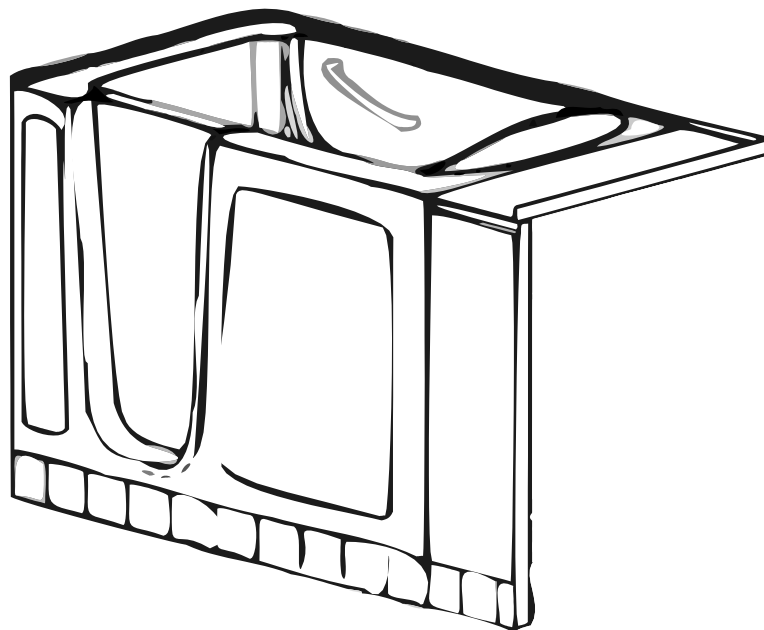


# Total Care in Bathing

Manufactured by Hydro Dimensions

## INSTALLATION & OPERATING INSTRUCTIONS

To be provided to the owner/user.



### CUSTOMER SERVICE

Contact Customer Service at (866) 292-5546  
Monday – Friday 8:00 – 5:00 PST.

# Total Care in Bathing

Manufactured by Hydro Dimensions

## Warranty Confirmation & Product Registration Information (please save for your records)

**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 walk-in bathtub. This confirmation will allow **Hydro Dimensions** to process any warranty claims.

**PURCHASE REGISTRATION:** The information provided on the Product Registration Card will be kept on file with **Hydro Dimensions** as official purchase registration.

### ONLINE REGISTRATION:

[www.HydroDimensions.com/Warranty](http://www.HydroDimensions.com/Warranty)

## PRODUCT INFORMATION

The information below will be your reference to help expedite any warranty claim, should the need arise.

**Customer Service** (855)-287-6349

### Product Information Sticker

***Congratulations on the purchase of your new Walk-in Bathtub. To ensure the best quality and customer satisfaction, your bathtub was carefully assembled and inspected by the following Hydro Dimensions team members.***

**Assembled by:** \_\_\_\_\_

**Inspected by:** \_\_\_\_\_

# Hydro Dimensions

## Product Registration Card

To ensure your warranty is registered with **Hydro Dimensions** complete, sign and return this registration card within 30 days of the purchase or installation.

**NOTE:** Your warranty will not be Recognized by **Hydro Dimensions** unless this card is fully completed and returned to **Hydro Dimensions**, 27957 Diaz Road, Temecula , CA 92590

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Phone \_\_\_\_\_

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

Email \_\_\_\_\_

### Product Information Sticker

Dealer Name \_\_\_\_\_

I have read the **Hydro Dimensions** Owners Manual carefully and understand and agree that any installation, operation or maintenance of the bath tub must be done strictly in accordance with the instruction guidelines contained in the **Hydro Dimensions** installation and operating instructions.

