



Safety never felt
so good™

OWNER'S OPERATION MANUAL



The walk-in tub that will change your life

Safety. Independence. Convenience. Comfort.

Your walk-in tub has many features designed to provide you with enjoyment and relaxation. In addition to safe bathing, your walk-in tub also offers tremendous therapeutic value. The tub is manufactured from strong aluminum, acrylic, gelcoat and fiberglass materials to provide a durable tub for many years of service. All the electrical components are tested and conform to applicable safety standards. Every walk-in tub is rigorously tested and inspected before leaving our factory to ensure your continued satisfaction and peace of mind.

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Important Safety Instructions

SAVE THESE INSTRUCTIONS

Instructions regarding risk of fire, personal injury or electric shock. **WARNING:** When using the walk-in tub, these precautions should be followed:

READ AND FOLLOW ALL INSTRUCTIONS

DANGER! TO REDUCE THE RISK OF INJURY:

- A. Use this unit only for its intended purpose as described in these pages. Do not use any accessories not recommended or endorsed by the manufacturer.
- B. Do not allow children to use this unit unless supervised by an adult. Supervision is also needed when an elderly or handicapped individual uses the tub.
- C. Do not place, drop or insert anything except the provided aromatherapy cannister or provided essential oils in any opening within the walk-in tub.
- D. Do not operate electrical devices such as hair dryers, telephones, lamps, radios, TV's, etc. in or around the tub. No electronic appliances should be within 5 feet or 1.5 meters of the tub.
- E. Do not operate the tub without the guard over the water intake in place. The guard is a safety measure taken to reduce the potential hazard of hair/body entrapment. When the pump is running, keep hair and body away from the water intake area.
- F. Never use drugs or alcoholic beverages before or while using the walk-in tub to avoid the risk of unconsciousness with the potential of drowning.
- G. Excessive water temperatures run the risk of causing fetal damage during the early stages of pregnancy. Pregnant women or women who may be pregnant should limit whirlpool water temperatures to 100°F (38°C).
- H.  **Warning :** *To prevent accidental overheating, DO NOT cover the seat with any type of insulating material (e.g. towel, bathrobe, or similar covering). If at any time you feel uncomfortable with the temperature of the heating area, simply depress the heater on/off button to turn the heater off.*
- I. The tub must be connected to a circuit that is protected by a Ground Fault

Circuit Interrupter (GFCI). The GFCI should be provided and installed by a licensed electrician and tested at least monthly. To test the GFCI, push the TEST button. The GFCI should interrupt the power. Push the reset button, and the power should come back on. If the GFCI fails to operate in this manner there is a possibility of an electric shock. Do not operate the tub. Disconnect the tub and have a licensed electrician fix the problem before using again.

⚠ Warning : *The tub should not be operated unless connected through a ground fault circuit interrupter and an automatic shut off timer.*

- J. Any person using medication should consult a physician before using a whirlpool. Medication may induce drowsiness or may affect heart rate, blood pressure and circulation.
- K. Any person with a serious medical condition such as heart disease, low or high blood pressure, circulatory system problems or diabetes should consult a physician before using.
- L. PROP65 WARNING FOR CALIFORNIA RESIDENTS
VERTISSEMENT PROP65 POUR LES RÉSIDENTS DE LA CALIFORNIE PROPUESTA 65
ADVERTENCIA PARA LOS RESIDENTES DE CALIFORNIA
WARNING: Cancer and Reproductive Harm
ADVERTENCIA: Cáncer y Daño Reproductivo
AVERTISSEMENT: Cancer et Troubles de l'appareil reproducteur
www.p65warnings.ca.gov
- M. The water temperature in the tub should never exceed 104°F (40°C). Safe water temperature for a healthy adult is between 100°F (38°C) and 104°F (40°C). Limit bath time to approximately 30 minutes, followed by a shower to cool down. Lower water temperatures are recommended for uses exceeding 10-15 minutes and are also recommended for younger children. If you feel nauseous, dizzy or develop a headache, exit the tub and cool off. If symptoms persist, seek medical attention. Consult a physician before using whirlpool again.
- N. **⚠ Warning :** *The door to the tub is equipped with a towel bar. This bar is not intended to be used as a safety grab bar. Only use the two integrated safety grab bars (2) in the tub or any approved wall mounted safety grab bars.*
- O. **⚠ Warning :** *To avoid injury, exercise care when entering or exiting the hydro massage bathtub.*
- P. **⚠ Warning :** *Risk of hypothermia and drowning! Do not use a hydro-massage bathtub equipped with a heater following strenuous exercise.*

SAVE AND REFERENCE THESE INSTRUCTIONS

Care And Maintenance Owner Responsibility

To keep your tub clean and working efficiently, regular care is required. This care includes the tub, door bulb seal,* fittings and internal water carrying pipes of the system.

