

# Installation Instructions

## Cast Iron Whirlpool Bath

### Standard Installation

Record your model number:  
Noter le numéro de modèle:  
Anoté su número de modelo: \_\_\_\_\_

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)\*.



**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.

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.

**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 a Class A Ground-Fault Circuit-Interrupter (GFCI) or Residual Current Device (RCD). The GFCI or RCD protects against line-to-ground shock hazards. **Use a 220 - 240 V, 20 A, 50/60 Hz dedicated service for the whirlpool.**

### Product Notices



**WARNING: Unauthorized modification may cause unsafe operation and poor performance of the whirlpool.** Do not relocate the whirlpool pump, 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

**"CT" Series:** Components include a pump, heater, control, effervescence ports, chromatherapy lights, and illuminated keypad with remote control.

**"AH" Series:** Components include a pump, heater, control, effervescence ports, chromatherapy lights, whirlpool jets, and illuminated keypad with remote control.

**"M" Series:** Components include a pump, heater, control, backjet system, neckjet system, whirlpool jets, and illuminated keypad with remote control.

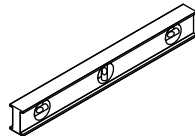
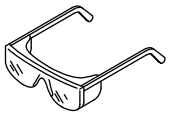
**"V" Series:** Components include a pump, heater, control, backjet system, neckjet system, effervescence ports, chromatherapy lights, whirlpool jets, and illuminated keypad with remote control.

### Connections and Service Access

Before installation, ensure proper access to the final connections.

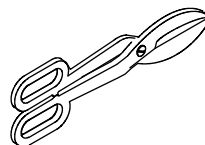
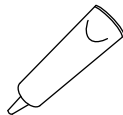
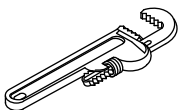
**NOTICE: Provide generous, unrestricted service access to the pump.** You must provide access for servicing the pump and controls. The access must be located immediately next to the pump. Study the roughing-in information packed with the whirlpool.

### Tools and Materials



**Plus:**

- Conventional Woodworking Tools and Materials
- Drop Cloth
- Metal Shims
- 2x4s

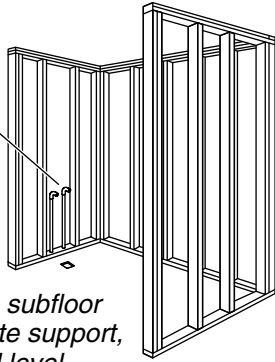


Silicone Sealant

Tin Snips

## Alcove

Position the rough plumbing.



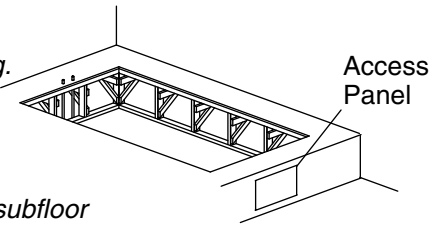
Construct 2x4 stud framing according to the product dimensions.

Verify that the subfloor offers adequate support, and is flat and level.

## Drop-In

Construct according to the product dimensions.

Position the rough plumbing.



Verify that the subfloor offers adequate support, and is flat and level.

## 1. Preparation



**WARNING: Risk of personal injury.** This cast iron whirlpool is extremely heavy. Obtain sufficient help to carefully lift and move it.



**CAUTION: Risk of product damage.** Not recommended for installation in a continuously wet environment.



**CAUTION: Risk of product damage.** If welding is required, cover the bath's surface to prevent welding deposits from damaging the enamel surface.

**IMPORTANT!** Prior to installation, carefully inspect all surfaces of the bath. If there are any areas of concern, DO NOT INSTALL. Call 1-800-4KOHLER (1-800-456-4537) for further assistance.

