



# Walk-in Bathtub Operating Manual

## AIR MASSAGE SYSTEM



Image shown for reference. The size, color & configuration of your tub may vary.

### QUESTIONS?

Please call your dealer first:

Telephone:

### MODELS

|         |         |         |
|---------|---------|---------|
| B2645   | B2651   | B2653   |
| B2848   | B2851   | B2948   |
| B3048   | B3052   | B3054   |
| B3150   | B3153   |         |
| B3060   | B3260   |         |
| B3052HC | B3252HC |         |
| B3355   | B3555   | B3237   |
| B305546 | B315546 | B306022 |



## SAVE THESE INSTRUCTIONS

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## IMPORTANT SAFETY INSTRUCTIONS

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



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

### **READ AND FOLLOW ALL INSTRUCTIONS TO REDUCE THE RISK OF INJURY:**



**DANGER... Injury:** To reduce the risk of injury, do not permit children to use this unit unless they are closely supervised at all times. Supervision is also recommended when an elderly or handicapped individual uses this unit.

- Use this unit only for its intended use as described in this operating manual and the corresponding installation manual. Do not use attachments not recommended by the manufacturer.
- Never drop or insert any object in any opening within the whirlpool system.
- This unit must be connected only to a supply circuit that is protected by a ground-fault circuit-interrupter (GFCI). Such a GFCI should be provided by the installer and should be tested on a routine basis. To test the GFCI, push the test button. The GFCI should then interrupt power. Push the reset button. Power should be restored. If the GFCI fails to operate in this manner, the GFCI is defective. If the GFCI interrupts power without the test button being pushed there is a ground current flowing, indicating the possibility of an electric shock. If this should occur, do not use this hydromassage bathtub. Disconnect the hydromassage bathtub and have the problem corrected by a qualified service representative before further use.
- Bliss Tubs are UL certified for installation and use within the United States. The electrical connections must remain the standard three-prong (NEMA) connections and are not to be permanently installed or altered in any way. More detailed electrical usage instructions are provided later in this manual.
- Any servicing outside the scope of the operating instructions or the care and maintenance instructions beginning on page 22 should be performed by a qualified service technician.



### **DANGER... Alcohol, Drug, and Medication Use**

The use of alcohol, drugs or medications can greatly increase the risk of medical complications, fatal hyperthermia, serious bodily injury or death. The material provided in this manual is not intended to replace the advice of a physician. Seek advice from a competent medical professional or doctor prior to the use of this product with regard to the user's specific symptoms or conditions.



### **DANGER... Hyperthermia**

Prolonged immersions in hot water may induce hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above normal body temperature of 98.6°F. The symptoms include an increase in internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include:

- Failure to perceive heat
- Failure to recognize a need to exit the bathtub
- Lack of awareness of impending hazard
- Fetal damage in pregnant women
- Physical inability to exit the bathtub
- Unconsciousness and danger of drowning

**Warranty Registration & Customer Feedback Form**

Upon completion, mail to: Bliss Tubs, 1274  
East Cypress Street, Covina, CA 91724.

Disclaimer: To ensure that your warranty is properly registered with Bliss Tubs, please fill-in and return this registration card to the address above within 30 days of purchase or installation. Your warranty will not be recognized by Bliss Tubs unless this card is fully completed and returned promptly.



**NAME OF ORIGINAL USER:** \_\_\_\_\_

**PRIMARY TELEPHONE:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**DEALER:** \_\_\_\_\_

**INSTALLER:** \_\_\_\_\_

**TUB MODEL NUMBER:** \_\_\_\_\_ **TUB SERIAL NUMBER:** \_\_\_\_\_

**INSTALLATION DATE:** \_\_\_\_\_

End user acknowledges receipt of the Bliss Walk-in Tub Operating Manual and Warranty and has familiarized themselves with the unit's operation, maintenance and warranty procedure.

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

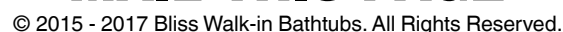
**Staying Put at Home Newsletter:**

Staying Put at Home is the official blog for Bliss Tubs and contains invaluable information and resources for seniors across the United States who are interested in aging in place in their own homes. To receive the occasional newsletter, please provide your email address below. You may opt out of receiving emails at any time.

**EMAIL ADDRESS:** \_\_\_\_\_

**MAIL THIS PAGE**

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## **PRODUCT INFORMATION & WARRANTY PROCEDURE**



**IMPORTANT...** To ensure that your warranty is registered and acknowledged with Bliss Tubs, please take a few moments to fill in, sign and mail the product registration card on the previous page within 30 days of the date of purchase or installation. Mail to **Bliss Tubs at 1274 East Cypress Street, Covina, CA 91724**. By returning the product registration card, Bliss Tubs confirms the date of purchase of your new walk-in tub and initiates the warranty period. This confirmation will allow Bliss Tubs to process any and all warranty claims appropriately.

### **Purchase Registration**

The personal information provided on the Product Registration Card will be kept on file with Bliss Tubs as official Purchase Registration.

### **Privacy Policy**

We do not sell, trade or otherwise transfer to outside parties your personal information. This does not include trusted third parties who assist us in conducting our business or servicing your needs (i.e. dealers or installers). We may also release your information to comply with the law or to protect ours or other's rights, property or safety.

### **Product Information**

**Model Number:** \_\_\_\_\_ **Serial Number:** \_\_\_\_\_

**Dealer:** \_\_\_\_\_ **Dealer Phone:** \_\_\_\_\_

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

### **Warranty Claim Procedure**

1. Refer to Tub Maintenance & Care (page 22) or Troubleshooting Guide (page 25) for answers to basic technical questions before contacting your dealer's or Bliss Tubs' technical support.
2. Upon need of warranty assistance, the user should first call their dealer or installer. Your dealer's name and phone number are provided on the front page of this manual.
3. The dealer or installer technician will ascertain the specifics of the issue you are experiencing.
4. If needed, the dealer or installer will contact Bliss Tubs for technical support as needed.
5. If needed, replacement part(s) are shipped to the address provided.
6. It is requested that the user or installer return the damaged part(s) using the prepaid shipping label provided by Bliss Tubs (if included).

