

OWNER'S MANUAL



Escape Series Walk-in Bathtubs



Model XTW5128



Model XTW6035



Model XTW5332

CARING FOR YOUR WALK-IN TUB

It is important to perform regular cleaning and maintenance on your walk-in bathtub. Doing so will help ensure that your tub will continue to function at its best for many years. Care and maintenance areas include the tub, the trim, and all fittings. No maintenance is required for the optional air blower, water pump, or ozone sanitation system.

Read and follow the care and maintenance recommendations noted here and keep this manual in a safe place for future reference.

Table of Contents	Page
Important Safety Instructions	2
Post-Installation Cleaning	3
Regular Cleaning	3
Hyperthermia Risks and Warnings	4
Important Use and Service Information	4
Operating Your Walk-In Bathtub	5
Door Seal and Door Leaks	5
Walk-In Bathtub Limited Warranty	6

SAVE THESE INSTRUCTIONS ▪ READ AND FOLLOW ALL INSTRUCTIONS

CONSERVER CES INSTRUCTIONS ▪ LIRE ET SUIVRE TOUTES LES INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

INSTRUCTIONS IMPORTANTES RELATIVES A LA SECURITE

WARNING: RISK OF ACCIDENTAL INJURY OR DROWNING; CHILDREN SHOULD NOT USE HYDROMASSAGE BATHTUB WITHOUT ADULT SUPERVISION.

AVERTISSEMENT. RISQUE DE BLESSURE ET DE NOYADE. NE PAS LAISSER UN ENFANT UTILISER LA CUVE A REMOUS EN L'ABSENCE D'UN ADULTE.

WARNING: TO AVOID INJURY, EXERCISE CARE WHEN ENTERING OR EXITING THE HYDROMASSAGE BATHTUB .

AVERTISSEMENT. POUR EVITER LES BLESSURES, USER DE PRUDENCE EN ENTRANT DANS LA CUVE A REMOUS ET EN LA QUITTANT.

WARNING: RISK OF ELECTRIC SHOCK; DO NOT PERMIT ELECTRIC APPLIANCES (SUCH AS A HAIR DRYER, LAMP, TELEPHONE, RADIO, OR TELEVISION) WITHIN 1.5 M OF THIS HYDROMASSAGE BATHTUB.

AVERTISSEMENT. RISQUE DE CHOC ELECTRIQUE. NE PAS PLACER D'APPAREILS ELECTRIQUES (LUMINAIRE, TÉLÉPHONE, RADIO, TELEVISEUR, ETC.) A MOINS DE 1,5 M DE CETTE CUVE A REMOUS.

CAUTION: TEST THE GROUND FAULT CIRCUIT INTERRUPTER PROTECTING THIS APPLIANCE PERIODICALLY IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS.

ATTENTION. VERIFIER REGULIEREMENT LE FONCTIONNEMENT DU DISJONCTEUR DE FUITE A LA TERRE CONFORMEMENT AUX INSTRUCTIONS DU FABRICANT.

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

WARNING—When using this unit, basic precautions should always be followed, including the following:

- **DANGER:** To reduce the risk of injury, do not permit children to use this unit unless they are closely supervised at all times.
- Use this unit only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never drop or insert any object into any opening.
- Do not operate this unit without the guard over the suction fitting.
- The 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 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 to the bathtub without the test button being pushed, a ground current is flowing, indicating the possibility of an electric shock. Do not use this hydromassage bathtub. Disconnect the hydromassage bathtub and have the problem corrected by a qualified service representative before using.
- That prolonged immersions in hotter water may induce hyperthermia.
- **WARNING**—The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.

POST-INSTALLATION CLEANING

WARNING: When cleaning the tub:

- **DO NOT**, under any circumstances, use wire brushes, metal sponges, knives, steel wool or scouring pads on any part of the tub.
- **DO NOT**, under any circumstances, use abrasive cleansers or powerful solvents such as acetone, lacquer, paint thinner or benzene on any part of the tub.
- **DO NOT** use harsh or ammonia- or chlorine-based chemical agents on any plated surface as they can delaminate the surface plating and void the warranty on the plated finish.

