

# Installation Guide

## Quadrangle Bath Whirlpool

Français, page "Français-1"  
Español, página "Español-1"

THE BOLD LOOK  
OF **KOHLER**®

# Important Information



**WARNING:** When using electrical products, basic precautions should always be followed, including the following:



**DANGER: Risk of accidental injury or drowning.** This appliance is not intended for use by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge. Children should be supervised to ensure that they do not play with this appliance.



**DANGER: Risk of electric shock.** Connect only to a circuit protected by a Ground-Fault Circuit-Interrupter (GFCI)\*.

Building materials and wiring should be routed away from the pump body and other heat-producing components of the unit.

Install to permit access for servicing.

A pressure wire connector marked "Earth/Ground" is provided within the wiring compartment. To reduce the risk of electric shock, connect this connector to the grounding terminal of your electric service or supply panel with copper wire equivalent in size to the circuit conductor supplying this equipment.

Pressure wire connectors are provided on the exterior of the junction box or control within this unit to permit connection of a bonding conductor between this unit and all other exposed metal in the vicinity, as needed to comply with local requirements.

An equipment grounding terminal is provided in the field wiring compartment. To reduce the risk of electric shock, this terminal must be connected to the grounding means provided in the electric supply panel with a conductor equivalent in size to the circuit conductors supplying this equipment.

**Grounding is required.** The unit should be installed by a qualified service representative, and grounded.



**WARNING: Risk of injury or property damage.** Please read all instructions thoroughly before beginning installation, including the following requirements.



**WARNING: Risk of electric shock.** A qualified electrician should make all electrical connections.



**WARNING: Risk of electric shock.** Disconnect power before servicing.



**WARNING: Risk of personal injury.** Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12 V, must be inaccessible to a person in the whirlpool.

**NOTICE: Follow all local plumbing and electrical codes.** In Canada, install this unit in accordance with the Canadian Electrical Code, Part 1.

\*Outside North America, this device may be known as a Residual Current Device (RCD).

## Product Information

### Electrical Requirements

The installation must have two Class A Ground-Fault Circuit-Interrupters (GFCI's). The GFCI's protect against line-to-ground shock hazard. **Use two 220-240 V, 20 A, 50/60 Hz dedicated services; one for each pump/control/heater system.**

### Product Notices



**WARNING: Unauthorized modification may cause unsafe operation and poor performance of the whirlpool.** Do not relocate the whirlpool pumps, or make other modifications to the whirlpool system, as this could adversely affect the performance and safe operation of the whirlpool. Kohler Co. shall not be liable under its warranty or otherwise for personal injury or damage caused by any such unauthorized modification.

## Product Information (cont.)

### Features

Components include two pumps, two controls, a heater, Waterfall, Flexjets, Riverjets, chromatherapy lights (Model H2 only), integral fill valve (K-1360 only), and illuminated keypad with remote control.

### Connections and Service Access

Before installation, ensure proper access to the final connections.

**NOTICE: Provide generous, unrestricted service access to the pumps.** You must provide a minimum 36" (914 mm) wide x 20" (508 mm) high access panel for servicing the pumps and controls. The access must be located immediately next to the pumps.

### Table of Contents

Important Information	2
Product Information	2
Electrical Requirements	2
Product Notices	2
Features	3
Connections and Service Access	3
Before You Begin	3
Tools and Materials	4
Prepare the Site	5
Prepare the Whirlpool	5
Secure the Whirlpool to the Subfloor	6
Secure the Whirlpool to the Stud Framing	7
Cut the Pump Banding Straps	8
Install the Plumbing	8
Make Electrical Connections	9
Install the Whirlpool Trim Kit	11
Test Run the Whirlpool	11
Complete the Finished Wall	12
Complete the Finished Wall - Continued	13
Complete the Concrete Installation	13
Clean-Up After Installation	13
Install the Removable Pillows	14
Confirm Proper Operation	15
Operating Sequence	16
Chromatherapy Operation	17
Remote Control Operation	17
Troubleshooting Procedures	17

### Before You Begin

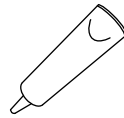
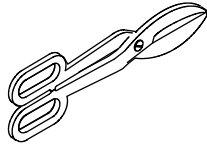
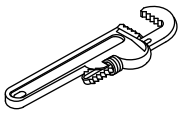
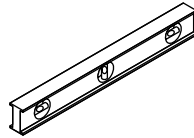
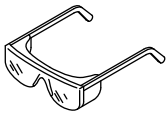
**NOTICE:** Do not lift the whirlpool by the piping or pump, or use the piping or pump for structural support of the whirlpool.

- We recommend this whirlpool for drop-in, flush, alcove, or tile-in installation, depending upon the model chosen.
- Inspect the whirlpool for damage before you begin installation.
- You must install this whirlpool to an adequately supported, level subfloor.
- Model K-1360 features an integral fill system using dual fill ports at both sides of the Waterfall, and preinstalled valving.

## Before You Begin (cont.)

- Model K-1365 allows you to use the fill valving of your choice - you can use the pre-installed dual fill ports or a separate fill spout if you desire. Confirm adequate support for a rim-mounted faucet, if used; large faucets that may be inadvertently used as a means of support are not appropriate or safe for this installation.
- Consult local and national codes.

