

Service / Warranty

1-Year Limited Warranty

Terms of warranty

CSA (US) CORP warrants to the original purchaser, only when the Product is used for normal consumer use, and not for commercial purposes, that this Product will be fully guaranteed against defects in materials and workmanship for a period of 1 year from the date of purchase, provided that the Product has been operated according to the directions in the Assembly and Operational Manual.

Under this warranty, an official CSA (US) CORP representative will repair or exchange any part or parts which may prove defective under the conditions and periods described herein.

Obligations under this warranty shall not apply if our inspection shows:

1. Any product or part has been damaged by alteration. All repairs must have been made by an official CSA (US) CORP representative.
2. Any product or part has been subjected to accident, misuse, abuse, negligence or has been operated contrary to the Product's instructions as described in the Assembly and Operational Manual.
3. Any product or part has been damaged by a puncture by any sharp object e.g., stick, stone, splinter, nail, knife etc. The warranty does not include any damage to the liner. E.g. punctures, tears.
4. Damage to the spa due to incorrect use of chemicals.

Claims and Product-Return Instructions

For Warranty claims to be valid, the purchaser must follow these instructions...

1. You must obtain Return Authorization from an official CSA (US) CORP representative before returning a defective product. Call the customer Service number located on the Product Instructional Manual for instructions and return address.
2. Package the defective parts or product carefully and send them postage or delivery charges prepaid to your an official CSA (US) CORP representative. The customer will be responsible for all damages incurred in shipping.
3. All warranty claims must be accompanied by a sales receipt or bill of sale.

Warranty Disclaimer

Except for the express limited warranty set forth above, CSA (US) CORP makes no express or implied warranties in this agreement or otherwise.

To the fullest extent permitted by law, CSA (US) CORP disclaims all warranties, written, express or implied. CSA (US) CORP expressly disclaims any and all liability for any injury, loss or damage, incidental or consequential, arising out of the use or intended use of the product. In no event will CSA (US) CORP entire liability exceed the purchase price actually paid by the purchaser for the Product, or any defective portion, whichever is the lower amount.

Your rights under state law

This warranty gives you specific rights and you may also have other rights which vary from state to state, and country to country.



SERVICE NOTES

Your InstaSPA is designed to minimize service requirements. There are no user serviceable parts in either the motor unit or the GFCI.

Do not open the motor unit or the GFCI as this will void the warranty. If you have an operational problems, please contact customer service.

LOW VOLTAGE PROBLEM

If you regularly need to unplug the unit to allow the jets to operate, you are having a low voltage problem. Make sure your motor unit is not connected to an extension cord and that the circuit you are using does not have another major appliance connected to it. Poor household wiring and/or connections can cause a low voltage situation at the outlet. Make sure you have at least 120 Volts (USA) or 220 volts International at the outlet when your motor is running.

Customer Service:
1-866-916-8188

If you have any problems, or you require a Parts Return Authorization, please email or call our Customer Service team, 9.00am to 5.00pm Eastern Standard Time or e-mail: info@csauscorp.com

warranty return by mail to:

(USA) CSA (US) CORP
16801 E Gale Ave. Unit E,
City of Industry, CA 91745

(Canada) CSA (US) CORP
202-30 Royal Crest Court,
Markham, ON L3R 9W8

