

## MTI BASICS® Walk-in Tub



### OWNER'S MANUAL INSTALLATION GUIDE Effective January 1, 2011

Installer: This booklet must be given to the product owner. Please note important information below:

Distributor Name \_\_\_\_\_

Model # \_\_\_\_\_

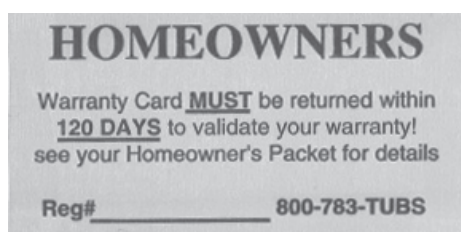
Manufacturer's Date \_\_\_\_\_

Serial # \_\_\_\_\_



# OWNER'S MANUAL AND INSTALLATION GUIDE

Thank you for purchasing an MTI Baths BASICS series Walk-in Tub. You have chosen a high-quality bath, hand-crafted with pride in the USA. The instructions in this booklet will provide you with the information you need to install and operate this unit. Please contact our customer service department at 800-783-8827 with any questions you may have pertaining to the installation and operation of your bath. For faster service, please have your warranty registration number (serial number) ready when calling. The registration number can be found on the label adhered to the exterior surface of the tub (see sample below). This sticker is typically placed on the exterior wall of the tub several inches above the pump.



---

## TABLE OF CONTENTS

Important Safety Instructions . . . . .	1
Installation Instructions . . . . .	2-4
Test Procedures . . . . .	2
Electrical Installation Instructions . . . . .	3
General Installation Guidelines . . . . .	4
Additional Installation Information for Valve Package . . . . .	4
Installation Instructions for Optional Extension Panel . . . . .	4
General Operating Procedures - Soakers, Whirlpools & Air Baths . . . . .	5
Troubleshooting . . . . .	6
Cleaning Instructions . . . . .	7
Residential Warranty . . . . .	8
Commercial Warranty . . . . .	9

# IMPORTANT SAFETY INSTRUCTIONS

**WARNING - WHEN USING ELECTRICAL PRODUCTS, BASIC PRECAUTIONS SHOULD BE FOLLOWED, INCLUDING THE FOLLOWING:**

*This manual contains information and instructions for proper operation and maintenance of your bath. Failure to follow these instructions could result in personal injury, electrical shock or fire.*

**INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS.**

## READ AND FOLLOW ALL INSTRUCTIONS

- ⚠** Do not permit children to use this unit unless they are closely supervised by an adult at all times. Supervision is also required when the bath is used by an elderly or handicapped individual.
- ⚠** Use this unit only for its intended purpose as described in this manual. Do not use attachments not recommended by the manufacturer. Never drop or insert any object into any opening.
- ⚠** Do not operate this unit without guard over the suction fitting.
- ⚠** The water in a whirlpool should never exceed 40° C (104° F). Water temperatures between 38° C (100° F) and 40° C (104° F) are considered safe for a healthy adult. Use time should be limited to approximately 10 minutes, followed by a shower to cool down. Longer exposures may result in hyperthermia, which can be fatal. The symptoms of this condition are nausea, dizziness and fainting. Lower water temperatures are recommended for extended use (exceeding 10 - 15 minutes) and for young children.
- ⚠** Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit bath water temperatures to 38° C (100° F).
- ⚠** The use of drugs or alcoholic beverages before or during hydrotherapy bath use may lead to unconsciousness with the possibility of drowning. Never use the hydrotherapy bath while under the influence of alcohol, anticoagulants, stimulants, antihistamines, vasoconstrictors, vasodilators, hypnotics, narcotics or tranquilizers.
- ⚠** Persons with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a hydrotherapy bath.
- ⚠** Persons using medication should consult a physician before using a hydrotherapy bath since medication may induce drowsiness, affect heart rate, blood pressure and circulation.
- ⚠ DANGER:** To reduce the risk of injury, enter and exit the bath slowly.
- ⚠ WARNING:** Never operate electrically connected devices in or within 5' of the bath. Never drop or insert any object into any opening within the hydrotherapy bath.
- ⚠ DANGER:** Risk of electric shock. Connect only to circuits protected by a Ground Fault Circuit Interrupter (GFCI). Such a device should be installed by a licensed electrician and should be tested on a regular basis (at least monthly). To test the GFCI push the TEST button. The GFCI should interrupt the power. Push the RESET button and the power should be restored. If the GFCI fails to operate in this manner there is the possibility of an electric shock. **DO NOT USE.** Disconnect the unit and have the problem corrected by a qualified service technician. To avoid the possibility of personal injury and discoloration of the acrylic surface, the inlet water temperature should not exceed 60° C (140° F).
- ⚠ DANGER:** Disconnect power before servicing.
- ⚠** A pressure wire connector is provided on the exterior of the pump or control within this unit to permit connection of a bonding conductor between this unit and all other exposed metal in the vicinity, as needed to comply with local requirements.

