safestep®



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		✓		
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 an optional 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 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).

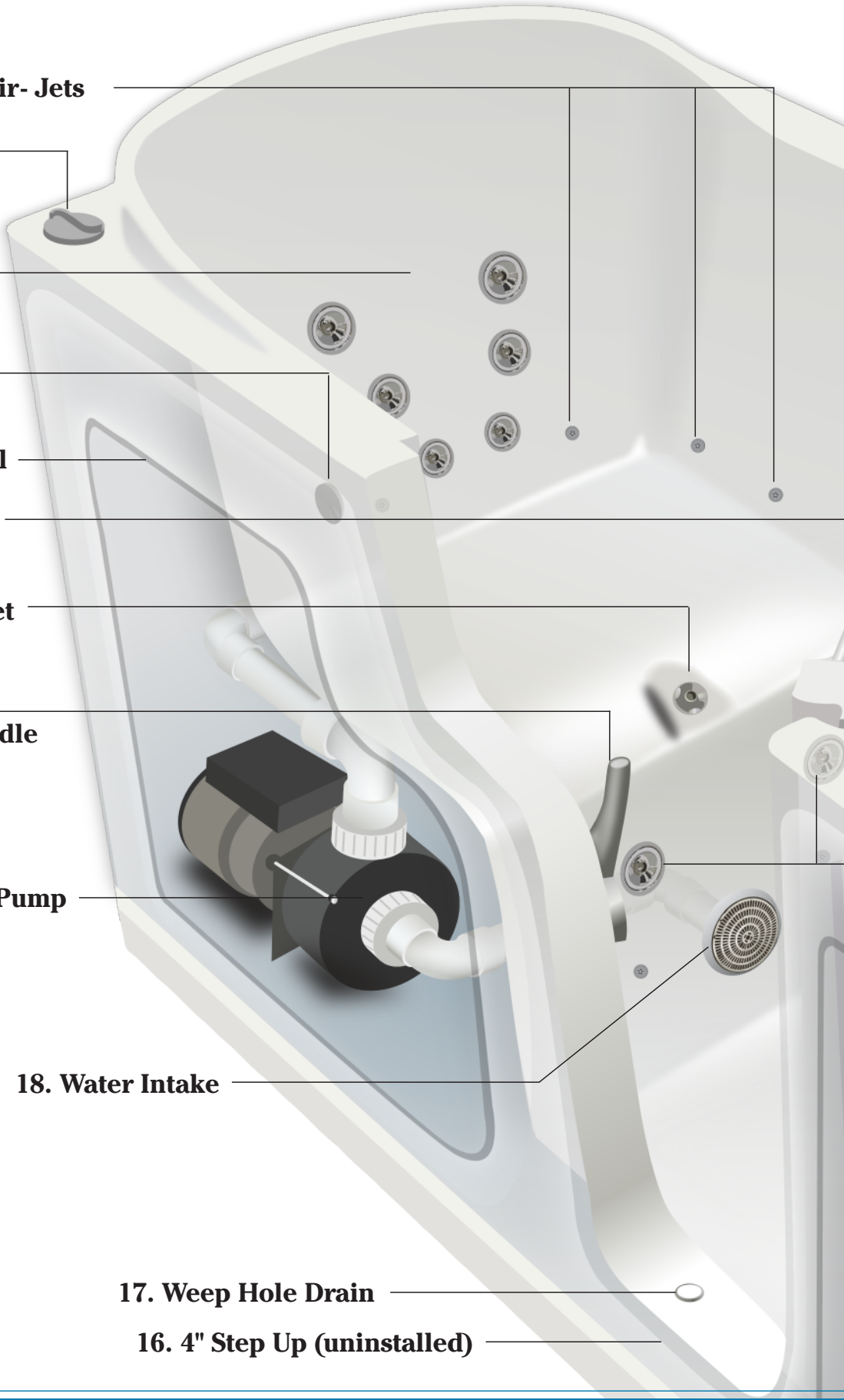
26. **Aromatherapy Compartment:** Unscrew the cap and place essential oil infused bead cannister into the aromatherapy compartment and then turn on the AIR SYSTEM (1B). BE SURE the cap is on securely before using.

