Warranty Policy for Ice Bath Chillers

This Limited Warranty applies to cold plunge /ice bath systems manufactured by our company. It covers defects in materials and workmanship under normal installation, operation and maintenance. This warranty is only valid for the original purchaser and non-transferable.

Ⅰ.Warranty Period:

-Core components (main unit compressor, heat exchanger, water pump, UV/ozone module): 12 months;

-Water system accessories, controller, display screen, fan: 24 months;

-Consumables (bathtub shell, seals, hoses, filters, etc.): **Not covered by warranty** (consumables!)

Please note: The warranty period begins on the **date of delivery receipt**.

Ⅱ. Warranty Coverage

- Defects in materials or workmanship present at the time of manufacture (excluding man-made damage);
- Malfunctions occurring during normal use under the conditions specified in the manual;
- Manufacturer's option: Replacement of parts.

Ⅲ. Exclusions from Warranty Coverage

- Normal wear-and-tear parts/consumables: filter pads, sealing rings, water hoses, aging of the inner tank, UV lamps, etc.;
- Man-made damage: incorrect installation, unstable power supply, incompatible voltage, or unauthorized disassembly and modification;
- Improper use: failure to change water as scheduled, limescale buildup, chemical corrosion, or entry of foreign objects into the unit;
- Damage caused by natural disasters, lightning strikes, power outages, or voltage surges;
- Warranty becomes void if the customer attempts repairs or a third party disassembles the unit;
- Shipping damage: claims for shipping damage require the submission of photos within 48 hours of receipt; such damage is not covered under the standard product warranty;
- Improper use outside of intended applications or operation beyond the equipment's rated specifications.

Ⅳ. Warranty Claim Process

- Contact via email; please submit the following: order number, proof of purchase, product serial number, description of the issue, and photos/video of the fault.
- Response time: We will respond within 1 working day.
- Assessment: Our engineers will evaluate whether the issue is covered under warranty.
- Shipping cost rules:

- Within the warranty period: Original parts are free; round-trip shipping costs are covered by the seller.
- Non-warranty issues: The customer is responsible for the cost of parts, all shipping fees, and labor charges for repairs.

Ⅴ. Important Disclaimer

We shall not be liable for any indirect or incidental losses, loss of profits, or business interruption losses. Total liability shall not exceed the original purchase price of the product.

Ⅵ. Other Terms

- Policy Interpretation: We reserve the right to modify these warranty terms without prior notice.
- Note: The warranty does not cover on-site installation or on-site repair services.
- Products must be maintained in accordance with the official manual; failure to do so will void the warranty.

Ⅶ. FAQ

Q: What actions will void the warranty?**
A: Unauthorized disassembly or modification, improper use of the power supply, lack of regular maintenance, chemical corrosion, or damage caused by foreign objects will void the warranty.

Q: Who covers the shipping costs for warranty replacement parts?**
A: Replacement parts are free during the warranty period, but the seller covers all shipping costs.

Q: Can I disassemble the unit for repairs myself?**
A: No. Any unauthorized disassembly or repair will immediately void the warranty.

Contact Information
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