**INSTALLER/OWNER BEARS ALL RESPONSIBILITY TO COMPLY WITH ALL STATE AND LOCAL CODES WHEN INSTALLING THIS PRODUCT.**

- ⚠ CAUTION:** Do not use harsh abrasives or solvents for cleaning this unit.

## SAVE THESE INSTRUCTIONS

# **INSTALLATION INSTRUCTIONS**

Read all instructions before installing tub. Installer / product owner is responsible for complying with all state and local codes. Warranty coverage will be void if unit is not tested and installed per the enclosed instructions.

MTI Baths strongly recommends to use a licensed professional to install this product.

**WARNING: Certain cleaning products will permanently damage the tub surface. Read product label carefully before applying any cleaning product. Never use anything abrasive, aerosol sprays or any product that is described as “scrubbing bubbles”.**

## **BEFORE INSTALLING, INSPECT TUB THOROUGHLY:**

- A. Damage from shipping or delivery must be reported to carrier immediately. **Do not install damaged tub. MTI Baths is not responsible for damage occurring in transit.**
- B. Factory defect must be reported to factory before tub is installed. Defects or damage claimed after installation will be excluded from warranty.
- C. **Important** - Measure tub on site carefully before framing or cutting any deck materials. Specifications are subject to change without notice. MTI is NOT responsible for any preparatory labor or materials.

***CAUTION: DO NOT LIFT TUB BY PIPING OR PUMP. DO NOT RUN PUMP DRY.  
To Do So May Cause Damage Not Covered By the Warranty***

# **ATTENTION INSTALLER!**

THIS TUB MUST BE TESTED FOR OPERATION AND LEAKS PRIOR TO ENCLOSURE OF SURROUNDING AREAS. FAILURE TO DO SO WILL VOID WARRANTY. THIS TUB WAS WATER TESTED AT THE FACTORY AND FOUND TO BE FULLY OPERATIONAL AND LEAK FREE PRIOR TO SHIPPING. FREIGHT HANDLING AND JOB SITE EXPOSURE MAY HAVE DETERIORATED THE TUB'S CONDITION. IT IS THE RESPONSIBILITY OF THE INSTALLER TO THOROUGHLY TEST THE UNIT PRIOR TO INSTALLATION. TUBS ARE INTENDED, AND WARRANTIED, FOR INDOOR USE ONLY.

## **TEST PROCEDURES**

1. Place the tub on a flat surface such as the driveway.
2. Seal the drain with tape.
3. Fill tub to overflow and allow tub to stand for five minutes **without the pump running**. Examine all fittings carefully for leaks. **NOTE:** The overflow is a plumbing device designed to prevent water from reaching a certain level in your tub. DO NOT, under any circumstances, tape off or block the overflow in any way. Any controls located above the normal water line are designed to be water-resistant, not water-proof. The controls will not leak under normal usage, however, they are not warranted against leaks when improperly used or subjected to conditions for which they were not designed.
4. Plug the pump, blower and/or in-line heater into a 110v GFCI outlet. Start the pump, blower and/or in-line heater, and check all fittings for leaks.
5. Check that all optional equipment is functioning properly and that the features on the tub match exactly what was ordered.
6. **If any leaks or operating problems are discovered, do not complete installation until problems are resolved. MTI Baths will not be responsible for any costs involved with removing or reinstalling the tub, or for the costs of any surrounding materials.**

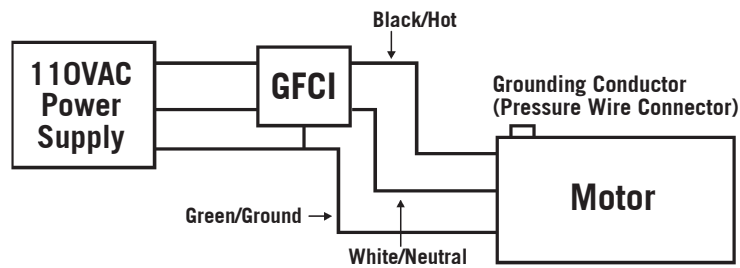
See troubleshooting section of this manual.

