

SteamSpa

Bringing the Spa to You



WARRANTY

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Limited Lifetime Warranty for SteamSpa Steambath Generators

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

Warranty Service

If the warranty claim is made SteamSpa will provide a limited lifetime warranty on parts against manufacturer and material defects.

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

Note:

If in the judgment of SteamSpa 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.

Terms & Conditions

SteamSpa warrants that its SteamSpa CONTROLS, ESSENTIAL COMPONENTS AND ACCESSORIES, installed in the United States or Canada including without limitation: Control Panels, Lights, Filter, Steam Heads, Aromatherapy Oil Pump, Drain Head, Shower Speakers, and Drip Pan (collectively, SteamSpa Controls and Accessories), are free from defects in materials and workmanship for one year from the date of purchase by the original consumer purchaser. SteamSpa will repair or replace (with equivalent unit) SteamSpa Controls and Accessories if they fail to conform to this limited warranty. All warranty work will be performed without charge when the SteamSpa Control and Accessory is returned to the location designated by SteamSpa within one year of the date of purchase. To obtain warranty service, call 1-866-588-8008. This warranty will be considered null and void by SteamSpa for the following reasons: Improper installations or use of generator; service to equipment by unauthorized personnel; installation that restricts access for service; condition of local water supply; using a residential unit in a non-residential or commercial capacity; installed or operated other than in accordance with the applicable SteamSpa supplied installation manual; non-payment of repairs not covered under warranty; installation not following National/Local Plumbing and/or Electrical codes and standards; installation or repair performed by an unlicensed and/or uninsured contractor; installation not including inlet water filtration; regular changing of filter (every 6 months); modification to any part of the unit and/or accessories; use of non-SteamSpa repair parts. This warranty applies only to generators purchased on or after January 2015.

Limited 90 days return policy for Shower Seats, Fog Free Mirrors, and Towel Warmers. SteamSpa warrants that its SHOWER SEATS, FOG MIRRORS & TOWEL WARMERS are free from defects in materials and workmanship for 90 days from the date of purchase by the original consumer purchaser. SteamSpa will replace the Item due to manufacturing or material defects.

Legal Exclusion - Warranty Valid in USA & Canada

SteamSpa will not be liable in any way for any contingent liability or incidental or consequential damages resulting from the sale, delivery, installation or use of its products. Users are responsible for suitability of the products for their application. Damage resulting from improper specification or application or other operating conditions beyond SteamSpa's control is not under warranty. SteamSpa will exercise reasonable efforts in rendering service under this warranty but shall not be liable for any damage arising out of delays; this warranty only covers the repair and/or replacement of SteamSpa product as specified by the warranty.

This warranty gives you specific legal rights and you may also have other rights, which may vary, from state to state. We agree that all disputes concerning our obligations hereunder shall be resolved by the state of New York in the county of Kings and we consent the exclusive jurisdiction of the state and federal courts sitting in Kings County in the state of New York.

SteamSpa does not guarantee that a local service person will be available for in-home service. Unit may have to be removed and reinstalled at the owner's expense. It is the responsibility of the buyer to file a claim with the carrier/carriers for any product that has suffered shipping damage to or from SteamSpa. An EVA (Evaluation Number) must be obtained from the factory and used on any correspondence or packages sent to the factory.