**IMPORTANT!** The bath must be installed indoors. Outdoor installation will void the warranty.

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

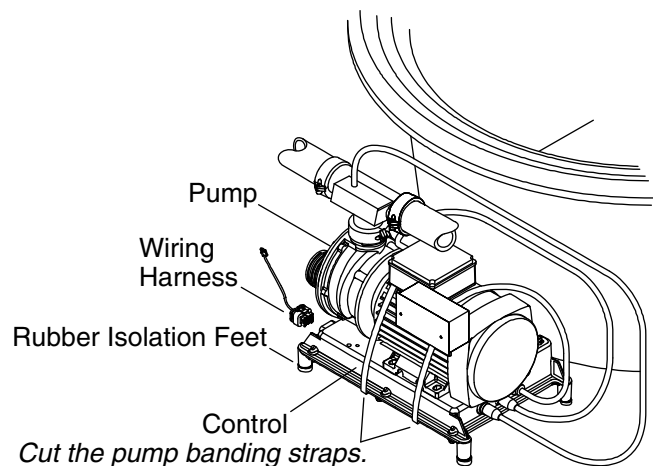
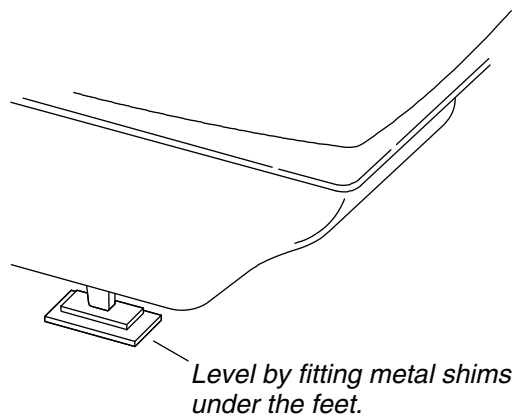
**NOTICE: Provide generous, unrestricted access to the pump.** You must provide access for servicing the pump and controls. The access must be located immediately next to the pump.

**NOTICE:** Do not lift the whirlpool by the piping or pump, or use the piping or pump for structural support of the whirlpool. To avoid damage to the whirlpool, lift at the sides of the whirlpool.

**NOTICE:** Do not support the load weight of the whirlpool by the rim.

**NOTE:** Drop-in, alcove, or corner installation is possible, depending on the product chosen.

- Carefully unpack and inspect the new whirlpool for damage before installation. If there is damage do not install the whirlpool; contact your dealer.
- Make sure the flooring offers adequate support for your whirlpool, and verify that the subfloor is flat and level.
- Construct 2x4 stud framing.
- Install an access panel for future pump servicing. The access panel must be at least 20" (508 mm) wide by 15" (381 mm) high.
- Install the rough plumbing.
- Install the drain to the whirlpool according to the drain manufacturer's instructions.
- Protect the whirlpool surface by positioning a clean drop cloth in the basin bottom.



## 2. Install the Whirlpool



**WARNING: Risk of personal injury.** This cast iron whirlpool is extremely heavy. Obtain sufficient help to carefully lift and move it.

**NOTICE:** Do not lift the whirlpool by the piping or pump, or use the piping or pump for structural support of the whirlpool. To avoid damage to the whirlpool, lift at the sides of the whirlpool.

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

- Carefully move the whirlpool into position.
- Level the whirlpool by fitting metal shims under the feet as needed. Check for level along the rim. Make sure the whirlpool is resting on all four feet.

