

# Champion Spas



IMPERIAL DISTRIBUTION  
DEALER DIRECT PROGRAM

*Distribution Branch Edition*



**Imperial**  
**POOLS INC.**  
REDEFINING ONE SOURCE

33 Wade Road Latham, NY 12110  
[www.imperialpools.com](http://www.imperialpools.com)





# Dealer Direct *Spa Distribution Program*

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Do you need just one spa to sell, not a spa line ?

Not interested in carrying spa inventory ?

Willing to service the spas you sell ?

Want to work directly with your spa manufacturer ?

Want to work on technical & product support?



# Champion Spas®

## *Fact Sheet*

- Champion Spas® is a Non-Exclusive product line available through Imperial Distribution with Manufacturer direct Technical and Customer Service provided to support the Champion Dealer Network.
- Purchase of a Champion Spas® model may not constitute eligibility for:
  - » *Champion Spas® Programs, Merchandising and Marketing Materials*
  - » *Champion Spas® Registered Trademarks or Logos in claims, print or multimedia*
- Champion Spas® is presented as an Imperial Distribution Program. Sales and programs are supported by Imperial Distribution Branches and sales personnel.
- This is a Distribution Program that will rely heavily on:
  - » *Individual branch participation*
  - » *The Champion Spas® Web-site and Literature*
  - » *Factory Direct Customer and Tech Service to provide Dealer Support*
- Imperial Distribution reserves the right to deny dealer eligibility to Champion products and programs based on the following parameters:
  - » *Credit approval and good standing*
  - » *Warranty and Service capabilities*
  - » *Order processing guidelines*
  - » *Historical performance*
  - » *Territory restrictions*
- Credit Lines will be extended to credit qualified dealers for spas, parts and accessories. Alternatively Credit Cards and Check By Fax will be available for eligible Champion Spas® Dealers
- Champion Spas® Dealers are not eligible (by default) to participate in or use:
  - » *Saratoga Spa® Programs or Products*
  - » *Saratoga Spa® Registered Trademarks or Logos in claims, print or multimedia*



# Champion Spas®

## *Inventory & Order Policy*

**The Champion Spas® are now ordered direct from Imperial Pools and may be placed on a dealer account, assuming credit availability.**

**To order or inquire about the Champion Spas® Program, Dealers can contact Imperial Distribution directly:**

*Phone: 800-444-9977*

### **Sales and Program Support:**

### **Manufacturing Direct Support:**

#### **Sales:**

Imperial Pools  
Branch and Sales Personal

#### **Customer Service:**

Saratoga Customer Service

#### **Technical Service:**

Saratoga Technical Service

- Imperial Sales will handle:

- » All Program and Product information inquiries, and follow up

**NOTE: Only Imperial Distribution Representative needs to be contacted to facilitate a Champion Spas® purchase**

- Imperial Customer Service will handle:

- » Merchandising Inquiries
- » Order Processing, Inventory Status and Production Updates
- » Shipping and Transfer Coordination

- Saratoga Technical Service handles the following spa related issues:

- » In-field trouble shooting
- » Warranty Control Information, RGA's, Claim Forms, Testing & Denials
- » Reimbursement eligibility
- » Parts and Accessories
- » Independent Service Resources



# Champion Spas®

## *Inventory & Order Policy*

The Champion Spa® Program will maintain a Quick Ship Spa Inventory in Latham with availability for Transfers to any of the Branches; a minimum of one unit in each of the Standard Series will be maintained in inventory in the off season, additional units of the best selling models will be maintained in season.

The Champion Models in the Quick Ship inventory will utilize Silver Marble shell and Gray cabinets only. All other Colors and Models will require custom ordering.

### Standard Models Inventory

**AVAILABLE ONLY AS  
SPECIAL ORDER**

Model 213

Model 324

Model 436

Model 540

Model 650

**IMPORTANT:  
There will be no  
quick ship spa  
inventory until  
further notice!**

Custom Colors will not be inventoried and will be considered Custom Orders. Custom order spas will be subject to manufacturing lead times based on season.