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**Thank you for your purchase of a Bliss Walk-in Bathtub!**

We at Bliss Tubs appreciate that you have many options when deciding on a walk-in tub brand and congratulate you on making the wise decision in selecting the Bliss Walk-in Bathtub. You've made the right choice! We'd like to formally welcome you back to a safer and more independent bathing experience! This Operating Manual has all the necessary information to safely and properly operate and maintain your new walk-in tub.

**PLEASE COMPLETELY READ THIS MANUAL BEFORE USING YOUR TUB.****LEGEND**

**DANGER...** INDICATES A DEFINITE HAZARD LIKELY RESULTING IN BODILY HARM, SERIOUS INJURY OR DEATH.



**WARNING...** Indicates a potential hazard that could result in bodily harm, serious injury or death.



**CAUTION...** Indicates a situation in which property damage could occur.



**IMPORTANT...** Indicates important information related to the use of the product. Failure to follow highlighted specific instructions could drastically effect the use, function, and/or reliability of the product.

**TECHNICAL SUPPORT**

**Please call your dealer first.**

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

**Telephone:** \_\_\_\_\_

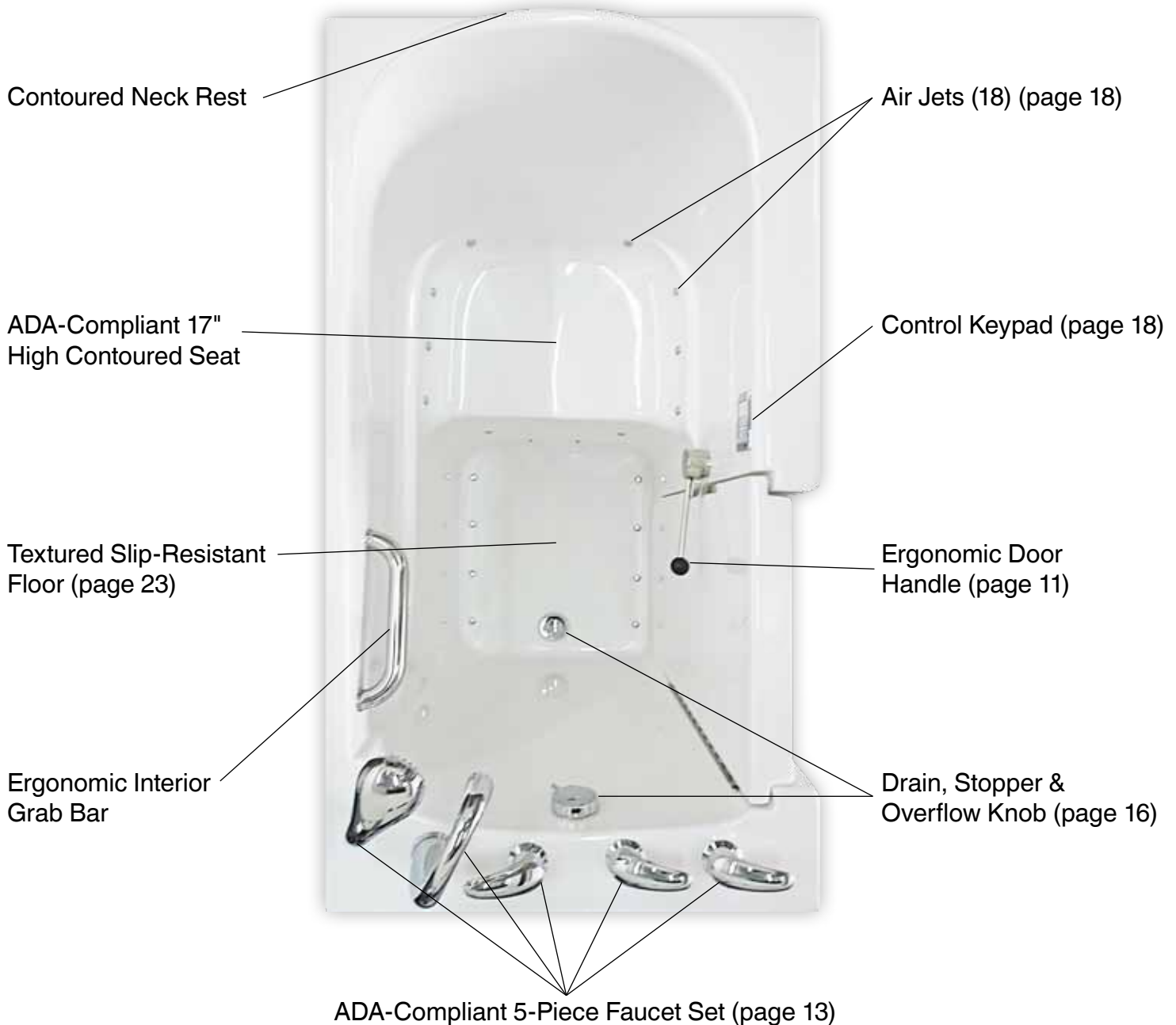


**Bliss Tubs**  
**(800) 398-9639**  
**Monday-Friday**  
**10am - 7pm Eastern**  
**7am - 4pm Pacific**

|                                                       |           |
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## Features of Tub with Inward-Swinging Door

### TOP VIEW



**IMPORTANT...** Accessory items not shown here will be detailed on attached operating manual inserts

Image shown for reference. The size, color & configuration of the installed tub may vary.  
Extension/filler panel not shown.

