



REXENER
PREMIUM HOT TUBS FROM THE NORTH

General Warranty Terms and Conditions

Warranty provided by

Rex Nordic Oy (2646942-1)

Mustanlähteentie 24A,

07230 Askola

later also “Company” or “the Company”

Warranty work will be carried out by Concept Spa. Unit 8 Pen-Yr-Orsedd Business Park, Llangefni, LL77 7AW. 01248 723207.

1. General description

The Company provides a warranty to consumers who have purchased a product imported by the Company either directly or from a reseller.

The consumer’s rights during the warranty period are determined based on the regulations valid in the country where the warranty or warranty service claim has been presented. This warranty is a voluntary manufacturer’s warranty providing consumers with additional rights in addition to their rights under national consumer legislation and shall, therefore, not impact these legal rights. The warranty shall remain valid provided that the device is operated and serviced in accordance with the instruction manual.

All products must be used in accordance with the user manual.

Time-restricted or temporary offers are country-specific, and the related warranty claims shall not be presented in any country other than the country or countries in which the offer is valid.

2. Warranty coverage

The Company shall provide the products it has imported with a warranty for material and manufacturing defects in accordance with these warranty terms. The provider of the warranty shall be responsible for ensuring that the usability and quality of the device remain normal throughout the warranty period. Otherwise, the device has a defect.

A defect refers to an expertly assessed deviation from the normal quality of the Company’s products or the related guidance values provided by the manufacturer, taking into account the age of the device and the time it has been in use. For example, manufacturing and structural defects and other defects and deficiencies impairing the usability of the device during the warranty period shall be considered defects covered by the warranty.

However, the warranty provider shall not be responsible for the defect if it puts forward a reasonable case that the deviation in the normal quality or usability of the device is due to a reason related to the purchaser. The reason may be, for example, handling the device contrary to the maintenance instructions or other wrongful use of the device or neglecting the maintenance to be carried out according to a maintenance programme and prepared by the manufacturer or a deficient implementation thereof. The warranty limitations have been described in more detail in Section 6.

The warranty only covers the Company’s products sold by an official dealer thereof or sold from Company’s own webshop.

Only dealers authorised by Company are allowed to market and advertise the additional 1-year warranty.

You can submit a warranty claim at rexnordic.com. Any attempts to repair the product yourself, will cause the warranty to be cancelled.

3. Start and duration of the warranty

The warranty period begins on the day of purchase of the product. A receipt or similar certificate of the purchase of the product must be retained and presented in warranty-related matters to confirm the warranty.

The Company grants a 12-month warranty for products starting from the date of purchase of the device. In case of specifically mentioned and marketed products, the warranty may be extended at rexnordic.com by activating an additional warranty within four (4) weeks of the date of purchase for Airrex products.

More information about the warranty periods of different products is available at rexnordic.com.

4. Work included in the warranty scope

If the device is sent to warranty servicing within the extended warranty period, the receipt and warranty certificate (or a reliable clarification of the date of purchase) for the extended warranty must be sent with it. Please note that the decision whether the defect is corrected by the warranty is solely made the Company. Based on the warranty, repair of the defect covered by the warranty shall be performed free of charge during the warranty period during normal working hours as indicated by the Company.

Possible costs connected to transporting the device to warranty servicing or warranty repair are at the customer's expense. Keep the original packaging to facilitate any transport. The costs connected to returning the product to the customer after warranty servicing or warranty repair, if the device was approved for warranty servicing/repair are at the expense of the dealer/importer. If a defect in or repair of the product is not covered by the warranty, the customer must pay for all service costs, including any postal fees.

If the product or part thereof is replaced as part of the rights under this warranty term, the replacing part shall become the customer's property and the replaced old part shall become the Company's property.

5. Warranty of a repaired product

The warranty of a device repaired or replaced under the warranty shall continue until the end of the original warranty period.

