



**NORTHERN**  
HOT TUBS

# Premium Hot Tub GUARANTEE

Northern Hot Tubs builds some of the finest quality hot tubs for the home. We are confident that you will enjoy your hot tub ownership. Our no-nonsense, no fine print guarantee provides complete ownership coverage for peace of mind.

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## **Lifetime Structural Guarantee**

Northern Hot Tubs guarantees to the original owner that the hot tub shell, stainless steel frame, and weather-tight critter-proof base will be free from defects in materials and workmanship for the lifetime of the hot tub. If a failure occurs, we will supply the materials and technical labour for the repair.

## **5-Year Acrylic Guarantee**

Northern Hot Tubs guarantees that our acrylic finish will be free from defects in materials and workmanship for five years. If a failure occurs, we will supply the materials and technical labour for the repair.

## **100% Component Guarantee**

Northern Hot Tubs guarantees the following factory installed components where applicable: Electronic controls, pump(s), heating system, LED lighting, cabinet, ozone water purifier, and Wi-Fi module will be free from defects in materials and workmanship for three years. If a failure occurs, we will supply the materials and technical labour for the repair. Corona discharge ozone chips are not covered under this guarantee.

## **100% Plumbing Guarantee**

Northern Hot Tubs guarantees the following factory installed plumbing where applicable: Internal and external plumbing, waterfall and light lenses, will be free from defects in materials and workmanship for two years. If a failure occurs, we will supply the materials and technical labour for the repair.

## **100% Sound System Guarantee**

Northern Hot Tubs guarantees that sound systems will be free from defects in materials and workmanship for one year. If a failure occurs, we will supply the materials and technical labour for the repair.

## **100% Exchange Guarantee**

Northern Hot Tubs guarantees that the hardcover, jet inserts, filter lids, pillows, and skimmer covers will be free from defects in materials and workmanship for one year. If a failure occurs, you can exchange the failed component at your local Northern Hot Tubs dealer or the original point of purchase.

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**SEE THE REVERSE SIDE OF THIS GUARANTEE** for easy-to-understand and straight forward performance standards, disclaimers, limitations and legal rights. These guidelines will ensure that you receive the best service and customer support for your Northern Hot Tub.



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# Premium Hot Tub GUARANTEE

## Performance Standards

We may ask you to provide an original bill of sale to determine if the hot tub qualifies for guarantee coverage. Our Northern Hot Tub Guarantee starts from the original date of delivery. A travel charge may be due for installations in remote areas. The hot tub owner is responsible for providing unencumbered access to the equipment for service, removal, and reinstallation of the hot tub for required repairs. If Northern Hot Tubs determines that the repair of the hot tub is not feasible, it reserves the right to provide a replacement hot tub equal in value to the original purchased price. In this case, the owner is responsible for certain expenses, including removal, shipping and reinstallation of the existing or replacement hot tub. Upon replacing a hot tub, the guarantee will cover the remaining portion of the existing guarantee from the original installation date. The guarantee does not cover fading from natural ageing and damage from excessive chemical use on all hot tub finishes and fixtures. Any Northern Hot Tubs installed for commercial applications do not qualify for guarantee coverage. The Northern Hot Tubs guarantee cannot anticipate, nor does it cover, damage or failure resulting from product abuse, accidents, power disturbances, vandalism, acts of God or nature, and other causes that are out of our control.

All Northern Hot Tubs must be used, installed and maintained as directed by the company coverage. The Northern Hot Tubs guarantee is valid only to the original purchaser. After sale service is the responsibility of the dealer from whom you purchased your Northern Hot Tub.

## Disclaimers

Northern Hot Tubs and its representatives shall not be liable for any injury, loss, cost or other damage, whether incidental or consequential, arising out of any defect covered by this guarantee, including, without limitation, loss of use of the hot tub and cost for removal of the defective product, even if Northern Hot Tubs has been advised of the possibility of such damage. The liability of Northern Hot Tubs under this guarantee, if any, shall not exceed the original amount paid for the defective product. Coverage under this Guarantee shall commence as of the date of installation. If not specified, the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated periods. These disclaimers shall be equally applicable to any service provided by Northern Hot Tubs or its designated representatives.

