

LOTI

WARRANTY

WARRANTY CONDITIONS

OWNER AND COUNTRY OF SALE

The warranty is available only to the original purchaser/owner who bought the equipment directly from LOTI – LORD OF THE ICE or through an approved reseller partner of LOTI – LORD OF THE ICE. This warranty is not transferable except with written consent from LOTI – LORD OF THE ICE.

The warranty applies only in the country where the equipment was purchased or delivered to the original owner.

PROOF OF PURCHASE

To activate the warranty, proof of purchase date and evidence that the claimant is the original buyer is required. Additionally, it is mandatory to provide the equipment's serial number, which is listed on the characteristics plate.

Furthermore, LOTI – LORD OF THE ICE reserves the right to request the return of any replaced component under warranty to LOTI – LORD OF THE ICE or, alternatively, proof that the defective component has been properly disposed of or destroyed.

RIGHT TO REPAIR OR REPLACE THE PRODUCT

LOTI – LORD OF THE ICE reserves the right to replace the product or relevant part of the product with a new product or equivalent part instead of repairing it.

WARRANTY FOR REPLACED COMPONENTS

When defective parts are replaced with new parts, the new part will have a 6-month warranty from the date of replacement; however, this does not reset the original standard product warranty.

HOW TO OBTAIN WARRANTY SERVICE:

For product services under this warranty, contact us at loti@tensai.pt. Provide us with the following information: buyer's name, proof of purchase, item purchased, serial number, and details of the malfunction.

LOTI – LORD OF THE ICE will continue to offer technical support for issues that arise after the warranty period has ended. However, the customer will be 100% responsible for any associated costs, such as parts, labor, shipping, etc., after the applicable warranty period ends.

NOTE: Repair costs after the warranty period are subject to consultation.

SERVICE CONDITIONS DURING THE WARRANTY PERIOD

When purchasing a LOTI – LORD OF THE ICE product, a minimum warranty of 2 years is safeguarded within the European Economic Area, varying depending on the country where our products are purchased*. In other markets outside the European Union, you should check the applicable legislation.

** Domestic use (for professional use, the warranty will be reduced to 6 months or 1 year, depending on the country in question)*

The LOTI – LORD OF THE ICE Product Warranty is assured to customers who purchase the products directly from LOTI – LORD OF THE ICE or through an approved reseller partner of LOTI – LORD OF THE ICE.

This warranty applies to specific LOTI – LORD OF THE ICE products and guarantees that they are free from material and/or manufacturing defects, provided they are used according to the specified conditions and within the specified warranty periods.

Upon receipt, the packaging and its contents must be inspected for any anomalies and reported on the transport document.* This is a mandatory condition for contesting damages to the packaging and product.

We are always available to clarify any questions about our products and their warranty. Contact us at loti@tensai.pt.

LOTI – LORD OF THE ICE is committed to promptly approving and providing repair services; however, we do not accept responsibility for any costs related to repair or transport work not specifically and previously approved by LOTI – LORD OF THE ICE.

Repairs performed by technicians not directly appointed or approved by us automatically void the warranty.

At its discretion, LOTI – LORD OF THE ICE may repair the product at the owner's premises, or if the repair is not feasible by a local distributor or technical service professional, LOTI – LORD OF THE ICE may request that the product be sent to the factory for a limited period for diagnosis and repair. Whenever LOTI – LORD OF THE ICE determines that the repair should be carried out at the factory, LOTI – LORD OF THE ICE will be responsible for ground transportation costs, provided that such transportation is organized or approved by LOTI – LORD OF THE ICE.

LOTI – LORD OF THE ICE will not be responsible for freight services contracted without its consent.

The warranty covers the following main components specified in our LOTI – LORD OF THE ICE products (see warranty conditions and exclusions in this document):

- Compressor
- Temperature sensors
- Filtering pump
- UV filter
- Electronic control panel
- Wood
- Tub
- Piping
- Individual warranty on replaced parts

THE WARRANTY DOES NOT APPLY IN THE FOLLOWING SITUATIONS:

1. Damage caused by misuse or purposes other than the intended use of the equipment for ice baths.
2. Damage caused by movement or transportation of LOTI – LORD OF THE ICE (by yourself), unless LOTI – LORD OF THE ICE handles the transportation.
3. Installation of LOTI – LORD OF THE ICE outdoors in temperatures equal to or below zero degrees.
4. Damage caused by the introduction of unintended objects, such as glasses or toys, into LOTI – LORD OF THE ICE.
5. Damage caused by unauthorized modifications or repairs, accident, misuse, abuse, use of incorrect voltage, power surges, lightning, tampering, or exposure to abnormally corrosive conditions.
6. Damage caused by normal wear and tear or negligence.
7. Losses caused by fire, lightning, flood, or rainwater, theft, infestation by worms or insects, or unjustified exposure of the product outdoors.
8. Damage caused by failure to reasonably install, operate, maintain, or use the product in accordance with LOTI – LORD OF THE ICE instructions and specifications (User Manual).
9. Damage caused by improper use of chemicals not specified in the instruction manual.
10. Damage caused by the ingress of water or other liquids into electrical parts due to negligence.
11. Damage caused by severe overheating of the product due to negligence, such as covering the ventilation grills or when heat exchange surfaces are covered with objects like towels or clothes or when the system is placed too close to a wall without safeguarding the recommended installation distance in the instruction manual.
12. Consumable items, such as filters.
13. Damage caused by intentional and/or reckless action by you or third parties.
14. Damage or flooding at the installation site caused by failure to follow the instructions in the instruction manual.
15. Damage to the tub or appliance structure caused by falling or using objects that may cause irreparable defects/failures.
16. Damage to the refrigeration circuit or water cleaning system caused by misuse or unauthorized modifications or repairs.
17. Damage caused by failure or negligence in maintenance routines, such as cleaning and/or periodic filter replacement.

Read the instructions in the instruction manual of the purchased product carefully. The warranty does not apply in any case where there has been negligent use of LOTI – LORD OF THE ICE products. Failure to comply with the instructions in the Instruction Manual invalidates the application of the terms of this warranty.

ADDITIONAL INFORMATION:

LIDS

- **Use of Natural Wood:**

The LOTI – LORD OF THE ICE wooden lids are made of natural wood. As wood is a natural product, it will show some color/grain variation or imperfections, which are considered natural. The inherent beauty of wood lies in these characteristics – therefore, these variations are not defects. For outdoor units, some deterioration may occur due to climatic effects, despite the best treatments. If not properly cared for, wooden surfaces are subject to dents, scratches, and other types of damage. Each unit may show variations in shape, size, and finish. Over time, our designs evolve, and there may be some variation in angles, elements, and other small details compared to the model shown online. We are not responsible for the variations inherent to natural wood material.

This warranty excludes all other warranties, conditions, and commitments, whether express or implied.

This warranty is valid only for domestic and residential and professional use. This warranty does not cover repairs performed by someone not approved by LOTI – LORD OF THE ICE to perform such interventions. The owner of LOTI – LORD OF THE ICE assumes full responsibility for any repairs performed by someone not approved by LOTI – LORD OF THE ICE.

The manufacturer's liability, if any, LOTI – LORD OF THE ICE, shall not exceed the original purchase price of the product covered by this warranty. LOTI – LORD OF THE ICE is not responsible for any incidental damages, such as transportation damages or any other consequential damages. LOTI – LORD OF THE ICE is not responsible for any injury or loss arising from any defect covered by this limited warranty, whether incidental or consequential, including but not limited to loss of use of the tub, even if LOTI – LORD OF THE ICE has been informed of the potential damage prior to the occurrence of said damages.

This limited warranty is the exclusive warranty given by LOTI – LORD OF THE ICE and supersedes any prior, contrary, or additional representations. All other warranties, express or implied, including any statutory warranty or condition of merchantability or fitness for a particular purpose, are disclaimed, except to the extent prohibited by law. In such case, such warranty is limited to the duration of the warranty periods specified above. This exclusion applies even if this warranty fails in its essential purposes and regardless of whether the compensation is sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any other legal theory. In no event shall LOTI – LORD OF THE ICE be liable for any other form of damages, whether direct, indirect, liquidated, incidental, consequential, punitive, exemplary, or special, including but not limited to lost profits, anticipated savings, revenue, loss of income, loss of business, loss of production, loss of opportunity, or loss of reputation. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

LOTI – LORD OF THE ICE is not responsible for compliance with local codes or laws, health/safety regulations.

This warranty does not affect consumer rights under applicable legislation.



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