



WARRANTY INFO

HOT TUB SERVICE

NEED ASSISTANCE?
WE'RE HERE TO HELP



1. Register your warranty at: canadianspacompany.com/warranty



2. Check our support page for additional assistance: support.canadianspacompany.com



3. Create a service ticket at: support.canadianspacompany.com/ticket



4. Give us a call. Multiple languages supported - CA: **1-877-909-7727** | US: **1-844-879-8777**



5. Email us at: service@canadianspacompany.com



WARRANTY INFO

HOT TUBS

LIMITED WARRANTY

Canadian Spa Company Manufacturing extends the following warranties to the original purchasers of its spas:

Structural Warranty: Canadian Spa Co. warrants structure of the spa shell against water loss due to structural failure for the period of **ten (10) years** from the date of purchase by the original owner. If in Canadian Spa Co. opinion, structure proves to be defective Canadian Spa Co. will repair or, at its option, replace the defective structure without charge to the customer

Surface Warranty: Canadian Spa Co. warrants the acrylic finish against defects in material and workmanship and specifically against blistering, cracking or delamination for the period of **two (2) years** from the original purchase date to the original purchaser. If, in Canadian Spa Co. opinion, the surface proves to be defective during this period, Canadian Spa Co. will repair or, at its option, replace the defective spa shell without charge to the customer.

Vinyl Lined Warranty: Canadian Spa Co. warrants the vinyl finish against defects in material and workmanship and specifically against blistering, cracking, or delamination, for the period of **one (1) year** from the original purchase date to the original purchaser. If Canadian Spa Co. determines the vinyl to be defective during this period, Canadian Spa Co. will repair or, at its option, replace the defective spa liner/bladder without charge to the customer.

Plumbing Warranty: Canadian Spa Co. warrants the plumbing of the spa will remain free from leaks for the period of **two (2) years** for acrylic spas, **one (1) year** for vinyl lined and portable spas, from the date of purchase to the original purchaser.

Equipment Warranty: Canadian Spa Co. warrants the equipment pack (pump, heater, and control system) against malfunction and defects in the materials and workmanship for **two (2) years** for acrylic spas, and **one (1) year** for vinyl lined and portable spas, from the date of purchase to the original purchaser.

Extent of Warranty: This Limited Warranty applies to spas manufactured after **August 1st 2017** and sold by authorized Canadian Spa Co. dealers to residential retail customers. This Limited Warranty is given only to the first retail purchaser and terminates upon transfer of ownership. No warranty is provided on light bulbs, light lens covers, filters or any dealer installed accessories. Cost of installation, removal and/or shipping of the spa is not covered by this Limited Warranty. In the event Canadian Spa Co. deems necessary the removal of the spa to a place of repair or that the spa must be replaced, any and all costs of the spa removal and replacement; landscaping, decking, fencing and/or structure removal, alteration and/or replacement; or other costs of providing access to the spa will be for the purchaser. This Warranty applies only to spas in single family, residential installations. This Limited Warranty becomes void if the spa is placed in commercial application.

TERMS, CONDITIONS AND LIMITATIONS

Any defect or damage caused by installation, alteration or repair by anyone who is not an employee of Canadian Spa Co. or authorized service technician is not covered by the Warranty. This Warranty becomes void if the spa has been subjected to misuse, abuse, alteration or attempted alteration, repairs or attempted repairs by anyone other than an authorised Canadian Spa Co. service technician, improper installation, improper water chemistry, improper maintenance, acts of god, or damage caused beyond the control of Canadian Spa Co. Misuse and abuse shall include any operation of the spas other than as directed in the Canadian Spa Co. Manual.

Examples of misuse and abuse include, without limitation:

- Damage of the spa surface caused by leaving the spa uncovered while the spa is empty of water or due to covering the spa with plastic film of any kind.
- Damage to the spa surface caused by contact with unapproved cleaners or solvents.
- Damage caused by the operation of the spas at water temperatures outside of the range of 2 – 40 degrees Celsius.
- Damage caused by unapproved sanitizer such as calcium hypochlorite, tri-chlor type chlorine or any sanitizing chemical that may remain undissolved on the spa surface.
- Damage caused by failure to provide an even base support for the spa.
- Damage caused by freezing when new spa is not installed within a timely manner during below freezing temperatures.

