

FULLY LOADED WALK-IN

INSTALLATION & OPERATING INSTRUCTIONS

FULLY LOADED TUB MANUAL-4.0 THIS
LATEST MANUAL VERSION SUPERSEDES
ALL PREVIOUS VERSIONS.
06/16/2022



DON'T WAIT! REGISTER NOW!

Register your product within 30 days to ensure your bathtub is recognized as an official purchase and is eligible for warranty coverage.

Mail in the completed registry card (Pg. 2) or register online at www.SWCORP.com/register.

FULLY LOADED WALK-IN

PRODUCT REGISTRATION

PRODUCT REGISTRATION*

IMPORTANT: YOUR WARRANTY WILL NOT BE RECOGNIZED UNLESS THIS CARD IS FULLY COMPLETED AND RETURNED OR ONLINE REGISTRATION IS COMPLETED.

To ensure that your warranty is registered and confirmed please do one of the following:

- 1. Register online at www.SWCORP.com/register.** You will be asked to fill out the same information you would in the registration card. Registering online is fast, secure and ensures we receive your information.
- 2. Complete, cut out and mail the registration card below.** By returning this registration card we confirm the date of purchase for your new product. This confirmation will allow us to process any warranty claims.

Mail the card to: 5701 NW 35 Avenue, Miami, FL 33142



Product Registration Card

Name	Address		
City	State	Zip	
Phone	Email		
Date of Purchase	Order or Purchase #	SKU or Model #	
Installer's Name	Phone		
I have read the Owner's Manual carefully and understand and agree that any installation, operation or maintenance of the walk-in bathtub must be done strictly in accordance with instructions and guidelines contained in the owner's manual and installation guide.			
Signature		Date	

FULLY LOADED WALK-IN

TABLE OF CONTENTS

TABLE OF CONTENTS

PRODUCT REGISTRATION 2

THANK YOU FOR YOUR PURCHASE 4

SAVE THIS MANUAL! 5

UNPACKING THE UNIT 6

PRE-INSTALLATION 7

INSTALLATION PREPARATION 8

INSTALLATION PROCEDURES 9

ELECTRICAL & PLUMBING INSTALLATION 10

MAIN CONTROL BOX 11

ELECTRICAL CONNECTIONS 12

EXTENSION PANEL INSTALLATION..... 13

OPERATING SAFETY INSTRUCTIONS..... 14

KEYPAD OPERATION 16

WATER & AROMA OPERATION 18

OTHER FEATURES 19

CLEANING AND MAINTENANCE 20

WARRANTY 21

RETURN POLICY 23

TABLE OF CONTENTS

FULLY LOADED WALK-IN

THANK YOU & CONTACT INFORMATION

THANK YOU FOR YOUR PURCHASE!

The purchase of a walk-in bathtub is made out of a necessity for safety, comfort and quality of life. It is not a small investment but it pays for itself by recapturing the peace of mind and freedom you once had.

Our mission is to provide anyone with limited mobility the tools they need to once again enjoy the complete bathing experience.

To help ensure you get the most out of your investment below is list of ESSENTIAL DO's and DON'Ts that must be kept in mind during and after your bathtub's installation.

ESSENTIAL DO'S & DON'TS

DO REGISTER YOUR PRODUCT!

Register your product within 30 days to ensure your bathtub is recognized as an official purchase and is eligible for warranty coverage. *Mail the completed registry card (Pg. 2) or register online at www.SWCORP.com/register.*

DO LEVEL THE TUB USING THE BUILT-IN LEVELING FEET TO PREVENT DOOR LEAKAGE!

Every walk-in bathtub comes equipped with adjustable leveling feet. ***THE LEVELING FEET MUST BE ADJUSTED TO ENSURE THE TUB IS LEVEL AGAINST THE ONSITE FLOOR/SURFACE. FAILURE TO DO SO MAY RESULT IN LEAKAGE!***

DO REPORT ANY DEFECTS, DAMAGES OR MISSING ITEMS RIGHT AWAY!

