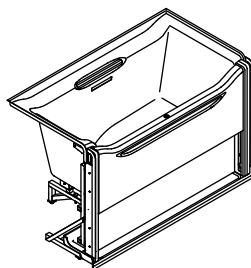


Homeowners Guide

Rising Wall Bath with Airjets

K-1914



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**®

Important Information

READ AND FOLLOW ALL INSTRUCTIONS

SAVE THESE INSTRUCTIONS

INSTRUCTIONS PERTAINING TO A RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS



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



DANGER: Risk of accidental injury or drowning. To reduce the risk of injury, do not permit children to use this unit unless they are closely supervised at all times.



WARNING: Risk of personal injury. To avoid injury, exercise care when entering or exiting the bath.



WARNING: Risk of electric shock. Do not permit electric appliances (such as a hair dryer, lamp, telephone, radio, or television) within 5' (1.5 m) of this bath.



WARNING: The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia. Prolonged immersion in hot water may induce hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F (37°C). The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include: (a) failure to perceive heat, (b) failure to recognize the need to exit the bath, (c) unawareness of impending hazard, (d) fetal damage in pregnant women, (e) physical inability to exit the bath, and (f) unconsciousness resulting in the danger of drowning.



WARNING: Risk of fetal injury. Pregnant or possibly pregnant women should consult a physician before using the bath.



WARNING: Risk of hyperthermia or drowning. Do not use the bath immediately following strenuous exercise.



WARNING: Risk of hyperthermia or drowning. Water temperature in excess of 100°F (38°C) may cause injury. Test and adjust the water temperature before use.



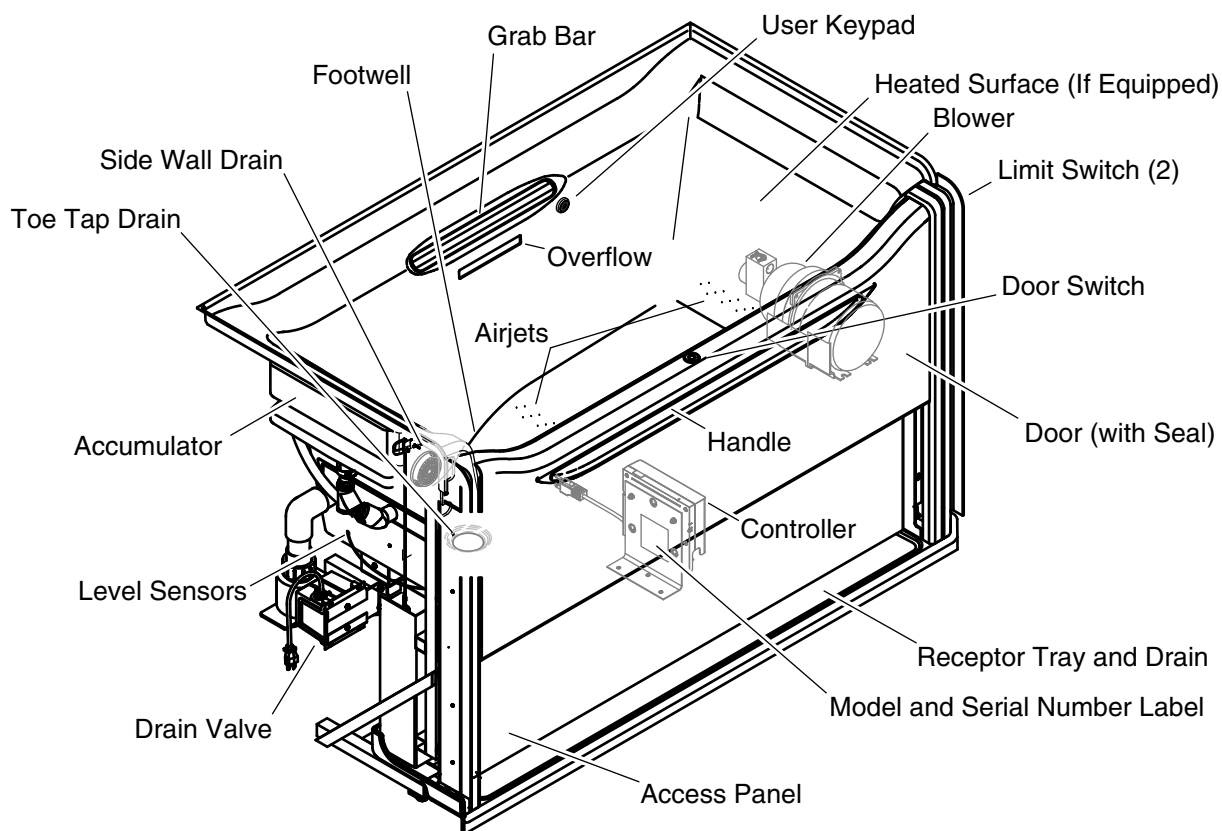
WARNING: Risk of personal injury. Never drop or insert any object into any opening.

Use this bath only for its intended purpose as described in this manual. Do not use attachments not recommended by the manufacturer.

The bath must be connected only to a supply circuit that is protected by a Ground-Fault Circuit-Interrupter (GFCI)*. Such a GFCI should be provided by the installer and should be tested on a routine basis. To test the GFCI, press the test button. The GFCI should interrupt power. Press the reset button. Power should be restored. If the GFCI fails to operate in this manner, the GFCI is defective. If the GFCI interrupts power to the bath without the test button being pressed, a ground current is flowing, indicating the possibility of an electric shock. Do not use this bath. Disconnect the bath and have the problem corrected by a qualified service representative before using.