** Residue build-up on the door bulb seal can cause the door to leak; wipe the door seal with a damp cloth at least once a month.*

Mineral deposits may have a staining effect on the tub's finished surfaces. Clean the tub's surfaces and fixtures on a regular basis.

There is no maintenance required for the electrical components of the tub other than testing the GFCI as discussed on page 3 section I.

Moderate use of Epsom Salt will not harm the spa.

NEVER USE OIL OR OIL BASED BATH ADDITIVES EXCEPT ESSENTIAL OILS IN THE AROMATHERAPY COMPARTMENT. THIS IS A SAFETY RECOMMENDATION AS OIL CAN MAKE SURFACES SLIPPERY. IT WILL NOT AFFECT THE TUB ITSELF OR THE PUMP FUNCTIONS IF USED IN SMALL AMOUNTS.

NEVER USE BUBBLE BATH.

Regular Cleaning



Scan the QR code to watch a video on how to properly clean your tub

Daily Maintenance:

- After using the tub, rinse all surfaces with the shower wand and warm water.

Weekly Maintenance:

- On a weekly basis, wash all surfaces of the tub with a non-abrasive, non-ammonia cleaner. (i.e. disinfecting wipes, window/glass cleaner, multipurpose bathroom cleaner, etc.). Do not use harsh chemical cleaners, steel wool, wire brushes or other abrasive materials to clean your tub.
- Remove hair or debris which may gather over the water intake located at the bottom of the tub's seat.
- Lift the drain stopper out of the drain, clear the drain of any debris and replace stopper.

Monthly Maintenance:

- Wipe down the soft silicone door bulb seal using a small amount of alcohol on a soft cloth.
- Purge and clean the entire system once a month. Fill the tub with warm water until the water is over the top jet. Add a spoonful of powdered dishwasher soap and a cup of regular liquid chlorine bleach to get rid of body and bath oils, soap residue, etc. that can add to bacterial growth in the system. Do not use liquid or pod dishwasher soap. The use of "splashless" bleach is not recommended as it does not have the same disinfecting properties as regular liquid chlorine bleach. Turn on the Microsoothe[®] system (if equipped) for 15 minutes. Turn the Water Jets on and Gentle Air Jets (if equipped) for 15 minutes, turn jets off and then drain the tub.
- Use the shower wand to rinse out the tub and wipe with a soft clean cloth.

Service & Repairs

All service and repairs must be performed by a Safe Step qualified service technician in accordance with all applicable local and national codes. Service calls performed by Safe Step may incur a charge if related to improper care, maintenance and cleaning as noted above. For qualified Safe Step service, call 1-800-989-5101.

Tub Features by Model

	Soaker	Classic	Deluxe	Micro Soothe®
2 Built in grab bars	✓	✓	✓	✓
Inward swinging door with towel bar (47" Tub does not have towel bar)	✓	✓	✓	✓
Slip resistant floor and seat	✓	✓	✓	✓
Optional stand up shower package	✓	✓	✓	✓
Manual waste and overflow drain with chain backup	✓	✓		
Quantum™ power enhanced pop-up drain stopper with pumped drain			✓	✓
E-Z clean sanitary gel coat	✓	✓	✓	✓
E-Z lock handle	✓	✓	✓	✓
Aircraft grade aluminum frame	✓	✓	✓	✓
6 Adjustable leveling feet	✓	✓	✓	✓
3.875" (uninstalled) step-in height	✓	✓	✓	✓
10 Dual water/air hydrotherapy jets		✓	✓	✓
1 Personal hygiene bidet jet		✓	✓	✓
MicroSoothe® therapy jet				✓
MicroSoothe® generated heating system or in-line water heater*			✓	✓
16 Therapeutic air jets			✓	✓
Heated seat			✓	✓
7 Color chromotherapy light system			✓	✓
Aromatherapy dispenser			✓	✓
SpaSounds™			✓	✓
Convenient electronic keypad			✓	✓
Push Button Pneumatic Control for water jets		✓		
Waterproof remote control			✓	✓
Ozone sanitizing cleaner			✓	✓

*In-line heater or MicroSoothe® system is designed to maintain water temperature during operation. It will not heat cold water to desired bathing temperature.

