

acquabella®

Installation and Operation Manual

Effective May 1, 2024



Mineral Composite Sinks
Vessel and Semi-Recessed

Installer: This booklet must be given to the product owner. Please include important information below:

Distributor Name
Model Number
Manufacturer's Date
Serial / Registration Number

Owner's Manual & Installation Guide

Thank you for purchasing an Acquabella product.

The instructions in this booklet will provide you with the information needed to install and maintain this unit. The ease of cleaning and the elegant look will provide you with many years of pleasure. This information is also available on **acquabellabaths.com**.

Our customer service department is available to answer any additional questions you may have pertaining to installation and care of your Acquabella product. Please call **800-783-8827** to speak to our Service Department or email **service@acquabellabaths.com**.



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Installation Instructions

Lavatory Drain Installation

Acquabella's mineral composite sink bowls are designed to accommodate nearly any properly-sized lavatory drain kit. Contact area from drain to sink requires careful installation to seal properly. Because of variations in lavatory drain design styles, the following drain installation information is provided:

- Apply 100% clear silicone generously near and at the contact area and tighten. Typical tightness is snug plus a half turn.
Do not exceed 7 ft-lb maximum. Product damage will occur.
- Insufficient sealant on installation may result in over tightening in an attempt to achieve a better seal at the contact area.
- Over-tightening will create excessive stress at the contact point which can result in compression cracks over time.
- Compression cracks are not considered a defect of material and will void the product's warranty.

Vessel Sinks

1. Place sink in installation location and mark drain opening on countertop. If faucet is to be mounted, allow additional clearance for supply lines.
2. Mark a 3–4" cutout on the countertop for drain assembly. The cutout should be large enough to tighten the drain assembly.
3. Drill appropriately sized hole(s) for faucet valve(s) using a diamond hole saw.
4. Install drain body on sink. 100% clear silicone is recommended in lieu of plumber's putty under the waste flange of the lavatory drain.
5. Apply a thin bead of polyurethane-based construction adhesive to bottom of sink and secure to countertop.
6. Place sink onto planned location and allow silicone to cure.
7. Connect supply lines and drain pipes; test for leaks.



Semi-Recessed Sinks

1. Place template(s) in installation location and mark cutout for sink recess on countertop. If faucet is to be mounted, allow additional clearance for supply lines.
2. Cut countertop along marked cutout.
3. Install drain body on sink. 100% clear silicone is recommended in lieu of plumber's putty under the waste flange of the lavatory drain.
4. Dry fit sink in place. If sink does not fit properly, lift sink and rotate 180 degrees.
5. Apply a thin bead of polyurethane-based construction adhesive to bottom rim of sink and secure to countertop.
6. Allow silicone to cure.
7. Connect supply lines and drain pipes; test for leaks.



Care and Cleaning Instructions

About the Mineral Composite Shell

Mineral composite has a stain-resistant, non-porous surface. With normal use, this surface will retain its appearance with a minimal amount of care.

When Cleaning

- Remove dust and dry dirt with a soft, damp cloth.
- Apply common household, non-abrasive cleaner in accordance with Manufacturer's directions and precautions. (i.e., a mild dishwashing detergent such as Ivory Liquid). Do not use unless the product label specifically states that it is safe for acrylic or plastic.
- Rinse well and dry with a soft, clean cloth. Scouring pads will deteriorate the finish.
- Never use any type of "scrubbing bubbles" or aerosol spray cleaners on your mineral composite product.
- Never use bleach, ammonia or organic solvents, such as lacquer, alcohol, acids or alkalis to come into contact with the product surface.
- Never use abrasive cleansers. If any product feels gritty when rubbed between your fingers, do not use on the mineral composite surface or system controls as permanent damage will occur.

WARNING: Check cleaning and bathing product labels. Do not use unless the product label specifically states that it is safe for acrylic or plastic. Some non-abrasive products damage the surface over time.

General Care

- Do not allow the mineral composite surface to come into contact with nail polish, nail polish remover, Wintergreen oil, dry cleaning solution, lacquer thinners, gasoline, pine oil, etc.
- Avoid using razor blades or other sharp objects that might scratch the surface.
- The Manufacturer strongly recommends a professional surface repair person for deep scratches, chips or gouges.
- Damage occurring to the unit during installation is the responsibility of the installer, and after installation, the responsibility of the user.

Residential Limited Lifetime Product Warranty

MTI Baths, LLC (“Manufacturer”) offers this Residential Limited Lifetime Product Warranty (this “Limited Warranty”) to the original non-commercial purchaser¹ (“Purchaser”) of the Acquabella mineral composite tub (“Product” or “Products”).