Warranty Performance: In the event of a defect covered under the terms of this Limited Warranty, notify your authorised Canadian Spa Co dealer. A Canadian Spa Co. authorised service technician will repair the spa subject to the Terms and Conditions of this Limited Warranty. Use all reasonable means to protect the spa from further damage. Reasonable travel charges may be assessed by Canadian Spa Co. or its authorized service technician if the spa is located outside the nearest authorized service technician's service area. This warranty covers parts **ONLY** and does not include travel or on-site service charges unless a Service Contract has been purchased from Canadian Spa Co. Ltd.

Disclaimers: Canadian Spa Company or any of its authorized service technicians shall not be held liable for injury, inconvenience, loss of use, chemical or water damage, transportation costs, continent liabilities or any other incidental or consequential costs, expenses or damage as result of any deficiency or alleged deficiency of the spa. In no event shall Canadian Spa Co. be liable, for any reason or cause, in excess of the amount paid for the product. No other warranties, expressed or implied, are valid. No agent, dealer, distributor, Service Company or other party is authorized to change, modify or extend the terms of this Limited Warranty in any manner whatsoever.





WARRANTY INFO

SAUNAS

LIMITED WARRANTY

Canadian Spa Company Manufacturing extends the following warranties to the original purchasers of its spas:

Canadian Spa Company takes all measures to manufacture their product with a high level of quality and integrity, but in the case of a warranty issue during product ownership, Canadian Spa Company will either repair or replace the faulty component with a similar or better component to ensure that the customer is satisfied.

Coverage A sauna purchased through Canadian Spa Company (or one of its authorized resellers) is eligible for the following warranty:

- 1 year parts replacement warranty on faulty electronic components
- Product to have been received without defects upon original receipt of the product.

Any electronic component within the sauna (includes but not limited to: heaters, control box, LED lights, wiring, speakers, Bluetooth module, transformers) are entitled to be replaced at no cost to the customer if found faulty within a 1 year warranty period starting from the date of the original transaction. To act on this warranty, the customer must contact the Canadian Spa Company service department immediately to log their issue, at which time the Customer Care agent will determine if the component is found faulty and issue an RMA to return it at the cost of Canadian Spa Company. Once the faulty component is received and validated, Canadian Spa Company will ship out a replacement at no charge to the customer. Canadian Spa Company will not be responsible for any labour charges that may be associated with the replacement.

After repair/replacement, no further warranty will be granted or extended. Product will still remain under the original purchaser's warranty.

Canadian Spa Company reserves the right to deny any return that is sent back without an approved RMA number.

All remaining sauna components (includes but not limited to: wooden panels, roof, sides, floor, structure, glass doors, hinges) are to be inspected immediately upon receipt of the goods for any damage. Any damage must be reported within 2 days of receipt, otherwise it will be understood that the product has been received in good condition without damage. All of our saunas are made from natural wood and accordingly appearances may vary. When you are purchasing our saunas you are buying handmade pieces where the natural wood may experience varying levels of distressing over time; this may involve wood splits, fading from sunlight, shifting, swelling etc. These instances are a normal occurrence of the natural wood product and are not replaceable under this warranty. Please follow the care tips outlined in the manual for proper maintenance and protection.

Requirements

- Customer must have originally registered their warranty upon receipt of the product (within 30 days of receipt)
- Product must have been purchased through an authorized seller of Canadian Spa Company products
- Customer must have initiated contact with Canadian Spa Company and confirmed the faulty component within the warranty period from date of original purchase
- Product must not be operated for longer than 90 minutes per session

Failure to adhere to any of these requirements may void this warranty. Please contact our service department for any questions or concerns

service@canadianspacompany.com

1-877-909-7727