Operating Instructions

REFERENCE DIAGRAM ON PAGES 8 & 9



Scan the QR code to watch a video on how to operate your tub

1. **Keypad/Remote: Not all tubs include all features.** For a list of your tubs specific features please refer to the table on the previous page. If your tub includes a remote control, it functions the same as the keypad. Not all tubs include all of the features listed below. For detailed instructions on keypad functions refer to the chart on the next page.
 - A. **Hydro-Jet Water Therapy On/Off Button:** Turns the water pump on/off for the 10 Hydro (Water) Massage Jets. The water pump must be on to activate the ozone cleaning system. For safety reasons, it will automatically shutoff after 20 minutes. While bathing in water temperatures between 100°F to 104°F is not recommended for more than this time period, by pushing the desired button, power will be restored and the timer will be reset.
 - B. **Gentle Jet (Air-Jet) On/Off Button:** Press the button to turn on/off the 16 Air Jets. First press of the button turns the air system on high. Pressing it again decreases it to low speed. For safety reasons, it will automatically shutoff after 20 minutes. While bathing in water temperatures between 100°F to 104°F is not recommended for more than this time period, by pushing the desired button, power will be restored and the timer will be reset.

The Air Jets must be on to use the aromatherapy feature.

If your tub is equipped with the Gentle Air Jet feature, the air blower will automatically come on within 30 minutes after power is removed from the tub for a period of 60 seconds to purge the air lines of excess water. **Do not refill or reoccupy the tub until the air lines have been purged.**

- C. **MicroSoothe® On/Off Button:** When you activate our new Safe Step *MicroSoothe®* Air Therapy System, millions of tiny, oxygen-enriched bubbles begin circulating through your walk-in tub, turning your bath into a spa-like experience. Developed to stimulate and nourish your skin, these microbubbles blanket your entire body and deliver a warm, gentle massage as they burst against you. These negatively charged bubbles make your skin feel ultra-soft and silky. You will feel like you are being enveloped in a milky, white cloud—a truly rejuvenating experience. The microbubbles are discharged from the jet labeled “11” on the diagram. For safety reasons, it will automatically shutoff after 20 minutes. While bathing in water temperatures between 100°F to 104°F is not recommended for more than this time period, by pushing the desired button, power will be restored and the timer will be reset.
- D. **Chromotherapy Light Switch On/Off Button:** Press for different color choices including a cycling feature of all the colors. Press once to turn on. Continue pressing on & off to change the light color. There are 8 different colors plus a rainbow light that rotates colors. The lights are labeled item “12” on the diagram.
- E. **Drain:** Press and hold the DRAIN button for three seconds to open the Electronic Safety Backup Drain. This function is intended as a safety backup to the manual drain handle (7). The drain cover will automatically open and the pump will run for 3 minutes. If water level is still above the water intake (18) you may press and hold the drain button for another 3 seconds to drain the water down to the water intake (18) level. When the pump stops running the tub will continue to drain by gravity. If for any reason the drain cover does not open, there may be water trapped in the footwell of the tub. Use caution when exiting the tub as the remaining water will leak out onto floor. If any jets are operating when the drain button is activated, they will be turned off. **Never try to force the drain to close.** If drain will not open or close, call service department. **Allow tub to drain for a minimum of 15 minutes before next use.**

Note: The Classic and Soaker tub models will have a safety backup chain attached between the tub and drain cover. This chain acts as a backup and should only be used to drain the tub when the cable between the waste and overflow and drain cover has failed to open the drain. If your cable has failed and you cannot raise the drain, pull up on the chain to drain the tub and call Service Department.

- F. **Heated Seat On/Off Button:** Your Safe Step Tub is equipped with a heated seat and back. This heating system is a surface mounted heating pad that provides pre-heating to improve the bathing experience. It provides comfort and relaxation during drain and fill cycles. It is recommended you turn the heater on 5 to 10 minutes prior to entering the tub. Once the heater on/off button is depressed the heater will apply heat to the surface of the seat and back and will increase the temperature to a comfortable level. The heater on/off button will be identified with the word HEATER on the surface of the button. Once depressed, the heater will run for 20 minutes and then shut off. You may turn it back on if you prefer. The button will light up when the heated seat is on.

Warning : To prevent accidental overheating, DO NOT cover the seat with any type of insulating material (e.g. towel, bathrobe, or similar covering). If at any time you feel uncomfortable with the temperature of the heating area, simply depress the heater on/off button to turn the heater off.

