



# Installation Instructions

**Customer Support:** 1-877-838-9875

**Fax:** 1-516-284-7621

**E-mail:** [info@therapeutictubs.com](mailto:info@therapeutictubs.com)

# THERAPEUTIC TUBS

OPEN THE DOOR TO COMFORT



## CONGRATULATIONS!

Thank you for choosing **Therapeutic Tubs™**, the world's best walk-in bathtub.

Our mission at **Therapeutic Tubs™** is to help you maintain independence over your essential bathing needs and to improve your overall quality of life.

**Therapeutic Tubs™** has designed the most accessible, most comfortable walk-in bathtub on the market today. Until recently if you were physically impaired or just had difficulty getting in and out of a bathtub it was almost impossible for you to take a bath.

**Therapeutic Tubs™** specializes in accessibility and security. Safe transfers in and out of the bath are the most critical part of bathing safely.

**Therapeutic Tubs™** is committed to providing a complete bathing experience for the elderly and the mobility impaired.

*Again, thank you for your purchase!*

### **Therapeutic Tubs™**

100 East Mineola Avenue, Valley Stream New York 11580  
Customer Support: 1-877-838-9875 • Fax: 1-516-284-7621



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## Confirmation & Product Registration Information

### Important:

To ensure that your warranty is registered and confirmed with the manufacturer, please take a few moments to complete, sign and return the Product Registration Card (below) within 30 days of date of purchase.

### Warranty Confirmation:

By returning this Product Registration Card we confirm the date of purchase for your new product. This confirmation will allow Therapeutic Tubs to process any warranty claims.

### Purchase Registration:

The information provided on Product Registration Card will be kept on file with **Therapeutic Tubs™** as an official Purchase Registration.

While completing the card, please take time to also fill out the owner information to the right as this will help expedite any warranty claim, should the need arise.

## Owner Information

Model Name \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Dealer \_\_\_\_\_

Installer \_\_\_\_\_

\*\*\*

To ensure that your warranty is registered with Therapeutic Tubs™, complete, sign and return this registration card within 30 days of the purchase. NOTE: Your warranty will not be recognized by Therapeutic Tubs™ unless this card is fully completed and returned to:  
**Therapeutic Tubs™ – 100 East Mineola Ave, Valley Stream New York 11580**

## Therapeutic Tubs™

## Product Registration Card

Name \_\_\_\_\_ Address \_\_\_\_\_

City/State/Zip \_\_\_\_\_ Phone \_\_\_\_\_

Date Purchased \_\_\_\_\_ Dealer \_\_\_\_\_

Address \_\_\_\_\_

Tub Model \_\_\_\_\_ Color \_\_\_\_\_

Installed by \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

I have read the Therapeutic Tubs™ owner's manual carefully and understand and agree that any installation, operation or maintenance of the walk-in bathtub must be done strictly in accordance with instructions and guidelines contained in the Therapeutic Tubs™ owner's manual and installation guide.

Signature \_\_\_\_\_ Date \_\_\_\_\_



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## **SAVE THIS MANUAL: RETAIN FOR CONSUMER USE**

### **GENERAL INFORMATION**

READ THESE INSTRUCTIONS COMPLETELY BEFORE INSTALLING THE PRODUCT.  
IF YOU HAVE ANY QUESTIONS CALL **1(877)838-9875**

YOU MUST FOLLOW ALL INSTRUCTIONS IN THIS MANUAL. FAILURE TO DO SO WILL RESULT IN YOUR ASSUMPTION OF ANY LIABILITY THAT MAY OCCUR. FAILURE TO COMPLY WITH ALL INSTRUCTIONS CAN RESULT IN PRODUCT AND PERSONAL INJURY.

### **RESPONSIBILITY OF THE INSTALLER**

THE INSTALLER MUST INSPECT AND WATER TEST THE PRODUCT PRIOR TO INSTALLATION TO ENSURE THE UNIT IS FREE OF DEFECT OR DAMAGE. IN THE EVENT OF A PROBLEM, THE UNIT MUST NOT BE INSTALLED. IF THE CRATE OR PRODUCT HAS BEEN DAMAGED, PLEASE CALL US IMMEDIATELY.

