Installation Guide

Vibracoustic Flanged Bath with Heated Surface

Retain serial number for reference:
Conserver le numéro de série pour référence:
Guarde el número de serie para referencia:_____

Français, page "Français-1"
Español, página "Español-1"

THE BOLD LOOK OF KOHLER®

1212244-2-B

IMPORTANT INSTRUCTIONS

WARNING: When using electrical products, basic precautions should always be followed, including the following:

WARNING: Risk of electric shock. Connect only to a circuit protected by a Ground-Fault Circuit-Interrupter (GFCI)*. **Grounding is required.** The unit should be installed and grounded by a qualified service representative.

WARNING: Risk of electric shock. A qualified electrician should route all electrical wiring.

WARNING: Risk of electric shock. Disconnect power before servicing.

WARNING: Risk of electric shock. Do not operate electrical powered auxiliary devices near water.

WARNING: Risk of property damage. Building materials and wiring should be routed away from the heat-producing components of the bath.

WARNING: Risk of injury or property damage. Please read all instructions thoroughly before beginning installation.

NOTICE: Follow all plumbing, electrical, and building codes.

*Outside North America, this device may be known as a Residual Current Device (RCD).

Product Information

Electrical Requirements

WARNING: Risk of burns, fire, electric shock, or injury. Do not operate the heater if the power supply cord is damaged. For proper guidance to have this product repaired, please call: 1-800-4KOHLER from within the USA or Canada, or 001-800-456-4537 from within Mexico.

This installation must have a Class A Ground-Fault Circuit-Interrupter (GFCI)*. The GFCI protects against line-to-ground shock hazard. **Use a 120 V, 15 A, 60 Hz dedicated service for the bath.**

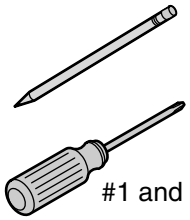
Two 120 V, 15 A (240 V, 15 A in Latin America) GFCI electrical outlets are required. One outlet should be located within the stud framing and within 24″ (610 mm) of the control amplifier. The other outlet must be within 24″ (610 mm) of the junction box mounted to the control board at the lumber end of the bath. Both outlets may share the same electrical service, but no other load should be on this circuit.

*Outside North America, this device may be known as a Residual Current Device (RCD).

Factory-Assembled Features

Factory installed components include heated surface with power supply cord, transducers, and chromatherapy lights (if equipped). Other than power wiring and plumbing, no assembly is needed.

Tools and Materials



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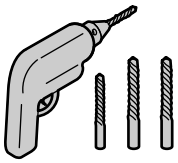
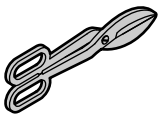
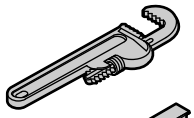
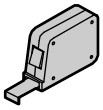
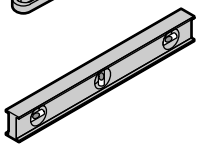


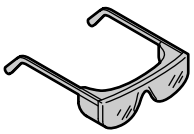


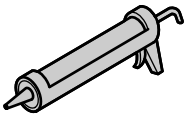
Tin Snips











100% Silicone Sealant

Plus:
- Conventional woodworking tools and materials
- 2x4s
- Conduit
- Drop cloth
- Mortar cement (Optional)
- Construction adhesive (Optional)
- Felt Strips

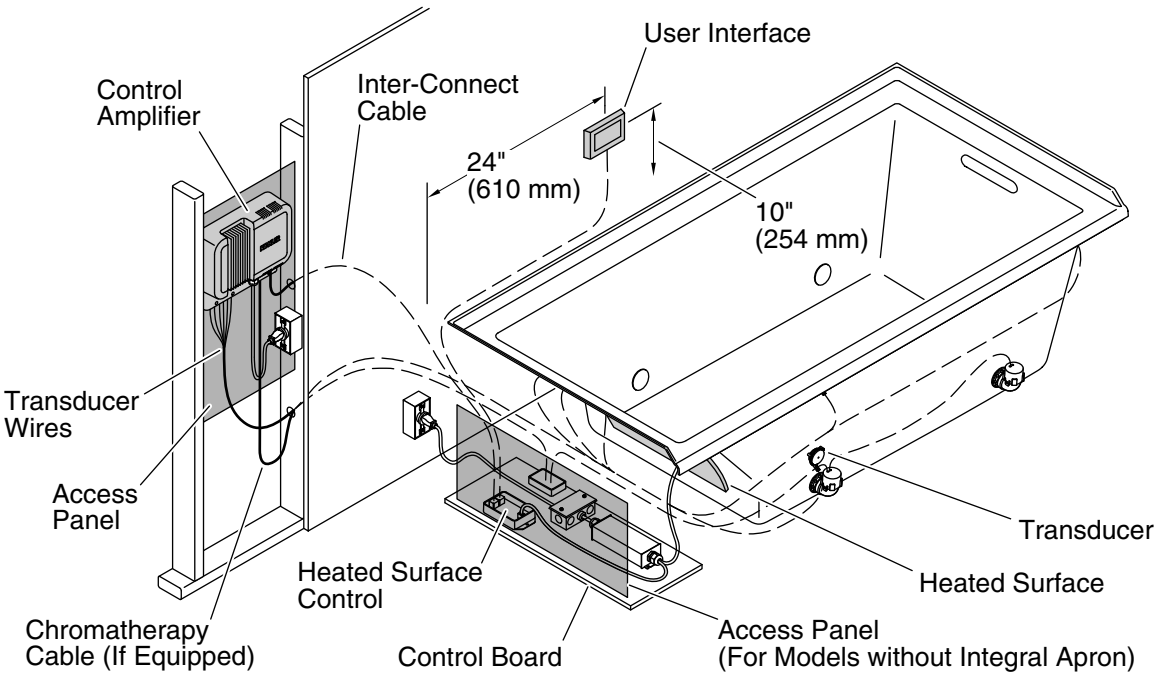
Before You Begin

NOTICE: Adequate floor support must be provided. Note the **model number** on the back of the bath, then visit the product page at www.kohler.com for additional information.

NOTICE: Do not support the load weight of the bath by the rim.

NOTICE: Verify adequate support if installing a rim- or deck-mount faucet. Large faucets that may be inadvertently used as a means of support are not safe for this installation.