## Features of Tub with Inward-Swinging Door (continued)

### FRONT VIEW



### BACK VIEW



**IMPORTANT...** Accessory items not shown here will be detailed on attached operating manual inserts

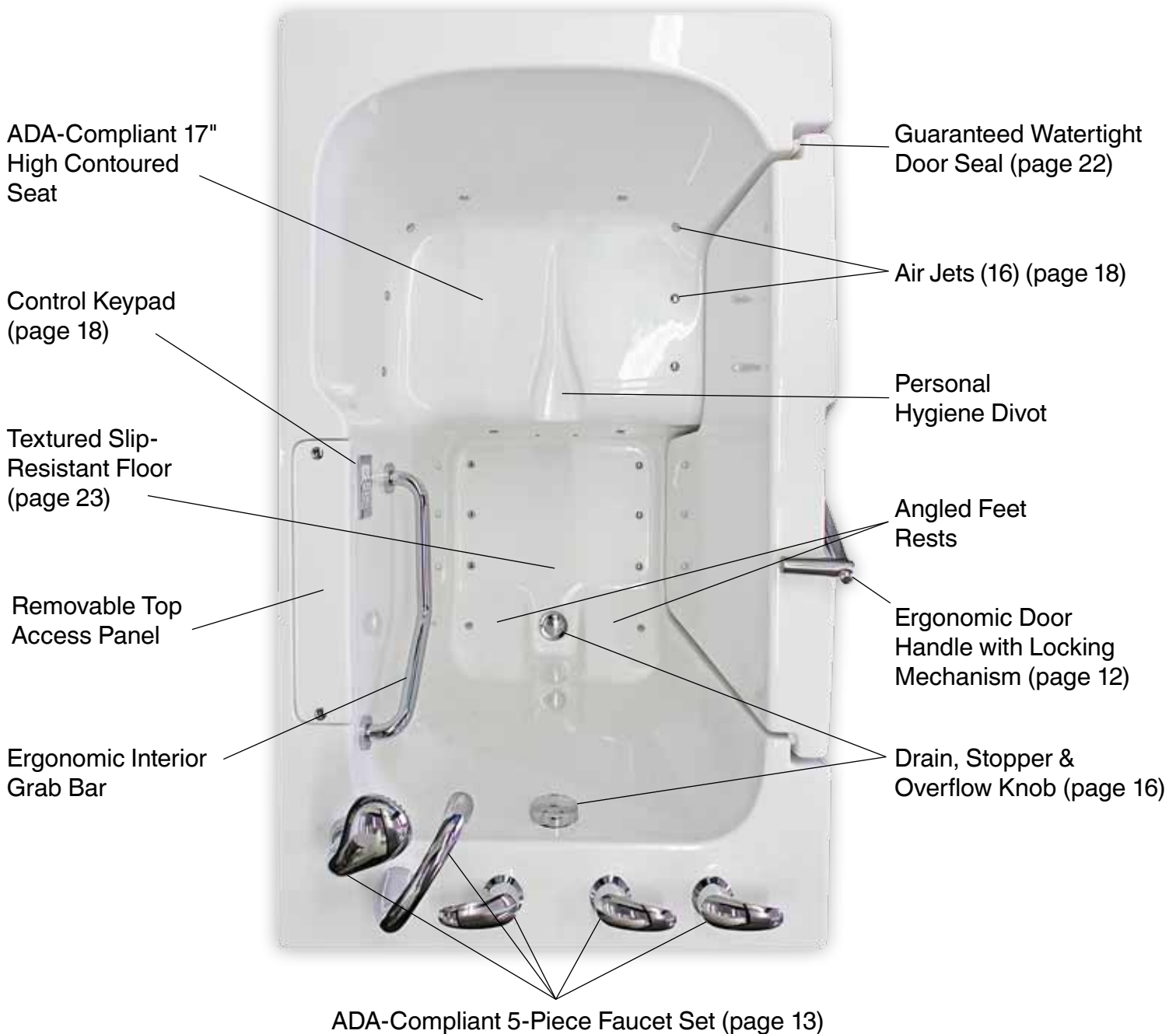
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Extension/filler panel not shown.

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## Features of Tub with Outward-Swinging Door

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### BACK VIEW



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Image shown for reference. The size, color & configuration of the installed tub may vary.  
Extension/filler panel not shown.

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### Entering the Tub



**WARNING...** Water on the tub floor and other bathroom surfaces may accumulate and become a slipping hazard. Use caution at all times to prevent injury.



**CAUTION...** Use only the tub arm rest, faucet deck and integrated grab bar(s) as supports when entering the tub. Do not use the door, door latch or faucet components as supports when entering the tub. Damage to tub or components due to misuse is not covered under warranty.



### Inward-Swinging Doors

1. Ensure that all potential obstacles are cleared from the tub entryway.
2. Using caution and adequate support, carefully step into the tub. The standard inward-swinging door threshold height is 6". Request assistance if needed.
3. Door closing - the tub door may be swung closed from a standing or seated position, whichever feels more comfortable and stable.

#### Closing the door from a seated position:

- a. Carefully lower yourself onto the seat.
- b. Maneuver both knees and feet toward the back well wall of the tub to make room for the door to shut.
- c. Once the door has cleared both legs, use one hand to hold the door in the closed position. Use the other hand to fully engage the door latch.
- d. Be careful not to pinch hands or fingers in any moving parts.

#### Closing the door from a standing position:

- a. Once standing in the tub, carefully turn around and back into the corner of the tub well catty-corner to the door hinge to make room for the door to shut.
- b. Once the door has cleared both legs, use one hand or a knee to hold the door in the closed position. Use the other hand to fully engage the door latch.
- c. Be careful not to pinch hands or fingers in any moving parts.
- d. Carefully lower yourself onto the seat.

