

## Limited Warranty

MAAX offers the following express limited warranties on its products. These warranties extend only to the original owner/end-user for personal household use and start from the initial date of purchase. For commercial uses, additional limitations apply.

MAAX warrants acrylic units to be free from defects in workmanship and materials under normal use and service for a period of twenty-five (25) years\* from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants acrylic shower kits to be free from defects in workmanship and materials under normal use and service for a period of ten (10) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants Utile wall units to be free of all material or workmanship defects under normal use and service for a period of ten (10) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants AcrylX™ units to be free from defects in workmanship and materials under normal use and service for a lifetime ownership from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.\*

*\*Our limited lifetime warranty first went into effect in 2017 when ABG launched the revolutionary AcrylX™ applied acrylic. Prior to 2017, warranties for gelcoat products were either three (3) or five (5) years depending on the brand. Any unit manufactured prior to 2017 is not covered by the limited lifetime warranty.*

MAAX warrants fiberglass units to be free from defects in workmanship and materials under normal use and service for a period of five (5) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants ABS to be free from defects in workmanship and materials under normal use and service for a period of three (3) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants polystyrene shower kits, tub wall kits, utility tubs and accessories to be free from defects in workmanship and materials under normal use and service for a period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants whirlpool motors/pumps to be free from defects in workmanship and materials under normal use and service for a period of five (5) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants blowers to be free from defects in workmanship and materials under normal use and service for a period of five (5) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants whirlpool and air systems (except perimeter air system check valves that have a twenty-five (25) year warranty – see below) to be free from defects in workmanship and materials under normal use and service for a period of two (2) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants perimeter air system check valves to be free from defects in workmanship and materials under normal use and service for a period of twenty-five (25) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants shower doors to be free from defects in workmanship and materials under normal use and service for a period of ten (10) years\* from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer. Shower door sealing materials and gaskets are not covered by this warranty. \*Mika door has a limited one (1) year warranty.

MAAX warrants its GlassShield film (Shatter resistant film) to be free from defects in material and workmanship under normal use and maintenance for a period of years (5) years from the original date of purchase.

MAAX warrants grab bars to be free from defects in workmanship and materials under normal use and service for a period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants ceramic cartridges for faucets against any leaks resulting from normal use by the owner/end-user, contractor or builder for a limited lifetime period.

MAAX warrants thermostatic polysulfone cartridges to be free from defects in workmanship and materials under normal use and service for a lifetime warranty from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants pressure-balanced cartridges to be free from defects in workmanship and materials under normal use and service for a limited lifetime warranty from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants Chrome, Polished Brass and Brushed Nickel faucet finishes to be free from defects in workmanship and materials under normal use and service by the owner/end-user, contractor or builder for lifetime warranty from the initial date of purchase.

MAAX warrants medicine cabinets to be free from defects in workmanship and materials under normal use and service for a period of five (5) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants storage modules and vanities to be free from defects in workmanship and materials under normal use and service for a period of five (5) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants glass mirrors to be free from defects in workmanship and materials under normal use and service for a period of two (2) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants electrical components, including chromatherapy systems, to be free from defects in workmanship and materials under normal use and service for a period of two (2) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

MAAX warrants the factory-treated wood parts to be free from defects in workmanship and materials under normal use and service for a period of two (2) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

Any product reported to the authorized dealer or to MAAX as being defective within the warranty period will be repaired or replaced (with a product of equal value) at the option of MAAX. Costs for freight associated with shipping of replacement product/parts might be charged to customer. In no event will MAAX be liable for the cost of repair or replacement of any installation materials, including but not limited to, tiles, marble, etc. This warranty extends to the original owner/end-user and is not transferable to a subsequent owner.

Neither the distributor, authorized MAAX dealer nor any other person has been authorized to make any affirmation, representation or warranty other than those contained in this warranty shall not be enforceable against MAAX or any other person.

MAAX reserves the right to modify this warranty at any time, it being understood that such modification will not alter the warranty conditions applicable at the time of the sale of the products in question.

### Warranty Service

In order to obtain service provided under this warranty during regular business hours, either contact the dealer or distributor who sold the unit, or contact MAAX directly. MAAX will provide the warranty service described above when the following conditions have been met:

- (1) the failure is of the nature or type covered by the warranty;
- (2) the user has informed an authorized MAAX Agent or Warranty Service Department representative, of the nature of the problem during the warranty period;
- (3) conclusive evidence (e.g., serial number or proof of purchase) has been provided to the foregoing by the user proving that the failure occurred or was discovered within the warranty period; and
- (4) an authorized independent service person or company representative has been permitted to inspect the product during regular business hours within a reasonable time after the user reported the problem.

MAAX's warranty obligation shall be discharged upon tender of replacement or repair. The purchaser's refusal to accept the tender terminates MAAX's warranty obligation. Any product replaced or repaired during the warranty period will be covered during the remaining period of the original warranty.