**Always protect tub from construction damage by using a protective cover. Damage, including chips and scratches, incurred at the jobsite is excluded from warranty.** Do not store tub in temperatures below 32 degrees Fahrenheit. Proper waste and overflow installation is the responsibility of the installer. MTI does not warrant leaks associated with improper waste and overflow installation.

# ELECTRICAL INSTALLATION INSTRUCTIONS

**WARNING:** When installing or using electrical products, basic precautions should always be followed, including:

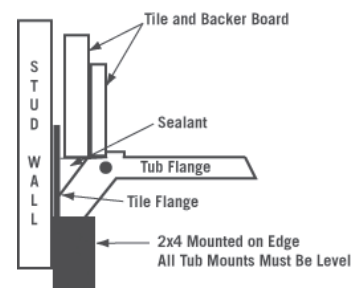
1. All MTI BASICS walk-in tubs equipped with a whirlpool or air bath require a separate 15 amp 110 VAC circuit for each 5.9 amp pump or blower. Radiance® tub shell heating system adds 5 amps. The inline heater for whirlpools adds 5.3 amps. The inline heater for soakers (HTISOAK) will require an additional 15 amp circuit. This circuit must be connected to a supply that is protected by a ground fault circuit interrupter (GFCI). Such a GFCI should be provided by the installer and tested on a routine basis. To test the GFCI, push the test button. The GFCI should interrupt power. Push the reset button. Power should be restored. If the GFCI fails to operate in this manner, there is a ground current flowing, indicating the possibility of electric shock. Do not use this unit. Disconnect the unit and have the problem corrected by a qualified electrician before using.
2. Each whirlpool pump, air blower and inline heater is supplied with a 29" grounded plug which should be plugged into a standard grounded receptacle. Do not remove this plug. If a wall mount switch is desired to control use of the unit, the switch should control the receptacle. Under no circumstance should you alter the provided supply cord.
3. **A pressure wire connector is supplied on the exterior of the pump to permit connection of a No.8AWG (8.4mm) solid copper bonding conductor between this unit and all other electrical equipment and exposed metal in the vicinity as needed to comply with local requirements. NOTE: air blowers do not have any exposed metal and, therefore, do not require a bonding conductor.**



See Manufacturers Wiring Diagram on Motor

## GENERAL INSTALLATION GUIDELINES

- Set tub into final location and use a level on the top of the tub to ensure ALL SIX leveling feet are in contact with the floor. The unit must be level for proper operation and to ensure door seal will not leak. Do not remove the leveling feet! No additional support or bedding is required. If your tub was ordered with a factory installed tile flange, attach tile flange to studs, fill in void at edge of tub with clear silicone. (See diagram to the right)



- Secure tub frame to studs using metal straps (not provided).
- Complete drain installation and test. This tub comes with a cable style drain that attaches to the small door drain. Important Note! There is 3/8" flexible tubing pre-installed to the door drain. This tubing MUST be connected to the small output on the drain shoe. Failure to make this critical connection will result in leaking not covered under warranty. Completely install the drain assembly and check for leaks prior to the final installation. MTI Baths is not responsible for leaks associated with improper installation or testing of drain.

### Additional installation information for walk-in tubs equipped with optional valve package

Package includes hot & cold valves, hand shower, diverter and backflow prevention device which are factory-installed. The unit is also equipped with a Virtual Spout located on the side wall of the tub. This takes the place of a traditional filler spout.

Simply connect your incoming hot and cold water lines to the corresponding hot and cold rough in valves. The tub will fill through the Virtual Spout port located on the inside wall of tub.



Virtual Spout

- Check all fixtures for proper operation and leaks.
- Plug in the pump or blower. Fill tub to normal level and test for leaks and operation.