### **THIS PRODUCT IS DESIGNED TO BE INSTALLED BY A LICENSED TRADESPERSON.**

LICENSED PLUMBERS AND ELECTRICIANS SHOULD BE EMPLOYED TO INSURE PROPER INSTALLATION. INSTALLERS ASSUME ALL LIABILITY FOR THE CORRECT INSTALLATION PROCEDURES.

ONLY ACCESSORIES AUTHORIZED BY THE MANUFACTURER SHOULD BE USED WITH THIS PRODUCT.

### **IMPORTANT SAFETY INSTRUCTIONS:**

WARNING! WHEN USING THIS PRODUCT, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED. READ AND FOLLOW ALL INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS.

DANGER: TO REDUCE RISK OF INJURY, DO NOT PERMIT CHILDREN TO USE THIS PRODUCT UNLESS THEY ARE CLOSELY SUPERVISED AT ALL TIMES.



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## Important safety instructions:

### Warning

• Use this unit only for its intended purposes or as described in this manual. Use only attachments recommended by the manufacturer.

### Read and follow all instructions!

- Danger: to reduce the risk of injuries, do not permit children or persons with infirmities to use this product unless they are closely supervised at all times.
- To avoid injury, exercise care when entering or exiting the walk-in bathtub.
- The maximum recommended temperature is 104 degrees F° (20 degrees C °). Fifteen minutes per soak is the recommended maximum time at 104 degrees F, which may induce Hyperthermia which is an increase in body temperature. This can be a medically serious condition and all bath users are cautioned against lengthy, immersion at high water temperatures.

***Should you become light-headed, dizzy, or nauseous, immediately get out of the bath and cool off.***

- Never drop or insert any objects into any openings.
- Risk of electrical shock; connect only to a separate circuit protected by a ground fault circuit interrupter (GFCI) on all plug in models.
- Warning: Risk of electric shock; do not permit electric appliances (such as hair dryer, lamp, telephone, radio or television) anywhere near this bathtub.
- All units with plug in motors and heaters must be connected to a circuit interrupter (GFCI). Such a circuit is provided by the installer and should be tested on a routine basis. To reset the GFCI push the test button; the GFCI should interrupt power. Push the RESET button power should be restored. If the GFCI fails to operate in this manner, there is a ground current flowing, indicating the possibility of an electrical shock. Do not use this unit. Disconnect the unit and have the problem corrected by a qualified service representative before using.
- All units come with anywhere from one to three NEMA 1 plugs to be plugged into a wall outlet that is connected to a built-in circuit breaker and must be connected via separate circuit with a 20 Amp breaker run directly from the breaker panel box.
- Risk of electrical shock; all pumps and heater must be connected to a ground fault Circuit interrupter (GFCI) protected outlets on plug-in models.
- Avoid use of alcohol, drugs, or medication while using your walk-in bathtub.
- Consult your physician before using the whirlpool/air system if you are pregnant and/or have heart conditions.
- All units must be water tested before installation.

**Please note that all local electrical codes shall be followed first and foremost.**



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## UNPACKING THE UNIT

- Inspect the carton, if carton damage is noted, take a picture if possible, notify the deliverer and call your dealer.
- NEVER LIFT THE TUB BY THE PLUMBING. Doing so can result in leaks, for which the installer is responsible.
  - Immediately inspect the unit for damage even if there is no carton damage. Once the unit is installed surface damages will be assumed to be installation related if not reported at this point.
- Installers are responsible for damage that occurs once the unit is placed in its niche.
  - Inspect the plumbing for any loose fittings.



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## TEST YOUR WALK-IN BATH TUB BEFORE INSTALLATION

1. All Walk-In Bath Tubs are 100% water tested at the factory certified to be free of leaks. Transportation and mishandling may cause leaks. It is necessary to test the bathtub while there is access to all sides of the bathtub.
2. This unit should be both static and operationally tested with water. It is best to test the unit outside by filling with a garden hose.
  - A. Place the tub on a completely flat surface in an area where it may be drained after testing.
  - B. Close the drain and fill the tub until it is above the two sensors. If it's a soaker fill up to normal water height level.
  - C. Allow the water to stand in tub for 30 minutes and then inspect all plumbing and seals for leaks.
  - D. If tub is jetted, supply electric to unit and run for 10 minutes and inspect for leaks. Inspect the unions around the pump; if leaks persist from the unions after tightening; loosen the unions and insure the O-ring is seated properly.
  - E. Insure all jets are open and working.