### Cut the Pump Banding Straps

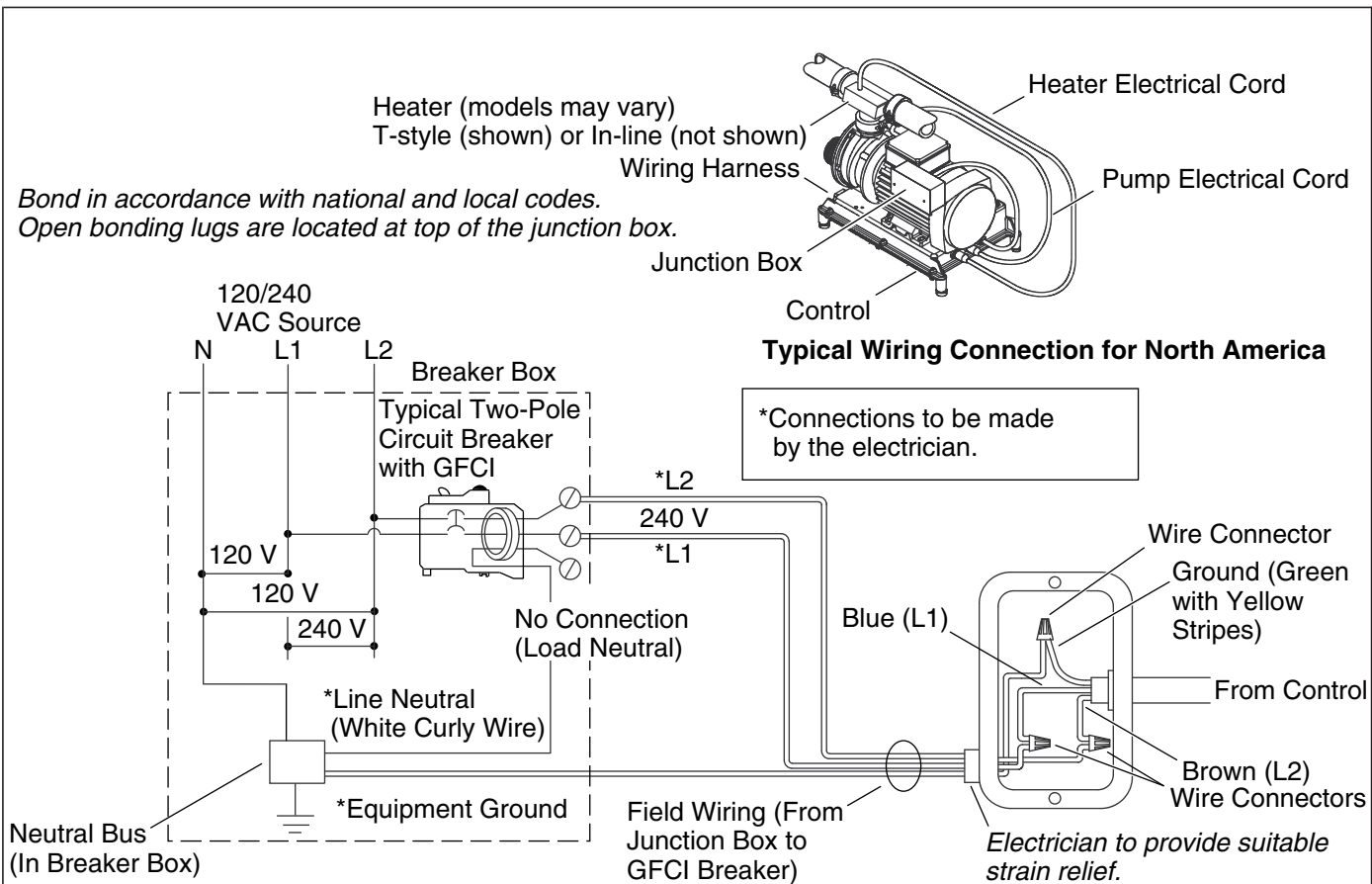
**IMPORTANT!** This step is necessary to make the whirlpool operate more quietly.

- Cut the two pump banding straps from the whirlpool pump with a tin snips.

**NOTE:** Do not raise the pump higher than it was before cutting the straps. If the pump is raised too high, it will not prime properly. Make sure the rubber isolation feet are in place.

### Install the Plumbing

- Insert the drain tailpiece into the trap. Secure the drain tailpiece to the trap.
- Install the faucet valve.
- Check the drain connections for leakage.
- If needed, install the grab bars according to the instructions.



