one of our plans.	Bronze	Silver	Titanium	Gold	Platinum	Platinum Plus	Platinum Premium
	£12.99 - £24.99	£25.99 - £37.99	£34.99 - £42.99	£42.99 - £47.99	£55.99 - £73.99	£69.99 - £79.99	£104.99 - £149.99
Callout	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	X	Unlimited
Labour	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	X	Unlimited
Mileage	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	X	Unlimited
Chemical Discount	5%	10%	20%	10%	20%	20%	20%
Filters Discount	5%	10%	20%	10%	20%	20%	Free Set
Accessories Discount	5%	10%	20%	10%	20%	20%	20%
Covers Discount	5%	10%	10%	10%	10%	10%	10%
Parts Discount	X	50%	20%	100%	100%	X	100%
Jets Discount	X	10%	20%	20%	25%	X	25%
Headrest Discount	X	10%	20%	20%	25%	X	25%
Full Servicing Discount	10%	10%	1 Free	10%	1 Free	1 Free	1 Free
Easy Fresh	X	X	X	X	X	3	3

Prices dependant on location

TERMS AND CONDITIONS

Spafix Services Limited - Maintenance Contract - This contract applies to residential customers only. For all swim spa customers, please call for a free site survey & pricing.

1. General These terms and conditions apply to the Annual Maintenance Contract [‘the Agreement’] between SPAFIX SERVICES LIMITED [‘Us’ ‘We’ ‘Our’] and the Customer [‘You’] and shall continue to apply unless specifically agreed otherwise or varied by us in writing. For the purposes of these terms and conditions, this agreement does not extend the terms of your product warranty, for which you should refer to your individual warranty document.

2. Price The price of the pre-maintenance contract health check works must be paid in full [by debit / credit card or Cash] to our engineer prior to him / her completing the service, if the pre-contract quotation is accepted. The price quoted is inclusive of VAT.

3. Payment for the Annual Maintenance Agreement In order to provide the agreement we require completion of the BACSTEL form attached prior to completing the service.

4. Packages

BRONZE Unlimited Call Out Labour and Mileage
5% discount on Chemicals, Filters, Covers and Accessories
10% discount on a full service [‘Spafix Once’]

SILVER Unlimited Call Out Labour and Mileage
50% discount on all Parts used including all major components plumbing etc
10% discount on Jets, Headrests, Chemicals, Filters, Covers and Accessories
10% discount on a full service [‘Spafix Once’]

TITANIUM Unlimited Call Out Labour and Mileage
20% discount on all Parts used including all major components plumbing etc, Jets, Headrests, Chemicals, Filters and Accessories
10% discount on Covers
1x Full Service [‘Spafix Once’] - per annum

GOLD Unlimited Call Out Labour and Mileage
100% Main Component and Plumbing Cover
20% discount on Jets and Headrests
10% discount on Chemicals, Filters, Covers and Accessories
10% discount on a full service [‘Spafix Once’]

PLATINUM Unlimited Call Out Labour and Mileage
100% Main Component and Plumbing Cover
25% discount on Jets and Headrests
20% discount on Chemicals, Filters and Accessories
10% discount on Covers
1x Full Service [‘Spafix Once’] - per annum

5. Your Obligations

A rigid cover discount can only be used once every two years.

If a contract is cancelled at any time before the twelve-months, the full amount of the contract price is payable immediately.

It is your responsibility to maintain a safe chemical balance [to BISHTA standards] and look after PH levels. Hardness and scale or acidic water damage to Components, Jets, Headrests, Covers, etc. caused by neglect is not covered under the agreement.

You have to accept that some items may take a while to come into stock, anything longer than four weeks of waiting from visit date, thereafter we will refund running contract payments for the elapsed time from the end of four weeks.

If we are called out due to user error e.g. jets turned off, air lock from refill, dirty filters, keypad error, water chemistry, foreign objects in plumbing, pumps, filters, etc. e.g. shorts, toys etc., a minimum call out fee will be applied. We will always try to resolve small issues over the telephone prior to arranging a visit

Your right to terminate is only on four weeks written notice, only in event of substantial default of our obligations after we have been given a reasonable opportunity to rectify our error or in advance of the anniversary of the renewal of the contract, but your direct debit shall continue until the notice expires.

Your right to a 14 day cooling-off period after the date of agreement.