# Champion Spas®

***Profitable spa retailing has nothing to do with brand and everything to do with a retail focused manufacturing program...***

## **Champion Spas and Imperial Distribution** **A winning combination offering dealers**

- No Commitment
- Key Distribution Points
- Low Freight & Delivery Options
- Factory Direct Products
- Factory Direct Support
- Online Support Materials
- Category Experts



# SPECS AND FEATURES



## 213

**\*AVAILABLE ONLY AS SPECIAL ORDER**

### SPECIFICATIONS:

Dimensions:..... 59" x 82" x 29"  
Average Fill ..... 150 gallons  
Seating Capacity..... 2 person  
Jet Count:..... 13 Jets  
Power Pack:..... 110/220 Volt  
20A/60A

### FEATURES:

LED Lighting, Ozonator, DuoTone™ Jets,  
(1) Jet Pump System, Antimicrobial  
Filtration, ASTM Safety Cover, UL Listed



## 540

### SPECIFICATIONS:

Dimensions:..... 80" x 84" x 36"  
Average Fill .....350 gallons  
Seating Capacity..... 5 person  
Jet Count:..... 40 Jets  
Power Pack:..... 220 Volt/60A

### FEATURES:

LED Lighting, Ozonator, DuoTone™ Jets,  
(2) Jet Pump System, Antimicrobial  
Filtration, ASTM Safety Cover, UL Listed,  
LED Water Feature



## 324

### SPECIFICATIONS:

Dimensions:..... 67" x 80" x 34"  
Average Fill .....240 gallons  
Seating Capacity..... 4 person  
Jet Count:..... 24 Jets  
Power Pack:..... 220 Volt/60A

### FEATURES:

LED Lighting, Ozonator, DuoTone™ Jets,  
(1) Jet Pump System, Antimicrobial  
Filtration, ASTM Safety Cover, UL Listed,  
LED Water Feature



## 650

### SPECIFICATIONS:

Dimensions:..... 89" x 93" x 40"  
Average Fill .....450 gallons  
Seating Capacity..... 6 person  
Jet Count:..... 50 Jets  
Power Pack:..... 220 Volt/60A

### FEATURES:

LED Lighting, Ozonator, DuoTone™ Jets,  
(2) Jet Pump System, Antimicrobial  
Filtration, ASTM Safety Cover, UL Listed,  
LED Water Feature



## 436

### SPECIFICATIONS:

Dimensions:..... 80" x 84" x 36"  
Average Fill .....350 gallons  
Seating Capacity..... 4 person  
Jet Count:..... 36 Jets  
Power Pack:..... 220 Volt/60A

### FEATURES:

LED Lighting, Ozonator, DuoTone™ Jets,  
(1) Jet Pump System, Antimicrobial  
Filtration, ASTM Safety Cover, UL Listed,  
LED Water Feature

- 6 models
- 110 & 220 volt units
- Bluetooth Streaming Music Option
- Champion LED Lighting System
- MultiWeather™ Cabinet
- DuoZone™ Ozone System
- LED Water Feature
- Headrests
- Antimicrobial Filters
- DuoTone™ Jet Accents
- ASTM Spa Cover
- UL Listed

*\*Select Models Only*



# Champion Spas<sup>®</sup>

## *Pricing Outline*

Spa Model	Standard Price w/ Cover	Suggested Retail Price
<b>213 Spa*</b>	<b>\$4,225.00</b>	<b>\$5,295.00</b>
<b>324 Spa</b>	<b>\$5,250.00</b>	<b>\$6,595.00</b>
<b>436 Spa</b>	<b>\$5,260.00</b>	<b>\$7,195.00</b>
<b>540 Spa</b>	<b>\$6,145.00</b>	<b>\$7,695.00</b>
<b>650 Spa</b>	<b>\$6,655.00</b>	<b>\$8,295.00</b>

**STANDARD FEATURES:**

- » All stocking models available in Silver Marble shell and Gray Cabinet standard.
- » DuoTone™ Jet Accents
- » Ozone Generator
- » Champion LED Lighting System

**OPTIONAL CUSTOM COLORS:**

**SHELL:** Midnight Canyon, Tuscan Sun, and Smoky Mountain

**CABINET:** Mahogany, Black

**OPTIONAL FEATURES:**

Bluetooth Streaming, Dual Flat Speakers & Subwoofer ..... \$580.00 (Only available on 436, 540 & 650)

Full Foam Insulation ..... \$265.00

Standard Price - On dealer account.

