

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

Jason International, Inc.  
8328 MacArthur Drive  
North Little Rock, AR 72118  
www.jasoninternational.com  
MADE IN THE U.S.A.



49-1016-001  
Date 10/16

## OWNER'S MANUAL

# Vivere™ Collection Walk-In Baths INSTALLATION, OPERATION, AND MAINTENANCE



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

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

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



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

### INSPECTION

**Inspect the MicroSilk® Demonstration System prior to installation. In the event of a problem, DO NOT install the demonstration system.**

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

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

### OWNER'S RECORD

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

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

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

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

# 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**

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# JASON INTERNATIONAL, INC.

8328 MacArthur Drive • North Little Rock • Arkansas • 72118

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

# CONSIGNES DE SÉCURITÉ IMPORTANTES

## **INSTRUCTIONS RELATIVES AU RISQUE DE FEU, CHOC ÉLECTRIQUE, OU DE BLESSURE.**

Ce manuel contient des informations et des instructions pour le fonctionnement et l'entretien de votre bain de thérapie appropriée. Le non respect de ces instructions peut entraîner des blessures corporelles, de choc électrique ou d'incendie.

**AVERTISSEMENT:** LORS DE L'UTILISATION DE CET APPAREIL, LES PRÉCAUTIONS DE BASE DEVRAIENT TOUJOURS ÊTRE RESPECTÉES, Y COMPRIS LES SUIVANTES:

### **LIRE ET SUIVRE TOUTES LES INSTRUCTIONS ATTENTIVEMENT**

#### **DANGER: POUR RÉDUIRE LE RISQUE DE BLESSURES SUIVRE CES PRÉCAUTIONS:**

- A. Ne pas laisser les enfants utiliser ce produit à moins qu'ils sont étroitement surveillés en tout temps.
- B. Utiliser cet appareil uniquement pour son usage prévu, comme décrit dans ce manuel. Ne pas utiliser d'accessoires non recommandés par le fabricant.
- C. L'eau dans un bain de traitement ne doit jamais dépasser 40° C (104° F). Les températures comprises entre 38° C (100° F) et 40° C (104° F) sont considérées comme sûres pour un adulte en bonne santé. Utiliser le temps devrait être limitée à environ 30 minutes, suivie d'une douche pour se rafraîchir. Des expositions plus longues peuvent entraîner une hyperthermie. Les symptômes de cette maladie sont des nausées, des étourdissements et des évanouissements, et il peut être fatale. Des températures plus basses sont recommandées pour une utilisation prolongée (supérieure à 10 à 15 minutes) et pour les jeunes enfants.
- D. Puisque les températures excessives ont un potentiel élevé pour les fœtus durant les premiers mois de la grossesse, les femmes enceintes ou possiblement enceintes doivent limiter la température de l'eau de bain de traitement à 38° C (100° F).
- E. L'utilisation de drogues ou de boissons alcoolisées avant ou pendant l'utilisation du bain de traitement peut entraîner l'inconscience et la possibilité de noyade. Ne jamais utiliser le bain de traitement tandis que sous l'influence de l'alcool, des anticoagulants, des stimulants, des antihistaminiques, vasoconstricteurs, vasodilatateurs, les hypnotiques, les narcotiques, ou des tranquillisants.
- F. Personnes ayant des antécédents de maladie cardiaque, d'hypotension ou d'hypertension artérielle, de troubles circulatoires ou de diabète doivent consulter un médecin avant d'utiliser un bain de thérapie.
- G. Les personnes utilisant des médicaments devraient consulter un médecin avant d'utiliser un bain de thérapie puisque certains médicaments peuvent induire la somnolence tandis que d'autres peuvent affecter le rythme cardiaque, la pression artérielle et la circulation.

**DANGER: Pour réduire le risque de blessures, entrer et sortir du bain lentement.** Ne pas utiliser cet appareil si le couvercle d'aspiration est monté sur l'entrée de raccord d'aspiration et les ensembles de jet sont installés. Il devrait y avoir au moins deux (2) pouces d'eau au-dessus de l'emplacement du jet le plus haut pendant le fonctionnement du bain de traitement. **JAMAIS RUN appareil au sec.**

**AVERTISSEMENT:** Ne jamais faire fonctionner les appareils connectés électriquement à ou près de la baignoire. Ne jamais laisser tomber ou insérer un objet dans une ouverture.

