

# Installation, Use & Care Guide



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## IMPORTANT SAFETY INSTRUCTIONS:

**All walk in baths MUST be fitted with a thermostatic mixing valve.**

**Independent Home accepts no responsibility for any injuries, burns, scalds, or similar that may occur.**

**It is in both the installer and customer's interest that a thermostatic valve is fitted regulating the bath water temperature entering the bath to ensure that the hot water is regulated to a safe temperature.**

### WARNING!

- USE THIS UNIT ONLY FOR ITS INTENDED PURPOSES OR AS DESCRIBED IN THIS MANUAL. USE ONLY ATTACHMENTS RECOMMENDED BY THE MANUFACTURER.

### Read and Follow All Instructions

- **DANGER:** To reduce the risk of injury, do not permit children or persons with infirmities to use this product unless they are closely supervised at all times.
- To avoid injury, exercise care when entering or exiting the tub.
- Never drop or insert any objects into any openings.
- Risk of electrical shock; connect only to a separate circuit protected by a ground fault circuit interrupter (GFCI) on all plug in models.
- **WARNING:** Risk of electric shock; do not permit electric appliances (such as a hair dryer, lamp, telephone, radio or television) anywhere near this bathtub.
- All units with plug in motors and heaters must be connected to a circuit interrupter (GFCI). Such a circuit is provided by the installer and should be tested on a routine basis. To test the GFCI push the test button; the GFCI should interrupt power. Push the RESET button; power should be restored. If the GFCI fails to operate in this manner, there is a ground current flowing, indicating the possibility of an electrical shock. Do not use this unit. Disconnect the unit and have the problem corrected by a qualified service representative before using.

• **All units need a NEMA plug** to be plugged into a wall outlet that is connected to a built-in circuit breaker and must be connected to a separate circuit with a **20 Amp breaker** run directly from breaker panel box.

- **Risk of electrical shock**; all pumps and heaters must be connected to a Ground Fault Circuit Interrupter (GFCI).
- Tub bottom must remain clean to minimize slippage.
- Avoid use of alcohol, drugs, or medication while using your tub.
- Consult your physician before using the air system if you are pregnant and/or have heart conditions.
- All units must be water tested before installation.

**Please note that all local electrical codes shall be followed first and foremost**  
**SAVE THIS MANUAL: RETAIN FOR CONSUMER USE**

## **GENERAL INFORMATION**

READ THESE INSTRUCTIONS COMPLETELY BEFORE INSTALLING THE PRODUCT.

YOU MUST FOLLOW ALL INSTRUCTION IN THIS MANUAL. FAILURE TO DO SO WILL RESULT IN YOUR ACCEPTANCE OF ANY LIABILITY THAT MAY OCCUR. FAILURE TO COMPLY WITH ALL INSTRUCTIONS CAN RESULT IN PRODUCT AND PERSONAL INJURY

## **RESPONSIBILITY OF THE INSTALLER**

THE INSTALLER MUST INSPECT AND WATER TEST THE PRODUCT PRIOR TO INSTALLATION TO ENSURE THE UNIT IS FREE OF DEFECT OR DAMAGE. IN THE EVENT OF A PROBLEM, THE UNIT MUST NOT BE INSTALLED. IF THE CRATE OR PRODUCT HAS BEEN DAMAGED PLEASE CALL IMMEDIATELY.

## **THIS PRODUCT IS DESIGNED TO BE INSTALLED BY A LICENSED TRADESPERSON.**

LICENSED PLUMBERS AND ELECTRICIANS SHOULD BE EMPLOYED TO INSURE PROPER INSTALLTION. INSTALLERS ASSUME ALL LIABILITY FOR THE CORRECT INSTALLATION PROCEDURES.

## **IMPORTANT SAFETY INSTRUCTIONS:**

WARNING! WHEN USING THIS PRODUCT, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED. READ AND FOLLOW ALL INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS

**DANGER:** TO REDUCE THE RISK OF INJURY, DO NOT PERMIT CHILDREN TO USE THIS PRODUCT UNLESS THEY ARE CLOSELY SUPERVISED AT ALL TIMES.

