

mr.steam® | WARRANTY

Residential Steambaths

Limited Lifetime Warranty for MrSteam Residential Steambath Generator Products Installed in the United States or Canada.

Limited Lifetime Warranty for MrSteam® Residential Steambath Generators

MrSteam® warrants that every MrSteam Residential Steambath Generator ("Generator") will be free from defects in materials and workmanship for its lifetime. MrSteam will repair or replace (at its option) a Generator which fails to conform to this warranty.

Warranty Service within 2 years from date of purchase

If the warranty claim is made within two years from the date of purchase of the Generator, MrSteam will provide free in-home warranty service, parts and labor.

Warranty Service after 2 years from date of purchase

If the warranty claim is made after two years from the date of purchase of the Generator, MrSteam will provide a lifetime warranty on parts.

To return a Generator to MrSteam, a Return Authorization Number (RMA) must be issued. An RMA and other required information must be written on the return packaging as instructed by MrSteam.

If MrSteam issues an RMA, MrSteam will pay the freight charges to ship the Generator to MrSteam and for MrSteam to return a repaired or replacement Generator.

Note:

If in the judgment of MrSteam the defect is not covered by this warranty, the costs of any in-home service as well as the costs of repair or replacement together with all freight charges will be the responsibility of the claimant.

To obtain warranty service, please call 1-800-76-STEAM (East Coast) or 1-800-72-STEAM (West Coast).

Terms, Conditions, and Exclusions

This warranty does not apply to a Generator that is or has been:

1. Used in any non-residential setting.
2. Damage by lightning, electrical storms or electrical surges or spikes.
3. Damaged by reason of local water conditions.
4. Installed or operated other than in accordance with the MrSteam supplied Installation, Operation and Maintenance Manual.
5. Purchased from an unauthorized online e-tailer seller. For a list of authorized e-tailers, go to: mrsteam.com or call (800) 767-8326.

This warranty applies to Generators purchased and installed in the United States and Canada only. This warranty does not cover any costs to remove or reinstall the Generator. All freight charges must be pre-approved by MrSteam. This warranty is for the Generator only. See the applicable warranty for MrSteam controls and accessories. This warranty applies only to Generators purchased on or after January 1st, 2012.

THE FOREGOING IS IN LIEU OF OTHER EXPRESS AND ALL IMPLIED WARRANTIES. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN AND SPECIFICALLY LIABILITY FOR ANY BREACH OF ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE IS EXCLUDED. THE DURATION OF ANY WARRANTIES WHICH MAY BE IMPLIED BY LAW NOTWITHSTANDING THE PREVIOUS SENTENCE (INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) SHALL IN NO EVENT EXCEED ONE YEAR. IN NO EVENT SHALL MRSTEAM BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF ANY MRSTEAM PRODUCT OR FOR ANY DELAY IN THE PERFORMANCE OF ITS OBLIGATIONS UNDER THIS WARRANTY DUE TO CAUSES BEYOND ITS CONTROL.

Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusion or limitation of consequential damages, so the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may have other rights, which vary from state to state.