\*SPECIAL ORDER ONLY





## COLOR SELECTION



Midnight Canyon



Silver Marble



Tuscan Sun



Smoky Mountain



**MultiWeather™ Black**



**MultiWeather™ Gray**



**MultiWeather™ Mahogany**

Samples represent photo reproduction of material. See dealer samples for the most accurate representation of color & texture. See your Saratoga Spa® dealer for more information.

Marble shell finishes do not form in similar patterns and are uniquely independent. Be aware of this when choosing a marble shell color option.

# MARKETING & MERCHANDISING

Brochures and Literature	Part Number	Cost Per	Quantity	Total
Champion Spa® Brochure	25643C	No Cost to Dealer		
Champion Spa® Specs/Features Flyer	25645C	No Cost to Dealer		
Champion Spa® Color/Design Flyer	25612C	No Cost to Dealer		
Champion Spa® Literature Folder	25080C	No Cost to Dealer		
Multi-Media Materials	Part Number	Cost Per	Quantity	Total
Champion Spa® Product Guide	25644C	Included on Champion Spas® Website Dealer Log-In		
Champion Spa® Website Dealer Log-In	Included with first Champion Spa Order			
Showroom Displays	Part Number	Cost Per	Quantity	Total
Champion Spa® 4' x 4' Made in NY Banner	25022C	\$35.00 each		
Champion Spa® 4' x 4' Lifestyle Banner	25024C	\$35.00 each		
Champion Spa® Window Decal	25023C	No Cost to Dealer		

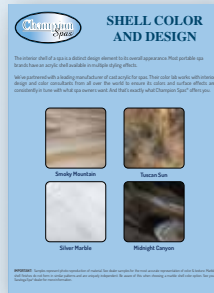
<b>DEALER NAME:</b>	<b>CITY/STATE:</b>
<b>FAX ORDER FORM TO 1-518-786-1624</b>	<b>TOTAL</b>
<b>VISA/MC#:</b> _____ <b>EXP:</b> _____ <b>CHECK#:</b> _____	_____



Champion Spas®  
Brochure



Champion Spas® Specs/  
Features Flyer



Champion Spas® Color/  
Design Flyer



Champion Spas®  
Window Decal



Champion Spas®  
4' x 4' Made in NY Banner



Champion Spas®  
4' x 4' Lifestyle Banner



Champion Spas® Website  
[www.championspas.com](http://www.championspas.com)

**Includes:**  
Champion Spas® Dealer Tools  
Champion Spas® Product Guide



# Champion Spas<sup>®</sup>

## *Service Program*

### **MANUFACTURING DIRECT SUPPORT**

Champion Dealers can contact the Saratoga Technical Service Department for the following Champion Spa related issues;

- » In field trouble shooting
- » Warranty Control information
- » RGA's
- » Claim forms
- » Reimbursement Eligibility
- » Parts and Accessories
- » Testing & Denials
- » Status on Pending Warranty submissions

### **TECHNICAL SUPPORT**

Contacting Saratoga Technical Service can be achieved in the following ways;

**Toll Free:** 1-800-444-9977

**Direct Dial:** 1-518-786-1200

Saratogatech1@saratogaspas.com  
www.championspas.com

# CHAMPION SPAS®

# WARRANTY

7

## Seven Year Spa Shell Limited Warranty

Champion Spas® warrants the surface finish of your Champion Spas® shell against peeling, cracking, or delamination for a period of seven years from effective warranty date.

