WARRANTY

	WARRANTY PERIOD			
	PARTS	LABOR	PARTS	LABOR
COMPONENTS	MAPLE**		PURE LINE***	
SHELL WATERTIGHTNESS (CRACK ALLOWING WATER LEAKAGE)	15 YEARS	5 YEARS	15 YEARS	5 YEARS
ACRYLIC SURFACE	5 YEARS	5 YEARS	5 YEARS	5 YEARS
STRUCTURE / FRAME	5 YEARS	5 YEARS	5 YEARS	5 YEARS
ELECTRONIC PACK	3 YEARS	3 YEARS	4 YEARS	4 YEARS
PUMP	3 YEARS	3 YEARS	4 YEARS	4 YEARS
CONTROL KEYPAD	3 YEARS	3 YEARS	4 YEARS	4 YEARS
WI-FI*	1 YEAR	N/A	1 YEAR	N/A
IN STREAM*	1 YEAR	1 YEAR	1 YEAR	1 YEAR
SPEAKERS*	1 YEAR	1 YEAR	1 YEAR	1 YEAR
PLUMBING	3 YEARS	3 YEARS	4 YEARS	4 YEARS
VALVE/JET	1 YEAR	N/A	1 YEAR	N/A
VOLCANO*	3 YEARS	3 YEARS	N/A	N/A
LIGHT	1 YEAR	N/A	1 YEAR	N/A
SPA CABINET	2 YEARS	2 YEARS	2 YEARS	2 YEARS
COVER	1 YEAR	N/A	1 YEAR	N/A
HEADREST	1 YEAR	N/A	1 YEAR	N/A
OZONE/OZONE UV*	1 YEAR	N/A	1 YEAR	N/A
WATERLAB PROBE*	1 YEAR	N/A	1 YEAR	N/A
IN CLEAR*	2 YEARS	2 YEARS	N/A	N/A
FUSE	N/A	N/A	N/A	N/A

**If applicable*
***Applicable models:*
M320 - M420 - M520 - M620 - M720 - M820 - M350 - M550 - M650 - M750 - M850 - M950 - M419 - M619
****Applicable model: PL660*

WARRANTY CONDITIONS AND EXCLUSIONS

The MAPLE warranty does not cover the following situations:

- Damage related to transportation, delivery, or improper handling.
- Damage caused by freezing / thawing, lack of proper winterization, or incorrect draining.
- Installation on an uneven, unstable, or non-compliant surface that does not meet the manufacturer's requirements (refer to the owner's manual).
- Leaks originating from pump unions, fittings, or the electronic control box caused by improper installation, loosening, or unauthorized intervention.(Always tighten pump unions and electronic enclosures upon receipt of your spa.)
- Deterioration of headrests caused by improper water chemistry or prolonged exposure to oxidizing products.
- Ozone / UV Ozone option not installed at the factory or installed by a third party.
- Acrylic damage caused by Trichlor or any non-recommended chemical product.
- Thermal expansion of the acrylic due to prolonged exposure to sunlight. The spa cover must be put back in place after each use.
- The use of a floating chemical dispenser voids the acrylic warranty.
- Unauthorized modifications to the structure, plumbing, wiring, electrical components, or the addition of non-approved equipment will result in loss of warranty coverage.
- Normal wear and tear of consumable parts: filters, seals, bulbs, headrests, covers.
- Damage resulting from lack of maintenance, improper water balance, insufficient water flow, neglected filters, or use contrary to the owner's manual.
- Abnormal environmental conditions: corrosive water, electrical overload, power surges, infestations, debris accumulation.
- Difficult access to the spa that prevents or complicates repairs.

WARRANTY CLAIM PROCEDURE

For any warranty claim, please contact your authorized MAPLE dealer, who is responsible for validating your file and submitting the claim.

Please provide:

- proof of purchase
- invoice
- spa serial number
- photos and videos
- a detailed description of the issue
- any additional information or documentation requested.

Once approved, service will be carried out by an authorized technician, in accordance with the manufacturer's guidelines.

Depending on your sales agreement, additional fees may apply, including:

- Mileage charges
- Fees related to difficult access
- Travel or handling costs not covered by the warranty.

The acrylic warranty does not cover damage caused by Trichlor.
Use of a float voids the acrylic warranty.