

## Spa Shell~Lifetime

Arctic Spas® warrants the spa shell to the customer against water loss due to structural failure for as long as the original customer shall own the spa.

## Equipment & Plumbing~5 years (10 years for LSE's)

Arctic Spas® warrants the spa's electrical equipment components ~ specifically the pump(s) \*(please refer to detailed pump warranty on the reverse under "Detailed Pump Warranty"), factory installed ozone system, factory installed therapy air system, heater (including the Tru-Guard™ Heater) and control system against malfunctions due to defects in materials and workmanship for a period of 5 years (10 years for LSE's) to the original customer from the date of delivery. This warranty includes all parts and on site labour necessary to repair the spa.

## Other Components~5 years (10 years for LSE's)

Arctic Spas® warrants the fuses, lights (blue LED, northern lights and deluxe northern lights), pillows, filter covers, jet inserts\*\*, o-rings, topside control overlays, filter baskets and weir assemblies, diverter handles and caps, air control handles and caps, plastic cover clips, chrome trim and all other unmentioned components to be free of defects in workmanship and materials for a period of 5 years (10 years for LSE's) to the original customer from the original date of delivery. Includes only parts necessary to repair, not labour.

\*\*jet inserts (including stainless steel) are not warranted against discoloration or fading.

## Shell Surface~5 years (10 years for LSE's)

Arctic Spas® warrants the shell surface to the customer against water loss due to material failure including cracks, blisters, peeling and delaminating for a period of 5 years (10 years for LSE's) to the original customer from the original date of delivery. Includes parts and on site labour necessary to repair.

## EON Cabinets~5 years

Arctic Spas® warrants EON Cabinet to be free from defects in materials and workmanship for a period of 5 years to the original customer from the original date of delivery. Includes only parts necessary to repair.

## Cover~3 years

Arctic Spas® warrants the Castcore® cover against malfunctions due to defects in materials and workmanship for three years to the original customer from the original date of delivery. Includes parts necessary to repair. (Normal wear and tear not included in this warranty)

## Stereo~1 year

Arctic Spas® warrants the factory installed Aquatremor™ sound system against malfunctions due to defects in materials and workmanship for one year to the original customer from the original date of delivery. Includes parts and on site labour necessary to repair. IPOD™ and waterproof case are manufacturer direct warranties.

## Forever Floor~5 years (10 years for LSE's)

Arctic Spas® warrants the Forever Floor against rotting and structural cracking for a period of 5 years (10 years for LSE's) to the original customer from the original date of delivery. Includes parts and on site labour necessary to repair.

## DETAILED PUMP WARRANTY

Pump(s) are warranted against material and component failure. The pump shaft seal is covered under warranty. Damage resulting from a neglected leaking shaft seal is not covered under warranty. This includes but is not limited to bearing seizure, end bell failure, start switch failure, impeller failure and capacitor failure. It is the responsibility of the customer to report shaft seal failure before further damage can occur. Any pump component failure determined to be the result of defective material will be replaced under warranty. Arctic Spas® reserves the right to replace pump components, rather than the complete pump assembly. Vibration noise associated with normal pump operation is excluded under this warranty.

## PERFORMANCE

To obtain service in the event of a defect or malfunction covered by this Limited Warranty, notify your Arctic Spa dealer as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, Arctic Spas® agent or its designated service representative will correct the defect subject to the terms and conditions continued in this Limited Warranty. \*Please note that union connection leaks are considered to be user serviceable and are expressly excluded from the Limited Warranty. Damage resulting from union connection leaks are expressly excluded from the Limited Warranty. There will be no charge for on site labour to the customer for a period of five years from the date of original delivery - specifically equipment, plumbing, shell surfaces or shell structure against malfunctions due to any defect in the material and workmanship within the Limited Warranty. Service and/or travel outside of the designated service area are the responsibility of the customer. Service and/or travel costs are covered within the first 30 days of ownership to a maximum distance of 100KM one-way from dealership or designated service outlet. If Arctic Spas® determines that repair of the covered defect is not feasible we reserve the right to instead provide a replacement spa equal in value to the original purchase price of the defective spa. Spa replacement is done only at the discretion of Arctic Spas®. Reasonable costs for the removal of the defective spa, and delivery and installation will be the responsibility of the spa customer. Freight will be paid to the nearest Arctic Spas® distribution centre.

