

1 JANUARY 2025

IGLU THERAPY EXTENDS THE FOLLOWING LIMITED WARRANTY FOR A PERIOD OF UP TO 24 MONTHS (2 YEARS):

Applies to: ALL IGLU ICE BATH SYSTEMS

1. CONSUMER PROTECTION ACT NOTICE

This Warranty is provided in addition to, and does not replace, your rights under the Consumer Protection Act 68 of 2008 (“CPA”). In terms of the CPA, consumers are entitled to a six (6) month implied warranty of quality. Nothing in this Warranty limits or excludes rights granted under the CPA.

2. WARRANTY COVERAGE

Warranty Period: 24 Months (two years) from date of delivery to original purchaser at original installation location.

2.1 Coverage

IGLU will, at its sole discretion, repair or replace defective components arising from proven manufacturing defects under normal residential use conditions. Covered components include the chiller unit, pump, filtration housing, ozone generator housing, UV system housing, and electronic control systems. IGLU stands behind the quality of its Products and will assess all warranty claims fairly, reasonably, and in accordance with this Warranty and applicable law.

2.2 Exclusions – General

2.2.1 This Warranty does not apply where failure results from misuse, neglect, improper installation, unauthorised modification, environmental exposure, improper drainage, freezing, power surges, lightning, load shedding damage, flooding, fire, chemical imbalance, or failure to follow IGLU care and maintenance guidelines.

2.2.2 Normal wear and tear or cosmetic damage that does not affect the functionality of the Product.

2.2.3 Consumables including filter cartridges, O-rings, seals, UV bulbs, and water treatment chemicals are excluded.

2.2.4 Exterior cosmetic elements, cosmetic finishes, timber finishes, handles, covers, LED lighting, and non-functional trim are excluded from Warranty coverage where the issue is cosmetic in nature and does not affect the safe operation of the Product.

2.3 Materials, Rust & Environmental Exposure

2.3.1 IGLU products are manufactured from stainless steel, treated timber, polypropylene and composite components designed for wet and outdoor environments. These materials require routine maintenance.

2.3.2 Corrosion, rust, oxidation, pitting, staining, surface rust, discolouration, fading, timber movement, swelling, cracking, warping, mould growth, and surface degradation caused by environmental conditions are not manufacturing defects and are excluded from Warranty coverage.

2.3.3 Environmental factors include but are not limited to coastal air, airborne salt, humidity, pollution, chemical imbalance in water, standing water on surfaces, incorrect cleaning agents, chlorine misuse, or lack of timber treatment.

2.3.4 Surface rust on stainless steel components caused by environmental exposure is not considered a defect in material.

2.3.5 Timber is a natural material. Movement, checking, cracking, colour variation and weathering are natural characteristics and not defects.

2.4 Coastal & High-Corrosion Environments

2.4.1 Installations within coastal or high-humidity environments are subject to accelerated corrosion due to airborne salt and environmental exposure. Enhanced maintenance, rinsing, cleaning and protective treatment is required in such environments.

2.4.2 IGLU does not warrant against corrosion or surface degradation resulting from environmental exposure.

2.5 Water Chemistry Compliance

2.5.1.1 Warranty validity requires water chemistry to be maintained within recommended ranges: pH 7.2–7.6 and sanitiser levels as prescribed by IGLU. Improper water chemistry may cause corrosion or component damage and is excluded from coverage.

2.5.1.2. The use of borehole water, untreated groundwater, or any water source with high mineral, iron, salt, or contaminant content is not permitted unless expressly approved by IGLU in writing. Damage, staining, corrosion, scaling, discolouration, component failure, or water-quality issues arising from such water sources are excluded from Warranty coverage.

2.6 Electrical & Surge Protection Requirements

The unit must be installed on a dedicated electrical circuit compliant with applicable SANS standards. Surge protection is mandatory. Damage caused by voltage spikes, unstable power supply, incorrect amperage, or absence of surge protection is excluded from Warranty coverage.

2.7 Customer Maintenance Responsibility

The customer is responsible for maintaining correct water chemistry (no borehole water), cleaning and drying exposed surfaces, regular timber oiling and treatment, replacing consumables as prescribed, and protecting the system from environmental damage.

IGLU cannot monitor or control post-installation maintenance. Damage resulting from insufficient care or environmental exposure is excluded.

3. COMMERCIAL AND SHARED-USE REQUIREMENTS

Commercial operators must maintain documented maintenance logs, including water chemistry testing, filter replacement and cleaning schedules. Failure to provide records may result in claim rejection. The customer is responsible for maintaining correct water chemistry (no borehole water), cleaning and drying exposed surfaces, regular timber oiling and treatment, replacing consumables as prescribed, and protecting the system from environmental damage.

3.1 Commercial Exclusions

Corrosion, chemical imbalance, coastal exposure, continuous overloading, or failure to perform routine maintenance are excluded.

3.2 Staff Training, Operation and Human Error

3.2.1 Where the Product is installed in a commercial, hospitality, gym, wellness, or shared-use environment, the Customer is responsible for ensuring that all staff, operators, managers, contractors, and authorised users are properly trained in the correct use, care, operation, cleaning, and maintenance of the Product.

3.2.2 IGLU may provide initial training, operating guidance, and reasonable support at or after installation. However, the Customer remains responsible for implementing such training internally and for ensuring that all current and future staff members are trained on the correct use and care of the Product.