3  
/ 2

## Spa Plumbing Limited Warranty

3 Years - 436 / 540 / 650

2 Years - 108 / 213 / 324

Champion Spas® warrants your Champion Spas® model against leaks for three years (436/ 540/ 650) or two years (108/ 213/ 324) from effective warranty date. This warranty coverage pertains to leaks from the spa shell, internal plumbing, jet fittings and bonded parts.

3  
/ 2

## Spa Component Limited Warranty

3 Years - 436 / 540 / 650

2 Years - 108 / 213 / 324

Champion Spas® warrants the factory installed pump(s), heater and controls against malfunctioning, leaking, or defect for a period of three years (436/ 540/ 650) or two years (108/ 213/ 324) from effective warranty date.

PLACE  
STAMP  
HERE



Saratoga Spa & Bath Co., Inc.  
33 Wade Road  
Latham, NY 12110

# LIMITED WARRANTY PERFORMANCE AND COVERAGE

## CHAMPION® SERIES RESIDENTIAL SPAS

- Coverage**
- The "warranty start date" begins on the date of delivery recorded on the dealer's contract of sale or six (6) months from the spa's manufactured date, whichever comes first. A valid proof of purchase is required to obtain warranty and service.
  - This product is warranted by Saratoga Spa & Bath, Inc. to the original retail purchaser only against failure resulting from defective materials and workmanship according to the following schedule:
  - SEVEN YEAR SURFACE** - Surface finish is warranted against peeling, cracking, or delamination for a period of seven (7) years. Years (1) through (3) Saratoga Spa® reserves the right to repair or replace. Years (4) through (7) Saratoga Spas® reserves the right to repair or replace any spa, if spa is deemed non-repairable Saratoga Spa® will credit 50% of original price to be applied to the purchase of another Champion Spa® up to a maximum of \$2,500.<sup>00</sup>
  - THREE YEAR LEAK FREE (436, 540, 650) or TWO YEAR LEAK FREE (108, 213, 324)** - The spa shell, internal plumbing and jet fittings are warranted against leaking for a period of three (3) years or two (2) years. Labor covered for year one (1) only.
  - THREE YEAR COMPONENT (436, 540, 650) or TWO YEAR COMPONENT (108, 213, 324)** - Factory installed pump(s), heater and controls are warranted against malfunction, leaking or defects in material or workmanship for a period of three (3) years or two (2) years. Labor covered for year one (1) only. Filter cartridges, light bulbs, lighting systems and cover locks are not included in this warranty. They are, however, warranted to be free of defects in materials and workmanship to the consumer purchaser at the time of delivery. Spa covers, ozone purification systems and any other spa accessories are specifically excluded from this warranty although they may be covered by other warranties. Please contact your authorized Champion Spa® dealer for details.
  - SKIRT WARRANTY** - Saratoga Spa and Bath Inc. warrants the feature trim (where applicable), bottom enclosure (where applicable) and exterior skirt (where applicable) to be free from defects in materials and workmanship for a period of one (1) year from the spa delivery date.
  - Jet internals, spa pillows, diverter valve handles, covers and internals, pump seals and assemblies, pressure switches, ozone check valves and entertainment options are warranted to be free of defects in materials and workmanship to the consumer purchaser at the time of delivery.
- Coverage Performance**
- We will at our sole option, repair or replace any spa or component found to be defective under the terms and conditions of this warranty. We reserve the right to substitute a spa or component of equivalent value, either new or factory reconditioned, and to any such repair or replacement will assume as its warranty only the remaining portion of the warranty on the original product. Spa surface and crack repairs will be made to function satisfactorily but may be visible.
  - All other warranties: After a period of one (1) year, dealer assessed labor and travel expenses will apply to each in-field service call; additional fees may be assessed per dealer discretion. In-field service is limited to the continental United States and selected outside locations serviced by an authorized Saratoga Spa dealer within fifty (50) miles of the spa owner's location. Beyond fifty (50) miles, reasonable travel costs may be charged to the customer. Pre-authorization is required for all in-field service and related travel costs where there is no authorized Saratoga Spa dealer.
  - Freight charges will be assessed if the entire spa has to be returned to the factory for repair during Year (1). Years (2) through (7) the spa owner will bear all freight costs for spas and components returned for repair and/or replacement.
  - Dealer installed options are warranted by the original equipment manufacturer only and are not subject to coverage by Saratoga Spa.
- Obtaining Warranty Service**
- To obtain service, contact the factory authorized service agent who sold you the spa. In the event the consumer purchaser should be unable to either obtain service or satisfactory service from an authorized service agent, Saratoga Spa & Bath Inc. should be notified. Written notification is required within ten (10) days of any malfunction, identifying the problem, type of spa, serial number, date of delivery along with proof of purchase.
