

# Warranty Booklet

Baths, showers and shower bases	Twenty (20) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect
Aeromassage and Super Aeromassage air jet systems	Twenty (20) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect <b>1 to 5 years:</b> Plumbing and jets, parts only <b>1 to 10 years:</b> Blower, parts only <b>10 to 20 years:</b> Blower, parts only with a decreasing value based on the retail price
Nano Sens System	Twenty (20) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect <b>1 to 5 years:</b> Plumbing and jets, parts only <b>1 to 10 years:</b> Blower, parts only with a decreasing value based on the retail price
Comfort Air air jet system	Five (5) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect <b>1 to 5 years:</b> Plumbing and jets, parts only
Electronic controls	Five (5) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect
Influence Series freestanding bath	Ten (10) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect
Special finishes on freestanding baths skirts	One (1) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect <sup>1</sup>
Doors and screens	Ten (10) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect <sup>2</sup>
EKO shower doors and Matte Black and Brushed Nickel hardware <sup>1</sup>	Five (5) year limited warranty/ One (1) full year warranty on parts and labor as a result of factory defect <sup>1</sup>

## LIMITED WARRANTY

This warranty extends only to the original owner/end-user for personal household use and is effective as of the date of purchase. The warranty is not transferable to subsequent owners. The product must be installed by a professional. A proof of purchase will be required. **A written consent must be signed by the customer during a service call. Thus, the latter undertakes to pay the repairer if the problem is of a nature other than a manufacturing defect.**

Oceania may, at its sole discretion, elect to repair or provide a replacement part or product with a manufacturing defect for the duration of the warranty, from the date of purchase. Shipping charges may apply.

<sup>1</sup> Warranty on all special finishes under normal use only. Scratches and abrasion by friction or rubbing are excluded from the warranty. The peeling of the finish will be covered by the warranty.

<sup>2</sup> Oceania's doors and screens are treated with the CLEAR VIEW technology. This feature helps maintain glass products. Regular cleaning is required. This treatment is excluded from this warranty.



Labor is covered period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer. This warranty is limited to the labor for the replacement or the repair of the defect part provided by Oceania Baths. Oceania Baths is not responsible for any cost of labour for removal, installation or other incidental or consequential expenses related to the installation of a product, its repair or its replacement as well as all damage or incident, expense, direct or indirect loss.

**A visual inspection and a water drainage flow tests are required before finalizing installation of the product. Oceania reserves the right to refuse any claim due to water retention or visual defect if the defect is not declared before the final installation.**

Under no circumstances shall the liability of Oceania exceed the purchase price paid for the product by the owner/end-user, contractor or builder.  
Additional limitations may apply for commercial use.

### **COMMERCIAL LIMITATIONS**

In addition to the previously mentioned conditions and limitations, the warranty period for products installed for commercial applications, or used in commercial ventures, shall cover a period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer. If the product is sold by Oceania as a display item, a one (1) year warranty applies.

### **WARRANTY SERVICE**

If you wish to make a claim under this warranty, you may contact Oceania through your dealer or directly at 1-877-332-4224 or again by writing to: [support@oceaniabaths.com](mailto:support@oceaniabaths.com). Be sure to provide all pertinent information related to you claim, including a complete description of the problem you are experiencing, the product name, model number, finish, and finally the date and location where the product was purchased. Also, include the product's serial number or original receipt. For more information or to obtain the name and address of the service and repair centre nearest you, contact us.

Except as set forth herein, Oceania provides no other warranties, either express or implied, including implied warranties of fitness and merchantability for a particular purpose or compliance with any code.

This is the exclusive written warranty of Oceania Baths Inc.

### **WARRANTY RANGE**

This warranty concerns exclusively the original buyer-user of the bathtub when the bath was purchased in Canada or in the United States of America. For a product delivered by Oceania in Canada, the warranty applies on the terms and conditions of Canada and in the specific region where Oceania has delivered the product. The same applies if a product has been delivered by Oceania in the United States, the warranty applies under the terms and conditions of the United States, and in the specific condition where Oceania has delivered the product. The product is covered by this warranty for the designated time as long as it is installed in its original location and owned by its original owner. The therapeutic air systems, as well as the electronic controls are covered under a decreasing type of warranty, from the date of purchase; full warranty parts & labor the first year, and parts only after the first year, depending on the length of the warranty. The replacement parts, if needed, are shipped to the retailer and the shipping costs are at the charge of the customer.

## **WARRANTY LIMITATIONS**

- One year warranty only for all commercial or industrial use.
- Canada-USA (120 Volts)
- Installation made by a qualified technician.
- Warranty void if the product has not been installed correctly, or not according to the building codes or state regulations.
- Warranty void if some modifications have been made to the product or bathtub.
- If the product can't be repaired according to Oceania's norms, then Oceania's responsibility for claims will be limited to the product value as stated on the invoice, at the date of purchasing.
- Warranty applies only on parts supplied by Oceania Baths only.
- Oceania Baths cannot be held responsible for any costs or any loss of enjoyment except the defective component cost itself.
- An adequate access to the system components must be supplied; additional costs to build an access are not covered by the warranty.
- Oceania Baths has the choice to inspect installation or trouble before any repair and to check if the installation is congruent. In case Oceania cannot have access to the installation or if the method approved by Oceania is rejected by the owner, then this will invalidate any liability of Oceania and the warranty.
- Bathtubs must have been sold by an Oceania Baths authorized retailer/salesman.
- The technical data sheets that prevail are those on the website.

## **INTERVENTIONS THAT WILL VOID THE WARRANTY**

This warranty will be voided if your bathtub has been incorrectly installed or not in compliance with the local building codes and ordinances, has no access panel to make repairs, has been modified, has been damaged by abusive use, negligence, poor maintenance (refer to the Maintenance section in your Installation manual), thermal shocks (flame, cigarette, boiling water, etc), damages caused during delivery (shocks, transport, handling, etc), misuse, chemical or natural corrosion (stains caused by ferrous or hard water), or improper electrical installation, any addition of a water purification or stabilization unit, or heating system not approved and which could contribute to the failure of one or another component, of this unit or to its possibility of unsafe use.

This warranty does not cover metal plating on jet heads or handles if these elements have been damaged by the use of chemical or abrasive cleaners, nor deteriorated parts due to mineral or any other material deposits. Please refer to the Maintenance section of your Installation manual to avoid these problems.

## **RENUNCIATIONS**

Oceania Baths cannot be held responsible of any loss of enjoyment (use) of the bath nor of any costs, expenses or damages and interests, which may be direct or indirect, and may include, but not be limited to, any materials misplaced or uninstalled or any other custom made installation. Any implicit warranty must not exceed the limited time warranty stated in the present guide.

In no case, Oceania Baths nor any of its sales representatives (retailer/salesman) can be held responsible of any injuries to any person nor damages caused to any properties, without consideration on how it might happen. Considering that the exclusion and/or limitation of direct or indirect damages and interests are not authorized in certain provinces or American states, the following restrictions may not apply.

## **LEGAL RESORTS**

The present warranty provides you of certain legal rights; you may also dispose of other rights, which may vary from one province to another and from one state to another.