## Tools and Materials

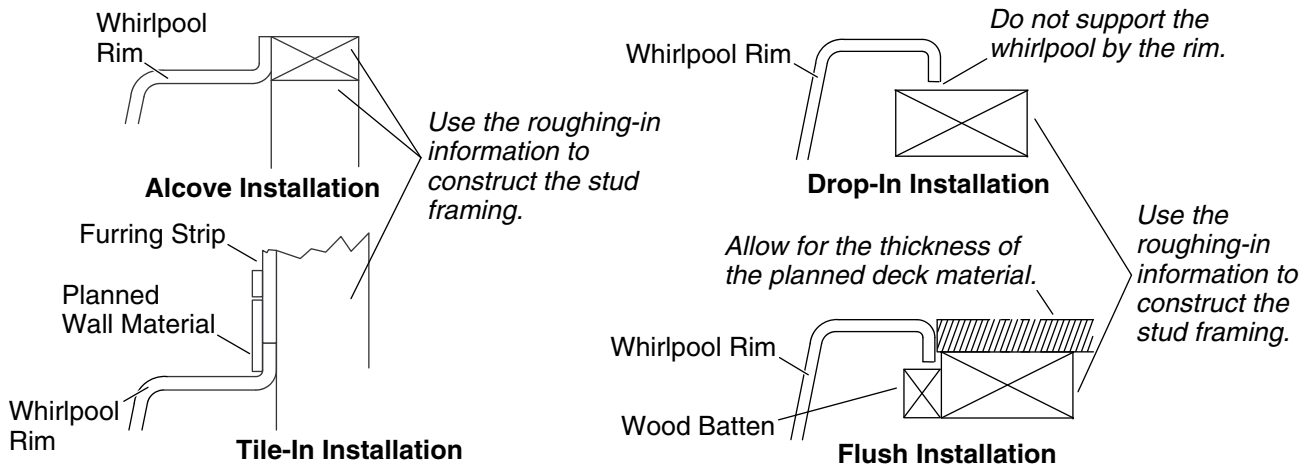


Tin Snips

Silicone Sealant

### Plus:

- Conventional Woodworking Tools and Materials
- Drop Cloth
- Cement, Mortar, or Construction Adhesive
- 2x4s



## 1. Prepare the Site

**NOTICE:** Do not support the whirlpool by the rim.

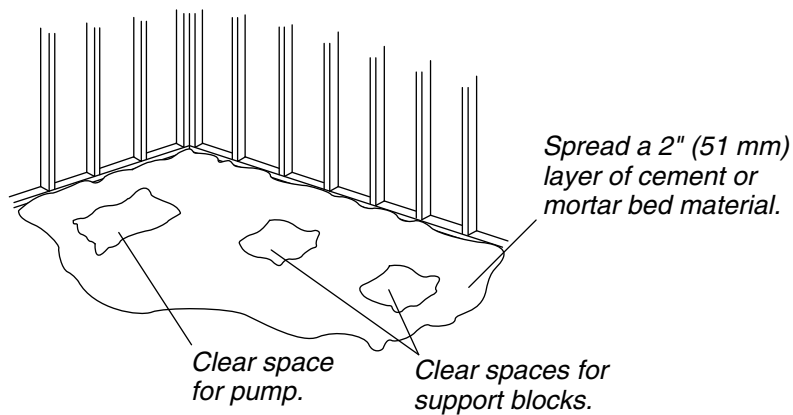
**NOTICE:** Provide adequate floor support.

**NOTICE:** Measure your actual product for site preparation. Note the **model number** located on the whirlpool pump, then visit the product page at [kohler.com](http://kohler.com) for additional information.

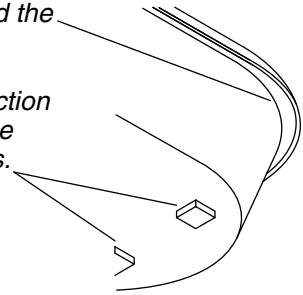
- Make sure the flooring offers adequate support for your whirlpool, and verify that the subfloor is flat and level.
- The whirlpool can be installed in a drop-in, flush, alcove, or tile-in installation. Construct 2x4 stud framing designed for your particular installation. Frame the floor, or construct a frame for a raised installation.
- Use the template packed with the whirlpool to carefully lay out and cut the rough deck material. For flush-mount installation, allow for the thickness of the planned deck material.
- Position the plumbing. Cap the supplies, and check for leaks.

## 2. Prepare the Whirlpool

- Install the drain to the whirlpool according to the drain manufacturer's instructions. Do not connect the trap at this time.
- Position a clean drop cloth or similar material in the bottom of the whirlpool. Be careful not to scratch the surface of the whirlpool.



Apply a bead of silicone sealant around the entire rim  
or  
Apply construction adhesive to the support blocks.



### 3. Secure the Whirlpool to the Subfloor

**NOTICE:** Do not lift the whirlpool by the piping or pumps, or use the piping or pumps for structural support of the whirlpool.

- Choose the installation option that best applies to your particular installation. Follow the appropriate instructions.
- If the subfloor is not level, shim the whirlpool support blocks as necessary.

#### Option for Using a Cement or Mortar Bed

**NOTE:** Do not use gypsum cement or drywall compound for this application, as they will not provide an acceptable, durable bond.

- Spread a 2" (51 mm) thick layer of cement or mortar on the subfloor where the whirlpool will be set. This will help secure, level, and support the unit. Clear all the material away from the pump control locations.

**NOTE:** The pump controls (when the pump banding straps are cut) must rest directly on the subfloor.

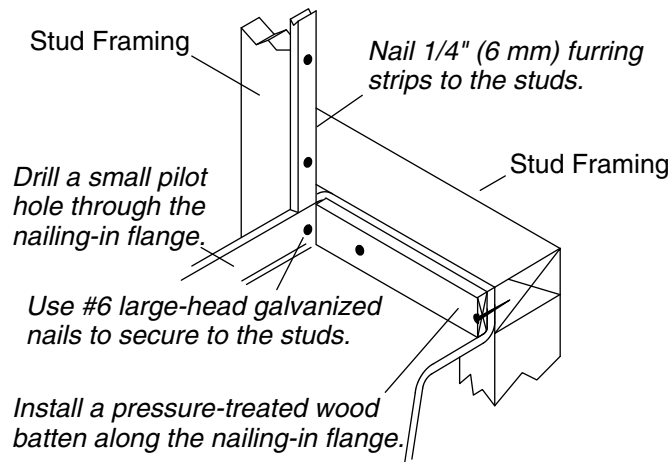
- With help, carefully lift the whirlpool into place, and make sure the pump controls do not rest in the bed material.
- Insert the drain tailpiece into the trap. Make sure the whirlpool is level and resting on all support blocks.

#### Option for Using Construction Adhesive

- Apply a generous amount of high-quality construction adhesive to the bottom of the support blocks. With help, carefully lift the whirlpool into position.
- Insert the drain tailpiece into the trap. Make sure the whirlpool is level and resting on all support blocks.

