

Warranty

Warranty Information - Pro Plunge

Coldture Wellness stands behind the quality and durability of its cold plunge product. Every Coldture Wellness cold plunge tub and chiller comes with a standard warranty to ensure customer satisfaction. Coldture Wellness warrants this product to be free from defects in workmanship and materials, under normal residential use and conditions. Coldture Wellness agrees, at its unfettered discretion, during the warranty period, to repair any defect in material or to workmanship. Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase and Coldture Wellness retains the right to dismiss a warranty claim if foul play is suspected.

This warranty applies to commercial and residential use of the Pro Plunge and only to the original purchaser or original owner if the product was purchased as a gift. The warranty does not cover damage resulting from chemical abuse or poor water chemistry, neglected filter care and replacement, power outages, low water flow, restricted air flow, damage caused by water leaks from the unit, or any other form of neglect, misuse, or abuse. There may be other exclusions to this warranty, as described in the Limited Warranty. It is important to carefully read and understand the terms of the Limited Warranty in order to fully understand the coverage provided.

The term of warranty for components of the Pro Plunge are as follows:

Up to 3 years warranty on the shell surface: Coldture Wellness warrants the shell surface against blistering, cracking, and delamination. This excludes damage due to chemicals.

Up to 2 years warranty on the chiller unit, compressor, control panel display and pump:

Coldture Wellness warrants the chiller unit, compressor and control panel display against and pump defects in materials and workmanship. This excludes damage due to chemicals.

Up to 2 year warranty on the ozone generator: Coldture Wellness warrants the ozone generator against defects in materials or workmanship.

Up to 2 year warranty on plumbing: Coldture Wellness warrants the plumbing against leaks from fittings, pipes, drains, joints, internal plumbing, bonded parts, jet housings. This excludes damage due to chemicals.

1 years warranty on the thermos cover: Coldture Wellness warrants the thermos cover against defects in materials or workmanship.

1 years warranty on the plastic components: This includes jets and suction covers from cracks or material defects. This excludes damage due to chemicals.

1 years labor on LED lights: This includes LED lights and Logos.

Warranty Limitations

The warranty period starts upon delivery of the Pro Plunge.

The warranty does not cover damage caused by misuse, lack of maintenance, or lime scale deposits. Chemical abuse or poor water chemistry

Coldture Wellness reserves the right to replace the defective parts with factory or re-manufactured parts. Coldture Wellness will not charge for parts required for repair if the repair falls within the parameters of the warranty. Additional charges may occur for servicing. In the event that repair or replacement is not feasible, Coldture Wellness may choose to reimburse the price in exchange for the return of the product.

Coldture Wellness is not responsible for any damage caused by alterations or modifications by the consumer.

The warranty of the Pro Plunge does not cover defects, damage or failure caused by the common carrier, installer, user or other persons, pets or rodents, or resulting from, without limitation, any of the following: careless handling (lifting unit by plumbing, abrading finish, etc) including its own negligence; modification of any type for any reason) including modification to meet local codes); Improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment; improper voltage supply or unauthorized electrical modification; misuse; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; use of abrasive or improper cleaners; or acts of God, such as lightening, floods, earthquakes etc.

In addition, Coldture Wellness will not be responsible for incidental or consequential damages or losses arising from any cause (e.g. water damage to carpet, ceiling, tiles, marbles, loss of use etc.) including its own negligence; damages to, respecting or resulting from: chemicals/misuse are used in the unit or hard water conditions; optional equipment not manufactured by the company but supplied with the dealer, installer or Company; the units prior usage as an operational of display; or defects that should have been discovered before installation.

This warranty does not include labour, transportation, crane, or any other costs incurred in the removal and or re-installation of the original unit and/ or installation of a replacement unit; any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit, or business under any circumstances. Pro Plunge units are excluded of any warranty coverage if any addition, deletion, or modification of any kind whatsoever has been made to the unit (or to any component).

The warranty does not cover defects of damage due to normal wear and tear, improper installation, alterations without the manufacturer written consent, accident, misuse, abuse, commercial or industrial use, the use of an accessory not approved by the manufacturer, failure to follow the user manual, or repairs made or attempted by anyone other than an authorized representative of the manufacturer.

Coldture Wellness will not provide compensation for delays in resolving warranty claims, or loss of use whilst the claim is in process

Note:

Customers are strongly advised to peruse and fully comprehend the terms and conditions stipulated in this comprehensive warranty. Coldture, as a responsible entity, reserves the right to update or modify the warranty terms. Any such changes will be communicated to customers in a timely and transparent manner, ensuring continued clarity and trust in our commitment to quality and service.

Coldture Wellness places paramount importance on the proper care and maintenance of its cold plunge products to ensure optimal performance and longevity. In alignment with this commitment, any acts that contravene the recommended maintenance protocols set forth by Coldture Wellness shall be deemed grounds for voiding the warranty. Such acts will be considered acts of neglect, thus jeopardizing the warranty coverage.