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_



Cut here

Upon installation of your Walk-in Bathtub, the following checklist must be completed and returned to along with your **Product Registration** form in order for your Warranty to be activated. ***This report requires both the owner and installer to complete and initial it.***

You followed all pre-installation instructions prior to installing the walk-in tub. \_\_\_\_\_

The bathtub frame is grounded and all the bathtub's leveling feet touch the floor, completely supporting the tub, ensuring it is level. \_\_\_\_\_

The waste and overflow works correctly. The drain stopper raises at least ½" and the stopper stem adjustment nut is thoroughly tightened so that it will not loosen as required in the pre-installation instructions. \_\_\_\_\_

The tub has been water tested, with jetting systems running, and checked for leaks around the door seal, jets and plumbing fittings. The drain assembly operated properly under the pressure of a full tub. \_\_\_\_\_

All post-install testing and cleaning instructions were followed. \_\_\_\_\_

You are aware that that the blower on the air massage system will turn on and initiate a purging cycle 20 minutes after use. \_\_\_\_\_

You are aware that the door must remain open when the tub is not in use to maintain the integrity of the door seal. \_\_\_\_\_

You have read the owners manual and understand how to operate and maintain your new walk-in tub. \_\_\_\_\_

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# **IMPORTANT SAFETY INSTRUCTIONS**

## **PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS.**

WARNING: When using this unit, basic precautions should be followed, including the following:

### **READ AND FOLLOW ALL INSTRUCTIONS**

#### **DANGER! TO REDUCE THE RISK OF INJURY:**

- A. Do not permit children to use this unit unless closely supervised by an adult. Supervision is also required when an elderly or handicapped individual uses the walk-in bath.
- B. Use this unit only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- C. Exercise care when entering or exiting your walk-in tub.
- D. Do not operate this unit without the guard over the suction fitting. The guard is a safety device that reduces the potential hazard of hair or body entrapment. Keep hair and body away from suction guard when pump is running.
- E. Never operate electrically connected devices in or near the bath. No electric appliances should be within 5 feet/1.5 meters of this bathtub (hair dryers, lamp, telephone, radio, television, etc).
- F. Never drop or insert objects in any openings.
- G. Do not use your walk-in bathtub after strenuous exercise.
- H. Since high water temperatures can potentially cause fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should contact a physician prior to using this walk-in tub.
- I. Avoid of the use of alcohol or drugs during the use of this walk-in tub. The use of drugs or alcoholic beverages before or during use may lead to unconsciousness with the possibility of drowning.
- J. Persons with obesity, a medical history of heart disease, low or high blood pressure, circulatory system problems, diabetes or any condition requiring medical supervision should consult a physician before using a walk-in bathtub.
- K. Persons using medications should consult a physician before using this unit since some medications may induce drowsiness, affect heart rate, blood pressure and circulation.

- L. **A thermostatic mixing valve is required, and must be provided by the installer.** Section 414.5 of the 2009 Uniform Plumbing Codes require that the maximum hot water temperature discharging from the bathtub and/or whirlpool bathtub shall be limited to 120°F (49°C) by a device that conforms to ASSE 1070 or CSA B125.3. The water heater thermostat shall not be considered a control for meeting this provision.
- LI. The water in a walk-in tub should never exceed 40°C (104°F). Water temperatures between 38°C (100°F) and 40°C (104°F) are considered safe for a healthy adult. Use time should be limited to approximately 15 minutes, followed by a shower to cool down. Lower water temperatures are recommended for extended use (exceeding 10-15 minutes) and are recommended for younger children, the elderly and frail.

**If you become nauseous, dizzy or develop a headache you may be experiencing Hyperthermia, an unsafe increase in your core body temperature.**

**Get out at once and cool down. Get medical attention if symptoms persist. Check with a physician before using the bathtub again.**

- N. This unit must be connected to a circuit that is protected by a Ground Fault Circuit Interrupter (GFCI). The GFCI should be provided and installed by a licensed electrician and tested on a regular basis (at least monthly). To test the GFCI push the **TEST** button. The GFCI should interrupt the power. Push the **RESET** button and the power should be restored.

If the GFCI fails to operate in this manner there is a possibility of an electric shock. **DO NOT OPERATE THIS UNIT.** Disconnect the unit and have the problem corrected by a licensed electrician before using.

**CAUTION: DO NOT USE HARSH ABRASIVES OR SOLVENTS FOR CLEANING THIS UNIT.**

# INSTALLATION INSTRUCTIONS

## READ ALL INSTRUCTIONS CAREFULLY BEFORE INSTALLATION

**WARNING:** WHEN USING ELECTRICAL PRODUCTS, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

**DANGER: RISK OF ELECTRICAL SHOCK.** Connect only to a circuit protected by a ground-fault circuit interrupter (GFCI). Grounding is required. All electrical connections should be made by licensed electricians in accordance with national electrical codes and procedures.