Thoroughly review the bathtub and contents of the package. Any defects or damages must be reported within 5 business days of receiving the product.

DON'T LIFT OR PULL THE BATHTUB BY THE PLUMBING!

Every walk-in bathtub is built with a steel support frame. This support frame features a set of handles which should be used to lift, push and pull the bathtub to ensure no damage is done to the tub body, components or plumbing.

DON'T LEAN OR SUPPORT YOURSELF ON THE BATHTUB DOOR!

The bathtub door's alignment is key to providing a watertight seal. Using the door to support your weight or leaving the door open for extended periods of time will compromise this alignment and possibly lead to leakage.

FULLY LOADED WALK-IN

SAVE THIS MANUAL

SAVE THIS MANUAL!

READ THESE INSTRUCTIONS COMPLETELY BEFORE INSTALLING THE PRODUCTS. FAILURE TO DO SO COULD RESULT IN AN IMPROPER INSTALLATION AND COULD VOID THE WARRANTY.

RESPONSIBILITY OF THE INSTALLER

THE INSTALLER MUST INSPECT AND WATER TEST THE PRODUCT PRIOR TO INSTALLATION TO ENSURE THE UNIT IS FREE OF DEFECT OR DAMAGE. IN THE EVENT OF A PROBLEM, THE UNIT MUST NOT BE INSTALLED. IF THE CRATE OR THE PRODUCT HAS BEEN DAMAGED DURING SHIPPING, PLEASE CALL US IMMEDIATELY.

THIS PRODUCT MUST BE INSTALLED BY A LICENSED/CERTIFIED CONTRACTOR

LICENSED PLUMBERS AND ELECTRICIANS SHOULD BE EMPLOYED TO INSURE PROPER INSTALLATION. INSTALLERS ASSUME ALL LIABILITY FOR THE CORRECT INSTALLATION PROCEDURES. ONLY ACCESSORIES AUTHORIZED BY THE MANUFACTURER SHOULD BE USED WITH THIS PRODUCT.

WARNING! WHEN USING THIS PRODUCT, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED. READ AND FOLLOW ALL INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRICAL SHOCK, AND/OR OTHER INJURIES.

IMPORTANT SAFETY INSTRUCTIONS. INSTRUCTIONS IMPORTANTES RELATIVES A LA SECURITE.

READ AND FOLLOW ALL INSTRUCTIONS. LIRE ET SUIVRE TOUTES LES INSTRUCTIONS.

SAVE THESE INSTRUCTIONS. CONSERVER CES INSTRUCTIONS.

WARNING: RISK OF ACCIDENTAL INJURY OR DROWNING; CHILDREN SHOULD NOT USE HYDROMASSAGE BATHTUB WITHOUT ADULT SUPERVISION. **AVERTISSEMENT.** RISQUE DE BLESSURE ET DE NOYADE. NE PAS LAISSER UN ENFANT UTILISER LA CUVE A REMOUS EN L'ABSENCE D'UN ADULTE

WARNING: TO AVOID INJURY, EXERCISE CARE WHEN ENTERING OR EXITING THE HYDROMASSAGE BATHTUB. **AVERTISSEMENT.** POUR EVITER LES BLESSURES, USER DE PRUDENCE EN ENTRANT DANS LA CUVE A REMOUS ET EN LA QUITTANT.

WARNING: RISK OF ELECTRIC SHOCK; DO NOT PERMIT ELECTRIC APPLIANCES (SUCH AS A HAIR DRYER, LAMP, TELEPHONE, RADIO, OR TELEVISION) WITHIN 1.5 M OF THIS HYDROMASSAGE BATHTUB. **AVERTISSEMENT.** RISQUE DE CHOC ELECTRIQUE. NE PAS PLACER D'APPAREILS ELECTRIQUES (LUMINAIRE, TÉLÉPHONE, RADIO, TELEVISEUR, ETC.) A MOINS DE 1.5 M DE CETTE CUVE A REMOUS.