### Installation Instructions for Optional Extension Kit

- Complete installation of tub and water test according to directions.
- Build a simple stud wall to fill the gap between the tub and the existing structure.
- The wall will need to be measured very carefully. If your wall is too wide or deep, the extension panels will not install flush with the tub. The height of the wall should be the height of your finished tub, less the thickness of the top extension piece (approx. 1 3/4"). The depth of the wall should be the depth of the tub, less the thickness of the front removable panel. Please measure all materials on site to ensure a perfect fit.
- Once wall is built to the correct specifications, the top and front panels can be adhered to the framing using construction adhesive. If desired, run a small bead of clear silicone between the extension kit and tub.

### Installation Instructions for Radiance®

Each Radiance® system comes with an on/off touch pad and transformer box equipped with a 27" power cord. There are two heated zones for each Radiance system purchased. To install, simply plug the transformer box into a 110V, GFCI protected outlet. The transformer box draws 5 amps.

# GENERAL OPERATION PROCEDURES

- Make sure there is no water in the tub before opening the door and/or attempting to enter.
- Enter the tub and securely latch door by lowering lever handle.
- Fill tub to 1-2" above highest jet for whirlpool, or if a soaking or air bath, to 2" below overflow.
- **IMPORTANT: DO NOT open door while bathing or during the draining process. When water level is 2" below the overflow, it will take approximately 3 minutes to fully drain the tub.**

**NOTE:** The door seal is designed to last for a lifetime of use. However, never leave the door in the latched position when the tub is not in use. This will ensure that your door seal retains its elasticity and water tight seal.

## Whirlpool Operating Instructions

- Depress the push button located on deck of tub once to turn on, again to turn off.
- Adjust the amount of air mixed with the water using the master air volume control located on the deck or sidewall of the tub. Rotate the control counter-clockwise to increase the amount of air and pressure in the system.
- All jets on a whirlpool bath are designed to operate individually. Open or close jets by twisting the outer ring.

## Air Bath Operating Instructions

- Air baths are equipped with a factory installed on/off device so an external switch is not required. Simply press the on/off button located on the tub to start the air blower.
- The air blower has three speeds. The start up speed is high. Pressing the on/off button a second and third time activates the medium and low speeds respectively. The next press will turn the air blower off and activate the delayed purge cycle. The purge cycle will start 20 minutes after the blower is turned off and run for approximately 1-2 minutes. The purge system is designed to dry out the air jets and keep the system clean.

**NOTE:** The delayed automatic purge is only activated by turning the blower on and off. If the tub is frequently used as a shower or the air system is not used while bathing, it is recommended to manually purge the system. After using the tub, briefly turn the system on, then turn off. You do not need to fill the bath before doing this. This will activate the 20 minute delayed purge cycle and keep the system clean and sanitary. Do not touch the on/off button during the purge cycle. Pressing the button will reset the cycle.

## Optional Equipment Operating Instructions

**Inline Heater for Whirlpools** - The factory installed inline heater used on MTI whirlpool systems is designed to maintain the water temperature during the hydrotherapy bath. The heater is not designed to heat cold water. The heater will activate with the pump with no external switch required. The thermostat is pre-set at 102°F. The heater must be plugged into a 110 VAC, 15 AMP, GFCI protected outlet.

**Inline Heater for Soakers and Air Baths** - The inline heating system for soaking tubs and air baths is manually activated by an on/off device. This system gently recirculates the bath water through the inline heater, with negligible disturbance to the water. The heatsoak system requires a dedicated 110 VAC, 20 AMP, GFCI protected outlet. Both the pump and inline heater must be plugged in for system to operate properly.

**Radiance** - To turn the system on, press the left button on the touch pad. The word "On" will appear briefly, then a "1-2" will appear. This indicates that both zones are heating. To turn on just one zone, press the right temperature button. A "1" will appear. This indicates that one zone is heating. Pressing the button again will change the readout to "2", indicating that only the second zone is heating. Press the temperature button a third time and "1-2" will appear, indicating that both zones are now heating. A small flashing light will continually circle the keypad, indicating that the air system is on. Radiance is designed to be left on continually as the initial heating can take several hours. The system uses less energy than a standard light bulb. To turn the system off, press the button once. The word "Off" will appear briefly before the keypad goes blank. The system will turn off should you experience a power surge or power failure. Must have access to transformer box for future servicing - test prior to installing.

# TROUBLESHOOTING

Please use the following guidelines if you encounter a problem with your MTI BASICS walk-in tub. These are not covered under warranty but are simple repairs.