#### Option for Using 100% Silicone Sealant

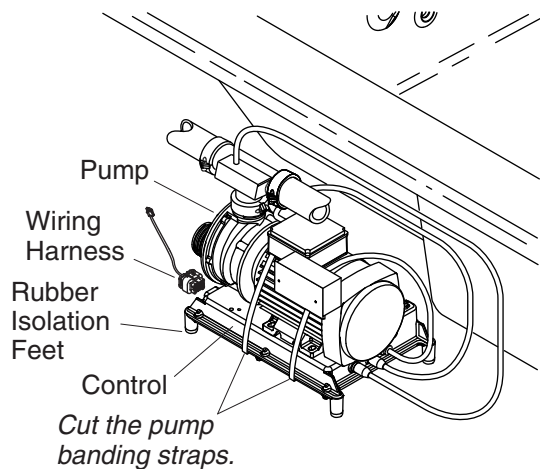
- With help, carefully lift the whirlpool into position.
- Insert the drain tailpiece into the trap. Make sure the whirlpool is level and resting on all support blocks.
- Apply a continuous bead of 100% silicone sealant around the entire rim of the whirlpool.



## 4. Secure the Whirlpool to the Stud Framing

### Option for Integral Flange Models

- Drill a small pilot hole through the nailing-in flange at each stud. Add shims between the nailing-in flange and the studs as needed to eliminate gaps.
- Nail 1/4" (6 mm) thick furring strips to the studs to shim out to the edge of the nailing-in flange.
- Use #6 large-head galvanized nails to secure the nailing-in flange to the studs.
- For tile ledge installations, size and install a pressure-treated wood batten along the nailing-in flange. Pre-drill nail holes through the wood batten and nailing-in flange before securing with galvanized nails.



## 5. Cut the Pump Banding Straps

**IMPORTANT!** This step is necessary to make your KOHLER whirlpool operate more quietly.

- Use tin snips to cut the two pump banding straps from each whirlpool pump.

**NOTE:** Do not raise the pumps higher than they were before you cut the pump banding straps. If the pumps are raised too high, they will not prime properly. Make sure the rubber isolation feet are in place.

- To minimize whirlpool noise and vibration, be sure the pumps are not in direct contact with the whirlpool after the pump banding straps are cut. The pump controls contain rubber isolation feet to reduce pump noise.

## 6. Install the Plumbing

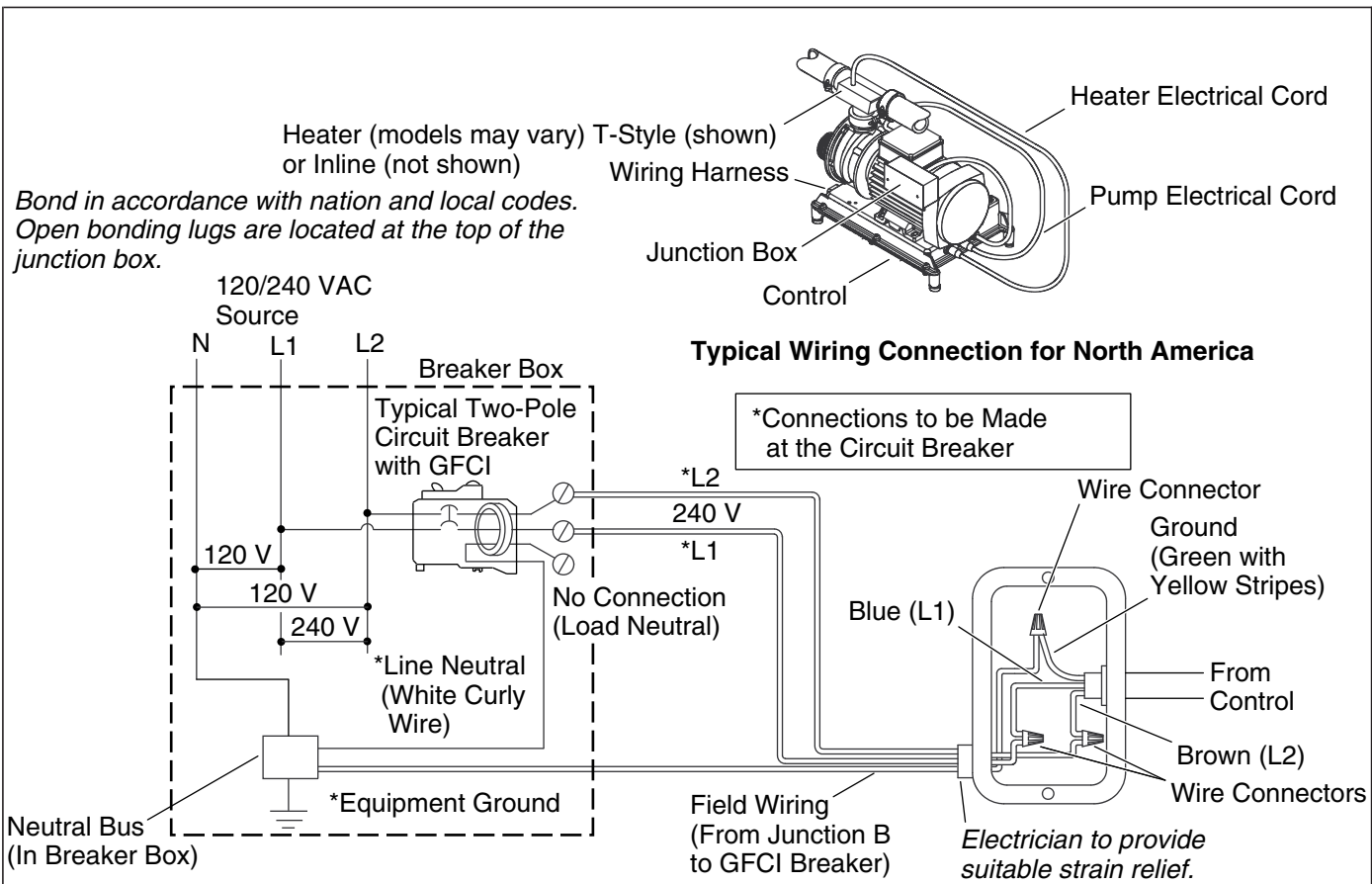


**CAUTION: Risk of property damage.** Ensure a watertight seal on the whirlpool drain.

- Connect the drain to the trap according to the drain manufacturer's instructions.

