

# OWNER'S MANUAL

INSTALLATION • OPERATION  
MAINTENANCE • BATHTUB REPAIR



ICC-ES CERTIFICATION

Our products and their components have received ICC-ES certification,  
which attests to their quality and reliability.

Save these instructions for further use

Thank you for selecting a quality product. Your trust plays a great part in our company's success.

Your new bathtub is a top of the line product that will give you years of pleasure and relaxation if it is installed and maintained correctly.

We encourage you to read and understand all of the safety, installation and maintenance instructions included in this manual. It is strongly recommended that the installation of this product be carried out by qualified and accredited professionals in accordance with governmental building codes and by-laws.

To download the online version of the user guide, visit the manufacturer's website.

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# Installation

## BATHTUB INSTALLATION: PREPARATION

Before you begin the installation of your new bathtub, we strongly recommend that you follow these next steps and that an accredited plumber be hired to install your bathtub.

- Inspect your bathtub visually to make sure that it has not been damaged during transportation. If you suspect any damage, do not install the bathtub.
- Make sure that the bathtub is the unit that you ordered and that its dimensions and drain-side correspond to your plans.
- The bathtub should be placed in the bathroom. Make sure the floor is leveled and solid enough to support the weight of the bathtub when it is full (1000 lbs average). The feet of the bathtub must be in contact with the floor. The bathtub cannot be suspended by the perimeter alone.
- For optional non-adjustable skirt installation, the bathtub must be installed at the correct height to facilitate the installation of the skirt.
- An access panel is mandatory. Most building codes require that there be an access panel of at least 30 cm x 55 cm (12" x 22") in order to service the plumbing. The manufacturer shall not be liable for any additional costs caused.
- Do not sit on the edge of the tub.
- In order to protect the bathtub during installation a piece of cardboard should be cut out of the box and placed in the bottom of the bathtub.
- If there is a protective plastic sheet covering the surface of your bathtub, it should not be removed until the installation is complete. When necessary during the installation process the plastic can be peeled back to install the drain, overflow and surface mounted plumbing fixtures. The plastic should also be peeled back in areas where it could become snagged during the installation process.
- To remove an adhered plastic sheet, dampen a cloth with isopropyl alcohol and rub the whole surface of the plastic sheet.

## REQUIRED TOOLS

- Level
- Hole-saw (for surface mount faucet installation)
- Jigsaw for podium installation
- Safety goggles
- Tape measure
- Caulking gun

## REQUIRED MATERIALS

- Bathroom grade (mildew resistant) silicone caulking
- Construction adhesive
- 1" X 2" Wood strip for attachment to the walls
- 2" X 3" Wood stock for building podium or apron
- 5/8" Exterior grade plywood for covering podium or apron
- No. 8 x 1 1/4" wood screws
- Bathtub drain and overflow kit.
- Mortar (strongly recommended)

To improve the support, the soundproofing and the leveling of the bath used in shower bath, it is recommended to use mortar or cement-sand and to cover it with a sheet of polyethylene of 2 thousandths of an inch (0.002 inch or 0.0508 mm).

## IMPORTANT SAFETY INSTRUCTIONS



**WARNING: When using this unit and any electrical product, basic precautions should always be followed.**



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

- Follow all local plumbing codes.



**WARNING: Risk of child drowning.** To reduce the risk of accidental drowning, do not permit children to use the bathtub unless they are closely supervised.

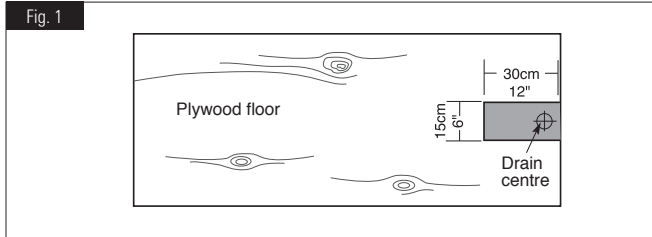
## SUMMARY OF PRECAUTIONS

The following precautions should always be taken:

- Never operate electrical appliances (telephone, television, radio, hairdryer etc.) inside or within 1.5m (5 ft) of the bathtub.
- **Never leave small children unattended in the bathtub.**
- When cleaning your bathtub, do not use abrasive substances that will damage the bathtubs' surface.
- A maximum water temperature of 104o F (40o C) is recommended. Bathing temperatures above 104o F (40oC) for prolonged periods can be injurious to health.
- It is important to mix the essential oils before introducing them into the bathtub. Mix the essential oils with emulsifiers (milk powder, shampoo, honey or liquid soap). DO NOT mix essential oils with milk, Epsom salts, Aloe gel or baking soda, as these products do not mix with oil. Improper use could result in skin irritation and damage to the bathtub. Please read the instructions carefully before use. Rinse the bath very well after each use. Essential oil is very abrasive and their utilisation is at risk of the user.

## SITE PREPARATION

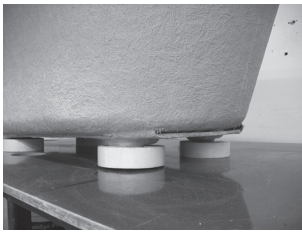
- The site should be cleared of debris and vacuumed. This will ensure that the bathtub is leveled properly.
- Check if the floor is leveled and solid. The level should be in a range that can be compensated for by the use of adjustment feet. An average size bathtub can weigh as much as 450 kg (1000 lbs) when full, the floor must be able to support this weight.
- It is strongly recommended that you rest the tub on a mortar bed for shower tub use.
- An opening of 15cm x 30cm (6" x 12") needs to be cut into the floor for the bathtub drain and overflow (see fig. 1). Make sure that there are no obstructions in this space.



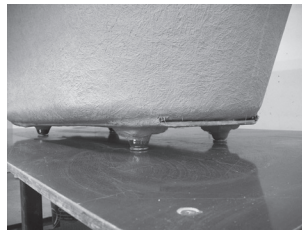
- The plumbing rough-in for both the drain and the supply lines should be completed by a competent and accredited plumber before the bathtub is moved into its final position.

## PROTECTIVE FOAM PACKAGING

The adjustable feet on our bathtubs are now provided with foam packaging around each leg to ensure the quality of the products during transportation. These foam protectors have to be removed before installation.



With protective foam packaging



Without protective foam packaging

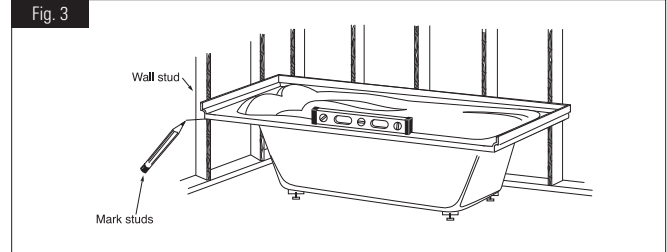
## RECESSED INSTALLATION

When the plans call for installation of the bathtub in a recess (i.e. encased between 2 or 3 walls) we suggest that the following installation procedure be followed:

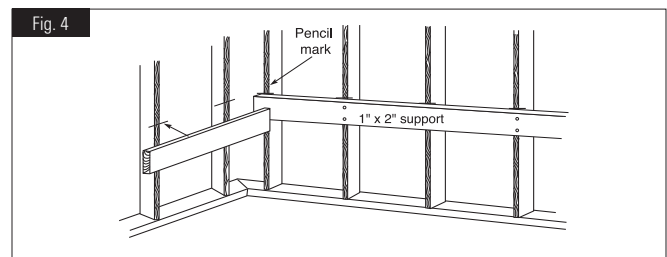
- **Step 1:** The bathtub overflow and drain should now be installed by a competent certified plumber according to the overflow manufacturers instructions, and conforming to local building codes.
- **Step 2:** The bathtub must be set up and leveled by adjusting the metal feet to the desired height. First, level the longest section of the bathtub by laying a long level on the bathtub deck that runs along the wall (see fig. 2). Then, level the sides with the adjustable metal feet. Make sure the slopes of the bathtub deck that have a tiling flange leans toward the inside of the bathtub.

After adjusting, make sure that the bathtub is perfectly level before continuing with installation.

