

# MTI LIFETIME LIMITED RESIDENTIAL WARRANTY

## MTI WHIRLPOOL, AIR TUB AND SOAKING TUB RESIDENTIAL WARRANTY

This warranty is effective for all MTI acrylic whirlpools, air tubs, soaking tubs manufactured after January 1, 2006, and is in lieu of all other warranties. MTI Baths (MTI) provides a limited warranty on its products for use in the continental United States of America\* to original purchasers for personal or single family use. Warranty coverage begins on date of purchase (regardless of installation date). Tubs are warranted only when installed in an indoor climate-controlled environment according to the instructions contained in our manual. Previously used display or floor models do not carry any warranty coverage.

**Whirlpool, Soaking, Stream Bath & Air Tub Warranty:** MTI warrants our Designer Collection whirlpool and soaking tub products for life. The non pro-rated warranty covers the tub shell and most standard factory-installed components, including pump, motor and standard plumbing against defects in material or workmanship. All other components, even those included in MTI packages are subject to the MTI Two-Year parts warranty described below. Components covered for parts only include, but are not limited to, on/off controls, transformer boxes, neck jet pillows, low water sensors, solenoid valves & LED lights. MTI warrants all Designer Collection air tubs with Air Massage thermo-air massage system for life. The warranty covers the tub shell and blower. All controls and mechanisms are subject to the MTI Two-Year Parts only warranty described below. **The bath must be water tested for operation and leaks prior to final enclosure of the unit. Failure to do so will void warranty.** If a problem is discovered after the final enclosure, MTI will not be responsible for the cost of removing or reinstalling the tub, or for costs associated with any adjacent materials. Proper drain installation is the responsibility of the installer. MTI's warranty does not cover drain leakage.

**Two-Year (Parts Only) Warranty:** MTI warrants all other components not specified above for **two** years for **parts only** against defects in material or workmanship. Components covered for parts only include, but are not limited to, on/off controls, transformer boxes, neck jet pillows, low water sensors, solenoid valves & LED lights. Replacement parts shall assume the remaining warranty period of the parts replaced. Replacement parts are subject to availability, and may differ from those originally supplied. MTI cannot guarantee that parts currently in use will be available in the future. Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims. Grab bars and additional/special order trims are specifically excluded from this warranty. Valves and accessories installed and sold by MTI carry their own warranty from their original manufacturer. MTI does not warrant valves and accessories. Check with MTI for details.

**Radiance® Warranty:** MTI warrants Radiance for two years, parts only, against manufacturing defects. If the control box or keypad fails within the two year period, MTI will send replacement parts out at no charge. In the unlikely event that the electrical heating grid fails within the two year period, MTI Baths' only obligation is to refund the purchase price of the Radiance system to the original product owner. Proof of purchase required.

**Stereo H<sub>2</sub>O® Warranty:** MTI warrants the transducer(s) for one year against manufacturing defects to the original product owner. Labor or any costs associated with gaining access for repair are specifically excluded from warranty. Proof of purchase required.

**Return of Warranty Card:** The warranty registration card must be filled out by the purchaser and mailed to MTI Baths within one hundred twenty days from purchase in order for this warranty to take effect. Or register online at [mtibaths.com/contact-us/](http://mtibaths.com/contact-us/).

### Warranty Limitations:

**The warranty is void if unit is not water tested for operation and leaks and inspected prior to final enclosure.** The MTI warranty does not cover defects, damage, or failure caused by common carrier, installer, user, or other person.

**Chips, cracks, and scratches are damages, and are NOT covered under warranty, however, they may be repaired by a qualified technician at the owner's/user's expense. Damages or defects that should be detected before installation are not covered.**

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**MTI Baths is NOT liable for incidental or consequential damage, loss of time, inconvenience, incidental expenses or material charges or any other costs related to the application of this warranty.**

MTI does not cover the following: careless handling; modification of any type for any reason; improper installation (See Installation Instructions); connections supplied by the installer; improper voltage supply/ electrical modifications; misuse; incorrect or improper maintenance; incorrect or inadequate water use; use of improper cleaners; or extraordinary acts such as earthquakes, hurricanes, lightning, floods, hail, etc.

**Extent of Warranty:** This warranty extends only to the original consumer/purchaser of the MTI Baths product when purchased and originally installed within the boundaries of the continental USA\*. The warranty terminates after transfer of ownership or if tub is installed or relocated outside the boundaries of the continental USA\* by the original consumer/purchaser prior to the expiration of the warranty period. Display floor models and overstock sale units are excluded from this warranty. See commercial warranty for products used in commercial, rental or multi-family applications.

**Warranty Performance:** In the event of any malfunction or defect covered under the terms of this warranty, a Factory Authorized Service Agent of MTI Baths will repair the MTI product. To obtain service, contact the MTI Service Department for an agent in your area and issuance of a service order number. **No work/payment will be made without an authorized service order number.** There will be no charge for parts, labor or freight costs for parts necessary to repair the tub under warranty. Written notice of any malfunction or defect must be given within ten days of the time the malfunctions were discovered, and **must be accompanied by the tub serial number, model number and manufacturer's date to verify purchase date.** Notice must be given to: MTI Baths, 670 N. Price Rd., Sugar Hill, GA 30518, Attn: Service Dept. MTI reserves the right to inspect the malfunction or defect on site and determine appropriate course of action.