## UNPACKING THE WALK-IN BATH:

### WARNING!

**BEFORE UNPACKING, THE INSTALLER SHOULD CAREFULLY INSPECT THE OUTER CARTON AND WOOD CRATE FRAME FOR DAMAGE.**

**NOTE: UPON DELIVERY THE CUSTOMER SHOULD HAVE ALREADY NOTED ANY APPARENT OUTER CARTON DAMAGE ON THE DRIVER'S PAPERWORK.**

**THE INSTALLER SHOULD IMMEDIATELY NOTIFY THE DELIVERY COMPANY AND THE SUPPLYING DEALER IF ANY APPARENT OUTER CARTON DAMAGE IS FOUND.**

**OPEN OUTER PACKING BOX VIA THE TOP AND SIDES AND REMOVE THE BATH FROM ITS PACKAGING, CAREFULLY INSPECT BATH AND REPORT ANY ACTUAL DAMAGE IMMEDIATELY TO YOUR SUPPLYING DEALER AND THE DELIVERY COMPANY.**

**ONLY LIFT AND MOVE THE BATH AS PROPERLY DIRECTED. DO NOT LIFT THE BATH OUT OF ITS SHIPPING PACKAGING BY ANY PLUMBING FIXTURES OR ELECTRICAL COMPONENTS. DO NOT DRAG BATH; DO NOT TILT BATH OR PLACE ON AN ANGLE WITH ALL THE WEIGHT SUPPORTED BY ONLY TWO LEGS. CAREFULLY PLACE THE BATH ON A LEVEL FLOOR SURFACE.**

**FAILURE TO COMPLY WITH ANY OF THE ABOVE MAY VOID THE BATH'S WARRANTY.**

**PRIOR TO INSTALLING THE WALK-IN BATH:** Important Note: Installer must read and follow all instructions in this Installation Guide. Failure to do so, except with express written consent by Independent Home, may void the Warranty.

Important Note: It is the installer's responsibility to obtain all required governmental licenses and permits. Any liability for the failure to do so will solely be borne by the installer. Important Note: Immediately after removing the walk in bath from its crating and packaging, inspect all electrical and plumbing fittings and, except for the door fittings and door hinge, tighten (do not over-tighten) all loose connections as appropriate. Do not alter the door fittings, tamper with the hinge or try to get a closer fit on the seal. DO NOT OVERTIGHTEN ANY BOLTS. The baths are completely water tested prior to leaving the factory and all the door tolerances and clearances are factory set. TAMPERING WITH THE HINGE OR DOOR SEAL WILL VOID THE WARRANTY.

## TESTING YOUR WALK IN TUB BEFORE INSTALLATION

1. All Independent Home Walk-in Bathtubs are 100% water tested at the factory and certified to be free of leaks. Transportation and mishandling may cause leaks. It is necessary to test the bath while there is access to all sides of the bath.
2. This unit should be both static and operationally tested with water. It is best to test the unit outside by filling with a garden hose.
  - A. Place the tub on a completely flat surface in an area where it may be drained after testing.
  - B. Close the drain and fill the tub until it is up to normal water height level.
  - C. Allow the water to stand in tub for 30 minutes and then inspect all plumbing and seals for leaks.
  - D. If tub is jetted, supply electric to unit and run for 10 minutes and inspect for leaks. Inspect the unions around the pump; if leaks persist from the unions after tightening; loosen the unions and insure that the O-ring is seated properly.
  - E. Insure all jets are open and working.

NOTE: If the pumps do not operate check the breaker to insure power is on and the cable connecting the controls to the pump is attached.

**Do not run any pumps or heaters unless the tub is filled with water to proper level. Damage due to dry running pumps is not covered under warranty.**

**Failure to perform these tests before installation will make the installer liable for future repair costs.**

1. Check the floor area where the tub is to be installed.
  - a. Clean area of any debris or trash.
  - b. Use a 5 or 6-foot level and determine if the floor is level. If the floor is not level, adjust all leveling feet to perfectly level the tub. **Note: it is important that all leveling feet are completely touching the floor and level for the door system to work properly.**
2. Check to insure that the drain rough has been placed at the proper location.
3. Insure that the proper electrical service has been installed at the pump location. See electrical requirements below.



Leveling Legs

## **ELECTRICAL REQUIREMENTS**

Equipment utilized on these baths requires individual dedicated electrical service. Service must be a dedicated 20 amp, 120 volt service that is GFCI protected.

## **ELECTRICAL INSTALLATION**

All electrical connections must be carried out by a certified electrician in accordance with local electrical requirements and codes.