Your new Kohler bath has been listed by Underwriter's Laboratories, thus ensuring safety for you and your family. Your new bath also conforms to rigid ANSI and IAPMO standards set within the plumbing industry.

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

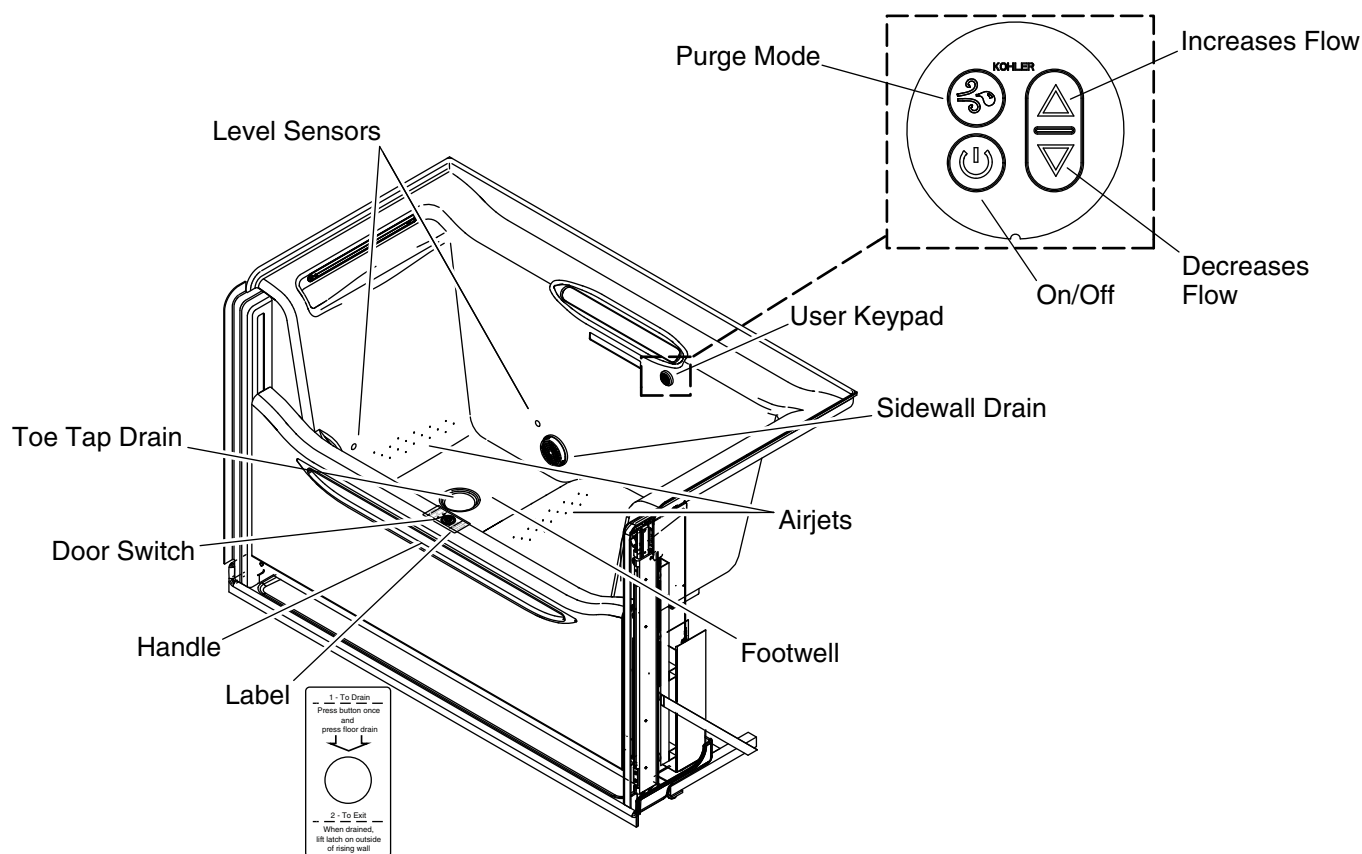


Your Bath

- ❑ **Door Switch** - Used to open the side wall drain after bathing. Push the door switch once and the water will automatically begin to drain. For faster water removal the toe tap must also be manually opened. Pushing the switch a second time closes the drain.
- ❑ **Controller** - Provides power to the door assembly, switches, level sensors and drain valve.
- ❑ **Handle** - Squeeze the handle to lower the door after the seal has fully deflated.
- ❑ **Door** - Raise and lower to permit easy movement in and out of the bath. The door also contains an inflatable seal and electronics to make the bath watertight when the door is raised.
- ❑ **Access Panel** - Removable panel that allows access to serviceable components from the front of the bath.
- ❑ **User Keypad** - Located within easy reach, the user keypad turns the blower on and off, controls the air flow rate, and controls the manual purge mode.
- ❑ **Blower** - Provides quiet power to supply air for a soothing massage action.
- ❑ **Airjets** - Distributes and releases the air at the lower sections of the bath for a soothing massage action.
- ❑ **Receptor Tray** - The drip tray collects water from the accumulator drain line and excess water that escapes over the top of the seal in the door, removing the water through a dedicated drain.
- ❑ **Drain Valve** - The drain valve is connected to the side wall drain and is designed to quickly empty the water from the bath. The bath can be emptied in approximately 2 minutes or less when used along with the toe tap drain.
- ❑ **Grab Bar** - The grab bar is a handhold to assist the bather when entering and exiting the bath.

Your Bath (cont.)

