The “You and We” 3-Year Guarantee

It’s Simple, It’s Realistic

The Sunstar Spa Top™ is a handcrafted spa cover made by skilled men and woman who take pride in their work.

Of course, we have always warranted against defects in materials and workmanship, and we give you a 3-year guarantee like no other in the industry.

Our Spa Top™ is made with superior materials and craftsmanship, but it will not last unless it is properly cared for. And that’s where you, the customer, come in.

What To Do When You First Get Your Cover

Inspect it carefully. First look for any freight damage. Freight damage has to be reported to your dealer. Claims should be made by you with your dealer. They will need to inspect the damaged goods. Be sure to save all the packaging materials!

Next, look over the cover for any defects in materials or workmanship. If it checks out OK, return the warranty card and you will have our 3-year guarantee, the best anyone offers.

MAINTENANCE INSTRUCTIONS

Why Keep the Cover Clean and Conditioned?

Vinyl can be dry and become brittle. Not only does it look bad, but dry, brittle vinyl can tear at the seams and stress points. Quality materials, internal sewn reinforcing, and careful workmanship can not help against the ravages of Mother Nature unless the cover is properly cared for.

Proper care is easy: Once a month, clean and condition the cover according to the maintenance instructions.

Very Important!

We recommend you use Sunstar’s Vinyl Conditioner or saddle soap on your cover. The product we make is gentle to the vinyl and adds UV blockers and plasticizers back into the vinyl. As long as the product you choose to use does not damage the vinyl, your Sunstar “3-Year Guarantee” will be in force.

Choose a pleasant day each month to remove your cover from the spa and lay it on a flat surface convenient to a garden hose. Douse the cover with a healthy amount of water from a hose or bucket to rinse away any loose dirt or debris.

Using a soft bristle brush, scrub the cover clean with Sunstar’s Squeeze'NClean™, or a mild solution of dishwashing liquid—about one teaspoon of soap to two gallons of water. Use a gentle circular motion of the soft bristle brush, being cautious not to let any areas of the cover dry before it can be rinsed with water. Rinse thoroughly.

Now it is time to apply the vinyl conditioner. Use saddle soap or Sunstar’s Vinyl Conditioner as directed on the container. Massage the conditioner into the cover in a gentle but firm manner.

Before replacing the cover on your spa, wipe and rinse any dirt from the bottom side of the cover. When you are ready, put the cover on the spa. A well-cared-for spa cover is a thing of beauty in its own right. Again, be sure to clean and condition your cover at least once a month—more often if needed.

NOTE: To remove tree sap, use lighter fluid (not charcoal lighter but the type used in cigarette lighters). Use sparingly. Immediately apply conditioner to that area.

Now register online at: www.sunstarcovers.com
Certain Expectations

There are a few things you can expect your cover to do under certain common conditions.

For instance, you can expect the vinyl underside to become darker or lighter and the texture raised due to the chemicals and heat in the spa water. This will not diminish the function of the cover.

Caution

Broken foam cores are not covered by the warranty. **Do not walk, sit, crawl, jump, place objects, etc. on your cover.** (Note: if broken, your cover may absorb water and become heavy.) Also, you should be aware that you can “burn” and damage the vinyl with improper or severe use of water sanitizers. Sorry, but we cannot warrant these situations.

Please Note:

If, for any reason, you remove the foam cores from the vinyl encasement. **DO NOT** leave them exposed to direct sun.

Also, **DO NOT** use plastic to cover your Spa Top™ or leave metal objects on top of the cover. On warm days the heat generated can melt the foam cores inside the cover.

How the “You and We” Guarantee Works

Should you have a problem give us a call on the Sunstar toll-free lines Monday through Friday, 8:30 am to 5:30 pm EST. We will work with you and your dealer to determine the nature of the problem in order to respond as quickly and fairly as possible. If we find your problem is not under warranty, we will recommend the best solution based on your situation.

If you have a problem with the vinyl covering, in order to determine the nature of the problem, you will have to send us the vinyl covering for inspection. By the way, for health and safety reasons, if you send us a cover that is dirty or wet, we won’t be able to inspect or repair it. We’ll call and arrange to ship it back to you. If we find the problem with the vinyl covering is due to defects in materials or workmanship within the warranty period, we will repair or replace it at our option.

If you have a problem with the foam cores, you may be requested to return them for inspection.

Warranty Non-Pro-rated

Any Sunstar Spa Top™ found by the manufacturer to be unserviceable due to defects in materials or workmanship within three years from date of purchase will be repaired or replaced at Sunstar’s option without charge for materials and labor to the original owner.

**Freight to and from Sunstar is to be paid by the purchaser.**

**For Your Records:**

| DEALER |
| SIZE OR MODEL OF COVER |
| DATE OF PURCHASE |
| SERIAL NUMBER |

*The serial number is located on a tag sewn onto the underside of cover along the hinge.*

Exclusions

This warranty does not include damage incurred by use of the Spa Top™ other than in accordance with printed instructions or product literature provided by Sunstar, or conditions resulting from:

A) Defects in component or part which is not part of the Spa Top™.

B) Failure to provide reasonable and necessary maintenance.

C) Misuse, abuse, negligence, accident, acts of God, or alterations/repairs other than authorized by Sunstar.