3.2.3 The Customer is responsible for any damage, deterioration, fault, performance issue, maintenance requirement, or service call-out arising from human error, incorrect operation, poor handling, misuse, inadequate staff training, insufficient supervision, unauthorised use, negligent operation, or failure to follow IGLU's operating instructions. Such issues will not be regarded as manufacturing defects and are excluded from Warranty coverage.

3.2.4 Where IGLU is required to attend site, retrain staff, inspect the Product, correct user-related issues, clean, reset, repair, or service the Product due to incorrect operation or failure to follow training, such attendance may be charged as a service call-out, together with any applicable labour, travel, parts, consumables, or repair costs.

4. WARRANTY CLAIM PROCEDURE

Claims must be submitted in writing with proof of purchase and supporting photographic or video evidence. IGLU reserves the right to inspect the unit prior to authorising repair or replacement. Travel or call-out costs outside designated service areas may be chargeable.

4.1 Delivery Inspection and Notification Period

4.1.1 The Customer is required to inspect the Product upon delivery and/or installation, and to notify IGLU in writing of any visible damage, defect, missing component, installation concern, or other issue relating to the condition of the Product within seven (7) calendar days from the date of delivery.

4.1.2 Any such notification must be submitted to IGLU in writing and must include reasonable supporting evidence, including photographs, videos, a description of the issue, and any relevant delivery or installation details.

4.1.3 If no written notification is received by IGLU within the seven (7) calendar day period, the Product will be deemed to have been received in good order and condition, free from visible defects, damage or delivery-related concerns, subject always to the Customer's statutory rights under the Consumer Protection Act 68 of 2008.

4.1.4 For the avoidance of doubt, this clause does not limit or exclude any rights which the Customer may have under the CPA in respect of latent defects or manufacturing defects that were not reasonably apparent upon delivery. However, visible damage, cosmetic concerns, missing items, or delivery-related issues must be reported within the seven (7) calendar day period referred to above.

4.2 Return Shipping

Unless otherwise required by applicable law or agreed by IGLU in writing, Customers are responsible for the cost of return shipping. Where a return is approved by IGLU in respect of a proven manufacturing defect or statutory claim, IGLU will advise the Customer of the applicable return process.

4.3 Warranty Assessment and Approved Returns Process

4.3.1. Contact hello@iglutheraPy.com to initiate a return

4.3.2. Securely package the item: Pack it item in its original packaging or in a suitable alternative to ensure it arrives undamaged.

4.3.3. Ship the return: Send the return package to the address provided by our Customer Support.

4.3.4. Inspection and Assessment: Once IGLU receives the returned item, or has inspected the Product on site where applicable, IGLU will assess whether the Product qualifies for repair, replacement, refund, or rejection of the claim in terms of this Warranty and applicable law.

4.3.5. Outcome Notification: IGLU will notify the Customer in writing of the outcome of the assessment. Where a refund, repair, replacement, exchange, or other remedy is approved by IGLU or required by applicable law, IGLU will confirm the applicable process, timing, and conditions in writing.

4.4 Assessment of Post-Delivery Claims

4.4.1 Any issue, defect, deterioration, corrosion, surface degradation, timber movement, cosmetic concern, or performance concern reported after the seven (7) calendar day delivery inspection period will be assessed by IGLU to determine whether the issue arises from a manufacturing defect, ordinary wear and tear, customer use, maintenance practices, water

chemistry, environmental exposure, installation conditions, or any other cause outside IGLU's control.

4.4.2 The Customer must provide all information reasonably requested by IGLU for purposes of assessing the claim, including photographs, videos, maintenance records, water chemistry readings, cleaning product details, site conditions, and evidence of compliance with IGLU's care and maintenance guidelines.

4.4.3 IGLU will not be obliged to repair, replace, refund, or accept return of any Product where the issue is attributable to environmental exposure, coastal or high-humidity conditions, chemical imbalance, incorrect cleaning agents, lack of routine maintenance, standing water, misuse, neglect, normal wear and tear, natural timber movement, or any other exclusion set out in this Warranty.

4.4.4 A request for return, refund, or replacement will not be accepted unless IGLU has first been given a reasonable opportunity to inspect the Product and determine the cause and extent of the alleged issue.

4.4.5 Where IGLU determines that a proven manufacturing defect exists in a covered component, IGLU will deal with the affected component in accordance with this Warranty and applicable law. Full Product replacement will only be considered where required by law or where IGLU determines, in its sole discretion, that repair or component replacement is not reasonably suitable.

5. LIMITATION OF LIABILITY

To the maximum extent permitted by law, IGLU's liability is limited to repair or replacement of defective components. IGLU shall not be liable for indirect, incidental or consequential damages. Nothing herein excludes liability for gross negligence or death or personal injury caused by a defective product.

6. TRANSFERABILITY

This Warranty applies only to the original purchaser and original installation location and is not transferable without written consent from IGLU.

7. GOVERNING LAW

This Warranty shall be governed by the laws of the Republic of South Africa. Disputes shall fall under the jurisdiction of South African courts.

8. MODIFICATIONS TO THE WARRANTY POLICY

IGLU may update this Warranty Policy from time to time. Any updated version will apply to Products purchased after the effective date of the updated policy, unless otherwise required by law or agreed in writing.