**INSTALLER / OWNER BEARS ALL RESPONSIBILITY TO COMPLY WITH ALL STATE AND LOCAL BUILDING CODES WHEN INSTALLING THIS UNIT**

### PRE-INSTALLATION PROCEDURES:

All walk-in bathtubs are thoroughly inspected, water tested and operated in our factory prior to shipping. Transit and rough handling of the tubs may cause damage or the tub to leak. By testing the walk-in tub, problems (if any) can be quickly identified and resolved prior to installation.

1. **Immediately** unpack and inspect the unit thoroughly for freight damage, even if there is no visible damage to the carton. If necessary, contact your dealer/distributor immediately to file a freight claim.
2. Place the tub on a relatively flat surface in an area where it may be drained after testing.
3. Never lift the tub by any portion of the hydro massage system.
4. **Adjust the drain stopper so it seats completely when down and raises AT LEAST ½ inch when up. Tighten the stopper stem adjustment nut so that it WILL NOT loosen at any time.**
5. Fill the tub with water to the overflow and allow it to stand for a few minutes.
6. If you have the air or whirlpool jets installed, plug in the pump cords and run the system for 10 minutes. Inspect the tub for leaks.
7. Turn system off then let stand for 10 minutes. Inspect tub completely (around pump, all plumbing fittings and door for leaks).
8. Any defect must be reported to your dealer/distributor prior to installation in order to have it covered under warranty.
9. **Drain the tub. Ensure the stopper raises properly and the tub drains rapidly. This is an important step to assure that the drain assembly operates correctly under pressure from a completely full tub.**
10. Check to ensure that your installation will conform to all applicable codes and secure necessary permits. All electrical and plumbing connections should be made by a qualified electricians and plumbers.

**IMPORTANT: FAILURE TO FOLLOW THE PRE-INSTALLATION PROCEDURES, THE MANUFACTURER WILL NOT BE LIABLE FOR THE REMOVAL OR RE-INSTALLATION OF THE BATHTUB AND COULD RESULT IN TERMINATION OF THE WARRANTY.**

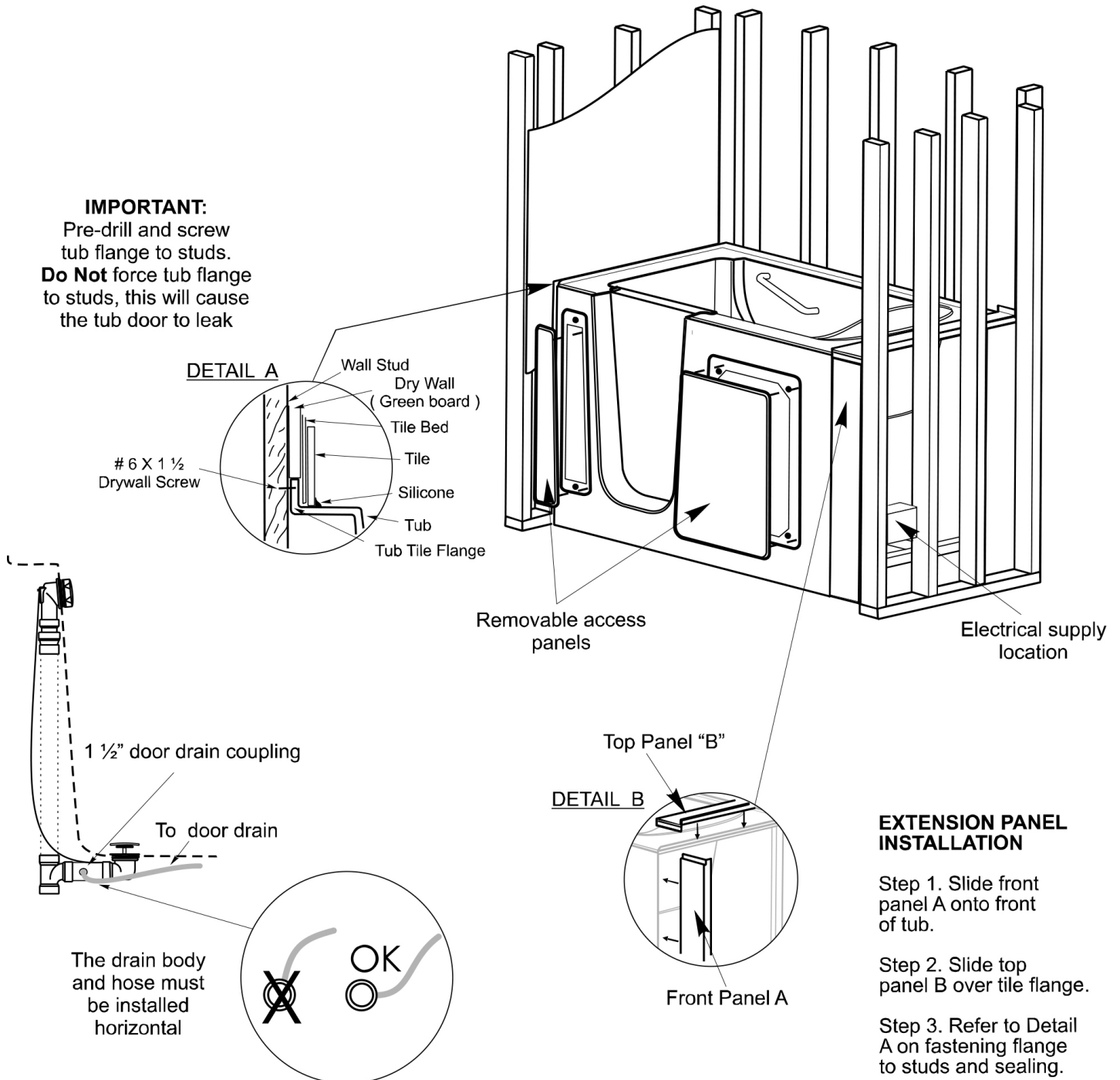
## INSTALLATION PROCEDURES:

1. For rough-in dimensions, see installation detail below.
2. The bathtub must be set on a solid flat surface capable of supporting the tub using all six (6) adjustable feet. It is required that all six (6) feet come in contact with the floor.
3. The plumbing connections (faucet, hoses, and waste/overflow) should be made prior to setting the tub in place.
4. The filler panel is used only for 60" installations.
5. The door drain assembly is attached at one end at the factory. The drain body is to be installed between the drain shoe and the drain tee.

### IMPORTANT:

Pre-drill and screw tub flange to studs.

**Do Not** force tub flange to studs, this will cause the tub door to leak

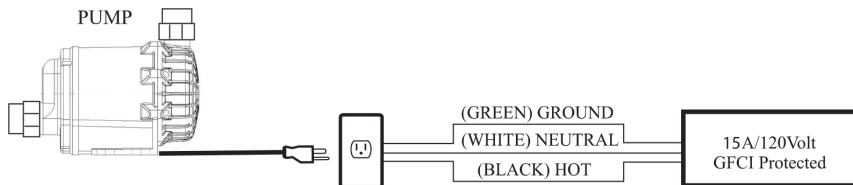




## ELECTRICAL INSTRUCTIONS: HYDRO MASSAGE SYSTEM

1. Hydro massage system requires one (1) dedicated 15-amp, 120 volt service.
2. A receptacle with a 15-amp dedicated GFCI configuration must be provided by the electrician.

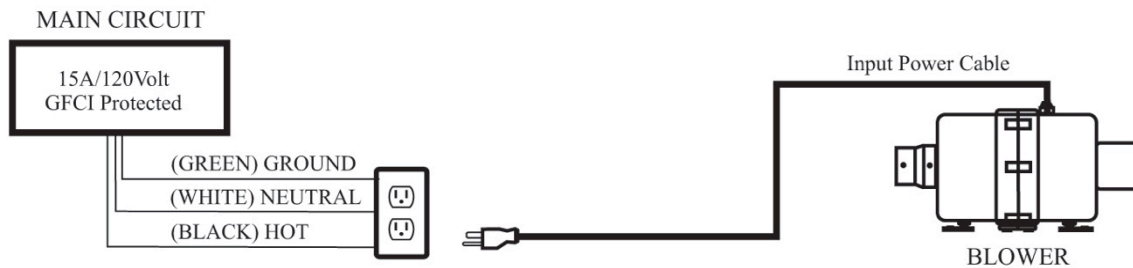
**NOTE:** Provide a power supply outlet (receptacle) appropriately rated for the load. For voltage and current requirements refer to the label on each load.



