



Limited Warranty

- **5 years Warranty on the shell structure of the spa:** The shell will maintain structure integrity and configuration and be free of any water loss defect in the spa shell.
- **1 year warranty on the shell surface of the spa:** The manufacturer provides the user of the spa a 1 year warranty against blistering, cracking and delamination.
- **1 – 2 years warranty (model depending) on the Balboa or Gecko Control Box and Display Module:** The manufacturer warrants the display and the spa control box against defects in materials and workmanship or any defect for two years. According to the electrical components this warranty is not given on fuses, bulbs and gaskets.
- **1 year warranty on the basic optional spa components: massage pumps, circulating pump, Wifi module, IR Receiver.**
- **1 year warranty on the cabinet of the spa.** The factory installed cabinet panels are warranted for 1 year from the original date of delivery. The warranty specifically covers cracking or peeling of cabinetry. Fading and weathering of the surface will occur naturally and is not considered to be warrantable defect.
- **1 year warranty on LED Lighting:** Factory installed LED lighting is warranted against defects in material or workmanship for 1 year from original date of delivery.
- **1 year warranty on Spa Thermal Cover:** The spa Cover is warranted against defects in material or workmanship for 1 year from original date of delivery. Natural wear and tear are not covered under the warranty.
- **90 Days warranty of Skimmer house/ plastic external control parts, Overlays and Spa head rests** Natural wear and tear and improper water chemical management are not covered under the warranty.

Warranty Limitations:

1. The warranty does not cover damage caused by misuse, lack of maintenance, or lime scale deposits.
2. The manufacturer reserves the right to replace the defective parts with factory or remanufactured parts.
3. The manufacturer is not responsible for any damage caused by alterations or modifications by the user.

All end customer warranty claims must be directed to the retailer from whom you purchased the product supported by images and videos. Whilst parts are warrantied no labour charges are covered under this warranty.

NORTH RIVER

SPAS

4. The warranty of the spa does not cover defects or failure caused by carrier, installer, pets, rodents, or resulting from, without limitation, any of the following:
Careless handling, , improper installation, improper electrical installation, lack of proper maintenance, operation of spa without the correct level of water present, use of abrasive or improper cleaners and acts of God, for example, floods, high winds, earthquakes.
5. Radio/Bluetooth reception is not covered by warranty because the reception depends on local conditions. For example, signal can deteriorate if there are high voltage lines near the spa.
6. Warranty does not include, labour, transportation and other costs incurred in the removal of the original unit and the reinstallation of the new unit.

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