## Limitations

This Limited Guarantee takes the place of all other guarantees, express or implied, in fact, or at law, including implied warranties of merchantability and fitness for a particular purpose. All Guarantee service must be performed by Northern Hot Tubs or its designated representative using authorized parts. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this guarantee in any manner whatsoever.

## Legal Rights

This guarantee gives you specific legal rights. You may also have other rights, which vary from province to province, state to state and country to country. Some provinces and states do not allow limitations on how long an implied guarantee lasts, so this limitation may not apply to you.

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## **10-Year Shell Guarantee**

Northern Hot Tubs guarantees to the original owner that the roto-moulded shell will be free from defects in materials and workmanship for ten years. If a failure occurs, we will supply the materials and technical labour for the repair.

## **100% Component Guarantee**

Northern Hot Tubs guarantees the following factory installed components where applicable: Electronic controls, pump(s), heating system, LED lighting, cabinet, ozone water purifier, and Wi-Fi module will be free from defects in materials and workmanship for three years. If a failure occurs, we will supply the materials and technical labour for the repair. Corona discharge ozone chips are not covered under this guarantee.

## **100% Plumbing Guarantee**

Northern Hot Tubs guarantees the following factory installed plumbing where applicable: Internal and external plumbing, waterfall and light lenses, will be free from defects in materials and workmanship for two years. If a failure occurs, we will supply the materials and technical labour for the repair.

## **100% Exchange Guarantee**

Northern Hot Tubs guarantees that the hardcover, jet inserts, filter lids, pillows, and skimmer covers will be free from defects in materials and workmanship for one year. If a failure occurs, you can exchange the failed component at your local Northern Hot Tubs dealer or the original point of purchase.

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# Plug and Play Hot Tub GUARANTEE

## Performance Standards

We may ask you to provide an original bill of sale to determine if the hot tub qualifies for guarantee coverage. Our Northern Hot Tub Guarantee starts from the original date of delivery. A travel charge may be due for installations in remote areas. The hot tub owner is responsible for providing unencumbered access to the equipment for service, removal, and reinstallation of the hot tub for required repairs.

If Northern Hot Tubs determines that the repair of the hot tub is not feasible, it reserves the right to provide a replacement hot tub equal in value to the original purchased price. In this case, the owner is responsible for certain expenses, including removal, shipping and reinstallation of the existing or replacement hot tub. Upon replacing a hot tub, the guarantee will cover the remaining portion of the existing guarantee from the original installation date. The guarantee does not cover fading from natural ageing and damage from excessive chemical use on all hot tub finishes and fixtures. Any Northern Hot Tubs installed for commercial applications do not qualify for guarantee coverage. The Northern Hot Tubs guarantee cannot anticipate, nor does it cover, damage or failure resulting from product abuse, accidents, power disturbances, vandalism, acts of God or nature, and other causes that are out of our control.

All Northern Hot Tubs must be used, installed and maintained as directed by the supplied Owner's Manual to receive guarantee coverage. The Northern Hot Tubs guarantee is valid only to the original purchaser. After sale service is the responsibility of the dealer from whom you purchased your Northern Hot Tub. All guarantees are registered online by you or your Northern Hot Tub dealer.

## Disclaimers

Northern Hot Tubs and its representatives shall not be liable for any injury, loss, cost or other damage, whether incidental or consequential, arising out of any defect covered by this guarantee, including, without limitation, loss of use of the hot tub and cost for removal of the defective product, even if Northern Hot Tubs has been advised of the possibility of such damage. The liability of Northern Hot Tubs under this guarantee, if any, shall not exceed the original amount paid for the defective product. Coverage under this Guarantee shall commence as of the date of installation. If not specified, the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated periods. These disclaimers shall be equally applicable to any service provided by Northern Hot Tubs or its designated representatives.

## Limitations

This Limited Guarantee takes the place of all other guarantees, express or implied, in fact, or at law, including implied warranties of merchantability and fitness for a particular purpose. All Guarantee service must be performed by Northern Hot Tubs or its designated representative using authorized parts. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this guarantee in any manner whatsoever.

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