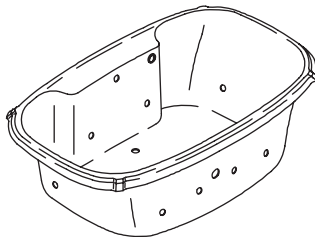


# Homeowners Guide

## Bath Whirlpool

K-1457



**M** product numbers are for Mexico (i.e. K-12345**M**)  
Los números de productos seguidos de **M** corresponden a México  
(Ej. K-12345**M**)  
Français, page "Français-1"  
Español, página "Español-1"

THE BOLD LOOK  
OF **KOHLER**®

# Important Information

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

### READ AND FOLLOW ALL INSTRUCTIONS

### SAVE THESE INSTRUCTIONS



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



**DANGER: Risk of personal injury.** 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 whirlpool.



**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 whirlpool.



**WARNING: Risk of hyperthermia.** People using medications and/or having an adverse medical history should consult a physician before using a whirlpool equipped with a heater.

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

Never drop or insert any object into any opening.

Do not operate this unit without the guard (cover) over the suction fitting.

The whirlpool must be connected only to a supply circuit that is protected by a Ground-Fault Circuit-Interrupter (GFCI) or Residual Current Device (RCD). Such a GFCI or RCD should be provided by the installer and should be tested on a routine basis. To test the GFCI or RCD, press the test button. The GFCI or RCD should interrupt power. Press the reset button. Power should be restored. If the GFCI or RCD fails to operate in this manner, the GFCI or RCD is defective. If the GFCI or RCD 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 whirlpool bath. Disconnect the whirlpool and have the problem corrected by a qualified service representative before using.



**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.

**IMPORTANT!** Flush your whirlpool system twice a month or more depending upon usage, as described in the "Flushing Your Whirlpool System" section of this manual.

Do not allow the water temperature in the whirlpool to exceed 104°F (40°C).

Keep small objects such as bath toys and bathing accessories out of the whirlpool while the unit is running.

Repeated use of personal care products containing oils can damage plastic whirlpool components. Do not use heavy, vegetable-based shampoos or bath oils.

Whirlpool hydro-massage action can cause even a small amount of bubble bath, bath soap, shampoo, or bath oil to foam excessively. For this reason, please don't use these products during whirlpool operation.

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## Thank You For Choosing Kohler Company

Thank you for choosing Kohler Company. Your Kohler Company product reflects the true passion for design, craftsmanship, artistry, and innovation Kohler Company stands for. We are confident its dependability and beauty will surpass your highest expectations, satisfying you for years to come.

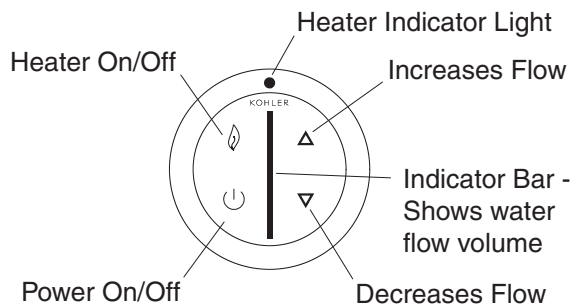
All information in this guide is based upon the latest product information available at the time of publication. At Kohler Company, we strive to fulfill our mission of improving the level of gracious living for each person who is touched by our products and services. We reserve the right to make changes in product characteristics, packaging, or availability at any time without notice.

Please take a few minutes to review this guide. Pay special attention to the care and cleaning instructions.

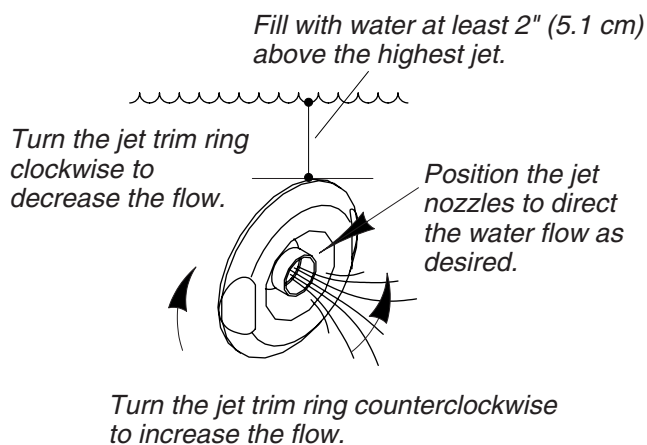
## Your Kohler Whirlpool

Your new whirlpool is designed to stimulate, invigorate, and energize your body with comforting hydro-massage therapy. The whirlpool consists of the following components:

- **Bath** - Acts as a reservoir for water, and provides a location for the hydro-massage action.
- **User Keypad** - Located within easy reach, the keypad allows you to turn the whirlpool and heater on and off and regulate the water flow through the jets.
- **Pump Motor** - Provides quiet, variable speed power to circulate the water and create the soothing hydro-massage action.
- **Adjustable Jets** - Positioned to optimize their hydro-massage effect, the jets allow you to adjust the air and water flow and control the flow direction as you desire.
- **Heater** - Designed to automatically help maintain the temperature of the water up to 104°F (40°C) to enhance your hydro-massage experience. The heater turns on automatically when the whirlpool is operating, and turns off when the pump motor is turned off. The heater may be turned off, through the keypad, at any time while the pump is operating.