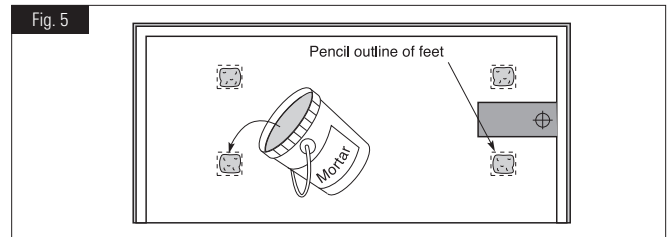
- **Step 3:** Using a pencil mark the wall studs directly under the lip of the deck (see fig. 3). If you intend to set the bathtub in a mortar bed the position of the feet should be marked too.



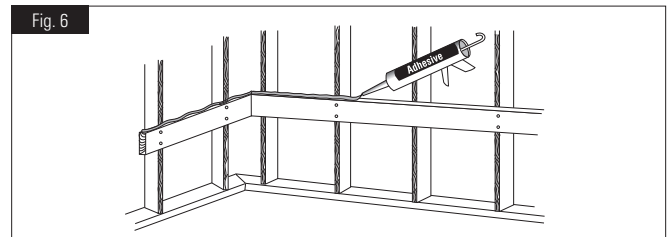
- **Step 4:** Remove the bathtub so that you have access to the walls.
- **Step 5:** Cut supports for the bathtub deck from 1" x 2" stock. The supports should be long enough to support the entire length of the bathtub. These supports are fastened to the wall studs with the top of the support at the level of the marks from step 2 (see fig. 4).



- **Step 6:** Mortar bed (optional, recommended for tub/shower installations and bathtubs with an integral skirt.). In order to protect from damage, install a plastic sheet between the tub and the mortar. Freshly mixed mortar should now be placed on the floor where the bathtub's feet will land (marked out in step 2) (see fig. 5).

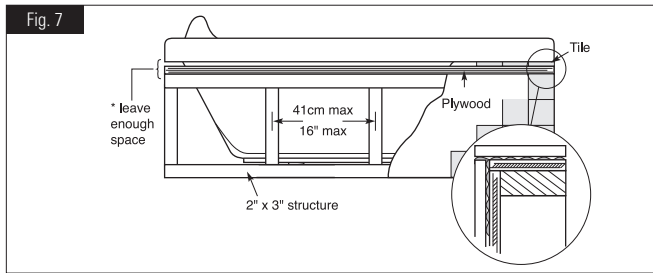


- **Step 7:** Apply a generous bead of construction adhesive along the top of the 1" X 2" support strips (see fig. 6). This will prevent the bathtub from shifting and also compensate for the unevenness of the fiberglass reinforcement under the deck.



- **Step 8:** Set the bathtub into position. Check that the bottom of the deck comes into contact with the support strips. If you opted to use a mortar bed, check that the mortar has spread out and that the feet are supported. Add more mortar if necessary. If you did not use a mortar bed, secure the metal feet using the construction adhesive.

- **Step 9:** If your bathtub is not equipped with an integral skirt the front wall should now be built. It is made from 2"x 3"s spaced 41cm (16") on center (see fig. 7). Remember to leave enough space between the top of the wall and the bottom of the bathtub deck to allow for installation of the plywood and the ceramic tile or other covering material.



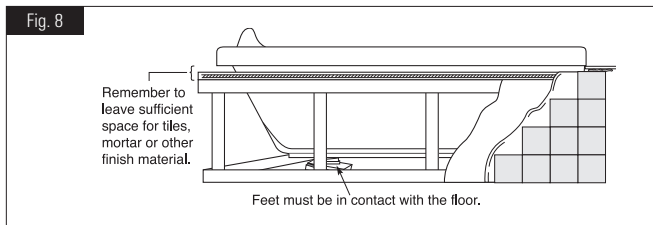
- **Step 10:** Before proceeding with the final installation, check the drip by pouring water at the bottom of the bathtub. When installation is complete (including plumbing installation), seal the bathtub onto the podium using silicone.
- The bathtub fastening flanges can be glued or screwed to the studs.