  - Saratoga Spa & Bath Inc. reserves the right to inspect the malfunction or defect on location.
  - No merchandise is to be returned without prior written authorization.
  - Valid proof of purchase is required to obtain warranty and service.
- Excluded Coverage**
- This warranty does not cover spas not purchased from an authorized Saratoga Spa Dealer.
  - This warranty does not cover damage caused by shipping, mishandling, faulty installation, improper or incorrect electrical hook-up, improper acts of others, or acts of God.
  - This warranty does not cover damage caused by placing spa on uneven or unstable surfaces, such as sand, gravel, uneven or unlevel decking of any kind.
  - This warranty does not cover scratches and damages caused by normal use and shall not be considered a loss.
  - This warranty does not cover damage to the spa shell caused by excessive heat build up resulting from direct exposure to sunlight when empty.
  - This warranty does not cover damage resulting from operating the spa at a water temperature outside the range of 32°F to 120°F for any reason.
  - This warranty does not cover damage determined to have been caused by improper water maintenance or use of chemicals. Follow all instructions.
  - This warranty specifically excludes fuses, light bulbs, lighting systems, filter elements, drain hose bibs, o-rings and pump seals, assemblies, pressure switches and all items deemed disposable or wearable by the original manufacturer.
  - This warranty is null and void if alterations are made to the spa, accessories that can cause damage to the spa are used, or if any repairs are attempted by anyone other than an authorized representative of Saratoga Spa & Bath Inc.
  - This warranty does not cover any operation of the spa other than in accordance with Saratoga Spa printed instructions or use of the spa in an application other than for which it was designed.
  - This warranty does not cover use of the spa in a non-residential application.
  - This warranty does not cover shell cracks above the waterline years (2) - (7).
  - This warranty does not cover surface crazing or micro surface defects. These are not considered a loss of spa function or structure and are excluded from the surface warranty.
  - This warranty does not cover operation of the spa outside specified voltage requirements or damage caused to spa by voltage spikes or brown out conditions.
- Limitations Of Warranties**
- No warranty, expressed or implied, applies to any condition resulting from misuse or abuse, or any condition resulting from incorrect or inadequate maintenance, cleaning or care.
  - This warranty shall be unenforceable if you are in default under the terms of any agreement executed in connection with the purchase or installation of this spa.
  - This warranty is intended to be in lieu of any and all warranties express or implied. It is a complete statement of our obligations.
  - No agent or dealer or other individual is authorized to change this warranty and any such change will not be recognized by Saratoga Spa & Bath, Inc.
  - This warranty gives you specific legal rights. You also have implied warranty rights, and may have other rights which vary from state to state. In the event of a problem with warranty service or performance, you may be able to go to small claims court, state court, or federal court. Judgement may not exceed the original purchase price of the spa.
  - This warranty is in compliance with the Consumer Product Warranty and Federal Trade Commission Improvement Act.
- Disclaimers**
- Saratoga Spa & Bath, Inc. shall not be liable under any circumstances for any incidental or consequential damages or expense of any kind.
  - Saratoga shall not be liable for the removal of a permanent deck or other custom fixture or the necessity for crane removal.
  - Saratoga shall not be liable for the loss of use of the portable spa and under no circumstance shall Saratoga Spa & Bath Inc. or any of its representatives be held liable for injury to any person or damage to any property however arising.
  - Permanent installation of this portable spa is done at the sole discretion of the owner, and under no circumstances will be considered or accommodated in the administration of this warranty.
  - Spa shell repairs will be made structurally sound and may be visible.
  - Saratoga Spa will cover the cost of freight for spas and components that are eligible for warranty for a period of one (1) year from delivery date. Saratoga will pay a maximum of \$300.00 for removal and delivery for a period of one (1) year from purchase date.
  - If the spa is not going to be used for an extended period of time the spa pillows should be removed until the next spa use. Refer to the Champion Spas® Owner's Manual, *Care of Pillows found under Spa Care and Water Maintenance for more information.*
  - Failure to operate your spa in accordance with the Champion Spas® owners manual will void your warranty. To obtain a replacement owners manual contact Saratoga Spa or visit our website [www.championspas.com](http://www.championspas.com).
  - This warranty is non-transferable.

