

**“TO BE REMOVED FOR USE BY THE OCCUPANT.”**

Jason International, Inc.  
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North Little Rock, AR 72118-2029  
www.jasoninternational.com



49-1013-002  
Date 04/15

## OWNER'S MANUAL

# Integrity® Soaking, MicroSilk®, AirMasseur®, Whirlpool Baths INSTALLATION, OPERATION, AND MAINTENANCE



**If the carton shows sign of damage, inspect the product before accepting and describe the problem on the Bill of Lading.**

### INSPECTION

**Inspect the unit prior to installation. In the event of a problem, DO NOT install the unit.**

All components are factory assembled to the bath and the unit is water tested and inspected prior to leaving Jason International, Inc.

If the carton shows sign of damage, inspect the product before accepting and describe the problem on the Bill of Lading.

**NOTE: Transportation and insurance from Jason's factory are the buyer's responsibility.**

**Damage sustained in transit is the responsibility of the carrier.** If damage is discovered, the carrier must be immediately notified in writing with a request for a representative to inspect the unit. Failure of the carrier to respond should be reported to the seller and carrier. Always file a freight claim promptly.

The installer is responsible for ensuring that the unit is free from defects or shipping damage. **In the event of a problem, DO NOT install the unit.**

Jason International is not responsible for damage that might have been avoided by inspection or testing prior to installation.

Damage to the unit during installation will not be covered by warranty and is the responsibility of the installer. **ALL WARRANTY CLAIMS ON ACRYLIC SURFACE DAMAGE MUST BE MADE PRIOR TO INSTALLATION.** Inspect plumbing and bath surface for missing or damaged components. Alert your dealer of any discrepancies.

To protect the unit from damage keep the bath in the carton until ready for installation.

### EQUIPMENT ACCESS

In accordance with Building Codes, service access to all hydrotherapy bath equipment, controls and electrical connections must be provided during installation **(Recommended minimum 28" x 17" [71 x 43 cm])**. Insufficient access will hinder repair and maintenance. Warranty service will not cover costs of providing equipment access.

Jason offers an optional removable lateral skirt for all rectangular baths. The skirts are available in matching acrylic colors and provide convenient access to bath equipment, as well as an excellent finished appearance.

The Specification Sheet for this bath contains additional technical information. This sheet can be provided by your dealer or accessed online at [www.jasoninternational.com](http://www.jasoninternational.com).

### OWNER'S RECORD

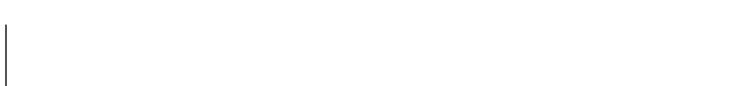
Dealer: \_\_\_\_\_

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

Date Installed: \_\_\_\_\_

Installer: \_\_\_\_\_

**PLACE SERIAL NUMBER CARD WITH  
PRODUCT CONFIGURATION IN THIS BOX**



# INSTALLATION INSTRUCTIONS

## INSTALLATION

See the **USER MAINTENANCE INSTRUCTIONS** section of this owner's manual, prior to installation, for humidity and mold prevention suggestions.

1. **Finish Frame** A finish frame under the shell rim should always be constructed to support the bath deck and ensure proper drainage toward the bath well. This frame is not intended to support the full bath weight (see Figures 1 & 2).

Jason offers a removable lateral skirt for most baths. The skirts are available in matching acrylic colors and provide convenient access to bath equipment, as well as an excellent finished appearance. However, if Jason's lateral skirt is not used, an access panel **MUST** be provided to enable final electrical connections and service. Please refer to the minimum recommended access panel size listed in the Equipment Access Section of this manual.

If a Jason lateral skirt is to be used, the bath deck must be leveled at 20.5" (52cm) from the support floor or the skirt will not fit properly.

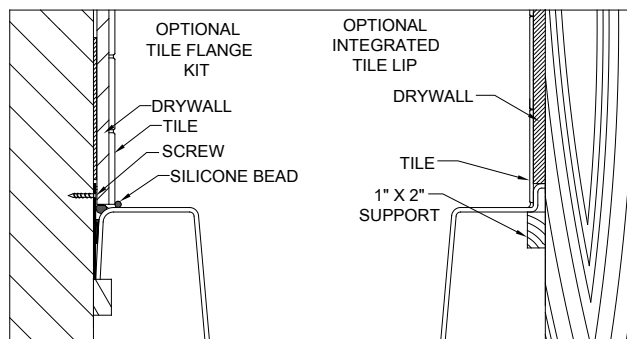
**CAUTION: Make sure the support frame is drilled and/or notched as needed to assure that the On/Off air actuator switch and air tube are not bound or pinched.**

**Allow ample clearance for the equipment.** Whirlpools with optional front pump mounts may require a minimum of 1" clearance beyond the front and pump side lip of the bath to allow clearance of the pump.

**CAUTION: Ambient temperature under the bath where equipment is installed must not exceed 122°F (50°C).**

2. 100% Silicone with mildew-resistant properties should be applied between the water-resistant backer board and the deck of the bath. **NOTE:** If you use a tile flange kit, modify the framing to support the bath lip as shown in Figure 1.
3. For AirMasseur® models, a minimum ventilation opening of 2" x 4" (5 x 10 cm) for the blower is required, and should be designed to draw in indoor ambient air at a minimum 72°F (22°C).