- **Toe Tap Drain** - Secondary drain that is manually controlled. When used at the same time as the drain valve, the bath can be emptied in approximately 2 minutes or less.
- **Accumulator** - A small tank located on the back of the bath that produces the sheet flow action observed while the bath is filling. A small drain line empties the tank to the receptor after every use.
- **Overflow** - Helps prevent bath from overflowing.
- **Footwell** - Used to temper the water before entering the bath or washing feet with the door lowered.
- **Level Sensors** - The sensors monitor the water level in the bath. When the water level is above the sensors, the door seal will not deflate and the door will not lower.
- **Heated Surface (if equipped)** - Warms your back and neck with adjustable heat.



Operating Your Bath

Using the Bath

NOTE: A removable label is included with the literature packet. It should be applied over the door switch as a reminder on how to operate the bath.

- With the door lowered, turn on the water and adjust it to the desired temperature. The water will run into the footwell and exit through the sidewall drain and toe tap drain (if open) until the door is closed.
- Enter the bath and close the toe tap drain located in the footwell.
- Lightly grasp the handle recess and raise it until the latches on each side of the door engage. The drain valve will close and the seal will begin inflating.

IMPORTANT! If water does not cover the level sensors within 2 minutes, the drain valve will open automatically.

- Immediately add water to the bath until it is above the level sensors.
- Fill the bath until the water is midway up the sidewall. More water can be added if you choose to bathe without turning on the blower.

Airjet Operation

- Press the On/Off button on the user keypad to turn on the blower motor.
- After approximately 20 minutes of continuous operation, the blower motor will stop. If desired, press the On/Off button to restart the blower motor.
- If desired, press the up or down arrow buttons to change the air flow rate.
- When finished bathing, press the On/Off button a second time to turn off the blower motor.

Operating Your Bath (cont.)

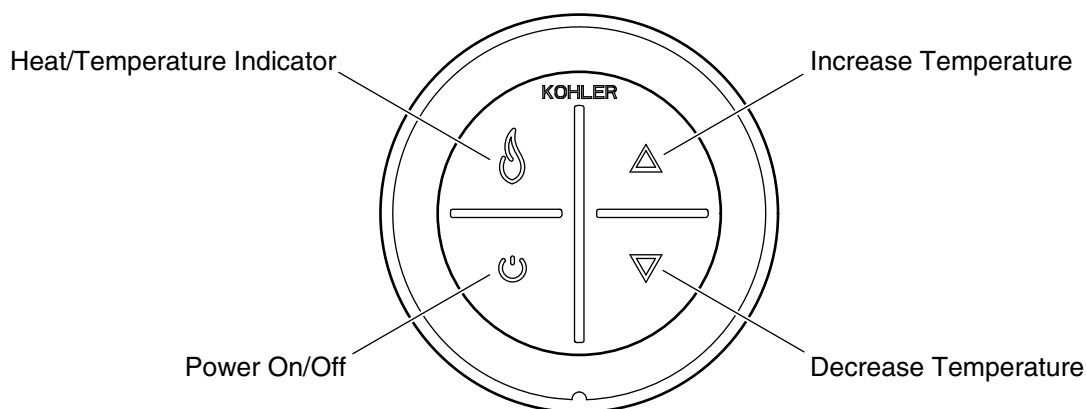
NOTE: An automatic purge cycle will begin approximately 30 minutes after the blower motor has stopped. To activate the purge cycle sooner, manually initiate the purge mode.

Exiting the Bath

- Push the door switch and open the toe tap drain. The water will drain from the bath in approximately 2 minutes.
- When the water level is below the level sensors, the door seals will automatically deflate. Periodic cleaning of the sensors will improve response time.
- To lower the door, grasp the handle and squeeze while lightly pushing down.

If the bath does not function properly, please refer to the "Troubleshooting" section.

NOTE: In the event of a power outage, your bath will not function. The door will not lower until power is restored. Assistance may be required to exit the bath. To avoid this possibility, consider installing an Uninterruptible Power Supply (UPS) as described in the installation guide.



Operating the Heated Surface (if equipped)

Keypad Operation

- **Power Icon** - Turns the heater ON and OFF.
- **Heat/Temperature Indicator** - The [Flame] icon illuminates yellow, orange, or red depending on the heat level. Yellow indicates low heat, orange indicates medium heat, and red indicates high heat.
- **Up Arrow** - Increases the temperature.
- **Down Arrow** - Decreases the temperature.

NOTICE: The heater will remain on until it is manually turned OFF by pressing the [Power] icon.

NOTE: After 60 minutes of inactivity, the heater will automatically reset to low heat if the temperature was set to medium or high.

NOTE: The heater will turn on at the last selected temperature setting.

Error Codes

- **Heat indicator blinking red** - The heater is not functioning.
- **Heat indicator blinking yellow** - The temperature sensor is not functioning or is loose.
- Refer to the "Troubleshooting" section to troubleshoot any problems.

Confirm Heating System Operation

- Press the [Power] icon on the user keypad.
- Observe that the heat indicator turns yellow and the heater produces low heat.
- Press the [Up] arrow. Verify that the heat indicator turns orange and the temperature increases.
- Press the [Up] arrow a second time. Verify that the heat indicator turns red and the temperature increases.
- Press the [Down] arrow. Verify that the heat indicator turns orange and the temperature decreases.
- Press the [Down] arrow a second time. Verify that the heat indicator turns yellow and the temperature decreases.
- Press the [Power] icon to turn the heater OFF.

Maintenance

For best results, perform the following maintenance steps periodically.