## Installation Guide

- 1) Ensure bath will fit through all passageways and doors.
- 2) Remove the existing bath or shower.
- 3) Check the area where the Walk in Bath will be installed for floor integrity. Keep in mind that the Walk in Bath is held up by four or six heavy duty support leveling legs and not the bath's frame.
- 4) Level the Walk in Bath from the highest elevation point on the floor. **Important Note: If the floor is sloping or bowed in any way, work from the highest elevation point. Using side panels as a guide to the height.** Make certain that the tub can be properly leveled. Caution: if walk-in bathtub is not resting on all leveling feet, water will not drain properly and may cause the door to leak.

Verify the product is completely level by checking tub deck surface and ensure all leveling feet are touching the ground.

- 5) Carry out any electrical work that may be required. All work must be carried out by a qualified electrician in line with current regulations.
- 6) After leveling and BEFORE attaching the Walk-in Bathtub, ALL panels must be temporarily fitted to ensure adequate clearance from the floor and then put aside until they are required later. Panels must be laid flat until required.
- 7) Most installations are done mounting the taps/faucets on the deck next to the waste and overflow assembly (left or right of the overflow assembly based on the model).
- 8) Measure and verify the span of the tap assembly's supply lines. Mark position of the holes for the taps/faucets and ensure that your pipe-work will not be obstructed by the Walk-in Bath's steel frame. Double check all measurements.

- 9). Drill holes for taps/faucets using correct size core drill bit.

**Important Note: Under no circumstances should you use a cutter that may damage the**

***Walk-in Bathtub outside of the cutting area. Doing so can void the warranty.***

10) Fit the taps/faucets.

11) Install the waste and overflow.

12) You may use washers with the waste and overflow, or you may use silicone caulking to seal it.

***Important Note: Under no circumstances should any oil based sealants or jointing compounds be used on any part of the Walk in Bath. Doing so can void the warranty.***

13) If any additional fixtures fastened to the wall are required, i.e. grab rails, shower attachments, etc., drill any holes that are needed and install the fixtures.

14) Seal edges of bath to wall with a suitable silicon sealant (if this will impede the connection of the pipe work seal the bath to wall after the pipe work has been completed).

15) Double check bath for leveling once again.

16) Connect the pipes to the tap/faucet. **Ensure that your installer fits a thermostatic mixing valve (TMV).** The hot and cold water supplies connect to the thermostatic mixing valve. Then, connect the mixed hot outlet from the thermostat to the hot side of the tap/faucet. The cold additionally connects directly to the cold side of the tap/faucet. The thermostatic valve is not supplied.

17) Connect all the waste pipe-work.

18) Check all hot and cold pipe work for leaks.

19) Ensure that the door seal and ingress are clean and free from dust.

***Important Note: Do not alter the door fittings, tamper with the hinge or try to get a closer fit on the seal. The baths are completely water tested prior to leaving the factory and all the tolerances and clearances are factory set. Tampering with the hinge or door seal can void the warranty.***

20) Close the door and fill the Walk-in Bathtub to the maximum level and let the filled bath stand for 20 minutes.

21) After checking for any leaks on all the pipe-work and the bath itself, empty the Walk-in Bathtub.

22) Adjust the thermostat to provide the required temperature desired or to comply with any regulations.

23) Apply a thin bead of silicone sealant between the Walk in Bath and the wall and ensure that any excess sealant is removed.

***Important Note: Do not use any solvent based adhesives as these will damage the Walk in Bath and can void the warranty.***

24) Cut and fit the extension box (if supplied) with supports where necessary.

25) Once the Bath is secure and all the seals and plumbing pipe work have been checked, size up the panels for trimming prior to fitting to the Bath as follows:

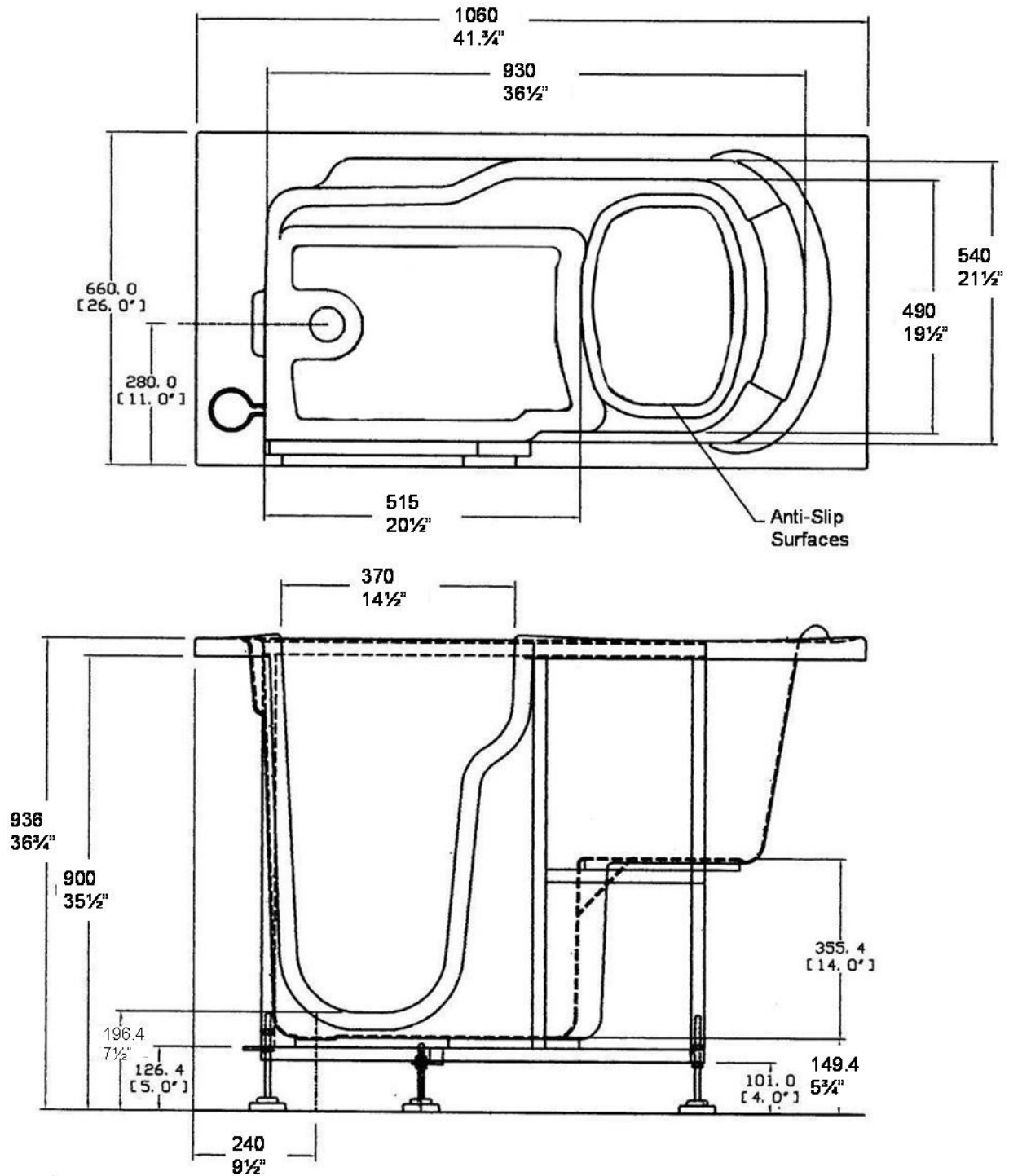
Place the front panel in position. The frame of the bath may stop the panel from pushing it in to its full extent. If so, mark any points where the frame comes into contact with the panel with a pencil. Then, measure how far each point of the panel has to go into the frame and mark with the pencil on the panel. Cut a notch in the panel to suit.

Using a hacksaw or jigsaw to cut notches out of the panels wherever needed so that the panels fit. If the panel retaining clips project out too far cut the ends back with tin snips. File any rough edges away and refit the panels. If needed, repeat this procedure with the end panel. These panel fittings will not void the warranty.