Figure 1



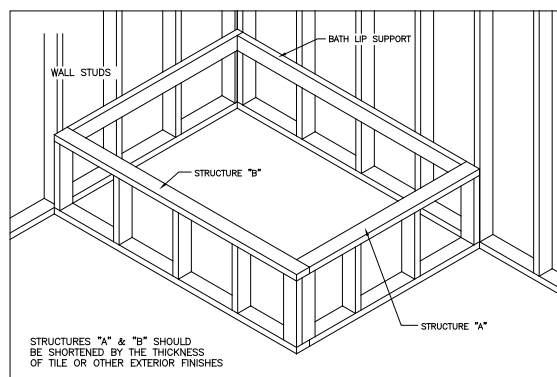
4. Install the drain and overflow assembly to the bath shell according to the instructions provided with the drain and position the bath in the area of intended installation.
5. Finish plumbing rough-in of drain and overflow assembly. At this time, considerations should be made for the position and mounting of the faucet set, as well as all related plumbing.

6. **Remove the packing board before installing the bath.** The bath is equipped with separate bath equipment support bases which are joined for shipment with packing boards. Detach the packing board from the bath and from underneath the equipment.

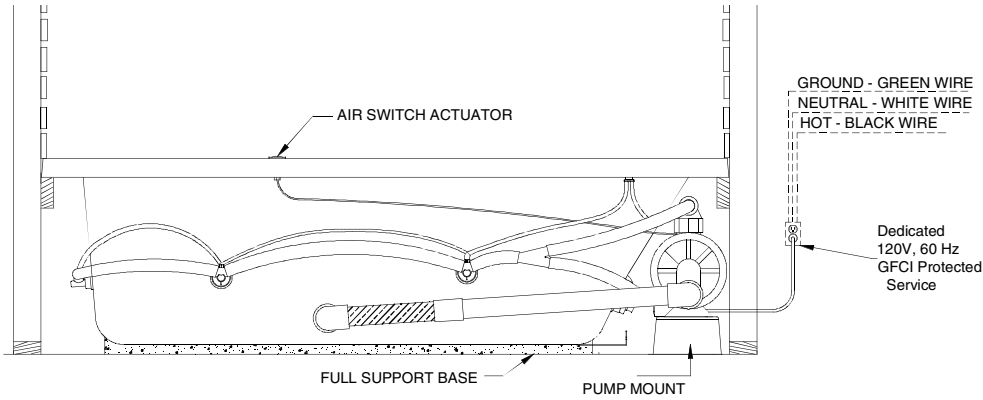
**WARNING: Any modification to the equipment is not recommended and will void the Manufacturer's warranty.**

7. **Install the bath level for proper drainage.** Jason baths are designed to be supported at the base of the bath. If the floor is smooth and level, the baths' Level Form™ Base will provide proper drainage and support (See Figure 3).
8. Mortar is required when the subfloor is not smooth and level; when additional sound insulation is desired; or when the bath is installed in a drop-in application. In alcove installations, a bed of mortar may also be recommended to aid in leveling the bath. **NOTE:** Do not use a sand bed or foam to install or level the bath.
9. **Secure the bottom of all equipment mounts so that it is level with the bottom of the bath.** Position the bath in the area of intended installation and cut the equipment support strap(s) to allow the equipment to rest firmly on the floor. We recommend securing the equipment mounts to the floor with removable fasteners for ease of servicing.
10. **Protect the acrylic bath surface from damage during installation with a suitable material, i.e., cardboard and/or plastic film.** The acrylic surface of this bath has been provided with a protective film which helps protect the bath during shipment and installation. Additional protection may also be required to protect the acrylic surface during installation. If the bath is tiled in, remove the necessary portion of the film when installing the tile.

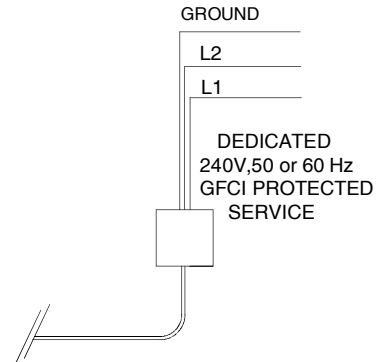
Figure 2



**Figure 3a  
Whirlpool System**

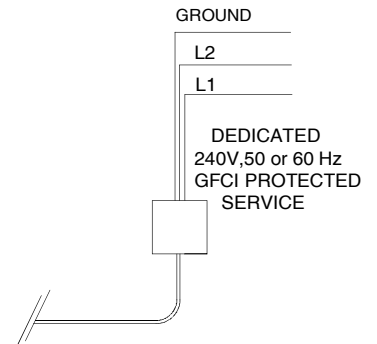
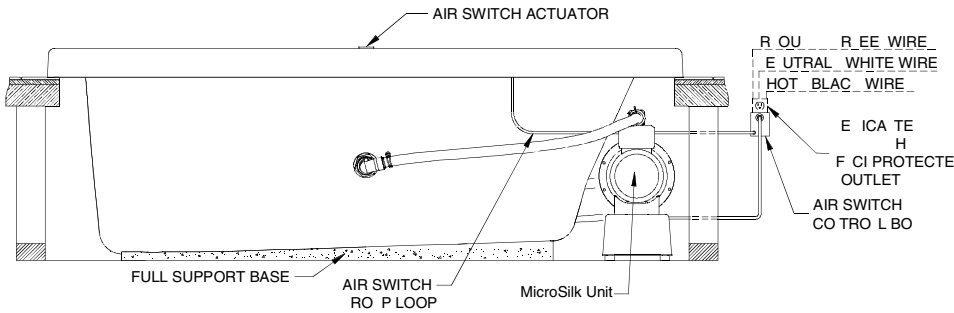


