



ICELANDIC

2025 WARRANTY

10 year warranty on the shell structure of the spa: Icelandic warrants the structural integrity of the spa shell against water loss due to defects in the material or workmanship.

5 years warranty on the shell surface of the spa: Icelandic warrants the shell surface of the spa against blistering, cracking, and delamination.

3 years warranty on Control box and display module: Icelandic warrants the display and the spa control box against defects in materials and workmanship. This warranty is not given on fuses, bulbs and gaskets.

3 years on pumps: Icelandic warrants the jet and circ pumps against defects in materials and workmanship.

3 year warranty on plumbing: Icelandic warrants the plumbing against leaks from fittings, pipes, drains, joints, internal plumbing, bonded parts, jet housings.

1 year warranty on the cabinet of the spa: Icelandic warrants the cabinet against cracking, peeling of the surface, due to defects in the material or workmanship. Fading and weathering of the surface will naturally occur over time and is not considered to be warrantable defects.

1 year warranty on the ozone generator: Icelandic warrants the ozone generator against defects in materials or workmanship.

1 year warranty on the audio system components: Icelandic warrants the factory installed audio components (i.e. power supply, speakers, wires, etc.) against defects in materials or workmanship. This includes Bluetooth modules. Labor is covered for 90 days.

1 year warranty on LED lights: Icelandic warrants the factory installed LED lights against defects in materials or workmanship.

1 year warranty on the spa cover: Icelandic warrants the spa cover against defects in materials or workmanship.

1 year warranty on jets: Icelandic warrants the jets against defects in materials or workmanship, this does not cover jets failing due to lack of maintenance and poor water chemistry. Jet replacement is not covered under labor warranty. The use of biguanide products voids this jet warranty.

There will be no charge for labor to repair a defect for a period of two years on three year warranty components and plumbing.

The spa owner may be assessed costs of travel for diagnosis and repair, which are not covered by this warranty.

WARRANTIES FOR OTHER COMPONENTS

The headrests, filter, filter shroud, cover locks are to be free of defects in workmanship or materials at the time of delivery. All other factory installed components not mentioned specifically are warranted to be free of defects in material and workmanship for one year from the original date of purchase.

The following applies to all of the warranties listed:

Warranty Limitations

1. Warranty period starts upon delivery of the product to the consumer.
2. The warranty does not cover damage caused by misuse, lack of maintenance, or lime scale deposits. Chemical abuse or poor water chemistry.
3. Icelandic reserves the right to replace the defective parts with factory or re-manufactured parts.
4. Icelandic is not responsible for any damage caused by alterations or modifications by the consumer.
5. Radio/Bluetooth reception is not covered by warranty because the reception

depends on local conditions. The received signal may deteriorate if there are high voltage lines near the spa.

6. The warranty of the spa does not cover defects, damage or failure caused by the common carrier, installer, user or other persons, pets or rodents, or resulting from, without limitation, any of the following: careless handling (lifting unit by plumbing, abrading finish, etc) including its own negligence; modification of any type for any reason) including modification to meet local codes); Improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment; improper voltage supply or unauthorized electrical modification; misuse; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; use of abrasive or improper cleaners; or acts of God, such as lightning, floods, earthquakes etc.
7. In addition, Icelandic will not be responsible for incidental or consequential damages or losses arising from any cause (e.g. water damage to carpet, ceiling, tiles, marbles, loss of use etc.) including its own negligence; damages to, respecting or resulting from: plated parts when pool and/or spa chemicals are used in the unit or hard water conditions; optional bath equipment not manufactured by the company but supplied with the dealer, installer or Company; the units prior usage as an operational of display; or defects that should have been discovered before installation.
8. This warranty does not include labor, transportation, crane, or any other costs incurred in the removal and or re-installation of the original unit and/or installation of a replacement unit; any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit, or business under any circumstances. Spa units are excluded from any warranty coverage if any addition, deletion, or modification of any kind whatsoever has been made to the unit (or to any component).
9. The warranty does not cover defects of damage due to normal wear and tear, improper installation, alterations without the manufacturer written consent, accident, misuse, abuse, commercial or industrial use, the use of an accessory not approved by the manufacturer, failure to follow the user manual, or repairs made or attempted by anyone other than an authorized representative of the manufacturer.
10. Icelandic will not provide compensation for delays in resolving warranty claims, or loss of use whilst the claim is in process.

Registering the product warranty.

All products require registering using the product registration form within 7 days of installation. Failing to register may invalidate the warranty. Please fill in all information requested. **Extent of Warranty**

This warranty extends only to the original consumer purchaser of the spa when invoiced and delivered. The warranty terminates upon any transfer of ownership prior to the expiration of the warranty period. Any modifications to the spa will void the warranty.

How to make a claim

Please log a claim using the warranty portal on the crm. Alternatively contact the support team on the details below. We reserve the right to inspect the Spa before processing your warranty claim.

Icelandic After Sales Team

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