## ELECTRICAL INSTRUCTIONS: AIR MASSAGE SYSTEM

1. Air massage system requires one (1) dedicated 15-amp, 120-volt service.
2. A receptacle with a 15-amp configuration must be provided by the electrician.

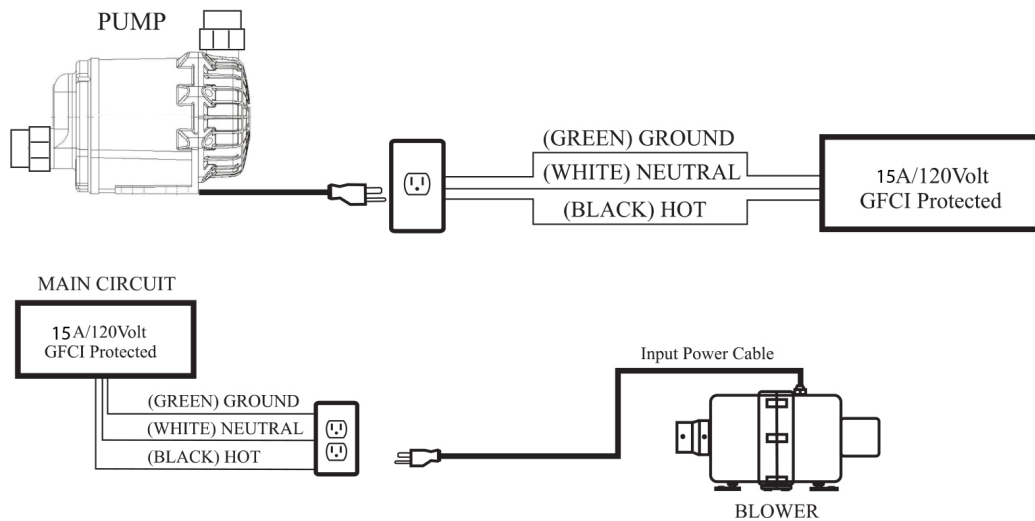
**NOTE:** Provide a power supply outlet (receptacle) appropriately rated for the load. For voltage and current requirements refer to the label on each load.



## ELECTRICAL INSTRUCTIONS: DUAL MESSAGE SYSTEM

1. Dual massage system requires two (2) dedicated 20-amp 120-volt GFCI circuits.
2. Two receptacles with 20-amp configuration each must be provided by the electrician.

**NOTE:** Provide a power supply outlet (receptacle) appropriately rated for each load. For voltage and current requirements refer to the label on each load.



## POST - INSTALLATION TESTING AND CLEANING:

### POST-INSTALL SYSTEM TEST:

After installation, make sure all the plumbing, hydro massage and air massage system connections are correctly installed then run the following tests.

1. Before filling the tub with water, remove all loose debris from tub. Wipe down the door seal using a damp cloth, as well as the surface in the door jam that will come in contact with the door seal.
2. Fill the tub to the overflow and check for leaks. Check by hand where visual verification is not possible.
3. Turn the pump and/or blower on and let it run for at least 15 minutes. Check for leaks while the pump(s) are running and again after they are turned off. Check by hand where visual verification is not possible.
4. **Drain the tub making sure the stopper raises properly and the tub drains rapidly. This is an important step to assure that the drain assembly operates correctly under pressure from a completely full tub.**

### POST-INSTALL CLEANING:

#### WARNING

**Under no circumstances use wire brushes, metal sponges, knives, steel wool or scouring pads on any part of the tub. Do not use solvents that contain petroleum distillates such as acetone, lacquer, paint-thinner, benzene or any other abrasive cleanser on any part of the tub. Ammonia and chlorine-based agents cannot be used on any plated surface.**

**The use of any of the above mentioned products can scratch, dull or remove the finish of the tub and/or plated surfaces and will void the warranty.**

1. Remove any blobs of plaster and/or dabs of paint that have adhered to the surface by gently scraping them off with a wood or plastic edge.
2. Oil, grease spots and other difficult stains can be lifted with denatured alcohol.
3. Liquid, non-bleach laundry detergent can remove most construction residue.
4. For tough stains and surface scratches, lightly rubbing with a liquid cleaning compound (such as polishing compound used for cars), followed by a light application of liquid or paste wax, will restore luster to any dulled surface.
5. Clean plated surfaces with warm water only.

