VIKING SPAS LIMITED WARRANTY – ELITE AND VIKING SPA MODELS

This Limited Warranty is effective for ALL VIKING SPA MODELS manufactured AFTER January 1, 2019

Viking Spas, Inc. makes this Limited Warranty to the original purchaser that the spa shell H.D.P.E. is so strong and durable that it will be free from defects in material and workmanship for the life of the spa. Refer to the "Lifetime Viking Spa Shell Limited Warranty Coverage" for complete details.

Viking Spas, Inc. makes this Limited Warranty to the original purchaser that all Factory installed electrical equipment and plumbing components - specifically the pump(s), heater and control system, will be free from defects in material and workmanship for a period of six years from the date of purchase of your Viking Spa. Refer to the "6-Year Equipment/Plumbing Limited Warranty Coverage" for complete details.

Viking Spas, Inc. makes this Limited Labor Warranty to the original purchaser for a period of six years from the date of purchase of your Viking Spa. Refer to the "6-Year Limited Labor Warranty Coverage" for complete details.

WARRANTY SERVICE
Your satisfaction and goodwill are important to your dealer and to us. All Viking Spas warranty details are explained within this “Limited Warranty”. Normally, any problems with the product will be handled by your dealer’s service department. Sometimes, however, in spite of the best intentions of all concerned, misunderstandings can occur. If your problem has not been handled to your satisfaction, we suggest you take the following action:

- Discuss your problem with a member of dealership management. Often complaints can be quickly resolved at that level. If the problem has already been reviewed with the Service Manager, contact the owner of the dealership or the General Manager.
- If your problem still has not been resolved to your satisfaction, contact the Customer Service Department of Viking Spas via e-mail, (customerservice@vikingspas.com), by mail (2725 Prairie S.W., Wyoming Mi.) or by phone (616-248-7800). We will need the following information in order to assist you:

*Your name, address, and telephone number
*Product model and 8-digit serial number
*Date of Purchase
*Dealer name and address
*Nature of the problem.

After reviewing all the facts involved, you will be advised of what action can be taken. Please bear in mind that your problem will likely be resolved at the dealership, using the dealer’s facilities, equipment, and personnel, so it is very important that your initial contact be with the dealer.
Your purchase of a Viking Spa is greatly appreciated by both the dealer and by Viking Spas, Inc. We want to assist you in every way possible to assure your complete satisfaction with your purchase.

WARRANTY COVERAGE
LIFETIME VIKING SPA SHELL LIMITED WARRANTY: Viking Spas, Inc. makes this Limited Warranty to the original purchaser that the spa shell is free from defect in material and workmanship for life from the date of purchase of the spa; if the spa shell should lose water as a result of material or workmanship defect, Viking Spas' sole obligation will be to either repair or replace the spa shell. Minor blemishes or scratches are not covered by this warranty. The Warranty is voided if the spa is kept outside uncovered when not in use. Viking Spas reserves the right to substitute updated spa models if current replacement model is not available.

6-YEAR LIMITED EQUIPMENT/PLUMBING WARRANTY: All factory installed electrical equipment and plumbing components - specifically the pump(s), heater, control system, leaks from jet fittings, filter assembly, internal plumbing, internal glue joints and hoses are warranted from date of purchase of the spa, as follows:
Year 1: 100% replacement of components to the original purchaser
Year 2: 100% replacement of components to the original purchaser
Year 3: Original purchaser pays 45% of replacement cost of components
Year 4: Original purchaser pays 55% of replacement cost of components
Year 5: Original purchaser pays 65% of replacement cost of components
Year 6: Original purchaser pays 75% of replacement cost of components

6-YEAR LIMITED LABOR WARRANTY: Labor on repair of the above equipment/plumbing is warranted from date of purchase of the spa, as follows:
Year 1: No hourly labor charge will be incurred by the original purchaser
Year 2: No hourly labor charge will be incurred by the original purchaser
Year 3: Original purchaser pays 45% of the service representative's normal hourly labor charge
Year 4: Original purchaser pays 55% of the service representative's normal hourly labor charge
Year 5: Original purchaser pays 65% of the service representative's normal hourly labor charge
Year 6: Original purchaser pays 75% of the service representative's normal hourly labor charge

In-field service is limited to the Continental United States and Canada locations by an authorized Viking Spas Dealer. Pre-authorization is required for in-field service and related travel cost where there is no Viking Spas Dealer available.

