



# Warranty

## 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

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 Peak I and Peak II, Therapy air system, RossExhaust™, Ultimate Lighting controls and LED's, Heater and control system against malfunctions due to defects in materials and workmanship for a period of five years 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

Arctic Spas® warrants the fuses, lights (blue LED, northern lights), WIFI, jet inserts\*\*, topside control overlays, weir assemblies, diverter handles and caps, air control handles and caps, plastic cover clips, chrome trim to be free of defects in workmanship and materials for a period of five years to the original customer from the original date of delivery. Includes only parts necessary to repair, not labour. \*\*jet inserts (including Titanium) are not warranted against discolouration, rusting or fading.

## Shell Surface-5 years

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 five years to the original customer from the original date of delivery. Includes parts and on site labour 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 is not included in this warranty, when used with a cover lifter seam damage will be considered normal wear and tear)

## Onzen™ System - 2 years

Factory-installed Onzen systems with serial number 150000 and higher will have a 2 year warranty on labor and components, with the exception of the electrode. The electrode has a 30 day warranty against defects in materials and workmanship. The electrode is a consumable part that needs to be changed periodically by the spa owner, much like a filter needs to be changed. Onzen systems that are retro-fitted (installed after manufacture of the spa) by authorized Arctic Spa technicians will have the same warranty as factory-installed systems but it will not include a labor component. Spas with serial number 149999 and lower will also have a 2 year warranty on labor and components, with the exception of the electrode. The electrode will have a 1 year warranty. Again, retro-fitted Onzen systems will only have a parts warranty, no labor component. Note, in order to process a warranty claim the Arctic Spas factory warranty department may need to contact the spa owner directly via email or phone. It is the responsibility of the Arctic Spa dealer to provide this contact information to the warranty department. This warranty may be void if the spa is operated with water salt concentrations outside the recommended level of 1500 to 1800 parts per million (ppm). Damage to other spa components unrelated to the Onzen system as a result of leaking pump seals are specifically not covered by this warranty. For example, heaters, heater barrels, jets, grab rails, pump seals, and pump motors are not covered in this case. Spa water quality and any damage caused by water chemistry imbalance are not covered by this warranty. Warranty work must be completed by an authorized Arctic Spa dealer. The Onzen system is not a fully automatic water treatment system. It is designed to minimize water maintenance under typical user loads and may therefore require supplemental chlorination and water chemistry balancing. (Arctic Pure brand spa chlorine is called Boost). The spa owner is responsible for ensuring safe water chemistry and conditions. The Onzen system must be used with Arctic Pure brand salt blend, which has been developed to protect the spa components. The use of alternative brands of salt may damage the spa components, can be detected by spa technicians, and will void this warranty.

## Spa Boy

Arctic Spas warrants the Spa Boy system against malfunctions due to defects in materials and workmanship for 2 years from the original date of delivery to the original customer on factory installed systems, except the user replaceable Spa Boy Electrode which has a 30 day warranty, needs to be replaced annually. This warranty includes parts and on site labour necessary for the repair. Spa water quality and other damages resulting from water imbalance are specifically not covered by this warranty. Warranty work must be completed by authorized Arctic Spas retailers only. When an Arctic Spa is retrofitted with the Spa Boy system

post manufacture, Arctic Spas warrants the Spa Boy components for 12 months from date of installation, providing they have been installed by an Authorised Arctic Spas technician and registered accordingly.

No labour warranty is provided by Arctic Spas for retrofitted Spa Boy systems. Disclaimer: This is not an automatic water care system. The system is set up for typical spa use. The spa user is ultimately responsible for maintaining proper sanitary water conditions. Use of salt other than Arctic Pure Sea Salt Blend will damage the Spa Boy components and void the warranty. The Arctic Pure Sea Salt blend has been developed to protect Spa Boy components from damage and the use of alternative salt blends will be easily detected by technicians.