Cet appareil doit être relié à un circuit d'alimentation qui est protégé par un disjoncteur différentiel. Un tel dispositif doit être installé par un électricien agréé et doit être testé sur une base régulière (au moins mensuellement). Pour tester le GFCI appuyez sur le bouton TEST. Le GFCI doit interrompre l'alimentation. Appuyez sur le bouton RESET et le courant devrait être rétabli. Si le disjoncteur ne fonctionne pas de cette manière, il ya la possibilité d'un choc électrique. **NE PAS UTILISER.** Débranchez l'appareil et faire corriger le problème par un technicien qualifié.

Pour éviter le risque de blessures et de la décoloration de la surface acrylique, la température de l'eau d'entrée ne doit pas dépasser 40°C (104°F). Le bain doit être vidé après chaque utilisation. Chaque baigneur doit commencer leur bain à l'eau fraîche. Ne pas utiliser d'additifs à base d'huile dans votre bain de thérapie.

**ATTENTION: Ne pas utiliser de produits abrasifs ou de solvants puissants pour nettoyer cet appareil.**

INSTALLATEUR / propriétaire assume toute la responsabilité de respecter ALL ETAT ET

CODES locaux lorsque vous installez CE PRODUIT

## **CONSERVER CES INSTRUCTIONS**

## INSTALLATION INSTRUCTIONS (cont.)

### PRE-INSTALLATION PROCEDURES

1. Place the bath on a flat surface in an area where it may be drained after testing.
2. Never lift the bath by any portion of the therapy system plumbing.
3. Place a plug or tape over the drain, fill the bath with water to the overflow and allow standing for a few minutes.
4. Connect an extension cord to the control box to run the equipment for ten (10) minutes. Inspect the system for leaks.
5. Turn the system off and let stand for ten (10) minutes. Inspect the bath for leaks carefully around the equipment, all plumbing fittings and the door, any defect must be reported to your dealer prior to installation in order to have it covered under warranty.
6. Check to ensure that your installation will conform to all applicable codes and secure necessary permits. All electrical and plumbing connections should be made by a qualified professional.

**NOTE: Failure to follow these pre-installation procedures could result in voiding the warranty. The manufacturer will not be liable for the removal or installation of the bath unit.**

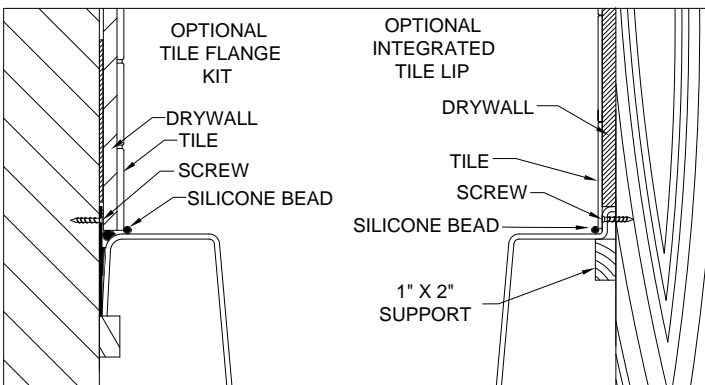


Figure 1

### INSTALLATION PROCEDURES

1. Place the bath on a solid flat surface. Rotate the adjustable feet until all feet come in contact with the floor.
2. Plumbing hardware, such as faucet, hoses and waste/overflow, should be installed prior to setting the bath in-place.
3. 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**.
4. The extension panel can be installed for 60" (152cm) opening installations. **See Extension Panel Installation section.**
5. The secondary door drain coupling is to be installed horizontally between the drain show and the drain tee as shown in **Figure 2**.