### 3. Make Electrical Connections

**NOTE:** The product model number is printed on a label on the pump side of the whirlpool bath. This label also identifies the electrical rating of the product. **All whirlpools come equipped with a wiring junction box and are designed to operate between 220 V and 240 V at either 50 Hz or 60 Hz.**



**WARNING: Risk of electrical shock.** Make sure the power has been disconnected before performing the following procedures.



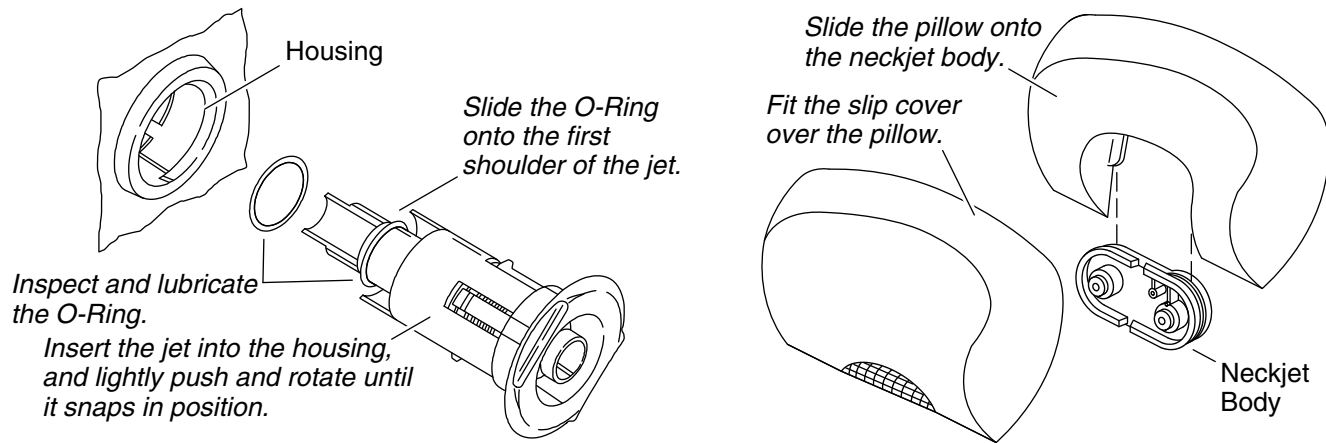
**WARNING: Risk of electrical shock.** Connect the pump to a properly grounded Ground-Fault Circuit-Interrupter (GFCI)\*. This will provide additional protection against line-to-ground shock hazard. A 220-240 V, 20 A, 50/60 Hz dedicated circuit is required.

**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 stripe is the **equipment ground** and needs to be connected to the neutral bus in the main circuit breaker box.

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

- Connect service to the junction box. The junction box contains blue, brown, and green with a yellow stripe colored wires and a ground lug
- Follow local electrical codes. Bond in accordance with national and local codes.

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



## 4. Install the Whirlpool Trim Kit

### Install the Trim Kit

- Install the suction cover and jets according to the instructions packed with the trim kit.

### Install the Neckjet Trim (if included)

**NOTE:** The neckjets will not operate unless the pillow is installed. Always use a slip cover to prevent water from spraying from the whirlpool.

- Choose a slip cover, and fit it over the pillow.
- Carefully slide the pillow down onto the neckjet body grooves until it is secure.

### Test Run the Whirlpool

- Fill the whirlpool to a level at least 2" (51 mm) above the top of the highest jet.
- Operate the whirlpool for 5 minutes and check all whirlpool piping connections for leaks. Check for leakage along the front, sides, and back of the whirlpool.
- Turn on each of the whirlpool features and verify proper function. Check for water leakage along the front, sides, and back of the whirlpool.
- For additional information on whirlpool operation, see the "Operating Instructions" section.

### Complete the Installation

- Install water-resistant wallboard and all finished wall, deck, and floor materials.
- Apply silicone sealant to seal all areas where the whirlpool and finished wall or deck meet.
- Install the faucet trim.

### 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 or paint with turpentine or paint thinner. **Do not allow cleaners containing petroleum distillates to remain in contact with any whirlpool surface 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.