**NOTICE:** An access panel will simplify future maintenance.

- **K-1360 only:** Connect the hot and cold water supply lines to the integral fill valves according to local codes. An additional hole is pre-drilled in the bath shell for the handshower. Install the handshower at this time. Connect the end of the handshower hose to the open port of the transfer valve (beneath the bath rim). Make sure the transfer valve stem is rotated fully clockwise. The transfer valve includes an integral vacuum breaker that protects both the fill spouts and the handshower from water backflow.
- **K-1365 only:** Install the faucet valving according to the faucet manufacturer's instructions. Connect the valving to the whirlpool fill ports (spouts) according to local codes.
- **All models:** Do not install the faucet trim until instructed. Open the hot and cold water supplies, and check the supply connections for leakage.
- Run water into the whirlpool, and check the drain connections for leakage.
- Rotate the transfer valve stem, and check the handshower connections for leakage.



## 7. Make Electrical Connections

**NOTE:** The product model number is printed on a label on the pump side of the overflowing bath. This label also identifies the electrical rating of the whirlpool. **These whirlpools come equipped with two wiring junction boxes and are designed to operate between 208 VAC and 240 VAC at either 50 Hz or 60 Hz.**



**WARNING: Risk of electrical shock.** Make sure the power has been disconnected before performing the following procedures. Refer to the "Important Information" section.



**WARNING: Risk of electrical shock.** To reduce the risk of electrical shock, connect the pump to a properly grounded Ground-Fault Circuit-Interrupter (GFCI)\*. The heater will also need to be connected to a properly grounded Ground-Fault Circuit-Interrupter (GFCI). This will provide additional protection against line-to-ground shock hazard. Two 208-240 V, 20 A, 50/60 Hz dedicated circuits are required.

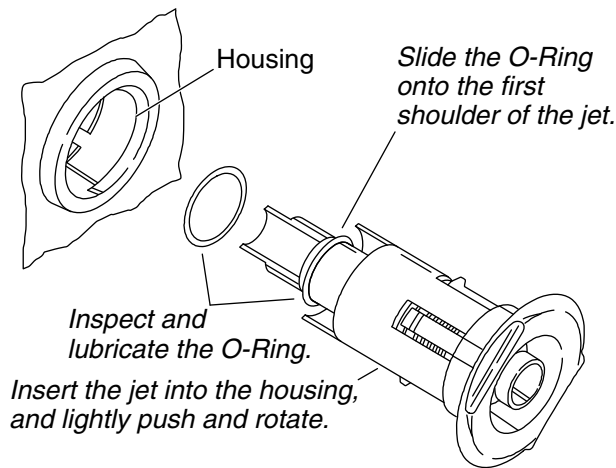
**IMPORTANT!** The **load neutral** is not used. There should be no connection to the **load neutral** terminal on the Ground-Fault Circuit-Interrupter (GFCI) breaker. The green wire with the yellow stripes is the **equipment ground** and needs to be connected to the neutral bus in the main circuit breaker box.

- The control and heater have been pre-wired at the factory. A qualified electrician should make routine service connections to each of the junction boxes.
- Connect service to the junction boxes. Both junction boxes contain blue, brown, and green with yellow stripe colored wires.
- Follow local electrical codes. Bond in accordance with national and local codes.
- A wiring harness has been pre-wired at the factory, allowing communication between the keypad, all features, and the control. No additional wiring is required, but ensure that all wires are securely fastened.

**Make Electrical Connections (cont.)**

**NOTE:** Your wiring harness includes an antenna for the optional remote control. Do not alter or damage this antenna during installation.

\*Outside of North America, this device may be known as a Residual Current Device (RCD).



## 8. Install the Whirlpool Trim Kit

- Install the whirlpool trim kit (if not factory installed) according to the instructions packed with the trim kit. Pay particular attention to the jet installation steps below - they are very important and are included here to help you obtain smooth, trouble-free jet operation.

**NOTE:** The jet O-ring must be correctly positioned, must be lubricated, and must be in good condition to permit easy rotation and proper operation of the jet.

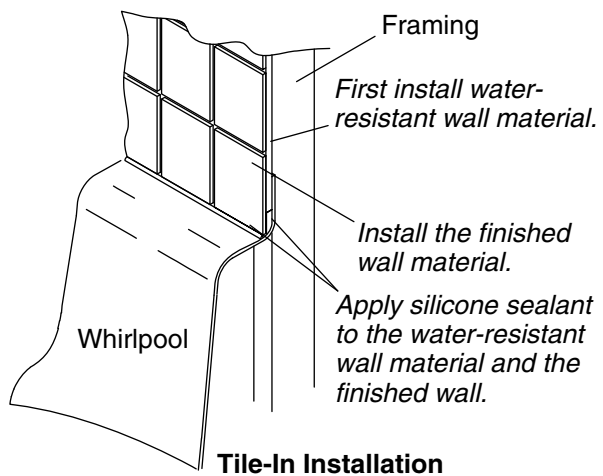
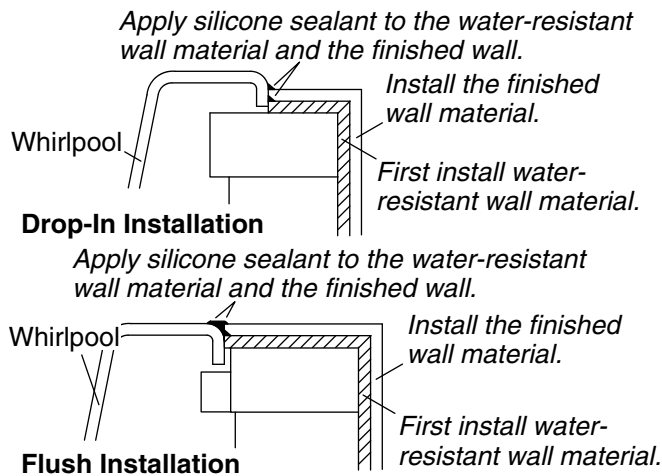
- Install the O-ring onto the **first shoulder** of the jet. Lubricate the O-ring with silicone lubricant to prevent noisy operation of the jet.
- Carefully insert the jet into the housing, and lightly push and rotate the jet until it snaps into position. **Do not force the jet.**

