



LIMITED WARRANTY

CYANNA VALLEY SPAS

Cyanna Valley Spas ("Cyanna Valley") warrants to the original consumer purchaser ("you") the following about your new Cyanna Valley Spa ("spa") when purchased from a Cyanna Valley Spas authorized dealer or service provider ("dealer"). This Limited Warranty (this "Warranty") does not extend to any subsequent owner or other transferee of the spa and shall terminate upon any transfer of the spa. This limited warranty is effective for Cyanna Valley models purchased after August 1, 2024.

5-Year Spa Shell Warranty

Cyanna Valley warrants against the loss of water through the shell caused by defects in materials and workmanship for a period of five (5) years, provided that the spa is installed and maintained in accordance with Cyanna Valley's instructions and is not subjected to any of the limitations as detailed below. Variances in the shell surface are a natural result of the compound mixture and do not compromise the structural stability of the shell – minor blemishes or scratches are not covered by this warranty. Cosmetic color and surface texture changes due to normal use are not covered under this warranty. This warranty does not cover any damage to the spa that result from improper installation, abuse, misuse, natural disaster, abnormal mechanical or environmental conditions, repair, or modification. Cyanna Valley is not liable for, and does not cover under warranty, any costs associated with removing or installing the spa. Cyanna Valley reserves the right to inspect the shell malfunction or defect on location to determine if the spa will be repaired or replaced. Cyanna Valley reserves the right to provide a substitute spa model if your model is not available.

30-Day Limited Cabinet Parts Warranty

Cyanna Valley warrants the cabinet side panels and corners to arrive at the original purchaser's location free from defects in material or workmanship for a period of 30-days. Fading and weathering of the cabinet occur naturally over time and are not considered defects. The warranty described in this paragraph does not cover damage to the cabinet due to improperly installed cover lifters (including lack of proper support for lifter components).

1-YEAR Limited Component Warranty

Cyanna Valley warrants all factory-installed electrical equipment and plumbing components to be free from defects in materials and workmanship for a period of one year. "Electrical equipment and plumbing components" mean the pump(s), heater, control system, jet fittings, filter assembly, internal plumbing, internal glue joints, and hoses.

Some parts not described in the paragraph before this, but that are easily removed from the spa and do not require specialized tools or knowledge or create personal safety issues, are warranted to be free from defects in materials and workmanship for a period of 30 days. Since these parts can be replaced by you, the warranty for these parts does not include a dealer service call. The parts included in this 30-day warranty are jet inserts, air controls or diverter handles, pillows, filter elements, spa light bulb, and drain valve caps.

1-Year Ozone System Warranty

Cyanna Valley warrants the factory-installed ozone system to be free from defects for one year.

1-Year LED Light Assembly Warranty

Cyanna Valley warrants the factory-installed interior LED light assembly to be free from defects and workmanship for one year.

30-Day Limited Spa Cover Warranty

The spa cover included with your Cyanna Valley spa is not manufactured by Cyanna Valley. All warranty claims must be submitted directly to the specific cover manufacturer. Your authorized Cyanna Valley dealer can provide warranty details and claim information upon request. The warranty described in this paragraph does not cover any of the following:

- o Damage to the spa cover due to improper water chemistry, improper PH levels, excessive use of sanitizers or any other chemical that may dissolve or remain undissolved on the spa shell, or the use of caustic cleaning solutions.
- o Foam core breakage or deterioration or torn vinyl from excessive weight (including from rain, water, snow, excessive heat, animals, or humans).
- o Foam core moisture absorption due to foam breakage or damage to plastic barrier.
- o Chaffing, scuffing, or worn holes from dragging or storing the cover against sharp objects.
- o Fading of vinyl and thread (fading is not considered a defect, but a naturally occurring circumstance due to normal chemical maintenance, exposure to the sun, and aging of the cover).
- o Torn handles (handles are for opening and closing the cover only; they are not designed to carry the cover).

LIMITATIONS APPLICABLE TO ALL WARRANTIES

Remedies

With respect to each of the individual warranties described above, Cyanna Valley will, in its sole discretion, either repair or replace the spa or portion thereof subject to warranty free of charge. If Cyanna Valley decides to replace your entire spa, Cyanna Valley reserves the right to provide a substitute model if your model is not available.