# Important Safety Instructions

## READ AND FOLLOW ALL INSTRUCTIONS

### SAVE THESE INSTRUCTIONS

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



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



**DANGER: Risk of accidental injury or drowning.** To reduce the risk of injury, do not permit children to use this unit unless they are closely supervised at all times.



**WARNING: Risk of personal injury.** To avoid injury, exercise care when entering or exiting the whirlpool.



**WARNING: Risk of electric shock.** Do not permit electric appliances (such as a hair dryer, lamp, telephone, radio, or television) within 5' (1.5 m) of this whirlpool.



**WARNING: The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.** Prolonged immersion in hot water may induce hyperthermia. 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: (a) failure to perceive heat, (b) failure to recognize the need to exit the whirlpool, (c) unawareness of impending hazard, (d) fetal damage in pregnant women, (e) physical inability to exit the whirlpool, and (f) unconsciousness resulting in the danger of drowning.



**WARNING: Risk of hyperthermia.** People using medications and/or having an adverse medical history should consult a physician before using a whirlpool equipped with a heater.



**WARNING: Risk of fetal injury.** Pregnant or possibly pregnant women should consult a physician before using the whirlpool.



**WARNING: Risk of hyperthermia or drowning.** Do not use the whirlpool immediately following strenuous exercise.



**WARNING: Risk of hyperthermia or drowning.** Water temperature in excess of 100°F (38°C) may cause injury. Test and adjust the water temperature before use.



**WARNING: Risk of personal injury or drowning.** Do not operate this unit without the guard (cover) over the suction fitting.



**WARNING: Risk of personal injury.** Never drop or insert any object into any opening.

Use this whirlpool only for its intended purpose as described in this guide. Do not use attachments not recommended by Kohler Co.

The whirlpool 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, press the test button. The GFCI should interrupt power. Press 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 whirlpool without the test button being pressed, a ground current is flowing, indicating the possibility of an electric shock. Do not use this whirlpool. Disconnect the whirlpool and have the problem corrected by a qualified service representative before using.

Flush your whirlpool system twice a month or more depending upon usage, as described in the "Flush the System" section of this guide.

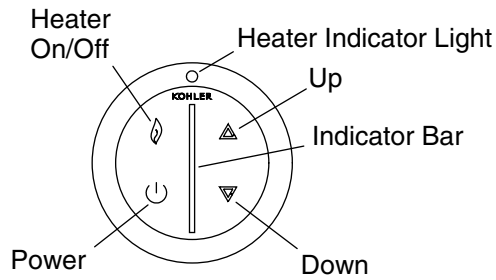
### **Important Safety Instructions (cont.)**

Repeated use of personal care products containing oils can damage plastic whirlpool components. Avoid using bath oils.

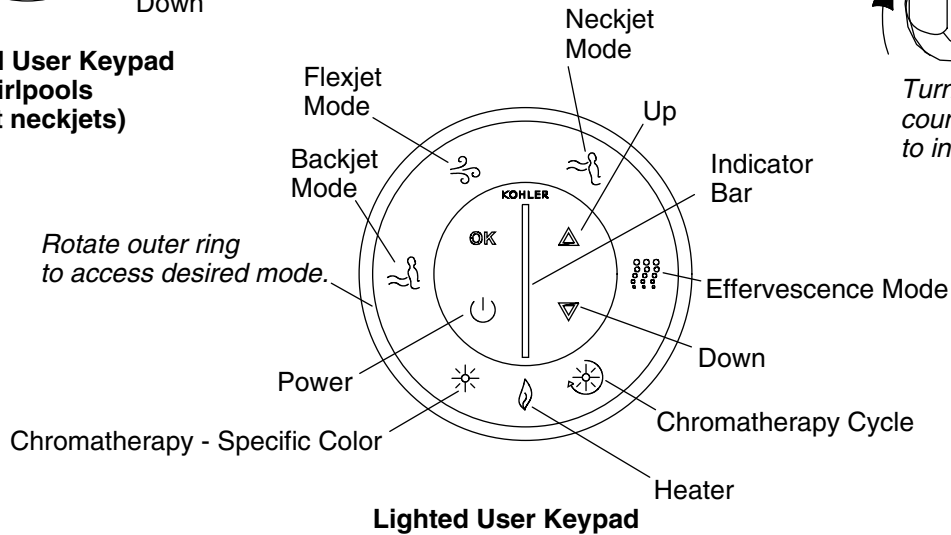
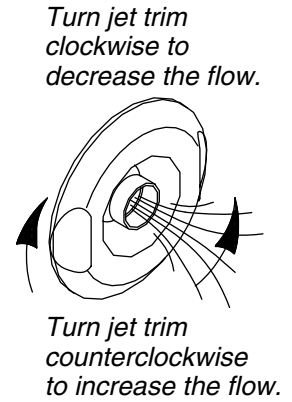
Whirlpool hydro-massage action can cause even a small amount of bubble bath, bath soap, shampoo, or bath oil to foam excessively. For this reason, please do not use these products during whirlpool operation.