This warranty may be void if the spa is operated with water salt concentrations outside the recommended level of 2000 to 2500 parts per million (ppm). Damage to other spa components unrelated to the Spa Boy system as a result of leaking pump seals are specifically not covered by this warranty. For example, heaters, heater barrels, jets, grab rails, pump seals, and pump motors are not covered in this case.

## Aquatremor® ~ 3 years

Arctic Spas® warrants the factory installed Aquatremor® Bluetooth sound system against malfunctions due to defects in materials and workmanship for three years 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. Aquatremor® Deluxe pop up speakers are warranted against defects in materials and workmanship for one year.

## WetTunes™ -1 year

Arctic Spas® warrants the factory installed WetTunes™ Bluetooth 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

Arctic Spas® warrants the Forever Floor® against rotting and structural cracking for a period of five years 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 from 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. Pre-Approved claims must be executed within 60 days of Pre-approval, All existing claims expire upon expiration of 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 parts and on site labour to the customer for a period of five years from the date of original delivery or six years from manufacturer's ship date, whichever comes first. Specifically equipment, plumbing and shell surfaces against malfunctions due to any defect in the material and workmanship within the Limited Warranty. Travel costs are the responsibility of the customer. Your limited warranty will cover a maximum of \$60 towards on site labor per each approved warranty claim. Service and/or travel costs are covered within the first 30 days of ownership to a maximum distance of 100KM 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 while in the warranty period.



## CONDITIONS OF WARRANTIES

All warranties provided hereunder extend only to the original customer of the spa if purchased by an authorized Arctic spas dealer 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 or product leaving the country that it was purchased in. This warranty only applies within the service area where the spa was originally installed. 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 (including after-market accessories), 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 (including any damage to spa components caused by scale build up due to poor water chemistry), 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 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 uneven 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. All Weather Pool must be placed on concrete pad or properly engineered deck.

Arctic Spas will not be responsible for power company issues or improper electrical installations, Damage and/or lack of performance resulting from high or low voltages outside operating parameters. Arctic Spas will not be responsible for software and product upgrades throughout the life of the spa.

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 damage to the spa surface by leaving the spa outdoors without the hot tub cover in place. The heat created by leaving the spa in direct UV light without a cover may cause surface issues with the acrylic and may also cause plastic parts to warp, some fittings will leak or cease working as a result. These occurrences are not covered under warranty. The hot tub cover must be kept on the hot tub when not being used.

Scratches or micro-crazing in the spa shell reported after the day of installation are not covered under warranty. Micro-crazing is defined as an area of tiny shiny lines visible in areas on the surface of some thermoplastic sheets. This phenomena, although rare, is known to occur in many types of plastic sheet materials. The surfaces of thermoformed acrylic hot tubs are not immune to this possibility.

Damaged caused by unapproved sanitizers such as tri-chlor, acids, calcium hypochlorite, sodium hypochlorite, peroxides, any sanitizing chemical that may remain undissolved on the spa surface. **Any and all sanitation systems or chemicals used in your spa must be factory approved by Arctic Spas**

**or your warranty is void.** You can check for a list of approved systems and chemicals at arcticspas.com. Installation of not factory approved salt systems will void the warranty related to pump seals, metal part, jets, etc. Damage caused by 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 are not covered under warranty. Any damage or failure due to improper preparation for winter storage is not covered under warranty. Damage to pillows reported beyond the day of delivery will not be covered under warranty. Pillows are to be removed from the spa when not in use. Onzen and Spa Boy are the only factory approved salt system. Any damage resulting from the use of cover removing mechanisms is not covered under warranty. The Onzen and Spa Boy cell are considered a user serviceable component, replacement will be the responsibility of the customer.

## 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. 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 coverage 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®.

Arctic Spas® expressly excludes warranty coverage on splitting, fading or warping of the cedar or NO MAINTENANCE cabinet beyond the date of delivery. Any damage resulting from handling of the cedar or NO MAINTENANCE cabinet is excluded from this warranty. This warranty will not cover any labour for WIFI/ Bluetooth connection assistance/issues, onSpa® App initialization & connection assistance/issues from a smartphone, or assistance with actually connecting any of these devices.