CAUTION: TEST THE GROUND FAULT CIRCUIT INTERRUPTER PROTECTING THIS APPLIANCE PERIODICALLY IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS. **ATTENTION.** VERIFIER REGULIEREMENT LE FONCTIONNEMENT DU DISJONCTEUR DE FUITE A LA TERRE CONFORMEMENT AUX INSTRUCTIONS DU FABRICANT.

FULLY LOADED WALK-IN UNPACKING

UNPACKING THE UNIT

USE FRAME HANDLES TO LIFT/MOVE TUB. NEVER BY THE PLUMBING!

Never lift the walk-in bathtub by the plumbing. Doing so may result in damaging the plumbing and causing a leak.

INSPECTING THE UNIT

Immediately inspect the unit for damage even if there is no carton damage. If any damages are noted, photograph the damaged area(s) and notify us immediately. Damages must be reported within 5 business days. Once the unit is installed surface damages will be assumed to be installation related if not reported at this point.



**USE THE HANDLE TO
LIFT TUB.**

**DO NOT LIFT BY
PLUMBING!**

PLACING THE UNIT

Please note that an installer(s) assumes full liability for damages to the walk-in bathtub after the unit is installed in the “cradle”/niche.

WHAT’S INSIDE

Inside you’ll should find the following:

- Walk-In Bathtub Unit
- Walk-In Bathtub Extension Kit (if applicable)
- Waste & Overflow Kit
- Faucet Set (if applicable for model)
- Suction Cup Handle
- Owner’s Manual (with Registration Card)

FULLY LOADED WALK-IN

SAFETY

PRE-INSTALLATION*

** All walk-in bathtubs are 100% water tested at the factory certified to be free of leaks. Transportation and mishandling may cause leaks. It is necessary to test the bathtub while there is access to all sides of the bathtub.*

TEST THE BATHTUB WHILE YOU HAVE ACCESS TO ALL SIDES AND BEFORE PERMANENTLY INSTALLED.

READ AND FOLLOW ALL INSTRUCTIONS

- Place the tub on a completely flat surface in an area where it may be drained after testing.
- Close the drain and fill the tub until it is above the highest jet. If it's a soaker fill up to normal water height level.
- Allow the water to stand in tub for 30 minutes and then inspect all plumbing and seals for leaks.
- If tub is jetted, supply electric to unit and run for 10 minutes and inspect for leaks. Inspect the unions around the pump; if leaks persist from the unions after tightening; loosen the unions and insure the O-ring is seated properly.

NOTE: IF THE PUMPS DO NOT OPERATE, CHECK THE BREAKER TO ENSURE POWER IS ON AND THE CABLE CONNECTING THE CONTROLS TO THE PUMP IS ATTACHED.

WARNING! DO NOT RUN ANY PUMPS UNLESS THE TUB IS FILLED WITH WATER TO PROPER LEVEL. DAMAGE DUE TO DRY RUNNING PUMPS IS NOT COVERED UNDER WARRANTY. FAILURE TO PERFORM THESE TESTS BEFORE INSTALLATION WILL MAKE THE INSTALLER LIABLE FOR FUTURE REPAIR COSTS.