## **PUMP WILL NOT RUN:**

1. Check electrical connection. Test outlet for power with a lamp or hair dryer to ensure power to box. Be sure pump is plugged in. **Note:** On tubs equipped with an in-line heater, **both** the heater and pump will have separate power cords. Be sure **all components** are properly plugged in.
2. Check pneumatic air line. When the on/off button is pressed, a distinct “click” should be heard from the pump or blower. If no click is heard, the air line has been disconnected. The air line is 1/8” red or clear tubing that connects the bottom of the on-off button to the electrical end of the pump. To correct this, re-install tubing to fittings as in the adjacent drawing.

## **WATER LEAK NEAR PUMP:**

1. Tighten large union nut rings on PVC lines to pump. These may have loosened during shipment or installation. These need to be hand tight only.
2. Remove both unions and check the rubber “O” rings for proper seating. Replace unions hand tight.

## **LITTLE OR NO ACTION FROM JETS:**

1. Open air volume control to allow air to mix with water.
2. Check each jet to assure that they are all set to the open position by turning clockwise.  
NOTE: Each jet may be shut off individually.

## **FACTORY INSTALLED IN-LINE HEATER NOT WORKING:**

1. The pump and heater are equipped to plug into a GFCI outlet. Be sure **both** are properly plugged in. The heater has an internal switch to operate only when the pump is in operation.
2. The heater installed on your Reliance whirlpool or soaker is designed to maintain the water temperature at 102° F. It will not effectively raise the temperature of cold water.
3. Check that the indicator light on the heater is on when pump is running.

## **RUST OR GREASY SUBSTANCE IN NEW TUB:**

This condition results from sediments in the water heater of the home. Drain the water heater according to manufacturer’s instructions and clean the whirlpool system as described in “Cleaning Instructions.”



# CLEANING INSTRUCTIONS

## CLEANING INSTRUCTIONS FOR THE TUB SHELL

1. Use common household, **non-abrasive** cleaners for most cleaning jobs (for example: a mild dishwashing detergent such as Ivory Liquid). Follow manufacturer's directions and precautions. **Do not use unless the product label specifically states that it is safe for acrylic or gel coat finishes.** Rinse well and dry with a soft, clean cloth. Be sure to check the product label. Some products, although not containing abrasives, WILL damage the surface over time. Never use any type of "scrubbing bubbles" on the tub surface and/or front skirting unless it specifically states that it is safe for use on acrylic or gel coat finishes!
2. Never use abrasive cleansers. If any product feels gritty when rubbed between your fingers, do not use on the surface or controls as permanent damage will occur.
3. Do not allow the tub surface to come into contact with nail polish, nail polish remover, Wintergreen oil, dry cleaning solution, lacquer thinners, gasoline, pine oil, etc.
4. Remove dust and dry dirt with a soft, damp cloth.
5. Clean grease, oil, paint or ink stains with isopropyl (rubbing) alcohol. Dry with a clean, soft cloth.
6. Avoid using razor blades or other sharp objects that might scratch the surface. Small scratches can be removed by applying a thin coat of automotive paste wax and buffing lightly with a clean cloth. For deeper scratches, sand the surface lightly with a 400 grit "wet or dry" paper and buff with a fine grit buffing compound.

**MTI strongly recommends using a professional acrylic repair person for deep scratches or chips.**

## CLEANING INSTRUCTIONS FOR WHIRLPOOL SYSTEMS

**THE WHIRLPOOL SYSTEM SHOULD BE CLEANED PERIODICALLY. IT IS RECOMMENDED TO CLEAN THE WHIRLPOOL PLUMBING SYSTEM AT LEAST ONCE A MONTH, NOT TO EXCEED 90 DAYS BETWEEN CLEANINGS. ALWAYS USE CAUTION WHEN USING CHLORINE-BASED PRODUCTS IN CONJUNCTION WITH OTHER CLEANING PRODUCTS. THE POSSIBILITY OF HARMFUL FUMES COULD RESULT. ALWAYS RINSE THOROUGHLY.**

Fill tub with warm water 2" above the highest jet and add **one** of the following to the bath water: 1 cup vinegar, **or** several drops of a low sudsing detergent mixed with 1 cup warm water. Turn the system on for five minutes then let stand for an additional 15 minutes. Drain the tub and refill with cold water. Restart the system for 10 minutes then drain.