**NOTE:** When installed correctly, the jet should turn smoothly both clockwise and counterclockwise.

## 9. Test Run the Whirlpool

- Check all electrical connections, then make sure all union connections to the pumps and heater are securely hand tightened.
- Verify both sets of pump banding straps have been cut and the pump controls are resting directly on the subfloor. Ensure the rubber isolation feet are in place.
- Turn electrical power to the whirlpool on.
- Fill the whirlpool to a level above the water level sensors located on either side of the bath.
- Operate the whirlpool for 5 minutes (refer to the "Operating Sequence" section).
- Check for leaks coming from the piping connections on the back side of the whirlpool unit.
- Turn on each of the whirlpool features and verify proper function. Check for any water leakage on the whirlpool's back side.
- If equipped, turn on the chromatherapy cycle and allow it to sequence through all eight colors; white, violet, indigo blue, aqua blue, green, yellow, orange and red. It takes approximately 1 minute to cycle through all eight colors.
- Verify functions using the remote control. Refer to the "Remote Control Operation" section.

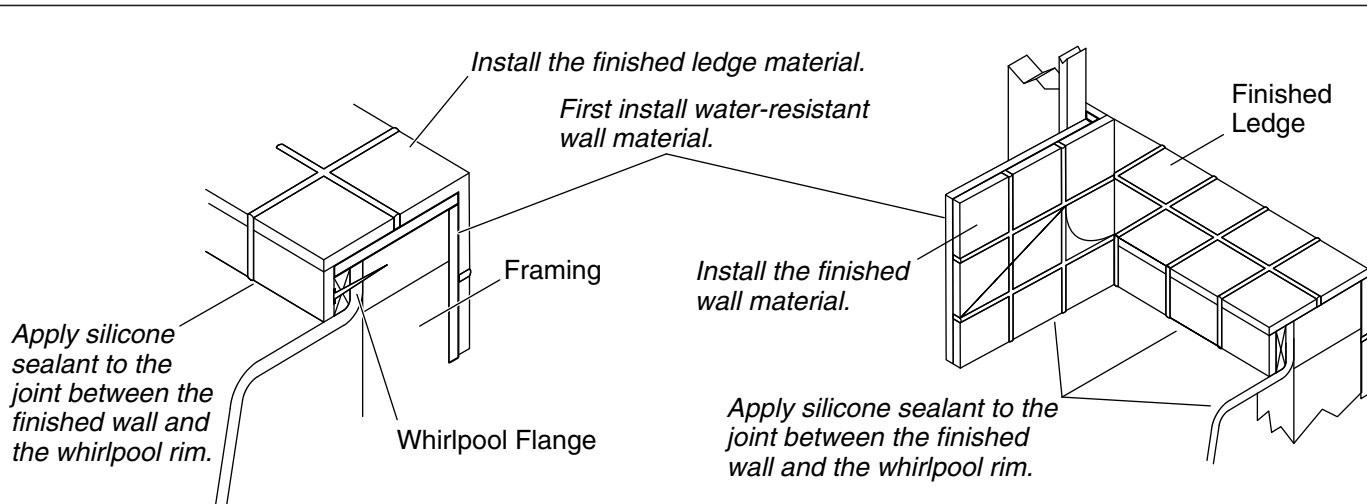
**NOTE:** For additional information on whirlpool operation, see the "Confirm Proper Operation" section of this guide.



## 10. Complete the Finished Wall

### Drop-in, Flush, and Tile-in Installation

- If you have not already done so, carefully remove the protective tape from the whirlpool rim.
- Cover the framing with water-resistant wall material. Seal the joints between the whirlpool rim edge and the water-resistant wall material with silicone sealant.
- Tape and mud the water-resistant wall material. Install the finished wall to the water-resistant wall material. Seal the joints between the whirlpool rim and the finished wall material with silicone sealant.
- Install the faucet trim according to the instructions packed with the trim.



## 11. Complete the Finished Wall - Continued

### Tiled Ledge Installation

- If you have not already done so, carefully remove the protective tape from the whirlpool rim.
- Cover the framing with water-resistant wall material.
- Tape and mud the water-resistant wall material. Install the finished wall to the water-resistant wall material. Seal the joints between the whirlpool rim and the finished wall material with silicone sealant.

**NOTE:** The exposed area of the whirlpool rim must not be less than 37-5/8" (956 mm) x 72" (1829 mm) in order for the pillows to fit properly.

- Install the faucet trim according to the instructions packed with the trim.
- Install the grip rails according to the installation instructions packed with the grip rails.

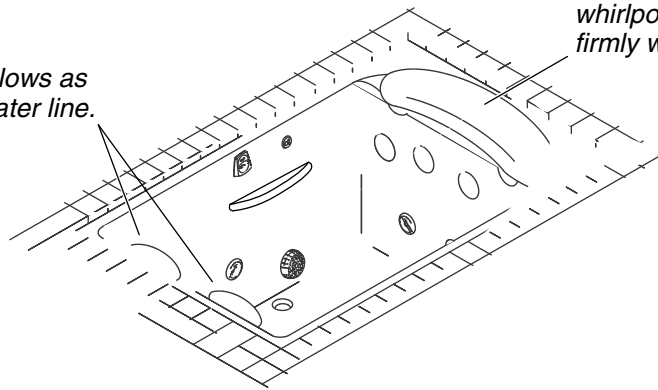
## 12. Complete the Concrete Installation

- If you have not already done so, carefully remove the protective tape from the whirlpool rim.
- Apply mortar and tile to the wall, deck and surround material as needed.
- Apply a bead of sealant where the tile meets the whirlpool surface.
- Install the faucet trim according to the instructions packed with the trim.