**Lighted User Keypad**



## User Keypad and Whirlpool Modes/Features

- **Power** - Turns the whirlpool pump on and off.
- **Up Arrow** - Increases the water flow.
- **Down Arrow** - Decreases the water flow.
- **Heater** - The heater automatically engages when the whirlpool is turned on. You may turn the heater off by pressing the heater button. Press the button a second time to turn the heater back on.
- **Indicator Bar** - Shows the water flow volume.

## Optional Remote Control

If you purchased a remote control, please refer to the Homeowners Guide packed with your remote control for detailed information.

## Operating Your Whirlpool

- Turn the jet trim fully counterclockwise. Position the jet nozzles so they face down toward the basin.

**NOTE:** The water temperature in the whirlpool should never exceed 104°F (40°C). A built-in heater automatically maintains the water temperature when the whirlpool is running, as long as the water temperature does not exceed 104°F (40°C). The heater will disengage at higher temperatures.

- Close the drain, and fill the whirlpool to a level at least 2" (5.1 cm) above the top of the highest jet. Use your hand to test the water temperature for comfort and safety, then carefully enter the bath.
- Press Power to turn on the whirlpool. The whirlpool will start at medium volume. The heater will also turn on and the heater icon will illuminate.
- Increase or decrease the water flow by pressing the up or down arrows on the keypad. An indicator bar in the center of the keypad shows the water flow volume.
- Adjust the jets for optimum air/water mixture. Turn the jet trim clockwise to reduce the flow, and counterclockwise to increase the flow. Position the jet nozzles to direct the water flow as desired to maximize your hydro-massage experience.
- The heater turns on automatically when the whirlpool is operating, and turns off when the pump motor is turned off. The heater may be turned off, through the keypad, at anytime while the pump is operating.
- Press Power a second time to turn off the whirlpool.

## Operating Your Whirlpool (cont.)

**NOTE:** Your whirlpool will automatically stop after approximately 20 minutes of continuous operation. You can restart the whirlpool, if you desire, by pressing Power.

- Carefully exit the bath, and open the drain to empty the whirlpool.

**NOTE:** Consult the "Troubleshooting" section of this manual before calling a qualified service representative.

## Care and Cleaning

For best results, keep the following in mind when caring for your KOHLER product:

- Use a mild detergent such as liquid dishwashing soap and warm water for cleaning. Do not use abrasive cleaners that may scratch or dull the surface.
- Carefully read the cleaner product label to ensure the cleaner is safe for use on the material.
- Always test your cleaning solution on an inconspicuous area before applying to the entire surface.
- Do not allow cleaners to sit or soak on the surface.
- Wipe surfaces clean and rinse completely with water immediately after cleaner application. Rinse and dry any overspray that lands on nearby surfaces.
- Use a soft, dampened sponge or cloth. Never use an abrasive material such as a brush or scouring pad to clean surfaces.

For detailed cleaning information and products to consider, visit [www.kohler.com/clean](http://www.kohler.com/clean). To order Care & Cleaning information, call 1-800-456-4537 and press 1 for Kohler Products and then 3 for Literature.

## Flushing Your Whirlpool System

- Flush your whirlpool system twice a month or more, depending upon usage. Use the following sequence:
  - Turn the jet trim rings fully clockwise to remove air induction.
  - Fill the whirlpool with warm water to a level at least 2" (5.1 cm) above the highest jets, or leave water in the whirlpool after using.
  - Add 2 tablespoons (30 ml) of a low-foaming dishwasher detergent and 20 ounces (590 ml) of household bleach (5% - 6% sodium hypochlorite) to the water.
  - Run the whirlpool for 5 to 10 minutes. Turn off the whirlpool and drain.
  - If desired, rinse the bath surfaces with water.
  - Rinse the surfaces of the jets, faucet, handrails, drain, etc. and wipe them dry with a soft cloth.

## One-Year Limited Warranty

KOHLER plumbing products are warranted to be free of defects in material and workmanship for one year from date of installation.

Kohler Co. will, at its election, repair, replace or make appropriate adjustment where Kohler Co. inspection discloses any such defects occurring in normal usage within one (1) year after installation. Kohler Co. is not responsible for removal or installation costs. Use of in-tank toilet cleaners will void the warranty.