- ☐ Read these instructions and determine the locations of all required components before beginning installation.
- ☐ Provide access to the control amplifier and control board connections for servicing.
- ☐ This bath is designed for three side alcove installation.
- ☐ The control amplifier may be installed remotely and includes a 25′ (7.6 m) cable.
- ☐ Use conduit to route electrical wires from the circuit breaker.
- ☐ Choose the location for a battery operated auxiliary audio device, if used. Do not locate AC powered devices within reach of the bath.
- ☐ Carefully plan moving the bath into the installation area. This bath will not easily fit through doorways.
- ☐ Inspect the bath and components before beginning installation. If there is damage, do not install the bath; contact your dealer.
- ☐ Install this bath on a level subfloor. Shims may be needed if the subfloor is uneven.
- ☐ This bath conforms to CSA B45.5/IAPMO Z124. All dimensions are nominal.

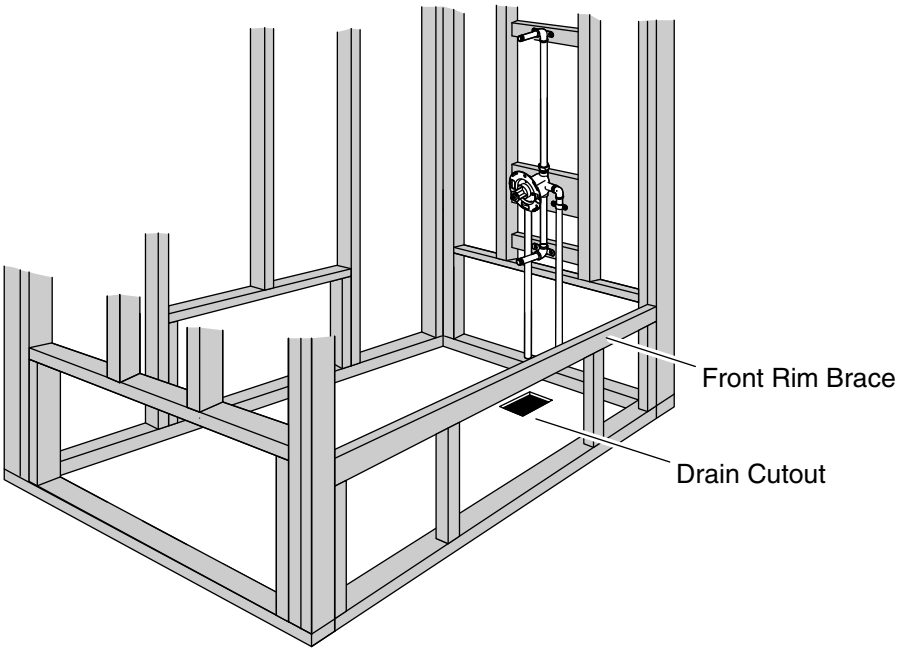


1. Plan the Installation

For best results, follow the installation sequence below. Detailed instructions are found on the following pages of this guide.

Recommended Installation Sequence

- ☐ Determine the locations for the bath components. Refer to the illustration for preferred locations.
- ☐ Plan the required access panel locations for servicing the control amplifier and the control board. Side or front access to the control board is acceptable.
- ☐ Construct the alcove framing for the bath.
- ☐ Route plumbing supply lines.
- ☐ Install the bath and drain.
- ☐ Install an electrical outlet within 24″ (610 mm) of the control amplifier location.
- ☐ Install an electrical outlet within 24″ (610 mm) of the junction box on the control board.
- ☐ Route the transducer wires to the control amplifier location.
- ☐ If equipped, route the chromatherapy cable to the control amplifier location.
- ☐ Route the user interface cable from the control board to the user interface location.
- ☐ Install the control amplifier.
- ☐ Connect the transducer wires, optional auxiliary cable, and chromatherapy cable (if equipped) to the control amplifier.
- ☐ Route the inter-connect cable from the control board to the control amplifier.
- ☐ Finish the walls, and install the access panels for the control amplifier and control board.
- ☐ Connect the user interface cable to the user interface, and install the interface.
- ☐ Connect the control amplifier and junction box cables to the electrical outlets.
- ☐ Test the functionality of all bath components. Refer to the ″Homeowners Guide″ for operation.



2. Prepare the Site

NOTICE: Measure your product for site preparation. Note the **model number** on the back side of the bath, then visit the product page at www.kohler.com for additional information.

NOTICE: Do not support the load weight of the bath by the rim.

Framing

- ☐ Ensure the floor offers adequate support for the bath and verify the subfloor is level. Install additional support and adjust for level as needed.

NOTE: This bath is designed for alcove installation.

NOTE: Use wood or concrete framing. Wood framing will provide the best vibracoustic quality.

- ☐ Construct the framing, taking into account the thickness of the finished materials.

IMPORTANT! Several of the included bath components will be powered by the control amplifier via 25′ (7.6 m) cables. Plan the location of the control amplifier so the cables will reach without tension.

NOTE: If installing the control amplifier between studs, stud spacing should be 16″ (406 mm).

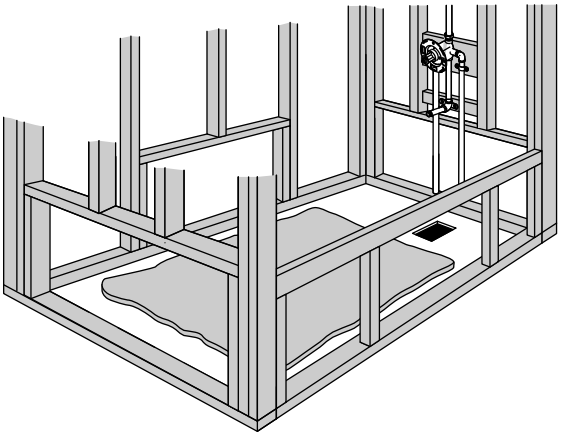
- ☐ Construct stud framing or a pocket for the control amplifier.
- ☐ Provide a means to route the user interface cable through the wall to the control amplifier.

Plumbing

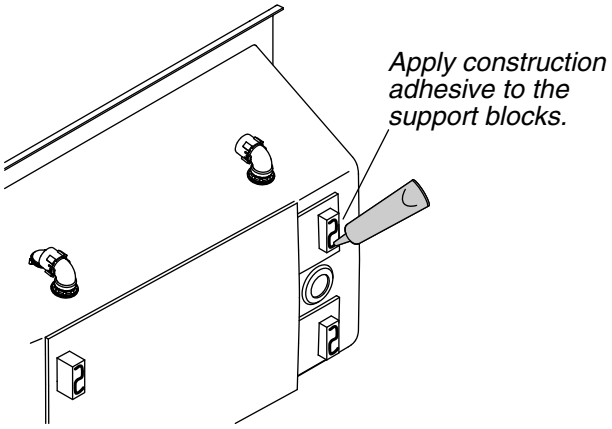
NOTE: For through-the-floor drain installation: cut a hole in the subfloor to accommodate the drain connections.

