

Roma Steambath, Ltd. Limited Warranty

You must return the provided warranty registration card with the original purchase receipt in order to activate your Roma factory warranty. Warranty requests, questions should be submitted to our customer service department at:

Roma Steambath, Ltd., Customer Service
16802 Barker Springs, Suite 500 Houston, Texas 77084
Phone: 281-578-9945 Fax: 281-578-9948

1 Year Residential in Home Limited Warranty

Roma Steambath, Ltd. will repair or replace at its discretion the specific failure due to a manufacturing defect for a period of one (1) year from the date of original purchase.

10 Year Residential Limited Warranty

Roma Steambath, Ltd. will also repair or replace at its discretion any specific failure due to a manufacturing defect to the steam generator tank and electrode assembly for a period of ten (10) years from the date of original purchase.

1 Year Commercial Limited Warranty

Roma Steambath, Ltd. will repair or replace at its discretion the specific failure due to a manufacturing defect for a period of one (1) year from the date of original purchase. This warranty only covers commercial units installed in a commercial application following all installation, start-up instructions, proper maintenance schedules including the required use of a Roma Steambath, Ltd. approved water conditioning system.

Terms and Exclusions for Roma Steambath, Ltd. Warranty

All expenses associated with the removal, reinstallation and all shipping costs associated with sending the residential/commercial Steambath to and from the factory are the sole responsibility of the owner of the Roma Steambath. This warranty does not cover consequential damages due to improper installation, misuse or residential units installed in a commercial application. Products and/or parts damaged in shipping, during installation and installation that fails to follow national/local plumbing and electrical codes are not covered under this warranty. Any damage occurring as a result of improper application, specification or any other operating conditions outside the control of Roma Steambath, Ltd. are not covered by this warranty. Roma Steambath, Ltd. will exercise reasonable effort in providing services covered by this warranty; this warranty specifically covers the repair and/or replacement of Roma Steambath, Ltd. products as specified. This does not guarantee that a local Roma Steambath, Ltd. authorized service person will be available; Steam generator may or may not have to be removed at the owner's expense. Steambath units sold for use in a commercial application are required to follow a maintenance schedule, this maintenance includes the cleaning and inspection of the generator tank to be done at the factory or by a Roma Steambath, Ltd. authorized service representative. This maintenance is not covered under this warranty; all expenses resulting from required maintenance are the responsibility of the owner of the Roma Commercial Steambath. In no event shall Roma Steambath, Ltd. be held liable for exceptional, incidental or consequential damages arising from ownership or use of any Roma Steambath, Ltd. unit. This warranty gives you specific legal rights; you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty may be terminated by Roma Steambath, Ltd. for improper installation, misuse, service performed by unauthorized personnel, non-payment of parts and/or repairs not covered by this warranty, modifications or use of parts not provided by Roma Steambath, Ltd. and failure to return completed warranty card.