Your new KOHLER whirlpool has been listed by Underwriter's Laboratories, ensuring safety for you and your family. This whirlpool also conforms to rigid ANSI and IAPMO standards set within the plumbing industry.

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



**Lighted User Keypad  
(for whirlpools  
without neckjets)**



**Lighted User Keypad**

## 5. Operating Instructions

### All Models

**NOTE:** A built-in heater helps to maintain the water temperature when the whirlpool is running. If the temperature exceeds 104°F (40°C), the heater will turn off.

- Position the jet nozzles so they face down toward the basin. Turn the jet trim rings fully counterclockwise.
- **Fill the whirlpool to a water level at least 2" (51 mm) above the top of the highest jet.**
- Press the Power icon to turn on the whirlpool. The whirlpool will start at medium flow, and the heater will turn on automatically.
- Adjust the water flow by pressing the up or down icon on the keypad. An indicator bar in the center of the keypad shows the water flow volume.
- Adjust each jet for optimum air/water mixture. Turn the jet trim clockwise to reduce the air flow, and counterclockwise to increase the air flow.
- Press the heater icon to turn the heater off and on. When illuminated, the indicator light shows that the water temperature will be maintained up to 104°F (40°C).
- Press the Power icon a second time to turn the whirlpool off.

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

### Models with Neckjets

- Make sure the slip cover is in place on the pillow, and the pillow is attached to the neckjet body.

## Operating Instructions (cont.)

- With the whirlpool operating, rotate the outer ring until the neckjet icon is flashing. Press "OK" to activate the neckjets. The neckjet pulsing action will start at medium speed.
- Adjust the neckjet pulsing action by pressing either the up or down icon.
- To adjust the different modes while the neckjets are operating, rotate the outer ring until the desired mode is flashing and press "OK."
- Press "OK" while the neckjet mode is flashing to turn off the neckjets.
- Press the Power On/Off icon a second time to turn the whirlpool off.

## Neckjet and Backjet Operation (if equipped)

- Rotate the outer ring until the backjet mode is flashing and press "OK." The backjet pulsing action will start at medium speed. The backjets pulse from the bottom of the whirlpool toward the top, with water flow and pulse action occurring from two backjets at a time.

**NOTE:** If the water level falls below the water level sensors, the backjets will stop. The backjet icon and indicator bar on the user keypad will flash. The backjets will automatically restart when the water level covers the sensors.

- To adjust the backjet pulsing action use the up and down icons.
- To adjust the flow volume to the backjets, rotate the outer ring to the Flexjet mode, press "OK," and press the up or down icons. (This also adjusts the flow to all modes.)

**NOTE:** To activate or deactivate different modes while the neckjets and/or backjets are operating, rotate the outer ring until the desired mode is flashing and press "OK." (Example: To turn the heater off, rotate the ring until the heater icon is flashing and press "OK.")