- ☐ Install the rough plumbing. Cap the supplies and check for leaks.
- ☐ Attach the drain to the bath according to the instructions packed with the drain. **Do not connect the trap at this time.**

Mortar Cement



Construction Adhesive



3. Install the Bath

NOTICE: Ensure the subfloor is level before proceeding. Use shims as needed.

- ☐ Secure the bath using one of the following two methods.

Cement or Mortar Bed Method

NOTICE: Do not use gypsum cement or drywall compound, as these materials will not provide a durable bond.

- ☐ Spread a 2″ (51 mm) layer of cement or mortar bed on the subfloor.
- ☐ With help, carefully lower the bath into place. Take precaution to avoid damaging the components mounted to the bath.
- ☐ Verify the bath is level. Reposition or shim as needed.

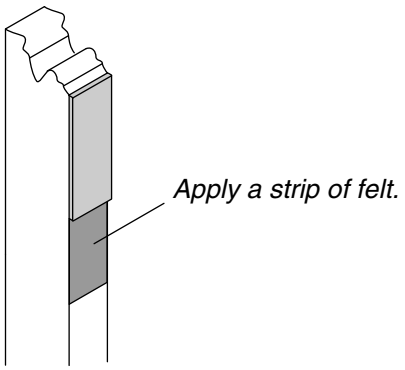
Construction Adhesive Method

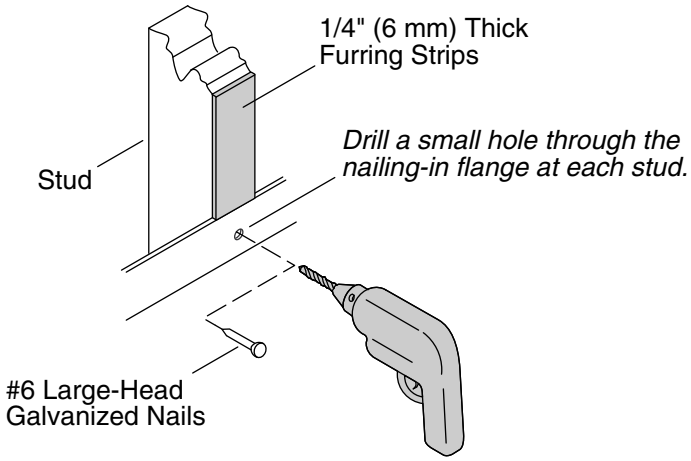
- ☐ Apply a generous amount of high-quality construction adhesive to the bottom of the support blocks.
- ☐ With help, carefully lower the bath into place. Take precaution to avoid damaging the components mounted to the bath.
- ☐ Verify the bath is level and resting on all support blocks. Reposition or shim as needed.

4. Install the Plumbing

⚠ **CAUTION: Risk of property damage.** Ensure a watertight seal on all bath drain connections to prevent water leakage.

- ☐ Connect the drain to the trap.
- ☐ Install the faucet valve according to the faucet manufacturer's instructions. **Do not install the faucet trim at this time.**
- ☐ Open the hot and cold water supplies. Check all connections for leaks.
- ☐ Fill the bath to the overflow and check the drain connections for leaks.





5. Secure the Flange

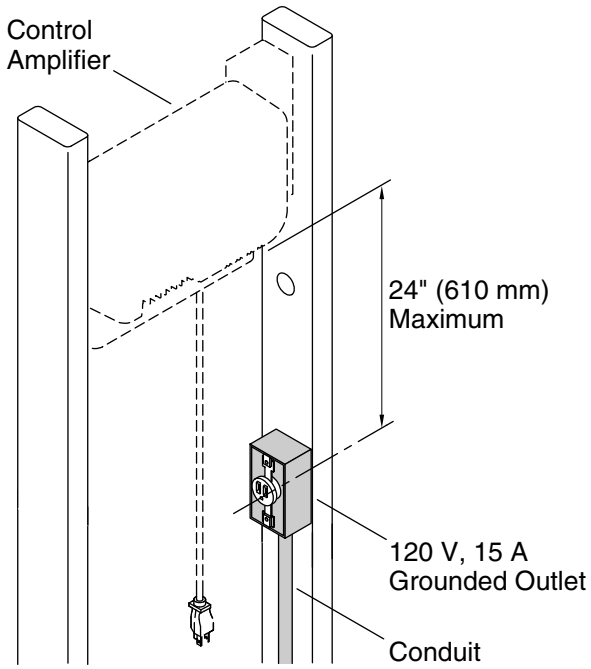
NOTE: For ease of installation, provide a means to feed the interface wires through the wall to the control amplifier at this time.

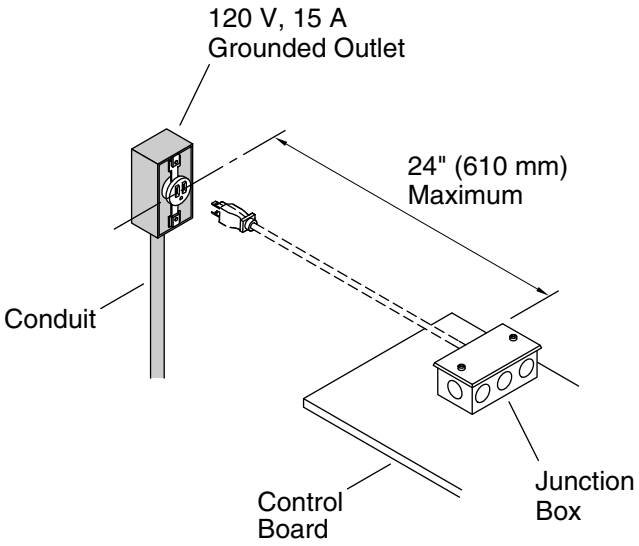
- ☐ Place a clean drop cloth in the bottom of the bath to protect the surface.
- ☐ Drill a small pilot hole through the nailing-in flange at each stud location. Add shims between the nailing-in flange and the studs to eliminate any gaps.
- ☐ Nail 1/4″ (6 mm) thick furring strips to the studs to shim out to the edge of the nailing-in flange.
- ☐ Attach felt at each of the nailing-in flange-to-stud contact points. The felt will help minimize vibration transmission to the studs.
- ☐ Use #6 large-head galvanized nails or screws to secure the nailing-in flange to the studs.

Concrete Construction

NOTE: We recommend that the flange be secured to the wall for support.

- ☐ Drill pilot holes through the nailing-in flange so they are about 16″ (406 mm) apart.
- ☐ Install concrete wall anchors to the wall at the pilot hole locations.
- ☐ Confirm there is felt at each of the nailing-in flange-to-stud contact points.
- ☐ Secure the nailing-in flange to the wall anchors with screws.