FULLY LOADED WALK-IN

INSTALLATION PREPARATION

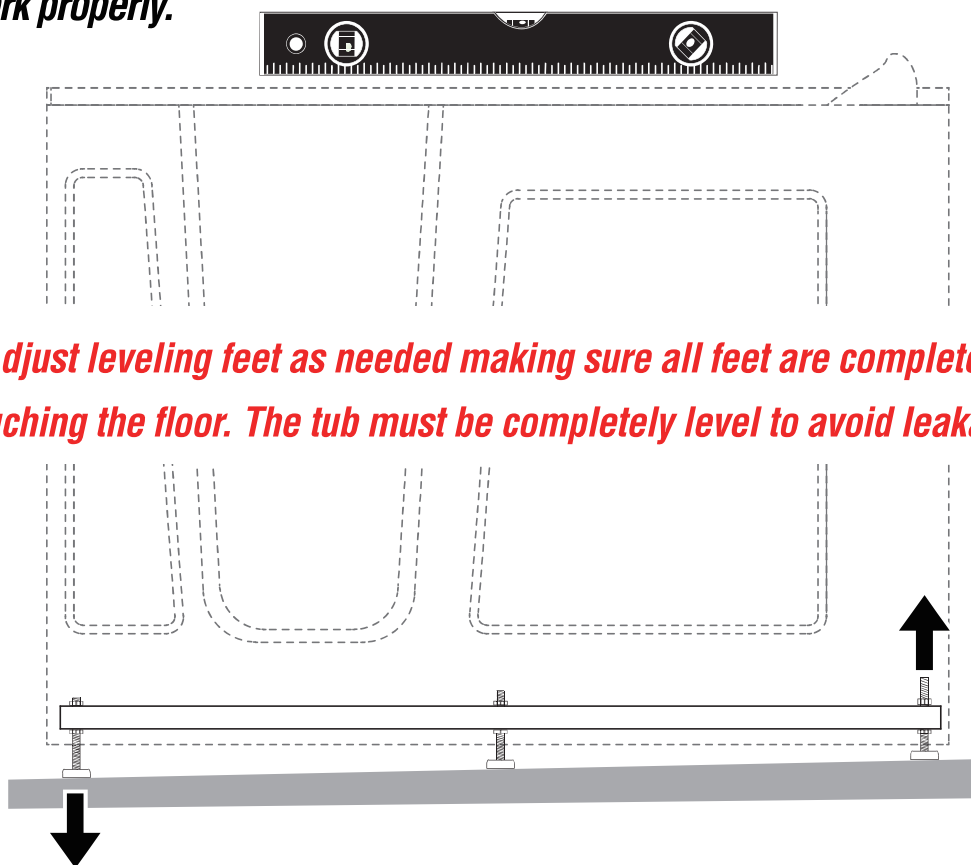
A BAD LEVEL WILL MAKE YOUR TUB LEAK!

1. CHECK FLOOR LEVEL

2. ADJUST LEVELING FEET AS NEEDED

Clear the floor of any debris or trash and use a 5-6 foot level to determine if the floor is level. If the floor is not level, it is imperative that the bathtub's leveling feet are used to ensure the tub itself is perfectly level.

Note: it is important that all leveling feet are completely touching the floor and level for the door system to work properly.



Adjust leveling feet as needed making sure all feet are completely touching the floor. The tub must be completely level to avoid leakage.

1. Check to ensure that the drain piping has been “roughed-in” at the proper location.
2. Ensure that the proper electrical service has been installed at the pump location. See electrical requirements in the manual (on following page).

FULLY LOADED WALK-IN INSTALLATION PROCEDURES

INSTALLATION PROCEDURES

WARNING! WHEN INSTALLING A JETTED WALK-IN BATHTUB, THE FOLLOWING BASIC PRECAUTIONS SHOULD BE FOLLOWED.

DANGER! RISK OF ELECTRIC SHOCK. CONNECT ONLY TO SEPARATE CIRCUIT PROTECTED BY A GROUND FAULT CIRCUIT INTERRUPTER (GFCI) ON PLUG IN UNITS.

NOTE: INSTALLATION MUST PROVIDE ACCESS FOR SERVICING PUMP/MOTOR (ALL TUBS COME WITH AN ACCESS PANEL FOR THE PUMP/MOTOR).