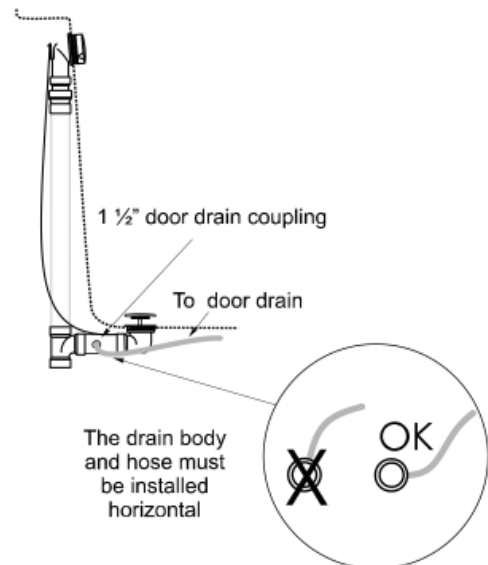


Figure 2

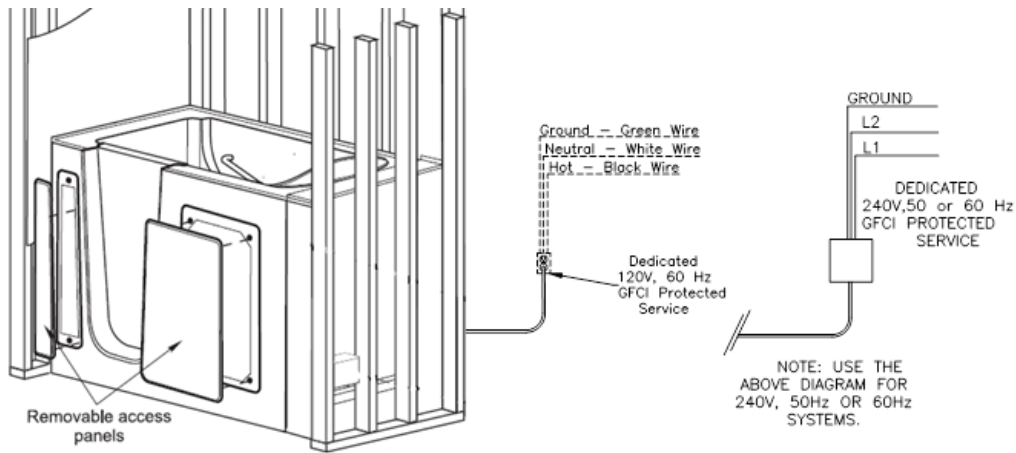


Figure 3

**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)** [for Canadian installations, **Canadian Electrical Code (CEC) Part I**] 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. Equipment:** This bath is provided with Air On/Off switches for the equipment. This equipment is pre-wired to a control box which has a 36” cord. Connect the control box to a GFCI (Ground Fault Circuit Interrupter) with the proper service:

**Domestic Standard Equipment (120v, 60Hz).**  
120v, 20A, 60Hz electrical service with a service ground receptacle dedicated for use by this bath.

**Canadian Standard Equipment (120v, 60Hz).**  
120v, 15A, 60Hz electrical service with a service ground receptacle dedicated for use by this bath.

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

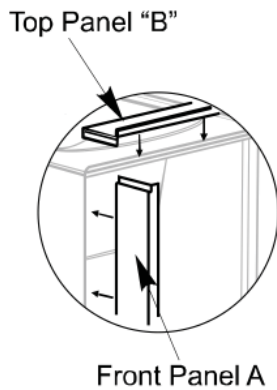
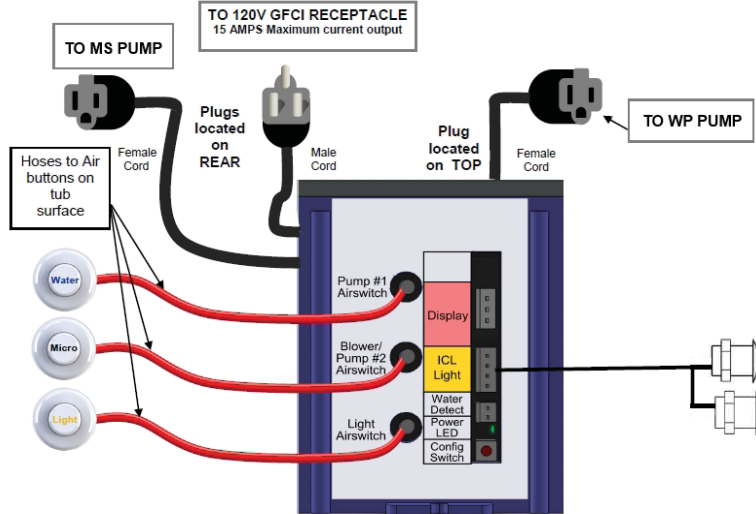


Figure 4

**Installation Diagram:**



**EXTENSION PANEL INSTALLATION**

The Vivere Collection bath includes extension panels which can be used as a filler panel to install the bath in a 60" (152 cm) opening. See Figure 4

1. Slide the front panel A onto the front of the bath.
2. Slide the top panel B over the tile flange of the bath.
3. Refer to **Figure 1** on fastening the flange clips to the studs and sealing.

**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 or isopropyl alcohol (rubbing alcohol). Never allow the cleaner to soak against the surface for long periods of time. **Always rinse the surface immediately following the use of cleaners.** Use liquid, non-bleach and automatic dishwashing detergent to remove any construction residue.
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 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 or soaking bath.



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# OPERATING INSTRUCTION, FEATURES, AND CONTROLS

## INTRODUCTION

This manual contains all of the information needed for the proper installation and operation of your Jason MicroSilk® Demonstration System. The demonstration system 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.