D) Natural fading and minor deterioration.

This warranty extends only to the original consumer purchaser of the Spa Top™ and terminates upon any transfer of ownership by the original consumer purchaser prior to the expiration of the warranty period.

Except as expressly provided, there shall be no additional warranty, obligation, expressed or implied, oral or statutory.

It’s Simple, It’s Realistic

If you have any questions just give us a call on our toll-free line:

**888-887-5830**
Rights and Remedies

A) Sunstar shall not be liable for consequential damages or any incidental expenses resulting from any breach of the above expressed warranties.

B) This warranty gives you specific rights, and you may have other rights which vary from state to state.

C) Any dispute between the buyer and Sunstar pertaining to this warranty may, at the option of the buyer, be resolved in California according to the rules of the American Arbitration Association.

Spa Top Tips

• If you get a puddle on your cover, unzip the vinyl covering and turn over the foam core. That will probably take care of it! (Sometimes even a new cover will need this.)
• Use the handles to lift the cover. The tie-down straps and the skirt seams can tear if you use them.
• Use Sunstar’s Vinyl Conditioning Creme to reduce fading and minor deterioration, mostly from the sun.
• Ask your spa dealer about proper water chemistry. It will extend the life of your cover and your spa, and reduce possibility of mildew.
• After a snowfall or ice storm, use a soft broom to remove accumulation from your Spa Top™.
• Apply a light amount of WD-40® with a Q-Tip® to free the Sure-Loc™ Hardware if they become frozen shut. Call for a free copy of our Winterizing Tips.
• Use Sunstar’s locking Hold-Down Straps for added security and all high wind and storm conditions.
• If you encounter mildew, call Sunstar and request a copy of our information sheet on how to get rid of mildew.
• And by the way, some dogs love to chew on covers.

Sunstar also offers these fine accessories to enhance your spa enjoyment: Spa Umbrellas, Handrails, Vinyl Pillows, Floating Blankets, Squeeze’NClean™, Vinyl Conditioner & Cleaner, Hold-Down Straps™, and four cover removal products for every application: E-Z Lifter®, Cover Valet®, Cover Caddy™ and Rock-It.

Spa Top™ Warranty Card

IMPORTANT: Complete this card and mail within ten (10) days. (print or type)

Email address: ________________________________________________________________

Name: _____________________________ (________) __________________________
First                        Last                      Initial                                                  Telephone

Address: _____________________________________________________________________________

Street                                                             City                       State               Zip

Size or Model of Cover: ____________________________ Serial Number: ____________________________

Date of Purchase: ____________________________ Amount Paid: $ ____________________________

Dealer Purchased From: _______________________________________________________________
Dealer Name                                             City                   State

☐ Yes, please send information on other Sunstar Spa Accessories.
CONGRATULATIONS
You have purchased the finest spa cover available.

Environmentally Sound

No CFC’s. Sunstar uses Expanded Polystyrene (EPS) foam which contains no ozone depleting CFC or HCFC. Also, our foam is manufactured to meet the strictest air quality standards.

Energy Conservation. Your new Spa Top™ is extremely efficient at heat conservation. Our exclusive Super Heat Seal Gasket design and the R-12/R 13.2 insulating foam makes your spa very energy efficient.

We Recycle. Our complete program recycles office and manufacturing materials including scrap plastic, vinyl, cardboard, and paper. We also reuse carton, cardboard tubes and thread spools by either sending them back to the original manufacturer for reuse, or we reuse them ourselves.

You’ll be able to recycle your old cover by taking the foam to an EPS recycling center or a local foam fabricator who can turn it into packing material. Or, you can break up the foam yourself and use it as a soil amendment for gardens and potted plants.

Exceeds Safety Standards

Our Spa Top™ is designed as an ultra thermal insulating safety cover for your spa. It also keeps dirt out and conserves water. When used according to the instructions, the Spa Top™ meets or exceeds the safety cover standards set forth by the ASTM (American Society for Testing and Materials).

However, you should not rely on any single device to guarantee safety around your spa or pool. Using several devices to provide “layers of protection” is considered the best approach by safety experts.

Adult supervision is the only way to prevent accidents. At greatest risk are children under five years of age. Be sure to maintain constant eye contact with children whenever they are near, or could get near, any body of water.

Meets ASTM Standards. ASTM developed standards which include a category intended to protect children five years of age and under. The Sunstar standard model Spa Top™ meets the ASTM F 1346-91 Manual Safety Cover Standards as certified by both ECS (Engineering Consulting Services) independent testing facility and classified by UL (Underwriters Laboratories).

Installation Instructions

Your Spa Top™ comes with tie-down straps and locking hardware to attach the cover to the spa or decking. Install as follows:

1. Place cover on spa. Be sure it is correctly positioned.
2. Position the tie-down hardware on the side of the spa so they are easily reached by the cover tie-down straps.
3. Allow for about 1/2” to 3/4” slack in the tie-down strap to make it easy to insert the strap into the hardware and to compensate for vinyl shrinkage in cold weather.
4. Attach hardware with the screws provided. (Use epoxy or other suitable anchors for installing in concrete, tile, etc.)
5. Sunstar’s locking hardware may be locked with a key (provided). Keep cover fastened down at all times when not in use.