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.

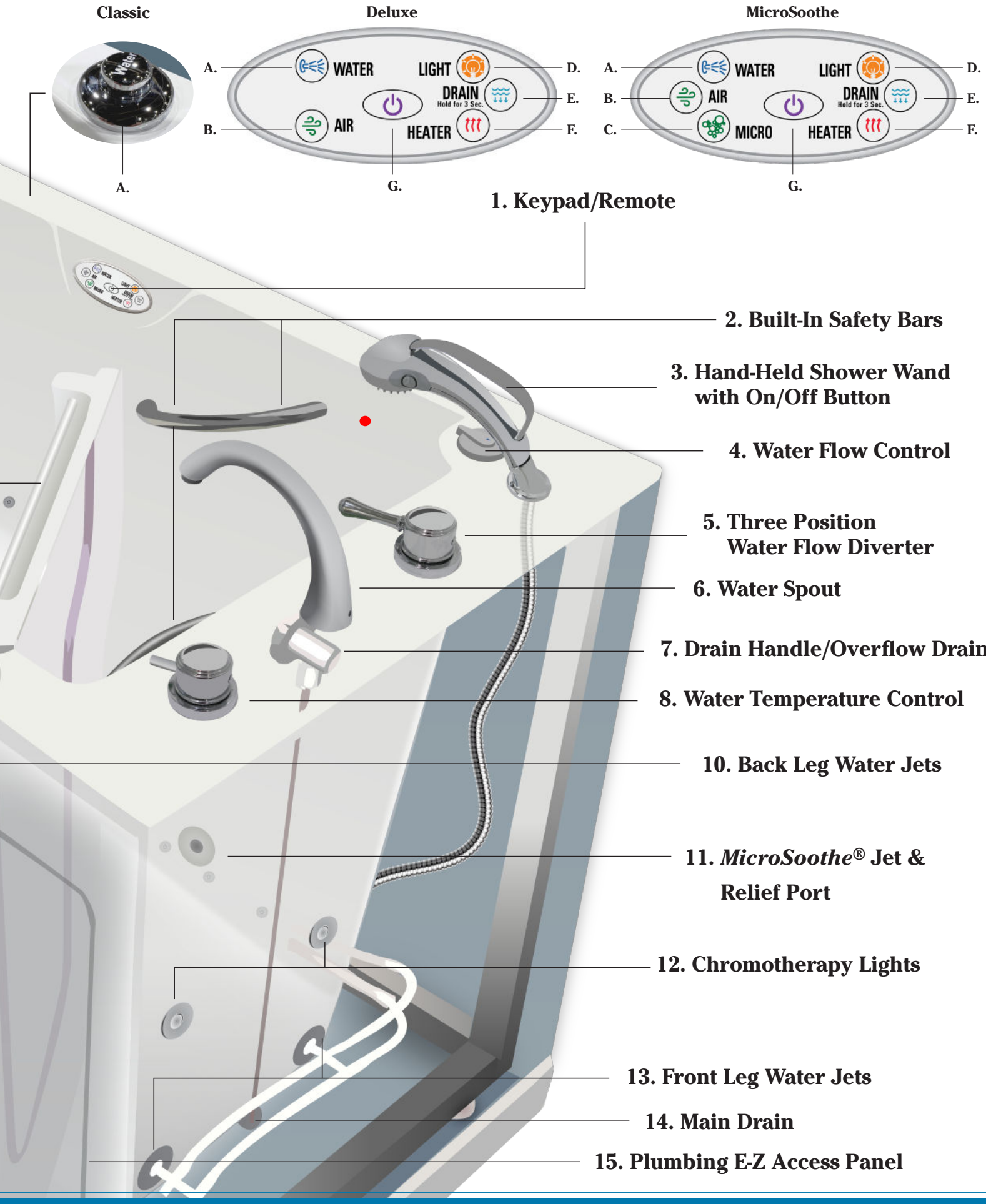


27. Gentle Jet Air- Jets
26. Aromatherapy Compartment
25. Lumbar Water Jets
24. Jet Air/ Hydro Control
23. Main E-Z Access Panel
22. Door With Integrated Towel Bar
21. Personal Hygiene Therapy System & Bidet
20. Low Profile Locking Handle
19. Water Pump
18. Water Intake
17. Weep Hole Drain
16. 4" Step Up (uninstalled)

9. Stand Up Shower Package

(If equipped)




Classic
Deluxe
MicroSoothe
Water
A.
WATER
LIGHT
DRAIN
Hold for 3 Sec.
AIR
HEATER
MICRO
B.
C.
D.
E.
F.
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

Safe Step® Walk-In Tub Limited Lifetime Warranty

Safe Step Walk-In Tub LLC® ("Company") offers the following warranties to the Original Purchaser at the original installation location of the Company's Walk-In Tub for personal or single-family residential User(s) ("Original Purchaser"). This Warranty is non-transferable. This Warranty is voided in the event Original Purchaser is not current or defaults on payments owed to the Company.

This Warranty is subject to the terms, conditions, and limitations set forth below. The Company may repair or replace, at its sole discretion, any Safe Step Product or its equipment under the following terms, conditions, and limitations.

The Company and its authorized dealers warrant to you, the Original Purchaser, that (1) the tub shell, aluminum frame, and finish will not fade, crack, delaminate, or blister, and (2) the 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 Product has been originally installed, subject to the exceptions, limitations, disclaimers, and other terms and conditions contained in this document.

ONE-YEAR CAULKING AND INSTALLATION-RELATED WARRANTY:
Subject to the terms and conditions herein, the Company and its authorized dealers warrant that any caulking will not fail for one year following installation. Otherwise, caulking maintenance is your responsibility. Any yellowing from smoking or harsh cleaning products is not covered. Any damage or incomplete installation must be reported to the Company within one year to be covered by this Limited Warranty.

ONE-YEAR GFCI Warranty:
The GFCI will be warranted for one year following installation.

Toilet Warranty:
The toilet is warranted to the original purchaser against defects in materials and workmanship for one (1) year from the date of installation, covering the ceramic/porcelain bowl and tank, flush mechanism assembly, and factory-installed hardware under normal residential use. After one year, this warranty expires and does not cover wear and tear, leaks, cracks, mineral buildup, discoloration, misuse, improper installation, improper maintenance, wax rings, damage from cleaning agents, acts of nature, or any other issue arising thereafter.

REQUIRED ROUTINE MAINTENANCE AND CLEANING:
To avoid unnecessary service charges, you must clean your tub properly. Suggestions for proper cleaning include Fill the tub with warm water until the water is over the top of the back jet, pour in one cup of bleach (Do not use "Splash-less bleach") or White Vinegar, and a tablespoon of dishwasher powder. Run the air jets and water jets for 15 minutes and Micro Soothe® for 15 minutes. If the water from any system is discolored or contains debris, run that system until water is clear and free of debris, continued cleaning may be required to fully clean and purge debris. The door seal is to be cleaned with rubbing alcohol weekly, regardless of the number of uses, on all surfaces. Wash all hard surfaces of the tub weekly with a non-abrasive acrylic-friendly cleaner (i.e., disinfecting wipes, window/glass cleaner, multipurpose bathroom cleaner). FAILURE TO PROPERLY CLEAN AND MAINTAIN YOUR TUB MAY VOID YOUR WARRANTY, AND REPAIRS WILL NOT BE COVERED

The Company does not warrant any of the following:

- Units in Commercial or Non-Residential Use
- Misuse or Overuse
- Damage caused by failure to properly clean and/or maintain the Product
- Damage caused by hard water, well water, calcium buildup, magnesium, or heavy mineral water
- Shower tub door & glass to include misalignment, chipping, peeling, or fading after one year.
- Programing or operational guidance of customer wireless device to Spa Sounds ®
- Programing or operational guidance of Walk- in Tub Remote control or remote control.

