

# MTI BASICS® RESIDENTIAL WARRANTY

This warranty is effective for MTIS BASICS® series tubs manufactured after January 1, 2008, 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. Previously used display or floor models do not carry warranty coverage.

**Two-Year Warranty:** MTI warrants MTIS BASICS series products for two years. The parts and labor warranty covers the tub shell and standard factory installed components, including pump, motor and standard plumbing, against defects in material or workmanship. 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 the 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 all other components and options such as in-line heaters and on/off controls, not specified above for one year for parts only against defects in material or workmanship. 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. Trim kits are specifically excluded from this warranty. MTI does not warrant valves and accessories. Check with MTI for details.

**Door Seal Warranty:** The seal carries a limited lifetime warranty. Should the door seal fail within the first year, both parts and labor are covered under warranty. After 1 year, MTI will provide a new door seal free of charge, however, labor will not be covered after the first year.

**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.

**Return of Warranty Card:** The Warranty Registration Card must be completed within 120 days from purchase and mailed or submitted online to MTI Baths in order for this warranty to become effective.

**Warranty Limitations:** Your warranty is void if unit is not water tested and inspected prior to final enclosure. Our warranty does not cover defects, damage, or failure caused by common carrier, installer, user or other person. Chips, cracks and scratches can be repaired by a qualified technician at the owner/user's expense. We do 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.

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

**Extent of Warranty:** This warranty extends only to the original consumer/ purchaser of the MTIS BASICS product when purchased and originally installed within the boundaries of the USA. The warranty terminates after transfer of ownership or if whirlpool is installed or relocated outside the boundaries of the USA by the original consumer/purchaser prior to the expiration of the warranty period. See commercial warranty for commercial installation coverage.

**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 serial/registration number, tub model number and manufacturers 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.

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

**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. They are responsible for ensuring that the unit is free of defect or damage. Our 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 user/installer must open and inspect the unit for damage when it is delivered.

It is the responsibility of the installer, contractor, or user to install/bed the unit properly allowing clear access for service. Unit must be water tested prior to final enclosure. Failure to do so will void warranty.

Damage occurring to the unit during installation is the responsibility of the installer, and after installation is the responsibility of the user.

**Disclaimers/Implied Warranty:** 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 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.