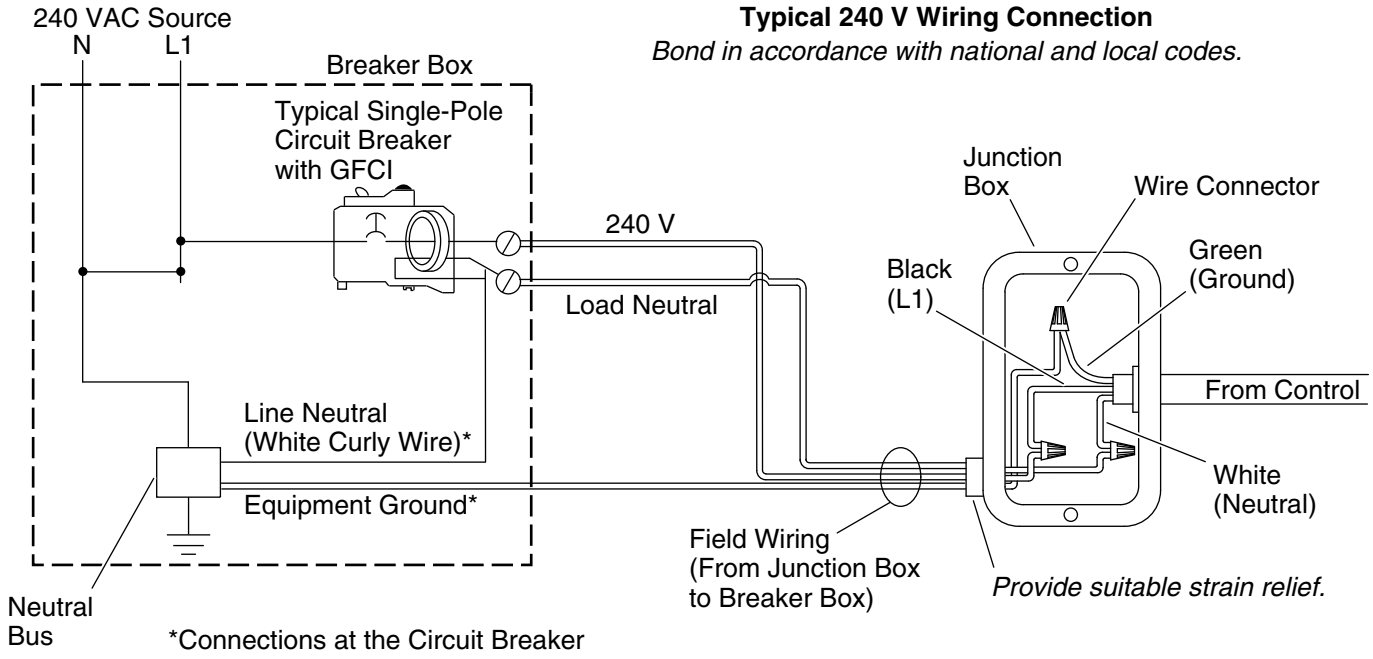
6. Install Electrical Outlets – United States and Canada

WARNING: Risk of electric shock. Disconnect the power before performing the following procedures.

NOTE: For installations in Latin America, go to the "Make Electrical Connections – Latin America" section.

NOTICE: The control amplifier and junction box are each equipped with a cord and plug. A qualified electrician must install two GFCI- or RCD-protected, 120 V, 15 A grounded outlets. Both outlets may share the same electrical service, but no other load should be on this circuit.

- ☐ Install a 120 V, 15 A grounded outlet within the wall framing and within 24" (610 mm) of the planned control amplifier location. Route the wires through conduit for this outlet installation.
- ☐ Install a 120 V, 15 A grounded outlet near the control board end of the bath and within 24" (610 mm) of the junction box.



Typical 240 V Wiring Connection

Bond in accordance with national and local codes.

7. Make Electrical Connections – Latin America

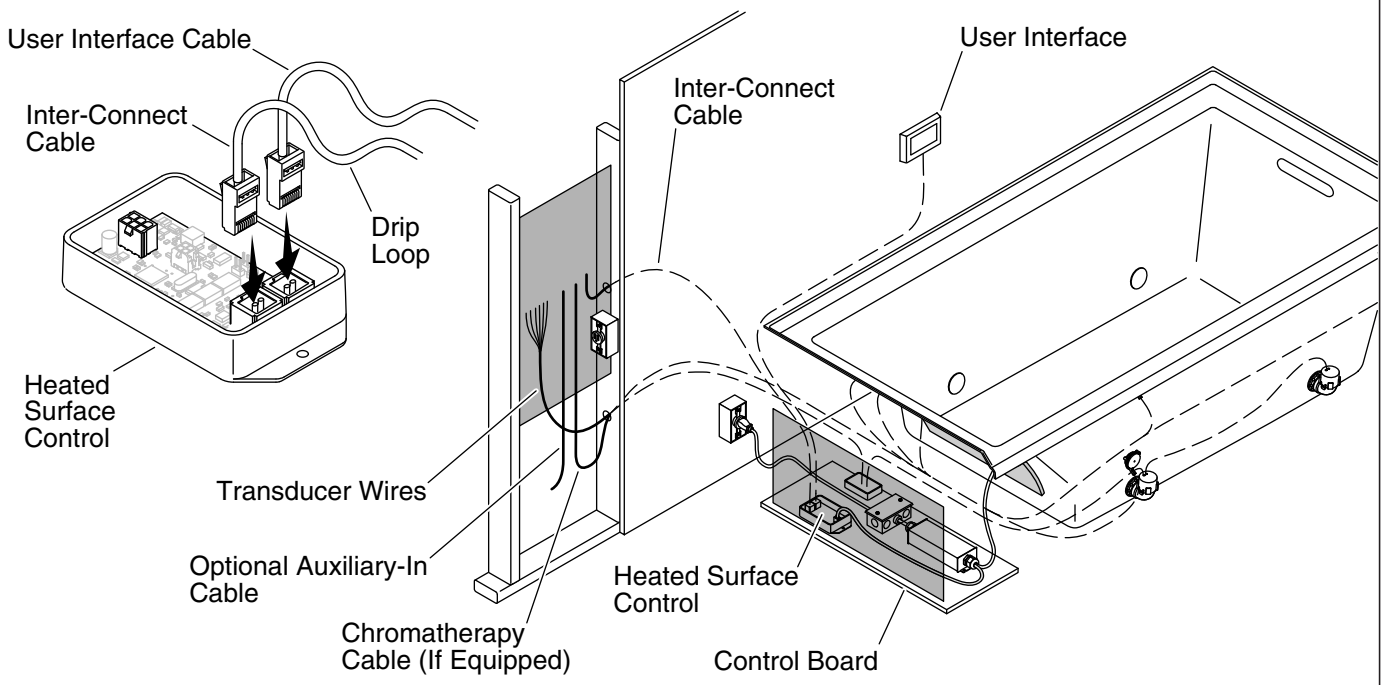
NOTE: The electrical rating of the product is printed on a label on the lumbar end of the bath. **All vibracoustic baths are designed to operate between 110 V and 240 V at either 50 Hz or 60 Hz.**

WARNING: Risk of electric shock. Disconnect the power before performing the following procedures.

