



Coast Spas Manufacturing Inc.

Northwind® Contractor Series

Limited Warranty

Coast Spas Manufacturing Inc. extends this limited warranty solely to the original purchaser of any Northwind® Contractor Series self contained spa installed for residential use in all countries outside of Canada and the United States.

ONE YEAR SPA SHELL WARRANTY – Coast Spas Manufacturing Inc. warrants against water loss due to workmanship or manufacturing defects for one year from the spa's original date of purchase.

ONE YEAR SHELL SURFACE WARRANTY – Coast Spas Manufacturing Inc. warrants the interior surface material of the spa shell against blistering, or delaminating for a period of one year from the spa's original date of purchase. (See Surface Warranty in the Exclusions portion of this document)

ONE YEAR NO FAULT CORROSION HEATER WARRANTY – Coast Spas Manufacturing Inc. warrants, unconditionally, the heater, as originally installed, against defects in material and workmanship, and against water and chemical corrosion for a period of one year.

ONE YEAR PUMP WARRANTY – Coast Spas Manufacturing Inc. warrants the pump(s) due to motor failure against malfunction due to defects in material and workmanship for a period of one year from the spa's original date of purchase.

ONE YEAR CONTROL WARRANTY – Coast Spas Manufacturing Inc. warrants the control system (pack and keypad) against malfunction due to defects in material and workmanship for a period of one year from the spa's original date of purchase.

ONE YEAR CONDITIONAL LEAK WARRANTY – Coast Spas Manufacturing Inc. warrants the factory installed plumbing against water loss due to defects in material and workmanship for a period of one year, with conditional exclusions, from the spa's original date of purchase. This warranty specifically covers leaks from the jet fittings, drain fittings, internal plumbing, filter canister and light lens.

ONE YEAR LED LIGHTING WARRANTY – Coast Spas Manufacturing Inc. warrants the optional LED lighting to be free from defects in material and workmanship for a period of one year from the spa's original date of purchase.

ONE YEAR SLATE OR VINYL CABINET WARRANTY – Coast Spas Manufacturing Inc. warrants the slate or vinyl cabinets to be free from defects in material and workmanship for a period of one year from the spa's original date of purchase. This warranty specifically covers the cabinet's structural integrity excluding surface stain or color. The 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 WOOD CABINET WARRANTY – Coast Spas Manufacturing Inc. warrants the cedar wood cabinets to be free from defects in material and workmanship for a period of one year from the spa's original date of purchase. This warranty specifically covers the cabinet's structural integrity excluding surface stain. The 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 OZONE GENERATOR WARRANTY – Coast Spas Manufacturing Inc. warrants the ozone generator to be free from defects in material and workmanship for a period of one year from the spa's original date of purchase. This specifically covers the ozone generator's ability to create ozone.

ONE YEAR ECO-CLEAN WARRANTY – Coast Spas Manufacturing Inc. warrants the Eco-Clean to be free from defects in material and workmanship for a period of one year from the spa's original date of purchase.

ENTERTAINMENT SYSTEM WARRANTY – Coast Spas Manufacturing Inc. warrants the factory installed entertainment system to be free from defects in material and workmanship for a period of 6 months from the spa's original date of purchase (except for the AM/FM/CD player and subwoofer which carry a 90 day warranty on parts only). This warranty specifically excludes water damage, so care must be taken when loading CD's/DVD's into the unit. Ensure that they are clean and dry prior to inserting into the player, and that all protective covers and doors are in place prior/during operation.

WARRANTIES FOR OTHER COMPONENTS – The pressure switch is warranted against defects in material and workmanship for a period of one year from the spa's original date of purchase. Jet inserts and the filter lid & lock ring are warranted against malfunction due to defects in material and workmanship for a period of one year from the spa's original date of purchase (these parts are a part replacement only/no labor coverage). Failure to maintain water chemistry and/ or neglect in cleaning the stainless steel components could escalate the chemical attack on the stainless. The following items are not included in this limited warranty but are to be free from defects in material or workmanship at the time of delivery to the original consumer purchaser from the dealer: Filter cartridge, dirty filters, air locks, incorrect water chemistry, loose unions, pinched or misaligned gaskets, pump seals, closed water valves, closed jets, fuses, expired light bulbs and spa pillows.



EXTENT OF THE WARRANTY – This warranty extends only to the original consumer purchaser of the Coast spa when purchased and installed in a residential application in all countries outside of Canada and the United States. The Coast spa's warranty terminates upon any transfer of ownership or if the spa is installed in a commercial application. Warranty begins automatically 6 months after the spa's manufactured date. Exchange Warranty - All warrantable products will be exchanged with New, Refurbished and or Like product available at the time of the Warranty transaction.