## PODIUM INSTALLATION

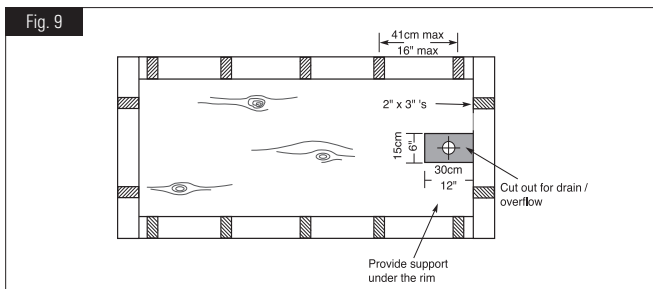
When the plans call for podium installation we recommend the following installation procedure:

**NOTICE:** The bathtub must be supported by both its feet and at the rim. The feet must be in contact with the floor at all times.

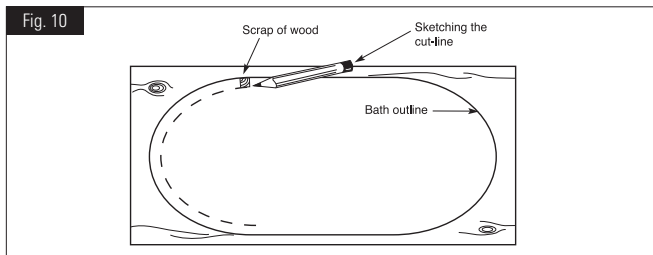
- **Step 1:** Calculate the height of your podium structure. Remember that the finish material must fit between the lip of the bathtub and the podium structure, so its thickness must be subtracted from the total height when building your structure (see fig. 8).



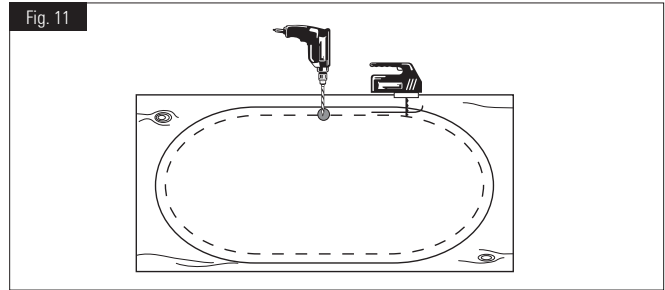
- **Step 2:** Frame the podium using 2"x 3"s spaced no more than 41cm (16") on center. Ensure that the framework is level. This framing must conform to your local building codes (see fig. 9).



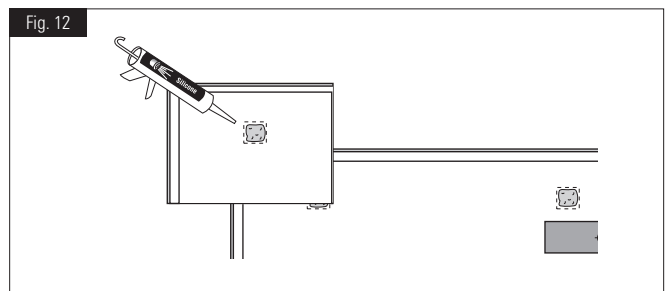
- **Step 3:** Cut out an opening 15cm x 30cm (6"x 12") in the floor to accommodate the bathtub drain and overflow piping.
- **Step 4:** Sheath the top of the podium using 5/8" thick exterior grade plywood. The plywood should be attached to the framework using screws.
- **Step 5:** Remove the bathtub from the podium, and sketch a cut line 2.5cm (1") inside the outline of the bathtub (see fig. 10). You can use a 1" scrap of wood to simplify this procedure.



- **Step 6:** Drill a pilot hole on the cut line. Cut out the waste following the cut line using a jigsaw (see fig. 11).



- **Step 7:** The bathtub overflow and drain should now be installed by a competent certified plumber according to the overflow manufacturers instructions, and conforming to local building codes.
- **Step 8:** Clear away and vacuum any remaining debris.
- **Step 9:** Lift the bathtub and set it into the podium. Make sure that it fits properly and that there is sufficient space for the bathtub overflow plumbing. Make any necessary modifications before proceeding with the next step. If you plan to use a mortar bed mark the position of the bathtub's feet on the floor and remove the bathtub from the podium.
- **Step 10:** Mortar bed (optional). In order to protect from damage, install a plastic sheet between the tub and the mortar. Freshly mixed mortar should now be placed on the floor where the bathtub's feet will land (as marked out in the previous step) (see fig. 12).



