AQVA®

Warranty

Last updated: 12 October 2026

AQVA Design (“AQVA”, “we”) gives this warranty on AQVA baths and spas ordered in Australia from 12 October 2026. Baths ordered earlier are covered by the warranty supplied with them.

What’s covered

We warrant that your AQVA bath or spa will be free from manufacturing defects in materials and workmanship for the periods below, starting from the date of delivery.

PART	DOMESTIC	COMMERCIAL
Bath structure and surface, insert	15 years	2 years
Bath structure and surface, freestanding	10 years	2 years
Electrical equipment, heaters and controls	2 years	2 years
Spa pump, jets and pipework	12 months, parts and labour	12 months, parts and labour
Air systems, overflows and headrests	12 months	12 months

The spa pump also carries its own manufacturer’s warranty. We pass on the benefit of it to you.

Domestic means use in one household, with clean fresh water, filled and emptied each use. Commercial means any other use, including hospitals, birth centres, hotels and aged care.

What we'll do

If a covered part has a manufacturing defect within its warranty period, we'll repair or replace the part. We decide which.

What you need to do

To claim under this warranty, your bath must have been:

- installed by appropriately licensed trades, including a licensed plumber, following our installation instructions
- fitted with the AQVA plug and waste supplied
- used with clean fresh water and mild soaps and oils
- cleaned as our care instructions describe, without abrasive, bleach-based or petrochemical cleaners
- left unmodified: the pump not moved or reconfigured, and the outer shroud not removed without our approval

Keep your invoice. We'll ask for it when you claim.

What isn't covered

This warranty covers manufacturing defects only. It doesn't cover:

- damage from installation, misuse, accidents or objects used in the bath
- normal wear and tear
- plumbing, electrical work, installation or any equipment supplied by others, which may be covered by their own warranties

How to claim

Contact us by phone or email with:

- your name and contact details
- the model, and your invoice or delivery date
- a description of the problem, with photos

We'll reply within 2 business days. If we need to inspect the bath, we'll arrange it with you.

Costs

If your claim is valid, we pay for the parts, labour and freight to repair or replace the defective part.

This warranty doesn't cover removing or refitting tiles, hobs, surrounds or other building work needed to reach or remove the bath, or your own costs of making a claim, such as phone calls and photos. Your rights under the Australian Consumer Law, set out below, still apply.

If we ask you to pay a cost this warranty covers, send us the receipt and we'll repay you within 14 days.

If we need to visit and the problem may not be covered, we'll tell you about any call-out fee before we come.

Your rights under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits of this warranty are in addition to other rights and remedies you have under the law.

Who gives this warranty

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