- G. **Master Power/Bluetooth Indicator:** This is illuminated when bathtub functions are powered on. Pressing this button while illuminated will power off all bathtub functions. When the system is turned on, the spoken message “Welcome to SpaSounds®, the SafeStep Bluetooth Audio Bathing Experience” will play through the tub speakers. This indicates the sound system is ready for pairing and streaming from the host device. See pg. 7 for pairing instructions.

Tub Functions Flow Chart

Water Jets (1A)	Press WATER button to turn Water Jets ON. An automatic 20 minute timer will be set.	Turn the Water Jets off by: Pressing the WATER button again, or pressing the POWER button.	The Water Jets will be automatically turned off if the MicroSoothe Pump is turned on. They cannot operate together.	Air Blower and Water Jet systems can be operated together.	The Home position of the Automatic Diverter Valve is in the “Water Jets” position.
Air Blower (1B)	Press the AIR button to turn Air Blower ON at high speed. An automatic 20 minutes timer will be set.	Press the AIR button again for low speed.	Turn the Air Blower off by: Pressing the AIR button again, or pressing the POWER button.	The Air Blower will be automatically turned off if the MicroSoothe Pump is turned on. They cannot operate together.	Air Blower and Water Jet systems can be operated together.
Purge Cycle (1B)	User turns the system off, or individual features time out and turn off.	If no keys are pressed for 30 minutes, or if the user presses the POWER button, the keypad button LEDs turn off.	An automatic 30 minute timer will be set for the air system Purge Cycle.	When the timer expires, the Air Blower will turn on for 60 seconds to clear any moisture out of the air lines.	The system returns to “Standby” mode, where all keypad button LEDs are turned off. Do not refill or reoccupy the tub until the air lines have been purged.
MicroSoothe Pump (1C)	Press MICRO button to turn MicroSoothe pump ON. An automatic 20 minute timer will be set.	There will be a 5 second delay for the electronic diverter valve to operate before the MicroSoothe pump turns on.	Turn the MicroSoothe pump off by: Pressing the MICRO button again, or pressing the POWER button.	The MicroSoothe pump will be automatically turned off if the Water Jets or Air Blower is turned on. They cannot operate together.	After use of the MicroSoothe System, the Automatic Diverter Valve will return to the “Water Jets” position.
Chromotherapy Lights (1D)	Press LIGHT button to turn Chromotherapy Lights ON. An automatic 20 minute timer will be set.	Press and release LIGHT button to advance to next color.	Color sequence: Rainbow, Blue, White, Blue, Aqua, Green, Yellow, Red, Magenta, Off.	Turn Chromotherapy Lights off by: Pressing and holding the LIGHT button, or pressing the POWER button, or cycling through the colors to the “Off” position.	
Drain Cycle (1E)	User activates the electronic safety backup drain cycle (hold the DRAIN button for 3 seconds).	Pump, Blower and Microbubble systems are automatically turned off, locked out, and corresponding keypad buttons are turned off. The Heated Seat and Chromotherapy Lights remain active/available during the drain cycle.	The drain cover pops up and the pump turns back on. Tub Drain Cycle completes in 3 minutes, unless canceled by user (by pressing the DRAIN or POWER button). Drain cycle may be repeated to lower water level to intake (18).	Keypad returns to “Ready” state. Heated Seat and Chromotherapy Lights continue to operate if active.	Never try to force the drain to close. If drain will not open or close, call service department.
Heated Seat (1F)	Press HEAT button to turn the Heated Seat ON. An automatic 20 minute timer will be set.	Press the HEAT button again to turn the system OFF.	The Heated Seat will be automatically turned off if the POWER button is pressed.		
SpaSounds® (1G)	The “Power” button LED indicator on the tub keypad will show the Bluetooth Pairing status. Press this button to power system on. The system will automatically proceed to pairing mode, indicated by flashing blue light and voice announcement.	Open the Bluetooth wireless connection setting on the host device, select “SafeStep” from device menu. When prompted for a pin number, enter “1234”, and confirm connection.	Playback features and volume are controlled from the host device.	Troubleshooting: 1. Be sure no other devices are paired with the host device. 2. Remove “SafeStep” from list of available devices, and attempt to pair again using instructions in previous steps.	If you do not wish to use the Bluetooth function of the tub, you may remove the large access panel on the side of your tub and unplug the red and black RCA jacks visible on the outside of the Blue Master Bath Control.