# CONGRATULATIONS!

**You made an excellent decision. You now own the best!**

Your walk-in tub was specifically designed to deliver continuous dependable operation. All whirlpool and air massage fittings are manufactured using strong, highly inert ABS and PVC materials to prevent water discoloration and ensure long life. The electrical components conform to, and exceed all, of the applicable safety standards. Every walk-in bath is thoroughly tested and inspected before leaving the factory to ensure your continued enjoyment and peace of mind.

## IMPORTANT OPERATING INSTRUCTIONS

**CAUTION: DO NOT OPERATE THE WHIRLPOOL OR AIR MASSAGE SYSTEMS WITH ANY PARTS OR FITTINGS REMOVED.**

### GENERAL OPERATING INSTRUCTIONS

1. Use this unit only for its intended use as described in the manual.
2. Complete the post-install testing and cleaning prior to using your new walk-in tub.
3. To avoid injury, exercise care when entering or exiting your walk-in bathtub as it may be slippery.
4. **Do not** use the door as support while entering or exiting your walk-in bathtub.
5. **Do not** add any liquids or powders to the water, especially foamy, bubbly or oily types, other than the automatic dish detergent used for cleaning the whirlpool system.
6. There is a risk of hyperthermia and drowning with prolonged immersion and/or excessive water temperatures. Refer to IMPORTANT SAFETY INSTRUCTIONS. **Do not** use the bathtub after strenuous exercise. Under no circumstances use a bathtub with water above 104°F (40°C).
7. Enter your bathtub and latch the door securely. The downward motion of the door lever locks and seals the door.
8. Leave the tub drain open when you turn on the water. Carefully test water temperature by slowly moving hand into water stream and adjust as needed.
9. After adjusting water temperature, move the drain valve handle all the way to the left to close the tub drain.
10. Allow the tub to fill to your desired height or just below the overflow. If you have a whirlpool-jetted tub, the water level must be above all the jets to operate them.
11. Do not use bath oils or bubble bath if you intend to use the whirlpool or air jets during your bath.
12. Move the drain valve handle all the way to the right to open the drain and empty the tub.
13. **Do not** open the door until all water has been drained from bathtub.
14. When the tub is empty, rise slowly from the seat and exit the tub carefully.
15. **Be sure tub door remains in the open position when not in use. Failure to do so could deform door gasket causing the tub door to leak.**

## HAND-HELD SHOWER OPERATION:

1. With the water on, push the diverter button down. Water will be diverted from the spout to the hand-held shower.
2. To adjust the spray setting, turn the control ring located on the outer edge of the showerhead.
3. To divert the water back to the spout, simply turn off the water supply. When you turn the water back on, the water will automatically flow out of the spout.

## AIR SYSTEM OPERATION:

1. To operate the **Air Massage System** with the 3-speed variable motor, locate the push the button on the side wall of the tub to turn on the system. It automatically starts at the highest setting. Push it again for the medium setting. The third push is the low setting. The fourth push will shut off the system.
  - Jets run for 20 minutes then automatically shut off.
  - Blower is equipped with purging/drying cycle that will start 20 minutes after use and will continue for several minutes.

## HYDRO SYSTEM OPERATION:

1. To operate the **Whirlpool System**, locate the push the button on the side wall of the tub to turn on the system. Push the button again to turn the whirlpool system off.
  - Ensure the water level is above all the jets for the jets to function correctly.
  - Damage to the jets and pump can occur if you attempt to operate the whirlpool system without water.
  - Adjust the direction of the jets by moving the “eyeballs” of the jets to the desired direction.
  - Adjust the water flow (strength) of the jets by turning the “Chrome Ring” of the jet to the right (reduce or shut off the flow of water) or left (increase the flow of water).
  - The heat exchanger motor automatically maintains your water temperature when your whirlpool system is operating.
  - Water will drain out of the whirlpool system after each use.

