



MTI Residential Warranty

This warranty is effective for MTI Designer Collection Freestanding air bath and soaking tubs manufactured after January 1, 2006, and is in lieu of all other warranties.

Lifetime Bath Warranty

Shell: MTI Baths (MTI) warrants the tub shell against defects in material and workmanship for the lifetime of the product to the original purchaser. Variations in resin/fiberglass thickness on the underside of the bath are not considered defects and do not affect the performance, integrity or quality of the product.

Air Bath: The non pro-rated warranty covers the blower against defects in material or workmanship. All other hydrotherapy components included in MTI packages are subject to the MTI Two-Year parts warranty.

Two-Year (Parts Only) Warranty: MTI warrants Designer Collection hydrotherapeutic system components included in hydrotherapy packages for two years against defects in material or workmanship. Also warranted for two years are optional therapies that are not otherwise specified under the one-year terms of warranty. If a control box or keypad is deemed defective within the two year period, MTI will send replacement parts at no charge.

Radiance® and Chromatherapy: MTI warrants optional Radiance and Chromatherapy for two-years, parts only, against manufacturing defects. In the unlikely event that the electrical heating grid for the Radiance® 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.

One-Year (Parts Only) Warranty

Stereo H₂O®: MTI warrants the transducer(s) for one-year against manufacturing defects to the original product owner.

Replacement parts shall assume the remaining warranty period of the parts replaced, are subject to availability, and may differ from those originally supplied. Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims.

Warranty Performance: Replacement parts and/or repair services authorized under the terms of this warranty will result in the issuance of a service order number. There will be no charge for necessary repair parts, materials, labor, or related freight costs under the terms of this warranty. Labor or any costs associated with gaining access for repair are specifically excluded from warranty. No payment for services rendered will be made by MTI Baths without an MTI authorized service order. To obtain service for any malfunction or defect, contact MTI's Technical Service & Warranty Department in writing within 10 days of the discovery of the problem. Proof of purchase must be provided. Other support materials may be requested to assist technicians with problem and warranty assessment. MTI reserves the right to inspect the malfunction or defect on site and repair or replace the unit at our discretion.

Warranty Extent & Limitations: Warranty coverage begins on date of purchase regardless of installation date. The warranty registration card must be mailed to MTI Baths at 670 N. Price Rd. Sugar Hill, Georgia 30518 or completed online at mtibaths.com/support/online-warranty within one hundred twenty days from purchase.

This warranty is product specific and extends only to the original consumer/purchaser of the MTI Baths product. Original purchase and installation must be within the boundaries of the continental USA*. The warranty terminates after transfer of ownership or if the product is installed or relocated outside the boundaries of the continental USA* by the original consumer/purchaser prior to the expiration of the warranty period. Installation must be in an indoor, climate-controlled, residential environment. The unit must be installed and operated according to the instructions contained in the installation and owner's manual.

MTI cannot guarantee that any tub model currently in use will be available in the future. Product replacement is subject to availability. Replacement products may differ from those originally supplied.

Proper drain and valve installation is the responsibility of the installer. MTI's warranty does not cover leaks associated with these features.



Warranty Exclusions: Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims. Defects, damage, or failure caused by common carrier, installer, user, or other persons are excluded from this warranty. We do not cover defects, damage, or product failure caused by the following: careless handling, modification of any type for any reason, improper installation (see “Installation Instructions”), connections supplied by the installer, misuse, incorrect or improper maintenance, use of improper cleaners and/or chemicals (see “Care & Cleaning”), food, beverages (i.e., red wine), bathing products with harmful dyes or other contents (i.e., glitter), medicinal products i.e., mecurochrome), make-up or hair dye, hot appliance and cigarette burns, or extraordinary acts such as earthquakes, hurricanes, lightning, floods, hail, etc... 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. See commercial warranty for commercial installation coverage.

Display Models: Display floor models and overstock sale units are excluded from this warranty.

Drain Kits & Finishes: Drain kits that are sold by MTI are not manufactured by MTI and are excluded from this product warranty.

Many drain kits and accessories carry a factory warranty direct from the manufacturer. Terms vary among manufacturers. Special order finishes for drain kits are excluded from this product warranty.

Acts Invalidating Warranty: Inspection of 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 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 to both the seller and the carrier in writing 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 five business days.