To obtain warranty service contact Kohler Co. either through your Dealer, Plumbing Contractor, Home Center or E-tailer, or by writing Kohler Co., Attn.: Customer Service Department, 444 Highland Drive, Kohler, WI 53044, USA, or by calling 1-800-4-KOHLER from within the USA, 1-800-964-5590 from within Canada and 001-877-680-1310 from within Mexico.

**Implied warranties including that of merchantability and fitness for a particular purpose are expressly limited in duration to the duration of this warranty. Kohler Co. and/or seller 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

## **One-Year Limited Warranty (cont.)**

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.**

## **One-Year Warranty**

KOHLER CO.

It is recommended that at the time of purchase, you verify that all accessories and components are complete in this package.

This Kohler product is warranted to be free of defects in material and workmanship for one (1) year from the date of purchase as shown on the invoice or receipt.

1. Kohler Co. will only service its commercialized products through its authorized distributors.
2. To obtain warranty service, please present the invoice and corresponding warranty.
3. Through its authorized distributors, Kohler Co. promises to repair the defective product or provide a new replacement or an equivalent model (in those cases that the model has been discontinued) when the product is beyond repair, without any charge to the consumer.
4. The time of repair will not exceed six (6) weeks commencing on the date the product is received.
5. It is recommended that the consumer save the invoice or receipt as additional protection, as it may substitute the warranty in the case that there is a discrepancy in the validity of the warranty.

### **EXCEPTIONS AND RESTRICTIONS**

The Warranty will not be valid in the following cases:

1. When the product is not operated in accordance with the instructions concerning use and operation set forth in the owner's manual or installation instructions, and when the recommendations and warnings included are not observed.
2. When the product has been modified or dismantled partially or totally; or has been used in a negligent fashion and as a consequence has suffered damages attributable to the consumer, individual, or hardware not authorized by Kohler Co.
3. This warranty does not cover the damages as a result of disaster such as fire or acts of God, including flooding, earthquake, or electric storms, etc. To obtain a list of distributors in your area where you can exercise your rights under this warranty, please call 001-877-680-1310.

KOHLER CO., KOHLER, WI 53044 U.S.A.

### **IMPORTER:**

INTERNACIONAL DE CERÁMICA, S.A.B. DE C.V.

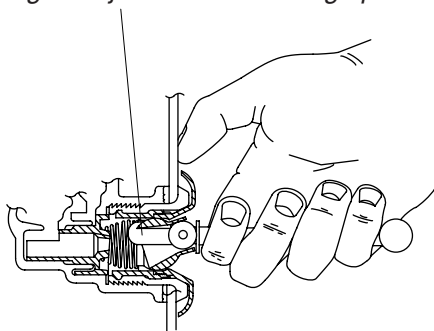
AV. CARLOS PACHECO NO. 7200

CHIHUAHUA, CHIH., MEXICO C.P. 31060

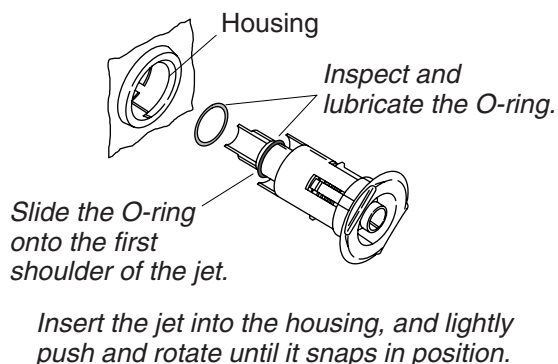
TEL: 52 (14) 29-11-11

### Remove the Jets

Insert the tool hook as shown and pull the jet out of the housing. The jet should be facing up when this is done.



### Reinstall the Jets



## Troubleshooting Procedures

### Remove the Jets

**NOTE:** A special tool is provided with the jets that will allow you to remove them from the whirlpool. This tool is also supplied with each trim kit.

- Position the jet ball nozzle so it is pointing upward.

**NOTE:** The nozzle must remain pointed up or the tool will slip off.

- Insert the removal tool, hooked end up, into the opening of the jet and hook the inside top of the nozzle.
- Grasp the tool firmly and place your thumb against the whirlpool wall. Pull steadily on the tool until the jet assembly pulls free of the hole. Be careful not to lose the O-ring.

### Reinstall the Jets

**NOTE:** The jet O-ring must be correctly positioned, must be lubricated, and must be in good condition to permit easy rotation and proper operation of the jet.

- Install the O-ring onto the **first shoulder** of the jet. Lubricate the O-ring with silicone lubricant to prevent noisy operation of the jet.
- Carefully insert the jet into the housing, and lightly push and rotate the jet until it snaps into position. **Do not force the jet.**

**NOTE:** When installed correctly, the jet should turn smoothly both clockwise and counterclockwise.

### Troubleshooting Guide

This troubleshooting guide is for general aid only. A Kohler Authorized Service Representative or qualified electrician should correct any electrical problems. For warranty service, contact your dealer or wholesale distributor.