GENERAL GUIDE-THROUGH

- Install tub waste/overflow according to instructions (see page 10).
- After framing is a complete (see attached diagrams), set product in place to make certain the tub can be properly leveled. (Caution: If a walk-in bathtub is not resting on all leveling feet, water will not drain properly and may cause the door to leak) (see page 8).
- ***Verify the product's level by checking tub's deck surface and ensure all leveling feet are touching the ground (see page 8).***
- Electrical connection is made pre-instruction on specified models.
- After plumbing and electrical connections have been made, the tub should be cleaned of dirt and debris.
- Installation is not complete until the tub has been tested in place.

FULLY LOADED WALK-IN

ELECTRICAL & PLUMBING INSTALLATION

All electrical wiring must be installed in accordance with all local codes. All wiring shall be done by a qualified electrician.

- Voltage: Ac110(±10)/60HZ
- Classification of Waterproof: IPX4. Class of Anti Electric Shock: Class 1. Supply Pressure 0.2-0.5MPa:
- Place the product according to your need.
- This product connects to 1/2" IPS male thread Hot and Cold water supplies. Adding supply valves between the water supplies and the product for easy maintenance is recommended.
- Make sure the drainage hole is $\geq 3"$.

1. Position the tub by referring to the corresponding figures on the right. Make sure the Hot and Cold water suppliers and the drain hole are at the place shows in the figures. (Fig 1, Fig 2)
2. Turn on the valves and keep the flow for one minute so that to flush away the debris inside the pipeline.
3. Connect the red braided hose to the Hot water supply and the blue braided hose to the Cold water supply. Secure metal nuts on the supply hoses by hand tighten, then tighten one additional revolution with wrench. DO NOT OVERTIGHTEN.
WARNING: Do not use pipe dope or other sealants on water connections.
4. Use UPC Approved PVC Glue and matching pipe.
5. Glue the Drain outlet to the drainage pipe.
NOTE: Water tight installation of the drainage pipe is the installer's responsibility. Drainage pipe leakage is excluded from warranty of this product.