## CARE AND MAINTENANCE

Regular care of your walk-in tub with the hydro massage system will keep it clean and working at its best. This care should include the tub, the trim and fittings and internal water-carrying part of the pipe system.

No maintenance is required for the pump or the motor powering it. The motor is lubricated for life. The shaft and seals in the pump are water lubricated and self-adjusting.

Because of the detrimental effects that mineral deposits, soap scum and bacteria have on finished surfaces, it is important to keep your bathtub and the fixtures (fittings) of your walk-in hydro massage system clean on a regular basis. The best way to counteract the soiling and often time corrosive action of these residues is to prevent water from remaining on any finished surface.

### NOTE: DO NOT USE OIL OR OIL BASED BATH ADDITIVES.

Use only a small amount of **low-foaming** powder or crystal substance. The forceful bubbling of the whirlpool jets intensifies the foaming properties of soap.

### REGULAR CLEANING:

1. After each use, rinse all exposed surfaces of the walk-in tub with clean warm water, then wipe off all standing water until completely dry.
2. Once a week, wash all exposed surfaces of the bathtub with a mild solution. Check for stubborn spots. Oily or greasy spots can be lifted with denatured alcohol.
3. To preserve the tub finish, waxing is recommended. Products such as Gel Gloss or a quality marine grade wax will maintain the finish of your walk-in tub. You will find them at most hardware stores. Do not allow the wax or polish on the tub floor as it may cause it to become slippery.
4. It is especially **IMPORTANT** to wipe down the door seal and doorjamb after each use in order to maintain the integrity of the water seal. In order to keep the door seal and doorjamb clean and not accumulate dirt or debris of any kind, clean the seal and jamb with a soft cloth and a mild **liquid** non-bleach laundry detergent (i.e. Tide, Cheer, Gain) or vinegar mixed warm water.
5. **Once a month, purge and clean the entire system using 1/8 cup of liquid laundry detergent** to remove body and bath oils, soap residue and other sources that can contribute to bacterial growth in the whirlpool system.
  - Fill the tub with warm water above the level of the highest whirlpool jet.
  - Add the liquid detergent and **turn on the whirlpool system** for 15 minutes, or until bubbles start to overflow. Turn off the system and let stand for 15 minutes. Turn the system back on and let it run for another 15 minutes. Turn the system off and drain the tub.
  - Refill the tub with cold water and run system for another 15 minutes to rinse out the plumbing.
  - Using your hand-held shower, rinse out tub then dry with a soft cloth.
6. **Leave the tub door open when not in use.** Failure to do so could deform door gasket causing the tub door to leak.

**WARNING:** Under no circumstances use wire brushes, metal sponges, knives, steel wool or scouring pads on any part of the tub, or solvents that contain petroleum distillates such as acetone, lacquer, paint thinner, benzene or abrasive cleanser on any part of the tub. **DO NOT USE** ammonia or chlorine-based agents on any plated surface. These will remove the plating, thereby voiding the warranty on the plated finish.

### USER SERVICE INSTRUCTIONS:

There are no user serviceable parts. All service, repairs must be performed by a qualified service technician in accordance with all applicable local and national codes.

Contact your dealer for replacement parts.

