

Limited Warranty

- **5 years Warranty on the shell and structure of the spa:** The shell will maintain structure integrity and configuration and be free of any water loss defect in the spa shell.
- **2 – 3 years warranty (model depending) 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, display module, massage pump, circulation pump and heater:** The manufacturer warrants the display, the spa control box and the heater against defects in materials and workmanship or any defect for one or two years (model depending). According to the electrical components this warranty is not given on fuses, bulbs and gaskets.
- **1 year warranty on the plumbing:** The manufacturer warrants the plumbing piping and plumbing joints against defects in materials and workmanship causing leaking for a period of 1 year from the original date of delivery.
- **1 year warranty on the jets:** The manufacturer warrants the removable spa jets to be free of manufacturing defects for a period of 1 year from the original date of delivery. This warranty excludes damage by grit, sand and improper water chemistry causing corrosion of the part and is limited to supply of replacement parts after the faulty part has been returned to Spa Solutions for warranty inspection. Leaking from jets is covered by the plumbing warranty.
- **1 year warranty on the basic optional spa components: Wifi module, Bluetooth module, IR receiver, ozone.**
- **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 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 spa thermal cover:** The spa Cover is warranted for a period of 1 year from the date of delivery. This warranty applies only to the structural integrity of the cover and the vinyl. Damage caused to stitching, straps or locks due to improper use of the cover will not be covered under warranty. Handles are for opening and closing the cover only; they are not designed to carry the cover. Natural wear and tear are not covered under the warranty.

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

- **90 Days warranty of skimmer house/ plastic external control parts, overlays and spa headrests:** 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.
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:
Normal wear and tear, careless handling, improper installation, improper electrical installation, lack of proper maintenance, operation of spa without the correct level or temperature 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.
7. Commercial use reduces all warranties to maximum 6 months.

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