**Export**



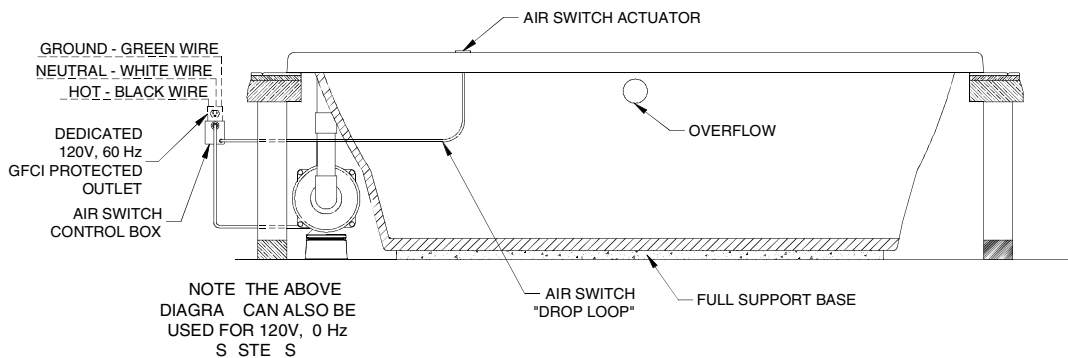
NOTE: USE THE ABOVE DIAGRAM FOR 240V, 50Hz OR 60Hz SYSTEMS.

**Figure 3b  
MicroSilk® System**



NOTE: USE THE ABOVE DIAGRAM FOR 240V, 50Hz OR 60Hz SYSTEMS.

**Figure 3c  
AirMasseur® System**



NOTE THE ABOVE DIAGRAM CAN ALSO BE USED FOR 120V, 60 Hz SYSTEMS

## ELECTRICAL

**Electrical Power Supply:** These instructions are written assuming 60Hz, 120v power supply. Special notations are also included for export versions of the equipment and power supply.

**WARNING: Verification of electrical requirements MUST be made before installation. Refer to the equipment labels for voltage and frequency requirements.**

**NOTE:** Verify that the electrical service matches either the 120v or 240v system requirements for this bath.

**NOTE:** The bath is designed for indoor use only. The electrical equipment must not be exposed to direct or indirect water or moisture contact. The electrical equipment must also be protected from dust and other airborne debris before, during, and after installation.

1. **Electrical Service:** A licensed electrician must provide the “dedicated” electrical service protected by a GFCI. The location of the GFCI must be at least five (5) feet (152cm) away from the inside surface of the bath, accessible for regular testing. Use copper conductors only.

**DANGER — RISK OF ELECTRIC SHOCK:** Connect only to a circuit protected by a Ground Fault Circuit Interrupter (GFCI). In the unlikely occurrence of a current imbalance in the power conductors, the GFCI will interrupt the power to the bath.

**WARNING:** The electrical service to the GFCI must not be interrupted by any control device. Likewise, the electrical service from the GFCI to the bath control should be direct and not interrupted by a switch. Never use a switch in conjunction with a control device. **This will VOID THE MANUFACTURER’S WARRANTY.**

2. **GROUNDING IS REQUIRED. The unit should be installed by a qualified service representative and properly grounded.**
3. **INSTALL SERVICE CONNECTION AT LEAST 6" (15cm) ABOVE SUB FLOOR.**

**ALL LOCAL AND STATE ELECTRICAL AND PLUMBING CODES MUST BE OBSERVED.** Where there are no local codes, the **National Electric Code (NEC)** and **Uniform Plumbing Code (UPC)** shall be observed. It is the responsibility of the installer/owner to determine specific code compliance prior to installation of the product.

**NOTE:** In the Commonwealth of Massachusetts, installation is to be done by a Massachusetts licensed plumber.

**DANGER: Do not alter the factory installed wiring. All building materials and wiring should be routed away from the equipment or other heat-producing components of the unit.**

### 4. Whirlpool Equipment

This Whirlpool bath is provided with an Air On/Off switch. The pump is pre-wired to a control box which has a 36" cord. Connect the pump to a GFCI (Ground Fault Circuit Interrupter) with the proper service:

#### Standard Equipment (120v,60Hz).

120v, 20A, 60Hz electrical service with a service ground receptacle dedicated for use by this bath.

#### Export Whirlpool Equipment (240v,60Hz).

240v, 15A, 60Hz electrical service with a service ground receptacle dedicated for use by this bath.

#### Export Whirlpool Equipment (120v,50Hz).

120v, 20A, 50Hz electrical service with a service ground receptacle dedicated for use by this bath.

#### Export Whirlpool Equipment (240v,50Hz).

240v, 15A, 50Hz electrical service with a service ground receptacle dedicated for use by this bath.

### 5. MicroSilk® Equipment

This MicroSilk® bath is provided with an Air On/Off switch and control box. The pump is pre-wired with a 36" cord with a NEMA plug end. The air switch control box and tubing is temporarily secured to the bath’s plumbing for shipping. During installation the tubing must be attached to the bath’s air switch actuator and the air switch control box. The air switch control box should be relocated to its dedicated circuit outlet. Connect only to a dedicated Ground Fault Circuit Interrupter (GFCI) protected, 120v, 15A, 60Hz circuit with a service ground. The air switch tubing must be firmly attached to the air switch control box and to the air switch actuator. A small bead of silicone may be added to the air tubing connections to help prevent the tubing from disengaging. The air switch tubing must also be installed to allow for a “drop loop” (**See Figure 3b**). This will prevent any moisture from entering the air switch control box from the tubing. Finally, the pump will plug into the control box.