# TROUBLESHOOTING GUIDE

**WARNING:** Always turn off power at main electrical service panel when servicing your walk in bathtub.

SYMPTOMS	PROBLEMS	SOLUTIONS
• Motor will not start.	<ul style="list-style-type: none"> <li>• GFCI or breaker in off position.</li> <li>• Disconnected or defective wiring</li> <li>• Improper air pressure in pump air hose line.</li> </ul>	<ul style="list-style-type: none"> <li>• Reset GFCI or breaker.</li> <li>• Check and reconnect if needed.</li> <li>• Unplug then plug in air hose line at pump motor.</li> </ul>
• Breaker trips repeatedly.	<ul style="list-style-type: none"> <li>• Short between bath and breaker.</li> <li>• GFCI or breaker defective.</li> </ul>	<ul style="list-style-type: none"> <li>• Check for short in wiring.</li> <li>• Replace GFCI or breaker.</li> </ul>
• Motor does not reach full Speed.	<ul style="list-style-type: none"> <li>• Low voltage.</li> <li>• Wiring to small.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact your electrician.</li> <li>• Contact your electrician.</li> </ul>
• Motor overheats.	<ul style="list-style-type: none"> <li>• Low voltage.</li> <li>• Wiring to small.</li> <li>• Inadequate ventilation.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact your electrician.</li> <li>• Contact your electrician.</li> <li>• Gain ventilation to motor.</li> </ul>
• Leaking around pump.	<ul style="list-style-type: none"> <li>• Loose unions.</li> <li>• O-ring missing.</li> </ul>	<ul style="list-style-type: none"> <li>• Hand tighten unions.</li> <li>• Replace O-ring.</li> </ul>
• No pressure out of back Jets.	<ul style="list-style-type: none"> <li>• Jet in closed position.</li> </ul>	<ul style="list-style-type: none"> <li>• Turn jet face ½ turn counter clockwise.</li> </ul>

## DOOR SEAL LEAKING:

Even a small amount of dirt or debris on the door seal or doorjamb can cause your door to have minor leaks. If you detect a leak around the door, check closely for any accumulation of dirt or debris and clean the area following the regular cleaning instructions. To minimize the potential for leaks do the following:

1. Before filling tub with water, be sure to wipe down the door seal using a damp soft cloth, as well as the surface on the door jam that will come in contact with the seal.
2. Once the above surfaces have been wiped clean, be sure that when closing the door, the latch is completely locked forward.
3. When draining the water from the tub, be sure that the door latch is in the locked position (forward). If the latch is not secure when draining the tub, as the water level lowers, the pressure on the door will be reduced, thus increasing the possibility of a leak around the door.
4. **Leave the tub door open when not in use.** Failure to do so could deform door gasket causing the tub door to leak.
5. **Do not** use the door for support while entering or exiting the tub.

## LIMITED LIFETIME WARRANTY

### Section I

This limited lifetime warranty is extended to the first user to be free from defects in workmanship and material under normal use and conditions for life from the date of original purchase. This warranty relates to all fitting and components included with the tub from the manufacturer. Different warranty periods apply. For the first year the tub and all component parts related to the product and labor are included. The bathtub shell, frame, and finish are covered by a lifetime warranty. The finish warranty does not apply to fading, cracking, delamination or blistering due to excessive wear, sun fading or scouring due to cleaning. **See section II DOOR SEAL.** All supporting equipment, motors, electronic controls, waste & overflow, and all plated finishes, are covered by a limited, pro-rated TEN-year (10) Warranty. Parts replacement is 100% for the first year after original purchase, 90% of the part cost throughout the 2<sup>nd</sup> year, on down to 10% of the part cost through the 10<sup>th</sup> year. Faucet, chromatherapy, aromatherapy and light kits have a one year warranty. The customer bears the cost of shipping after the first year. This warranty is non-transferable and applies only to the original owner.

Should service be required for any reason of any defect or malfunction of the product during the first year, manufacturer will replace or repair the part or product without charge subject to verification of the defect or malfunction.

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 real or personal property or any other consequential damage. Manufacturer will not be liable for any incidental expenses or material charges in connection with removal or replacement of the purchased part or any part or parts of the System.

This warranty shall not apply to any type of failure resulting from negligence, abuse, misuse, misapplication, improper installation, alteration or modification, chemical corrosion or improper maintenance. There will be a charge for replacement parts or replacement of the entire electrical unit if the defective unit is returned for any of the reasons listed above.

**NOTE:** within the limited Lifetime 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 including Walk-in Baths, shower pans or shower stalls. Items include all plumbing or electrical related connections. Improper or negligent installation of the product or other components, alteration made of, or alterations or modifications to the System, may cause the product or the System to malfunction. Such problems are not covered by the warranty.

### Section II. DOOR SEAL

Manufacturer warrants the door seal for the life of the unit under normal use and conditions. This warranty shall not apply to any failure resulting from negligence, abuse, misuse, misapplication, alteration or 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 or 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. SELLER HEREBY DISCLAIMS ANY LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may have other rights which vary from state/province to state/province.

### CUSTOMER SERVICE

Contact Customer Service at (866)-292-5546  
Monday – Friday 8:00 – 5:00 PST