- Press "OK" while the neckjet mode is flashing to turn off the neckjets.
- Press "OK" while the backjet mode is flashing to turn off the backjets.

## Effervescence Operation (if Equipped)

- With the whirlpool operating, rotate the outer ring until the effervescence icon is flashing. Press "OK" to activate the effervescence ports. The effervescence action will start at the flow volume last set in the Flexjet flow mode.
- Adjust the flow volume by pressing either the up or down icon.

**NOTE:** Flexjet mode, backjets and neckjets will automatically turn off when the effervescence mode is activated. Chromatherapy may be used with this and all modes of operation.

- Press "OK" while the effervescence mode is flashing to turn off the effervescence ports.

## Chromatherapy Operation (if Equipped)

**NOTE:** Chromatherapy may be used with all modes of operation as well as when the pump is not operating.

- **Chromatherapy Cycle:** Rotate the outer ring to select this mode and press "OK" to activate. Press "OK" again to turn off the lights.

**NOTE:** 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.

- **Chromatherapy Specific Color Selection:** Rotate the outer ring to "Chromatherapy Specific Color" and press "OK" to activate. Press the up or down icons to change the desired color. Press "OK" while the chromatherapy mode is active to turn off the lights.

## Remote Control

## Operating Instructions (cont.)

**NOTE:** Refer to the Homeowners Guide included with your remote control for detailed operating instructions.

- 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.

## Flush the System

**NOTE:** Flush your whirlpool system twice a month or more, depending upon usage.

- Turn the jet trim rings fully clockwise to reduce air induction.
- Fill the whirlpool with hot water to a level at least 2" (51 mm) above the highest jet.
- Add 2 teaspoons (10 ml) of a low-foaming, powder automatic dishwasher detergent and 20 ounces (590 ml) of household bleach (5% - 6% sodium hypochlorite) to the water.
- Run the whirlpool for 5 to 10 minutes. Turn off the whirlpool and drain.
- If desired, rinse the bath surfaces with water.
- Rinse the surfaces of the jets, faucet, grab bars, and drain, and wipe them dry with a soft cloth.

## 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:** The product model number is printed on a label on the pump side of the whirlpool bath.

**NOTE:** For service parts information, visit your product page at [kohler.com/serviceparts](http://kohler.com/serviceparts).

### Troubleshooting the Whirlpool System

Symptoms	Probable Causes	Recommended Action
1. User keypad does not illuminate when Power icon is pressed or (if applicable) the 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 icons 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>

## Troubleshooting Procedures (cont.)

Symptoms	Probable Causes	Recommended Action
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. 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>
8. Pump does not automatically stop after 22 minutes.	<p>A. 20-minute timer inadvertently disabled.</p>	<p>A. See Service Manual.</p>
9. Pump won't turn off when the Power icon 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>
10. 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>
11. Bath water cools while pump is operating.	<p>A. Water temperature above 104°F (40°C).</p> <p>B. Heater has turned off either manually or automatically.</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>
12. 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>
13. 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>