- Use a can of compressed air to clean off the seal surface.
- Apply a drop or two of oil to the lower face of the striker plate mounted on either side of the bath. This is the surface that the latch pins strike when the door is raised. Light oiling will help improve performance.
- Occasionally wipe off the level probes to keep them clean. This will help improve the system response time as the water drains from the bath.
- For commercial applications, Kohler Co. recommends periodic maintenance of the door seal by a Kohler Co. Authorized Service Representative (ASR) or a qualified installer every 3 to 4 years or if any of the symptoms in the "Troubleshooting" section occur.

Care and Cleaning

- ❑ **Do not use powdered cleaners unless the cleaner is fully dissolved in water.** Solid substances could block the airjets.
- ❑ **Do not use full strength bleach or ammonia cleaning solutions.** Chemically active cleaning solutions can damage the bath surface.
- ❑ **Do not use abrasive cleansers or solvents on acrylic surfaces.** Abrasive cleaners and solvents can damage the bath surface.
- ❑ Wipe out your acrylic bath with a soft cloth after each use.
- ❑ Avoid detergents, disinfectants, or cleaning products in aerosol cans.

NOTE: To restore dull or scratched units: Apply white automotive polishing compound with a clean rag. Rub scratches and dull areas vigorously. Wipe off residue. Follow with a coat of white automotive paste wax. Do not wax areas where you walk or stand.

Cleaning Your User Keypad and Remote Control

- ❑ Use a soft cloth to wipe the keypad and remote control after each use. If the surface becomes dirty, use a non-abrasive soap and warm water to clean.

Maintaining the Airjets

- ❑ If cleaning the airjets is required due to hard water deposits, use a small between-the-teeth dental brush and white vinegar. Dip the brush in the vinegar, brush the hole, rinse the brush in clean water, and then use the wet rinsed brush to rinse the hole.
- ❑ Fill the bath with water to the top row of airjets. Drain the bath and press the purge button.

For detailed cleaning information and products to consider, visit www.kohler.com/clean. To order Care & Cleaning information, call 1-800-456-4537.

Warranty

Ten Year Limited Warranty for the Bath Component

Lifetime Limited Warranty for the Inflatable Door Seal Component

One-Year Limited Warranty on all other components

Kohler Co. warrants the bath component of the Elevance Wall Bath manufactured after September 1, 2010, to be free of defects in material and workmanship during normal residential use for ten years from the date of installation. Kohler Co. warrants the inflatable door seal component to be free from defects in material and workmanship during normal residential use for as long as the original consumer owns his or her home, provided the Elevance Wall Bath is installed by a qualified installer. Kohler Co. warrants all other components to be free from defects in material and workmanship for one-year from the date of installation.

Warranty (cont.)

These warranties only apply to Elevance Wall Baths installed in the United States of America, Canada and Mexico (North America).

If the Elevance Wall Bath is used commercially or is installed outside of North America, Kohler Co. warrants that for one (1) year from the date the Elevance Wall Bath is installed the bath and inflatable door seal components and all other components to be free from defects in material and workmanship. All other terms of this warranty apply except for duration.

If a defect is found in normal residential use, Kohler Co. will, at its election, repair, replace or make appropriate adjustment where Kohler Co. inspection discloses any such defects. Damage caused by accident, improper installation, misuse or abuse is not covered by this warranty. This warranty expressly excludes labor charges, removal charges, installation, or other incidental or consequential costs. Improper care and cleaning will void the warranty. In no event shall the liability of Kohler Co. exceed the purchase price of the product. If the warranty claim is for the inflatable door seal component, proof of purchase by the original consumer purchaser is required.

If you believe that you have a warranty claim, contact your Dealer, Plumbing Contractor, Home Center or E-tailer, or by writing Kohler Co., Attn: Customer Care Center, 444 Highland Drive, Kohler, WI 53044, USA. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, color, the date the product was purchased, from whom the product was purchased and the name and address of the qualified installer. Also include your original receipt. For other information or to obtain the name and address of the service and repair facility nearest you or to contact a qualified installer, call 1-800-4KOHLER (1-800-456-4537) from within the USA and Canada and 001-800-456-4537 from within Mexico.

KOHLER CO. AND/OR SELLER ARE PROVIDING THESE WARRANTIES IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. KOHLER CO. AND/OR SELLER DISCLAIM 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 also have other rights which vary from state/province to state/province.

This is Kohler Co.'s exclusive written warranty.

Troubleshooting

NOTICE: This section is for general aid only. A Kohler Co. Authorized Service Representative or qualified electrician should correct any electrical problems. For warranty service, call 1-800-4KOHLER from within the USA and Canada, or 001-800-456-4537 from within Mexico.

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

Normal Operation Includes:

While filling the bath with water, some water is routed to the drip tray and drain through the accumulator drain hose. It is normal to see or hear a trickle of water either during or immediately after filling. The accumulator is draining into the drip tray.

It is normal to hear the compressor run for up to 90 seconds after the door is raised. The compressor is located inside the door and is inflating the door seal.

If the door is fully raised for more than 20 minutes when there is no water in the bath, the seals will automatically deflate.

It is normal to hear the solenoid valve, located inside the door, open and expel air when the water level falls below the sensors. The valve is deflating the door seal.

Troubleshooting (cont.)

Water coming from the bottom of the door and entering the drip tray is normal when it is caused by the bather moving about in the bath when it is completely full. Excessive splashing will cause water to run over the top of the inflated seals into the drip tray.

Water dripping into the drip tray as the seals deflate is normal. Water collects on the seal during use and runs into the drip tray when the seals deflate.

