

# LIMITED WARRANTIES

*Rev. Sept 2022*

**NOTE:** Warranty details will vary for any product installed outside of the United States and Canada. See your Dealer for specific warranty limitations.

## **LIFETIME SHELL LIMITED WARRANTY:**

We warrant against the loss of water through the shell caused by defects in materials and workmanship for the lifetime of the original purchaser or as long as the original purchaser owns the spa. We warrant the shell material of the hot tub not to peel, crack, efface, or delaminate resulting from a defect in the shell material for the lifetime of the original purchaser or as long as the original purchaser owns the spa.

## **THREE YEAR COMPONENT LIMITED WARRANTY:**

We warrant the electrical components, pumps, air valves, slice valves, and hot tub components against malfunction, leaking or defects in materials or workmanship for a period of three years from the date the original purchaser purchased the spa. Filter cartridges, light bulbs, filter covers, pump seals, O rings, gaskets, and cover locks are not included in this warranty, but are warranted to be free from defects in materials or workmanship at the time of delivery to the original purchaser. (Spa covers, ozone purification devices, jet replacement kits, 120V power cords, LED components and other spa accessories are specifically excluded from this warranty, although they may be covered by other warranties made by the manufacturers of such accessories. Please check with dealer for details.)

## **FIVE YEAR HEATER LIMITED WARRANTY:**

We warrant the heating element of the hot tub to be free of defects in materials and malfunction for a period of five years from the original date of purchase. Exclusions can be made in cases where improper chemical balance has been found to be the cause of failure.

## **THREE YEAR NO LEAK LIMITED WARRANTY:**

We warrant the hot tub not to leak for a period of three years from the date the original purchaser purchased the spa. This warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints and all bonded parts including the filter compartment, and light lens, but it does not include any dripping from the hose connector if either the cap or gasket are not present or other threaded connections if loose.

## **TEN YEAR Perma-Wood CABINET LIMITED WARRANTY:**

We warrant the Perma-Wood cabinet material not to peel, crack, or delaminate and to be free from defects in material and workmanship for a period of ten years from the spa's purchase date. This warranty specifically covers the cabinets structural integrity (exclusive of surface stain), including all glue and integral bonded joints. The Perma-Wood cosmetic finish is warranted to be free

from defects at the time of initial delivery to the original consumer purchaser. Fading and weathering of the surface will naturally occur over time and are not considered warrantable defects.

### **ONE YEAR CEDAR CABINET LIMITED WARRANTY:**

We warrant the cedar cabinet (when applicable) to be free from defects in materials and workmanship for a period of one year from the date the original purchaser purchased the spa.

### **WARRANTY PERFORMANCE:**

In the event of any malfunction or defect covered under the terms of any of these warranties, contact the Factory Authorized Service Agent which sold you the spa. Written notice of any malfunction or defect must be given within ten (10) days of the time the malfunction is discovered, and must be accompanied by the original purchaser's receipt for purchase of the spa which shows the date of purchase. Notice in writing must be given to:

NPI Hot Tubs  
Attn: Customer Service Manager  
4655 Patterson, S.E.  
Grand Rapids, MI 49512 USA

A Factory Authorized Dealer / Service Center will repair the hot tub subject to the terms and conditions contained in this document. There will be no charge for parts or labor necessary to repair the spa, during the course of the warranty, subject to the terms and conditions contained in this document. (Shell repair or replacement: A Factory Authorized Dealer / Service Center will repair the hot tub shell subject to the terms and conditions contained in this document. Nordic Hot Tubs reserves the right to use refurbished parts for warranty repairs. There will be no charge for parts or labor necessary to repair the spa, during the course of the warranty for the first 10 years. After 10 years the consumer (original purchaser) will be responsible for 25% of the replacement value of the parts required to repair the spa and 100% of any labor costs involved. After a period of 30 years and thereafter the purchaser is responsible for 50% of the replacement value and 100% of labor costs.)

Shipping costs for surface freight to an Authorized Dealer / Service Center, for parts required for any authorized warranty claim will be paid for the first seven (7) years by NPI. Thereafter all freight costs are the responsibility of the purchaser.

If at any time a hot tub must be returned to NPI for repairs, all transportation costs to and from the Dealer / Service Center and/or to and from the NPI factory location are the sole responsibility of the purchaser.

Trip or travel fees may be accessed by the Dealer / Service Center at any time throughout the warranty period.

We maintain an extensive service network. In the event that the purchaser cannot obtain service or satisfactory service from a Factory Authorized Service Agent, purchaser should notify the Customer Service Department of NPI in writing.

We reserve the right to an on-site inspection by an authorized service representative. The spa owner is required to provide adequate access to the spa for any repair or inspection. If we determine that repairs are not feasible due to functional defect, we reserve the right to provide a replacement part or spa in lieu of repair. We will replace with a part of value equal to the original purchase. In such event, reasonable costs for removal of the defective spa and delivery and installation of the replacement spa will be the responsibility of the spa owner.

