

IceFall™ Ice Bath

Warranty Terms

Hydros pares | UK domestic installations

IceFall™ Ice Baths are designed to provide dependable performance and long-term cold-water therapy. This warranty sets out the cover available for qualifying products supplied for private domestic use and installed within the United Kingdom.

18-month cover: cabinet structure

The cabinet and supporting framework are covered against defects in materials or workmanship that compromise the product's structural integrity during normal domestic use.

18-month cover: refrigeration system

The factory-fitted refrigeration system is covered against defects in materials or workmanship. This includes the compressor, heat exchanger, condenser, evaporator, circulation pump and related cooling components.

18-month cover: electrical system

The factory-installed electrical components are covered against defects in materials or workmanship, including the touchscreen controller, control board, wiring, sensors and associated components.

18-month cover: plumbing

Factory-fitted plumbing components, including pipework, fittings, valves and circulation parts, are covered against leaks or defects in materials or workmanship.

18-month cover: consumable parts and accessories

Filters, fittings and approved accessories supplied with the IceFall™ Ice Bath are covered against defects in materials or workmanship.

Warranty registration

Register your IceFall™ Ice Bath within 14 days of delivery to receive the full warranty periods stated in this document. If the product is not registered within that time, all warranty periods will be reduced to 12 months from the original delivery date. Proof of purchase is required for every claim.

Delivery damage or incorrect items

Check your delivery promptly. Missing, damaged or incorrect parts must be reported to the retailer within 3 days of delivery. Late reporting may affect a claim relating to those items.

Claims and assessment

How to request warranty assistance

Making a claim

Contact the retailer from whom you purchased the IceFall™ Ice Bath first. If you need further assistance, contact Hydros pares using the details below. Claims should be submitted within 30 days of discovering the fault and should include the following information:

- Proof of purchase.
- The product serial number, or a photograph of the identification label.
- A clear description of the fault.
- Photographs or video showing the issue.
- Installation photographs, if requested.

Hydros pares

Isell Ltd trading as Hydros pares

Unit 5, Penrose House

Treleigh Industrial Estate

Redruth, Cornwall TR16 4DE

Email: info@hydros pares.co.uk

Telephone: 01326 371488

Website: www.hydros pares.co.uk

Review and resolution

Hydros pares may ask to inspect the product or request further information before a claim is approved. If a claim is accepted, a repair or replacement of the defective component may be authorised at our discretion. Where appropriate, customer-replaceable components may be supplied directly. Approved replacement parts are normally dispatched within 48 hours, subject to stock availability.

Further investigation and charges

Where more investigation is needed, Hydros pares may arrange for an authorised representative or an independent inspector to assess the product. Travel or call-out charges may apply if the installation is outside an authorised retailer's normal service area, or if the reported fault is found not to be covered by this warranty.

Service updates

Once the required claim details and supporting evidence have been received, Hydros pares aims to acknowledge the claim within two working days. Our team will keep you informed during the process and work to resolve approved claims as promptly as possible.

Warranty conditions

Please read these conditions alongside the cover details above.

Who and where the warranty covers

This warranty applies to the original purchaser and only while the IceFall™ Ice Bath remains at its original domestic installation address in the United Kingdom. The warranty period starts on the original delivery date. The product must be installed, used and maintained in line with the supplied installation, operating and maintenance instructions.

This warranty does not cover defects, failures or damage caused by:

- 1. Normal wear and tear, cosmetic ageing, fading or surface marks.
- 2. Incorrect installation, relocation or transportation.
- 3. Misuse, abuse, negligence or accidental damage.
- 4. Commercial, rental or public use.
- 5. Failure to follow the supplied installation, operating or maintenance instructions.
- 6. Incorrect water quality or failure to replace filters as recommended.
- 7. Fire, flooding, freezing, power surges or other events beyond reasonable control.
- 8. Repairs or servicing by anyone other than Hydros pares or an authorised service representative.
- 9. Unauthorised alterations or modifications.
- 10. Continued use after a fault has become apparent.
- 11. Non-approved replacement parts or accessories.
- 12. Damage during transportation by anyone other than Hydros pares or an authorised retailer.

Limits of cover

This warranty covers manufacturing and material defects only. It does not cover labour, transport, crane hire, removal, reinstallation or consequential losses, except where applicable law requires otherwise. Any replacement component supplied under this warranty is covered only for the remaining period of the original warranty.

Genuine parts and accessories

For safety, reliability and performance, use genuine IceFall replacement parts and accessories approved for the product. A non-approved part or accessory may affect warranty cover if it is found to have contributed to the failure.

Your statutory rights

This manufacturer's warranty is provided in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015.

For support, genuine replacement parts or approved accessories, visit hydros pares.co.uk or contact Hydros pares.