2. **Built-In Safety Bars:** To grab for support and balance when getting in and out of the tub.
3. **Hand-Held Shower Wand with On/Off Button:** Used for washing your hair and body. Also very useful for rinsing out the tub. It features an On/Off button to temporarily stop or resume the flow of water. See number “5” below for operating instructions. (**Note:** *If your tub includes the optional “Stand Up Shower Package,” this will be the location of the water spout.*)
4. **Water Flow Control:** Used to adjust the flow from the bidet and lumbar jets to the footwell jets. When pointed to “Foot Jets,” the jets in the footwell are ON and the lumbar and bidet jets are OFF. When pointed to “Back Jets,” the lumbar and bidet jets are ON and the footwell jets are OFF. It may be positioned anywhere between these settings to balance the output to your desired preference.
5. **Three Position Water Flow Diverter:**
 - A. When pointed towards the tub, water is turned off.
 - B. When pointed towards the wall, water will be supplied to the shower. (**Note:** *If your tub includes the optional “Stand Up Shower Package,” when pointed to the wall, water will be supplied to the water spout.*)
 - C. When pointed towards the door, water will be supplied to the water spout. (**Note:** *If your tub includes the optional “Stand Up Shower Package,” when pointed toward the door, water will be supplied to the shower rod.*)
6. **Water Spout** (**Note:** *If your tub includes the optional “Stand Up Shower Package,” this will be the location of the shower rod.*)
7. **Drain Handle/Overflow Drain:** Open and close the drain using our Arthritis Friendly lever attached to the drain knob. This is also where excess water will flow when the tub is over filled. For fastest drain time use in conjunction with drain cycle button on Keypad (1E). Never fill tub up past the bottom of drain knob. Refer to paragraph (1E) for Electronic Safety Backup Drain instructions. **Never try to force the drain to close.** If drain will not open or close, call service department.
8. **Water Temperature Control:** Select your desired water temperature by turning the valve until the water reaches your preferred comfort level. This features a safety stop that prevents water temperature from exceeding 102°F. To reach water temperatures above 102°F, the spring loaded handle must be depressed while turning it to the desired temperature. (**Note:** *Bathing in water temperatures above 104°F should only be attempted after consulting with your physician.*)
9. **Stand Up Shower Package Diverter (if equipped):** With the three position water flow diverter (5) pointed towards the shower head riser, direct the flow of water to the hand-held shower and/or rain shower by moving the handle up or down as needed.
10. **Back Leg Water Jets:** Activated by Water button to massage your legs and knees. Can be customized to personal preference by moving the nozzles inside of the individual jets and the water flow control (4).
11. **MicroSoothe® Jet & Relief Port:** bottom jet discharges microbubbles and top relief port drains water back into tub when the MicroSoothe® system is activated.
12. **Chromotherapy Lights:** Housing for LED bulbs in waterproof fixtures.
13. **Front Leg Water Jets:** Activated by Water button to massage your legs and knees. Can be customized to personal preference by moving the nozzles inside of the individual jets and the water flow control (4).