Troubleshooting the Airjet System

Symptoms	Probable Causes	Recommended Action
1. Bath with airjets does not start.	A. No power to blower motor.	A. Set/reset GFCI or RCD breaker; check wiring.
	B. User keypad cable loose or damaged.	B. Check wire connections. If necessary, replace user keypad cable.
	C. User keypad does not work.	C. Check wire connections. Replace user keypad.
	D. Blower motor does not work.	D. Replace blower motor.
2. Blower motor starts, but there are few or no bubbles.	A. Blower motor is disconnected.	A. Connect blower motor to air harness.
	B. Blower motor air flow is restricted.	B. Clean the area around the blower motor. Ensure adequate ventilation.
3. Bath stops automatically before 18 minutes.	A. GFCI or RCD trips.	A. Identify source of fault and correct.
	B. Motor overheated and protection device activated.	B. Check for blockage at motor vents. Remove blockage and allow motor to cool.
4. Bath does not stop automatically after 22 minutes.	A. Blower motor does not work.	A. Replace blower motor.
5. Blower motor does not stop when power button on user keypad is pressed.	A. User keypad cable loose or damaged.	A. Check wire connections. If necessary, replace user keypad cable.
	B. User keypad does not work.	B. Replace user keypad.
6. Blower motor operates but variable speed feature does not work.	A. User keypad cable loose or damaged.	A. Check wire connections. If necessary, replace user keypad cable.
	B. User keypad does not work.	B. Replace user keypad.
	C. Blower motor does not work.	C. Replace blower motor.
7. Automatic purge cycle does not occur.	A. Blower motor does not work.	A. Replace blower motor.
8. Manual purge cycle does not work.	A. User keypad cable loose or damaged.	A. Check wire connections. If necessary, replace user keypad cable.
	B. User keypad does not work.	B. Replace user keypad.
	C. Blower motor does not work.	C. Replace blower motor.

Troubleshooting the Bath System

Symptoms	Probable Causes	Recommended Action
1. Door is difficult to raise or lower.	A. One or both counterweights are not attached.	A. Reattach the counterweight(s).

Troubleshooting (cont.)

Symptoms	Probable Causes	Recommended Action
	B. One or both of the counterweight cables are not fed through the pulleys.	B. Use the provided tool to run the counterweight cable onto the pulleys.
	C. The bath was not leveled properly, causing counterweights to rub or generate a noise.	C1. Level the bath.
		C2. Confirm the counterweights do not contact the receptor when the door is up. If there is contact the receptor drain is not low enough in the subfloor. Enlarge the drain cutout and lower the receptor or raise the bath using the adjustable feet.
	D. Mounting bracket is not adjusted properly.	D. Reduce the pressure on the door by adjusting the mounting brackets outward using the slots.
	E. Door is rubbing against the bath or access panel.	E1. Adjust the door outward using the slots in the pulley assembly.
		E2. Adjust the lower access panel bracket rearward using the slots.
		E3. Adjust the brush seal under the door forward using the slots.
	F. A roller is damaged or has fallen off.	F. Replace the roller.
	G. There is excessive wear on the latch pin and/or strike plate.	G1. Apply a drop or two of oil to the face of the strike plate.
		G2. Adjust the rubber bumper to center the latch pin in the strike plate opening when the door is raised.
2. Door shimmies or shakes.	A. Mounting bracket needs adjustment.	A. Adjust one or both of the mounting brackets inward using the slots, until it is snug against the rollers.
3. Water is leaking/running from accumulator.	A. Normal operation. The accumulator is draining into the receptor.	A. See the "Normal Operation Includes" portion of the "Troubleshooting."
	B. Water supply connection is loose or damaged.	B. Reseal the water inlet connections and/or reconnect them.
	C. Accumulator fitting(s) are loose or disconnected.	C. Replace the accumulator connection fitting(s).
	D. Accumulator drain hose is disconnected or leaks.	D. Reconnect or tighten the accumulator drain line connection and route it to the receptor drain.
4. Bath will not fill all the way to overflow.	A. The water supply connection is loose or damaged.	A. Reseal the water inlet connections and reconnect them.
	B. Toe tap drain does not close or is leaking.	B. Clean the toe tap assembly. Reseal and reattach the drain. Replace if needed.
	C. No power to the bath controller.	C. Plug in both ends of the controller power cord or reset the breaker.

Troubleshooting (cont.)

Symptoms	Probable Causes	Recommended Action
	D. Error code in controller has been activated (beeping sound heard).	D1. Reset the controller. To do this; <ul style="list-style-type: none"> □ lower the door □ quickly tap the door switch 5 times □ wait 3 seconds, then tap the switch 11 times within a 5 second span □ the controller should beep 3 to 5 times to indicate the issue has been resolved, then go quiet. D2. If the error code is still activated or reoccurs, unplug the power and call the Customer Care Center using the information provided on the back page of this manual.
	E. Drain valve is not plugged into the controller (no power).	E. Plug the drain valve directly into the controller located under the bath.
	F. One or both of the limit switches are not making contact or are damaged. NOTE: Never force the door downward with the seal inflated.	F1. Adjust the limit switch/switches until contact is made.
		F2. The limit switch/switches need to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.
		F3. Ensure the counterweights do not contact the receptor when the door is up. If there is contact the receptor drain is too high. Enlarge the receptor drain relief or raise the bath using the adjustable feet to eliminate the contact..
	G. Bath fill is too slow, or the drain valve and/or level probe circuit(s) are not working.	G1. Make sure the water level reaches the sensor probe within 2 minutes after closing the door. Increase the supply valve size and water flow.
		G2. Check or replace the level probes and wiring to the controller.
		G3. Replace the drain valve.
	H. There is a loose wire connection to the bath controller outside the door.	H. Check all wire connections to the controller.
	I. The internal wire connections in the door are loose.	I. Call the Customer Care Center using the information on the back page of this manual.
	J. The primary or secondary seal is leaking air.	J. Check the inflated seal for air leaks using soapy water. Replace if needed.
	K. There is an air leak inside the door.	K. Call the Customer Care Center using the information provided on the back page of this manual.

