SERVICE WORK AUTHORIZATION

Thank you for allowing DHT Repair & Service LLC to service your hot tub! Please read the following information and familiarize yourself with our services, fee structure and travel charges for all Warranty work.

By signing below, I authorize a representative of Distinct Hot Tub Repair & Service (DHT), the authorized factory warranty center for Watkins Manufacturing to perform service on my spa. I understand that the terms of my limited warranty cover defects in materials and workmanship only, except for the heater which has a No-Fault warranty.

Distinct Hot Tub Repair & Service is not a party to the warranty contract between you and the manufacturer; we perform warranty repairs on behalf of the manufacturer; however, the final determination of warranty status remains with Watkins Manufacturing.

I understand if any of the following exist, I would then be responsible for the service charges and or any parts required to restore the spa to its proper working condition, including but not limited to:

- Lack of access on the scheduled service day ($50 trip charge)
- Locked gates ($50 trip charge)
- Lack of power or the inability to access the breaker boxes
- Dirty/Clogged filters
- Airlocks in the plumbing
- Water Chemistry related failures
- Plugged ozone injectors
- Re-setting the heater TCO
- Electrical wiring deficiencies
- No fault found, or operational/owner maintenance issues (this includes ACE SYSTEM)

A standard non-warranty service call is $139.00, plus parts. If the problem is determined by the technician to be a non-warranty issue, (thus making the repair unable to be billed to the factory) I understand that time, plus the cost of parts are my responsibility. I also understand that the time required to successfully diagnose the problem may exceed the $139.00 and I am responsible for those charges as well.

According to the terms of your warranty, customers are responsible for the cost of travel to service the spa. There is a flat rate charge for your specific area in the amount of $50.00— Customers are welcome to call into the office with a card number that we will run after service is completed, or if no card is provided they can expect an invoice that is due day of service and can be paid through our payment terminal.

- By Initialing here_____ I am selecting to call into the office to provide my card number in which they will run the card to pay for the repairs and email me my Receipt & Warranty Information via email.

- By Initialing here _____ I am selecting an electronic Invoice to be sent to the email address I have provided, in which I will pay through the Bank of America Authorize.net terminal once the repair has been completed—I will then receive my Receipt & Warranty Information via the same email.

Please keep in mind that nothing will be charged to any card until after service is completed.

Card Number_____Expiration Date_____CVV (3-4 Digit Code on Back) _____

If Returning this signed form by email, please call in with the card number—do not email it.

You may return the necessary forms by regular mail, email or by text photo:

Mail to: Email to: service@dhtrepair.com Text photo: 480.238.5836

Distinct Hot Tub Repair & Service, LLC dhtrepair@icloud.com 480.217.1669

814 E. Melody Dr.

Gilbert, Az 85234

Printed Name **Signature** **Date**