1. Limited Warranty. Manufacturer warrants to Purchaser that, subject to the terms, conditions and limitations set forth herein, for the lifetime of the Product from the date of purchase, the Product shall be free of defects in material and workmanship. Notwithstanding the foregoing, (a) with respect to Product accessories manufactured by Manufacturer, Manufacturer warrants that such accessories shall be free of defects in material and workmanship for a period of one (1) year from the date of purchase of such accessory; and (b) with respect to hydrotherapy components, including Air Bath blowers, pumps, jets and keypads manufactured by Manufacturer, Manufacturer warrants that such components shall be free from defects in material and workmanship for a period of two (2) years from the date of purchase. Slight variations in the appearance of the natural stone shell, and blemishes, air holes or casting marks on the underside of the Product are excluded from this Limited Warranty. Display floor models and overstock sale units are excluded from this Limited Warranty. Drain kits and accessories that are manufactured by third parties are excluded from this Limited Warranty. Oral statements made by Manufacturer or its representatives and written descriptions of the Product other than as set forth in this Limited Warranty do not constitute a warranty on behalf of Manufacturer.

2. Application; Limitations; Exclusions. The Limited Warranty set forth in Section 1 is subject to the following limitations and conditions, and will be rendered null and void in the event of a failure to meet any of the following conditions:

- a. The Product must:
 - i. have been purchased from an authorized Acquabella distributor or retailer within the boundaries of the continental United States on or after March 1, 2023, paid for in full, and installed within the boundaries of the continental United States²;
 - ii. have been installed, maintained and used in strict accordance with instructions provided by Manufacturer, including without limitation maintenance and usage guidelines, and generally accepted standards;
 - iii. be used for the limited purposes of personal, family or single household purposes;
 - iv. have been installed in an indoor, climate-controlled, residential environment;
 - v. have been water tested for proper drainage, system operation, and leak detection prior to completion of installation;
 - vi. not have been altered, customized, modified or repaired, including without limitation, installing the Product with any accessories or by any means not approved in writing by Manufacturer, placing or attaching structures, fixtures or utilities upon or to the Product, installing vents or manual perforations or penetrations, in each case without having obtained prior written authorization from Manufacturer;
 - vii. not have been damaged:
 1. due to normal wear and tear;
 2. due to unauthorized or unreasonable use or improper handling, including without limitation, damages caused by overfilling a tub or by leaving a running or full tub unattended;
 3. by freight carriers, installers, users or other third parties;
 4. due to accidents or acts of God, including without limitation, earthquakes, floods, or other storms;
 5. due to failure to follow Product instructions; or
 6. due to incorrect operation or lack of proper routine maintenance, including without limitation, the use of improper cleaners or abrasives or from food, beverages, bathing products with harmful dyes or other contents, medicinal products, make-up or hair dye, cigarette burns or burns from hot appliances or other misuses of any kind.
- b. Manufacturer does not warrant the compatibility of the Product with any product manufactured by any third party.

¹ Commercial purchasers should refer to the Commercial Limited Two-Year Product Warranty.

² **THE FOLLOWING APPLIES TO ALASKAN AND CANADIAN NON-COMMERCIAL CUSTOMERS ONLY.** This Limited Warranty shall extend to any Product installed within a 75-mile radius of an authorized Acquabella distributor or retailer. Any Product installed outside the 75-mile radius shall be covered by this Limited Warranty for a period of two (2) years from the date of purchase, and shall be limited to parts replacement only. **THE FOLLOWING APPLIES TO HAWAIIAN NON-COMMERCIAL CUSTOMERS ONLY.** This Limited Warranty shall extend to any Product installed on the islands of Maui, Kauai and Oahu only. Any Product installed elsewhere in Hawaii shall be covered by this Limited Warranty for a period of two (2) years from the date of purchase, and shall be limited to parts replacement only.

- c. This Limited Warranty extends only to the original purchaser of the Product and shall terminate immediately: (i) upon any transfer of ownership of the Product; or (ii) if the Product is installed or relocated outside of the boundaries of the continental United States. Proof of purchase must be provided by Purchaser promptly upon Manufacturer's request.
- d. Purchaser must have registered the Product within one hundred twenty (120) days from the date of purchase. Registration may be completed online at <https://acquabella.us/contact-us/%20warranty-registration/> or mailed to Manufacturer at 670 N. Price Rd., Sugar Hill, Georgia 30518.
- e. Purchaser must have notified Manufacturer of any claim under this Limited Warranty in writing within ten (10) days of the date Purchaser discovers, or should have discovered, the issue giving rise to the claim. All such claims must be submitted to service@acquabella.us. To be valid, all claims must identify the date of discovery, a description of the defect, the name and address of the installer of the Product, the date and address of installation, and the type or style of the Product.
- f. Damages that occur in transit are the responsibility of the carrier. Purchaser or persons(s) acting on behalf of Purchaser must open and inspect the Product for damage when delivered. If the Product is damaged upon delivery, Purchaser must notify the carrier and Manufacturer in writing immediately and an inspection must be requested. All freight claims must be filed within ten (10) business days.