The contract shall commence on the date of your acceptance and continue for an initial period of 12 months (thereafter, the contract

will be rolling and renewed automatically for successive periods of twelve-months (each twelve-month period being a “renewal period” if a signed renewal contract is not received). To cancel the rolling contract, all we need is one month’s notice in writing and the termination of the contract will be 30 days from the date of the written communication.

We reserve the right to review and adjust pricing and layout of the contract at any time but cannot alter signed agreement for a twelve-month period from the date of signature. Contracts run for a minimum twelve-month period.

6. Privacy Statement

You acknowledge and agree to be bound by the terms of our privacy policy, which is that SPAFIX SERVICES LIMITED will at all times respect the privacy of all personal information entered on our website. Your personal information will not be shared with third parties. All payment information entered into our website is processed by a secure payment process and none of your payment details are kept by SPAFIX SERVICES LIMITED. You will be given a contract or agreement number that will need to be quoted if a claim is made. The maintenance contract may, in our absolute discretion, be transferred or taken over by a new owner of a house provided they understand the Hot Tub in full.

It is suggested that we attend [for which the prevailing call out fee will be charged] to run through the basic care and chemicals. New contracts will run for twelve-months. The existing contract may, in our absolute discretion, be transferred with the hot tub if moving house, when the contract continues and if the unit is moved by us. If moved by another company, we will have to carry out another mini-service on re-installation, charged at prevailing rates so that the contract remains valid. Should the hot tub be sold / transferred, the contract will continue unless a new contract is signed by the purchaser at a similar or better level of cover. You must permit a visit at your expense after two years or twenty-four-month renewal to ensure everything is in full working order.

7. Our Obligations

A Spafix engineer shall attend to assess and attempt to fix any reported problem within five working days of a fault being reported. You must accept that some items may take longer than fourteen days to come into stock; however, items requiring longer than four weeks of waiting from visit date, thereafter we will refund running contract payments for the elapsed time from the end of four weeks. Electric cabling to the hot tub is not covered only from the spa control box onwards. If a part is discontinued we will fit the most suitable replacement part of our choice. We will only visit under our normal trading hours [09.00 – 17.00] Monday to Friday, excluding Public Holidays, Bank Holidays and the Spafix Christmas shutdown.

Blistering, splitting, peeling, delamination, chipping, scratching or discolouration of acrylic shell is not covered.

Maintenance of plastic or wooden or other structural cabinet surround, including external fixtures and fittings such as gazebos, are not covered.

The structural integrity of the hot tub due to a manufacturer defect is not covered.

TV & Audio equipment is not covered under the agreement.

Damage caused by flooding or a natural disaster is not covered, only mechanical faults.

Damage caused by vermin is not covered under the terms of your service contract. If our engineer identifies signs of vermin during a visit, they reserve the right to request that all evidence of vermin activity be professionally removed before proceeding with further work. Any necessary repairs, including parts and labour, will be charged at our standard rates.

A Maintenance Contract may be refused at point of sale on the following grounds:

- the tub is beyond economical repair
- there is structural damage to the unit that could possibly cause other problems
- if the spa is a brand that is either very difficult for which to source parts or have a very poor reputation with reliability
- we can offer contracts on some Chinese spas but not all of them

8. Important Information

This agreement does not apply to a spa used for any commercial rental or club purposes. This agreement shall only cover products used in England and Wales and shall not extend outside of these geographical areas. This agreement applies only to the original purchaser and terminates with any transfer of ownership unless otherwise agreed by us. Any repairs or alterations performed by anyone other than an authorised service representative unless by prior permission will invalidate this agreement. We will not be liable for any damage to property or personal injury unless as a result of the negligent acts or omissions of our representatives. You must do all you reasonably can to keep the costs for providing this service as low as possible. Nothing in this agreement affects your legal rights. All terms and conditions published on our website in relation to internet sales apply equally to this agreement unless inconsistent with the terms hereof.

9. Data Protection

In administering this agreement, we take your name, address and other details which will be held on a computer to process your purchase provide after-sales service and to maintain warranty records.

10. Contact Information

SPAFIX (SERVICES) LTD Unit B1, Hazleton Interchange Lakesmere Road, Waterlooville Hampshire, PO8 9JU
TEL: +44 [0] 23 9354 1154 W: www.spafix.co.uk E: info@spafix.co.uk