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# USER MAINTENANCE INSTRUCTIONS

## 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 therapy 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 air 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.

## 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 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 unit 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.	<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 not 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. <i>(System usually surges.)</i></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. <i>(Possibly low voltage.)</i></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. <i>(Check service &amp; wire size.)</i></li> <li>b) Refer to Jason Customer Service.</li> <li>c) Fill to recommended level.</li> </ul>
Pump does not turn off after set time elapses.	<ul style="list-style-type: none"> <li>a) Wiring error or control problem.</li> </ul>	<ul style="list-style-type: none"> <li>a) Refer to installer / dealer.</li> </ul>
Pump will not turn off when water is drained from the bath.	<ul style="list-style-type: none"> <li>a) Water level sensor wires or ribbon cables are shorted.</li> </ul>	<ul style="list-style-type: none"> <li>a) Inspect all sensor wires or ribbon cables for exposed or touching wires. Separate touching wires and replace exposed wires. If pump continues, replace water level sensor.</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>

## WHIRLPOOL PUMP SYSTEM

SYMPTOMS	POSSIBLE CAUSES	RECOMMENDED ACTION
Pump system won't start.	a) No power to the pump unit. b) Pump motor is not plugged in. c) Insufficient water.	a) Reset circuit breakers and check GFCI. Check fuses and replace if bad. b) Make sure plug is fully inserted into the outlet. c) Check and reconnect if necessary.
Pump operates, but no air is injected into water.	a) Air valves are closed. b) Air line is clogged.	a) Open air control valves. b) Refer to installer/dealer.
Pump operates, but water is not being pumped.	a) Suction or discharge blocked. b) Suction air leak. (System usually surges.)	a) Remove obstruction. b) Make sure union is tight on suction side of the pump.
Pump does not manually shutoff.	a) Defective keypad or control	a) Refer to installer/dealer. Replace keypad or control.
Pump unions leak.	a) Unions cracked, under-tightened, over-tightened, or O-ring is not seated properly (possibly pinched).	a) Refer to installer/dealer. Replace keypad or control.
Pump shuts off by itself before set time elapses.	a) Pump motor overheated and thermal protection device deactivated motor. (Possibly low voltage.) b) GFCI tripped. c) Water fell below recommended level.	a) Make sure motor air cooling vents are not blocked. Clear and allow motor to cool down. (Check service & wire size.) b) Refer to installer /dealer. c) Fill to recommended level (2" above jets).
Pump does not turn off after set time elapses.	a) Wiring error or control problem.	a) Refer to installer/dealer.
Pump will not turn off when water is drained from bath.	a) Water level sensor wires or ribbon cables are shorted.	a) Inspect all sensor wires or ribbon cables for exposed or touching wires. Check for objects touching the back of the Signature low water level sensor unit. If problem continues, replace water level sensor unit.
LED light will not operate.	a) Light bulb is loose in socket.	a) Access bulb and assure it is properly installed in socket.

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

## WARRANTY

Jason Hydrotherapy (Jason), warrants its baths to be free from defects in workmanship and materials as provided in the enclosed Warranty Statement and Warranty validation card.

The pre-addressed warranty registration card **MUST** be filled out by the purchaser within thirty (30) days from purchase and mailed to Jason Hydrotherapy in order for limited warranty to become effective.

# 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 hydrotherapy 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 HYDROTHERAPY

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