#### Troubleshooting the Whirlpool System

Symptoms	Probable Causes	Recommended Action
1. User keypad does not illuminate when power button is pressed or outer ring is rotated.	A. No power to control.	A. Check wiring and connect power. If problem persists, refer to installer/dealer.

## Troubleshooting Procedures (cont.)

### Troubleshooting the Whirlpool System

Symptoms	Probable Causes	Recommended Action
	<p><b>B.</b> GFCI or RCD circuit breaker is tripped.</p> <p><b>C.</b> Wiring harness from user keypad to control is loose, disconnected, or damaged.</p> <p><b>D.</b> Keypad is not working.</p> <p><b>E.</b> Control is not working.</p>	<p><b>B.</b> Reset GFCI or RCD.</p> <p><b>C.</b> Check wiring for proper connections. Replace wiring harness if necessary. Refer to installer/dealer.</p> <p><b>D.</b> Replace user keypad. Refer to installer/dealer.</p> <p><b>E.</b> Replace control. Refer to installer/dealer.</p>
2. Motor starts, but all jets are not functioning.	<p><b>A.</b> Jet is closed.</p> <p><b>B.</b> Jet not installed correctly.</p> <p><b>C.</b> Jets are blocked.</p>	<p><b>A.</b> Rotate jet trim ring counterclockwise to open.</p> <p><b>B.</b> Reinstall jet; check for O-ring damage.</p> <p><b>C.</b> Remove obstruction.</p>
3. User keypad is illuminated but does not respond to buttons or ring.	<p><b>A.</b> Control program is locked.</p> <p><b>B.</b> Wiring harness from user keypad to control is loose, disconnected, or damaged.</p> <p><b>C.</b> Keypad is not working.</p> <p><b>D.</b> Control is not working.</p>	<p><b>A.</b> Reset GFCI or RCD.</p> <p><b>B.</b> Check wiring for proper connections. Replace wiring harness if necessary. Refer to installer/dealer.</p> <p><b>C.</b> Replace user keypad. Refer to installer/dealer.</p> <p><b>D.</b> Replace control. Refer to installer/dealer.</p>
4. User keypad indicator bar keeps scanning at power-up.	<p><b>A.</b> Control program is locked.</p> <p><b>B.</b> Wiring harness from user keypad to control is loose, disconnected, or damaged.</p> <p><b>C.</b> Keypad is not working.</p> <p><b>D.</b> Control is not working.</p>	<p><b>A.</b> Reset GFCI or RCD.</p> <p><b>B.</b> Check wiring for proper connections. Replace wiring harness if necessary. Refer to installer/dealer.</p> <p><b>C.</b> Replace user keypad. Refer to installer/dealer.</p> <p><b>D.</b> Replace control. Refer to installer/dealer.</p>
5. User keypad is illuminated, but pump will not start.	<p><b>A.</b> Power cord from pump to control is loose, disconnected, or damaged.</p> <p><b>B.</b> Pump is not working.</p> <p><b>C.</b> Control is not working.</p>	<p><b>A.</b> Check wiring for proper connections. If problem persists, refer to installer/dealer.</p> <p><b>B.</b> Replace pump. Refer to installer/dealer.</p> <p><b>C.</b> Replace control. Refer to installer/dealer.</p>
6. Motor runs but pump will not prime (cavitates).	<p><b>A.</b> Pump is shimmed too high.</p> <p><b>B.</b> Small air leak at pump inlet.</p> <p><b>C.</b> Motor/pump is not working.</p> <p><b>D.</b> Controller is not working.</p>	<p><b>A.</b> Lower pump/control to subfloor level.</p> <p><b>B.</b> Securely tighten nut(s) on intake side of pump.</p> <p><b>C.</b> Replace motor/pump. Refer to installer/dealer.</p> <p><b>D.</b> Replace control. Refer to installer/dealer.</p>
7. Pump stops before 18 minutes.	<p><b>A.</b> GFCI or RCD tripped.</p> <p><b>B.</b> Suction is blocked.</p> <p><b>C.</b> Jets are blocked.</p> <p><b>D.</b> Motor overheated and protection device activated.</p>	<p><b>A.</b> Identify source of fault, and correct. Reset GFCI or RCD.</p> <p><b>B.</b> Remove obstruction.</p> <p><b>C.</b> Remove obstruction.</p> <p><b>D.</b> Check for blockage at suction and/or jets. Remove obstruction and allow motor to cool.</p>
8. Pump does not automatically stop after 22 minutes.	<p><b>A.</b> 20-minute timer inadvertently disabled.</p>	<p><b>A.</b> See Service Manual.</p>