Troubleshooting (cont.)		
Symptoms	Probable Causes	Recommended Action
	L. The compressor is not working.	L. Replace the compressor. Call the Customer Care Center using the information provided on the back page of this manual.
	M. The air pressure switch is not working.	M. The air pressure switch needs to be replaced. Call Customer Care Center using the information provided on the back page of this manual.
	N. One or more of the solenoid valves are not working or is venting (open).	N. The solenoid valve needs to be replaced. Call Customer Care Center using the information provided on the back page of this manual.
	O. The controller is not working.	O. Replace the controller or call the Customer Care Center using the information provided on the back page of this manual.
5. Water is leaking into receptor tray.	A. It is normal for water to leak into the receptor tray from the accumulator drain hose, when water splashes over the top of the door seals, or from the bottom of the door when the seal deflates. This water is captured by the receptor tray.	A. No action needed if water enters receptor tray through normal operation. Ensure the drain line from the accumulator routes to the receptor drain.
	B. Water is splashing over the top of the seal.	B. Do not fill the bath as high or reduce any sudden movements while bathing.
	C. There is debris between the door and the seal.	C. Clean all debris off the seal using a can of compressed air.
	D. The door gap is too large because the pulley assembly is not properly adjusted.	D. Adjust the pulley assembly inward using the slots.
6. Controller is making a high pitched squeal or beeping sound.	A. Error code in controller has been activated (beeping sound heard).	A1. Reset the controller. To do this; <ul style="list-style-type: none"> <input type="checkbox"/> lower the door <input type="checkbox"/> quickly tap the door switch 5 times <input type="checkbox"/> wait 3 seconds, then tap the switch 11 times within a 5 second span <input type="checkbox"/> the controller should beep 3 to 5 times to indicate the issue has been resolved, then go quiet.
		A2. If the error code is still activated or reoccurs another problem exists. Unplug the power and call the Customer Care Center using the information provided on the back page of this manual.
7. The door will not lower and the latch pins will not retract.	A. The mounting bracket is not adjusted properly.	A. Adjust the mounting brackets inward using the slots until the latch pins reliably contact both the limit switches.

Troubleshooting (cont.)

Symptoms	Probable Causes	Recommended Action
	B. Bumpers in strike plate need adjustment.	B. Adjust the bumpers as needed.
	C. The handle latch mechanism in the door is not working.	C. Call the Customer Care Center using the information provided on the back page of this manual.
	D. There is excessive wear on the latch pin and/or strike plate.	D. Apply a small amount of oil to the face of the strike plate, replace the strike plate, or call the Customer Care Center using the information provided on the back page of this manual.
	E. A roller has been damaged or has fallen off.	E. Replace the roller(s).
8. The seal will not deflate when the water level is below the sensor probes (door cannot be lowered).	A. Level probes are dirty.	A. Clean off both level probes.
	B. The door switch has not been pressed.	B. Press the door switch to initiate deflation.
	C. One or both limit switches are not making contact or are damaged.	C. Confirm the counterweights do not contact the receptor when the door is up. If there is contact the receptor drain is not low enough in the subfloor. Enlarge the drain cutout and lower the receptor or raise the bath using the adjustable feet.
	D. The internal wire connections in the door are loose.	D. Call the Customer Care Center using the information provided on the back page of this manual.
	E. The controller is not working.	E. Replace the controllers or call the Customer Care Center using the information provided on the back page of this manual.
	F. The pressure switch or solenoid vent valves inside the door are not working.	F. Call the Customer Care Center using the information provided on the back page of this manual.
	G. Error code in the controller has been activated (beeping sound is heard).	G1. Reset the controller. To do this; <ul style="list-style-type: none"> <input type="checkbox"/> lower the door <input type="checkbox"/> quickly tap the door switch 5 times <input type="checkbox"/> wait 3 seconds, then tap the switch 11 times within a 5 second span <input type="checkbox"/> the controller should beep 3 to 5 times to indicate the issue has been resolved, then go quiet. G2. If the error code is still activated or reoccurs, unplug the power and call the Customer Care Center using the information provided on the back page of this manual.

Troubleshooting (cont.)

Symptoms	Probable Causes	Recommended Action
9. The bath will not drain or drains slowly after pressing the switch.	A. Tap toe drain will not open.	A. Close and/or clean the toe tap assembly. Reseal and reattach the drain. Replace if needed.
	B. The door switch is not being pressed correctly.	B. Press the center of the door switch button once lightly.
	C. One or both drains are blocked.	C. Remove the blockage.
	D. The drain valve is connected to another 120 V outlet and/or is not plugged into the controller.	D. Plug the drain valve directly into J2 in the controller.
	E. The drain valve is not working.	E. Replace the drain valve or call the Customer Care Center using the information provided on the back page of this manual.
	F. Error code in controller has been activated (beeping sound heard).	F1. Reset the controller. To do this; <ul style="list-style-type: none"> <input type="checkbox"/> lower the door <input type="checkbox"/> quickly tap the door switch 5 times <input type="checkbox"/> wait 3 seconds, then tap the switch 11 times within a 5 second span <input type="checkbox"/> the controller should beep 3 to 5 times to indicate the issue has been resolved, then go quiet.
		F2. If the error code is still activated or reoccurs, unplug the power and call the Customer Care Center using the information provided on the back page of this manual.
	G. There is a loose wire connection in the door.	G. Call the Customer Care Center using the information provided on the back page of this manual.
	H. Door switch is not working.	H. The door switch needs to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.
	I. The controller is not working.	I. Replace the controller or call the Customer Care Center using the information provided on the back page of this manual.
10. Bath water empties prematurely.	A. Toe tap drain is open and does not close or is leaking.	A. Close and/or clean the toe tap assembly. Reseal and reattach the drain. Replace if needed.
	B. Level sensor wires are too close together, resulting in interference.	B. Separate the level probe wires at both ends.
	C. One or both of the level sensors are not properly connected.	C. Firmly connect the level sensor wires to the controller.