ALL WARRANTY CLAIMS MUST BE MADE TO:  
Saratoga Spa & Bath, Inc. • 33 Wade Road • Latham N.Y. 12110  
Email: [info@saratogaspas.com](mailto:info@saratogaspas.com) • Web: [www.championspas.com](http://www.championspas.com)

25173 5/17

25173 5/17

Spa Model \_\_\_\_\_  
Purchase Date \_\_\_\_\_  
Serial No. \_\_\_\_\_

### SARATOGA SPA & BATH WARRANTY REGISTRATION CARD

Please mail warranty card within 10 days of purchase to validate warranty to:  
Saratoga Spa & Bath Co., Inc. 33 Wade Rd., Latham, NY 12110  
Email: [info@saratogaspas.com](mailto:info@saratogaspas.com) • Web: [www.championspas.com](http://www.championspas.com)

#### CUSTOMER

#### DEALER

Name: _____	Name: _____
Address: _____	Address: _____
City: _____	City: _____
State/Zip: _____	State/Zip: _____
Phone: _____ Email: _____	Phone: _____ Email: _____

DATE OF PURCHASE		SERIAL NUMBER		MODEL	
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- I have received and reviewed the safety and operating instructions provided.
- The Sensible way to Enjoy Your Spa or Hot Tub.
  - Champion Spas® Owners Manual.

- I have not received these manuals. Please send them to me.

Signature of Spa Owner: \_\_\_\_\_



## Warranty Control

1. Once a service repair is completed, a fully completed Warranty Claim form must be faxed to Saratoga Spa along with the following documentation:
  - Proof of purchase containing spa serial number, date of sale and customer's signature. *NOTE: If you are not currently collecting a customer's signature at the point of sale you need to begin doing so immediately. Proofs of purchase dated after 5/1/07 not containing a signature will not be accepted.*
  - A copy of the work order used to do the repair containing the customer's signature. *NOTE: If the customer is not home at the time of service please mark "Not Home". If customer signs the Warranty Claim form the work order is not necessary.*
2. All parts removed from a spa for replacement and/or request for labor must have an authorized RGA #. To receive a RGA # a dealer must provide the following to Saratoga Spa:
  - The completed Saratoga Spa Warranty Claim form
  - Spa proof of purchase containing spa serial number, date of sale and customer signature
  - Copy of the work order signed and dated by the customer
3. After receiving a RGA # from Saratoga Spa the dealer must mark the original Warranty Claim form with the RGA # and return it with the corresponding parts.
4. All removed parts must be returned only to Saratoga Spa Company, Attn: Warranty Control Dept., 33 Wade Rd., Latham, NY 12110. Saratoga Spa will not be held responsible for parts returned to any other address. The RGA# must be designated on the return packaging.
5. Parts must be returned within 30 days of the service call and contain a copy of the completed Warranty Claim form.
6. Any parts received without a RGA # will be returned to the dealer COD.
7. All returned parts will be tested by Saratoga Spa's Warranty Control department within 7 business days of receipt.