WARNING: Risk of electric shock. Connect the bath to a properly grounded Ground-Fault Circuit-Interrupter (GFCI) or Residual Current Device (RCD) for protection against line-to-ground shock hazard.

IMPORTANT! The white wire should be connected to the load neutral terminal on the GFCI or RCD breaker. The green wire is the **equipment ground** and must be connected to the neutral bus in the main circuit breaker box.

- ☐ Follow local electrical codes. Bond in accordance with national and local codes.
- ☐ Remove the 120 V plug from the end of the electrical cord on the amplifier.
- ☐ Remove the 120 V plug from the electrical cord on the junction box mounted to the control board.
- ☐ Connect service to the amplifier with a 240 V plug (not included) or hardwire connection.
- ☐ Connect service to the junction box with a 240 V plug (not included) or hardwire connection.



8. Route the Cables

IMPORTANT! Several of the included bath components will be powered by the control amplifier via 25′ (7.6 m) cables. Plan the location of the control amplifier so the cables will reach without tension.

Connect the Cables at the Heated Surface Control

NOTE: The heated surface control is mounted to the board at the end of the bath.

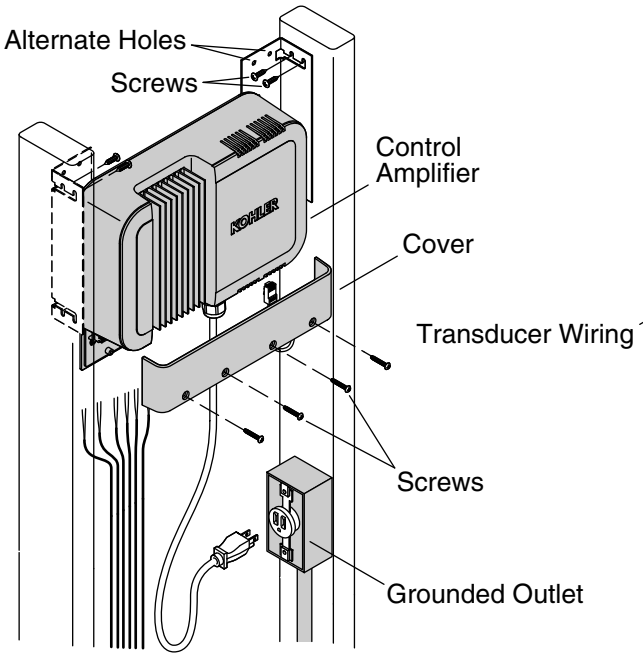
- ☐ Connect the larger Ethernet end of the user interface cable to one of the two ports on the heated surface control.
- ☐ Connect the inter-connect cable (both ends are Ethernet) for the amplifier to the open port on the heated surface control.

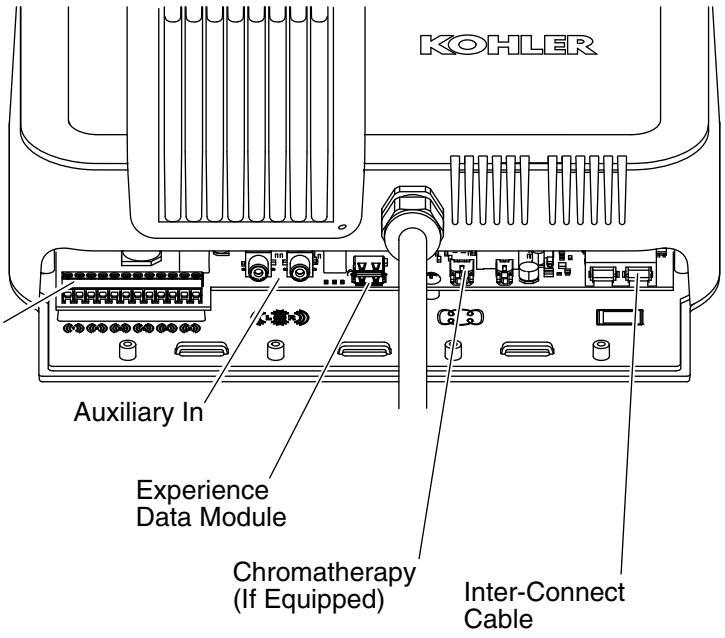
Route the Cables Through the Framing

- ☐ Carefully cut the cable tie securing the coiled transducer wires to the back of the bath.
- ☐ Route the transducer wires through the framing to the control amplifier location, drilling 1″ (52 mm) holes where needed.
- ☐ If equipped, route the chromatherapy cable from the bath to the planned amplifier location. Follow the same route as the transducer cables.
- ☐ Route the inter-connect cable from the heated surface control to the control amplifier location. Include a drip loop.
- ☐ Route the user interface cable through the framing from the heated surface control to the planned user interface location. Include a drip loop.

NOTE: An auxiliary cable connection can be used to pair a BLUETOOTH® device or other battery-operated audio device so users can play their own music with the vibracoustic bath.

- ☐ If used, route an auxiliary-in cable (not included) to the control amplifier location.





9. Install the Control Amplifier

WARNING: Risk of electric shock. Connect the control amplifier to a properly grounded, grounding-type receptacle protected by a Ground-Fault Circuit-Interrupter (GFCI) or Residual Current Device (RCD). Do not remove the grounding pin from the plug or use a grounding adapter.

IMPORTANT! Keep insulating materials away from the control amplifier. Provide an unobstructed air space around the control amplifier to permit cooling.

NOTE: Do not remove the mounting brackets from the control amplifier.