#### Handle: Open Position



#### Handle: Closed Position



## Outward-Swinging Doors

1. The outward-swinging door should be left unlatched, but engaged in the door frame catch, when not in use to preserve the life of the door seal.
2. Ensure that all potential obstacles are cleared from the tub entryway. Note that the contour of the outward-swinging door may swing over some fixtures (i.e. toilets, etc.).
3. Gently pull the tub door outward. Once the door has been released by the integrated catch in the door frame, swing the tub door open in a slow arc.



**CAUTION...** The outward-swinging door is quite heavy and should be guided open and closed to prevent hitting and potentially damaging the tub or other bathroom fixtures.



**WARNING...** Do not stand in the door-swing radius while opening the door to avoid being knocked by the door and losing your balance.

4. Per your preference and/or physical ability, either carefully step into the tub and lower yourself onto the seat OR sit down on a portion of the exposed seat and swing your legs into the tub. The standard outward-swinging door threshold height is 7". Request assistance if needed.
5. It is recommended that closing an outward-swinging door be done from a seated position. Reaching forward across the tub, pull the tub door gently back into the closed position. Some firmness may be needed to reengage the door in the door catch of the door frame.
6. To engage the door's locking bolts, push down on the button on the door handle to release the handle catch and push the door handle forward, engaging the door's two (2) locking bolts and compressing the door seal.
7. Release the door handle button, securing the door handle in place.



**CAUTION...** Make sure the door handle is safely in the locked position before filling the tub. Failure to do so could result in the door opening under water pressure and flooding the bathroom.

\* The operation of the door handle is illustrated on a right-hand tub below. Operation of a left-hand door would be mirrored.

### Locked Button



### Unlocked Button



### \*Handle: Open Position



### \*Handle: Closed Position



## Faucet Operation



**DANGER...** RISK OF ELECTRIC SHOCK. DO NOT PERMIT ELECTRIC APPLIANCES (HAIR DRYERS, LAMPS, PHONES, TELEVISIONS, ETC.) WITHIN 3 FEET OF THE TUB WHEN FILLED.

### Left-Hand Tub Faucet Orientation



### Right-Hand Tub Faucet Orientation



① Hot Tap (red dot)

② Diverter (silver dot)

③ Cold Tap (blue dot)

④ Fill Spout

⑤ Shower Handspray with Retractable Flex Hose



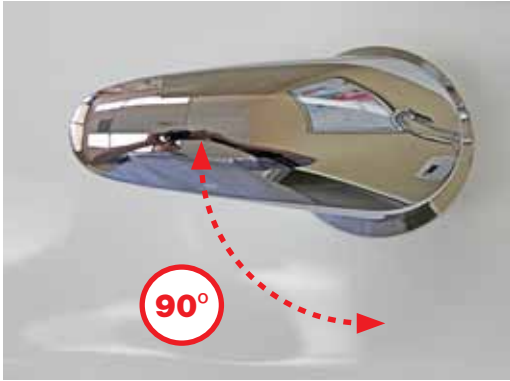
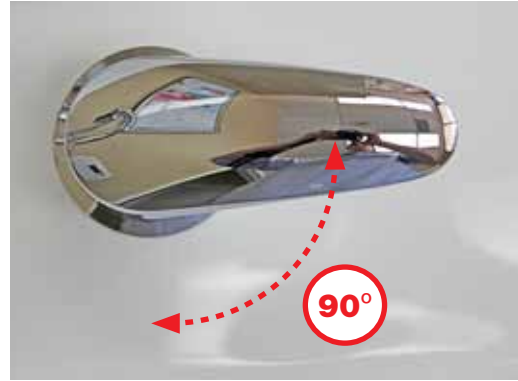
**WARNING...** Do not use the spout or any other faucet component to support yourself when entering or exiting the tub. Despite their solid construction, the faucet pieces are not designed to fully support a user's body weight.



**WARNING...** Use caution when filling the bathtub with water. If not equipped with a thermostatic anti-scald valve, be sure to carefully mix the hot and cold water to avoid potential scalding.

**Turning Water On and Off**

1. Turn the hot or cold taps 90° toward you to begin water flow from the spout. The hot and cold taps are indicated with a red and blue dot respectively.

**Hot Tap****Cold Tap**

2. Turn the hot or cold taps back 90° to their original positions to stop water flow.

**Using Your Diverter and Shower Hand Spray**

1. Lift your hand spray UP then pull OUT towards yourself.

**First Pull UP****Then Pull OUT Towards Yourself**

2. Turn the diverter 180° to redirect water flow to the shower hand spray. The diverter is indicated with a silver dot.

**Diverter****SAVE THESE INSTRUCTIONS**

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**CAUTION...** Avoid pulling the hand spray toward you before it has been fully lifted out of the holster. Failure to correctly remove the hand spray can cause irreparable damage and would require replacement.



**CAUTION...** The 59" shower flexhose attached to the hand spray is connected to the diverter underneath the tub deck. Only approximately 45" of the flexhose can be exposed when using the shower hand spray. Never yank on or over-extend the flexhose as this can cause irreparable damage to the flexhose and would require replacement. An over-extended flexhose also has the potential to rupture causing extensive water damage.

3. Adjust the spray function of the hand spray by twisting the face either clockwise or counter-clockwise. A soft clicking noise should be heard when each spray function becomes fully engaged.

### Handspray Function Adjustment



4. Turn the diverter 180° to return water flow to the spout.
5. Keep the handspray in the deck mount when not in use.

## Bath Drain and Overflow Operation

The Bliss Tub comes standard with a cable-actuated drain stopper, not a chain-and-stopper or toe-touch stopper. The scalloped knob just under the faucet set doubles as the overflow and the stopper actuator.

### Closing the Drain

- Twist the scalloped overflow knob and lever 45° counter-clockwise until the stopper seals down against the drain fitting. The ADA assist lever sticking out of the overflow knob is intended to be used to increase the ease of turning.

