

Arctic SPA Air-to-Water

LIMITED WARRANTY

Thank you for purchasing an Arctic Heat Pump. We appreciate your business! We hope your experience with our products meets or exceeds all expectations. Please contact us if you have any issues with, or questions about, your new equipment.

Your Arctic SPA heat pump comes with a **7-year heat exchanger limited warranty**, a **5-year compressor limited warranty**, and a **3-year parts limited warranty**. This warranty will come into effect on the ship date of your equipment. This warranty is only available to the original equipment owner, and only if the product is installed at the original installation site.

This warranty does not cover any component malfunctions deemed to be caused by the incorporation of system design parameters that were not instructed in your equipment manual. This warranty does not cover equipment malfunctions deemed to be caused by the incorporation of third-party components that were not supplied by Arctic. This warranty does not cover component malfunctions deemed to be the result of improper installation practise. Arctic does not cover system issues resulting from equipment under sizing or over sizing. This warranty does not cover issues resulting from non-adherence to local code. This warranty will be void if product is subject to misuse, improper maintenance, or alteration. This warranty will be void if heat pump exposed to corrosive environment.

This limited warranty covers replacement part costs and delivery costs for any component in your heat pump that has been deemed defective. It also covers labor costs required to replace a component at a maximum of \$150 per warranty claim.

Excluded from this warranty is liability for any personal or property damage that resulted from using our products.

Liability is limited and will not exceed cost of pre-approved replacement parts.

Initiate a Warranty Claim

If you believe your Arctic equipment has an issue, contact technical@arcticheatpumps.com or call 1-800-317-9054 and get in touch with Arctic's technical department. An Arctic technician will work with you or your installer to diagnose your system issue. If a component in your heat pump is deemed faulty and eligible for warranty, instructions will be provided to you that detail the process that will be required to remedy your system issue. These instructions will be dependant on your issue.

In the case that a component in your heat pump is faulty and must be replaced, Arctic will ship that component direct and free of charge to a shipping address of your choice as soon as possible. In the shipment of your replacement part their will be a pre-paid return shipping label. That return label is meant for your faulty part. Unless Arctic has instructed not to return faulty part, it is expected that you will package faulty part, and drop it off at nearest post office as per our technician's instructions.

Our Arctic technicians are in the office from 8:00 AM - 4:30 PM CST Monday to Friday.