WARRANTY CONTROL (cont'd.)

8. After notification of any denied parts and/or labor, the dealer has 3 business days to provide all requested information or notify Saratoga Spa whether the parts are to be returned via COD or disposed of. In the case that Saratoga Spa does not receive a timely response, all parts will be disposed of.

These Warranty Control procedures must be strictly followed and are necessary to receive credit on all parts/labor claims. Please provide all proper documentation when applying for RGA #'s to ensure

a quick response. To obtain a RGA #, contact Saratoga Spa's Warranty Control Administrator at (518) 786-1200 or by email at [saratogatech1@saratogaspas.com](mailto:saratogatech1@saratogaspas.com).

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Spa Dealer

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Saratoga Spa Representative & Title

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Date

---

Date



## **SARATOGA SPA** **AUTHORIZED SERVICE PROCEDURE**

Saratoga Spas are constructed under strict quality controls of the finest materials and equipment available. Occasionally a service call for repair is required. In addition to performing non-warranty service, it is our intention that the Dealer or Service Representative is reimbursed for making repairs under warranty. Comprehensive warranty cards are provided in the literature pack with each new spa. Warranty cards can also be obtained by download from the Saratoga Spa Dealer website, [www.saratogadealers.com](http://www.saratogadealers.com), or by contacting Saratoga Spa Customer Service.

The following procedures must be strictly followed:

1. Upon notification of a possible warranty defect, the Dealer/Service Contractor must call our Technical Service Department with the following information:
  - The serial number of the Saratoga Spa.
  - A description of the specific problem.
  - A list of components & parts needed for the repair (or to replenish inventory).
2. New replacement components and parts will be invoiced at current prices. Payment may be made by credit card or on pre-approved account.
3. All components removed from the spa for potential warranty replacement must have an authorized RGA # and must be returned to Saratoga Spa Company, Attn: Warranty Control Dept., 33 Wade Rd., Latham, NY 12110. Please refer to the Warranty Control Procedure document for specific procedures.
4. As compensation for making the approved warranty service call, Saratoga Spa will pay the Dealer/Service Representative \$70.00 for labor, during the first year of warranty. If more than one call is required, the Dealer/Service Representative must show that the replacement component was also defective, or that another related defect has surfaced, to qualify for additional labor reimbursement. After the first year of the warranty is complete, the Dealer/Service Representative will collect any applicable labor fee directly from the spa owner. Fees for travel time are excluded from coverage and reimbursement.
5. Dealers/Service Contractors who accept the terms of the Saratoga Spa Authorized Service Procedure are also agreeing to support and perform non-warranty service on Saratoga Spas.
6. Non-warranty components and parts will be made available for purchase by the Dealer/Service Representative as per the terms of their account with Saratoga Spa.
7. Parts, labor and any other fees associated with a spa service call (including travel time) are determined by the Dealer/Service Contractor and not governed by Saratoga Spa.



SARATOGA SPA AUTHORIZED SERVICE PROCEDURE (cont'd)

8. Any non-warranty service work guarantee provided is an agreement between the Dealer/Service Representative and the service customer only.

Our service program assumes that each spa sold is set up, tested and fully demonstrated to the retail customer. Saratoga Spa Company conducts training on service and repair procedures annually. Please contact your Regional Sales Manager for more details.

This service program supersedes any previous programs. Until any written revisions are made, this will be the only reimbursement program in effect.

\_\_\_\_\_  
Dealer Name

\_\_\_\_\_  
Saratoga Spa Representative & Title

\_\_\_\_\_  
Dealer Representative & Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

# Champion *Spas*®

**RELAXATION**

**REJUVENATION**

**THERAPY**



**Imperial**  
**POOLS INC.®**

REDEFINING ONE SOURCE

33 Wade Road Latham, NY 12110  
[www.imperialpools.com](http://www.imperialpools.com)