### CLOSED DRAIN

Scalloped Knob in Closed Position

Lever in Closed Position



Stopper in Closed Position

### Opening the Drain

- Twist the scalloped overflow knob and lever 45° clockwise until the stopper fully pops up and away from the drain fitting. The ADA assist lever sticking out of the overflow knob is intended to be used to increase the ease of turning.

### OPEN DRAIN

Scalloped Knob in Open Position

Lever in Open Position



Stopper in Open Position



**Warning...** Should the ADA assist lever (set screw) ever become loose, the knob will not be able to actuate the stopper properly. To re-secure the set screw, simply tighten the set screw by twisting it clockwise. The set screw needs to engage into the divot/flat portion in the brass actuator shaft behind the overflow knob. Remove the overflow knob if necessary to line up the set screw with the divot/flat portion in the brass actuator shaft. For additional assistance, contact your dealer, installer or a qualified service technician as needed.

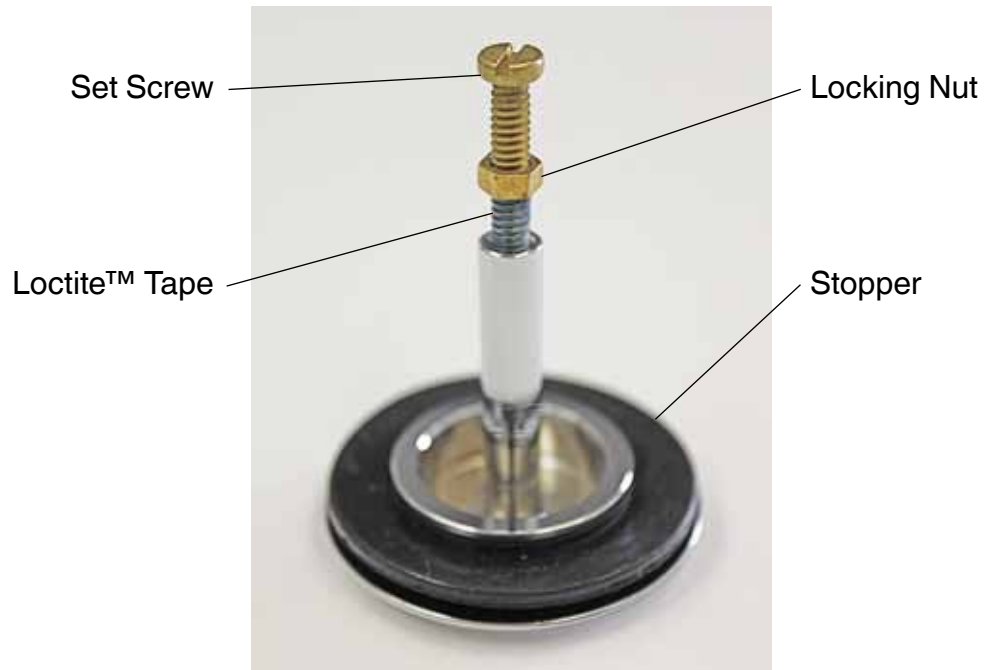
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**Warning...** Should the stopper set screw ever become loose, the stopper will not pop up properly. For your safety, the stopper is a loose part and can always be lifted out easily by hand to drain the tub. See the troubleshooting guide (page 25) for further instructions on adjusting the stopper set screw. For additional assistance, contact your dealer, installer or a qualified service technician as needed.

### Drain Stopper & Set Screw



**AIR MESSAGE SYSTEM CONTROL PAD****Air Massage System Operation****Turning the Air Massage System On**

- Press the "AIR ON/OFF" button once and the blower turns on at full speed.
- The "AIR ON/OFF" button is illuminated while the blower is active.

**Using the Variable Speed Control Buttons Once the Blower is Activated**

- Press and hold the "DOWN" button for two seconds to begin decreasing blower speed.
- Release the button at the desired blower speed.
- Repeat the previous two steps with the "UP" button to increase blower speed.
- The "DOWN" and "UP" buttons light up as they are pushed.

**Using the Wave/Pulse Modes**

- The blower (air jets) must be on in order to use the wave/pulse modes.
- Press the "MODE" button once to activate the wave mode. A continuous, steady change in speed from the highest to lowest speed will commence. The "MODE" button will blink quickly in wave mode.
- Press the "MODE" button a second time to activate the pulse mode. The air jet blower will begin to alternate between the highest speed and off. The "MODE" button will blink slowly in pulse mode.
- Press the "MODE" button a third time to turn the wave/pulse mode on.

**Turning the Air Massage System Off**

- Press and release the "AIR ON/OFF" button.
- The air jet blower will turn off. If there is no water in the tub, the "AIR ON/OFF" button will begin flashing, indicating the start of the purge cycle timer.

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**IMPORTANT...** AUTOMATIC AIR MASSAGE SYSTEM PURGE CYCLE: after the blower is turned off and the water is fully drained, the "AIR ON/OFF" button will begin to flash, indicating that the purge cycle timer has been activated. After 20 minutes have elapsed the blower will activate and begin the air system purge cycle. The blower will run on the highest speed for 1 (one) minute. Let the system complete the purge cycle. This will purge and dry the air lines of any moisture and prevent the growth of mildew and bacteria. The purge cycle can be delayed for another 20 minutes by pressing the "AIR ON/OFF" button when the purge cycle is running. The purge cycle is complete when the "AIR ON/OFF" button stops blinking.



**IMPORTANT...** Automatic air massage system shut-off: when the "AIR ON/OFF" button is pressed and the blower is turned on, a 20-minute timer is started. Once the 20-minute run time has expired, the blower will automatically turn off. If so desired, simply press the "AIR ON/OFF" key once to reactivate the system.