NOTE: If the pumps do not operate check the breaker to insure power is on and the cable connecting the controls to the pump is attached.

**DO NOT RUN ANY PUMPS OR HEATERS UNLESS THE TUB IS FILLED WITH WATER TO PROPER LEVEL. DAMAGE DUE TO DRY RUNNING PUMPS IS NOT COVERED UNDER WARRANTY.**

**Failure to perform these tests before installation will make the installer liable for future repair costs.**



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## Installation Preparation:

1. Check the floor area where the tub is to be installed.
  - a. Clean of any trash.
  - b. Use a 5 or 6-foot level and determine if the floor is level. If the floor is not level, adjust all leveling feet to perfectly level the tub. NOTE: *it is important that all leveling feet are completely touching the floor and level for the door system to work properly.*
2. Check to insure that the drain has been placed at the proper location.
3. Insure that the proper electrical service has been installed at the pump location. See electrical requirements below.

## Electrical Requirements

Equipment utilized on these baths requires an individual dedicated electrical service. Service must be a dedicated 20 amp, 120 volt service that is GFCI protected.

## Electrical Installation

All electrical connections must be carried out by a certified electrician in accordance with local electrical requirements and codes.



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## Installation Procedures:

**Warning:** When installing jet massage bath basic precautions should be followed, including the following:

- *Danger: Risk of electric shock. Connect only to separate circuit protected by a ground fault circuit interrupter (GFCI) on plug in units.*
- *Installation must provide access for servicing pump/motor (all tubs come with an access panel for the pump/motor).*

1. Install tub waste/overflow according to instructions provided with fitting.
2. Standard installation - After framing is a complete (see attached diagrams), set product in place to make certain that the tub can be properly leveled.  
(Caution: If a walk-in bathtub is not resting on all leveling feet, water will not drain properly and may cause the door to leak).
3. Verify the product's level by checking tub's deck surface and ensure all leveling feet are touching the ground.
4. Electrical connection is made pre-instruction on specified models.
5. After plumbing and electrical connections have been made, the tub should be cleaned of dirt and debris.
6. Installation is not complete until the tub has been tested in place.



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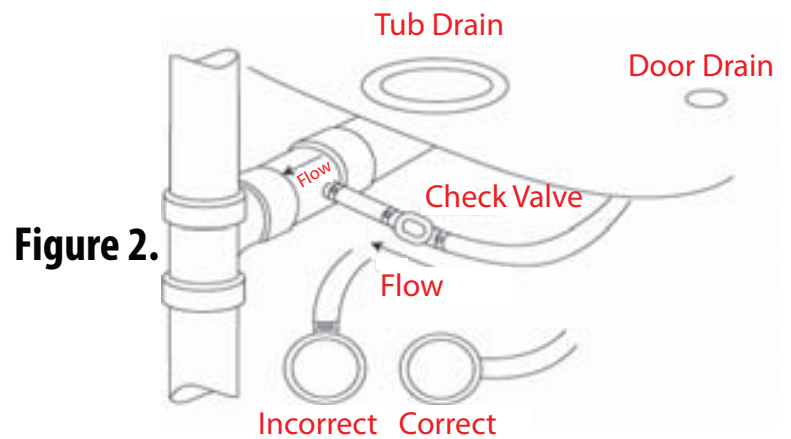
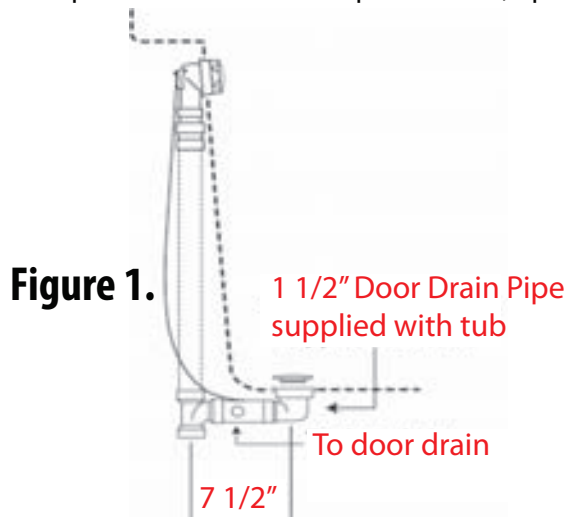
# THERAPEUTIC TUBS

