



Ella Walk In Bathtub Limited Lifetime Warranty

The limited lifetime warranty of parts is nontransferable and applies only to the original customer living at the address of the installation. The warranty relates to all fittings and components including: the bathtub shell, frame, motors, pumps, fixtures, electronic controls, faucet, drain, and overflow. The warranty of the door and door seal is only valid if the alignment of the bathtub and the door is done correctly, and the alignment of the door is not affected by the bather's weight applied to the door, which may result in misalignment of the door and/or a water leak. The plated finish may be covered by the limited lifetime warranty under normal use and conditions, however the warranty does not apply to a finish that is fading, cracking, delaminating, blistering, or scouring due to excessive wear, sun fading, or cleaning. Additionally, the warranty does not extend to products previously used as display models, products that have been modified or repaired by anyone else but Ella's Bubbles, and does not apply to any failure resulting from negligence, abuse, misuse, misapplication, chemical corrosion, or improper maintenance. A relocation of the product or alteration and/or modification made of or to the product or system(s) will void the limited lifetime warranty.

Should service be required for any reason of defect or malfunction of the product, Ella's Bubbles will ship the part to the original customer's address without charge (for the contiguous USA and Canada customers only), contingent on verification of the defect or malfunction. In order to verify the defect or malfunction, a photo and description of the issues must be presented to an Ella's representative. Ella's Bubbles is not liable for any incidental expenses or material charges in connection with removal or replacement of the product or parts. Delivery time is based on the part(s) availability and location, however, part(s) are generally sent out immediately.

All mailing notification must be sent via certified mail to:

Ella's Bubbles, LLC.

2101 S. Carpenter Street Chicago, IL 60608

Warranty can be sent via email to: 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 due to loss or damage to real or personal property or any other consequential damage. 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. Finally, Ella's Bubbles does not warrant the installation or replacement of any of our products/parts. Items include: all plumbing or electrical related connections and/or improper or negligent installation of the product.

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; therefore, these limitations and exclusions may not apply to you. You may have other rights, which vary from state/province to state/province.

Disclaimer: Limited Lifetime Warranty for Parts Does Not Apply to Thermostatic Control Valve (TCV)

Thermostatic Control Valve (TCV) warranty has a (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 TCV not properly operating. The TCV must be protected with a filter or mesh placed in the water lines, which must be cleaned periodically. Ella's Bubbles offers cleaning service for the cartridge for a nominal fee: labor + shipping. Cleaning of the cartridge is done at Ella's Bubbles facility, or can be completed by a contractor hired by the customer. The removal and cleaning of TCV should only be performed by a licensed and insured contractor or plumber. Non-Ella brand faucets covered under the manufacturer's original warranty are not covered by the Ella's Bubbles Warranty.



Ella Walk In Bathtub Limited Lifetime Warranty Activation Form

1 of 2

INSTALLER'S INFORMATION

Name _____

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 by a licensed electrician (if motorized).
- Tub must be installed on a dedicated GFCI circuit breaker (if motorized).
- Frame of the tub has been properly grounded (if motorized).
- Door Seal has been cleaned with rubbing alcohol to remove any dust or debris left over from construction.
- Temperature Control Valve operated and tested on both hot and cold settings (if applicable).
- Faucet 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.
- Must submit electrician's license and insurance information with warranty.



Ella Walk In Bathtub Limited Lifetime Warranty Activation Form

2 of 2

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