## Exiting the Tub



**WARNING...** Water on the tub floor and other bathroom surfaces may accumulate and become a slipping hazard. Use caution at all times to prevent injury.



**CAUTION...** Use only the tub arm rest, faucet deck and integrated grab bar(s) as supports when exiting the tub. Do not use the door, door latch or faucet components as supports when exiting the tub. Damage to tub or components due to misuse is not covered under warranty.

## Inward-Swinging Doors

1. Allow tub to fully drain before opening the tub door.
2. Door opening - the tub door may be swung open from a standing or seated position, whichever feels more comfortable and stable.

### Opening the door from a seated position:

- a. Use one hand to hold the door in the closed position. Use the other hand to fully disengage door latch. Be careful not to pinch hands or fingers in any moving parts.
- b. Maneuver both knees and feet toward the back well wall of the tub to make room for the door to open.
- c. Swing the tub door open.
- d. Once the door has cleared both legs, use the armrest and integrated tub grab bar to carefully pull yourself out of the seat and into a standing position.

### Opening the door from a standing position:

- a. Use the armrest and integrated grab bar to carefully pull yourself out of the seat and into a standing position.
  - b. Once standing in the tub, use one hand or a knee to hold the door in the closed position. Use the other hand to fully disengage the door latch. Be careful not to pinch hands or fingers in any moving parts.
  - c. Carefully position yourself in the corner of the tub well catty-corner to the door hinge to make room for the door to open.
  - d. Swing the tub door open.
3. Using caution and adequate support, carefully step out of the tub. The standard inward-swinging door threshold height is 6". Request assistance if needed.

## Outward-Swinging Doors

1. Allow tub to fully drain before opening the tub door.
2. Push down on door handle button, releasing the door handle from its locked position.
3. While pushing the door handle button down, gently pull the handle towards you to disengage the door's two (2) locking bolts and decompress the door seal.

4. It is recommended that opening an outward-swinging door be done from a seated position. Push the tub door outward gently into the open position. Some firmness may be needed to disengage the door catch in the door frame.



**CAUTION...** The outward-swinging door is quite heavy and should be gently guided open to prevent hitting and potentially damaging the tub door or other bathroom fixtures.

5. Guide the tub door gently outward until it is fully open.
6. Use only the tub arm rest, faucet deck and integrated grab bar(s) as supports when exiting the tub.
7. Per your preference and/or physical ability, either carefully pull yourself off the seat into a standing position and then step out of the tub OR swing your legs out of the tub over the portion of the exposed seat, place your feet firmly on the floor and pull yourself off the seat and into a standing position. The standard outward-swinging door threshold height is 7". Request assistance if needed.
8. Once standing and stable, gently swing the tub door in a slow arc back inward. Firmly push the door until it catches in the integrated catch in the door frame.



**WARNING...** Do not stand in the door-swing radius while closing the door to avoid being knocked by the door and losing your balance.

9. The outward-swinging door should be left unlatched but engaged in the door frame catch when not in use to preserve the life of the door seal.

## MAINTENANCE AND CLEANING

Regular care of your walk-in tub will keep it clean and working at its best. This care should include the tub, the trim and the fittings. Because of the detrimental effects that mineral deposits, soap scum and bacteria have on finished surfaces, it is important to clean your bathtub and the fixtures (fittings) on a regular basis.



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

There are no user serviceable parts. All service and repairs must be performed by a qualified service technician. For replacement parts contact your dealer/distributor.

### 1. Door

- Inward-swinging doors should be left open when not in use to preserve the life of the door seal.
- Outward-swinging doors should be left unlatched but engaged in the door frame catch when not in use to preserve the life of the door seal.
- Never use the door as a support when entering or exiting the tub. This is not only dangerous but may cause the door to not seal properly.
- Occasionally wipe the door seal and jamb clean of dirt or debris to ensure a proper seal.
- Use a soft-bristled toothbrush and gentle cleaning compound or solution to remove residual buildup around or in door drain. Wipe clean with a soft cloth. The door drain cap conveniently unscrews for easy access.



### 2. Maintenance Panels

- Electrical and plumbing components should be serviced by qualified service technicians only. Should maintenance be required, the tub is equipped with two easily removable access panels (one large for accessing beneath the seat and one small for accessing below the faucets). An easy-to-use suction cup is included with each tub for access panel removal. To remove the panels, first ensure that the access panel and the suction cup surface are clean. Then place the suction cup surface on the top center of the access panel and bring the handles together to activate the suction cup (step 1). Then pull firmly on the handles to disengage the access panel (step 2). Then lift up to remove the access panel (step 3).

#### STEP 1: CLOSE HANDLES



#### STEP 2: PULL OUT



#### STEP 3: PULL UP



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- For outward-swinging door tubs only, the long lower access panel can be removed (if not permanently sealed) to allow the base legs of a patient lift to maneuver underneath the tub. When maneuvering the patient lift's base legs and wheels underneath the tub, be careful not to knock against or damage any drain plumbing or tub feet.
- Bliss Tubs Model B3252HC integrates an electronics access panel on the top back wall of the tub of ease of maintenance. Simply unscrew the chrome caps and use a Phillips head screwdriver to remove the screws. Lift the panel free for access to the keypad electronics. Be careful not to misplace the small screws and caps.

### **3. Tub Finish**

- Do not use abrasive cleaners such as rough sponges, pads, steel wool, sandpaper or hard-bristled brushes directly on the tub finish as they will scratch the finish. If for some reason the tub finish becomes damaged, contact your dealer or installer.
- The anti-slip texture of the tub floor may cause residue to collect with use. Use a soft-bristled brush with gentle cleaning compound or solution to loosen residue. Rinse clean.
- After each use, rinse all exposed surfaces of the walk-in tub with clear warm water, then wipe off all standing water until completely dry. Once a week, wash all exposed surfaces of the bathtub with mild soap solution. Check for stubborn spots. Oily or greasy spots can be lifted with denatured alcohol. Use Lime-A-Way™ or comparable product to remove hard water stains.
- To preserve the tub finish, waxing is recommended. Regular use of a quality marine wax will maintain the finish of your walk-in tub. To maintain gel coat finish and shine, occasionally apply and buff in Gel-Gloss™ or comparable product (a sample is provided with the tub).



