AVANTIKUL
LIVE YOUR BEST LIFE

WARRANTY INFORMATION

Warranty applies within the contiguous U.S. for residential use

Crafting each Cold Tub with meticulous attention to detail, we at Avantikul are dedicated to upholding the highest standards of quality and durability. Every unit undergoes thorough testing at our factory to guarantee optimal performance and longevity. Our unwavering commitment to engineering excellence is reflected in our industry-leading warranty. This assurance allows you to enjoy your new cold tub with peace of mind, knowing it is backed by a warranty that stands out in the industry.

A limited warranty is provided by Avantikul for the Cold Tubs. This warranty is applicable solely to residential, non-commercial use of the cold tub. Covered components include the shell structure and surface, LED light system, UV light, equipment, plumbing and wall fittings, and the nonslip floor system. However, the warranty does not extend to damage resulting from issues such as poor water chemistry, neglected filter care and replacement, freezing conditions, power outages, inattention to low water flow, or any other form of neglect, misuse, or abuse. Further details regarding exclusions are outlined in this Limited Warranty.

To enhance your coverage, you have the option to choose an extended warranty for your cold tub. The protection plan is offered in collaboration with Clyde for added assurance. We collaborate closely with Clyde to administer the plan and guarantee outstanding customer service. You have the flexibility to acquire the extended warranty either during checkout or within 11 months from the date of your purchase.

SHELL STRUCTURE

The manufacturer warrants to the initial retail buyer that the cold tub shell structure produced by the manufacturer will remain free of water leakage resulting from material or workmanship defects in the cold tub shell structure for a duration of 2 years from the initial retail purchase date. The manufacturer will either supply parts or materials for repair (limited to parts only) or replace the nonconforming cold tub shell structure. Should replacement be necessary, the Purchaser bears the sole responsibility for the costs associated with labor, equipment removal, and replacement of the unit.

SHELL SURFACE

The manufacturer provides a warranty to the initial retail buyer, ensuring that the acrylic finish will not exhibit blistering, cracking, or delamination leading to water leakage. This warranty is valid for a period of 2 years from the date of the original retail purchase and covers defects in material or workmanship. The manufacturer will replace the nonconforming shell, with coverage limited to parts only. If replacement becomes necessary, the Purchaser is solely responsible for the costs associated with labor and equipment for the removal and replacement of the unit. It's important to note that blemished units do not have a warranty for the shell surface, and spider cracking in the acrylic is not considered a defect.

EQUIPMENT

The manufacturer guarantees to the original retail buyer the cold tub equipment, encompassing the GFCI cord, power distribution box, circulation pump, and chiller. In the event of a failure or malfunction of any equipment component due to defects in material or workmanship, this warranty is valid for a period of 1 year from the original retail purchase date. If a defect is identified in material or workmanship causing a component to fail or malfunction, the manufacturer will supply replacement parts for the repair or replacement of the affected components (limited to parts only).

PLUMBING

The manufacturer provides a warranty to the initial retail buyer, covering the plumbing and wall fittings of the cold tub for a duration of 1 year from the original retail purchase date. This warranty ensures that the mentioned components will not experience leaks due to defects in material and workmanship. In the event of a leak caused by a defect in material or workmanship, the manufacturer will supply replacement parts for the repair or replacement of the affected components (limited to parts only).

LED LIGHT SYSTEM

The manufacturer provides a warranty to the initial retail buyer, covering the optional, factory-installed LED light system for a duration of 1 year from the original retail purchase date. This warranty ensures that the LED light system will not malfunction due to defects in workmanship and materials, with coverage limited to parts only. If the LED light system or any of its components fail due to defects in material or workmanship, the manufacturer will replace the relevant components (limited to parts only).

UV SYSTEM

The manufacturer provides a warranty to the initial retail buyer, ensuring that the factory-installed UV system will not experience malfunctions due to defects in materials or workmanship. This warranty is valid for a period of 1 year from the original retail purchase date. If the UV system malfunctions due to a defect in materials or workmanship, the manufacturer will replace the relevant components, with coverage limited to parts only.

NONSLIP FLOOR SYSTEM

The manufacturer assures the original retail buyer that the factory-installed Nonslip, Comfort Floor System will remain securely attached to the cold tub floor for a duration of 1 year, with coverage limited to parts only. Should the adhesion fail, leading to the detachment of the pad from the cold tub shell or separation of the pad material, the manufacturer will replace the relevant component(s), limited to parts only. It's important to note that normal discoloration, fading, or wear of the Nonslip, Comfort Floor System is not covered by this limited warranty. Such issues may arise from factors like water conditions, chemical levels, or UV exposure. Refer to the owner's manual for guidance on maintaining proper water chemistry levels and cold tub care to maximize the longevity of your Nonslip, Comfort Floor System. Additionally, damage such as cuts, gouges, and scrapes caused by external objects is not covered by this limited warranty.

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EXCLUSIONS

This limited warranty is applicable solely to the original retail purchaser from the date of the initial retail purchase. However, it becomes void if the entire purchase price has not been paid. Items such as light bulbs, light lenses, fuses, covers, pillows, or any aftermarket installed accessories are expressly excluded from this limited warranty. All warranties are invalidated if the spa is utilized for commercial service, unless the purchaser has chosen the commercial business warranty upgrade at the time of purchase.