<b>Troubleshooting Procedures (cont.)</b>		
<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 remote control Homeowners Guide or whirlpool Service Manual.</li> <li>D. Replace remote control.</li> <li>E. Replace control.</li> </ul>
<b>Troubleshooting the Neckjet System</b>		
<b>Symptoms</b>	<b>Probable Causes</b>	<b>Recommended Action</b>
14. Keypad does not respond when neckjet mode is selected.	A. User keypad does not work.	A. Replace the user keypad.
15. Pump operates but neckjets do not turn on. Indicator bar on user keypad is flashing.	<ul style="list-style-type: none"> <li>A. Pillow is not installed.</li> <li>B. Reed switch does not work.</li> <li>C. Wiring harness from neckjet to control is loose, disconnected or damaged.</li> </ul>	<ul style="list-style-type: none"> <li>A. Make sure pillow is properly attached to the neckjet body.</li> <li>B. Check reed switch wiring and replace if necessary.</li> <li>C. Check wiring for proper connections. Replace wiring harness if necessary.</li> </ul>
16. Pump operates but neckjets do not turn on. Indicator bar on user keypad is NOT flashing.	<ul style="list-style-type: none"> <li>A. Neckjet line is blocked.</li> <li>B. Wiring harness from neckjet to control is loose, disconnected or damaged.</li> <li>C. Butterfly valve does not work.</li> <li>D. Control does not work.</li> </ul>	<ul style="list-style-type: none"> <li>A. Disconnect neckjet hoses and remove blockage.</li> <li>B. Check wiring for proper connections. Replace wiring harness if necessary.</li> <li>C. Replace the butterfly valve.</li> <li>D. Replace control.</li> </ul>
17. Water flows from neckjets, but neckjets do not pulse.	<ul style="list-style-type: none"> <li>A. Wiring harness from neckjet pulse canister to control is loose, disconnected or damaged.</li> <li>B. Pulse canister does not work.</li> <li>C. Control does not work.</li> </ul>	<ul style="list-style-type: none"> <li>A. Check wiring for proper connections. Replace wiring harness if necessary.</li> <li>B. Replace the butterfly valve.</li> <li>C. Replace control.</li> </ul>
<b>Troubleshooting the Backjet System</b>		
<b>Symptoms</b>	<b>Probable Causes</b>	<b>Recommended Action</b>
18. Backjets do not operate.	<ul style="list-style-type: none"> <li>A. Whirlpool pump is not operating.</li> <li>B. Backjet butterfly valve does not open.</li> <li>C. Not enough water in whirlpool.</li> <li>D. User keypad does not work.</li> <li>E. Power from pump motor to control is off.</li> <li>F. Backjet pipe is blocked.</li> <li>G. Switch wire from switch to control is disconnected.</li> </ul>	<ul style="list-style-type: none"> <li>A. Turn on pump.</li> <li>B. Check for loose connections or wires leading from backjet pulse canister to control. Replace backjet pulse canister or control if necessary.</li> <li>C. Fill whirlpool so water level sensors are covered.</li> <li>D. Replace user keypad.</li> <li>E. Check for loose connections or wires leading from pump motor to control.</li> <li>F. Remove blockage.</li> <li>G. Reconnect or replace switch wires that use modular plug.</li> </ul>

## Troubleshooting Procedures (cont.)

Symptoms	Probable Causes	Recommended Action
19. Backjets do not pulse.	A. Pulse canister does not work.	A. Check for loose connections or wires leading from pulse canister to control. Replace pulse canister or control if necessary.

### Troubleshooting the Effervescence Jets

Symptoms	Probable Causes	Recommended Action
20. Effervescence ports do not work.	A. Whirlpool pump is not operating. B. Butterfly valve does not work. C. Pump does not work. D. Control does not work.	A. Turn on pump. B. Replace butterfly valve. C. Refer to the Service Manual to troubleshoot the system. D. Replace control.
21. Effervescence ports do not bubble.	A. Air intake on suction line is blocked. B. Water flow is too low.	A. Remove blockage. B. Increase water flow.

### Troubleshooting the Chromatherapy Lights

Symptoms	Probable Causes	Recommended Action
22. Chromatherapy lights do not work.	A. Loose, disconnected or damaged wiring/connections. B. Control does not work.	A. Check wiring for proper connections. Replace wiring if necessary. B. Replace control.

## Warranty

**Need help?** Contact our Customer Care Center.

USA/Canada: 1-800-4KOHLER (1-800-456-4537), Mexico:  
001-800-456-4537

**For service parts information,** visit [kohler.com/serviceparts](http://kohler.com/serviceparts).

**For care and cleaning information,** visit [kohler.com/clean](http://kohler.com/clean).

This product is covered under the **KOHLER® Enameled Cast Iron Bath and Shower Base Lifetime Limited Warranty**, found at [kohler.com/warranty](http://kohler.com/warranty). For a hardcopy of warranty terms, contact the Customer Care Center.