



SHIELD HOT TUBS

Limited Warranty - 2024 Model Year Hot Tubs

SHIELD HOT TUBS extends this limited warranty solely to the original purchaser of any 2024 model self-contained hot tub installed for residential use within Canada.

FIVE YEAR HOT TUB SHELL WARRANTY – Shield Hot Tubs warrants against water loss due to workmanship or manufacturing defects of the hot tub shell for five years from the hot tub's original date of purchase.

FIVE YEAR SHELL SURFACE WARRANTY – Shield Hot Tubs warrants the interior surface material of the hot tub shell against cracking, blistering or delaminating for a period of five years from the hot tub's original date of purchase.

FIVE YEAR COMPONENT WARRANTY – Shield Hot Tubs warrants the hot tub's electrical components; specifically the heater, control system and control keypad against malfunction due to defects in materials and workmanship for a period of five years from the hot tub's original date of purchase.

FIVE YEAR PUMP WARRANTY – Shield Hot Tubs warrants the hot tub's pump components; specifically the electric motor, and wet end against malfunction due to defects in materials and workmanship for a period of five years from the hot tub's original date of purchase. Pump seals are considered a wearing part and are not covered under this warranty. Damage to the electric motor caused by failure to identify and replace worn seals will void the pump warranty clause.

FIVE YEAR NO LEAK WARRANTY – Shield Hot Tubs warrants factory-installed plumbing against water loss due to defects in materials and workmanship for a period of five years from the hot tub's original date of purchase. This warranty specifically covers leaks from the jet fittings, drain fittings, internal plumbing, filter housing and light lens. Plumbing showing signs of freeze damage are not covered under this warranty.

FIVE YEAR LED LIGHTING WARRANTY – Shield Hot Tubs warrants the LED Lighting system; specifically the transformer, controller, and wiring to be free from defects in material and workmanship for a period of five years from the hot tub's original date of purchase.

FIVE YEAR CABINET WARRANTY – Shield Hot Tubs warrants the Vinyl Cabinets to be free from defects in material and workmanship for a period of five years from the hot tub's original date of purchase. This warranty specifically covers the cabinet's structural integrity exclusive



of 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.

TWO YEAR OZONE GENERATOR WARRANTY – Shield Hot Tubs warrants the ozone generator to be free from defects in material and workmanship for a period of two years from the hot tub’s original date of purchase. This warranty specifically covers the ozone generator’s ability to create ozone.

WARRANTIES FOR OTHER COMPONENTS – Filter cartridges, led light bulbs, fuses, pump seals, filter covers and hot tub pillows are considered wear parts and 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 consumer purchaser.

EXTENT OF WARRANTY – This warranty extends only to the original consumer purchaser of the hot tub when purchased and installed in a residential application within the boundaries of Canada. The Shield Hot Tubs warranty terminates upon any transfer of ownership or if the hot tub is installed in a commercial application or is installed or relocated outside the boundaries of Canada prior to the expiration of the warranty period.

WARRANTY PERFORMANCE – To obtain parts in the event of a defect covered by this Limited Warranty, notify Shield Hot Tubs as soon as possible and use all reasonable means to protect the hot tub from further damage until a repair has been completed. The purchaser will be responsible for securing a competent servicer to provide the labor for any repair. Labor and travel costs are not covered as part of this warranty. Upon proof of purchase, the Dealer supply replacement parts subject to the terms and conditions contained in this Limited Warranty. There will be no charge for parts. Written notice of any malfunction or defect must be given within two (2) days of the time the malfunction is discovered, and must be accompanied by the original consumer purchase receipt of the hot tub which shows the date of purchase. If Shield Hot Tubs determines that the parts are not available at the time of failure, we reserve the right to instead provide similar and acceptable parts as substitution. In the event of a covered failure requiring replacement of the entire hot tub, all costs for removal of the defective hot tub, shipping costs for the replacement hot tub and delivery and installation of the replacement hot tub will be the responsibility of the hot tub owner. The replacement hot tub warranty will be equal to the balance, if any, remaining on the original hot tub. Shield Hot Tubs reserves the right to inspect the malfunction or defect on location or after obtaining failed parts.

EXCLUSIONS – Hot Tubs installed in commercial applications are excluded from any coverage whatsoever. This Limited Warranty is void if Shield Hot Tubs or its designated representative



determines that the hot tub has been improperly installed, subjected to alteration, misuse or abuse, or if any repairs on the hot tub are attempted by anyone other than an authorized repair person; or if failure is caused by accident, acts of nature, acts of God, or other causes beyond the control of Shield Hot Tubs. Neglect, misuse and abuse include any installation, operation, or maintenance of the hot tub including, but not limited to damage caused by operation outside the range of 34 degrees F and 116 degrees F or 1 degree C and 46 degrees C; Any damage to any component of the hot tub caused by freezing; the failure to maintain proper water chemistry and chemical balance; the use of abrasive or improper chemicals. Alteration shall include any component 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. This Limited Warranty does not provide coverage for the hot tub cover, any item attached to, or installed on, including cover lifts or gazebos, or for gaining access to any component for repair or replacement. The hot tub owner accepts liability for repair work performed by third parties.

DISCLAIMERS – Shield Hot Tubs and any of its representatives shall not be liable for loss of use of the hot tub 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 Shield Hot Tubs, or any of its representatives, be held liable for injury to any person, or damage to any property, however arising. In no case shall Shield Hot Tubs be liable, for any reason or cause, for any cost in excess of the amount paid for the original hot tub 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 provinces 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 province to province. Some provinces do not allow limitations on how long an implied warranty lasts and therefore this limitation may not apply to you. Contact Shield Hot Tubs Dealer for service. This limited warranty is effective for hot tubs manufactured after 12/12/22 and covers model year (2024) exclusively.