

sanctuary

walk-in bathtubs

Troubleshooting your Walk-in Bathtub

The Rear Extension Box must be trimmed to fit the tub area. It **DOES NOT** mount on top of the tub.

If the door gasket leaks slightly, unscrew the handle on the inside then spin the housing 360 degrees clockwise. Also, make sure tub is level.

Turn the overflow to open and close the drain.

If your tub is equipped with an air pump then the grey hose and clamps attach them to the pump and manifold. The clear hose attaches to the air button and to the side of the air pump.

The chrome button on inside of the tub needs to be pushed to turn the air pump on. The air pump has three speeds. To change speeds, push the button again to get your desired speed. After the pump has been used, the pump will automatically turn back on to clean the system out and then it will go off.

If tub is equipped with water jets then the next chrome button turns the water pump on. The knob beside the button adjusts the pressure of the water system.

If equipped with an electronic keypad, the water sensors on the inside of tub must have 1" of water above the sensors before you can turn water pump on. The button closest to the door will turn pump on. The button closest to the seat turns the heater on.

If a jet cap comes off you can put the caps back on the jets by pushing them on the jet.

If you see a leaking jet, please check the white or clear hoses on the tub. If they are leaking, then pull the hose off and use PVC glue to reattach hose.

On all of our air systems the heater is located in the pump.

If you have a dual system (air and water) **DO NOT** turn both systems on at one time. You could possibly cause a power surge and trip a breaker.

In the event that your situation cannot be corrected using this guide, please contact the manufacturer to help correct the problem. You may call 1-866-477-1405 between 8am to 5pm EST, Monday thru Friday.