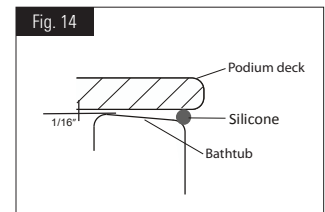
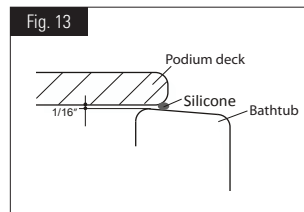
- **Step 11:** (Mortar option only) Lift the bathtub and set it into the podium. Level the bathtub lengthwise first, then across its width. Check, underneath the bathtub, that the mortar has spread and that there is adequate mortar for support under the feet. Add some if necessary. **Before proceeding with the final installation, check the drip by pouring water at the bottom of the bathtub.**

## UNDERMOUNT BATHTUB INSTALLATION

- **Step 1:** Build a podium strong enough to support the weight of the material chosen to be put on top of it. Make sure the bathtub does not support the podium deck: there has to be a gap of about 1/16" between the bottom of the podium deck and the top of the bathtub deck.
- **Step 2:** Install the bathtub based on the instructions given in this guide.
- **Step 3:** Install the podium deck based on the instructions supplied by the manufacturer and apply a bead of silicone between the podium deck and the bathtub deck. Immediately remove any excess sealant with a clean cloth. The deck of the bathtub is designed with a slight slope, to ensure that water flows down to the inside of the bathtub. As a result, the size of the gap will vary according to how much of the bathtub deck you want to be covered by the podium deck.

The podium deck is close to the outside edge. The gap between the podium deck and the bathtub is narrow; install the podium deck over the bathtub and apply a small bead of silicone caulk (see fig. 13).

The podium deck is completely covering the bathtub deck. Install the podium deck over the bathtub. In this case the gap is larger and will require a larger silicone bead, but it will not be visible since it will be entirely covered by the podium deck (see fig. 14).



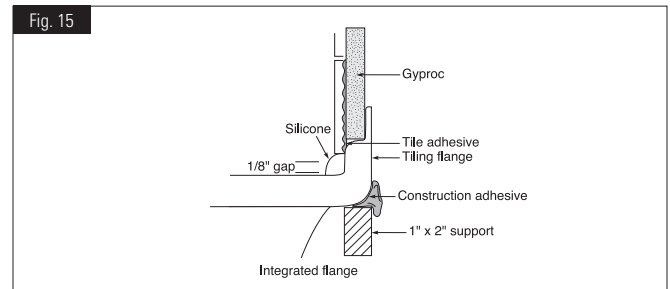
## FAUCET INSTALLATION

- **Step 1:** (Bathtub mounted faucets) Faucets can be mounted either onto the podium, or they can be attached directly to the bathtub or to the wall. When attachment to the bathtub is called for, great care must be taken when drilling through the acrylic.
  - Align the faucet knob handles and ensure they are level before drilling the holes
  - Always use a sharp hole-saw with a pilot bit that extends at least 1/4" below it.
  - The hole must always be larger than the fitting, forcing an object through a hole that is too small will damage the acrylic.
  - Drill slowly and steadily letting the tool do the work. This will help to reduce heat build-up and binding at the acrylic surface.
  - When installing the fixtures never over-tighten them as this can cause damage to the acrylic surface.
- **Step 2:** Once the plumbing installation is completed, it needs to be leak tested. We recommend a 20 minute soak test. Fill the bathtub above the overflow level and let stand for 20 minutes. If no leaking is detected on the plumbing hook-ups continue with the installation.

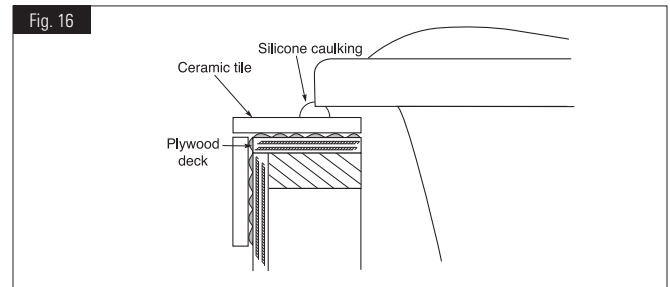
## FINISHING WALLS, DECKS AND PODIUMS

The following pointers will help you achieve a professional looking and watertight finish.