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## Installation Procedures:

To ensure safe transit for your walk-in tub, the overflow drain components are not connected to the unit during the process of production. The following instructions are provided for installation purposes:

Your walk-in tub is supplied with a 1 1/2" drain pipe overflow. The open and close valve with the turn knob should be attached to the unit at the 1 1/2" pre-drilled opening in the wall of the unit from the outside. The opposite end of the overflow should be attached to the 1 1/2" pre-drilled opening in the foot well of the unit from the underside. The chrome turn knob and the drain cover should be attached to the appropriate ends of the overflow drain from the inside of the unit. Place the chrome cap with stem into the floor drain to close off the opening. The cable attached to the turn knob of the overflow is also connected to a lever inside the floor drain which allows the drain to be opened or closed. Once the components of the overflow are secured into place, turn the overflow knob to the open and closed position to ensure proper function. The cap and stem will move up and down, opening and closing the drain. See figure 1 below.



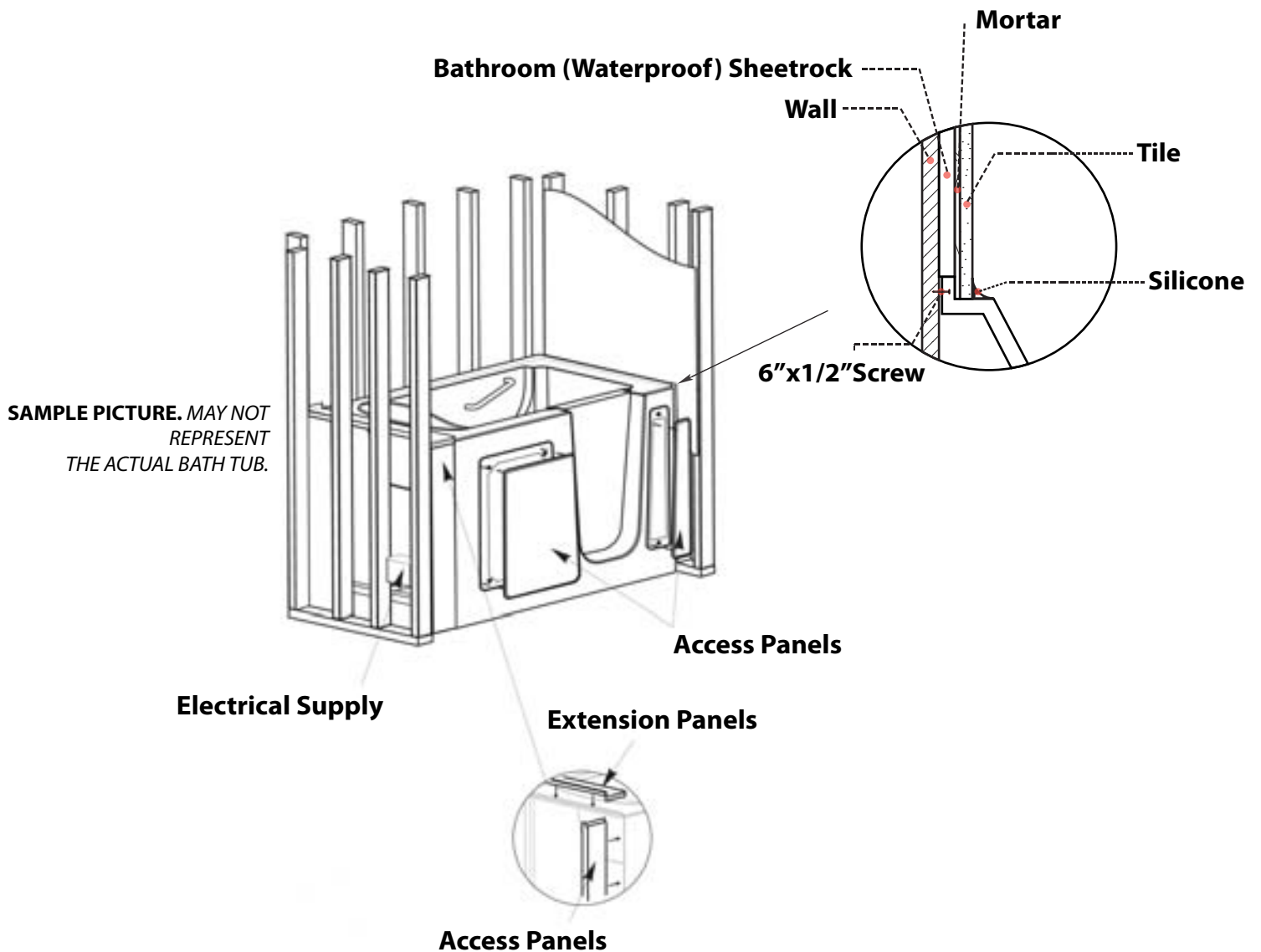
Your walk-in tub also has a door drain to remove excess water from the door after each use. From the underside of the unit, a hose is connected to the door drain with a check valve. This hose and valve is to provide a one-way flow from the door drain to the main drain pipe. The check valve will constrict the water flow away from the door. Insert the opposite end of the hose into the port on the main drain. Be sure the port is open before attaching the hose. Secure the hose with clamps or ties. See figure 2.