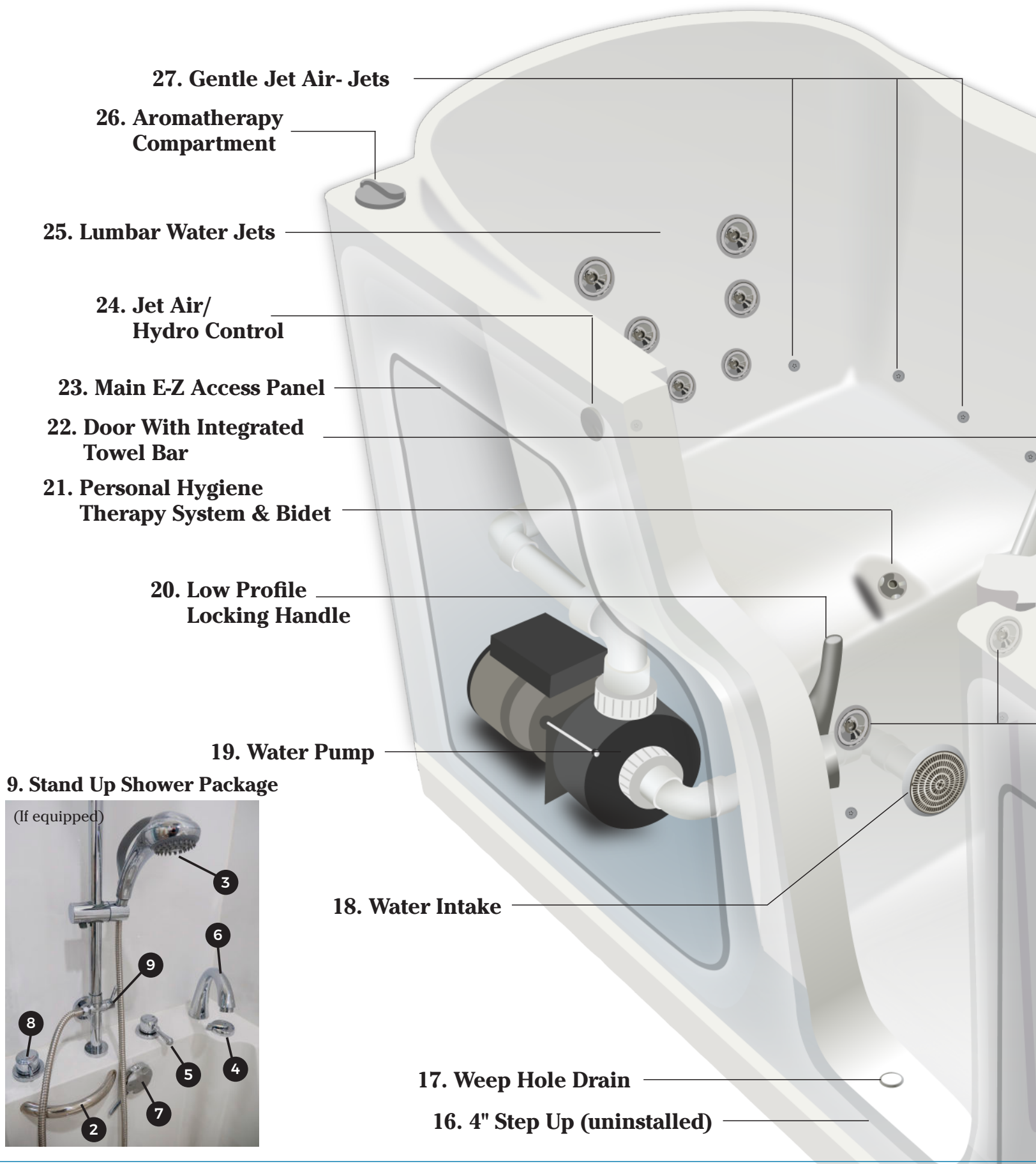
14. **Main Drain:** You should inspect the drain prior to each use to ensure proper operation and clear debris as needed (i.e. hair).
15. **Plumbing E-Z Access Panel:** This panel is held in place with magnets. Press gently on the top of the panel to open and close to access the plumbing when needed.
16. **4" Step Up** (uninstalled)
17. **Weep Hole Drain:** Periodically remove the plastic door drain valve by prying it up with a small flat edged tool and thoroughly rinse it under running water and replace.
18. **Water Intake:** This feeds water into the pump when using either the Water or *MicroSoothe*® Jets. When pump is in use, there is suction on this return that should not be obstructed. Be careful of wash cloths, body sponges, etc. This should be checked and cleaned of hair and debris as needed.

***Warning :** Do not operate the tub without the guard over the water intake in place. The guard is a safety measure taken to reduce the potential hazard of hair/body entrapment. When the pump is running, keep hair and body away from the water intake area.*
19. **Dual Function Hydro-Jet/MicroSoothe® Water Pump**
20. **Low Profile Locking Handle:** This secures the door closed when the walk-in tub is in use. Do not attempt to open when water is in tub unless in the event of an emergency. Never climb in and out of the tub. Always use the door.
21. **Personal Hygiene Therapy System & Bidet:** Bidet is activated with the Water button. To turn the water flow of the bidet off, turn the ring around the bidet jet. The Bidet functions when the Water Flow Control (4) is diverted to the lumbar jets.
22. **Door With Integrated Towel Bar - Warning :** *The door to the tub is equipped with a towel bar. This bar is not intended to be used as a safety grab bar. Only use the two integrated safety grab bars (2) in the tub or any approved wall mounted safety grab bars.*
23. **Main E-Z Access Panel:** This panel is held in place with magnets. Press gently on the top of the panel to open and close. This would normally only be accessed by a qualified technician.
24. **Jet Air/Hydro Control:** Turning this knob will increase/decrease the volume of air introduced to the water jets that intensifies or reduces the massaging effect.
25. **Lumbar Water Jets:** Activated when using the Water Button. Adjustable by the Water Flow Controller (4) and the Jet Air/Hydro (24).
26. **Aromatherapy Compartment:** Unscrew the cap and place essential oil infused bead cannister into the aromatherapy compartment and then turn on the AIR SYSTEM (1B). BE SURE the cap is on securely before using.
27. **Gentle Air Jets:** Activated when using the AIR button, first press is high volume, second press is medium volume, third press is OFF.