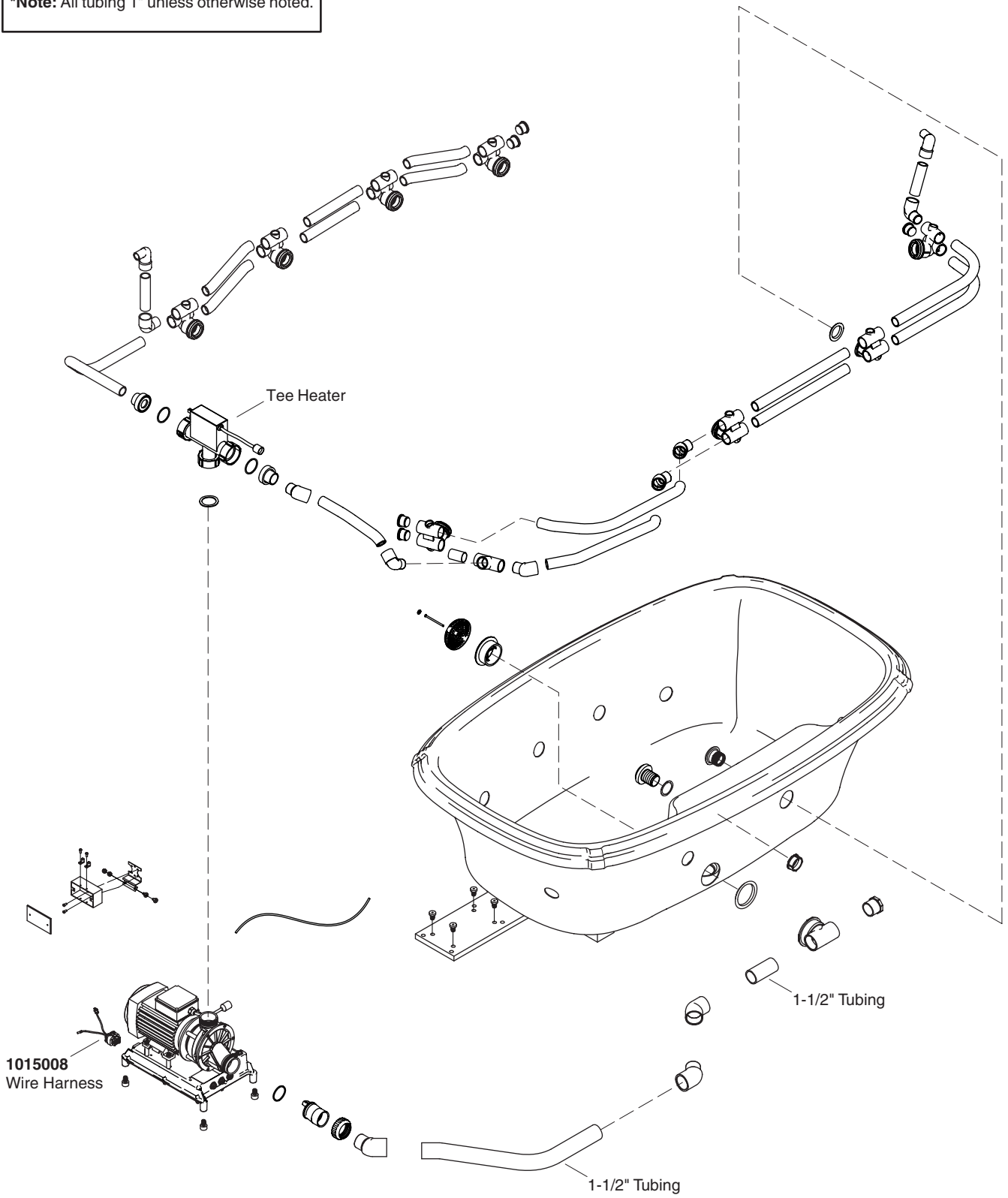


## Troubleshooting Procedures (cont.)

### Troubleshooting the Whirlpool System

Symptoms	Probable Causes	Recommended Action
9. Pump will not turn off when the power button on user keypad is pressed.	<p>A. Keypad is not working.</p> <p>B. Control is not working.</p>	<p>A. Replace user keypad. Refer to installer/dealer.</p> <p>B. Replace control. Refer to installer/dealer.</p>
10. Pump operates but variable speed feature does not work.	<p>A. Motor/pump is not working.</p> <p>B. Control is not working.</p>	<p>A. Replace motor/pump. Refer to installer/dealer.</p> <p>B. Replace control. Refer to installer/dealer.</p>
11. Bath water cools while pump is operating.	<p>A. Water temperature is above 104°F (40°C).</p> <p>B. Heater is turned off on user keypad.</p> <p>C. Wiring from heater to control is loose, disconnected, or damaged.</p> <p>D. Heater is not working.</p> <p>E. Control is not working.</p>	<p>A. Allow bath water to cool.</p> <p>B. Turn heater on.</p> <p>C. Check wiring for proper connections. Refer to installer/dealer.</p> <p>D. Replace heater. Refer to installer/dealer.</p> <p>E. Replace control. Refer to installer/dealer.</p>
12. Noisy operation.	<p>A. Pump banding straps have not been cut.</p> <p>B. Dry or dislodged jet O-ring (squeal).</p>	<p>A. Cut pump banding straps with tin snips.</p> <p>B. Remove jet, replace and lubricate O-ring, and reinstall jet.</p>
13. Remote control (if equipped) does not work.	<p>A. Batteries improperly installed or dead.</p> <p>B. Antenna on wiring harness is damaged.</p> <p>C. Remote control not programmed correctly.</p> <p>D. Remote control is not working.</p> <p>E. Control is not working.</p>	<p>A. Replace batteries.</p> <p>B. Replace wiring harness. Refer to installer/dealer.</p> <p>C. See remote control Homeowners Guide or Service Manual.</p> <p>D. Replace remote control.</p> <p>E. Replace control. Refer to installer/dealer.</p>

