mr.steam® warranty

Residential Steambaths

limited lifetime

warranty for mr.steam®

residential steambath

generator products

installed in

the United States

or Canada

Limited Warranty for First Five Years

Mr.Steam® warrants that its RESIDENTIAL STEAMBATH Models MS 90E - MS SUPER6E exclusive of operating controls, cables, and accessories which are installed in the United States or Canada are free from defects in materials and workmanship for five years from the date of purchase by the original consumer purchaser.

Limited Warranty for Operating Controls and Cables

Mr.Steam warrants that the operating controls and cables of its RESIDENTIAL STEAMBATH Models MS 90E - MS SUPER6E are free from defects in materials and workmanship for one year from the date of purchase by the original consumer purchaser.

Mr.Steam will repair or replace (at its option) any of the foregoing products (collectively, Mr.Steam Products) if it fails to conform to this limited warranty. All warranty work will be performed without charge when the Mr.Steam Product is returned to the location designated by Mr.Steam within the applicable warranty period.

This warranty does not apply to Mr.Steam Product Accessories including but not limited to automatic drain valves (AutoFlush®). Please refer to the warranty which accompanies Mr.Steam Product Accessories for warranty coverage of such Accessories.

Continuing Limited Warranty Component Coverage

If more than five years has expired since the date of purchase by the original consumer purchaser, Mr.Steam will repair the steam generator portion of the Mr.Steam Product exclusive of operating controls, cables, and Autoflush provided that the original consumer purchaser pays for all labor costs incurred in connection with such repair. Warranty work will be performed when the steam generator portion of the Mr.Steam Product is returned to the location designated by Mr.Steam.

Terms, Conditions, and Exclusions

This limited warranty is non-transferable and applies only to the original consumer purchaser. This limited warranty does not apply to a Mr.Steam Product which is sold "as is" or in a damaged condition. This limited warranty does not apply to repairs or replacement necessitated by any cause beyond the control of Mr.Steam including, but not limited to, any malfunction, defect, or failure caused by or resulting from unauthorized service or parts, improper maintenance, and/or problems arising due to local water conditions, operation contrary to furnished instructions, damages occurring during shipment, transit, storage, or handling, or arising from modification or repair by any person not authorized by Mr.Steam, abuse, misuse, neglect, accident, incorrect power line voltage, fire, flood, or other Acts of God. MR.STEAM PRODUCTS MUST BE INSTALLED, OPERATED, AND MAINTAINED IN ACCORDANCE WITH MR.STEAM'S INSTRUCTIONS. FAILURE TO FOLLOW THE INSTALLATION, OPERATION, OR MAINTENANCE PROCEDURES OR USE OF UNAUTHORIZED PARTS AUTOMATICALLY VOIDS THIS LIMITED WARRANTY. The original consumer purchaser is responsible for the suitability of the Mr.Steam Product for their application. This warranty does not apply to expendable parts which are required to be replaced in the ordinary course of operation. This limited warranty does not cover any costs incurred for the removal or reinstallation of the Mr.Steam Product.

To ensure expedient processing of any warranty claim, a Return Materials Authorization (RMA) is to be obtained by the original consumer purchaser and prominently shown on any correspondence or packages. Returns made without a RMA will not be processed.

To obtain a RMA, call 1-800-76 STEAM (East Coast) or 1-800-72 STEAM (West Coast). The original consumer purchaser is responsible for all shipping charges except that during the 5 year period after the date of purchase by the original consumer purchaser, Mr.Steam will pay for shipping charges to return repaired or replaced Mr.Steam Products to point of origin. All Mr.Steam Products returned pursuant to a RMA must be shipped freight prepaid. Proof of purchase (original sales receipt) identifying the model number and serial number must accompany all warranty claims.

Returns will be examined by Mr.Steam. If in the judgment of Mr.Steam the defect in workmanship or materials is not subject to the limited warranty, any returns or repairs thereafter made shall be at the request and expense of the original purchaser.

THIS LIMITED WARRANTY IS ONLY FOR MR.STEAM PRODUCTS PURCHASED ON AND AFTER MAY 1, 2003, AND USED IN THE UNITED STATES OF AMERICA AND CANADA. THIS WARRANTY DOES NOT APPLY TO MR.STEAM PRODUCTS WHICH ARE USED FOR ANY NON-RESIDENTIAL OR COMMERCIAL PURPOSE. THE FOREGOING IS IN LIEU OF ALL EXPRESS OR IMPLIED WARRANTIES AND MR.STEAM DOES NOT ASSUME OR AUTHORIZE ANY PARTY TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY.

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 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) SHALL IN NO EVENT EXCEED FIVE YEARS. IN NO EVENT SHALL MR.STEAM BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF ANY MR.STEAM 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.

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