Once the hose is in place, close the door on the unit, place the handle in the locked position, and fill tub with at least 12" of water to test the connection. Once the completion of the drain components are installed and have been tested for proper function, the unit can be leveled and give a final water test before installation of unit.



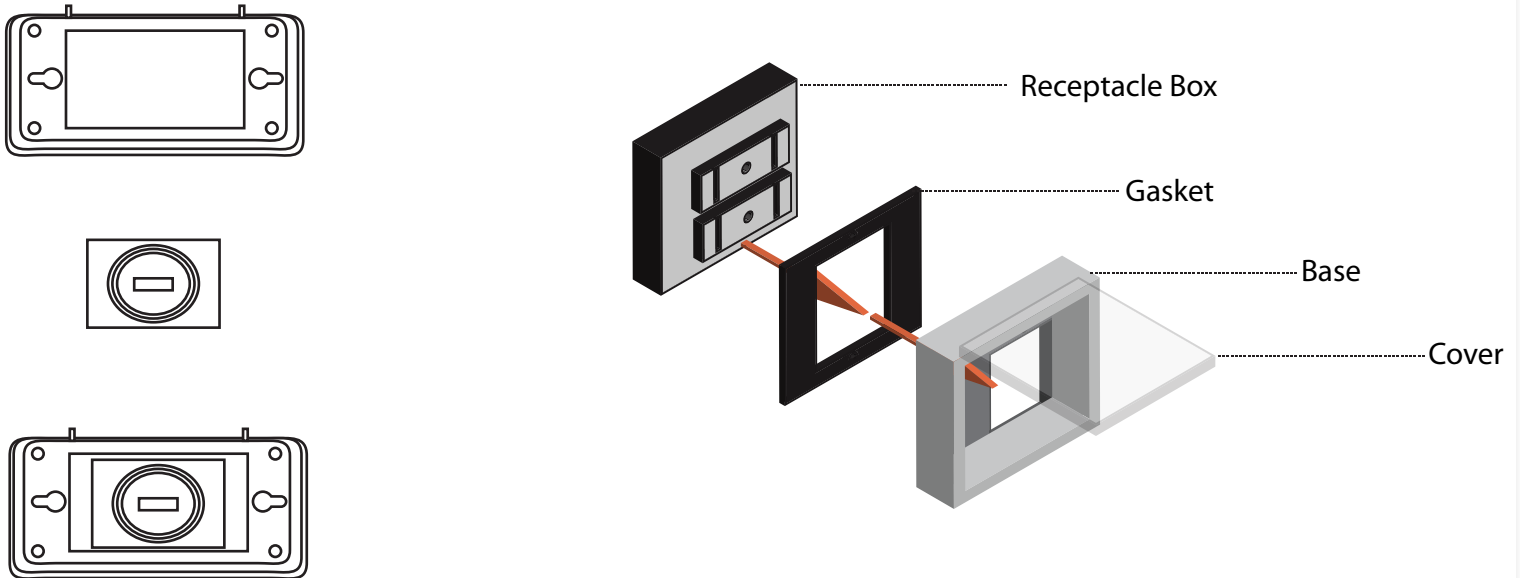
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## Electrical Supply and Extension Panels



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## Receptacle Installation Instructions



### Assembly:

Easy Install (Diagram shows GFCI vertical installation).

1. Configure base and cover.
2. Back out receptacle box screws (Do not remove screws completely)
3. Mount gasket over screws.
4. Snap on cover.