#### Standard Equipment (120v,60Hz).

120v, 20A, 60Hz electrical service with a service ground receptacle dedicated for use by this bath.

#### Export Whirlpool Equipment (240v,50Hz).

240v, 15A, 50Hz electrical service with a service ground receptacle dedicated for use by this bath

### 6. AirMasseur® Equipment (120v,60Hz).

This AirMasseur® system comes equipped with an Air On/Off switch and control box. The pump is pre-wired with a 36" cord with a NEMA plug end. The air switch control box and tubing is temporarily secured to the bath’s plumbing for shipping. During installation the tubing must be attached to the bath’s air switch actuator and the air switch control box.

The air switch control box should be relocated to its dedicated circuit outlet. Connect only to a dedicated Ground Fault Circuit Interrupter (GFCI) protected, 120v, 15A, 60Hz circuit with a service ground. The air switch tubing must be firmly attached to the air switch control box and to the air switch actuator. A small bead of silicone may be added to the air tubing connections to help prevent the tubing from disengaging. The air switch tubing must also be installed to allow for a “drop loop” (See Figure 3c). This will prevent any moisture from entering the air switch control box from the tubing. Finally, the pump will plug into the control box.

## REMOTE MOUNTING OF AIR BLOWER

The Jason AirMasseur® system has been factory installed following E.T.L. Guidelines. During installation, if remote mounting of the blower is desired or required, the following procedures should be followed.

**NOTE: Do not remote mount the blower more than 15 feet (457cm) away from the air inlet of the bath. Choose a location as close as possible to the bath to assure maximum efficiency.**

1. Make sure the blower is well ventilated. The blower mount should be attached firmly to the floor. Piping between the remote blower location and the bath can be insulated using a minimum of 1/2” (13mm) thick insulation. Attach new piping to the elbow of the existing piping.
2. The installer must determine the layout of the piping; exact remote mount location; and service access before beginning any work. Use 1.5” (38mm) ABS or PVC plastic tubing. Locate the blower in an area accessible for servicing.

**NOTE: A 15-foot extension replacement cable set can be purchased from your Jason supplier, if needed. To ensure proper functioning of the system, avoid remote mounting in a location which requires more than six (6) piping direction changes. A 90° direction change should be made up of two 45° elbows for maximum efficiency.**

3. If the blower has been factory installed, disconnect the blower from the air bath plumbing by removing the two (2) screws on the check valve outlet and disconnect the short piece of flex pipe between the check valve and the elbow by removing the two (2) screws in the elbow. (Omit this step on baths where the blower is not factory installed and remote mounting is required.)
4. Install the blower in the remote location. The remote mount locations’ ambient air temperature should remain at approximately 72°F (22°C) for optimum air heating.

## CLEANING

1. **Remove all loose debris.** Construction plaster or excess grout can be removed with the use of a wood (edge) trowel.
2. **Paint or tar stains** may need to be removed with a cleaner such as paint thinner, turpentine, or isopropyl alcohol (rubbing alcohol). Never allow the cleaner to soak against the acrylic surface for long periods of time. **Always rinse the surface immediately following the use of cleaners.**
3. Follow the manufacturer’s instructions for safe use of cleaning products. If the surface becomes scratched or dulled, it may be restored by using a quality plastic polish, like Novus Plastic Polish No. 2 (available from the Jason Dealer). **It is always preferable to protect the acrylic surface during installation to minimize cleanup and prevent surface damage.**

## WATER TESTING

Before finishing the installation, it is recommended that the bath be water tested and the plumbing tested for leaks.

1. **Before water testing the bath,** make sure any pump unions are hand tight. Do not over tighten or use a pipe wrench. This will damage the unions and cause leaking. If the unit leaks with the unions hand tight, then loosen the unions(s) and check the O-ring seal to ensure it is properly seated.
2. **Fill and operate the bath.** Close the drain and fill the bath with water to at least 10 inches [25 cm] below the bath deck. The inlet temperature should not exceed 104°F (40°C). Refer to the FILLING AND DRAINING section of this owner’s manual for more information.

**NEVER RUN THE PUMP WITHOUT ENOUGH WATER IN THE BATH TO COVER THE JETS.**

3. **Inspect the plumbing for leaks.**
4. **Turn the equipment Off and then drain the water.** The bath unit and its plumbing are designed to drain after each use whether used as a hydrotherapy bath, soaking bath, or when taking a shower.

# OPERATING INSTRUCTION, FEATURES, AND CONTROLS

## INTRODUCTION

This manual contains all of the information needed for the proper installation and operation of this Integrity® Soaking, MicroSilk®, AirMasseur®, or Whirlpool bath. The bath has been designed to give you years of relaxing trouble-free service, provided the unit is maintained and operated in accordance with these instructions.

Thoroughly clean and disinfect the unit as described in the **CLEANING** section of the **USER MAINTENANCE INSTRUCTIONS** section of this owner's manual before its first use and periodically thereafter.

**WARNING: Before operating, refer to the instructions at the end of this owner's manual pertaining to the risk of fire, electric shock, or injury to persons.**

## MICROSILK® OPERATION

All Jason Integrity® MicroSilk® baths are pre-plumbed at the factory with standard equipment. Standard equipment includes a Microbubble generator unit, MicroSilk® jet, and an air actuated On/Off switch.