### **4. Faucets, Handspray, Grab Bar, Drain and Overflow**

- Leave the handspray in the deck mount cradle when not in use. Be careful not to allow water to drip down the hole in the deck mount when the handspray is removed.
- To maintain faucet and handspray finish, dry surfaces with a clean soft cloth after each use to avoid water spots and lime and mineral deposits. Residential water quality varies widely; hard water deposits can be particularly detrimental to plated surfaces. Never use alcohol, acetone or any other delaminating compounds on plated surfaces.
- To remove stubborn stains and spots from plated surfaces, use a soft cloth and vinegar as a stronger cleaning agent. Use of a fixture polish such as Gel-Gloss™ brand Faucet Brite™ or comparable cream or carnauba wax can dramatically lengthen the lifespan of plated fixtures.
- Periodically check drain for hair or other debris. Remove as needed. The stopper can be lifted out of drain assembly and replaced when clean.

- Periodically check to ensure that the drain stopper opens and closes properly.
- Use a soft-bristled toothbrush and gentle cleaning compound or solution to remove residual buildup around or in door drain. Wipe clean with a soft cloth. The door drain cap conveniently unscrews for easy access.

## **6. Air System**

- The blower and lines of the air system are designed to require no user maintenance. The air system includes an automatic purge cycle that clears any residual water from the lines 20 minutes after each bath. The purge cycle runs for 1 minute and then turns off automatically. If "AIR ON/OFF" button is pushed while the system is purging, the purge cycle will be delayed for 20 minutes.
- Use a soft-bristled toothbrush and a gentle cleaning compound or solution to remove residual buildup around air jets. Wipe clean with a soft cloth. Never use alcohol, acetone or other delaminating compounds on plated surfaces.

If you experience something that is not on this list, refer to the troubleshooting guide on the next page.



**DANGER...** ALWAYS TURN OFF POWER AT MAIN ELECTRICAL SERVICE PANEL WHEN SERVICING THE WALK-IN BATHTUB.



**CAUTION...** Always turn off water supply before servicing the walk-in bathtub.



**IMPORTANT...** \*These items should be serviced by dealer, installer or handyman only.

| PROBLEM                                             | POTENTIAL CAUSE                                                     | SOLUTIONS                                                        |
|-----------------------------------------------------|---------------------------------------------------------------------|------------------------------------------------------------------|
| <b>FAUCET SET</b>                                   |                                                                     |                                                                  |
| Handspray is weak/<br>no flow                       | Clog at handspray                                                   | Remove handspray/clear debris/retest                             |
|                                                     | Clog in diverter                                                    | Clean out stem/diverter body/retest*                             |
|                                                     | Backflow preventer in wrong location                                | Bellevue (next to handspray); Montage (near diverter)*           |
|                                                     | Low pressure in house                                               | Make sure main shut off is open completely*                      |
|                                                     | Wall shut off valves not fully open                                 | Open wall supply valves                                          |
| No flow at all from<br>spout/handspray              | Wall supply valves are closed                                       | Open wall supply valves                                          |
|                                                     | Diverter has plastic half moon flow<br>diverter installed backwards | Take apart diverter stem/re-position part*                       |
| Water is not completely<br>diverted                 | Handle not completely turned                                        | Test diverter handle in full left to right range of motion       |
|                                                     | Trim handle not properly installed                                  | Check handle position to allow for full 180° range of<br>motion* |
|                                                     | Diverter stem is clogged                                            | Remove stem/clean diverter body/retest*                          |
| Water leak near<br>diverter on tub deck             | Stem not tightened enough in<br>diverter                            | Tighten diverter stem to diverter body*                          |
| Water leak near valve<br>on tub deck                | Hot/cold cartridge not tight enough<br>in valve body                | Tighten cartridge in valve body*                                 |
| Water leaking from<br>handspray connection          | Missing gasket in between hose and<br>handspray                     | Install gasket and retest                                        |
|                                                     | Teflon tape was not used on threads                                 | Install teflon tape on threads and retest                        |
|                                                     | Fine crack in plastic threads on<br>handspray                       | Replace handspray                                                |
| Water leaking from<br>handspray flex hose           | Flex hose damaged inside                                            | Replace flex hose*                                               |
| Diverter valve trim spins                           | Broken stem/shaft                                                   | Replace stem/shaft                                               |
|                                                     | Locking nuts not adequately<br>tightened                            | Remove trim and tighten locking nuts*                            |
| Hot/cold valve or spout<br>trim turns more than 90° | Locking nuts not adequately<br>tightened                            | Remove trim and tighten locking nuts*                            |
| <b>DOOR/HANDLE</b>                                  |                                                                     |                                                                  |
| Leaky door                                          | Door handle not completely shut                                     | Engage handle fully/retest                                       |
|                                                     | Dirty door seal/dirty door jamb                                     | Wipe seal/wipe jamb/retest                                       |
|                                                     | Door seal ripped/torn/damaged                                       | Replace door seal*                                               |
|                                                     | Tub not level/plumb                                                 | Make sure tub is level front to back and side to side*           |
|                                                     | All six feet are not touching the<br>ground                         | Make sure all six feet are on ground and secure*                 |
|                                                     | Door not sealing/not shut tight<br>enough                           | Look for daylight through seal/tighten handle/retest             |
| <b>DRAIN SYSTEM</b>                                 |                                                                     |                                                                  |
| Loose hand control                                  | Set screw not tight enough                                          | Gently tighten set screw with 8mm box wrench/pliers              |

