

## Ella's Walk-In Tub Warranty

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, and finish are covered under our limited lifetime warranty. The door is covered by limited lifetime warranty under normal use and conditions. All supporting equipment, door seal, motors, electronic controls, faucet, waste, overflow, and all plated finishes are covered under our (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, modification, or improper maintenance. Ella's Bubbles will not be liable for any incidental expenses or material charges in connection with removal or replacement of the door seal. The door warranty is valid only if the alignment of the door is not changed by applying pressure or users' weight to the door or by wrong installation. The door is designed to hold its own weight and not designed to hold user 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 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. E-mailed, faxed or mailed photos of the defective product and description of the problem are required. Please forward any correspondence to us directly:

Ella's Bubbles, LLC.  
2101 S. Carpenter St  
Chicago, IL 60608  
Email: [info@ellasbubbles.com](mailto:info@ellasbubbles.com)  
Fax: 312.929.3058

The manufacturer will not be responsible for any water damage to structures or property for any reason including, but not limited to manufacturer defects or improper installation. Manufacturer will assume no responsibility for 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 if the defective unit is returned for any of the reasons listed above. NOTE: within the limited five (5) year warranty, there will be a prorated charge for any electrical and plated replacements parts, including shipping and handling charges. 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 or replacement parts. Improper or negligent installation of the product or other components, alteration made of, or alterations or modifications 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 by state or province.

Soaking Bathtub

MODEL: \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_

PURCHASE DATE: \_\_\_\_\_

PURCHASE PRICE: \_\_\_\_\_

PLACE OF PURCHASE: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

Upon the installation of Ella's Walk in Bathtub, the following Warranty Report must be completed and returned to Ella's Bubbles, LLC. in order for the Warranty to be activated (faxed, scanned, emailed or hard copy mailed).

The Warranty Report MUST be signed by both the installer and the Customer/Home Owner. \_\_\_\_\_

You inspected and verified the overall condition of Ella's Walk In tub at the time of delivery? \_\_\_\_\_

Does the waste/overflow plumbing work correctly? Check to assure that the drain stopper raises to the proper level and that the stopper is properly seated/adjusted and the back nut secured. \_\_\_\_\_

Have you checked to make sure that the Walk In Bathtub is leveled (top of the bathtub)? \_\_\_\_\_

Are all of the bathtub's all leveling feet touching the floor and completely supporting the bathtub? \_\_\_\_\_

Has the door seal and the door jam been thoroughly cleaned with rubbing alcohol to remove dust and other foreign materials? \_\_\_\_\_

Has the door been water tested, i.e. fill the bathtub with water to just below the drain overflow then allow the water to stand for 15 minutes? Inspect around the door. \_\_\_\_\_

NOTE: In order for the Walk In Tub to be covered under warranty, the unit must be installed with access to fixtures, pump/s and plumbing.

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## Owner's Information

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Name

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Address

City

State

Zip Code

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Telephone

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E-mail

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Date

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Signature

## Installer's Information

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Company Name

Installer's Name

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Address

City

State

Zip Code

---

Telephone

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E-mail

To activate manufacture's warranty please complete both pages and then use one of the options below:

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

Via E-mail: [info@ellasbubbles.com](mailto:info@ellasbubbles.com)

Via Fax: 312-929-3058

Please include sales receipt copy here