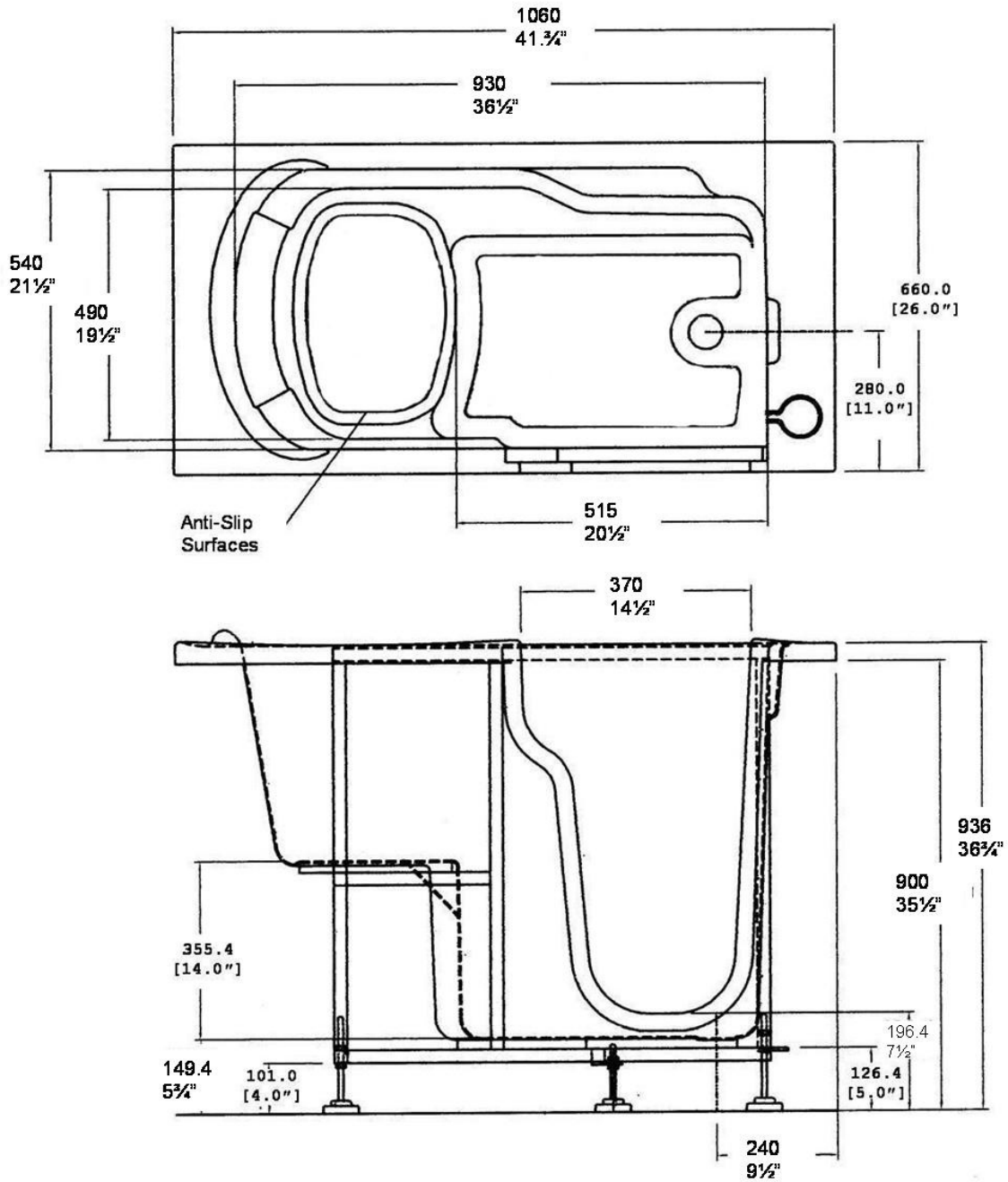
**Caution: Be extra careful when cutting out the notches. Cut away small sections at a time until the panels fit.**

26) Attach the Walk-in Bath panels. Seal the Walk-in Bath panels to the bath and apply a finishing seal around the Walk-in Bath with suitable silicone sealant.

# The Prestige – Left Hand Door



# The Prestige - Right Hand Door



# Use & Care Guide

for your new

## Independent Home Walk-In Bathtub



***\*THE WATER TEMPERATURE ENTERING THE BATH SHOULD ALWAYS BE CHECKED EVERYTIME THE BATH COMMENCES FILLING TO ENSURE IT IS AT A SAFE TEMPERATURE\****

# Congratulations

Congratulations on the purchase of your new Walk-In Bathtub. Your bath has been constructed to the highest standards using the most modern manufacturing techniques available. Before leaving the factory every bath is rigorously tested. The bath and door are completely water tested for leaks. When the bath leaves the factory it is in perfect working order ready for installation. Rest assured, we have supplied you with a magnificent product built to provide you with an enjoyable bathing experience for years ahead.

By carefully following your new Walk-In-Bath's instructions, you can benefit from the safety, dignity, independence and a tremendously improved quality of life our bath will give you.

