

Commercial Steambath CU series

limited warranty
for CU products
installed within
the United States
or Canada

mr.steam®

8:00 AM - 11:59 PM EST
Open 7 Days a Week

Text or Call ☐ 800-614-7411
support@usbathstore.com

Or simply start a live chat!

Average response time is 48 seconds.

Mr.Steam® warrants that its commercial steambath CU series products and accessories (collectively, CU Products) which are installed in the United States or Canada are free from defects in materials and workmanship for a period of one year from the date of Mr.Steam's invoice to its purchaser.

Limited Warranty for ASME Pressure Vessel

Mr.Steam warrants that the ASME Pressure Vessel contained in its CU Products are warranted against defects in workmanship and materials for a period of five years from the date of Mr.Steam's invoice to its purchaser.

Mr.Steam will repair or replace (at its option) a CU Product if it fails to conform to these limited warranties. All warranty work will be performed without charge when the CU Product is returned to the location designated by Mr.Steam within the applicable warranty period.

Terms, Conditions, and Exclusions

This limited warranty is non-transferable and applies only to the original purchaser. This limited warranty does not apply to a CU Product which was used as a display product or 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 from 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. CU 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 WARRANTY. Users are responsible for the suitability of the CU Products 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 CU Product.

To ensure expedient processing of any warranty claim, a Return Materials Authorization (RMA) is to be obtained by the original 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 purchaser is responsible for all shipping charges. All CU 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. This limited warranty does not cover any labor or other costs incurred at any location other than that designated by Mr.Steam in its RMA and in no event shall Mr.Steam be liable for costs incurred in connection with the removal of the CU Product or any component in order to return it to Mr.Steam or any labor or other costs incurred in connection with the reinstallation of the CU Product or the installation of a replacement component.

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.

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 ONE YEAR. IN NO EVENT SHALL MR.STEAM BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM OWNERSHIP OR USE OF ANY CU 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.