**CAUTION:** Keep hair, towels, and clothing away from the suction fitting whenever the equipment is On. Never operate the equipment with the suction cover off, as doing so voids the manufacturer's warranty. It is a safety cover designed to eliminate the potential of hair and body entrapment.

### Filling and Draining

Close the drain and fill the bath with water at least two (2) inches (50mm) above the jets. The inlet temperature should not exceed 104°F (40°C) as this could damage the acrylic surface.

**CAUTION: NEVER RUN THE MICROSILK PUMP WITHOUT ENOUGH WATER IN THE BATH TO COVER THE JETS.**

### Air ON/OFF Button

The Air On/Off button provides a safe and convenient method for controlling the MicroSilk® bath. The Air On/Off button is factory mounted onto the bath prior to shipment. **See Figure 3b** for the location of the Air On/Off button (air actuator) on the MicroSilk® bath. Fill the bath to at least two (2) inches above the jet and press the Air On/Off button to start or stop the MicroSilk® unit. A timer will automatically stop the unit after 20 minutes of operation if it is not stopped manually.

### MicroSilk® Unit

The MicroSilk® unit generates oxygen rich microbubbles that fill the bath. MicroSilk® units provided on Jason baths

are factory tested when assembled and again retested after installation on the bath.

### MicroSilk® Jet

A strategically placed MicroSilk jet is provided for complete enjoyment of the bath.

## AIRMASSEUR® OPERATION

All Jason Integrity® AirMasseur® baths are pre-plumbed at the factory with standard equipment. Standard equipment includes a quiet 3/4 HP, variable-speed blower with integral heater; 20-minute timer; and Air switch controls with "On/Off" and blower speed functions.

### Filling and Draining

Close the drain and fill the bath with water to at least 10" below the bath deck. The maximum recommended bathing temperature is 104°F (40°C). Before starting the blower, ensure that it is plugged into the air switch control box and that the control box is plugged into its dedicated electrical service connection. Turn the blower Off before draining the water. The bath unit and its plumbing are designed to drain after each use, whether used as an AirMasseur® or a soaking bath.

### AirMasseur® Blower

The Jason Integrity® AirMasseur® system contains a variable speed-controlled heated air blower. The blower provided is factory tested when assembled onto the bath. The blower must be plugged into the air switch control box, which must be plugged into its dedicated GFCI electrical service prior to turning it on.

### Air ON/OFF Button

The Air On/Off button (air switch activator) allows the user to turn the blower On and Off and controls the blowers intensity. Momentarily depress the Air On/Off button to start or to stop the air blower. A timer will automatically stop the air blower after 20 minutes of operation if it is not stopped manually.

### Blower Speed

Once the blower is On, to decrease the air output, press and hold the Air On/Off button until the desired intensity is reached, then release the Air On/Off button. To increase the air intensity, press and hold the Air On/Off button until the desired intensity is reached, then release the Air On/Off button.



### Control Box

The blowers Air On/Off button control box is built to plug into the dedicated GFCI electrical circuit. A 36" power cord with a plug end is prewired to the blower, which must be plugged into the control box. A built-in timer shuts the blower off 20-minutes after being activated.

### Automatic Purge Cycle

Fifteen minutes after the blower is stopped and the bath is drained, the blower will automatically start for two (2) minutes to purge and dry the air channel system.

## WHIRLPOOL OPERATION

All Jason Integrity® Whirlpool baths are pre-plumbed at the factory with standard equipment. Standard equipment includes five (5) or more directional hydrotherapy jets, and an air actuated On/Off switch.

**CAUTION:** Keep hair, towels, and clothing away from the suction fitting whenever the equipment is On. Never operate the equipment with the suction cover off, doing so voids the manufacturer's warranty--it is a safety cover designed to eliminate the potential of hair and body entrapment.

### Filling and Draining

Close the drain and fill the bath with water at least two (2) inches (50mm) above the jets. The inlet temperature should not exceed 104°F (40°C) as this could damage the acrylic surface.

**CAUTION: NEVER RUN THE WHIRLPOOL PUMP WITHOUT ENOUGH WATER IN THE BATH TO COVER THE JETS.**

Before starting the pump, direct the jet nozzles downward to prevent the possibility of water splashing from the bath. When bath is in use, turn the unit Off before draining the water. The bath unit and its plumbing are designed to drain after each use whether used as a hydrotherapy bath, soaking bath, or just taking a shower.

### Air ON/OFF Button

The Air On/Off button provides a safe and convenient method for controlling the Whirlpool bath. The Air On/Off button is factory mounted onto the bath prior to shipment.

**See Figure 3a** for the location of the Air On/Off button (air actuator) on the Whirlpool bath. Fill the bath to at least two (2) inches above the highest jet and press the Air On/Off button to start the whirlpool pump. Press the Air On/Off button again to stop the whirlpool pump.



### Whirlpool Jets

Five or more strategically placed whirlpool jets are provided for complete enjoyment of the bath. The jets are specially designed for maximum whirlpool action with direction and flow control. Changing the direction of the jets will concentrate the massaging jet stream to the area of preference and turning the flange of the jet will adjust the amount of flow.

### Whirlpool Pump

The pump provided on Integrity® Whirlpool baths is factory tested when assembled onto the bath. The pump is designed to incorporate high quality, long-life seals which provide superior service. However, should the pump need service, use the suction and discharge unions provided for easy removal.