**LIMITATIONS AND EXCLUSIONS ON ALL LIMITED WARRANTIES:**

THIS LIMITED WARRANTY EXTENDS ONLY TO THE ORIGINAL CONSUMER PURCHASER OF THE NORDIC HOT TUB. THIS LIMITED WARRANTY DOES NOT APPLY TO A SPA USED FOR ANY COMMERCIAL, RENTAL, CLUB OR NON-RESIDENTIAL PURPOSES OR TO A SPA LOCATED OUTSIDE OF THE UNITED STATES OR CANADA. THE NORDIC HOT TUB WARRANTY TERMINATES UPON ANY TRANSFER OF OWNERSHIP OF THE SPA OR IF THE SPA IS INSTALLED OR RELOCATED OUTSIDE THE BOUNDARIES OF THE UNITED STATES OR CANADA BY SOMEONE OTHER THAN A FACTORY AUTHORIZED DEALER/SERVICE CENTER. THE HOT TUB WARRANTY TERMINATES UPON MOVING THE SPA FROM ITS ORIGINAL LOCATION BY SOMEONE OTHER THAN A FACTORY AUTHORIZED DEALER/SERVICE CENTER.

This warranty is VOID if the hot tub has been improperly installed, subjected to alteration, misuse or abuse, neglect or if any repairs on the spa are attempted by anyone other than an authorized representative of Nordic Products, Inc. Alteration shall include any component or plumbing change, electrical conversion, or the addition of any non-approved sanitation or water purification device or heating system which contributes to a component or unit failure or unsafe operating system. Misuse and abuse shall include any operation of the spa other than in accordance with the Nordic Products, Inc. printed instructions, or use of the spa in an application for which it is not designed, such as (i) use of the spa in a non-residential application; (ii) damage caused by operation of the spa outside the specified voltage requirements (115v or 230v + or - 10%), (iii) operation of the spa at water temperatures outside the range of 32°F and 120°F; (iv) damage caused by improper or incorrect electrical hook-up, modifications to internal electrical assembly boxes and grounding system, by electrical installations done by anyone other than licensed professionals in non-conformity with state and local codes or by power surges or spikes or “brown out” conditions; (v) damage caused by dirty, clogged or calcified filter cartridges (see Spa Care and Maintenance instructions in the Owner’s Manual); damage to the spa surface caused by the use of tri-chloro chlorine, chemical tablets in a floater (chlorine or bromine), acid, or any other spa sanitizing chemicals or spa surface cleaners which are not recommended by company; (vi) damage to spa surface caused by improper PH balance or other improper water chemistry maintenance; (vii) damage to spa caused by failure to provide even and sufficient support for the spa; and (viii) damage to the spa surface caused by leaving the spa uncovered while empty of water and in direct exposure to sunlight (this may cause solar heating distress). Also, damage to the hot tub surface caused by improper use of chemicals or cleaning agents or allowing undissolved hot tub sanitizing chemicals to lie on the surface are considered abuses and shall invalidate this Limited Warranty.

Damages caused by severe weather or acts of God, nonstructural normal wear and tear, cosmetic

blemishes and other causes beyond our control are not covered under the terms of this warranty. The filter lid on the spa is not designed to support heavy weight loads and should not be used as a step. In extreme cases the lid could crack and break. This occurrence is considered abuse and is not covered under this warranty. Threads on the hose connector are not warranted against damage caused by “cross threading.” Such damage is considered abuse.

**WARRANTY REGISTRATION: (Online registration at [www.nordichottubs.com](http://www.nordichottubs.com))**

Nordic Products, Inc. requires that a warranty registration card be sent in within 30 days of delivery. Your registration card is located in the back of the owner’s manual. Nordic Products, Inc. reserves the right to deny any warranty claim made on a tub without the registration on file.

**DISCLAIMERS APPLICABLE TO ALL WARRANTIES:**

THIS LIMITED WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER AND TERMINATES WITH ANY TRANSFER OF OWNERSHIP OR UPON THE DEATH OF THE ORIGINAL PURCHASER. NORDIC PRODUCTS, INC. SHALL NOT BE LIABLE FOR LOSS OF USE OF THE NORDIC PRODUCTS HOT TUB OR OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES OR DAMAGES, WHICH MAY INCLUDE, BUT ARE NOT LIMITED TO THE REMOVAL OF A PERMANENT DECK OR OTHER CUSTOM FIXTURE OR THE NECESSITY FOR CRANE REMOVAL. NORDIC PRODUCTS, INC. WILL NOT ACKNOWLEDGE ANY OTHER IMPLIED OR EXPRESSED WARRANTIES OTHER THAN THOSE STATED ABOVE AND ONLY FOR THE DURATION STATED ABOVE. UNDER NO CIRCUMSTANCES SHALL NORDIC PRODUCTS, INC. OR ANY OF ITS REPRESENTATIVES BE HELD LIABLE FOR INJURY TO ANY PERSON OR DAMAGE TO ANY PROPERTY, HOWEVER ARISING.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. No agent, dealer, service company, or other party is authorized to change, modify, or extend the terms of this Limited Warranty in any manner whatsoever. This Limited Warranty is in lieu of all other warranties, expressed or implied, including implied warranties of merchantability and fitness for a particular purpose.

**LEGAL REMEDIES:**

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

**CUSTOMER SERVICE:**

For emergency service, contact your Factory Authorized Service Center immediately. If you do not know who your local representative is, find your closest Dealer by using our Dealer locator found on our website at [www.nordichottubs.com](http://www.nordichottubs.com).