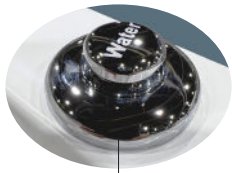
Tub Diagram - Right Hand Door

(Note: Not all tubs include all illustrated features.)

Left hand door controls are opposite.

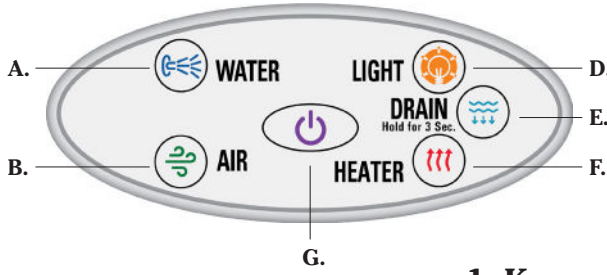


Classic



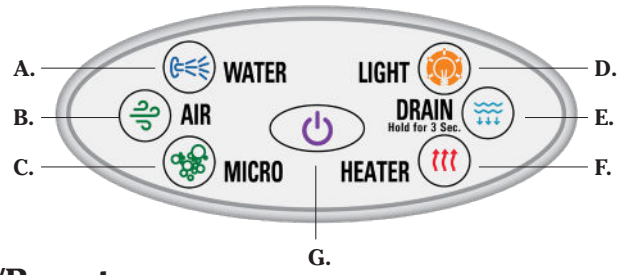
A.

Deluxe



G.

MicroSoothe



G.

1. Keypad/Remote

2. Built-In Safety Bars

3. Hand-Held Shower Wand with On/Off Button

4. Water Flow Control

5. Three Position Water Flow Diverter

6. Water Spout

7. Drain Handle/Overflow Drain

8. Water Temperature Control

10. Back Leg Water Jets

11. *MicroSoothe*® Jet & Relief Port

12. Chromotherapy Lights

13. Front Leg Water Jets

14. Main Drain

15. Plumbing E-Z Access Panel



Limited Lifetime Product Warranty & Workmanship Warranty

Limited Lifetime Product Warranty (Parts and Labor): Unless your Customer Contract expressly states a 2-year Labor Warranty, subject to the terms and conditions herein, Safe Step Walk-In Tub and its authorized dealers warrant to you, the original purchaser, that (1) your tub shell, aluminum frame, and finish will not fade, crack, delaminate, or blister and (2) your tub's water pump, air blower, ozone generator, light, timer switch, door seal and all other tub components will not fail so long as you own and reside at the residence where the Safe Step Walk-In Tub has been originally installed, subject to the exceptions, limitations, disclaimers, and other terms and conditions contained in this document.

Limited Lifetime Product (Parts) and 2 year Labor Warranty: If your Customer Contract expressly states a 2-year Labor Warranty, subject to the terms and conditions herein, Safe Step Walk-In Tub and its authorized dealers warrant to you, the original purchaser, that (1) your tub shell, aluminum frame, and finish will not fade, crack, delaminate, or blister and (2) your tub's water pump, air blower, ozone generator, light, timer switch, door seal and all other tub components will not fail so long as you own and reside at the residence where the Safe Step Walk-In Tub has been originally installed, subject to the exceptions, limitations, disclaimers, and other terms and conditions contained in this document..

One Year Caulking Warranty: Subject to the terms and conditions herein, Safe Step Walk-In Tub and its authorized dealers warrant to you, the original purchaser, that any caulking will not fail for a period of one (1) year following installation, subject to the exceptions, limitations, disclaimers, and other terms and conditions contained in this document. Otherwise, caulking maintenance is your responsibility.