**\*Note:** All tubing 1" unless otherwise noted.



**\*\*Finish/color code must be specified when ordering.**

## Service Parts

**1003065**  
Suction Flange  
Removal Tool



**73518**  
Plug



**93685**  
Housing



**96708**  
Flange



**65886** (Acrylic and FRP)  
**60050** (Cast Iron)  
Gasket



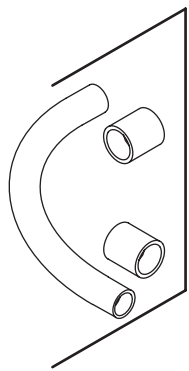
**65054\*\***  
Screw



**96895\*\*** (Colored Finishes)  
**65061\*\*** (Metal Finishes)  
Cover



**65226\*\***  
Suction Cover Plug



**93836** (1/2")  
**93837** (3/4")  
**93838** (1")  
**93839** (1-1/4")  
**94853** (1-1/2")  
Tube (w/Couplings)

**91967**  
Check Valve



**1086350**  
Flange Removal Wrench



**67665**  
Plug



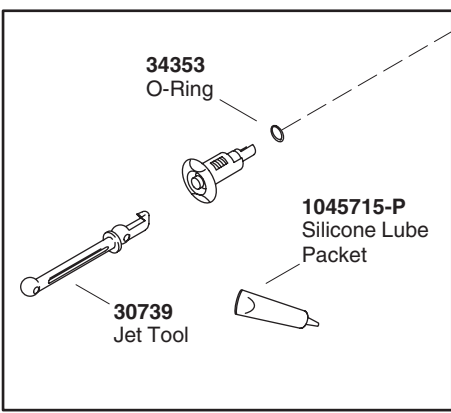
**67429**  
Flange



**67889**  
Jet Housing



**65885** (Acrylic and FRP)  
**67668** (Cast Iron)  
Gasket



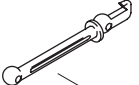
**34353**  
O-Ring



**1045715-P**  
Silicone Lube  
Packet



**30739**  
Jet Tool



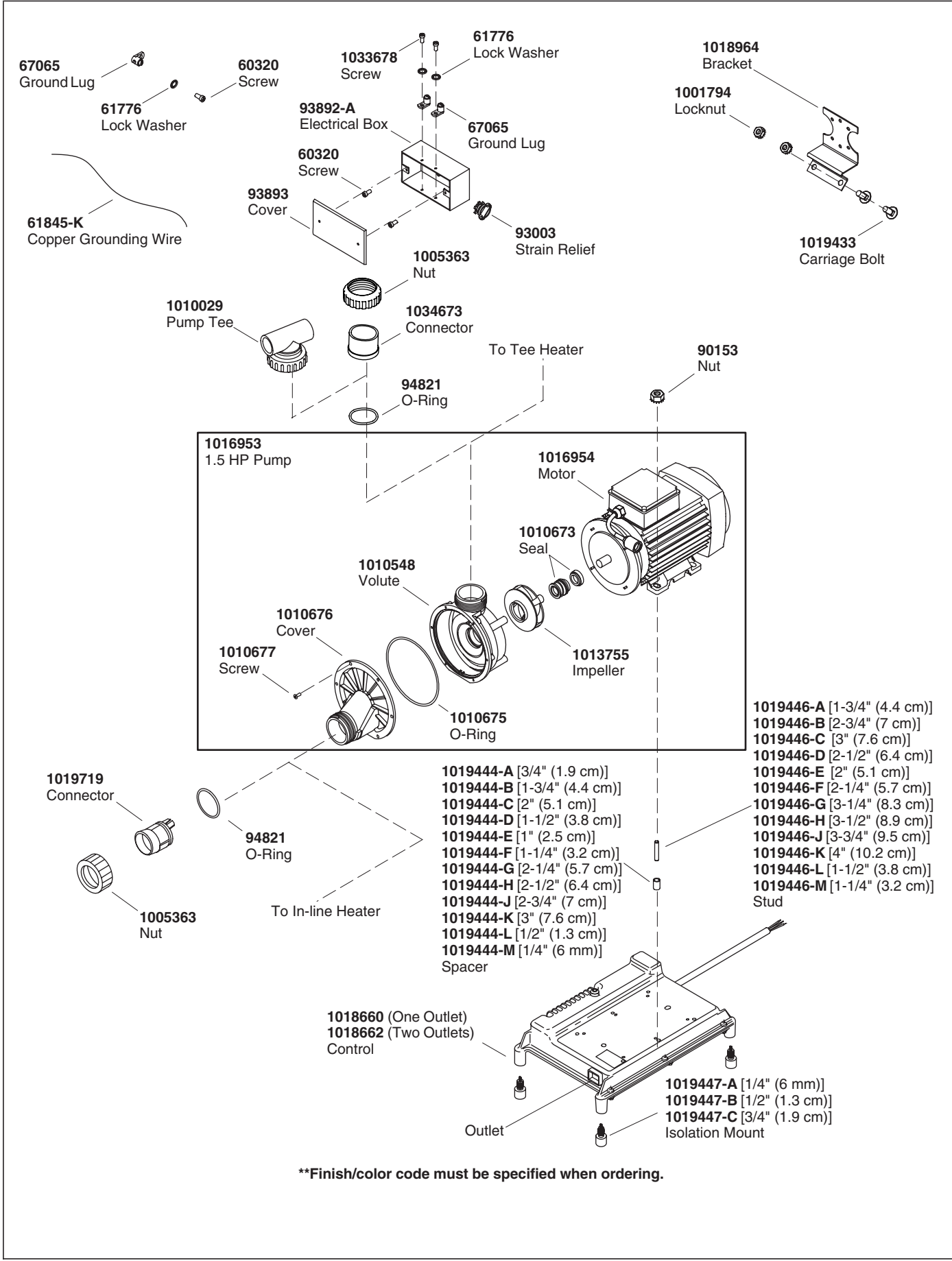
**Single Jet For Whirlpools  
With 5 or Less Jets**

**88532\*\*** (Colored Finishes)  
**88531\*\*** (Metal Finishes)  
Jet

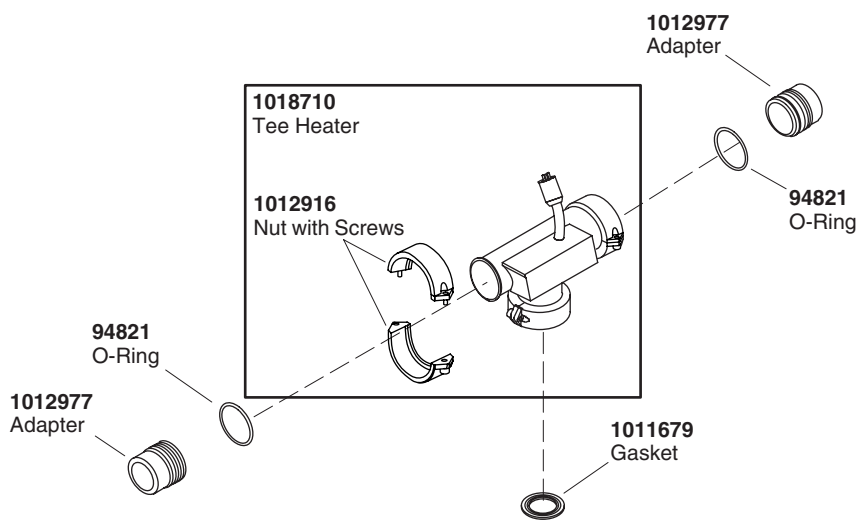
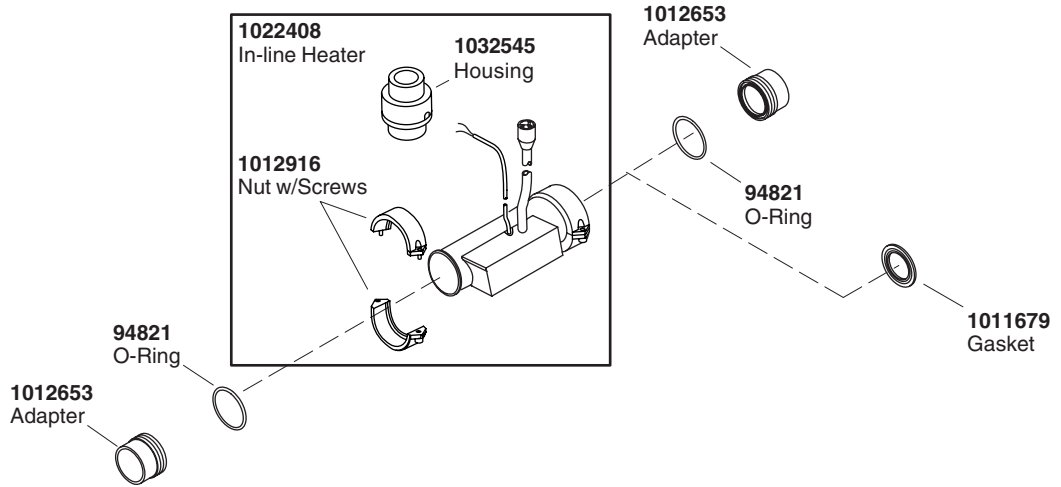
**Single Jet For Whirlpools  
With 6 or More Jets**