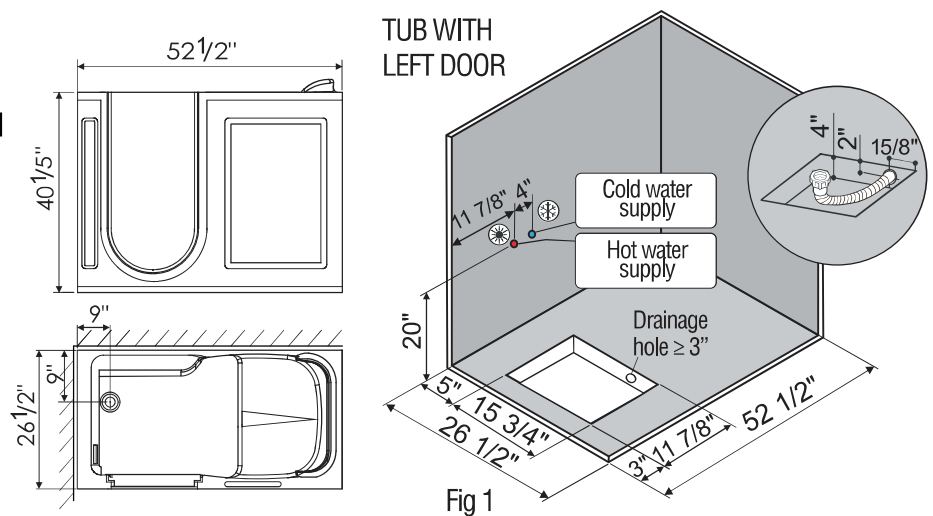


Fig 1

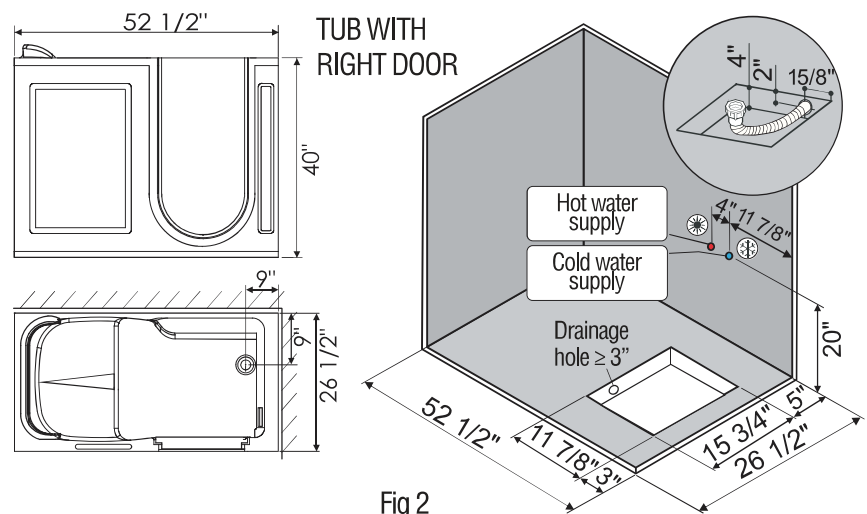


Fig 2

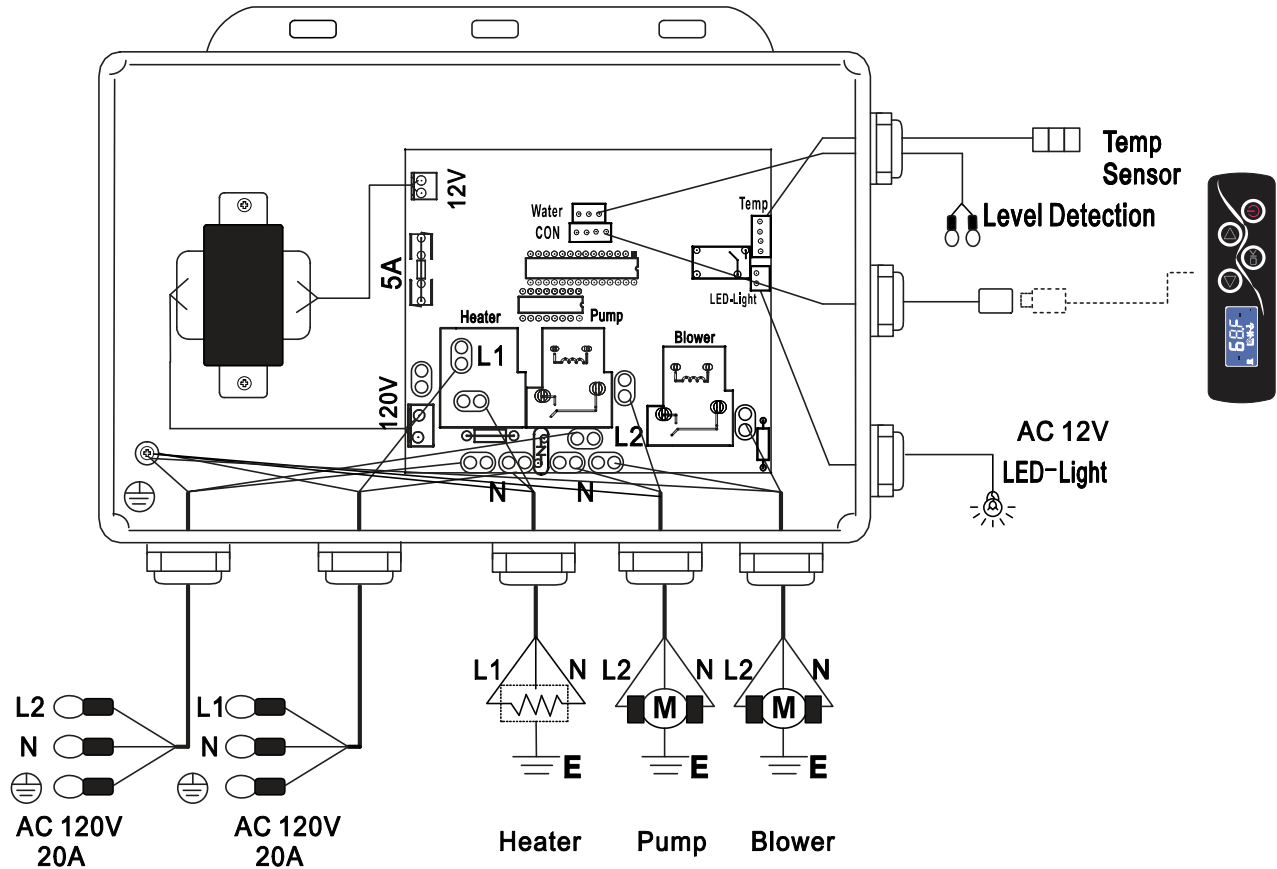
FULLY LOADED WALK-IN

ELECTRICAL INSTALLATION

MAIN CONTROL BOX

Working condition and features				
Rated voltage	110V	Insulated resistance	>50M Ω	
Rated power	3200W	Pressure resistance	1250V/0.5mA/1min	
Rated frequency	60Hz	Waterproof grade	IPX4	
Loading parameter				
Loading item	Rated loading voltage	Rated loading frequency	Rated loading power	AMP
Heater	110V	60Hz	1500W	12AMP
Pump	110V	60Hz	900W	7.5-8.5AMP
Blower	110V	60Hz	350W	4.5AMP
Light	AC12V	_____	10W	_____
Ozone	_____	_____	_____	_____

Wire with a 110v Plug



WARNING: THIS PRODUCT MUST BE INSTALLED ON THE LEAKAGE PROTECTION CIRCUITS AND MUST HAVE THE WELL GROUND PROTECTION. VOLTAGE, FREQUENCY AND TECHNICAL PARAMETERS MUST BE FOLLOWED.