Normal wear and weathering of finishes and components are not considered defects and are explicitly excluded from this limited warranty. The cabinet panels are warranted only to be free from defects or damage at the time of delivery. If it becomes necessary to relocate the cold tub from the residential premises to repair or replace any warrantable item, all costs associated with cold tub removal and replacement—including but not limited to the removal of the original cold tub, transportation of the replacement cold tub, damages to landscaping, decking, fencing, or any other structural alterations—are specifically excluded and become the sole responsibility of the purchaser. Additionally, cold tub covers are not included or covered by this limited warranty.

LIMITATIONS

This limited warranty becomes void if the cold tub undergoes misuse, alterations, attempted repairs not authorized by the manufacturer, or if a failure results from improper installation, incorrect water chemistry, inadequate maintenance as outlined in the owner's manual, acts of nature, weather conditions, interference by animals, rodents, pests, or damage beyond the control of the manufacturer. Misuse or abuse refers to operating the cold tub in a manner inconsistent with the guidelines provided in the owner's manual. Examples of such misuse and abuse include, but are not limited to:

- Harm to the cold tub surface and components caused by leaving it uncovered or covering it with any type of plastic film.
- Damage to the cold tub surface and components due to the use of a non-insulating cover or an unapproved cover not manufactured by the company when exposed to weather conditions and sunlight.
- Damage to the cold tub surface and components resulting from contact with unapproved cleaners or solvents.
- Damage incurred by operating the cold tub at water temperatures outside the range recommended in the owner's manual. Freeze damage.
- Damage caused by unapproved sanitizers such as calcium hypochlorite, sodium hydroxide, "tri-chlor" type chlorines, or any undissolved sanitizing chemical on the cold tub surface.
- Damages or malfunctions arising from dirty, clogged, calcified filters or the use of an unapproved filter cartridge.
- Damages or malfunctions due to the absence of even, proper support for the cold tub.
- Damages or malfunctions during the installation of the cold tub.
- Damages or malfunctions resulting from the use of unapproved filter cartridges.
- Damages or malfunctions occurring due to relocating the cold tub from its original installation site.

WARRANTY REGISTRATION AND WARRANTY CLAIM

The initial buyer is advised to register their cold tub acquisition within ten days from the original retail purchase date to establish proof of purchase. Although failure to register does not invalidate this limited warranty, proof of purchase must be provided in the event of any warranty claim to confirm the original retail purchase date for the first buyer.

Cold tub registration can be completed online at Avantikul.com In the case of a warranty claim related to a defect or malfunction covered under the provisions of this limited warranty, the original retail purchaser must inform the retail dealer or the Customer Service department within ten days of the initial malfunction or discovery of a defect in writing. If the retail dealer does not offer support, the purchaser should contact the Customer Service department through the website or provide written notice of the malfunction or defect at the provided address.

Upon receiving notice of the warranty claim, the retail dealer or Customer Service department will collaborate with the retail purchaser to troubleshoot and determine whether the claimed malfunction or defect is a covered issue under this limited warranty. This limited warranty covers parts needed to repair or replace applicable components.

If the retail purchaser is not comfortable, knowledgeable, or skilled enough to troubleshoot or make repairs, they should seek the assistance of a local contractor, such as a licensed electrician or HVAC technician. If the retail purchaser engages a third-party contractor, a copy of the repair invoice may be submitted to the Customer Service Department for consideration of up to $125.00 USD labor reimbursement (the lesser of either the invoiced labor or up to $125.00 maximum) per claimed problem case. Any arrangements with a third-party local contractor are the sole responsibility of the purchaser.

The Customer Service Department will assist with troubleshooting and provide applicable parts/components per the terms defined in this limited warranty. Repeat service trips made by a hired service contact that may occur will only be considered for reimbursement as one overall claim per problem case (the lesser or maximum of $125 per claim case).

If it is determined that the malfunction is not covered by this limited warranty, the cost of the service arranged and paid to a third party by the purchaser and any components shipped by the company will be the sole responsibility of the purchaser.
If it is determined that the malfunction or defect is covered under this limited warranty, the company will cover the applicable replacement components/items. In the event of cold tub replacement, the replacement cold tub will carry the balance of the original cold tub limited warranty from the original retail purchase date. Additionally, access charges may be assessed if the cold tub is not reasonably accessible for inspection, repair, or replacement.

This limited warranty is only extended to the original retail purchaser and is not transferable. It becomes void upon the transfer of ownership of the cold tub or moving the cold tub to a different location outside the country of the original purchase.
NOTICE: Any damage to the cold tub caused by moving the cold tub is excluded from this limited warranty.
DISCLAIMERS: The company neither assumes nor authorizes any other person to assume any other liability in connection with the sale of cold tubs. This limited warranty shall be the exclusive remedy available to a purchaser, and the company shall not be liable for any incidental or consequential damages resulting from misuse of the cold tub or caused by any defect, failure, or malfunction of the cold tub, whether a claim is based upon warranty, contract, negligence, or otherwise. Some states do not allow the exclusion of incidental or consequential damages, so this limitation may not apply to you.

To the extent permitted by applicable law, this limited warranty specifically excludes any and all implied warranties of merchantability and/or fitness for a particular purpose. Otherwise, all implied warranties are limited in duration to two years from the original date of retail purchase. Some states do not allow the limitation of the duration of implied warranties, so this limitation may not apply to you. There are no other warranties, either expressed or implied, of any kind or nature that extend beyond the description on the face hereof. Some states do not allow the limitations of remedies, so these limitations may not apply to you.

If your cold tub is designated as a "blem," "blemished," or "refurbished" model, the cold tub is sold "as-is" with regards to cosmetic appearances and will have no Shell Surface warranty. Other sections of the warranty, including shell structure, equipment, and noted parts, remain in full as outlined above.

TEL: 800-952-6280