6. Warranty limitations

The warranty shall not cover:

1. repair of a defect caused by natural wear and tear or inappropriate use; deficient or faulty service performed by a party other than the Company or conditions of use deviating from the dimensioning basis; or selection by the purchaser of a device unfit or wrongly dimensioned for use or for a certain application. Instructions on annual maintenance are provided in the instruction manual delivered with the product and available online at rexnordic.com
2. use of the product in facilities incompatible with the instruction manual and/or problems caused by conditions. Always check the required technical specifications in the product manual
3. insufficient ventilation (products requiring sufficient ventilation to function)
4. compensation for direct or indirect damage caused by the defective device
5. repair of a defect if a third party has performed modifications or repairs to the device
6. repair or replacement of parts subject to wear with no specifically granted warranties
7. faults caused by UV light and sun, hot tub's discolouration, or other colour changes in use.
8. any faults characteristic to wood, for example, but not limited to damages caused by the humidity

9. faults caused by freezing

If it emerges during a warranty repair that the defect or possible defect has been caused by one of the aforementioned factors, the Company shall have the right to invoice the customer for any work and material costs induced by the work. The Company shall report such a situation once the matter has emerged, in which case the customer shall have the option of not repairing the defect not covered by the warranty terms. In the situation described above, the product's return charges shall fall under the customer's responsibility. The product can also be recovered from the Company's maintenance service where the product has been sent at no extra charge.

A reasonable time in which to report a defect shall be no later than 60 days following the detection of the defect or the day when it should have been detected. However, in the event of a defect, the customer must always act in a way that ensures that the damage will not be heightened due to the customer's actions or negligence. When reporting a defect, the purchaser must present a warranty certificate or another reliable clarification on where and when the device was purchased. When estimating a reasonable repair time, the degree of defect shall be taken into account in consideration of the safety and reliability of the device, the difficulty of locating the defect, the scope of repair and the availability of spare parts.

With regard to software, the manufacturer's licence and terms of use shall be observed.

7. Presenting a warranty claim

You can submit a warranty claim at rexnordic.com or by phone or e-mail to Rex Nordic's customer service during service hours. The up-to-date customer service contact information is available at rexnordic.com.

Alternatively, if you purchased the product from an official Rex Nordic Oy reseller, you can contact the reseller.

8. Warranty service and options

The most suitable warranty service option can be determined through contact with Rex Nordic. With the below options, Rex Nordic shall determine one or more options to be used:

1. an authorised servicing staff member arrives on-site to perform the warranty service measures
2. the customer sends the product to warranty service by post. Rex Nordic shall pay the postal fees both ways if the warranty terms are met
3. the customer delivers the product to an authorised reseller, and the reseller delivers the product to Rex Nordic.
4. the customer delivers the product directly to a service location indicated by Rex Nordic. The customer shall be responsible for the costs incurred by them.
5. Rex Nordic shall deliver an easily replaceable part by post for the customer to replace by themselves.

We shall not bear any direct or indirect responsibility for any labour-related costs. If you need guidance or more information, please contact the Rex Nordic maintenance department. The up-to-date contact information is available at rexnordic.com.

9. Disclaimer

This warranty shall be interpreted according to the laws of the country in which the product imported by Rex Nordic Oy has been sold.

To the extent allowed by local legislation, Rex Nordic shall not bear responsibility for any operational defects, harm, loss or other indirect damage to the product caused by misuse of the product, inability to use it or breach of the direct or indirect warranty.

NB! To receive the additional 1-year warranty, you must activate your product within 4 weeks from the

purchase date at www.rexnordic.com. The activation necessary for the additional warranty can only be done at this site.

Product Specific Warranty Terms and Conditions

REXENER HOT TUBS

1. Warranty coverage

The importer shall provide the products it has imported with a warranty for material and manufacturing defects in accordance with these warranty terms. The provider of the warranty shall be responsible for ensuring that the usability and quality of the device remain normal throughout the warranty period. Otherwise, the device has a defect.

A defect refers to an expertly assessed deviation from the normal quality of the importer's products or the related guidance values provided by the manufacturer, taking into account the age of the device and the time it has been in use. For example, manufacturing and structural defects and other defects and deficiencies impairing the usability of the device during the warranty period shall be considered defects covered by the warranty.

However, the warranty provider shall not be responsible for the defect if it puts forward a reasonable case that the deviation in the normal quality or usability of the device is due to a reason related to the purchaser. The reason may be, for example, handling the device contrary to the maintenance instructions or other wrongful use of the device or neglecting the maintenance to be carried out according to a maintenance programme and prepared by the manufacturer or a deficient implementation thereof. The warranty limitations have been described in more detail in Section 6. The warranty only covers Rex Nordic Oy products imported by Rex Nordic Oy and sold by an official dealer thereof.