## GENERAL OPERATION INSTRUCTIONS

1. Use this unit only for its intended use as described in the manual.
2. To avoid injury, exercise care when entering or exiting the bath, the floor may be slippery.
3. Do not use the door as a support while entering or exiting the bath, as door may swing with applied weight.
4. Do not open the door until all water has been drained from the bath.
5. Enter the bath and latch the door securely. The downward motion of the door level locks and seals the door.
6. Be certain the tub drain is open as first water coming from the tub spout may be too cold or too hot. Carefully test the water temperature by slowly moving hand into the water stream.
7. After adjusting the water temperature, move the drain valve handle all the way to the left to close the tub drain.

**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.

## MICROSILK OPERATION

All Jason 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: 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. 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 Port

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

## WHIRLPOOL OPERATION

All Jason Walk-In Whirlpool baths are pre-plumbed at the factory with standard equipment. Standard equipment includes directional hydrotherapy jets, and an air actuated On/Off switch.

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

### Whirlpool Jets

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 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.

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# OPERATING INSTRUCTION, FEATURES, AND CONTROLS

## DOOR SEAL LEAKING

If a small leak has been detected around door, check closely for any accumulation of dirt or debris. Any small collection of either on the door seal or where the seal comes in contact with the door jamb could result in a minor leak through the door seal.

1. Before filling the tub with water, be sure to wipe down the door seal using a damp soft cloth, as well as the surface on the door jamb that will come in contact with the seal.
2. Once the above surface surfaces have been wiped clean, be sure that when closing the door, the latch is completely locked forward.

**NOTE:** When draining the water from the tub, be sure that the door latch is in the locked position (forward). If the latch is not secure when draining the bath, as the water level lowers, the pressure on the door will be reduced, thus increasing the possibility of a leak around the door.

3. Door must remain open when not in use. The sealing gasket will not retain the proper shape if door is closed all the time, leading to possible leaking around the gasket.

## 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 surface, consult your dealer for recommendations on surface repair.

## 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.**



# TROUBLE SHOOTING GUIDE

If you believe the MicroSilk® Demonstration system to be within the warranty period, you must contact **Jason Customer Service: 1-800-255-5766** with the bath's Product and Serial numbers before work is started.

**All warranty repairs must be authorized by Jason before work is started.**

FOR SERVICE, ALWAYS CONTACT YOUR DEALER OR AUTHORIZED SERVICE CENTER

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

<b>MICROSILK PUMP SYSTEM</b>		
<b>SYMPTOMS</b>	<b>POSSIBLE CAUSES</b>	<b>RECOMMENDED ACTION</b>
MicroSilk® system fails to operate.	a) No power to the MicroSilk® unit. b) Motor is not plugged in. c) Touch Control — insufficient water in bath.	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. b) Make sure plug is fully inserted into the outlet. c) Fill bath to recommended level (3" above jets).
Pump operates, but no Micro Bubbles are injected into water.	a) Air Intake clogged.	a) Refer to Jason Customer Service.
Pump operates, but water is not being pumped.	a) Suction or discharge blocked. b) Suction air leak. ( <i>System usually surges.</i> )	a) Remove obstruction. b) Make sure connection is tight on suction side of the pump.
Pump does not manually shut off.	a) Control defective.	a) Refer to Jason Customer Service.
Pump shuts off by itself, or before set time elapses.	a) Pump motor overheated and thermal protection device deactivated motor. (possibly low voltage). b) GFCI tripped.	a) Make sure motor air cooling vents are not blocked, clean and allow motor to cool down. ( <i>Check service &amp; wire size.</i> ) b) Refer to Jason Customer Service.
Pump leaks at shaft.	a) Damaged or defective shaft seal.	a) Refer to Jason Customer Service.
LED Light will not operate	a) Light bulb is loose in the socket.	a) Access light bulb and assure that it is properly installed in the socket.

<b>WHIRLPOOL BATH</b>		
<b>SYMPTOMS</b>	<b>POSSIBLE CAUSES</b>	<b>RECOMMENDED ACTION</b>
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 and GFCI if tripped. Check fuses and replace if bad. b) Make sure power supply is correctly wired in the unit c) Check, reconnect or replace tubing as necessary
Pump operates, but no air are injected into water.	a) Air Intake clogged.	a) Contact installer/dealer.
Pump operates, but water is not being pumped.	a) Suction or discharge blocked. b) Suction air leak (System usually surges) c) Insufficient water level	a) Remove obstruction. b) Make sure connection is tight on suction side of the pump. c) Fill bath to recommended level. Must be 2" above jets.
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	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) Refer to Jason Customer Service.
Optional LED Light will not operate	a) Light bulb is loose in the socket.	a) Access light bulb and assure that it is properly installed.