# MTI BASICS® RESIDENTIAL WARRANTY

This warranty is effective for MTIS BASICS® series tubs manufactured after January 1, 2008, and is in lieu of all other warranties.

MTI Baths (MTI) provides a limited warranty on its products for use in the continental United States of America to original purchasers for personal or single family use. Previously used display or floor models do not carry warranty coverage.

**Two-Year Warranty:** MTI warrants MTIS BASICS series products for two years. The parts and labor warranty covers the tub shell and standard factory installed components, including pump, motor and standard plumbing, against defects in material or workmanship. All controls and mechanisms are subject to the MTI One-Year Parts Only warranty described below. The bath must be water tested for operation and leaks prior to final enclosure of the unit. Failure to do so will void warranty. If a problem is discovered after the final enclosure, MTI will not be responsible for the cost of removing or reinstalling the tub, or for the costs associated with any adjacent materials. Proper drain installation is the responsibility of the installer. MTI's warranty does not cover drain leakage.

**One-Year Parts Only Warranty:** MTI warrants all other components and options such as in-line heaters and on/off controls, not specified above for one year for parts only against defects in material or workmanship. Replacement parts are subject to availability, and may differ from those originally supplied. MTI can not guarantee that parts currently in use will be available in the future. Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims. Trim kits are specifically excluded from this warranty. MTI does not warrant valves and accessories. Check with MTI for details.

**Door Seal Warranty:** The seal carries a limited lifetime warranty. Should the door seal fail within the first year, both parts and labor are covered under warranty. After 1 year, MTI will provide a new door seal free of charge, however, labor will not be covered after the first year.

**Radiance® Warranty:** MTI warrants Radiance for two years, parts only, against manufacturing defects. If the control box or keypad fails within the two year period, MTI will send replacement parts out at no charge. In the unlikely event that the electrical heating grid fails within the two year period, MTI Baths' only obligation is to refund the purchase price of the Radiance system to the original product owner. Proof of purchase required.

**Return of Warranty Card:** The Warranty Registration Card must be completed within 120 days from purchase and mailed or submitted online to MTI Baths in order for this warranty to become effective.

**Warranty Limitations:** Your warranty is void if unit is not water tested 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/user's expense. We do not cover the following: careless handling; modification of any type for any reason; improper installation (See Installation Instructions); connections supplied by the installer; improper voltage supply/electrical modifications; misuse; incorrect or improper maintenance; incorrect or inadequate water use; use of improper cleaners; or extraordinary acts such as earthquakes, hurricanes, lightning, floods, hail, etc.

**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.**

**Extent of Warranty:** This warranty extends only to the original consumer/ purchaser of the MTIS BASICS product when purchased and originally installed within the boundaries of the USA. The warranty terminates after transfer of ownership or if whirlpool is installed or relocated outside the boundaries of the USA by the original consumer/purchaser prior to the expiration of the warranty period. See commercial warranty for commercial installation coverage.

**Warranty Performance:** In the event of any malfunction or defect covered under the terms of this warranty, a Factory Authorized Service Agent of MTI Baths will repair the MTI product. To obtain service, contact the MTI Service Department for an agent in your area and issuance of a service order number. No work/payment will be made without an authorized service order number. There will be no charge for parts, labor or freight costs for parts necessary to repair the tub under warranty. Written notice of any malfunction or defect must be given within ten days of the time the malfunctions were discovered, and must be accompanied by the serial/registration number, tub model number and manufacturers date to verify purchase date. Notice must be given to: MTI Baths, 670 N. Price Rd., Sugar Hill, GA 30518, Attn: Service Dept. MTI reserves the right to inspect the malfunction or defect on site.

**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.

**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. They are 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 user/installer must open and inspect the unit for damage when it is delivered.

It is the responsibility of the installer, contractor, or user to install/bed the unit properly allowing clear access for service. Unit must be water tested prior to final enclosure. Failure to do so will void warranty.

Damage occurring to the unit during installation is the responsibility of the installer, and after installation is the responsibility of the user.

**Disclaimers/Implied Warranty:** MTI Baths is not responsible for incidental or consequential damages/losses from any cause such as water damage to carpeting, floors or ceilings. Optional equipment not manufactured by MTI is not covered. Damages 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.

# MTI BASICS® COMMERCIAL WARRANTY

This warranty is effective for MTIS BASICS® series tubs manufactured after January 1, 2008, and is in lieu of all other warranties.