It is the responsibility of the installer, contractor, or user to install/bed the unit properly allowing for access for service. Access must be provided to each pump and/or electrical component. The access panel(s) must have a minimum size of 16” x 14” 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 owner/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
and have serial or registration number available.

800-783-8827
service@mtibaths.com

*Exceptions for Alaskan and Canadian Customers: MTI Baths extends the complete Residential Limited Lifetime Warranty to any Designer Collection tub 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 Limited Residential 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

This warranty is effective for MTI Designer Collection Freestanding air bath and 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.

Two-Year Bath Warranty

Shell: MTI warrants the tub shell against defects in material and workmanship for a period of two years from the date of purchase. Variations in resin/fiberglass thickness on the underside of the bath are not considered defects and do not affect the performance, integrity or quality of the product.

Air Bath: The non pro-rated warranty covers the blower against defects in material or workmanship. All other components included in MTI packages are subject to the MTI One-Year parts warranty described below.

One-Year (Parts Only) Warranty: MTI warrants all other therapeutic system components not specified above for one year for parts only against defects in material or workmanship. Replacement parts shall assume the remaining warranty period of the parts replaced.

Radiance® and Chromatherapy: MTI warrants Chromatherapy and 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 for the Radiance® 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 H₂O®: 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.

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.

Warranty Performance: Replacement parts and/or repair services authorized under the terms of this warranty will result in the issuance of a service order number. There will be no charge for necessary repair parts, materials, labor, or related freight costs under the terms of this warranty. Labor or any costs associated with gaining access for repair are specifically excluded from warranty. No payment for services rendered will be made by MTI Baths without an MTI authorized service order. To obtain service for any malfunction or defect, contact MTI's Technical Service & Warranty Department in writing within 10 days of the discovery of the problem. Proof of purchase must be provided. Other support materials may be requested to assist technicians with problem and warranty assessment. MTI reserves the right to inspect the malfunction or defect on site and repair or replace the unit at our discretion.

Warranty Extent & Limitations: Warranty coverage begins on the date of purchase regardless of installation date. The warranty registration card must be filled out by the purchaser and mailed to MTI Baths at 670 N. Price Rd. Sugar Hill, Georgia 30518 or completed online at mtibaths.com/support/online-warranty within one hundred twenty days from purchase.

This warranty is product specific and extends only to the original consumer/purchaser of the MTI Baths product. Original purchase and installation must be within the boundaries of the continental USA*. The warranty terminates after transfer of ownership or if the product is installed or relocated outside the boundaries of the continental USA by the original consumer/purchaser prior to the expiration of the warranty period. Installation must be in an indoor, climate-controlled, residential environment. The unit must be installed and operated according to the instructions contained in the installation and owner's manual.

MTI cannot guarantee that any tub model currently in use will be available in the future. Product replacement is subject to availability. Replacement products may differ from those originally supplied.

Proper drain and valve installation is the responsibility of the installer. MTI's warranty does not cover leaks associated with these features.



Warranty Exclusions: Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims. Defects, damage, or failure caused by common carrier, installer, user, or other persons are excluded from this warranty. We do not cover defects, damage, or product failure caused by the following: careless handling, modification of any type for any reason, improper installation (see “Installation Instructions”), connections supplied by the installer, misuse, incorrect or improper maintenance, use of improper cleaners and/or chemicals (see “Care & Cleaning”), food, beverages (i.e., red wine), bathing products with harmful dyes or other contents (i.e., glitter), medicinal products i.e., mecurochrome), make-up or hair dye, hot appliance and cigarette burns, or extraordinary acts such as earthquakes, hurricanes, lightning, floods, hail, etc... 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.

Display Models: Display floor models and overstock sale units are excluded from this warranty.

Drain Kits & Finishes: Drain kits that are sold by MTI are not manufactured by MTI and are excluded from this product warranty. Many drain kits and accessories carry a factory warranty direct from the manufacturer. Terms vary among manufacturers. Special order finishes for drain kits are excluded from this product warranty.

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It is the responsibility of the installer, contractor, or user to install/bed the unit properly allowing 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” x 14” 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 owner/user.

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**Customer
Service**

To verify coverage or request service,
please contact the MTI Service Department
and have serial or registration number available.

800-783-8827
service@mtibaths.com



MTI Baths
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Sugar Hill, GA 30518
p: (800) 783-8827
f: (800) 438-8827



Made in the USA

mtibaths.com
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