NOTE: Burrs may be removed with a utility knife or a file. If cover is to be installed on other than a smooth and flat surface, use 1/4" bead of silicone or equivalent caulking.

**Warning: Improper installation of any electrical device can cause serious injury(ies) or death.**



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## OPERATING INSTRUCTIONS:

1. Enter the walk in tub, close the door and fill the bath to the correct water level before you activate the pump.
2. The pump will be activated by the on/off control on the operation pad.
3. Adjust the direction of each jet to your liking by moving the nozzle for direction.
4. Adjust the flow of the jets by turning the jet nozzle to the left to increase the flow of water. Turning the nozzle to the right will shut the flow of water.
5. If any factory installed fittings are removed, do not operate the unit. A safety hazard may be present.
6. Do not use bubble bath when any pumps are operating.
7. Bath oils may be used; however their frequent use will require more frequent purging/cleaning of the systems.
8. Whirlpool systems are plumbed so that water will drain from the plumbing after each use.
9. There are no user serviceable parts located under the tub.

## CLEANING AND MAINTENANCE:

Pump and pipe circulation system should be flushed before first use and on a monthly basis when product is under normal use. Below are the recommended procedures for cleaning:

- Do not run whirlpool dry. Fill the tub with hot water 2-3 inches above the jets and add 2-3 teaspoons of low foaming detergent such as dishwashing machine detergent.
- Switch on whirlpool and run for 10 minutes.
- Drain tub completely.
- Fill tub with cold water above jets.
- Switch on whirlpool and run for 15 minutes.
- Drain tub completely.

**Do not use abrasive cleaners as they will scratch and dull the surface of the tub. Plaster can be removed using a wooden stick. DO NOT USE METAL SCRAPER, WIRE BRUSHES OR WATER BARRIER WALLBOARD OR OTHER HARSH ABRASIVE TOOLS.**

Usually a mild detergent will remove construction debris. More stubborn debris may be removed with denatured alcohol.



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## Warranty

Effective as of June 1, 2007

### *Section I.*

The limited lifetime warranty is extended to the first user to be free of defects in workmanship and material under normal use and conditions for life from the date of the original purchase. This warranty relates to all fitting and components included with the tub from the manufacturer. The bathtub shell, frame and finish are covered by ten (10) year warranty. The finish warranty does not apply to fading, cracking, delaminating or blistering due to excessive wear, sun fading or scouring due to cleaning. All supporting equipment, motors, electronic controls, waste and overflow, and all plated finishes are covered by our limited ten (10) year warranty. This warranty is non-transferable and applies only to the original owner.

The manufacturer will not be responsible for any water damage to structures or property for any reason including but not limited to manufacturer defects or improper installation. Manufacturer will assume no responsibility for the loss of the system, inconvenience due to loss, damage to personal property or any other consequential damage. Manufacturer will not be liable for any incidental expenses or material or charges in connection with removal or replacement of the purchased part or any parts(s) of the system.

This warranty shall not apply to any type of failure resulting from negligence, abuse, misuse, misapplication, improper installation, alternation or modification, chemical corrosion or improper maintenance. There will be charge for replacement parts or replacement of the entire unit if the defective unit is returned for any of the reasons listed above. NOTE: within the limited ten (10) year warranty, there will be a prorated charge for any electrical and plated replacement parts, including shipping and handling charges.

Manufacturer 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.

Manufacturer does not warrant the installation of any of our products. Items include all plumbing related connections. Improper or negligent installation of the product of other companies, alternation made of, or alternations to the system may cause the product or the system to malfunction. Such problems are not covered by our warranty.

### *Section II.*

Door seal manufacturer warrants the door seal for life of the unit under normal use and conditions. This warranty shall not apply to any failure resulting from negligence, abuse, misuse, misapplication, alternation, modification or improper maintenance. The replacement door seal will be issued to the end user and it will be the responsibility of the end user to determine the means of installation. Manufacturer will not be liable for any incidental expenses of material charges in connection with removal or replacement of the door seal.

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. Manufacturer and seller hereby disclaim any liability for special, incidental, or consequential damages. Some states/provinces do not allow incidental or consequential damages, so there limitation and exclusions may not apply to you. This warranty gives you specific legal rights. You may have other rights, which may vary from state/province to state province.

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