MTI Baths (MTI) provides a limited warranty on its products for use in the continental United States of America to original purchasers for personal or single family use. Previously used display or floor models do not carry warranty coverage.

**One-Year Warranty:** MTI warrants MTIS BASICS series products for one year. The parts and labor warranty covers the tub shell and standard factory installed components, including pump, motor and standard plumbing against defects in material or workmanship. All controls and mechanisms are subject to the MTI One-Year Parts only warranty described below. The bath must be water tested for operation and leaks prior to final enclosure of the unit. Failure to do so will void warranty. If a problem is discovered after the final enclosure, MTI will not be responsible for the cost of removing or reinstalling the tub, or for the costs associated with any adjacent materials. Proper drain installation is the responsibility of the installer. MTI's warranty does not cover drain leakage.

**One-Year Parts Only Warranty:** MTI warrants all other components and options such as in-line heaters and on/off controls, not specified above for one year for parts only against defects in material or workmanship. Replacement parts shall assume the remaining warranty period of the parts replaced. Replacement parts are subject to availability, and may differ from those originally supplied. MTI can not guarantee that parts currently in use will be available in the future. Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims. Trim kits are specifically excluded from this warranty. MTI does not warrant valves and accessories. Check with MTI for details.

**Door Seal Warranty:** The seal carries a limited lifetime warranty. Should the door seal fail within the first year, both parts and labor are covered under warranty. After 1 year, MTI will provide a new door seal free of charge, however, labor will not be covered after the first year.

**Radiance® Warranty:** MTI warrants Radiance for two years, parts only, against manufacturing defects. If the control box or keypad fails within the two year period, MTI will send replacement parts out at no charge. In the unlikely event that the electrical heating grid fails within the two year period, MTI Baths' only obligation is to refund the purchase price of the Radiance system to the original product owner. Proof of purchase required.

**Return of Warranty Card:** The Warranty Registration Card must be completed within 120 days from purchase and mailed or submitted online to MTI Baths in order for this warranty to become effective.

**Warranty Limitations:** Your warranty is void if unit is not water tested 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/user's expense. We do not cover the following: careless handling; modification of any type for any reason; improper installation (See Installation Instructions); connections supplied by the installer; improper voltage supply/electrical modifications; misuse; incorrect or improper maintenance; incorrect or inadequate water use; use of improper cleaners; or extraordinary acts such as earthquakes, hurricanes, lightning, floods, hail, etc.

**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.**

**Extent of Warranty:** This warranty extends only to the original consumer/ purchaser of the MTIS BASICS product when purchased and originally installed within the boundaries of the USA. The warranty terminates after transfer of ownership or if whirlpool is installed or relocated outside the boundaries of the USA by the original consumer/purchaser prior to the expiration of the warranty period.

**Warranty Performance:** In the event of any malfunction or defect covered under the terms of this warranty, a Factory Authorized Service Agent of MTI Baths will repair the MTI product. To obtain service, contact the MTI Service Department for an agent in your area and issuance of a service order number. No work/payment will be made without an authorized service order number. There will be no charge for parts, labor or freight costs for parts necessary to repair the tub under warranty. Written notice of any malfunction or defect must be given within ten days of the time the malfunctions were discovered, and must be accompanied by the pump serial number, tub model number and manufacturers date to verify purchase date. Notice must be given to: MTI Baths, 670 N. Price Rd., Sugar Hill, GA 30518, Attn: Service Dept. MTI reserves the right to inspect the malfunction or defect on site.

**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.

**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. They are 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 user/ installer must open and inspect the unit for damage when it is delivered.

It is the responsibility of the installer, contractor, or user to install/bed the unit properly allowing clear access for service. Unit must be water tested prior to final enclosure. Failure to do so will void warranty.

Damage occurring to the unit during installation is the responsibility of the installer, and after installation is the responsibility of the user.

**Disclaimers/Implied Warranty:** MTI Baths is not responsible for incidental or consequential damages/losses from any cause such as water damage to carpeting, floors or ceilings. Optional equipment not manufactured by MTI is not covered. Damages 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.



Manufactured by MTI Baths, Inc.  
mtibaths.com  
670 N. Price Road  
Sugar Hill, GA 30518  
800 783 8827  
770 271 8228  
Fax 800 438 8827

© Copyright 2014 by MTI Baths, Inc.  
Modification Rights Reserved.  
0114