**NOTE: If the unit fails to operate, check the breaker panel to insure that the circuit breaker is on. Check the GFCI by testing and resetting it. If the unit still fails to operate, refer to the Trouble Shooting Guide section of this manual. If the unit still fails to operate and is out of warranty, contact an authorized service technician for repair. If the unit is within the warranty period, contact JASON Technical Services at 800-255-5766. DO NOT ATTEMPT TO RESOLVE THE PROBLEM.**

# USER MAINTENANCE INSTRUCTIONS

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## HUMIDITY

**Warning: Avoid high humidity levels in your home. Mold, mildew, fungi and bacteria which may be harmful to health thrive in areas with continued high humidity levels; therefore, every precaution should be taken to make sure your plumbing fixtures, including bathtubs, hydrotherapy baths, or showers do not become a source of high humidity due to improper installations or leaks.**

To avoid having your plumbing fixtures become a source of unwanted humidity, please make sure the following steps are taken prior to installation.

1. Make sure the area where the bathtub or shower is installed is well vented and allows enough ventilation and air circulation to dry the bathroom environment within a short time after taking a bath or shower.
2. If your bath or shower unit is tiled-in, use units with an integral tile flange or make sure a tile flange kit or a similar mechanical barrier is installed to prevent shower spray, splash, or overflow to leak behind the bathtub.
3. Make sure the plumber properly tests your hydrotherapy bath before it is roughed in to make sure there are no leaks and it is installed with proper access to bath equipment.
4. Make sure that all the plumbing and fixtures in the bathroom are in good working order and have no leaks.
5. Do not use carpeting or other materials or furniture, which can hold moisture in your bathroom.
6. Use disinfectant to clean any bathroom surfaces which are regularly exposed to moisture.
7. Clean and disinfect humidifier and dehumidifiers as recommended by the manufacturer. Replace the air filter on the HVAC unit once a month.
8. Clean moldy surfaces as soon as any mold appears by using a detergent/soapy solution and appropriate household cleaner. Always use gloves during cleaning. Dispose of any sponges or rags used to clean mold.

## CLEANING

With minimum care, your acrylic-surfaced bath will retain its high-luster finish for many years. For regular cleaning use Jason Bath Cleaner or a mild **NONABRASIVE** liquid detergent solution (i.e. glass cleaner) and a soft, wet cloth or sponge. Do not run the hydrotherapy system with foaming cleaners or soaps. Rinse the bath thoroughly after cleaning.

## SURFACE MAINTENANCE

Areas with minor scratches or dull surfaces can be restored by applying commercially available plastic polish (i.e. Novus Plastic Polish No. 2, available at your Jason dealer), followed by an application of acrylic paste wax. Buff the surface with a clean soft cloth. Do not use sandpaper, steel wool, or abrasive rubbing compounds.

If scratches are too deep to rub out, or if the damage penetrates the acrylic surface, consult your dealer for recommendations on surface repair.

## AIR HEATER AND AIR TEMPERATURE

The air heater incorporated into the air blower is designed to preheat the incoming air to body temperature, not to heat the bath water. The air heater automatically comes on when the air blower is activated. Even though all air baths provide preheated air, occasionally some people with sensitive skin might experience a cold air sensation. This sensation is caused by the swiftly moving heated air bubbles blowing on the wet skin. This phenomenon can be related to the use of a fan for cooling on a hot day. While the ambient temperature does not change, the moving air makes you feel cooler. Avoiding this cold air sensation is among the reasons Jason avoids placing air jets directly beneath the body. If you experience a cool air sensation, which is most noticeable during the first few minutes of an air bath, simply move your body slightly away from the closest jets.

## FLUSHING / SANITIZING

Upon start-up and not to exceed 90 days, your bath and plumbing system should be flushed. To do so, close the drain and fill the bath with warm water to at least two (2) inches [5.1 cm] above the highest jet. Pour in Jason Bath System Cleaner and follow the directions on the bottle. **DO NOT** use bleach or other chlorinated cleansers directly on the metal trim.

## REPAIR

Refer all plumbing or electrical repair to a qualified service technician. **DO NOT ATTEMPT TO RESOLVE THE PROBLEM.** This can result in danger of electrical shock or damage to the unit and will **VOID THE WARRANTY.** Remember, when contacting your dealer or service representative, always have your serial number, proof of purchase, and model number. This will ensure a quick response on warranty items. The serial number can be found on the front page of this manual or on the small card adhered to the back of the bath just above the equipment.

**ALL WARRANTY REPAIRS MUST BE AUTHORIZED BY THE MANUFACTURER BEFORE WORK IS STARTED**



# TROUBLESHOOTING GUIDE

If the unit is within the warranty period, contact **Jason Customer Service: 1-800-255-5766** with the bath's Product and Serial numbers before work is started. The serial number can be found on the front page of this manual or on the small card adhered to the back of the bath just above the pump.

