



WARRANTY INFO

**NEED ASSISTANCE?
WE'RE HERE TO HELP**

NOTE * WE REQUIRE THE FOLLOWING INFO WHEN CONTACTING US:

First/Last Name

Email Address

Phone Number

Brief Description of Issue

Ex. Bob Brown

Ex. Bob@gmail.com

Ex. 123-123-2345

Ex. Jets not working



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



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



4. Give us a call. Multiple languages supported: **1-844-879-7727**



5. Email us at: sales@libertyspas.com

LIMITED WARRANTY

Structural Warranty: CSC warrants structure of the spa shell against water loss due to structural failure for a period of ***year(s)** from the date of purchase by the original owner. If in CSC opinion, structure proves to be defective, CSC will repair or, at its discretion, replace the defective structure without charge to the customer.

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

Equipment/Plumbing Warranty: CSC warrants the functional equipment and plumbing of the spa remain free from defects in material and workmanship for a period of ***year(s)** from the date of purchase by the original purchaser.

***Acrylic Portable Spas:**

Structure: 5 years

Surface: 1 year

Equipment/plumbing: 1 year

Floor models purchased from an authorized retailer: 1 year parts replacement warranty

***Acrylic Non-Portable Spas:**

Structure: 10 years

Surface: 2 years

Equipment/plumbing: 2 years

Floor models purchased from an authorized retailer: 2 year parts replacement warranty

Extent of Warranty: This Limited Warranty applies to spas manufactured after **January 1, 2025** and sold by authorized CSC 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 any dealer installed accessories. Cost of installation, removal and/or shipping of the spa is not covered by this Limited Warranty. In the event CSC 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.

Installation:

Spa must be installed by a licensed and certified electrician for a valid manufacturer warranty. Customer is responsible for proper permits and certifications to ensure spa is installed correctly. Proof of this installation may be required by our team as requested. Failure to improperly install the spa (including use of aluminium wire or no proof of proper installation) will void the warranty.

Gazebo Warranty: CSC provides a **one (1) year** parts only warranty for authorized purchases of gazebos through CSC or their authorized dealer.

TERMS, CONDITIONS AND LIMITATIONS

Any defect or damage caused by installation, alteration or repair by anyone who is not an employee of CSC 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 CSC service technician. Improper installation, improper water chemistry, improper maintenance, acts of god, or damage caused beyond the control of CSC is not covered. Misuse and abuse shall include any operation of the spa other than as directed in the CSC Manual. Failure to properly winterize the hot tub as per CSC will cause freezing damage and is not covered under this warranty.

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.
- CSC spas require genuine approved CSC filters, and use of non genuine approved CSC filters will void the warranty.
- Damage to spa cover or hot tub as a result of adding chemicals to the water without removing the spa cover.
- Customer is responsible for returning faulty warranty parts, otherwise customer will be charged for the unreturned equipment.

Warranty Performance: In the event of a defect covered under the terms of this Limited Warranty, notify your authorised CSC dealer and create a ticket at support.canadianspacompany.com. A CSC authorised service technician will repair the spa subject to the Terms and Conditions of this Limited Warranty. CSC will use genuine parts that have been factory certified to repair the hot tub. Use all reasonable means to protect the spa from further damage. Reasonable travel charges may be assessed by CSC 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 CSC. Proper access must be provided to all sides of the spa at the cost of the customer in the extent of a warranty claim. Failure to provide access will nullify the warranty.

Disclaimers: CSC or any of its authorized service technicians shall not be held liable for injury, inconvenience, loss of use, chemical or water damage, transportation costs, contingent 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 CSC 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 is only valid with a proof of purchase and manufacturers plate/serial number. Cosmetic damage or normal wear and tear is not covered by the warranty.



FOR MORE HELP GUIDES VISIT US AT:
libertypas.com/support
1-844-879-7727

USA Head Office:
10908 S Jordan Gateway,
South Jordan, UT 84095
T:1-844-879-7727

Canadian Head Office:
1283 Cornwall Rd,
Oakville, ON L6J 7T5
T:1-877-909-7727

Atlantic Office:
65 John Savage Ave Unit 6
Dartmouth, NS B3B 2C9
T: 1-877-909-7727

European Head Office:
Canada House
Salbrook Road, Salfords, Redhill
Surrey, RH1 5GL
T: +44 1293 824094

CSC meets ISO 9001 Standards. When you purchase a hot tub from CSC, the ISO 9001 certification assures world class excellence in manufacturing and customer service.