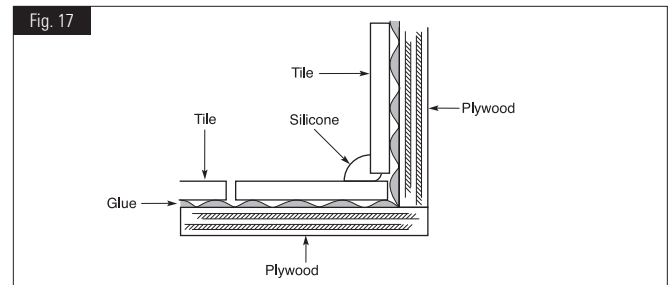
- Figure 15 shows how the finishing materials should be installed when the bathtub has a tiling flange.



- The tiling flange does not replace caulking. Always caulk your bathtub using good quality, bathroom grade (mildew resistant) silicone caulk.
- Figure 16 shows how the finishing materials should be installed for a bathtub on a podium or on a deck installation.



- All 90° angles including those between the walls, the podium and the deck should be sealed with silicone caulk (see fig. 17).



# Acrylic repairs

## STAINS

If you have a particularly resistant stain, you can use de-natured alcohol to try and remove it (de-natured alcohol is toxic, so always follow the safety instructions that come with it and wear rubber gloves).

## MINOR SCRATCHES

Small superficial scratches can usually be removed by using an automotive polishing compound such as NuFinish or Meguiar's mirror glaze. Make sure to use a product that is suitable for acrylic.

## MAJOR DAMAGE

Major damage, including chips and cracks in your bathtub, can often be repaired by a qualified technician. Your dealer can put you in contact with such a qualified professional.

# Maintenance

## ROUTINE CLEANING

In order to protect the acrylic surface of your bathtub and shower it should be cleaned only with a non-abrasive liquid bathroom cleaner such as liquid Spic and Span or a detergent specifically formulated for acrylic. NEVER USE ABRASIVE POWDER (VIM, AJAX etc.), PETROLEUM DISTILLATES OR OTHER STRONG SOLVENTS TO CLEAN THE SURFACE OF YOUR BATHTUB OR SHOWER.

# Troubleshooting

PROBLEM	SOLUTION
Water remains around the bathtub rim or drain.	Check that the installation is level and that the bathtub is sitting firmly on its feet. (Drain slope is built into the bathtub.) Shim with adjustment wedges if necessary.
Bathtub bottom moves during use.	The bathtub is not sitting firmly on its feet. Shim with adjustment wedges or use the alternate mortar bed installation technique.
Bathtub moves relative to the walls during use.	The bathtub is not firmly supported under the rim. Check that 1"X2" supports contact the underside of the rim. Modify if necessary.
Protective plastic film will not come off.	Methyl alcohol can be used.

# Warranty

Each product has been subjected to rigorous quality controls and we guarantee that it conforms to the highest quality standards. In order to ensure a trouble-free installation, we strongly recommend that you read the installation manual and our warranty terms joined with the product carefully before beginning any work. Our warranty covers parts and labor for repairs. Additional costs related to defective product replacement are not covered.

ACRYLIC SHELL: Limited lifetime warranty against manufacturing defects.

## IMPORTANT!

- When a showroom product is sold, the warranty period begins on the date of purchase by the retailer.
- For commercial use, all products have a 1-year warranty against manufacturing defects.
- The warranty is solely for the personal household use of the original owner/user and starts on the date of purchase by the retailer. The warranty will take effect when the original owner/user presents the original bill of sale or the model serial number.  
The warranty is not transferable to subsequent owners.  
All products replaced or repaired during the warranty period will still be covered for the remainder of the original warranty.

# Important information to keep

**Note: Always keep your original bill of sale**

Date of purchase: \_\_\_\_\_

Name of retailer: \_\_\_\_\_

Description of bathtub: \_\_\_\_\_

Serial #  
(indicated underneath the bathtub): \_\_\_\_\_