Warranty Information - Classic & Barrel Plunge Tubs & Chillers

Coldture Wellness stands behind the quality and durability of its cold plunge product. Every Coldture Wellness cold plunge tub and chiller comes with a standard warranty to ensure customer satisfaction. Coldture Wellness warrants this product to be from defects in workmanship and materials, under normal residential use and conditions. Coldture Wellness agrees, at its unfettered discretion, during the warranty period, to repair any defect in material or to workmanship. Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase and Coldture Wellness retains the right to dismiss a warranty claim if foul play is suspected.

This warranty applies to commercial and residential use of the Coldture Portable Tubs and Chillers and only to the original purchaser or original owner if the product was purchased as a gift. The warranty does not cover damage resulting from chemical abuse or poor water chemistry, neglected filter care and replacement, power outages, low water flow, restricted air flow, damage caused by water leaks from the unit, or any other form of neglect, misuse, or abuse. There may be other exclusions to this warranty, as described in the Limited Warranty. It is important to carefully read and understand the terms of the Limited Warranty in order to fully understand the coverage provided.

The term of warranty for components of the Coldture System are as follows:

1 Year Base Warranty on the Tub structure

1 Year Base Warranty on Chiller structure and internal components

Warranty Limitations

The warranty period starts upon delivery of the Coldture tub/chiller.

The warranty does not cover damage caused by misuse, lack of maintenance, or lime scale deposits. Chemical abuse or poor water chemistry

Coldture Wellness reserves the right to replace the defective parts with factory or re-manufactured parts. Coldture Wellness will not charge for parts required for repair if the repair falls within the parameters of the warranty. Additional charges may occur for servicing. In the event that repair or replacement is not feasible, Coldture Wellness may choose to reimburse the price in exchange for the return of the product.

Coldture Wellness is not responsible for any damage caused by alterations or modifications by the consumer.

The warranty of Coldture tubs and Chillers, does not cover defects, damage or failure caused by the common carrier, installer, user or other persons, pets or rodents, or resulting from, without limitation, any of the following: careless handling (lifting unit by plumbing, abrading finish, etc) including its own negligence; modification of any type for any reason) including modification to meet local codes); Improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment; improper voltage supply or unauthorized electrical modification; misuse; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; use of abrasive or improper cleaners; or acts of God, such as lightening, floods, earthquakes etc.

In addition, Coldture Wellness will not be responsible for incidental or consequential damages or losses arising from any cause (e.g. water damage to carpet, ceiling, tiles, marbles, loss of use etc.) including it's own negligence; damages to, respecting or resulting from: chemicals/misuse are used in the unit or hard water conditions; optional equipment not manufactured by the company but supplied with the dealer, installer or Company; the units prior usage as an operational of display; or defects that should have been discovered before installation.

This warranty does not include labour, transportation, crane, or any other costs incurred in the removal and or re-installation of the original unit and/ or installation of a replacement unit; any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit, or business under any circumstances. Coldture Tub and Chillers are excluded of any warranty coverage if any addition, deletion, or modification of any kind whatsoever has been made to the unit (or to any component).

The warranty does not cover defects of damage due to normal wear and tear, improper installation, alterations without the manufacturer written consent, accident, misuse, abuse, commercial or industrial use, the use of an accessory not approved by the manufacturer, failure to follow the user manual, or repairs made or attempted by anyone other than an authorized representative of the manufacturer.

Coldture Wellness will not provide compensation for delays in resolving warranty claims, or loss of use whilst the claim is in process

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Customers are strongly advised to peruse and fully comprehend the terms and conditions stipulated in this comprehensive warranty. Coldture, as a responsible entity, reserves the right to update or modify the warranty terms. Any such changes will be communicated to customers in a timely and transparent manner, ensuring continued clarity and trust in our commitment to quality and service.

Coldture Wellness places paramount importance on the proper care and maintenance of its cold plunge products to ensure optimal performance and longevity. In alignment with this commitment, any acts that contravene the recommended maintenance protocols set forth by Coldture Wellness shall be deemed grounds for voiding the warranty. Such acts will be considered acts of neglect, thus jeopardizing the warranty coverage.

Both the Coldture tub and Coldture chiller can be used outside in up to -10C/14F weather. In temperatures approaching below freezing, low heating mode is activated and keeps the water from freezing. We recommend providing shelter from direct rain to extend the chiller housing lifetime. Be cautious when operating in heavy rain as to maintain a dry plug and socket connection. The GFCI cord will protect the unit from any short circuiting but be sure that the socket is connected to ground. (Do not submerge in water - keep unit away from storm water run off)

<https://coldture.com/en-us/pages/warranty>