- Replacement of Shower rod, Shower curtain, or curtain rings (after one year) or Reinstallation or adjustment after initial installation.
- Rodent or pest damage of any kind, including mice, rats, ants, termites, and any other damage causing pest
- Any customer-provided materials installed by a Safe Step representative will have a 30-day workmanship warranty and no product warranty is provided by Safe Step for customer-provided materials.
- Accessories purchased with the tub via the Safety Package or Comfort Package, including but not limited to headrest seat cushions, teak shower benches, shower curtains, night lights, tub remotes, towel warmers, shower radios, and grab bars, are sold as-is with no warranty of any kind, express or implied. The Company shall have no obligation to repair, replace, or otherwise address any defect, damage, or malfunction of such accessories, regardless of cause, timing, or circumstances.

REMEDIES & LIMITATION OF LIABILITY:
This Warranty is the only Warranty, express or implied, provided by the Company or its authorized dealers. No employee, representative, agent, or any other person, has authority to assume or incur on behalf of the Company or its authorized dealers any obligation, liability, or responsibility in place of or in addition to this Warranty. Liability under this Warranty is limited to the collective amount paid by you to the Company and its authorized dealers for products and services rendered to you. In no event shall the Company 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 the Company has been advised of, knew of, or should have known of the possibility of such damages.

WARRANTY LIMITATIONS, AND EXCLUSIONS:
This Warranty is non-transferable and terminates immediately upon the transfer of ownership of any Safe Step Walk-In Tub LLC Products or residence in which it is installed. This Warranty assumes normal and reasonable use of your product. This Warranty does 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 the Company 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 Reinstallation of your product or any component thereof by anyone other than the Company or its authorized dealers, corrosive effects of chemical pollutants, fading, fire, freezing, power failures, weather or catastrophic nature and other acts of God, intentional acts, and/or unreasonable use or failure to provide reasonable and routine maintenance to your Safe Step Product (see "REQUIRED ROUTINE MAINTENANCE AND CLEANING"). Installation, removal, painting, repair, adjustment, tampering, or Reinstallation of your Safe Step Product or any component thereof by anyone other than the Company voids this Warranty, and the Company and its authorized dealers expressly disclaim any liability for any costs, defects, or damages with respect to such actions. This Warranty does not apply to attachments or accessories purchased through anyone other than the Company or its authorized dealers.

OBTAINING WARRANTY SERVICE:
To submit a warranty claim, please contact Safe Step at 1-800-989-5101 or SST-Service@SafeStepTub.com. Photographs and/or an inspection may be required by an authorized Safe Step representative.

After the Company has confirmed your product qualifies for Warranty service, the Company, at its discretion, will repair or replace the unit. In no event shall the Company's liability under this Warranty exceed the purchase price of the product purchased by the Original Purchaser.

DISCLAIMER OF WARRANTIES
This limited warranty is the full extent of express warranties provided by company, and company hereby disclaims any warranty not expressly provided herein, including, without limitation, the implied warranties of merchantability and fitness for a particular purpose with respect to the products covered hereunder. Company further disclaims any statutory or implied warranty of habitability.

Company shall not be liable for personal injury or property damage or any consequential, punitive or incidental damages. Except as otherwise expressly stated in this limited warranty, company further disclaims any responsibility for losses, expenses, inconveniences, and special, incidental or consequential damages arising or resulting in any manner from the products covered hereunder. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This limited warranty gives the claimant specific legal rights, and you may also have other rights which vary from state to state.

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