WARRANTY PERFORMANCE – To obtain service in the event of a defect covered by this Limited Warranty, notify your Coast Spas Dealer as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, the dealer will correct the defect subject to the terms and conditions of this warranty. There will be no charge for parts to repair the defect if the defect is determined to be covered under the terms and conditions of this written limited warranty, although reasonable repair person travel charges and administration fees may be assessed.

If Coast Spas Manufacturing Inc. determines that the repair of the covered defect is not feasible, we reserve the right to inspect the malfunction or defect on location. We may also require that the spa be returned to our facility for assessment. In such an event, all costs for removal of the defective spa and shipping costs will be the responsibility of the spa owner. At time of inspection, (by a Coast Spas representative) we will determine if the spa is repairable. If not, we will provide a replacement spa equal in value to the original purchase price and product of the defective spa. The shipping costs for the replacement spa as well as the delivery and installation costs for the replacement spa will be the responsibility of the spa owner. The replacement spa warranty will be equal to the balance, if any, remaining on the original spa.

Coast Spas Manufacturing Inc. reserves the right to inspect the malfunction or defect on location. We may also request that the spa be returned to us for assessment.

EXCLUSIONS – Spas installed in commercial applications are excluded from any warranty coverage whatsoever. This Limited Warranty is void if Coast Spas or its designated representative determines that the Coast spa has been improperly installed or improperly supported (See instruction Manual for installation instructions), subject to alteration, misuse or abuse, or if any repairs on the spa are attempted by anyone other than an authorized representative of Coast Spas Manufacturing Inc.; or if failure is caused by accident, acts of nature, acts of God, or other causes beyond the control of Coast Spas Manufacturing Inc. Neglect, misuse and abuse include any installation, operation, or maintenance of the spa other than in accordance with the instructions contained in the owner's manual provided with the spa, including, but not limited to damage caused by operation outside the range of 34 degrees Fahrenheit and 116 degrees Fahrenheit or 1 degree Celsius and 47 degrees Celsius; the failure to maintain proper water chemistry and chemical balance; the use of abrasive or improper chemicals. Alterations shall include any components or plumbing change, electrical conversion, or the addition of any sanitation or water purification device or heating system which contributes to a component or unit failure or unsafe operating system. The Spa Shell Surface Warranty, as indicated previously in this document, becomes void if Coast Spas or any of its selling or servicing agents determines that the spa shell has been exposed to extreme cold / hot weather conditions, over exposed to direct sunlight, exposed to harsh and aggressive chemicals or cleaning agents or any other substance proved to be dangerous to the acrylic shell surface. A phenomenon referred to as "crazing" in the spa industry could occur to any metal essence, blush or opal acrylic. This phenomenon is strictly cosmetic and does not affect the spa's structural integrity. This phenomenon would not be a warrantable defect. This Limited Warranty does not provide coverage for the spas cover (see separate manufacturer's cover warranty), any item attached to, or installed on, including cover lifts or gazebos, or for gaining access to any component for repair or replacement. The conditional one year leak warranty is limited to leak repairs by the Coast Spas Authorized Service Centre only, and limited to a maximum labor coverage within the one year. The spa owner accepts liability for repair work performed by anyone other than a designated Coast Spas representative.

DISCLAIMERS – Coast Spas Manufacturing Inc. and any of its representatives shall not be liable for loss of use of the Coast spas or other incidental, consequential, special, indirect, or punitive 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. Under no circumstances shall Coast Spas Manufacturing Inc., or any of its representatives, be held liable for injury to any person, or damage to any property, however arising. In no case, shall Coast Spas be liable, for any reason or cause, for any cost in excess of the amount paid for the original spa purchase. No other warranties, expressed or implied, are valid. No agent, dealer, distributor, service representative, or other party is authorized to change, modify, or extend the terms of this Limited Warranty in any manner whatsoever. Some countries, provinces or states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

LEGAL REMEDIES - This Limited Warranty gives you specific legal rights, and you may have other rights which vary from country to country, province to province or state to state. Some countries, provinces or states do not allow limitations on how long an implied warranty lasts and therefore this limitation may not apply to you.

Contact your local COAST SPAS Dealer for service.

This Limited Warranty applies to all Northwind® Contractor Series Hot Tubs manufactured after January 1st, 2009.