



## Ella Acrylic Walk In Bath Warranty Information

This limited lifetime warranty is extended to the first purchaser to be free from defects in workmanship and material under normal use and conditions from the date of the original purchase. This warranty is nontransferable and applies only to the original owner and to the original installation place – address only and does not extend to products previously used as display models or products that have been modified or repaired by anyone else but Ella's Bubbles. The warranty is void if the ownership or original installation location is changed (tub is relocated). This warranty relates to all fittings and components included with the tub from the manufacturer. The bathtub shell, frame, door seal, and finish are covered by limited lifetime warranty. The door is covered by a limited lifetime warranty under normal use and conditions. All supporting equipment, motors, pumps, fixtures, electronic controls, faucet, waste, overflow, and all plated finishes, are covered by a limited five (5) year warranty. This warranty is nontransferable and applies only to the original owner. The finish warranty does not apply to fading, cracking, delaminating or blistering due to excessive wear, sun fading or scouring due to cleaning. This warranty shall not apply to any failure resulting from negligence, abuse, misuse, misapplication, alteration, or modification or improper maintenance. The door warranty is valid only if the alignment of the door is not changed by applying pressure or user's weight hold user's weight to the door or by wrong installation. The door is designed to hold its own weight and not designed to hold user's weight. Should service be required for any reason of any defect or malfunction of the product during the first five years, Ella's Bubbles will ship the part to the original customer's address without charge (subject to verification of the defect or malfunction). Ella's Bubbles will not be liable for any incidental expenses or material charges in connection with removal or replacement of the product or parts. Delivery time is based on parts availability and location. Normally parts are sent out immediately. Emailed or mailed photos of defective product and description of the problem is required. defective product and description of the problem is required.

**All mailing notification must be sent via certified mail to:**

**Ella's Bubbles, LLC.**

**2101 S. Carpenter Street Chicago, IL 60608**

**Email: [info@ellasbubbles.com](mailto:info@ellasbubbles.com)**

The Manufacturer will not be responsible for any water damage to structures or property for any reason including but not limited to manufacturer defect or improper installation. Manufacturer will assume no responsibility for the loss of the system, inconvenience due to loss, damage to real or personal property or any other consequential damage. Manufacturer will not be liable for any incidental expenses or material charges in connection with removal or replacement of the purchased part or any part or parts of the system. This warranty shall not apply to any type of failure resulting from negligence, abuse, misuse, misapplication, improper installation, alteration or modification, chemical corrosion or improper maintenance. There will be a charge for replacement parts or replacement of the entire electrical unit of the defective unit is returned for any of the reasons listed above. Ella's Bubbles reserves the sole authority to make any type of warranties or representations concerning its products and will not be responsible for any warranties or representations made by any outside source including dealers, retailers, distributors or contractors. Ella's Bubbles does not warrant the installation of any of our products. Items include: all plumbing or electrical related connections, improper or negligent installation of the product. Alteration made of, or alterations or modifications made to the system, may cause the product or the system to malfunction. Such problems are not covered by warranty.

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED.

Ella's Bubbles and seller hereby disclaim any liability for special, incidental, or consequential damages. Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may have other rights, which vary from state/province to state/province.

**Disclaimer: Limited lifetime or 5 year parts warranty does not apply to thermostatic control valve (TCV).**

TCV warranty is (1) year limited warranty which does not cover cartridge malfunction due to contaminated water with calcium, iron or other found heavy particles in the water resulting in cartridge getting stuck and TCV not operating properly. The TCV must be protected with filter or mesh in the water lines which must be cleaned periodically. Ella's Bubbles offers cleaning service for the cartridges for a nominal fee: labor + shipping. The cartridge cleaning is done at Ella's Bubbles facility, or it can be done by the contractor hired by customer. The removal and cleaning of TCV should only be performed by a licensed and insured contractor or plumber following online instructions here:



**INSTALLER'S INFORMATION**

Name Page 1

Address City State Zip

Telephone Email

Date Signature

Upon completing the installation of an Ella Walk In Bath, the following Warranty Activation Form must be completed, signed by both the customer and installer, and returned to Ella's Bubbles, LLC. In order for the Warranty to be activated (faxed, scanned, or emailed, or hard copy mailed).

**To be initialed by the installer(s)**

- Tub is level in all directions and all support legs are touching the ground.
- Tub is installed on a dedicated 20 Amp GFCI protected circuit using 10 gauge wire
- Frame of the tub has been properly grounded.
- Door Seal has been cleaned with rubbing alcohol to remove any dust or debris left over from construction.
- Temperature Control Valve operated on both hot and cold settings.
- Both diverters function properly.
- Hand Shower functions on all settings without leaking.
- All supply lines have been checked for leaks while both diverters are on.
- Drains open and close properly, and the locking nut has been tightened on both stoppers.
- Door seal is water tight after tub has been filled for a minimum of 20 minutes.
- After running for a minimum of 20 Minutes both the Hydro and Air Pumps are functioning properly and all connections to the pumps and jets are water tight.
- Chromatherapy Light and the Ozone Sterilization are working properly. (When the Ozone is on by itself it will make a light humming noise).
- All drain fittings have been checked for leaks while the tub is draining.
- Unit is installed with access to both plumbing and electrical connections.



**OWNER'S INFORMATION**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Email

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Purchase Price: \_\_\_\_\_

Place of Purchase: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Copy of sales receipt must be included  
with warranty activation forms.**

To activate manufacturer's warranty, please complete both pages and use one of the options below to submit.

Via mail: Ella's Bubbles, LLC.  
Warranty Department  
2101 S. Carpenter St., Chicago, IL 60608

Via fax: 1-312-666-3551

Via email: warranty@ellasbubbles.com