## 13. Clean-Up After Installation

- When cleaning up after installation, **do not use abrasive cleansers**, as they may scratch and dull the whirlpool surface. If necessary, use warm water and a liquid detergent to clean the surface of the whirlpool, user keypad and remote control.
- Remove stubborn stains, paint, or tar with turpentine or paint thinner. **Do not allow cleaners containing petroleum distillates to remain in contact with any whirlpool surfaces for long periods of time.** Remove plaster by carefully scraping with a wood edge. Do not use metal scrapers, wire brushes, or other metal tools. Use a powder-type detergent on a damp cloth to provide mild abrasive action to any residual plaster.

*Position the small pillows as desired above the water line.*



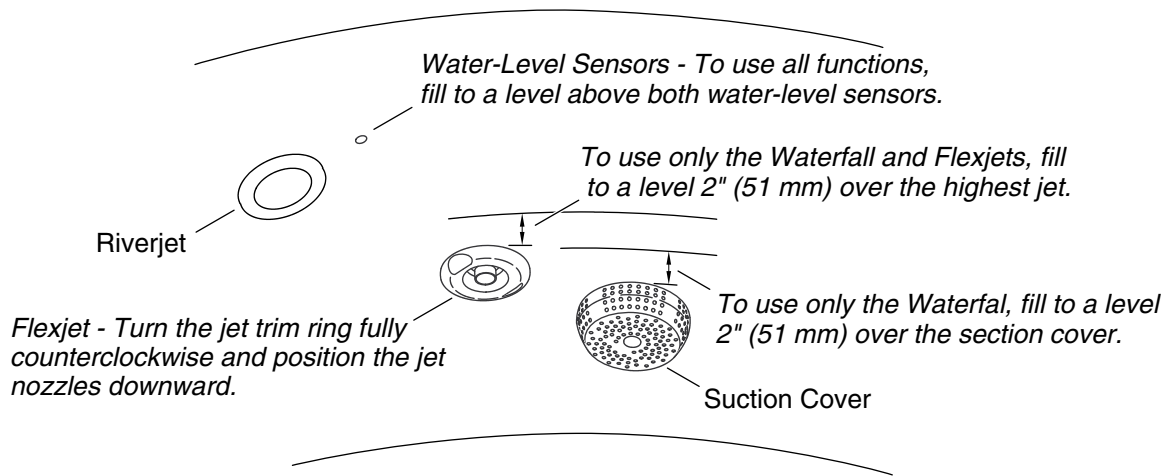
*Position the large pillow on the whirlpool ledge, and press down firmly with your hand.*

## 14. Install the Removable Pillows

**NOTICE:** Do not submerge the pillows underwater or use them as seat cushions.

**NOTE:** For best attachment to the whirlpool surface, moisten the back surface of the pillows at the suction cup locations.

- Clean the whirlpool surface of any soap film or oils. Suction cups are located on the back side of the pillows. Position the large pillow in the appropriate location on the whirlpool ledge, and press down firmly at the suction cup locations with the heel of your hand. Position the small pillows as desired above the waterline by again pressing down firmly with the heel of your hand. Check to make sure that the pillows are attached firmly to the whirlpool.
- Detach the pillows by lifting them off the whirlpool surface.



## 15. Confirm Proper Operation

### Fill the Whirlpool

**NOTE:** Please read these steps carefully before you operate your whirlpool.

- Turn the jet trim rings fully counterclockwise. Position the jet nozzles so they face down toward the basin.

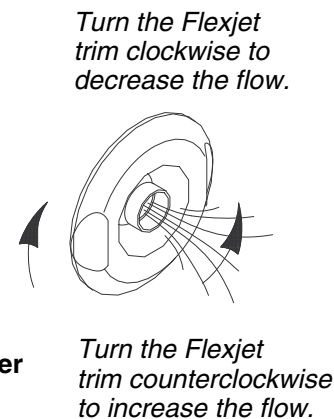
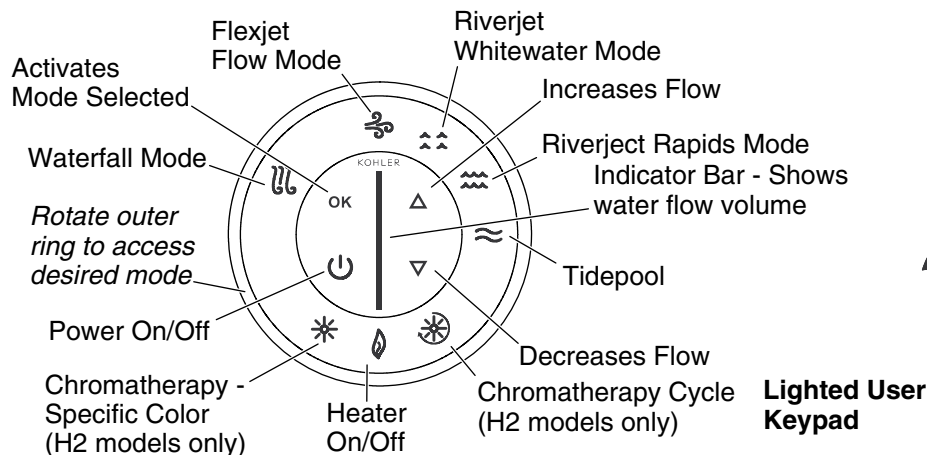
**NOTE:** For Waterfall only use (no Flexjets or Riverjets), you only need to fill the whirlpool basin to a level about 2" (50 mm) above the top of the suction covers.

**NOTE:** For Waterfall or Flexjets (no Riverjets), you only need to fill the whirlpool basin to a level about 2" (50 mm) above the top of the highest Flexjet.

- **To operate all functions:** Fill the whirlpool to a level above the water-level sensors on either side of the Riverjets.

**NOTE:** The Riverjets will only operate if both water-level sensors are completely covered with water. If the water level drops below the sensors, the Riverjets will automatically turn off, and the Flexjets will turn on. The Riverjets and Flexjets will not operate at the same time.

**NOTE:** The water temperature in the whirlpool should not exceed 104°F (40°C). The heater will automatically turn off as the water temperature approaches 104°F (40°C) and will remain off until the water cools.



## Operating Sequence

**NOTE:** A built-in heater automatically helps to maintain the water temperature when the whirlpool is running, as long as the water temperature does not exceed 104°F (40°C). The heater will disengage at higher temperatures.