**88530\*\*** (Colored Finishes)  
**88529\*\*** (Metal Finishes)  
Jet

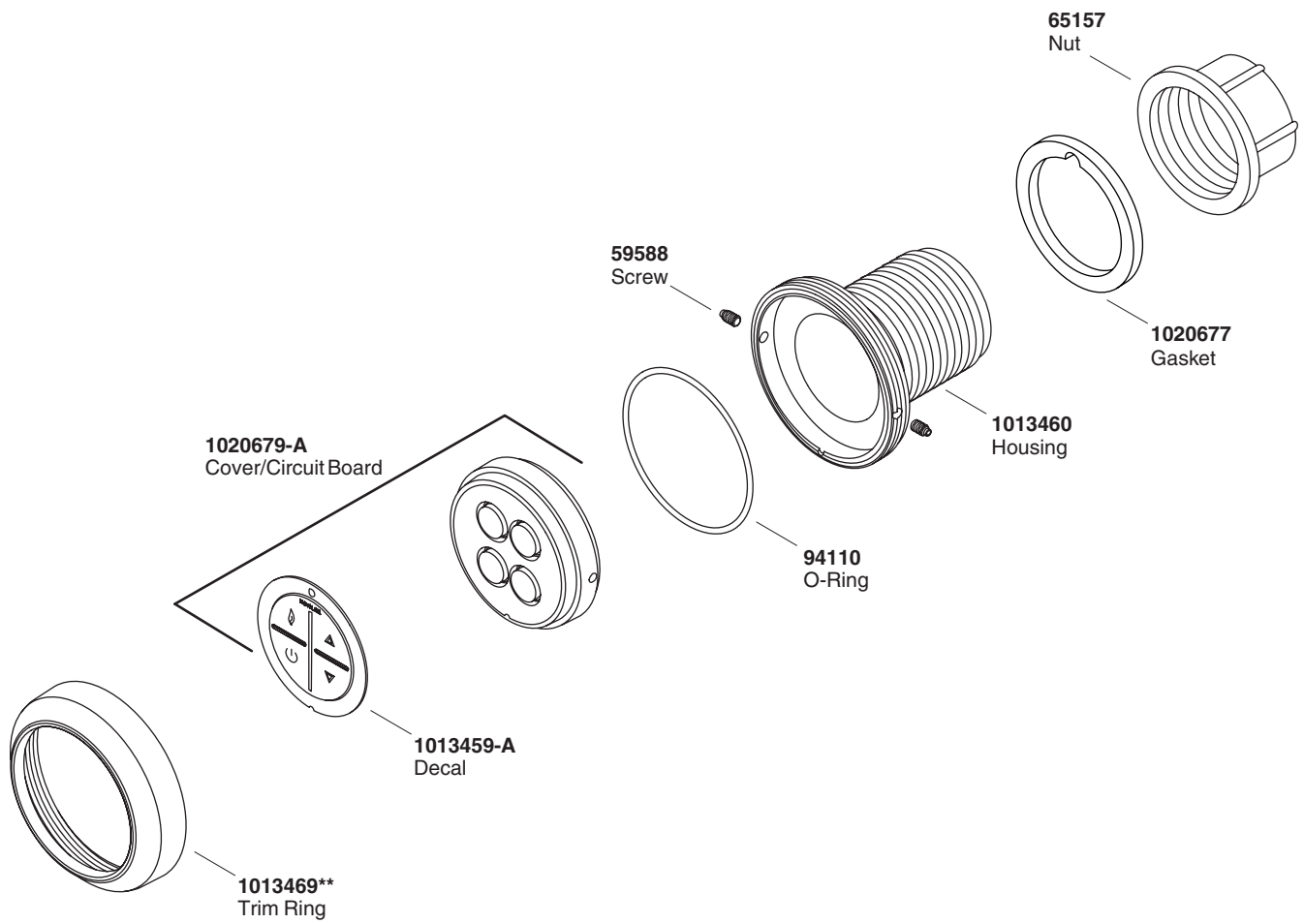
**\*\*Finish/color code must be specified when ordering.**



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