

# JENTLE PET<sup>®</sup> WARRANTY

This warranty is effective for all MTI Gentle Pet spas manufactured after April 1, 2006, and is in lieu of all other warranties, expressed or implied. The Gentle Pet Spa is warranted to be free from defects in material or workmanship for a period of ONE year from the date of purchase by the original buyer. MTI Baths provides a limited warranty on this product for use in the continental United States.

## **This warranty excludes:**

1. Any obligation other than replacement of defective parts, when presented to the selling distributor, together with proof of purchase, during the warranty period.
2. **Any labor charges**, removal or reinstallation expense, freight or any incidental or consequential damage resulting from any defective product.
3. Products classified as options or accessories, such as the tie down restraints, hand shower, etc., although they may be covered under their own manufacturer's warranty.
4. Normal wear and tear, including chips and/or scratches.

This warranty shall be voided by any of the following:

1. Modification.
2. Improper installation, care or maintenance of the product.
3. Use of the product for any purpose or in any manner other than for which it is specifically intended.
4. Failure to test the unit properly prior to completing enclosure.
5. Activating the whirlpool action with no water in the unit or with the water level below the jets.

**Return of Warranty Card:** The warranty registration card must be filled out by the product owner and returned to MTI Whirlpools within one hundred twenty days of purchase in order for this warranty to take effect. Warranty registration is also available on line at [www.mtibaths.com](http://www.mtibaths.com).

**Warranty Limitations:** Your warranty is void if unit is not water tested for operation and leaks 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's/user's expense. A 16" x 14" access panel to the pump must be provided.

**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. 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. 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 allowing for access for service. 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.

**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.**

**Disclaimers:** MTI Baths is not responsible for incidental or consequential damage/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. Damage 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 your serial or registration number available.