NORTHERN LEISURE

Premium Sauna GUARANTEE

Northern Leisure builds some of the finest quality saunas for the home. We are confident that you will enjoy your sauna ownership. Our no-nonsense, no fine print guarantee provides complete ownership coverage for peace of mind.

Lifetime Structural Guarantee

Northern Leisure Products Ltd. guarantees to the original owner, that the sauna structure, including the steel roof, and vertical red cedar lumber will be free from defects in materials and workmanship for the lifetime of the sauna. If a failure occurs, Northern Leisure Products Ltd. will provide the necessary materials and technical labour for repairs.

Lifetime Heater Element Guarantee

Northern Leisure Products Ltd. guarantees that the heater element will be free from defects in materials and workmanship for the lifetime of the sauna. This guarantee covers product replacement only and does not include labour costs.

5-Year Heater Guarantee

Northern Leisure Products Ltd. guarantees that the sauna heater unit will be free from defects in materials and workmanship for five years. This guarantee covers product replacement only and does not include labour costs.

3-Year Wi-Fi Module Guarantee

Northern Leisure Products Ltd. guarantees that the Wi-Fi module will be free from defects in materials and workmanship for three years. This guarantee covers product replacement only and does not include labour costs.

3-Year Component Guarantee

Northern Leisure Products Ltd. guarantees the following factory-installed components: tempered glass windows, hinges, latches, vents and sauna accessories to be free from defects in materials and workmanship for three years. This guarantee covers product replacement only and does not include labour costs.

SEE THE REVERSE SIDE OF THIS GUARANTEE for easy-to-understand and straight forward performance standards, disclaimers,limitations and legal rights. These guidelines will ensure that you receive the best service and customer support for your Northern Leisure Sauna.

Applicable to Units Purchased Jan 1st, 2025 Onward

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Performance Standards

You will be required to provide an original bill of sale to determine if your Northern Leisure Sauna qualifies for guarantee coverage. Our Northern Leisure Sauna Guarantee starts from the original date of delivery. A travel charge may be due for installations in remote areas. The sauna owner is responsible for providing unencumbered access to the equipment for service, removal, and reinstallation of the sauna for required repairs.

If Northern Leisure Products Ltd. determines that the repair of the sauna is not feasible, it reserves the right to provide a replacement sauna equal in value to the original purchased price. In this case, the owner is responsible for certain expenses, including removal, shipping, and reinstallation of the existing or replacement sauna. Upon replacing a sauna, the guarantee will cover the remaining portion of the existing guarantee from the original installation date.
The guarantee does not cover fading due to natural aging and damage from improper maintenance, exposure to harsh elements and constant exposure to or immersion in water. Any sauna installed in a commercial application does not qualify for any guarantee coverage. The Northern Leisure Products Ltd. guarantee cannot anticipate, nor does it cover, damage or failure resulting from product abuse, accidents, power disturbances, vandalism, acts of God or nature, and other causes that are out of our control.

All saunas must be used, installed, and maintained as directed by the company to receive guarantee coverage.
The Northern Leisure Products Ltd. guarantee is valid to the original purchaser. After the sales service is the responsibility of the dealer from whom you purchased your Northern Leisure Sauna.

Disclaimers

Northern Leisure Products Ltd. and its representatives shall not be liable for any injury, loss, cost or other damage, whether incidental or consequential, arising out of any defect covered by this guarantee, including, without limitation, loss of use of the sauna and cost for removal of the defective product, even if Northern Leisure Products Ltd. has been advised of the possibility of such damage. The liability of Northern Leisure Products Ltd. under this guarantee, if any, shall not exceed the original amount paid for the defective product.

Coverage under this Guarantee shall commence as of the date of installation. If not specified, the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated periods. These disclaimers shall be equally applicable to any service provided by Northern Leisure Products Ltd. or its designated representatives.

Limitations

This Limited Guarantee takes the place of all other guarantees, express or implied, in fact, or at law, including implied warranties of merchantability and fitness for a particular purpose. All Guarantee service must be performed by Northern Leisure Products Ltd. or its designated representative using authorized parts. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this guarantee in any manner whatsoever.

Legal Rights

This guarantee gives you specific legal rights. You may also have other rights, which vary from province to province, state to state and country to country. Some provinces and states do not allow limitations on how long an implied guarantee lasts, so this limitation may not apply to you.

Northern Leisure Products Ltd. builds some of the finest quality saunas for the home. We are confident that you will enjoy your hot tub ownership. Our no-nonsense, no fine print guarantee provides complete ownership coverage for complete peace of mind.