How to Obtain Warranty Service: Call 800-989-5101 and you will be directed to the authorized dealer from whom you purchased your Safe Step Walk-In Tub. In some cases, a signed and dated copy of the original Safe Step Walk-In Tub "Customer Remodeling and Improvement Agreement" must be submitted in writing by registered mail to Safe Step Walk-In Tub at 520 Royal Parkway, Ste. 100, Nashville, TN 37214. Claims must be submitted promptly after discovery of the claimed defect and within the applicable warranty period. Upon receipt of a claim, an appointment will be scheduled within a reasonable period after having received the claim to inspect your warranty claim. If Safe Step Walk-In Tub determines it is necessary to replace your product or component and if the product or component as originally installed is no longer available, Safe Step Walk-In Tub or its designated representative shall have the right to substitute a product or component designated by Safe Step Walk-In Tub or its designated representative to be of equal quality.

Warranties claims are not valid until you have made a full payment under the "Customer Remodeling and Improvement Agreement" and any addenda thereto. Non-warranty calls for repair or adjustment may result in a service charge (see "Cleaning").

Cleaning: To avoid unnecessary service charges and maintain your warranty, it is recommended your Safe Step Walk-In Tub is properly cleaned at least once per month. To properly clean, fill the tub with water and add a spoonful of automatic dishwasher soap and pour in one cup of regular liquid chlorine bleach. Run the air jets for 15 minutes and then water jets for 15 minutes. It is recommended that the door seal should be cleaned at least once a month with a damp cloth on all surfaces.

What Is Not Covered: This warranty is non-transferable, and all warranties terminate immediately upon the transfer of ownership. All warranties assume normal and reasonable use of your Safe Step Walk-In Tub. These warranties do not cover any other lack of maintenance, damage, workmanship, or material failure including, but not limited to, damage caused by occurrences beyond the control of Safe Step Walk-In Tub and its authorized dealers, such as settlement of the building, failure of the structure (including foundations and walls), use of incompatible accessories, removal, repair, or re-installation of your Safe Step Walk-In Tub or any component thereof by anyone other than Safe Step Walk-In Tub or its authorized dealers, corrosive effects of chemical pollutants, normal fading, fire, weather or catastrophic nature as defined by the U.S. National Weather Service, other acts of God, intentional acts, and/or unreasonable use or failure to provide reasonable and routine maintenance to your Safe Step Walk-In Tub (see “Preventive Maintenance Checklist”). Installation, removal, painting, repair, adjustment, tampering, or re-installation of your Safe Step Walk-In Tub or any component thereof by anyone other than Safe Step Walk-In Tub or its authorized dealers voids any and all warranties within this document, and Safe Step Walk-In Tub and its authorized dealers expressly disclaim any liability for any costs, defects, or damages with respect to such actions. There is no warranty for any purchase not made through Safe Step Walk-In Tub or one of its authorized dealers.

Preventive Maintenance Checklist:

To avoid unnecessary service charges and maintain your warranty, you must periodically perform a full system check of all mechanical operating systems with a full tub and make adjustments and repairs as necessary.

- Rinse the inside of the tub after each use with the hand held shower wand.
- Periodically wipe the inside surface of the tub and the rubber door gasket with any non-abrasive, non-ammonia cleaner.
- Periodically remove the plastic door drain valve by prying it up with a small flat edged tool and thoroughly rinse it under running water then replace.
- Remove hair or debris which may gather over the water intake located at the bottom of the tub's seat.
- Clear the drain of any debris
- Monthly, drop a spoonful of dishwasher soap and a cup of regular chlorine bleach into a tub of hot water. Run the water system for fifteen minutes and allow to drain.

Remedies and Rights: These warranties are the only express warranties provided by Safe Step Walk-In Tub or its authorized dealers. No employee, representative, agent, or any other person, has authority to assume or incur on behalf of Safe Step Walk-In Tub or its authorized dealers any obligation, liability, or responsibility in place of or in addition to these warranties. Safe Step Walk-In Tub and/or its authorized dealer's liability to you under this document is limited to the collective amount paid by you to Safe Step Walk-In Tub and/or its authorized dealers for products and services rendered under your “Customer Remodeling and Improvement Agreement.” In no event shall Safe Step Walk-In Tub or its authorized dealers be obligated or liable for punitive, exemplary, incidental, special, indirect, or consequential damages whether arising under breach of contract, tort, or any other legal theory, and regardless of whether Safe Step Walk-In Tub has been advised of, knew of, or should have known of the possibility of such damages. Some states do not allow exclusion or limitation of incidental or consequential damages, and therefore some or all of the immediately preceding sentence may not apply. These warranties provide specific legal rights, and you may have other rights, which vary from state to state.



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