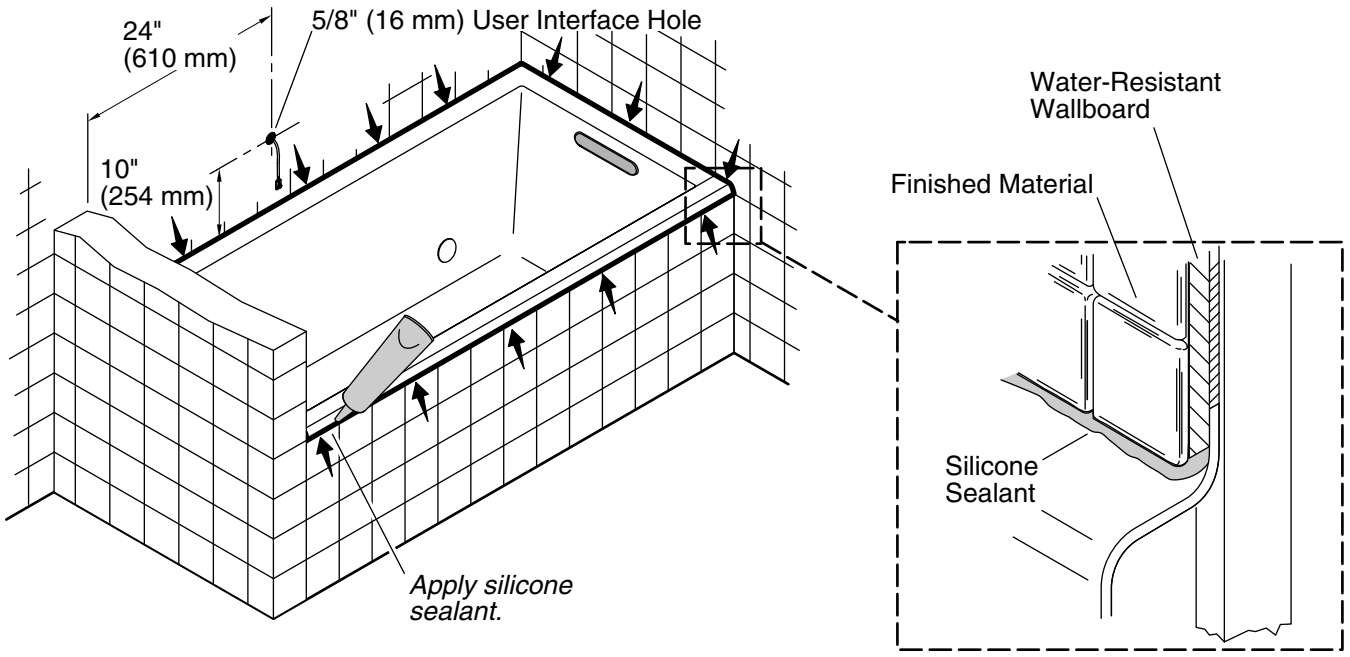
- ☐ Position the amplifier flush or recessed from the front of the studs.
- ☐ Using the wood screws provided, secure the control amplifier to the framing. Use the anchors provided if securing to a wall material other than wood.

NOTE: To make wiring connections more accessible, temporarily secure the control amplifier with one screw on each side to allow the amplifier to tilt forward. Once wiring connections are made, secure the control amplifier with the remaining screws.

- ☐ Remove the cover from the control amplifier by removing the four screws. Retain for reinstallation.

NOTE: The transducer terminals and wires are numbered to identify the correct connections. When required, the control amplifier can be removed to aid in the wire connection process.

- ☐ **Securely** attach the transducer wires to the transducer terminals. The white with black wires are the positive (+) leads.
- ☐ If equipped, connect the chromatherapy connector to the chromatherapy terminal.
- ☐ Connect the inter-connect cable from the control box to the amplifier.
- ☐ If used, connect the optional auxiliary-in RCA connectors to the auxiliary-in terminals.
- ☐ Reinstall the cover to the control amplifier with the four screws.
- ☐ Plug the control amplifier into the electrical outlet.
- ☐ Plug the junction box cord into the electrical outlet.



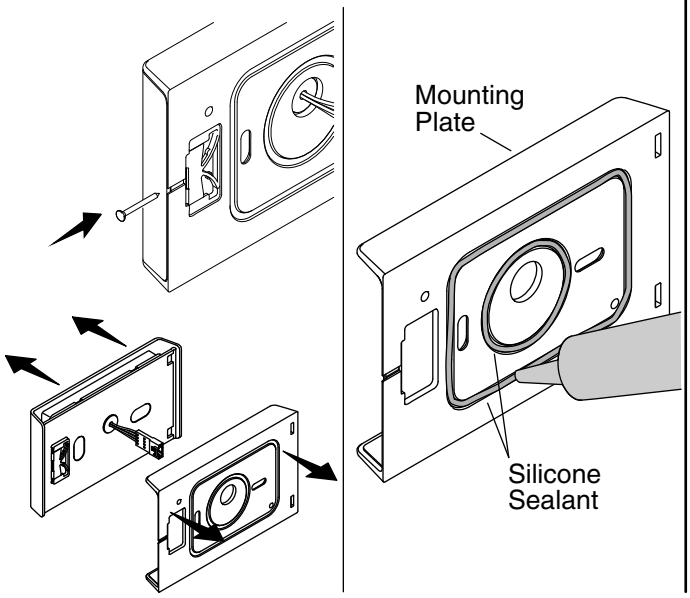
10. Complete the Finished Walls

- ☐ Cover the framing with water-resistant material.
- ☐ **Provide suitable access** to the control amplifier.
- ☐ Install the finished wall material.
- ☐ Drill a 5/8″ (16 mm) hole through the wall material where the user interface will be installed. Refer to the ″Plan the Installation″ section for the recommended location.
- ☐ Route the user interface cable through the hole in the wall material, and tape or otherwise secure the cable so it will not fall between the walls.
- ☐ Seal the joints between the bath rim and the finished wall with silicone sealant.
- ☐ Install the faucet trim.

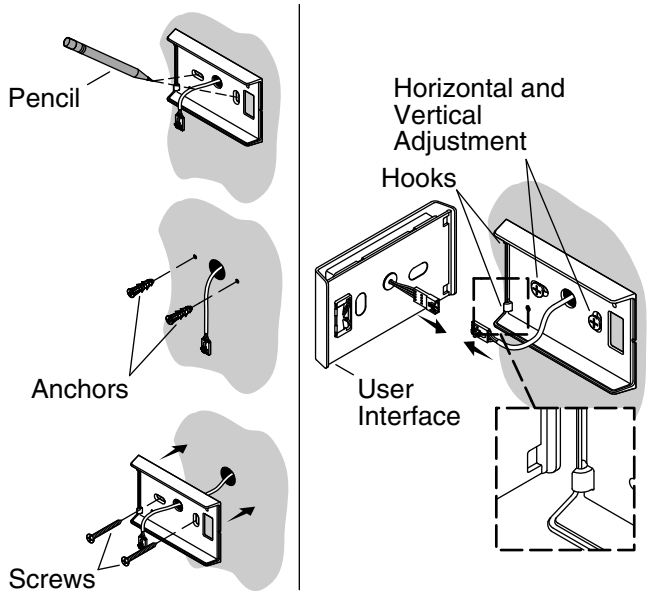
Concrete Construction

- ☐ Apply mortar and tile to the wall and surround material as needed. Install tile to within 1/4″ (6 mm) of the bath deck, making sure the tile covers the screw heads in the flange.
- ☐ Apply a bead of silicone sealant where the tile meets the bath surface.
- ☐ Install the faucet trim.