3. Warranty Performance; Limited Remedy. If the Product is the subject of a valid warranty claim in accordance with this Limited Warranty, Manufacturer will, at its sole option: (i) replace the defective Product; or (ii) repair or make appropriate adjustments to the Product. In no event will Manufacturer authorize any service unless clear access is available. The Manufacturer is not responsible for the provision of proper access. A minimum size of 16"x14" access to each component on the Product must be provided. Access from a crawlspace or incomplete access to all equipment may result in warranty claims being denied.

Manufacturer reserves the right to inspect the malfunction or defect on site and repair or replace the Product at its discretion. In all instances, a reasonable amount of time must be allowed for commencement and completion of warranty repairs, replacements, or adjustments. Repairs will be made by an authorized Acquabella repairer. Replacement parts and/or repair services authorized under the terms of this Limited Warranty will result in the issuance of a service order number. No payment for services rendered will be made by Manufacturer without an Acquabella authorized service order. Manufacturer cannot guarantee that the Product currently in use will be available in the future. Product replacement is subject to availability and replacement Products may differ from those originally supplied.

Manufacturer is not responsible for labor charges or other charges related to the removal or installation or other costs involved in repairing or replacing the Product or the expense of shipment to or from the factory, except where provided by applicable law. Manufacturer is not responsible for the cost of removing or reinstalling the Product or costs associated with any adjacent materials. Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims.

To the greatest extent permitted by applicable law, the remedy set forth in this Section 3 is the sole and exclusive remedy for any claim based on the Product's failure to meet this Limited Warranty. THIS LIMITED WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES OR CONDITIONS, STATUTORY OR OTHERWISE, EXPRESS OR IMPLIED, INCLUDING THE WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND THE CONDITION OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.

4. Disclaimer. TO THE GREATEST EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL MANUFACTURER'S LIABILITY EXCEED THE PURCHASE PRICE PAID TO MANUFACTURER FOR THE DEFECTIVE PRODUCT. MANUFACTURER WILL HAVE NO LIABILITY WHATSOEVER FOR ANY INCIDENTAL, SPECIAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES IN CONNECTION WITH THE PRODUCT OR ITS USE, WHETHER OR NOT FORSEEABLE AND WHETHER OR NOT WARRANTOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. MANUFACTURER WILL NOT BE LIABLE FOR WATER DAMAGE TO CARPETING, FLOORS OR CEILINGS.

5. Additional Information. To obtain additional information about this Limited Warranty or Manufacturer's obligations please contact the Acquabella Service Department at 800.783.8827 or email service@acquabella.us. Must have registration number available.

6. Waiver. Any failure of Manufacturer to enforce any terms and conditions set forth in this Limited Warranty shall not be deemed a waiver of such provision.

7. Entire Agreement. This writing constitutes the final, complete, and exclusive expression of the terms of the parties' agreement. Any modifications hereof, to be effective, shall be in writing, shall expressly refer to this Limited Warranty, and shall be signed by an authorized representative of the parties hereto.

8. Governing Law. This Limited Warranty shall be governed by and construed in accordance with the laws of the State of Georgia, without regard to the laws of such jurisdiction relating to conflicts of laws.

9. Severability. In the event that any provision contained herein shall be deemed invalid, illegal or unenforceable in any respect in any jurisdiction, all remaining provisions shall remain in effect and such invalid, illegal or unenforceable provision shall be reformed so that it would be valid, legal and enforceable to the maximum extent permitted.

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 - ii. have been installed, maintained and used in strict accordance with instructions provided by Manufacturer, including without limitation maintenance and usage guidelines, and generally accepted standards;
 - iii. be used for the limited purposes of personal, family or single household purposes;
 - iv. have been installed in an indoor, climate-controlled, residential environment;
 - v. have been water tested for proper drainage, system operation, and leak detection prior to completion of installation;
 - vi. not have been altered, customized, modified or repaired, including without limitation, installing the Product with any accessories or by any means not approved in writing by Manufacturer, placing or attaching structures, fixtures or utilities upon or to the Product, installing vents or manual perforations or penetrations, in each case without having obtained prior written authorization from Manufacturer;
 - vii. not have been damaged:
 1. due to normal wear and tear;
 2. due to unauthorized or unreasonable use or improper handling, including without limitation, damages caused by overfilling a tub or by leaving a running or full tub unattended;
 3. by freight carriers, installers, users or other third parties;
 4. due to accidents or acts of God, including without limitation, earthquakes, floods, or other storms;
 5. due to failure to follow Product instructions; or
 6. due to incorrect operation or lack of proper routine maintenance, including without limitation, the use of improper cleaners or abrasives or from food, beverages, bathing products with harmful dyes or other contents, medicinal products, make-up or hair dye, cigarette burns or burns from hot appliances or other misuses of any kind.
- b. Manufacturer does not warrant the compatibility of the Product with any product manufactured by any third party.

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