For a one-time cleaning of the tub after installation, proceed as follows:

1. Remove any plaster and/or dabs of paint that have adhered to the surface by gently scraping them off with the sharp edge of a tool made of wood, plastic or other material that won't scratch the surface.
2. Oil or grease spots can be lifted with denatured alcohol.
3. Use a liquid, bleach-free dishwashing detergent to remove any construction residue.
4. To restore luster to any dulled surface, rub it lightly with a liquid cleaning compound (such as a polishing compound used for cars), then follow-up with a light application of liquid or paste wax.
5. Plated surfaces should be cleaned with warm water only.

REGULAR CLEANING

Because mineral deposits, soap scum and bacteria can have a detrimental effect on finished surfaces, it is important to clean your bathtub and its fixtures on a regular basis. The best way to counteract the soiling and often corrosive action of these residues is to prevent water from remaining on any finished surface.

Once per week, perform the following regular maintenance-type cleaning:

1. Check for stubborn spots. Oily or greasy spots can be lifted with denatured alcohol.
2. It is very important that the seal and the door jamb remain clean and free of dirt or debris of any kind. Using a soft cloth, clean them with a mild dishwashing detergent and warm water.
3. Wash all exposed surfaces of the bathtub.
4. Rinse and wipe dry.

Once per month, tubs with water jet systems should be cleaned by running liquid automatic dishwasher detergent through the system to remove body and bath oils, soap residue and other sources that can contribute to bacterial growth in a hydromassage system. To clean the water jet system:

1. Fill the tub to 1" above the highest jet and add one spoonful of liquid automatic dishwasher detergent (do not use powdered detergent). Turn on the water jet system for 15 minutes and then drain the tub.
2. Refill the tub with just fresh water and run the system for another 15 minutes to thoroughly rinse the system; then drain the tub again and wipe it dry.

DO NOT USE:

- *Wire brushes, knives*
- *Metal sponges, steel wool, scouring pads, or abrasive cleansers*
- *Powerful solvents*
- *Ammonia, paint thinner, chlorine*

ONCE PER WEEK:

- *Look for and remove spots*
- *Clean door jamb and seal*
- *Wash and dry exposed surfaces*

ONCE PER MONTH:

- *Clean water jet systems by circulating one spoonful of liquid dishwasher detergent through the system*

HYPERTHERMIA RISKS AND WARNINGS

Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F (37°C). The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness and fainting. The effects of hyperthermia include:

- Failure to perceive heat;
- Failure to recognize the need to exit the hydromassage bathtub;
- Unawareness of impending hazard;
- Fetal damage in pregnant women;
- Physical inability to exit the hydromassage bathtub;
- Unconsciousness, resulting in danger of drowning.

Consult your doctor regarding a safe temperature setting for your use of the tub and limit your first hydromassage session to no more than 10 minutes.

If you are pregnant or think you may be pregnant, or if you are under a doctor's care, consult your doctor for guidelines as to appropriate water temperature and the duration of each use.

DO NOT, under any circumstances, use a bathtub with a water temperature above 104°F (40°C).

DO NOT use the tub with the hydromassage system activated if you have taken alcohol, drugs or medication, which can greatly increase the risk of fatal hyperthermia.

DO NOT use the hydromassage tub after strenuous exercise, as it may increase the risk of hyperthermia and drowning.

PREVENT HYPERTHERMIA

- **Consult your doctor for guidelines on safe water temperature**
- **DO NOT use a bathtub with water above 104°F (40°C)**
- **DO NOT use a heated tub after ingesting alcohol, drugs or medication**
- **DO NOT use a heated tub immediately after strenuous exercise**

IMPORTANT USE AND SERVICE INFORMATION

Additional User Cautions

- **DO NOT** add any liquids or powders to the water, especially foamy, bubbly or oily types.
- **DO NOT** use the door as support while entering or exiting the hydromassage bathtub as the door may swing suddenly with applied weight.
- **DO NOT** open tub door until all water has drained from the tub.
- **DO NOT** operate the hydromassage system if any parts or fittings have been removed.
- To avoid injury, exercise care when entering or exiting the hydromassage bathtub as the floor may be slippery.
- To prevent electric shock, do not use electrical appliances — such as hair dryers, lamps, TVs, radios, etc. — while in the bathtub or near a bathtub that is in use.
- Use this unit only for its intended purpose, as described in this manual. Only use attachments that are recommended by the manufacturer. Any improper installation or misuse of the equipment may result in injury to user and will void the warranty.

Drying Cycle

Tubs equipped with an air jet system have an automatic 1-minute drying cycle that starts 20 minutes after the blower is turned off. Each air jet has a spring check valve to prevent water from getting into the lines. Should water somehow still get in the lines, which can sometimes occur when showering in the tub, this drying cycle will blow it out.