**ALL WARRANTY REPAIRS MUST BE AUTHORIZED BY JASON INTERNATIONAL BEFORE WORK IS STARTED.**

**FOR SERVICE, ALWAYS CONTACT THE DEALER OR AUTHORIZED SERVICE CENTER.**

**WARNING: Always turn off power at the main electrical service panel before servicing the bath.**

WHIRLPOOL BATH		
Symptoms	Possible Causes	Recommended Action
Whirlpool system fails to operate.	a) No power to the whirlpool unit. b) Not wired correctly. c) Air switch — plastic air tube disconnected or broken	a) Reset circuit breakers or replace fuses. Check GFCI and reset if tripped. b) Make sure power supply is correctly wired in the unit c) Check, reconnect or replace tubing as necessary.
Pump operates, but no air is injected into water.	a) Line is clogged	a) Contact installer/dealer.
Pump operates, but water is not being pumped.	a) Insufficient water level b) Suction or discharge blocked. b) Suction air leak. ( <b>System usually surges.</b> )	a) Fill bath to recommended level. Water must be at least two (2) inches above the jets. b) Remove obstruction c) Make sure union is tight on suction side of pump.
Pump runs, but jets will not operate.	a) Jets are completely or partially closed.	a) Adjust jets by rotating outer flange.
Pump does not manually shut off.	a) Air switch tube disconnected or broken.	a) Reconnect or replace plastic air tube
Pump unions leak.	a) Unions undertightened, overtightened, cracked or O-ring is not seated properly ( <b>possibly pinched</b> ).	a) Back off union nut, check and straighten O-ring, replace as necessary, retighten. <b>HAND TIGHTEN ONLY!</b>
Pump shuts off by itself.	a) Insufficient water	a) Make sure bath is filled at least 2" above the highest jets.
Pump leaks at shaft.	a) Damaged or defective shaft seal.	a) Contact installer/dealer.
Optional LED light will not operate.	a) Light bulb is loose in the socket.	a) Access light bulb and ensure it is properly installed.

## TROUBLE SHOOTING GUIDE (cont.)

<b>AIRMASSEUR® BATH</b>		
<b>SYMPTOMS</b>	<b>POSSIBLE CAUSES</b>	<b>RECOMMENDED ACTION</b>
Air Bath System won't operate.	<ul style="list-style-type: none"> <li>a) No power to air bath unit.</li> <li>b) Blower motor is not plugged in.</li> <li>c) Air button (air actuator switch) plastic air tube disconnected or broken</li> </ul>	<ul style="list-style-type: none"> <li>a) Reset circuit breakers and GFCI if it fails to trip. Check fuses and replace if bad.</li> <li>b) Make sure the control box and blower motor plugs are fully inserted into their outlets.</li> <li>c) Check, reconnect, or replace tubing as necessary</li> </ul>
Blower shut off by itself or before time elapses.	<ul style="list-style-type: none"> <li>a) Blower motor overheated and thermal protection device deactivated motor <b>(possibly low voltage).</b></li> <li>b) GFCI tripped.</li> </ul>	<ul style="list-style-type: none"> <li>a) Check that blower has sufficient ventilation and that the intake into the blower is not blocked. Clear and allow motor to cool down. <b>(Check service &amp; wire size.)</b></li> <li>b) Contact installer/dealer.</li> </ul>
Circuit breaker trips repeatedly.	<ul style="list-style-type: none"> <li>a) Defective breaker.</li> <li>b) Short circuit between bath and blower breaker box.</li> <li>c) Other items are connected to the same circuit.</li> </ul>	<ul style="list-style-type: none"> <li>a) Replace breaker.</li> <li>b) Contact installer/dealer.</li> <li>c) Contact installer/dealer.</li> </ul>
Blower does not shut off.	<ul style="list-style-type: none"> <li>a) Defective blower control.</li> </ul>	<ul style="list-style-type: none"> <li>a) Contact installer/dealer. Replace blower control. <b>NOTE:</b> Blower will not manually shut off during the 2-minute purge cycle.</li> </ul>

<b>MICROSILK® PUMP SYSTEM</b>		
<b>SYMPTOMS</b>	<b>POSSIBLE CAUSES</b>	<b>RECOMMENDED ACTION</b>
MicroSilk system fails to operate.	<ul style="list-style-type: none"> <li>a) No power to the MicroSilk unit.</li> <li>b) Motor is not plugged in.</li> <li>c) Touch Control — insufficient water in bath.</li> </ul>	<ul style="list-style-type: none"> <li>a) Reset circuit breakers and GFCI if tripped. Check fuses and replace if bad. Check voltage at motor when control is on. If no voltage, the control is defective. If voltage is present, motor is defective.</li> <li>b) Make sure plug is fully inserted into the outlet.</li> <li>c) Fill bath to recommended level (4" above jets).</li> </ul>
Pump operates, but no Micro-bubbles are injected into water.	<ul style="list-style-type: none"> <li>a) Venturi clogged.</li> <li>b) Float valve no operating</li> </ul>	<ul style="list-style-type: none"> <li>a) Refer to installer/dealer.</li> <li>b) Refer to installer/dealer.</li> </ul>
Pump operates, but water is not being pumped.	<ul style="list-style-type: none"> <li>a) Suction or discharge blocked.</li> <li>b) Suction air leak. <b>(System usually surges.)</b></li> </ul>	<ul style="list-style-type: none"> <li>a) Remove obstruction.</li> <li>b) Make sure connection is tight on suction side of the pump.</li> </ul>
Pump does not manually shut off.	<ul style="list-style-type: none"> <li>a) Digital or Touch Control defective.</li> </ul>	<ul style="list-style-type: none"> <li>a) Refer to installer / dealer.</li> </ul>
Pump shuts off by itself, or before set time elapses.	<ul style="list-style-type: none"> <li>a) Pump motor overheated and thermal protection device deactivated motor. <b>(Possibly low voltage.)</b></li> <li>b) GFCI tripped.</li> <li>c) Water level fell below recommended level.</li> </ul>	<ul style="list-style-type: none"> <li>a) Make sure motor air cooling vents are not blocked, clear and allow motor to cool down. <b>(Check service &amp; wire size.)</b></li> <li>b) Refer to Jason Customer Service.</li> <li>c) Fill to recommended level.</li> </ul>
Pump leaks at shaft.	<ul style="list-style-type: none"> <li>a) Damaged or defective shaft seal.</li> </ul>	<ul style="list-style-type: none"> <li>a) Refer to installer / dealer.</li> </ul>
LED Light will not operate	<ul style="list-style-type: none"> <li>a) Light bulb is loose in the socket.</li> </ul>	<ul style="list-style-type: none"> <li>a) Access light bulb and assure that it is properly installed in the socket</li> </ul>