## Getting Started

Enter the bath and sit if desired. Then close the door and seal it by pulling the handle toward you into the locked position.

Close the floor drain with the waste plug attached to the stainless steel chain.

**With the preset thermostatic mixing valve which must be fitted by your installer** it is only necessary to turn on the hot water tap. However, if a cooler bath is desired, simply mix the preset hot water with some cold water.

Fill the bath to a depth to best suit your needs. Please remember you must fill the bath about 8" to use its foot bath feature. This feature allows the Spa system to gently massage the feet without the need to fill the bath with water. To take advantage of the maximum benefits of your Walk-In Bath's hydrotherapy spa system, you must fill the tub at least 2" above the uppermost spa jets.

### *A Cautionary Word about the Door Handle:*

*Even though the handle is fabricated from the strongest materials available it will not withstand a person putting their whole weight against it while either trying to pull themselves up out of the bath or using excessive force closing the door. If used in either of these ways the bottom of the handle will ultimately break away from its fixing. The handle is designed as a closing mechanism and nothing more. User misuse of the handle will not be covered by the warranty.*

# Using Your Bath

## Hydrotherapy Spa System:

The hydrotherapy operation is controlled by a circular control switch located on the top of the bath. The switch has three symbols on it: a “+” symbol, a “-” symbol, and a “round circle with air bubbles” symbol. It can be run for 15 minutes at a time. It will then automatically cut out and can be restarted after 5 minutes by pressing the bubble symbol again.

To turn the spa on, press the “bubble” symbol, the spa will start at half speed. To increase the spa speed/intensity press and hold the “+” symbol until the desired speed/intensity is reached. If a slower speed/intensity is desired, press and hold the “-” symbol. To create a wave effect press and hold the “bubble” symbol and the speed will fluctuate between fast and slow. To turn the spa off, press the “bubble” symbol. The spa can be utilized with the water level at a minimum of about 8” high for a foot bath. Running the spa on its maximum setting requires the water level to be at least 2” above the top spa jets. The tub can be filled as high as desired with the spa on a slow setting.

When the bath is full, it is primarily the top jets that produce the proper Hydrotherapy effect to move the water correctly. The bottom jets are gently activated only on the high settings when high turbulence is desired. These bottom jets are primarily used as the foot massager when just a few inches of water are in the bath.

## After Your Bath

Pull on the stainless steel chain to dislodge the safety drain. Allow the water to drain until it is well below the bottom of the door. Afterward, push the door handle up and away from you to unlock and open the door.

# Questions and Answers

**Q. The door seal is not completely compressed. Should I try to adjust the door to make it tighter?**

**A.** No, there is no need to. Never adjust, move, undo or tamper with the door hinge as this can invalidate the warranty.

**Q. How often should I clean my Bath?**

**A.** To maintain the longevity of the high gloss finish we recommend a wipe over after every use with any non-abrasive cleaning liquid. It is also very important that you wipe around the door seal to remove any dirt or debris after every use. Damage to the door seal can invalidate the warranty.

**Q. Can I use Bubble Bath, Oils and Salts?**

**A.** Bubble bath can be used in moderation. The spa is very powerful and bubbles will form rapidly. Only light, translucent oils such as *Baby Oil* should be used. Salts can not be used. Salt is an abrasive material and abrasive materials can damage the high gloss of the gel coat.

**Q. If I drop a screwdriver or something sharp into the bath and it somehow chips the surface, can it be repaired?**

**A.** Yes. Any GRP repair kit from a yacht chandler will repair the chip.

**Q. I like long baths. Can the spa be used for long periods of time?**

**A.** Yes. However, as a safety precaution, after a while the spa shuts off on its own. To restart, leave the spa in the off position for 15 minutes and the thermal cut off will reset itself. The spa can then be restarted.

**Q. Can I use the door to lean on for support getting in or out of the bath?**

**A.** No. The door is fitted using a stainless steel piano hinge which is very strong and will keep the door in its position. It is not designed to take the weight of a person. To lean on the door could result in door movement or misalignment and could cause a leak. This can also invalidate the warranty.

**Q. Is there any periodic maintenance to the door or hinge?**

**A.** No. Do not alter the door fittings, tamper with the hinge or try to get a closer fit on the seal. The baths are completely water tested prior to leaving the factory and all the tolerances and clearances are factory set.