**IMPORTANT!** Please refer to your Homeowners Guide for detailed instructions on the user keypad and remote control.

**NOTE:** Your bath uses two pumps. One pump powers the Waterfall, and the second pump propels water through the Flexjets and Riverjets.

- **To turn the whirlpool on:** Press the Power On/Off button or rotate the outer ring to access a desired mode, as described below.
- **To access a desired mode:** Rotate the outer ring until the button is flashing blue. Press "OK" to activate the mode. The active mode will flash green. To turn off a mode, rotate the outer ring until the button is flashing blue and press "OK" again. Verify each of the features listed below.
- **Waterfall:** When activated, the Waterfall will start to flow at medium volume within several seconds. The Waterfall mode is not heated. Increase or decrease the water flow by pressing either the up or down arrow buttons on the keypad. An indicator bar in the center of the keypad shows the water flow volume. The Waterfall may be used alone, or with any one of the following; Flexjets, Whitewater mode or Rapids mode.
- **Flexjets:** When activated, the Flexjets, located lower in your whirlpool than the Riverjets, will start to flow at medium volume immediately. Increase or decrease the water flow by pressing either the up or down arrow buttons on the keypad. An indicator bar in the center of the keypad shows the water flow volume.
- **Whitewater:** Whitewater mode activates the two outside Riverjets behind your neck to flow at medium volume. Increase or decrease the water flow by pressing either the up or down arrow buttons on the keypad. An indicator bar in the center of the keypad shows the water flow volume.
- **Rapids:** Rapids mode activates the four Riverjets behind your neck to flow at medium volume. Increase or decrease the water flow by pressing either the up or down arrow buttons on the keypad. An indicator bar in the center of the keypad shows the water flow volume.
- **Tidepool:** This feature turns off the air flow to the jets for a soothing, relaxing effect. The Tidepool feature may be used at any time while any of the jets are operating. The Tidepool mode does not affect the Waterfall.

**NOTE:** Some air may flow from one or more jets for a short time after the Tidepool feature has been activated.

## Operating Sequence (cont.)

- **Heater:** The built-in heater automatically helps to maintain the water temperature when any of the jets are operating, as long as the water temperature does not exceed 104°F (40°C). The heater may be turned off at any time while the pumps are operating, by rotating the outer ring until the heater button is flashing and pressing “OK”. Press “OK” again to turn the heater back on.
- Your whirlpool jet system adds air to the water stream (when not in the Tidepool mode) to increase the force of the water flow. Decrease the force of the whirlpool water flow by turning the whirlpool trim rings clockwise until you obtain the desired water force. Turn the trim rings counterclockwise to increase the water flow force.
- Press the Power On/Off button to turn the whirlpool off.

**NOTE:** A built-in timer automatically stops the pump and motor after approximately 20 minutes of operation.

## 16. Chromatherapy Operation

### Equipped on H2 Models Only

**NOTE:** Chromatherapy may be used with all modes of operation. Chromatherapy may also be used when the pumps are not operating.

- **Chromatherapy Cycle:** When this mode is activated, the chromatherapy lights will automatically and continuously cycle through the eight colors; white, violet, indigo blue, aqua blue, green, yellow, orange and red. One cycle through all eight colors takes approximately one minute. Rotate the outer ring to select this mode and press “OK” to activate it. Press “OK” while the chromatherapy mode is active, to turn off the lights.
- **Chromatherapy Specific Color Selection:** When this mode is activated, you may choose a specific color for the bath. Rotate the outer ring to select this mode, press “OK” to activate and use the up/down arrows to reach the desired color. Press “OK” while the chromatherapy mode is active, to turn off the lights.

## 17. Remote Control Operation

**NOTE:** Refer to your Homeowners Guide for detailed instructions on your remote control.

- The remote control places the whirlpool functions at your fingertips. You may access and modify all modes/features from the remote control. The waterproof remote control is designed to be used in the bath and will float in the water. The remote control uses two AAA batteries.
- The mode selector button functions in the same way as the outer ring. When “M” is pressed, one of the modes will flash on the user keypad. If “M” is pressed again, the next mode in clockwise order will flash. When the desired mode is flashing, press “OK” to activate it.
- When the Flexjets, Waterfall, Whitewater or Rapids mode is active, the arrows will increase or decrease the water flow volume.

## Troubleshooting Procedures

**NOTICE:** This section is for general aid only. A Kohler Co. Authorized Service Representative or qualified electrician should correct any electrical problems. For warranty service, call 1-800-4KOHLER from within the USA and Canada, or 001-800-456-4537 from within Mexico.

