



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.

Forever Floor®~Lifetime

Arctic Spas® warrants the Forever Floor® against rotting and structural cracking for a lifetime to the original customer from the original date of delivery. Includes parts and on site labour necessary to repair. This warranty only applies if there is a solid level pad.

Cedar Cabinet~10 years

Arctic Spas warrants the cedar cabinet to be free from defects in material and workmanship for 10 Years to the original customer from the original date of delivery. It includes parts and onsite labor to repair. This warranty excludes the surface stain or fading.

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, Skyfall fogger components, YESS, 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 Acrylic~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)

Weathershield Cover~3 years

Arctic Spa warrants the weathershield cover to be free from manufacturer defects for 3 years to the original customer from the original date of delivery. Includes parts only warranty. Fading of vinyl and thread is not considered a defect and will naturally occur due to normal chemical maintenance, exposure to the elements and aging

Onzen™ System ~ 2 years

Factory-installed Onzen™ systems will have a 2 year warranty on labor and components, with the exception of the electrode. The electrode has a 30 day parts warranty against defects in materials and workmanship. The electrode is a consumable part that needs to be changed periodically by the spa owner. Onzen™ systems that are retro-fitted (installed after manufacture of the spa) by authorized Arctic Spa technicians will have two year parts warranty and it will not include a labor component. Not to exceed the spa warranty whichever comes first. 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 2000 to 2500 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~ 5 years

Arctic Spas warrants the Spa Boy system against malfunctions due to defects in materials and workmanship for 5 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. Spa Boy retro fitted kits (installed after manufacturer of the spa) will have a 5 part only warranty. Not to exceed the spa warranty, whichever comes first.

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 retro fitted kits (installed after manufacturer of the spa) will have a 3 part only warranty. Not to exceed the spa warranty, whichever comes first.

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.