OTHER WARRANTIES

1. On spas equipped with a factory installed ozonator, the unit is warranted to the original purchaser from the date of purchase for (2) years.
2. Spa Jets, Stereo Systems & LED lights are also warrantied to the original purchaser from the date of purchase for (1) year.
3. The spa cover and optional Vibrosonic System are warranted for (2) years and are not manufactured by Viking Spas, Inc. Warranty claims on the spa cover must be made to the manufacturer (Commercial Fabrics - 1-800-695-9438).

WARRANTY EXCLUSIONS

1. Viking Spas sold for use in a commercial application.
2. The spa has been subjected to any alterations, misuse, abuse, use of any type of salt generator, or any repairs that are attempted by anyone other than a Viking Spas, Inc. Authorized Service Representative.
3. The spas electrical hook-up has been made by anyone other than a licensed electrician.
4. Damage caused by improper or incorrect electrical hook-up or by high or low voltage environments.
5. Ground fault current interrupter (G.F.C.I.) nuisance tripping.
6. Damage resulting from operating the spa at a water temperature outside the range of 32°F to 104°F
7. Spa shell surface damage or discoloration resulting from improper water chemistry, including, improper PH levels, the excessive use of sanitizers and any other chemical that may dissolve or remain undissolved on the spa shell, as well as the use of caustic cleaning solutions.
8. Scratches and damage caused by normal use.
9. Damage caused by excessive exposure of the spa shell, and/or its components to the sun with no water in spa. (Spa cover must be kept on spa at all times when not in use. (Filled or empty).
10. Damage to all components including jets, pumps, valves, control circuits, and any related component that comes in contact with water due to any type of improper chemical balance.
11. Any damage caused by failure to follow Spa Installation & Set Up Instructions.
12. Damage caused by Acts of God or any other condition beyond the control of Viking Spas, Inc.

13. Consequential damages of any kind including failure of any component caused by freeze damage.
14. Cost of removal and/or reinstallation of the spa or its components.
15. Cost of freight and/or delivery of spa to/from the dealer or manufacturer.
16. Damage to any component or part on this spa due to leaking pump seals.
17. Spa pillows, spa light bulb, spa filter element(s), fuses, and drain valve cap leakage.
18. The spa synthetic cabinet including hardware and screws.
19. Damage of any kind caused by shipping (Shipping damage claims must be filed with the dealer within 7 days)
20. Leaking unions at pump and heater.
21. Any Viking Spa modified, in any way, from its original factory design.
22. Labor covering replacement of jet insert(s), air control(s) and/or diverter handle(s).
23. Refoaming costs.
24. Radio reception not due to performance of receiver.
25. Any unauthorized repairs performed by any service company other than your dealer or a pre-authorized company by Viking Spas.
26. Warranty void if spa is relocated to any location other than original point of delivery.
27. Any model of Viking Spa, Inc. that is permanently enclosed within a room, surrounding structure or in ground application without providing adequate access and ventilation.

OTHER IMPORTANT WARRANTY INFORMATION

The foregoing warranties are exclusive and in lieu of all other expressed warranties. Implied warranties shall not extend beyond the duration of the expressed warranties contained herein. This warranty does not extend to incidental or consequential damages of any nature, including without limitation, loss or damage to landscaping, decking, gazebos or other property, even if Viking Spas, Inc. has been advised of the possibility of such damages. Liability shall be limited to the cost of the spa.

Our shells are formed using HDPE (High Density Polyethylene) and are inspected with the greatest care. HDPE is a compound mixture that has its own particular characteristics thus no two shells are exactly alike. Variances in the surface appearance are a natural result of the mixture and DOES NOT COMPROMISE THE STRUCTURAL STABILITY OF THE SHELL.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty is not transferable.

This warranty gives you, the original purchaser, specific legal rights and you may also have other rights which vary from state to state. This warranty is to be construed and interpreted according to the laws of the state of Michigan. Please refer to the "Spa User Operation and Instruction Manual" for important personal safety precautions.

PERFORMANCE OF WARRANTY

Viking Spas, Inc. will repair or replace, at its option, any spa shell or component found to be defective under the terms of this warranty. Viking Spas, Inc. reserves the right to substitute any component of equal value, either new or factory reconditioned, and any such repair or replacement shall not extend the remaining portion of the original warranty to the original purchaser.

WARRANTY REGISTRATION

This warranty extends to the original retail purchaser of the spa for personal use only and is not transferable or enforceable by any other party. The warranty registration must be completed by the original purchaser and returned to Viking Spas, Inc., 2725 Prairie Street SW, Wyoming, MI 49519 no later than 30 days from the date of delivery. Warranty will then be effective from the original date of delivery.