Service information

Your walk-in tub was specifically designed to operate dependably. All walk-in tub hydromassage system fittings are made of strong, highly inert brass and PVC materials to prevent water discoloration and ensure long life. The electrical components also conform to all applicable safety standards. Each walk-in tub system is thoroughly tested and inspected before leaving the factory to ensure your continued enjoyment and peace of mind.

This walk-in tub contains serviceable parts. All service, repairs and electrical wiring must be performed by a qualified service technician in accordance with all applicable local and national codes.

DO NOT:

- **Add bathing liquids or powders to bath water**
- **Use the door as a support when entering or exiting**
- **Use electrical appliances while in the bathtub or near a bathtub in use**

OPERATING YOUR WALK-IN BATHTUB

Use of the tub too long at an excessively warm temperature for your body may induce hyperthermia. Do not, under any circumstances, use a bathtub with water temperature above 104°F (40°C). Be sure you read and follow all warnings and instructions under **Hyperthermia Risks and Warnings** on page 4.

1. For units equipped with a heated seat, press the seat heater button 5 to 10 minutes before entering the bath. After 30 minutes, the heater will automatically turn off and the red light on the keypad will go out.
2. If your tub is equipped with a flip-up seat, flip it up before entering the tub.
3. Enter the tub, then turn around and latch the door securely. The downward motion of the door lever will lock and seal the door.
4. Fold the seat back down (if flipped up in Step 2) and sit down.
5. Turn the drain valve handle, located on the cover of the overflow, all the way to the left (counter-clockwise) to close the drain. Do not use excessive force when opening or closing the drain.
6. Fill tub with water to a level that is comfortable for you. The water level must be at least 1" above the highest water jet.
7. To operate the water, air or microbubble jets, press the buttons on the side of the tub. The button with the blue bezel is for water and the green is for air.
8. Adjust the water jet pressure:
 - To increase or decrease the pressure from **all** water jets, turn the air volume control knob to the open or closed position to allow more or less air to be drawn in to the jets.
 - To increase the pressure from a **single** water jet, turn the face of the jet counter-clockwise to allow more water to the jet.
9. When the tub is not in use, always leave the door open to help maintain the integrity of the door seal.

OPERATING CAUTIONS:

- **Limit your first session to 10 minutes**
- **DO NOT use a bathtub with water above 104°F (40°C)**

WHEN USING THE TUB:

- **Flip seat up before entering; fold down when ready to sit**
- **Fill water to at least 1" above highest water jet**

DOOR SEAL AND DOOR LEAKS

Even a small amount of dirt or debris, either on the door seal or where the seal comes in contact with the door jamb, could result in a minor leak through the seal. If a small leak is detected around the tub door, check closely for any accumulation of dirt or debris. To help prevent leaks, practice the following:

1. Before filling the tub with water, use a soft, damp cloth to wipe down the door seal as well as the surface on the door jamb where it contacts the seal.
2. Once the above surfaces have been wiped clean, make sure the door is closed and the latch is completely locked down.

NOTE: When draining the water from the tub, make sure the door latch is in the locked position (forward). If the latch is not secure when draining the tub, the pressure on the door will lessen as the water level lowers, thereby increasing the possibility of a leak around the door.
3. **It is especially important** to wipe down the door seal and door jamb after each use in order to maintain the integrity of the seal.

NOTE: If there are any contaminants (such as dirt, dust, sand, etc.) or a buildup of soap scum, calcium, etc. on the seal and/or door jamb, it will affect the integrity of the water seal.
4. If the above steps fail to stop a minor leak, you may adjust the door latch using the supplied 1/8" Allen wrench (hex key). See *Figure 1* at right for how to adjust the door latch.

ADJUSTING THE DOOR LATCH

To adjust pressure of door on door seal:

1. Loosen set screw with a 1/8" Allen wrench (hex key).
2. Rotate lever as required for more or less pressure.
3. Tighten set screw.