**Acts Invalidating Warranty:** Inspecting the unit prior to installation is the responsibility of the installer(s) or person(s) acting on behalf of the user. He/she is responsible for ensuring that the unit is free of defect or damage. The shipping container includes a note that advises the installer of this responsibility. MTI is not responsible for failure or damage that should have been discovered, repaired, and avoided by proper inspection and testing prior to installation. Damage that occurred in transit is the responsibility of the carrier. The consignee must open and inspect the unit for damage when it is delivered. If the unit is damaged, this must be reported immediately in writing to both the seller and the carrier and an inspection must be requested. In the event that the carrier fails to respond, report such response to both the seller and the carrier. Any freight claims must be filed within ten business days. It is the responsibility of the installer, contractor, or user to install/bed the unit properly and allow for access for service. Access must be provided to **each** pump and/or electrical component on the tub. The access panel(s) must have a minimum size of 16"x14" for installation and future servicing of the equipment. MTI Baths, Inc. will not authorize any service unless **clear** access is available. Access from a crawlspace or incomplete access to all equipment may result in warranty claims being denied. **Unit must be water tested for operation and leaks prior to final enclosure. Damage, including chips or scratches, occurring to the unit during installation is the responsibility of the installer and after installation is the responsibility of the user.**

**Disclaimers:** MTI Baths is not responsible for incidental or consequential damages/losses from any cause such as water damage to carpeting, floors, or ceilings. Optional equipment not manufactured by MTI or installed by MTI is not covered. Damages or defects that should be detected before installation are not covered. This limited warranty does not include labor, transportation, or other costs incurred in the removal and/or reinstallation of the original unit or replacement unit. Costs related to obtaining access for repair are not covered. The foregoing warranty is **EXCLUSIVE** and in lieu of all other warranties, including any other warranty of quality, express or implied, and including any warranty of merchantability, or any warranty of fitness for any particular purpose.

**Customer Service:** To verify coverage or request service, please contact the MTI service department at 800-783-8827. Please have serial or registration number available.

\* **Exceptions for Alaskan and Canadian Customers:** MTI Baths extends the complete Residential Limited Lifetime Warranty to any applicable product installed within a 75-mile radius of an Authorized MTI Distributor. Any installation site outside the 75-mile radius will be covered for two years, parts only.

\* **Exceptions for Hawaiian Customers:** MTI Baths extends the complete Residential Limited Lifetime Warranty to Hawaiian customers on the islands of Maui, Kauai and Oahu only. All other locations will be covered for two years, parts only.

# MTI COMMERCIAL WARRANTY

## MTI WHIRLPOOL, AIR TUB AND SOAKING TUB COMMERCIAL WARRANTY

This warranty is effective for all MTI acrylic whirlpools, air tubs, soaking tubs manufactured after February 1, 2006, and is in lieu of all other warranties. Warranty coverage begins on date of purchase (regardless of installation date). MTI Baths, Inc. provides a limited warranty to the original purchaser for commercial, rental or multi-family applications. Tubs are warranted only when installed in a climate-controlled environment according to the instructions contained in our manual. Previously used display or floor models do not carry any warranty coverage.

**Whirlpool, Soaking, Stream Bath & Air Tub Warranty:** MTI warrants our Designer Collection whirlpool and soaking tub products for 2 years. The non pro-rated warranty covers the tub shell and most standard factory-installed components, including pump, motor and standard plumbing against defects in material or workmanship. All other components, even those included in MTI packages are subject to the MTI One-Year parts warranty described below. Components covered for parts only include, but are not limited to, on/off controls, transformer boxes, neck jet pillows, low water sensors, solenoid valves & LED lights. MTI warrants all Designer Collection air tubs with Air Massage thermo-air massage system for 2 years. The warranty covers the tub shell and blower. All controls and mechanisms are subject to the MTI One-Year Parts only warranty described below. **The bath must be water tested for operation and leaks prior to final enclosure of the unit. Failure to do so will void warranty.** If a problem is discovered after the final enclosure, MTI will not be responsible for the cost of removing or reinstalling the tub, or for costs associated with any adjacent materials. Proper drain installation is the responsibility of the installer. MTI's warranty does not cover drain leakage

**One-Year (Parts Only) Warranty:** MTI warrants options, accessories and all other components not specifically listed above for **one year for parts only** against defects of material or workmanship. Components covered for parts only include, but are not limited to: on/off controls, transformer boxes, neck jet pillows, low water sensors, solenoid valves & LED lights. Replacement parts shall assume the remaining warranty period of the parts replaced. Replacement parts are subject to availability, and may differ from those originally supplied. MTI can not guarantee that parts currently in use will be available in the future. Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims. Grab bars and additional/special order trims are specifically excluded from this warranty. Valves and accessories installed and sold by MTI carry their own warranty from their original manufacturer. MTI does not warrant valves and accessories. Check with MTI for details.

**Radiance® Warranty:** MTI warrants Radiance for two years, parts only, against manufacturing defects. If the control box or keypad fails within the two year period, MTI will send replacement parts out at no charge. In the unlikely event that the electrical heating grid fails within the two year period, MTI Baths' only obligation is to refund the purchase price of the Radiance system to the original product owner. Proof of purchase required.

**Stereo H<sub>2</sub>O® Warranty:** MTI warrants the transducer(s) for one year against manufacturing defects to the original product owner. Labor or any costs associated with gaining access for repair are specifically excluded from warranty. Proof of purchase required.

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**Customer Service:** To verify coverage or request service, please contact the MTI service department at 800-783-8827. Please have serial or registration number available.



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