

COVANA LIMITED WARRANTY 2025

The Limited Warranty starts twelve (12) months after the initial invoiced dealer purchase date from COVANA. If the unit is sold to a consumer within the first year, the Limited Warranty starts on the original consumer purchase date.

The limited warranty on COVANA Unit sold outside Canada and the United States will take effect sixty (60) days after the date shown on Covana/Canimex commercial invoice to the distributor or the COVANA authorized dealer.

The Limited Warranty is applicable only upon proof of purchase and solely to the original COVANA Unit owner bought from a COVANA authorized dealer and installed for residential use.

To obtain service, contact your COVANA authorized dealer as soon as possible, and use all reasonable means to protect the COVANA Unit from further damage. Upon proof of purchase, your COVANA authorized dealer will correct the defect subject to the terms and conditions contained in this limited warranty. The COVANA Unit owner is responsible for providing access to the COVANA Unit to perform the repair.

WARRANTY COVERAGE

SHELL & FIBER PANELS: 5 YEARS

COVANA warrants the Legend– C-EP – Evolution fiber panels and the Oasis inner shell and outer shell against fracture, abnormal deformation or leaking for five (5) years from the original purchase date.

- **Labor** associated to replacement parts or repairs under this warranty is paid for three (3) years from the original purchase date.
- **Freight charges** related to replacement of parts under this warranty are paid for three (3) years from the original purchase date.

Discoloration and surface abrasions due to weathering will occur naturally over time and are not considered defects. Improper spa water chemistry and misuse of spa chemicals may cause discoloration of the inner shell. Inner shell discoloration is not considered a defect and is not covered under this warranty. Cover melting caused by convergent or indirect sunlight reflection or overheating from an insulating protection is not covered under this warranty. Falling debris causing damage to the COVANA Unit is not covered by this warranty. Condensation may occur due to hot tub water temperature and other outside environmental factors; this is deemed to be a natural phenomenon and it is not covered under this Limited Warranty.

STRUCTURE: 3 YEARS

COVANA warrants the aluminum frame, brackets and telescoping sleeves against breakage and fracture due to defects in materials and workmanship for three (3) years from the original purchase date.

- **Labor** associated to replacement of parts or repairs under this warranty is paid for one (1) year from the original purchase date.
- **Freight charges** related to replacement parts under this warranty are paid for ninety (90) days from the original purchase date.

Installation on any surface other than the ones recommended in the installation manual, or any damage caused by or any damage caused by operation under conditions exceeding rated capacities (such as snow, artificial grass, furniture, creating overweight) is not covered under this warranty.

POWDER COAT: 3 YEARS

COVANA warrants the powder paint on all surfaces against chipping and peeling under normal conditions for three (3) years from the original purchase date.

- **Labor** associated to replacement of parts or repairs under this warranty is paid for one (1) year from the original purchase date.
- **Freight charges** related to replacement parts under this warranty are paid for ninety (90) days from the original purchase date.

Discoloration and surface abrasions due to weathering will occur naturally over time and are not considered defects. Chipping of powder paint on fastening hardware may occur during assembly and servicing of the COVANA Unit and are not covered by the warranty.

MECHANICAL COMPONENTS: 3 YEARS

COVANA warrants the mechanical components such as: the motor, gear boxes, chains, drive shafts and jacks, for three (3) years from the original purchase date.

- **Labor** associated to replacement of parts or repairs under this warranty is paid for one (1) year from the original purchase date.
- **Freight charges** related to replacement parts under this warranty are paid for ninety (90) days from the original purchase date.

Mechanical components damaged by mineral contaminants, such as rocks, dust or sand, undrained underground installations, undrained surface, flooding area or permanent water accumulation is not covered under the warranty.

LED LIGHT ASSEMBLY & ELECTRICAL COMPONENTS: 1 YEAR

COVANA warrants the LED light system and solar panel against manufacturing defect against malfunction for one (1) year from the original purchase date.

COVANA warrants the electrical components such as cables and wires, key switch assembly and limit switches against malfunction for one (1) year from the original purchase date.

- **Labor** associated to replacement of parts or repairs under this warranty is paid for one (1) year from the original purchase date.
- **Freight charges** related to replacement parts under this warranty is paid for ninety (90) days from the original purchase date.

Electrical damage caused by a non-permanent installation of the key switch 5 ft (1.5 m) away from the spa and 5 ft (1.5 m) above the ground as indicated in the installation manual could void the limited warranty.

COMPONENTS, PARTS AND ACCESSORIES: 90 DAYS

COVANA warrants components and accessories subject to normal wear such as: batteries, seals, roller shades, screens, key switch barrels cover, to be free of manufacturing defects for ninety (90) days from the original purchase date.

- **Labor** associated to replacement of parts or repairs under this warranty is paid ninety (90) days from the original purchase date.
- **Freight charges** related to replacement parts under this warranty are paid ninety (90) days from the original purchase date.

LIMITATIONS

COVANA offers replacement parts until the durations prescribed in the Warranty coverage end OR ninety (90) days from the replacement date.

COVANA may void the warranty if:

- We determine that the COVANA Unit has been subjected to alteration, neglect, misuse, abuse or lack of maintenance or adjustment or installation of equipment which is not in accordance with guidelines within the installation manual.
- The electrical installation was not performed by a licensed electrical contractor or does not comply with all applicable local electrical codes and regulations.
- Any accessory, upgrade or modification implemented to the COVANA Unit are not original from COVANA.
- The installation or repairs were performed by other than a COVANA authorized dealer.
- The owner dismantles the COVANA Unit.
- The COVANA authorized dealer and/or the COVANA Unit owner did not consider and respect the relevance of all criteria, risks and liability stipulated in the installation manual prior to the installation of the COVANA Unit.

COVANA may void this limited warranty and cannot be held responsible for any damage after a repair or maintenance performed on a COVANA Unit even by a COVANA authorized dealer, which goes against the installation manual. COVANA is not liable for any injury, loss or damage, direct or consequential, arising out of the inability to use the COVANA Unit.

EXCLUSIONS

- COVANA excludes from this limited warranty a COVANA Unit installed in a commercial application.
- COVANA is not deemed responsible for failures or damages caused by installation in a humid area, flood zone, corrosive environment or acts of God or other causes beyond the control of COVANA.
- COVANA's warranty does not cover mileage allocation or travel expenses associated with any repair or replacement part.
- COVANA is not deemed responsible for any damage or malfunction caused by the relocation of the COVANA Unit not performed by a COVANA authorized dealer to another address.
- COVANA or the COVANA authorized dealer is not deemed responsible for any equipment, furniture or landscaping aside from the COVANA Unit.

DISCLAIMER AND LEGAL RIGHTS

This Limited Warranty overrules all other warranties, either expressed or implied. No other party than COVANA is authorized to alter this limited warranty in any way. This limited warranty gives you specific legal rights. You may also have other rights that vary depending on the country, state or province. COVANA/Canimex Inc.'s liability under this limited warranty, if any, will not exceed the original amount paid for the defective COVANA Unit. The limited warranty is exclusive and in lieu of all other warranties of quality, whether written, oral or implied.