The warranty does not cover following:

- any faults characteristic to wood, for example but not limited to damages caused by the humidity changes, discoloration, cracks and splits of the wood.
- natural wear and tear, for example twisting or burning of the grates or other combustion parts
- damages caused by misuse or extreme temperatures, for example frost
- damages caused by chemicals used in water
- any indirect costs caused by the product, for example terrace / deck repairs or dismantling and assembly.
- other user misuses and faults caused by misuse

You can submit a warranty claim at rexnordic.com or by phone or e-mail to Rex Nordic's customer service during service hours. The up-to-date customer service contact information is available at rexnordic.com. Any attempts to repair the product yourself, will cause the warranty to be cancelled.

2. Warranty Limitations

The warranty shall not cover:

1. repair of a defect caused by natural wear and tear or inappropriate use; deficient or faulty service performed by a party other than the importer or conditions of use deviating from the dimensioning basis; or selection by the purchaser of a device unfit or wrongly dimensioned for use or for a certain application. Instructions on annual maintenance are provided in the instruction manual delivered with the product and available online at rexnordic.com
2. use of the product in facilities incompatible with the instruction manual and/or problems caused by conditions. Always check the required technical specifications in the product manual
3. insufficient ventilation (products requiring sufficient ventilation to function)
4. compensation for direct or indirect damage caused by the defective device
5. repair of a defect if a third party has performed modifications or repairs to the device

6. repair or replacement of parts subject to wear with no specifically granted warranties
7. faults caused by UV light and sun, hot tub's discolouration, or other colour changes in use.
8. any faults characteristic to wood, for example, but not limited to damages caused by the humidity changes, discoloration, cracks and splits of the wood.
9. faults caused by freezing
10. UV-light bulb (consumable)

If it emerges during a warranty repair that the defect or possible defect has been caused by one of the aforementioned factors, the importer shall have the right to invoice the customer for any work and material costs induced by the work. The importer shall report such a situation once the matter has emerged, in which case the customer shall have the option of not repairing the defect not covered by the warranty terms. In the situation described above, the product's return charges shall fall under the customer's responsibility. The product can also be recovered from the Importer's maintenance service where the product has been sent at no extra charge.

A reasonable time in which to report a defect shall be no later than 60 days following the detection of the defect or the day when it should have been detected. However, in the event of a defect, the customer must always act in a way that ensures that the damage will not be heightened due to the customer's actions or negligence. When reporting a defect, the purchaser must present a warranty certificate or another reliable clarification on where and when the device was purchased. When estimating a reasonable repair time, the degree of defect shall be taken into account in consideration of the safety and reliability of the device, the difficulty of locating the defect, the scope of repair and the availability of spare parts.

With regard to software, the manufacturer's licence and terms of use shall be observed.

3. Presenting warranty claim

Warranty claims shall be presented according to the General Warranty Terms and Conditions.

4. Warranty period by components

| Part | Rexener warranty |
|----------------------------------|------------------|
| Shell structure of the spa | 3+2* |
| Rexener Bioheater | 2+1* |
| Shell surface of the spa | 3 |
| LED light and remote | 2 |
| Airjet system (not incl. Nozzle) | 3 |
| Airjets nozzles | 2 |
| Plumbing | 3 |
| Wooden frame and cladding | 3 |
| Circulation pump & mass filter | 3 |
| UV-light | 2 |
| UV-light bulb | 1 |
| Fuel tank | 3 |
| Woodstove | 2 |

* Additional voluntary years of warranty can be added by activating the product at rexnordic.com.

5. Disclaimer

If not otherwise specified, General Warranty Terms and Conditions apply. Up-to-date full terms can be found on www.rexener.com.

REXENER BIOHEATER

In addition to Rex Nordic Oy's General Warranty Terms and Conditions, the terms below must be met for the warranty conditions to apply for the Rexener Bioheater.

1. Rexener Bioheater must be used only according to the user manual.
2. No salt water or salt chlorinator can be used in Rexener Bioheater.
3. Only Rexener Bioheater spareparts are to be used.
4. Only diesel, biodiesel or fuel oil are to be used in Rexener Bioheater.
5. The annual maintenance has been properly performed.
6. When transporting, the heater is always securely stored in an upright position, unable to move.
7. The guarantee period is 2 years. If the Airrex heater is registered at rexnordic.com, the warranty is extended with 1 additional year.

NB! To receive the additional 1-year warranty, you must activate your product within 4 weeks from the purchase date at www.rexnordic.com. The activation necessary for the additional warranty can only be done at this site.