**NOTE:** Outside North America, a GFCI may be known as a Residual Current Device (RCD).

### Troubleshooting the Whirlpool System

## Troubleshooting Procedures (cont.)

Symptoms	Probable Causes	Recommended Action
1. User keypad does not illuminate when power button is pressed or outer ring is rotated.	<p>A. No power to control.</p> <p>B. GFCI tripped.</p> <p>C. Wiring harness from user keypad to control is loose, disconnected or damaged.</p> <p>D. User keypad does not work.</p> <p>E. Control does not work.</p>	<p>A. Check wiring and connect power.</p> <p>B. Reset GFCI.</p> <p>C. Check wiring for proper connections. Replace wiring harness if necessary.</p> <p>D. Replace user keypad.</p> <p>E. Replace control.</p>
2. Motor starts, but all jets are not functioning.	<p>A. Jet is closed.</p> <p>B. Jet not installed correctly.</p> <p>C. Jets are blocked.</p>	<p>A. Rotate jet trim counterclockwise to open.</p> <p>B. Reinstall jet; check for O-ring damage.</p> <p>C. Remove blockage.</p>
3. User keypad is illuminated, but does not respond to buttons or outer ring.	<p>A. Control program is locked.</p> <p>B. Wiring harness from user keypad to control is loose, disconnected or damaged.</p> <p>C. User keypad does not work.</p> <p>D. Control does not work.</p>	<p>A. Reset GFCI.</p> <p>B. Check wiring for proper connections. Replace wiring harness if necessary.</p> <p>C. Replace user keypad.</p> <p>D. Replace control.</p>
4. User keypad indicator bar keeps scanning at power-up.	<p>A. Control program is locked.</p> <p>B. Wiring harness from user keypad to control is loose, disconnected or damaged.</p> <p>C. User keypad does not work.</p> <p>D. Control does not work.</p>	<p>A. Reset GFCI.</p> <p>B. Check wiring for proper connections. Replace wiring harness if necessary.</p> <p>C. Replace user keypad.</p> <p>D. Replace control.</p>
5. User keypad is illuminated, but pump won't start.	<p>A. Power cord from pump to control is loose, disconnected or damaged.</p> <p>B. Pump does not work.</p> <p>C. Control does not work.</p>	<p>A. Check wiring for proper connections.</p> <p>B. Replace pump.</p> <p>C. Replace control.</p>
6. Motor runs but pump won't prime (cavitates).	<p>A. Pump is shimmed too high.</p> <p>B. Small air leak at pump inlet.</p> <p>C. Motor/pump does not work.</p> <p>D. Control does not work.</p>	<p>A. Lower pump/control to subfloor level.</p> <p>B. Securely tighten nut(s) on intake side of pump.</p> <p>C. Replace motor/pump.</p> <p>D. Replace control.</p>
7. Little or poor water flow from dual fill ports.	<p>A. Water supply lines blocked.</p> <p>B. Transfer valve not fully open.</p>	<p>A. Remove blockage.</p> <p>B. Rotate transfer valve handle.</p>
8. Little or poor water flow from Waterfall.	<p>A. Suction or harness blocked.</p> <p>B. Pump does not work.</p> <p>C. Control does not work.</p>	<p>A. Remove blockage.</p> <p>B. Replace pump.</p> <p>C. Replace control.</p>
9. Flexjets operate, but Riverjets do not operate as described.	<p>A. Insufficient water in whirlpool basin.</p> <p>B. User keypad does not work.</p>	<p>A. Fill whirlpool so water covers water-level sensors.</p> <p>B. Replace user keypad.</p>

## Troubleshooting Procedures (cont.)

Symptoms	Probable Causes	Recommended Action
	<p>C. Butterfly valve does not work.</p> <p>D. Control does not work.</p>	<p>C. Check wiring. Replace butterfly valve.</p> <p>D. Replace control.</p>
10. Up/down volume control arrows do not change water flow as described.	<p>A. User keypad does not work.</p> <p>B. Pump does not work.</p> <p>C. Control does not work.</p>	<p>A. Check wiring. Replace user keypad.</p> <p>B. Check wiring. Replace pump.</p> <p>C. Check wiring. Replace control.</p>
11. Air flow through jets does not stop when Tidepool mode is activated.	<p>A. User keypad does not work.</p> <p>B. Butterfly valve does not work.</p> <p>C. Control does not work.</p>	<p>A. Replace user keypad.</p> <p>B. Check wiring. Replace butterfly valve.</p> <p>C. Check wiring. Replace control.</p>
12. Air continues to flow through one or more jets for several seconds after Tidepool mode is activated.	<p>A. Normal operation - air will stop flowing in a short time.</p>	<p>A. No action required.</p>
13. Pump stops before 18 minutes.	<p>A. GFCI tripped.</p> <p>B. Suction is blocked.</p> <p>C. Jets are blocked.</p> <p>D. Motor overheated and protection device activated.</p>	<p>A. Identify source of fault, and correct. Reset GFCI.</p> <p>B. Remove obstruction.</p> <p>C. Remove blockage.</p> <p>D. Check for blockage at suction and/or jets. Remove blockage and allow motor to cool.</p>
14. Pump does not automatically stop after 22 minutes.	<p>A. 20-minute timer inadvertently disabled.</p>	<p>A. See service manual.</p>
15. Pump won't turn off when the power button on user keypad is pressed.	<p>A. User keypad does not work.</p> <p>B. Control does not work.</p>	<p>A. Replace user keypad.</p> <p>B. Replace control.</p>
16. Pump operates but variable speed feature does not work.	<p>A. Motor/pump does not work.</p> <p>B. Control does not work.</p>	<p>A. Replace motor/pump.</p> <p>B. Replace control.</p>
17. Bath water cools while pump is operating.	<p>A. Water temperature above 104°F (40°C).</p> <p>B. Heater is turned off on user keypad.</p> <p>C. Wiring from heater to control is loose, disconnected or damaged.</p> <p>D. Heater does not work.</p> <p>E. Control does not work.</p>	<p>A. Allow bath water to cool.</p> <p>B. Turn heater on.</p> <p>C. Check wiring for proper connections.</p> <p>D. Replace heater.</p> <p>E. Replace control.</p>
18. Noisy operation.	<p>A. Pump banding straps have not been cut.</p> <p>B. Dry or dislodged jet O-ring (squeal).</p>	<p>A. Cut pump banding straps with tin snips.</p> <p>B. Remove jet, replace and lubricate O-ring, and reinstall jet.</p>
19. Remote control (if equipped) does not work.	<p>A. Batteries improperly installed or dead.</p> <p>B. Antenna on wiring harness is damaged.</p>	<p>A. Replace batteries.</p> <p>B. Replace wiring harness.</p>

**Troubleshooting Procedures (cont.)**

<b>Symptoms</b>	<b>Probable Causes</b>	<b>Recommended Action</b>
	<ul style="list-style-type: none"><li>C. Remote control not programmed correctly.</li><li>D. Remote control does not work.</li><li>E. Control does not work.</li></ul>	<ul style="list-style-type: none"><li>C. See homeowners guide or service manual.</li><li>D. Replace remote control.</li><li>E. Replace control.</li></ul>

**Troubleshooting the Chromotherapy Lights - H2 Models Only**

<b>Symptoms</b>	<b>Probable Causes</b>	<b>Recommended Action</b>
20. Chromotherapy lights do not work.	<ul style="list-style-type: none"><li>A. Loose, disconnected or damaged wiring/connections.</li><li>B. Control does not work.</li></ul>	<ul style="list-style-type: none"><li>A. Check wiring for proper connections. Replace wiring if necessary.</li><li>B. Replace control.</li></ul>