

Warranties

LIXIL Canada Inc. Limited Warranty for Master Series Tubs and Acrylic Bases

LIXIL Canada Inc. (“American Standard®”) warrants to the original consumer purchaser that it will, at its option, repair or replace any of its plumbing products found by it to be defective under normal use and maintenance within the following periods from date of purchase: electronic components – two (2) years; pump motors – three (3) years; fittings and plumbing – two (2) years; shell – ten (10) years residential; three (3) years commercial. In the event of a limited warranty claim proof of purchase will be required – **save sales receipt**.

This limited warranty DOES NOT COVER the following:

1. Defects or damage arising from shipping, installation, alterations, accidents, abuse, misuse, lack of proper maintenance and use of other than genuine American Standard replacement parts, in all cases whether caused by a plumbing contractor, service company, the owner or any other person.
2. Deterioration through normal wear and tear.
3. Expense of normal maintenance – periodic replacement of washers, seals, etc. is a normal maintenance requirement.
4. IN NO EVENT WILL AMERICAN STANDARD BE LIABLE FOR THE COST OF REPAIR OR REPLACEMENT OF ANY INSTALLATION MATERIALS, INCLUDING BUT NOT LIMITED TO, TILES, MARBLE ETC.
5. Postage or shipping costs for returning products for repairs or replacement under this limited warranty and labor or other costs incurred in connection with product removal or installation under this limited warranty.
6. ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, ALL OF WHICH ARE HEREBY EXPRESSLY DISCLAIMED, OR THE EXTENSION BEYOND THE DURATION OF THIS LIMITED WARRANTY OR ANY IMPLIED LIMITED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY OR FITNESS FOR AN INTENDED PURPOSE. (Some jurisdictions do not allow limitations on how long an implied limited warranty lasts, or the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you.)
7. Responsibility for compliance with local code requirement. (Since code requirements vary greatly, distributors, dealers, installation contractor and users of plumbing products should determine whether there are any code restrictions on the installation or use of a specific product.)
8. If a whirlpool unit is purchased by a dealer and used as a demonstration unit the limited warranty takes effect as soon as the dealer uses the product as a demo. If this demonstration unit is subsequently sold to a customer, the dealer may transfer the remaining period of the limited warranty to the buyer only with American Standard written approval.

This limited warranty gives you specific legal rights. You may have other statutory rights that vary from province to province, in which case this limited warranty does not affect such statutory rights.

Americast® Tubs Ten Year Warranty for Personal Residential Use

American Standard Americast Tubs are warranted against defects in materials and workmanship under normal residential use for TEN (10) years by the original consumer purchaser. The TEN (10) year warranty does not apply to this product’s textured bottom surface. American Standard warrants the textured bottom surface against defects in materials and workmanship under normal residential use for a period of ONE (1) year from the date of first purchase.

This warranty is provided for the exclusive benefit of the initial consumer purchaser or owner. This warranty is non-transferable to subsequent purchasers or owners. The sole exception to the non-transferability of this warranty is that if this product is purchased by a plumber, contractor or other service provider, this warranty extends to the first residential property owner on whose behalf the product was purchased for installation. This warranty applies only to tubs installed in the United States of America, Canada or Mexico.

If a defect arises and a valid claim is received, American Standard will, at its option, either repair or replace the defective product free of charge. The decision whether to repair or replace is determined by American Standard in its sole discretion. Proof of purchase (**original sales receipt**) must be provided to American Standard with all warranty claims.

This warranty only applies to American Standard Americast tubs. Unless otherwise specified, all other American Standard options and accessories are covered by the American Standard ONE YEAR LIMITED WARRANTY, which warrants options and accessories against defects in material and workmanship for one (1) year from the date of first purchase.

EXCLUSIONS AND LIMITATIONS

1. This warranty does not apply to commercial installations (defined as installations in apartments and other rental units, non-residential facilities, hotels, commercial businesses and/or other public accommodations). The AMERICAN STANDARD LIMITED WARRANTY FOR COMMERCIAL USE AMERICAST® TUBS applies to commercial installations.
2. This warranty only applies to products purchased after January 1, 2017.
3. This warranty only applies to products purchased through an authorized American Standard dealer or re-seller.
4. This warranty does not apply to defects or damage caused by non-genuine American Standard parts, installation error, product abuse, product misuse, improper maintenance, improper care or cleaning, improper repair or installation, and/or movement or transfer of the tub from its original installation location (whether performed by you, a plumber, a contractor or a service company). Because improper care and cleaning can cause significant damage to the tub, it is strongly recommended that you follow the Care and Cleaning Instructions (as well as the other instructions) that accompanied the tub.
5. American Standard is not responsible for labor charges and/or damage incurred during installation, repair or replacement.
6. American Standard does not warrant that this product and/or its installation complies with local code requirements. American Standard recommends that you consult with a plumbing contractor about local code requirements.

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