**WARRANTY REGISTRATION: Register your product's warranty online at [www.jasoninternational.com](http://www.jasoninternational.com).**

**JASON INTERNATIONAL INC. LIMITED WARRANTY**

The Company warrants the products of its own manufacture to be free from defects in workmanship and material for a period of twelve (12) months from date of installation or eighteen (18) months from date of manufacture, whichever comes first. Any merchandise which upon Company examination proves to be defective under normal use and service during the warranty period will be at the Company's option repaired, replaced or credit issued in the amount of the invoice value of the defective merchandise. All other types of remedies are excluded. This warranty extends only to the owner of the originally installed merchandise. The Company is not responsible for labor or other installation costs for the repair or replacement of defective merchandise. Company reserves the right to substitute new or improved equipment on any replacements. The repair or replacement of equipment shall be F.O.B. point of shipment.

This warranty shall not apply to any merchandise which has been subject to accident, alteration, abuse, misuse, abrasives, corrosion and/or electrolysis, improper voltage supply, misapplication, careless handling, improper installation, maintenance, abnormal chemical conditions, nor does this warranty cover stains, discoloration or the fading of color due to improper use of chemicals or improperly maintained water chemistry.

This warranty shall not apply to any merchandise or parts thereof which were not manufactured by Company. Such product or merchandise manufactured by others shall have only such warranties, in writing, that may be extended and in force at the time by such other manufacturer or supplier.

To obtain warranty service, you must contact the retailer from which the merchandise was purchased or Company's distributor in your area. Written notice of warranty defects must be given to the company within thirty (30) days from the occurrence thereof. Written permission must be obtained by the retailer or distributor from the Company before any equipment claimed defective is returned for inspection.

EXCEPT AS PROVIDED HEREIN, COMPANY MAKES NO WARRANTIES EITHER EXPRESSED OR IMPLIED, AS TO ANY MATTER WHATSOEVER INCLUDING THE CONDITION OF THE MERCHANDISE, ITS MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY WARRANTIES IMPLIED BY LAW AND NOT EFFECTIVELY EXCLUDED BY THIS WARRANTY, ARE LIMITED TO THE DURATION AND REMEDIES OF THIS WARRANTY. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

This warranty gives you specific legal rights and you may also have other rights that vary from state to state.

# IMPORTANT SAFETY INSTRUCTIONS

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

This manual contains information and instructions for proper operation and maintenance of your therapy bath. Failure to follow these instructions could result in personal injury, electrical shock, or fire.

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

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

### **DANGER: TO REDUCE THE RISK OF INJURY FOLLOW THESE PRECAUTIONS:**

- A. Do not permit children to use this product unless they are closely supervised at all times.
- B. Use this unit only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- C. The water in a therapy bath should never exceed 40°C (104°F). Water temperatures between 38°C (100°F) and 40°C (104°F) are considered safe for a healthy adult. Use time should be limited to approximately 30 minutes, followed by a shower to cool down. Longer exposures may result in hyperthermia. The symptoms of this condition are nausea, dizziness and fainting, and it can be fatal. Lower water temperatures are recommended for extended use (exceeding 10 -15 minutes) and for young children.
- D. Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit therapy bath water temperatures to 38°C (100°F).
- E. The use of drugs or alcoholic beverages before or during therapy bath use may lead to unconsciousness with the possibility of drowning. Never use the therapy bath while under the influence of alcohol, anticoagulants, stimulants, antihistamines, vasoconstrictors, vasodilators, hypnotics, narcotics, or tranquilizers.
- F. Persons with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a therapy bath.
- G. Persons using medication should consult a physician before using a therapy bath since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.

**DANGER: To reduce the risk of injury, enter and exit the bath slowly.** Do not operate this unit unless the suction cover is attached over the suction inlet fitting and the jet assemblies are installed. There should be at least two (2) inches of water above the highest jet location during therapy bath operation. **NEVER RUN UNIT DRY.**

**WARNING:** Never operate electrically connected devices in or near the bath. Never drop or insert any object into any opening.

This unit must be connected to a supply circuit that is protected by a GFCI. Such a device should be installed by a licensed electrician and should be tested on a regular basis (at least monthly). To test the GFCI push the **TEST** button. The GFCI should interrupt the power. Push the **RESET** button and the power should be restored. If the GFCI fails to operate in this manner, there is the possibility of an electric shock. **DO NOT USE.** Disconnect the unit and have the problem corrected by a qualified service technician.

To avoid the possibility of personal injury and discoloration of the acrylic surface, the inlet water temperature should not exceed 40°C (104°F). The bath should be drained after each use. Each bather should start their bath with fresh water. Do not use oil base additives in your therapy bath.

**CAUTION:** Do not use harsh abrasives or solvents for cleaning this unit.

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

## **SAVE THESE INSTRUCTIONS**

### **JASON INTERNATIONAL, INC.**

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[www.jasoninternational.com](http://www.jasoninternational.com)