Troubleshooting (cont.)

Symptoms	Probable Causes	Recommended Action
	D. One or both of the limit switches are not making contact or are damaged.	D1. Adjust the limit switch/switches until contact is made. D2. The limit switch/switches need to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.
	E. The drain valve is connected to another 120 V outlet and/or is not plugged into the controller.	E. Plug the drain valve directly into J2 in the controller.
	F. Error code in controller has been activated (beeping sound heard).	F1. Reset the controller. To do this; □ lower the door □ quickly tap the door switch 5 times □ wait 3 seconds, then tap the switch 11 times within a 5 second span □ the controller should beep 3 to 5 times to indicate the issue has been resolved, then go quiet.
		F2. If the error code is still activated or reoccurs, unplug the power and call the Customer Care Center using the information provided on the back page of this manual.
	G. The drain valve is not working.	G. Replace the drain valve or call the Customer Care Center using the information provided on the back page of this manual.
	H. The controller is not working.	H. Replace the controller or call Customer Care Center using the information provided on the back page of this manual.
11. The seal will not fully inflate or the compressor keeps turning on after inflation.	A. One or both limit switches are not making contact or are damaged.	A1. Adjust the limit switch or switches until contact is made.
		A2. The limit switch needs to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.
	B. The primary seal system is not operating properly or the air line might be pinched.	B. Call the Customer Care Center using the information provided on the back page of this manual.
	C. There is air leaking inside the door.	C. Call the Customer Care Center using the information provided on the back page of this manual.
	D. The air pressure switch is not working or is leaking air.	D. The air pressure switch needs to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.

Troubleshooting (cont.)		
Symptoms	Probable Causes	Recommended Action
	E. One or more of the solenoid valves is leaking air.	E. The solenoid valve needs to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.
12. Noisy operation.	A. After filling the bath, water drains from the accumulator into the drip tray drain. This will create noise.	A. See the "Normal Operation Includes" portion of "Troubleshooting."
	B. The bath is not leveled properly and counterweights are making contact.	B. Check the back ledge and the sides of the bath for level. Adjust the feet until the bath is level if needed. Check counterweight clearance.
	C. The counterweight guide/guides are not in place.	C. Reinstall the counterweight guides in the correct position.
	D. The compressor is making excessive noise.	D. Call the Customer Care Center using the information provided on the back page of this manual.
13. Discoloration is observed on the front of the bath.	A. Water is splashing over the top of the seal.	A. Lower the water level when filling the bath. Periodic cleaning of the bath face is normal where the seal makes contact.
	B. Door panel is rubbing against the bath or access panel.	B1. Adjust the lower slotted mounting bracket (for the access panel mount) back and, if needed, adjust the brush seal under the door until it barely makes contact with the access panel.
		B2. Adjust the door outward using the slots in the pulley assembly.
14. Water is seen or heard during or after filling the bath.	A. During normal operation, it is normal for water to discharge from the accumulator drain hose or for small amounts of water to spill over the seals and run down to the drip tray.	A. See the "Normal Operation Includes" portion of "Troubleshooting."
	B. Accumulator attachment is damaged or leaks.	B. Reconnect or tighten the accumulator drain line connection.
	C. Water is splashing over the top of the seal.	C. Lower the water level when filling the bath. Reduce sudden movements while bathing.
	D. The door gap is too big because the pulley assembly is not properly adjusted.	D. Adjust the pulley assembly inward.
15. The bath will fill to the overflow, but fails to maintain its water level.	A. Toe tap drain is open, does not close, or is leaking.	A. Close and/or clean the toe tap assembly. Reseal and reattach the drain. Replace if needed.
	B. There is no power to the controller.	B. Plug in both ends of the controller power cord or reset the breaker.
	C. One or both of the limit switches are not making contact or are damaged.	C1. Adjust the limit switch/switches until contact is made.
		C2. The limit switch/switches need to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.

Troubleshooting (cont.)

Symptoms	Probable Causes	Recommended Action
	D. Water is splashing over the top of the seal.	D. Lower the water level when filling the bath. Reduce sudden movements when bathing.
	E. There is debris between the door and seal.	E. Clean all debris off the seal using a can of compressed air.
	F. The drain valve is not working.	F. The drain valve needs to be replaced. Replace the drain valve or call the Customer Care Center using the information provided on the back page of this manual.
	G. The controller is not working.	G. Replace the controller or call the Customer Care Center using the information provided on the back page of this manual.
16. The seal will not inflate.	A. There is no power to the controller or bath.	A1. Connect the controller to the power supply.
		A2. Reset the circuit breaker.
		A3. Connect the bath power cord to the J1 port on the controller.
	B. Error code in controller has been activated (beeping sound heard).	B1. Reset the controller. To do this; <input type="checkbox"/> lower the door <input type="checkbox"/> quickly tap the door switch 5 times <input type="checkbox"/> wait 3 seconds, then tap the switch 11 times within a 5 second span <input type="checkbox"/> the controller should beep 3 to 5 times to indicate the issue has been resolved, then go quiet.
		B2. If the error code is still activated or reoccurs, unplug the power and call the Customer Care Center using the information provided on the back page of this manual.
	C. The door power wiring connection to the controller is loose.	C. Connect the door power wire to the J6 port in the controller.
	D. The drain valve is connected to another 120 V outlet or is not plugged into the controller.	D. Plug the drain valve directly into J2 in the controller.
	E. One or both of the limit switches are not making contact or are damaged.	E1. Adjust the limit switch/switches until contact is made.
		E2. The limit switch/switches need to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.
	F. The level sensor circuit is not detecting water within 2 minutes of raising the door.	F. Check the level probes and wires for proper connection to the controller.
	G. The drain valve is not working.	G. Replace the drain valve or call the Customer Care Center using the information provided on the back page of this manual.