## CONDITIONS OF WARRANTIES

All warranties provided hereunder extend only to the original customer of the spa if purchased and originally installed within the boundaries of the country where it was originally purchased. All warranties hereunder terminate upon transfer of ownership of a spa from the original customer. Your limited warranty does not include repair travel mileage or for shipping cost assessed by your Factory Authorized Dealer or service agents. All events covered by this Limited Warranty hereunder must be repaired by a Factory Authorized Dealer of Arctic Spas®. The warranties will not include any costs of repair incurred by a non-factory authorized agent. To obtain service, the customer must contact the Factory Authorized Dealer in his area. In the event that a spa or component thereof must be returned to Arctic Spas® distribution centre, all freight costs are the responsibility of the spa customer. In all cases Arctic Spas® has sole responsibility for determining the cause and nature of failure of the spa and Arctic Spas® determination with regard thereto shall be final.

## EXCLUSIONS

All warranties hereunder are void if the spa has been subject to alterations, misuse or abuse or any repair of the spa has been attempted by anyone other than a Factory Authorized Dealer of Arctic Spas®. Alterations include but not limited to, any change to the components, replacement of components or addition of components without the written authorization from Arctic Spas®. Misuse includes careless handling of the spa, damages caused by improper and/or non-certified electrical hook-ups, failure to operate the spa in accordance with the instructions contained in the owner's manual provided with the spa, including incorrect start-up procedures or dry firing of the spa, any use of the spa or any of its components in an application for which it was not designed, and damage caused by improper chemical balance, ice in the spa, overheating the spa or spa water, damage to the spa surface by allowing undissolved sanitizing chemicals to lie on the surface or if our spa has been used for commercial purposes. Spa covers are not warranted against chemical burn or discolouration. Spa covers are not warranted against water absorption or any damage resulting from water absorption. Any damage resulting from the misuse or improper installation of a cover lifter, or use of a cover lifter without a Coversaver is excluded from warranty coverage. Any damage resulting from the mishandling of the spa cover in any way is not covered under warranty. Any damage caused by moving of the spa or improper installation (including insufficiently prepared or unlevelled ground) is considered abuse and any damage to the material or workmanship of the spa cabinetry and floor in shipping or handling are expressly excluded from the Limited Warranty.

Arctic Spas® expressly excludes warranty coverage on any of the following: Acts of nature including but not limited to damage resulting from lightning, storm, flooding, freezing, fire and any other acts of nature. Any spa installed in a commercial application. Any failure caused by improper cover use or failure to use cover when the spa is unattended. Any item(s) attached to or installed onto the spa, including but not limited to gazebos, cover lifters and cedar accessories. Any options or additional components that are not factory installed. Any damage or failure due to improper preparation for winter storage.

Arctic Spas® expressly excludes warranty coverage on splitting, fading or warping of the cedar cabinet beyond the date of delivery. Any damage resulting from handling of the cedar cabinet is excluded from this warranty.

## DISCLAIMERS

Arctic Spas® will not be liable for loss of use of the spa or other incidental or consequential costs, expenses or damages that may include but not limited to, the removal of a permanent sun deck, sunroom, gazebo, or other custom fixture, any crane costs associated with the removal of the spa for service or replacement. Arctic Spas® shall not be liable for costs arising from water, filter cartridges and chemical loss. Arctic Spas® shall not be responsible for inadequate radio reception pertaining to the Aquatremor™ sound system. Under no circumstances shall Arctic Spas® or any of its representatives be liable for any injury to any person or damage to any property, howsoever arising from the spa. Arctic Spas® warranties are limited to a maximum amount of moneys received by Arctic Spas® with respect to the sale of the spa.

## ALL WARRANTIES

The warranties contained herein are all of the warranties provided by Arctic Spas® to the customer, and to the extent permitted by law. Warranty registration (within 30 days of delivery) is the responsibility of the customer and is a condition of warranty coverage. (Please refer to the instructions on the registration form provided with the spa or register at [www.arcticspas.com](http://www.arcticspas.com)) This Warranty is offered as an extra benefit and does not affect your statutory rights. All warranties herein require that any claim must be submitted to Arctic Spas® within ten days of the time the defect is discovered, and must be accompanied by the original customer's receipt confirming purchase of the spa, which shows the date of purchase. All warranty claims must be submitted within the warranty period. Failure to provide such notice and information invalidates all warranties provided hereunder. Arctic Spas® reserves the right to repair or replace components or materials at its option. In certain cases, photographs may be required for proper evaluation before warranty cover is determined. In the event a customer is unable to either obtain parts or satisfactory service from a Factory Authorized Dealer of Arctic Spas®, notice should be given immediately to the service department of the agent where the spa was purchased and to Arctic Spas®.