| PROBLEM                               | POTENTIAL CAUSE                                        | SOLUTIONS                                                                                                                            |
|---------------------------------------|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <b>DRAIN SYSTEM (cont.)</b>           |                                                        |                                                                                                                                      |
| Tub drains slowly/not at all          | Stopper height adjusted too low                        | Remove stopper/back out screw a little/tighten nut/retest, if still not coming up enough then re-adjust                              |
|                                       | Home plumbing backed up/clogged                        | Remove stopper/test drain, if slow call plumber*                                                                                     |
| Stopper won't come up                 | Screw/nut adjusted too low                             | Back stopper screw out/retest/tighten nut                                                                                            |
|                                       | Hand control not properly engaged                      | Check set screw on shaft - must be tight and in groove                                                                               |
| Door drain doesn't take water         | Cap is on too tight                                    | Loosen cap by turning counter clockwise                                                                                              |
|                                       | Door drain is installed too high                       | Make sure hose stays below drain height*                                                                                             |
| <b>GENERAL</b>                        |                                                        |                                                                                                                                      |
| Hot water runs out before tub is full | Home water heater is too small for temperature needs   | Evaluate water heater size upgrade or replacement*                                                                                   |
|                                       | Home water heater's thermostat is set too low          | Try turning thermostat up higher/make sure water isn't too hot in the rest of the house                                              |
|                                       | Thermostatic mixing valve is set too low (if equipped) | Turn up mix temperature on mixing valve*                                                                                             |
| Can't open access panel               | Need to use suction cup (provided in Welcome Box)      | Attach at top of panel/pull out and lift panel up                                                                                    |
| <b>AIR SYSTEM</b>                     |                                                        |                                                                                                                                      |
| Blower won't turn on                  | Not pressing button hard enough                        | Aim for the "ON/OFF" button, try using a pencil eraser                                                                               |
|                                       | No power to blower                                     | Check GFCI outlet and circuit breaker                                                                                                |
|                                       | Bad CAT 5 cable connection / bad CAT 5 cable           | Check both ends are plugged in / test a different cable*                                                                             |
| Blower won't turn off                 | Not pressing button hard enough                        | Aim for the "ON/OFF" button, try using a pencil eraser                                                                               |
|                                       | Bad CAT 5 cable connection / bad CAT 5 cable           | Check both ends are plugged in / test a different cable*                                                                             |
| Blower comes on randomly              | May be normal purge cycle                              | Automatic purge comes on 20 minutes after bathing, pressing button delays for another 20 minutes. Let minute purge completely finish |
|                                       | Water got into electrical connections                  | Causes odd behavior. Unplug/let dry completely/retest*                                                                               |
| Cold air coming out of jets           | Pressure change cooling effect of jet                  | User with sensitive skin: move further from air jet                                                                                  |
|                                       | Overall water temperature too cold                     | Hotter water in tub will lessen cooling effect                                                                                       |



## BLISS TUBS LIMITED TEN YEAR WARRANTY

Limited Warranty for Original Purchaser for Household Usage

To activate warranty, the product registration card must be mailed to:  
Bliss Tubs, 1274 East Cypress Street, Covina, CA 91724.

For as long as the original end-user purchaser owns the product, Bliss Tubs provides the following limited ten (10) year limited warranty provided that such product has been installed by a licensed contractor, has remained in its original home installation, and has been used only for personal household use.

The bathtub shell, frame, finish and door seal are warranted to be free from defects in workmanship and material under normal use and normal conditions for ten (10) years from the date of purchase by the end-user purchaser. The finish warranty does not apply to fading, cracking, delaminating or blistering due to excessive wear, sun fading, scouring due to cleaning, or excessive weight load on the shell. The warranty for the door seal shall not apply to any failure resulting from improper installation, negligence, abuse, misuse, misapplication, alteration or modification or improper maintenance. All supporting equipment, motors, electronic controls, faucet, waste and overflow, and all plated finishes are covered by a limited two (2) year warranty. Pump and faucet seals are not included in this warranty; however, these components are warranted to be free from defects in material and workmanship at the time of delivery to the original end-user purchaser.

Bliss Tubs will not be responsible for any water damage to structures or property for any reason including but not limited to manufacturer defects or improper installation. Bliss Tubs will assume no responsibility for the loss of the system, inconvenience due to loss, damage to real or personal property or any other consequential damage. Bliss Tubs will not be liable for any incidental expenses or material charges in connection with removal or replacement of the purchased part or any part or parts of the system.

Bliss walk-in bathtubs are designed for residential use. If installed and/or used for commercial or institutional purposes, the ten-year and two-year limited warranties, as detailed above, are amended to one-year and three-months, respectively. Showroom models are intended for non-operative display purposes only, are not authorized for resale, and are not covered by any warranty.

This warranty does not apply to any type of failure resulting from negligence, abuse, misuse, misapplication, improper installation, alteration or modification, chemical corrosion or improper maintenance.

Bliss Tubs does not warrant the installation of any of its products, including plumbing and electrical connections, improper or negligent installation of the product and components, and alterations or modifications of the product that may cause the product to malfunction.

**TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. BLISS TUBS AND SELLER HEREBY DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.** Some states do not allow limitations as to how long a limited warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so the above limitations and exclusions may not apply for some purchasers.

This is the only warranty expressed or implied by Bliss Tubs. This warranty may not be extended or modified by our agents or representatives. Our agents and representatives are not authorized to make any oral warranty that is inconsistent with the terms of this Limited Warranty.

For Customer Service: Call 800.398.9639 or email [support@blisstubs.com](mailto:support@blisstubs.com)  
Monday-Friday 7am-4pm Pacific Time