Use a 1/8" Allen wrench to adjust set screw

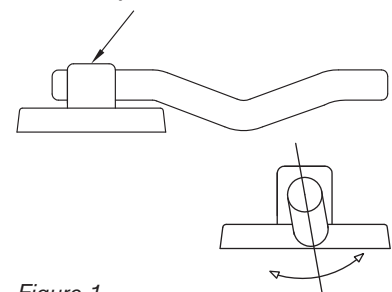


Figure 1



LIMITED LIFETIME WARRANTY

Limited Warranty. Best Bath Systems, Inc. ("Bestbath") warrants to the original customer that Bestbath's walk-in bathtub fiberglass reinforced products ("Bathing Unit") will be (i) free from manufacturing defects for as long as the original consumer occupies the residence in which the bathing unit is installed and (ii) that Bathing Units will be delivered free of freight damage. There are no intended or incidental third party beneficiaries of this limited warranty.

- A separate limited warranty of the equipment or accessories that are attached to or shipped with the Bathing Unit is provided by the original equipment or accessory manufacturer ("OEM"). Bestbath does not warrant, and excludes from Bestbath's limited warranty, the equipment or accessories that are attached to or shipped with the Bathing Unit. However, for a period of one (1) year from the installation date, Bestbath guarantees to the original customer that the OEM will perform the limited warranty issued by the OEM. After the one (1) year period expires, customer's sole remedy is to recover from the OEM under the OEM's limited warranty.
- This limited warranty is Bestbath's exclusive warranty and guaranty. Bestbath makes no other express or implied warranties or guaranties, and does not make any warranty of merchantability, course of dealing, usage of trade or fitness for a particular purpose.
- This limited warranty excludes liability for damage to Bathing Units that were not installed using the recommend installation procedures provided with the Bathing Units.
- This limited warranty excludes coverage for abusive treatment, misuse, normal wear and tear, accidents, fire, repairs or alterations not authorized in writing by Bestbath, theft, lost materials, improper installation, storage or handling, reactions caused by accessories or cleaning materials, mis-drilled holes, negligence, construction damage, punctures from dropped items into the tub and other non-manufacturer issues.
- This limited warranty excludes liability for water damage to the facility and furnishings in connection with any Bathing Unit. The purchaser and installer are responsible for inspecting and testing the Bathing Unit upon receipt and installation.
- This limited warranty excludes liability for blisters of the surface which may result from the use of permanent non-slip type appliques or rubber bath mats that remain in place after use for over 24 hours.
- For claims for freight damage, the consignee must (i) inspect the Bathing Unit upon receipt of delivery, (ii) note the damage on the bill of lading provided by the carrier, (iii) timely report any damage to the carrier within the carrier's notice requirements, and (iv) report any damage to Bestbath's Customer Service within two (2) business days of delivery.

Exclusive Remedy. The exclusive remedy for breach of this limited warranty is for Bestbath either to repair or replace the Bathing Unit, or refund the price of the Bathing Unit. Bestbath has the sole right to select the remedy.

- This limited warranty excludes liability for consequential damages, lost profits, damage to real or personal property, incidental damages, tort damages, strict liability damages, and liquidated damages.
- If a Bathing Unit is replaced, this limited warranty does not cover labor costs involved in demolishing and removing the Bathing Unit or installing the replacement Bathing Unit, unless Bestbath, in its sole discretion, decides to cover all or part of such costs.

Filing a Claim. Promptly notify Bestbath of any actual or apparent manufacturing defect, freight damage, or equipment or accessories defect, in a Bathing Unit. Please contact:

National Customer Service Supervisor

Bestbath
723 Garber Street
Caldwell, Idaho 83605
Telephone: (208) 433-6650 / **Toll free:** (866) 433-6650
Fax: (208) 333-8657 / **Toll free:** (866) 333-8657
Email: warranty@bestbath.com
Web Site: www.bestbath.com

Please provide the following information to process your claim:

1. Name, address, email and telephone number.
2. Document that shows the original purchase date, such as a sales order number, invoice number, or purchase order.
3. Description of damage and requested repair
4. A photograph that clearly presents all damage claimed.
5. For freight damage claims, copy of the bill of lading with the damage noted and submit the documents to Bestbath within two (2) business days of delivery.

Customer Responsible for Costs of Inspection: In the event that Bestbath is unable to determine whether damage was caused by a manufacturing defect or freight handling, then Bestbath will send a Bestbath representative to determine the cause of the damage. If Bestbath's representative determines that the damage was not caused by a manufacturing defect or freight handling, the customer is responsible for the costs associated with the Bestbath representative's time and travel.

Warranty Modifications. This document supersedes all previous written, verbal, or implied warranties issued by Bestbath. Bestbath reserves the right to modify or change this warranty in whole or in part at any time without prior notification. The effective date of this warranty is November 1, 2014.