Troubleshooting (cont.)

Symptoms	Probable Causes	Recommended Action
	H. The wire connections are loose.	H1. Check the power cord from the outlet to the controller.
		H2. Check the drain valve power cord to the controller.
		H3. Check the level probe wiring to the controller.
		H4. Check the limit switch wiring to the controller.
		H5. Check the door power cord to the controller.
	I. The internal wire connections inside the door are loose.	I. Call the Customer Care Center using the information provided on the back page of this manual.
	J. The primary seal system is not operating properly or the air line may be pinched.	J. Call the Customer Care Center using the information provided on the back page of this manual.
	K. The secondary seal systems are not operating properly or the air line may be pinched.	K. Call the Customer Care Center using the information provided on the back page of this manual.
	L. There is an air leak inside the door.	L. Call the Customer Care Center using the information provided on the back page of this manual.
	M. The compressor is not working.	M. The compressor needs to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.
	N. The pressure switch inside the door is not working or is leaking air.	N. Call the Customer Care Center using the information provided on the back page of this manual.
	O. The controller is not working.	O. The controller needs to be replaced. Call the Customer Care Center using the information provided on the back page of this manual.
17. Water splashes off the drip tray onto the floor.	A. The brush seal is not installed or is not adjusted correctly.	A. Install or adjust the brush seal.
	B. The bath is not leveled properly.	B. Check the back ledge and the sides of the bath for level. Adjust the feet until the bath is level if needed.
	C. The door gap is too big because the pulley assembly is not properly adjusted.	C. Adjust the pulley assembly inward.
	D. Water is splashing over the top of the seal.	D. Lower the water level when filling the bath. Reduce sudden movements when bathing.
18. Door will not stay in the raised position.	A. One or both counterweights are not attached.	A. Attach the counterweight(s).
	B. Door bumper needs adjustment.	B. Adjust the door bumper as needed.
	C. The mounting bracket is not adjusted properly.	C. Adjust the mounting brackets inward using the slots.

Troubleshooting (cont.)		
Symptoms	Probable Causes	Recommended Action
	D. There is excessive wear on latch pin and/or strike plate.	D. Apply a small amount of oil to the face of the strike plate, replace the strike plate, or call the Customer Care Center using the information provided on the back page of this manual.
	E. The handle/latch mechanism inside the door is not working.	E. Call the Customer Care Center using the information provided on the back page of this manual.
19. Seal will not remain inflated.	A. There is a loose wire connection under the door.	A. Check the 10-pin wire connection located behind the plate on the bottom of the door, opposite the drain end.
	B. Error code on the controller is activated.	B. Reset the controller. <ul style="list-style-type: none"> □ lower the door □ quickly tap the door switch 5 times □ wait 3 seconds, then tap the switch 11 times within a 5 second span □ the controller should beep 3 to 5 times to indicate the issue has been resolved, then go quiet.
	C. Primary seal may be leaking.	C. Call the Customer Care Center using the information provided on the back page of this manual.
	D. Air line inside the door may be pinched.	D. Call the Customer Care Center using the information provided on the back page of this manual.
	E. There is an air leak inside the door.	E. Call the Customer Care Center using the information provided on the back page of this manual.
	F. One or more of the solenoid valves is leaking air.	F. Call the Customer Care Center using the information provided on the back page of this manual.
Troubleshooting the Heated Surface (if equipped)		
Symptoms	Probable Causes	Recommended Action
1. Heated bath does not turn on.	A. No power to power supply.	A. Set/reset GFCI or RCD breaker; check wiring.
	B. User keypad cable loose or damaged.	B. Check wire connections. If necessary, replace user keypad cable.
	C. User keypad does not work.	C. Check wire connections. Replace user keypad.
	D. Power supply does not work.	D. Replace power supply.
2. Bath is turned on, but there is little or no heat.	A. Heater cable loose or damaged.	A. Check wire connections. If necessary, replace heater cable.
	B. Heater/insulation loose on the bath.	B. Secure the heater/insulation to the bath.
	C. Heat indicator is yellow or orange.	C. Press the [Up] arrow to increase temperature.

Troubleshooting (cont.)

Symptoms	Probable Causes	Recommended Action
	D. Heater does not work. E. Temperature sensor does not work.	D. Replace the heater. E. Replace the heater.
3. Temperature does not automatically reset to low after 1 hour.	A. Temperature sensor does not work.	A. Replace the heater and/or keypad.
4. Heat indicator is blinking red.	A. Heating system needs to be reset. B. Heater does not work.	A. Press the [Power] icon to turn the power OFF. Wait 10 seconds, then turn the power ON. B. Replace the heater.
5. Heat indicator is blinking yellow.	A. Heating system needs to be reset. B. Temperature sensor does not work.	A. Press the [Power] icon to turn the power OFF. Wait 10 seconds, then turn the power ON. B. Replace the heater.