



MTI Residential Warranty

This warranty is effective for all MTI Engineered Solid Stone (ESS) tubs manufactured after **January 1, 2018**, and is in lieu of all other warranties. MTI Baths, Inc. (MTI) provides a limited warranty for all ESS tubs for use in the continental USA* to the **original purchaser** for commercial, rental or multi-family application. Warranty coverage begins from date of purchase (regardless of installation date).

LIFETIME BATH SHELL WARRANTY:

MTI warrants the ESS tub against defects in material and workmanship for the lifetime of the purchase. The tub must be water tested and installed per our installation instructions. MTI will not be responsible for the cost of removing or reinstalling the unit, or costs associated with any adjacent materials. MTI does not warrant leaks associated with improper waste and overflow installation or damages from over-filling the bath. Never leave a full bath or filling bath unattended. Blemishes, air holes or casting marks on the underside of the bath are not considered defects and do not affect the performance or quality of the bath. Slight variations in the surface are indigenous to the natural stone appearance of the product and are not considered defects or flaws. Variations in the surface do not compromise the structural integrity of the product.

LIFETIME AIR BATH WARRANTY:

MTI warrants our ESS air baths for life. The non pro-rated warranty covers the blower 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. **The bath must be water tested for operation and leaks prior to final installation of the unit.** Failure to do so will void warranty. If a problem is discovered after the final installation, 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. 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.

RETURN OF WARRANTY CARD:

The warranty registration card must be filled out by the purchaser within one hundred twenty days from purchase and mailed to MTI Baths in order for this warranty to take effect. Warranty registration can also be completed online at mtibaths.com/support/online-warranty.

WARRANTY LIMITATIONS:

Your warranty is void if unit is not water tested for leaks and inspected prior to completing installation. Our warranty does not cover defects, damage, or failure caused by common carrier, installer, user, or other person.

Minor chips and scratches (normal wear and tear) can be repaired by a qualified technician at the owner's/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; misuse; incorrect or improper maintenance; use of improper cleaners and/or chemicals; cigarette burns or burns from hot appliances; or extraordinary acts such as earthquakes, hurricanes, lightning, floods, hail, etc. Staining from food or beverages (such as red wine), medicinal products (such as mecurochrome), use of improper cleaning products, make-up, etc... is not covered under warranty.

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 the 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 commercial installation coverage.

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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 proof of purchase. Notice must be given to MTI Baths, 670 N. Price Road, Sugar Hill, GA 30518, Attn: Service Department. MTI reserves the right to inspect the malfunction or defect on site and repair or replace the unit at our discretion.

ACTS INVALIDATING WARRANTY:

Inspecting the unit prior to installation is the responsibility of the installer(s) or person(s) acting on behalf of the product owner. He/she is 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 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 ten business days. It is the responsibility of the installer, contractor, or user to install the unit properly allowing for access for service. The check valve on all air baths must be installed 2" above the water line of the tub. Access must be provided to **each** air blower and/or electrical component on your 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 leaks prior to final installation. 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 product owner.

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. NEVER LEAVE A FILLING OR FULL BATH UNATTENDED.

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. The 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 or email at service@mtibaths.com. Please have serial or registration number available.

**Exceptions for Alaskan and Canadian Customers: MTI Baths extends the complete ten year Limited Residential Warranty to any ESS 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 ten year 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.*