Extent of Warranty

This Warranty extends only to the Cyanna Valley spa you purchased and installed within the country of purchase. Unless stated otherwise, this Warranty begins on the date of delivery of the spa to you, but in no event later than one year from the date of purchase. This Warranty terminates if the spa is installed or relocated outside the country of purchase prior to the expiration of the applicable warranty period. No warranty period will be extended if Cyanna Valley replaces your spa or portion thereof.

Warranty Performance

To make a claim under this Warranty, contact Cyanna Valley Spas by email at customersvc@cyannavalleyspas.com, by phone at 616-248-7800, or by mail at 2725 Prairie SW, Wyoming MI 49519, Attn: Customer Service Department. You must provide Cyanna Valley Spas written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of purchase and the date of delivery, within 30 days of the time you discover the claim. Cyanna Valley Spas reserves the right to inspect the malfunction or defect on location.



LIMITED WARRANTY

CYANNA VALLEY SPAS

LIMITATIONS APPLICABLE TO ALL WARRANTIES, cont'd

Except as described herein, you will not be charged for parts or labor for defects covered by this Warranty. The servicing dealer may charge you a trip charge that is not covered by this Warranty. Please contact your servicing dealer for information regarding any such charges. Pre-authorization is required for in-field service and related travel costs where there is no Cyanna Valley dealer available.

Warranty Limitations

This Warranty does not cover any defects or damage due to: (a) transportation; (b) storage; (c) improper installation or use (including installations made by anyone other than an authorized representative of Cyanna Valley); (d) failure to follow the product instructions (including any failure to follow your spa's Owner's Manual) or to perform any preventive maintenance; (e) alterations or modifications without Cyanna Valley's prior written consent; (f) use of a component or accessory not approved by Cyanna Valley; (g) unauthorized repair; (h) normal wear and tear; or (i) external causes such as accidents, abuse, misuse, or other actions or events beyond Cyanna Valley's reasonable control.

This Warranty also does not cover any of the following:

- o Damages related to electrical components if a licensed electrician did not install the electrical hook-up.
- o Ground fault current interrupter (G.F.C.I.) nuisance tripping.
- o Damage resulting from operating the spa at a water temperature outside the range of 32° F to 104° F for any reason.
- o Spa shell surface damage or discoloration resulting from improper water chemistry, improper PH levels, excessive use of sanitizers or any other chemical that may dissolve or remain undissolved on the spa shell, or the use of caustic cleaning solutions.
- o Damage to any and all components (including jets, pumps, valves, control circuits, and any related component) that come in contact with water due to any type of improper chemical balance.
- o Damage caused by excessive exposure of the spa shell or its components to the sun with no water in the spa (spa cover must be kept on spa at all times when not in use – filled or empty).
- o Consequential damages of any kind (including failure of any component part in the spa) caused by freezing.
- o Your initial installation costs.
- o Cost of removal or reinstallation of the spa or its components.
- o Cost of freight or delivery of the spa to or from the dealer or manufacturer.
- o Leaking unions at pump and heater (see instructions included with the spa).
- o Re-foaming costs.
- o Radio or audio reception not due to the performance of the receiver.
- o Any Cyanna Valley spa that is permanently enclosed within a room or surrounding structure, or that is installed in an in-ground application, without providing adequate access and ventilation.
- o Any Cyanna Valley spa that is used for a commercial or industrial application.

Disclaimers

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

CYANNA VALLEY HEREBY LIMITS THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TO ONE YEAR.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

CYANNA VALLEY'S RESPONSIBILITY FOR DEFECTIVE SPAS IS LIMITED TO REPAIR OR REPLACEMENT AS DESCRIBED ABOVE IN THIS WARRANTY.

Limitation of Liability

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND CYANNA VALLEY'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. CYANNA VALLEY'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE SPA, NOR SHALL CYANNA VALLEY UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT (INCLUDING, WITHOUT LIMITATION, DAMAGE OR REMOVAL OF LANDSCAPING, DECKING, GAZEBOS, OR OTHER PROPERTY, OR THE COST TO REMOVE OR REINSTALL THE SPA, IF NEEDED).

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.



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REVISION 07/2024