Back View



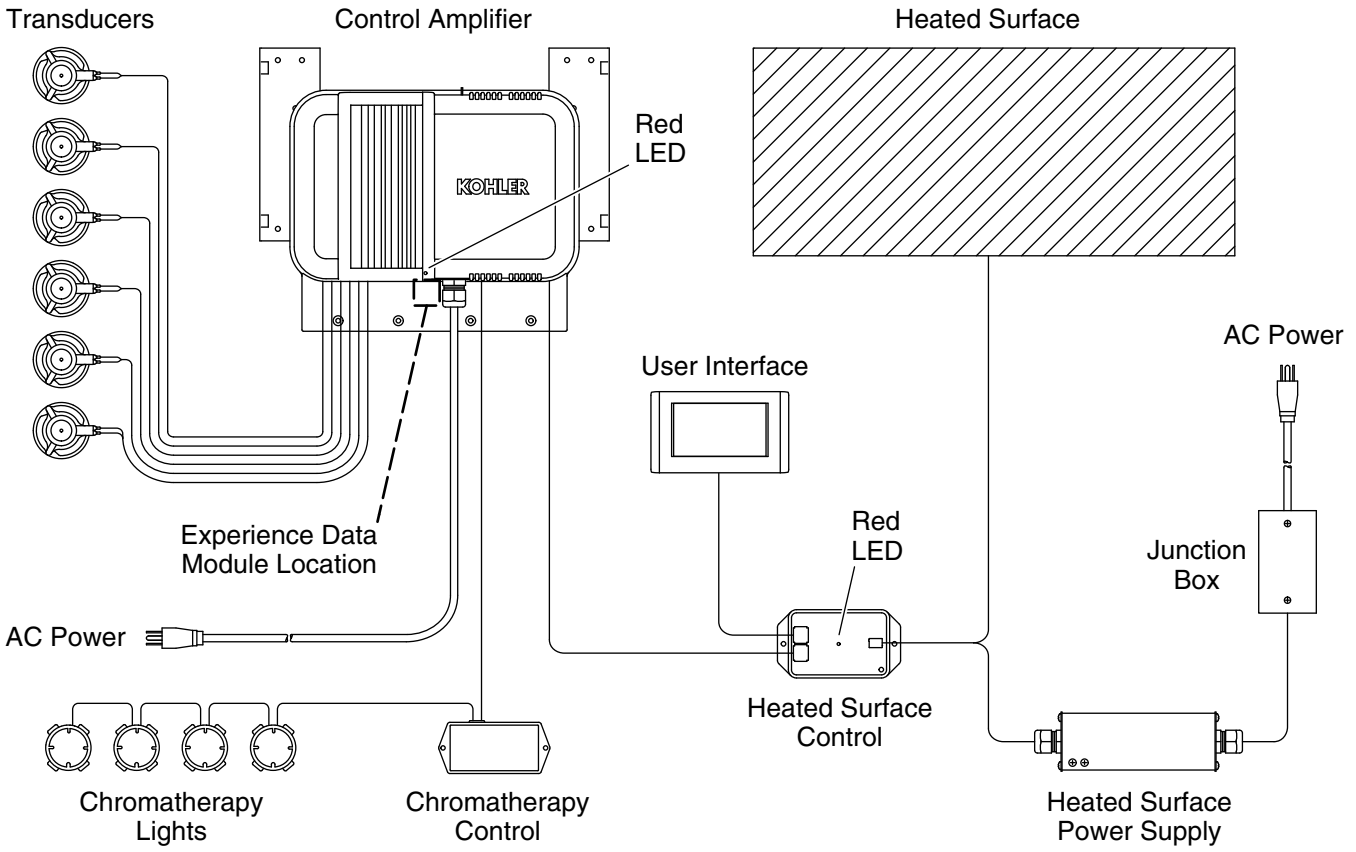
Front View



11. Install the User Interface

IMPORTANT! Do not allow the cable routed through the wall hole to fall into the wall.

- ☐ Push a thin nail into the groove in the back side of the user interface to separate the interface from the mounting plate.
- ☐ Position the mounting plate over the cable and against the finished wall so the hooks are to the left.
- ☐ Level the mounting plate and mark the screw hole locations on the wall.
- ☐ Remove the mounting plate and drill 1/4" holes at the marked locations.
- ☐ Insert the provided wall anchors into the holes.
- ☐ Apply a bead of silicone sealant to the two grooves on the back of the mounting plate.
- ☐ Position the mounting plate over the cable with the hooks to the left, and secure to the wall using the two screws provided.
- ☐ Check for level. If needed, loosen the screws and adjust the mounting plate.
- ☐ Connect the cable to the user interface.
- ☐ Engage the edge of the user interface with the two mounting plate hooks, then firmly swing the user interface against the mounting plate until they snap together.
- ☐ Refer to the User Guide included with the interface to set up, program, and verify proper function of the product.



Components

Troubleshooting

NOTE: For service parts information, visit your product page at www.kohler.com/serviceparts.

This troubleshooting guide is for general aid only. For service and installation issues or concerns, call 1-800-4KOHLER.

Troubleshooting Table

Symptom	Probable Cause	Recommended Action
1. No sound; no experiences are functioning.	**A.** Power to the control amplifier is off.	**A.** Reset the circuit breaker to the control amplifier, then check the electrical power supply and connections.
	B. Control amplifier must be reset.	**B.** If the red LED on the control amplifier is not blinking, unplug the control amplifier for 30 seconds, then plug in and restart.
	C. Experiences data module connection is loose or damaged.	**C.** Inspect the data module for loose connection or damage. Secure the connection or replace the module as needed.
	D. An experience has not been selected on the user interface.	**D.** Select an experience.
	E. Vibracoustic intensity is muted on the user interface.	**E.** Touch the [Mute] icon on the user interface to turn off the mute setting.

Troubleshooting (cont.)

