ICE BATHS

Manufacturer's Warranty

Applies to EIRA® ice baths purchased on or after 1 January 2025

This warranty is given by EIRA Therapy Ltd and covers defects in materials and manufacture for the periods below. It is in addition to your statutory rights and does not affect them.

01 What's covered

Cover starts on the date the ice bath is delivered to you.

2 YEARS	The ice bath unit: tub, structure and outer casing (whatever the material), chiller, circulation pump, filtration and control system (where fitted); insulated cover
1 YEAR	UV system (where fitted). The UV lamp itself is a consumable and should be replaced every 12 months
90 DAYS	Accessories, including the step (where supplied)

COMMERCIAL USE

Parts are covered for the same periods as above. Labour cover is reduced to 3 months (see section 02). Commercial use means any use in connection with a business, including gyms, sports clubs, spas, hotels, holiday lets and rental properties.

WATER CARE

Use only a sanitiser approved in the product manual, such as EIRA® sanitiser or standard chlorine, at the strength and dose stated. Hot tub or multi-function tablets and other chemicals can damage the tub, seals and internal components, and are not covered. Replace the UV lamp every 12 months.

02 Labour

This warranty covers parts only. For valid claims, EIRA Therapy Ltd will supply repaired or replacement parts free of charge.

Bought directly from EIRA®

1 year labour

From the date of delivery, or 3 months if the ice bath is used commercially.

Bought from a retail partner or distributor

Seller's terms

Any labour cover is provided by that seller, on their terms.

Labour cover does not include faults caused by user error or misuse. Visits, labour and parts for these are chargeable, even within the labour cover period. Outside any labour cover, labour, call-out and travel costs are chargeable, even where the parts are covered. This does not affect your statutory rights against the seller (see section 07).

03 Suitability

It is the buyer's responsibility to check that the ice bath is suitable for their intended use and site, and that it meets any regulations, guidance or standards that apply to them, including health and safety, water hygiene and licensing requirements. This applies before purchase and as those requirements change. This warranty does not cover claims that the ice bath is unsuitable for a particular use, or that it no longer meets requirements introduced or changed after purchase.

04 How to claim

STEP 1

Contact us

Email hello@eiratherapy.co.uk or write to EIRA Therapy Ltd, Unit 8, Pen-Yr-Orsedd Industrial Estate, Llangefni, LL77 7AW.

STEP 2

Include

Your receipt or invoice, the serial number, and photos or video of the fault, showing the water level, the valve positions and any error code on the display.

STEP 3

We respond

Within 14 days. We may require further photos or videos to process your claim, and may need to inspect the ice bath.

Please report faults as soon as reasonably possible; additional damage caused by delay may not be covered. We will decide whether to repair or replace the defective part, using new or reconditioned parts. Repaired or replacement parts and units are covered for the rest of the original warranty period. You may be asked to pay shipping costs for returning parts for inspection.

05 What's not covered

Installation and site

- Installation not in line with the manual, including on a surface that is not level or cannot support the filled weight
- An incorrect or unsafe electrical supply, or electrical modifications
- Reduced cooling caused by the surroundings, such as a very hot room or restricted ventilation around the chiller. This is environmental, not a product fault; we recommend moving the ice bath somewhere more suitable
- Wi-Fi and in-app features, which depend on a suitable Wi-Fi router and connection at the site
- Damage caused by moving the ice bath, or by repairs or modifications, carried out by anyone other than EIRA Therapy Ltd or an authorised installer

Pump and water care

- Running the ice bath with the valves closed, with the water below the minimum level or the skimmer inlet, or without priming the pump and bleeding air after refilling
- Staining, discolouration, scaling, corrosion or other damage caused by chemicals, incorrect dosing, poor water chemistry, hard water or limescale, or by any chemical not approved in the product manual
- Filters not cleaned or replaced as set out in the manual
- Leaks from seals, O-rings or unions not refitted correctly after cleaning or maintenance

Use and wear

- Misuse or careless handling, including lifting the unit by its pipework, or operating it outside the temperatures in the manual
- Abrasive or unsuitable cleaners; cosmetic marks, scratches or fading; surface rust or cosmetic corrosion on metal parts that does not affect structural performance
- Consumables, including filter cartridges, sanitiser and the UV lamp
- General wear and tear

External events

- Accidental damage, vandalism, fire, flood, storm, lightning, power cuts or surges, frost or freezing, or damage by pets, rodents or other animals, where not caused by a defect in the product

06 Our liability

Under this warranty, our responsibility is limited to repairing or replacing defective parts, up to the original purchase price of the product. We are not responsible for water damage to floors, ceilings, carpets, tiles or other property; costs of removal, reinstallation, crane hire or gaining access; loss of use, earnings, income or profit; business interruption; costs or losses caused by delays in repair or supply of parts; or any other indirect or consequential loss. Nothing in this warranty limits our liability for death or personal injury caused by negligence, for fraud, under the Consumer Protection Act 1987, or for anything else that cannot be limited by law.

07 Your statutory rights

If you bought as a consumer, the seller of your ice bath is legally responsible for it being of satisfactory quality, fit for purpose and as described. Faulty goods must be repaired or replaced free of charge. This warranty is in addition to those rights and does not affect them. Free, independent advice is available from Citizens Advice.

08 General

- This warranty applies to the original purchaser, or the person they gave the ice bath to as a gift, and cannot be transferred.
- It covers ice baths supplied and installed in the United Kingdom.
- It is governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you may bring proceedings in your local courts.