

Aquatica Residential Bathtub Warranty

This warranty applies to Aquatica bathtubs manufactured after January 1, 2017, and installed in residential applications within the continental USA, Canada, and European Union member countries.

This warranty applies only to the original purchaser and begins on the date of purchase (regardless of installation date). Commercial installations are covered separately and are limited to one (1) year.

Coverage by Material

Acrylic Soaking Bathtubs

10-Year Limited Warranty

Aquatica warrants acrylic bathtub shells against defects in material and workmanship for ten (10) years from the date of purchase. This includes structural integrity and protection against cracking, blistering, or discoloration under normal residential use.

Additional Components:

- Waste & overflow fittings: 1-year warranty
- Removable front panels (corner & freestanding models): 5-year warranty

White Solid Surface Bathtubs (AquateX™)

25-Year Limited Warranty

Aquatica warrants white solid surface bathtub shells against peeling, cracking, blistering, or discoloration for twenty-five (25) years from the date of purchase under normal residential use.

Natural variations in tone, texture, and surface appearance are inherent characteristics of solid surface materials and are not considered defects.

Important:

- Tubs must be water tested before final enclosure.
- Solid surface tubs must acclimate at room temperature for 24 hours before hot water use.
- Waste & overflow fittings: 1-year warranty.

Non-White Solid Surface Bathtubs (AquateX™)

25-Year Structural Warranty; 3-Year Surface Finish Warranty

Aquatica warrants structural integrity of non-white solid surface tubs for 25 years from date of purchase.

The surface finish is covered for three (3) years. Normal wear, surface scratches, patina development, and cosmetic changes are not covered.

Darker finishes require more maintenance and may show scratches, dust, and water marks more visibly. Black AquateX™ tubs are not recommended for use with bath salts due to potential residue.

Waste & overflow fittings: 1-year warranty.

Air Massage & Whirlpool System Warranty

For bathtubs equipped with air or whirlpool systems:

Shell Warranty

- Acrylic & AquateX™ system tub shells: 10-year warranty

System Components

- Air & Whirlpool Systems: 2-year warranty
- Blower: 5-year warranty
- Electrical components (keypads, pumps, heaters, sensors, controls, transformers, LED lights): 2-year parts-only warranty
- Replacement parts assume the remaining warranty period

Waste & overflow fittings remain covered for 1 year.

Painted Bath Exterior

Painted exterior finishes are covered for three (3) years against defects in workmanship.

Outdoor Showers (Gamma Series)

- Structure: 5-year warranty
- Cartridges: 2-year warranty
- Damage due to improper winterization is not covered.

Installation Requirements

This warranty is valid only if:

- The bathtub is installed according to Aquatica installation instructions.
- The unit is water tested for operation and leaks before final enclosure.
- Access is provided for servicing system components.
- The product is used in a residential, climate-controlled environment.

- Aquatica is not responsible for removal, reinstallation, labor, freight, or costs related to surrounding materials.
- Improper drain installation is not covered.

What Is Not Covered

This warranty does not cover:

- Damage caused by improper installation, misuse, neglect, or modification.
- Chips, scratches, or damage caused during installation.
- Improper cleaning products or harsh chemicals.
- Staining from food, beverages, cosmetics, dyes, bath salts, or chemicals.
- Damage caused by industrial cleaners, solvents, acids, acetone, or similar chemicals.
- Freight damage not reported promptly.
- Acts of nature (earthquake, flood, lightning, etc.).
- Display models and overstock sale units.
- Optional equipment not manufactured by Aquatica.
- Drain leakage due to improper installation.

Surface variations, casting marks on undersides, and minor cosmetic differences are not defects and do not affect structural integrity.

Chemical Exposure

Strong chemicals (including industrial cleaners, paint removers, drain cleaners, acetone-based removers, and similar substances) may permanently damage bathtub surfaces.

Damage resulting from chemical exposure is considered abuse and voids this warranty.

Extent of Warranty

This warranty:

- Applies only to the original purchaser.
- Is non-transferable.
- Is valid only when installed within the continental USA, Canada, or EU.
- Terminates upon transfer of ownership.

Limitations of Liability

Aquatica is not liable for incidental or consequential damages, including water damage, labor charges, loss of time, inconvenience, or material costs.

Labor, transportation, removal, reinstallation, and access costs are not covered.

This warranty is exclusive and replaces all other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose.

How to File a Warranty Claim

To submit a claim, contact Aquatica Customer Service at customerservice@aquaticagroup.com with:

- Proof of purchase
- Product model and serial number (if applicable)
- Photos and/or video of the issue
- Description of the defect

Aquatica reserves the right to inspect, repair, or replace the product at its discretion.