Troubleshooting Table

Symptom	Probable Cause	Recommended Action
	F. User interface cable connections are loose or damaged.	**F.** Inspect the cables between the user interface, heated surface control, and control amplifier. Secure connections or replace cables as needed.
	G. Control amplifier or heated surface control does not work.	**G.** If the red LED on the control amplifier does not blink following restart, check the control amplifier and/or heated surface control and replace as needed.
	H. User interface does not work.	**H.** Check the user interface. Replace as needed.
2. Music is distorted (undesirable resonance) when vibracoustic functions are on.	**A.** Intensity setting is too high on the user interface.	**A.** Turn down the intensity setting on the user interface.
	B. Transducers on the back surface of the bath are in direct contact with framing, joists, or other materials.	**B.** Remove or reposition any materials that are making direct contact with the transducers.
	C. One or more transducers on the back surface of the bath are loose.	**C.** Rotate the loose transducer(s) clockwise with your fingers until tight. **Do not overtighten.**
	D. The bath is making direct contact with framing, joists, or other materials.	**D.** Identify the point of contact and correct it. The bath must not make contact with any framing or support materials.
3. User interface does not light up.	**A.** Power to the control amplifier is not on.	**A.** Reset the circuit breaker to the control amplifier, then check the electrical power supply and connections.
	B. Control amplifier must be reset.	**B.** If the red LED on the control amplifier is not blinking, unplug the control amplifier for 30 seconds, then plug in and restart.
	C. User interface cable connections are loose or damaged.	**C.** Inspect the cables between the user interface, heated surface control, and control amplifier. Secure connections or replace cables as needed.
	D. Control amplifier or heated surface control does not work.	**D.** If the red LED on the control amplifier does not blink following restart, check the control amplifier and/or heated surface control and replace as needed.
	E. User interface does not work.	**E.** Check the user interface. Replace as needed.
4. User interface lights up but does not work.	**A.** Control amplifier must be reset.	**A.** If the red LED on the control amplifier is not blinking, unplug the control amplifier for 30 seconds, then plug in and restart.
	B. User interface cable connections are loose or damaged.	**B.** Inspect the cables between the user interface, heated surface control, and control amplifier. Secure connections or replace cables as needed.

Troubleshooting Table

Symptom	Probable Cause	Recommended Action
	C. Control amplifier or heated surface control does not work.	**C.** If the red LED on the control amplifier does not blink following restart, check the control amplifier and/or heated surface control and replace as needed.
	D. User interface does not work.	**D.** Check the user interface. Replace as needed.
5. Auxiliary music does not work.	**A.** Power to the control amplifier is not on.	**A.** Reset the circuit breaker to the control amplifier, then check the electrical power supply and connections.
	B. Control amplifier must be reset.	**B.** If the red LED on the control amplifier is not blinking, unplug the control amplifier for 30 seconds, then plug in and restart.
	C. Auxiliary-in or user interface cable connections are loose or damaged.	**C.** Inspect the cables between the user interface, heated surface control, and control amplifier. Secure connections or replace cables as needed.
	D. Auxiliary music source option is not selected on the user interface.	**D.** Select the auxiliary music option on the user interface.
	E. Vibracoustic sound is muted on the user interface.	**E.** Touch the [Mute] icon on the user interface to turn off the mute setting.
	F. Vibracoustic intensity is turned down on the user interface.	**F.** Turn up the vibracoustic intensity on the user interface.
	G. Control amplifier or heated surface control does not work.	**G.** If the red LED on the control amplifier does not blink following restart, check the control amplifier and/or heated surface control and replace as needed.
	H. User interface does not work.	**H.** Check the user interface. Replace as needed.

(Optional) Chromatherapy Troubleshooting Table

Symptom	Probable Cause	Recommended Action
1. Chromatherapy lights do not work.	**A.** Power to the control amplifier is off.	**A.** Reset the circuit breaker to the control amplifier, then check the electrical power supply and connections.
	B. Control amplifier must be reset.	**B.** If the red LED on the control amplifier is not blinking, unplug the control amplifier for 30 seconds, then plug in and restart.
	C. Chromatherapy feature has not been selected on the user interface.	**C.** Select the Chromatherapy feature on the user interface.
	D. Chromatherapy or user interface cable connections are loose or damaged.	**D.** Inspect the cables for loose connections or damage. Secure or replace cables as needed.
	E. Control amplifier does not work.	**E.** If the red LED on the control amplifier does not blink following restart, check the control amplifier and replace as needed.

(Optional) Chromatherapy Troubleshooting Table

Symptom	Probable Cause	Recommended Action
	F. User interface does not work.	**F.** Verify that the user interface cable is securely connected to the user interface and the control amplifier terminal. If the connections are good, replace the user interface.
	G. Chromatherapy control does not work.	**G.** Replace the Chromatherapy control.
2. Chromatherapy lights do not cycle through all colors.	**A.** Control amplifier must be reset.	**A.** If the red LED on the control amplifier is not blinking, unplug the control amplifier for 30 seconds, then plug in and restart.
	B. Chromatherapy or user interface cable connections are loose or damaged.	**B.** Inspect the cables for loose connections or damage. Secure or replace cables as needed.
	C. Control amplifier does not work.	**C.** If the red LED on the control amplifier does not blink following restart, check the control amplifier and replace as needed.
	D. User interface does not work.	**D.** Cycle through the Chromatherapy light functions. If the lights do not cycle through all colors and the blue icon on the user interface is not lit, replace the user interface.
	E. If none of the recommended actions correct the problem, contact Kohler Co.	**E.** Contact the Customer Care Center using the contact information on the back cover.

Heated Surface Troubleshooting Table

Symptoms	Probable Cause	Recommended Action
1. Heated surface does not turn on.	**A.** No power to the power supply.	**A.** Set/reset GFCI or RCD breaker; check wiring and power supply connections.
	B. Heated surface control must be reset.	**B.** If the red LED on the heated surface control is not blinking, unplug the control for 30 seconds, then plug in and restart.
	C. User interface cable connections are loose or damaged.	**C.** Inspect the cables between the user interface, heated surface control, and control amplifier. Secure connections or replace cables as needed.
	D. Heated surface control does not work.	**D.** Check the heated surface control. Replace as needed.
	E. Power supply does not work.	**E.** Check the power supply. Replace as needed.
	F. User interface does not work.	**F.** Check the user interface. Replace as needed.
2. Bath is on, but there is little or no heat.	**A.** Heater cable loose or damaged.	**A.** Inspect the cables between the user interface, heated surface control, and control amplifier. Secure connections or replace cables as needed.
	B. Heater/insulation loose on the bath.	**B.** Secure the heater/insulation to the bath.
	C. Heat indicator is set to low heat.	**C.** Press the plus [+] icon to increase temperature.

Troubleshooting (cont.)

Heated Surface Troubleshooting Table

Symptoms	Probable Cause	Recommended Action
	D. Heater does not work. **E.** Temperature sensor does not work.	**D.** Replace the heater. **E.** Replace the heater.