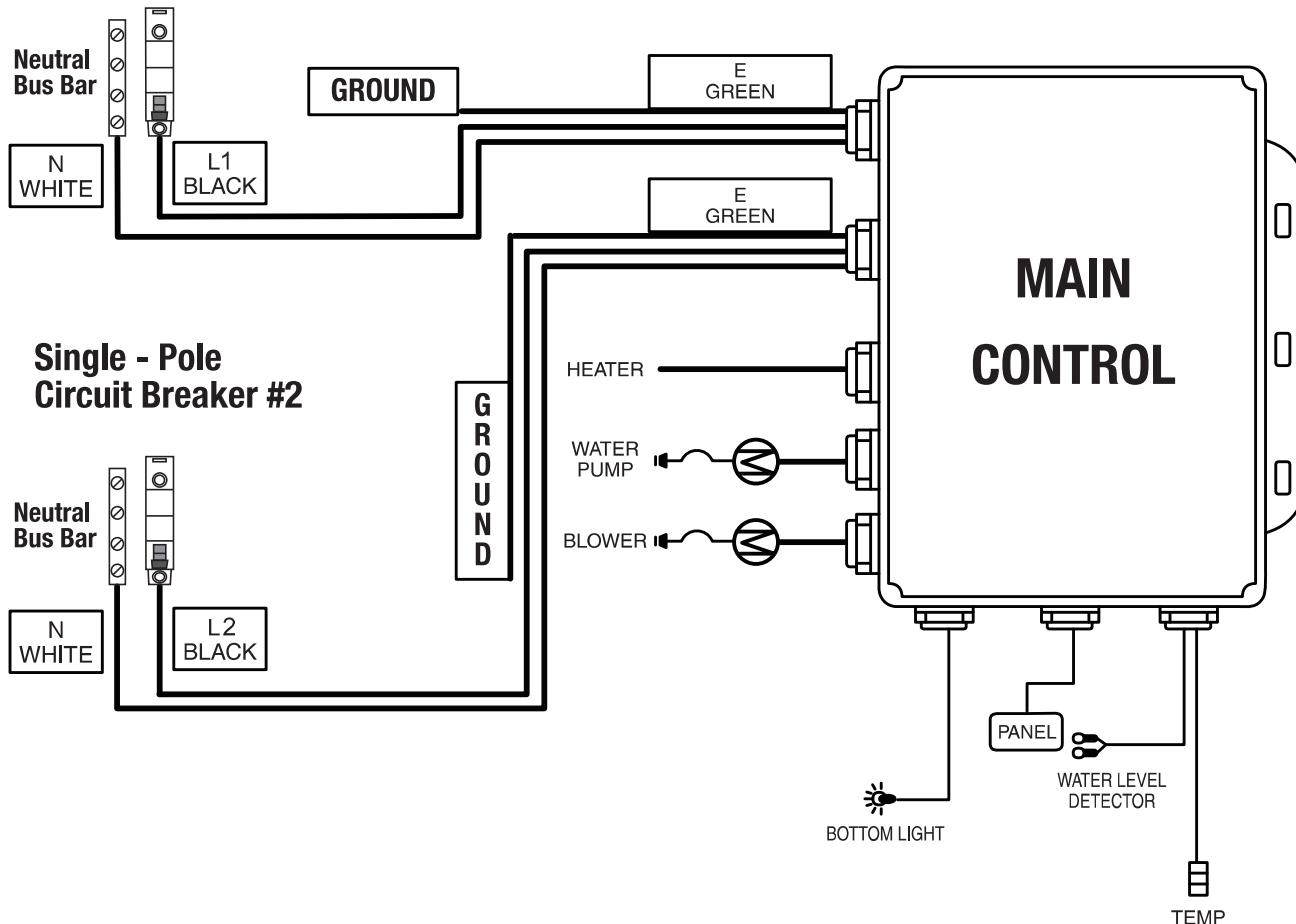
FULLY LOADED WALK-IN

ELECTRICAL INSTALLATION

ELECTRICAL CONNECTIONS

**REQUIRES TWO
20AMP BREAKERS**

**Single - Pole
Circuit Breaker #1**



STEPS :

1. Turn the power off at the fuse or circuit.
2. Connect the cable to the breakers. Install black wire to L, white wire to N, and the green wire to GROUND.

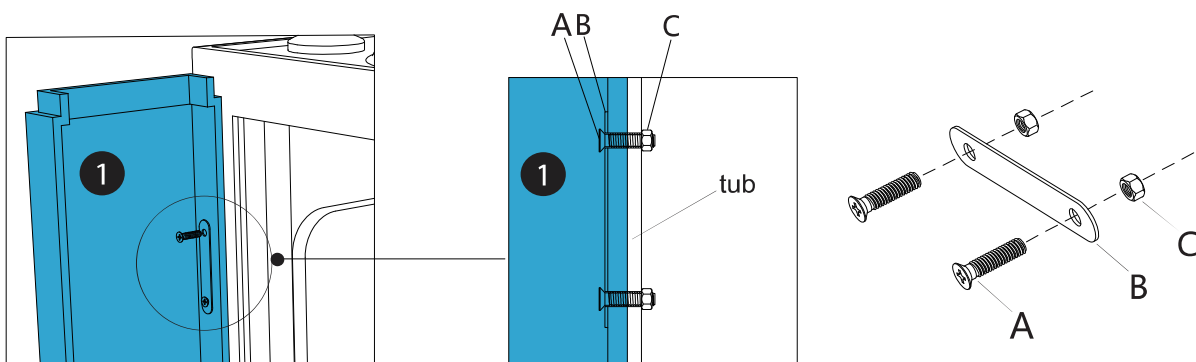
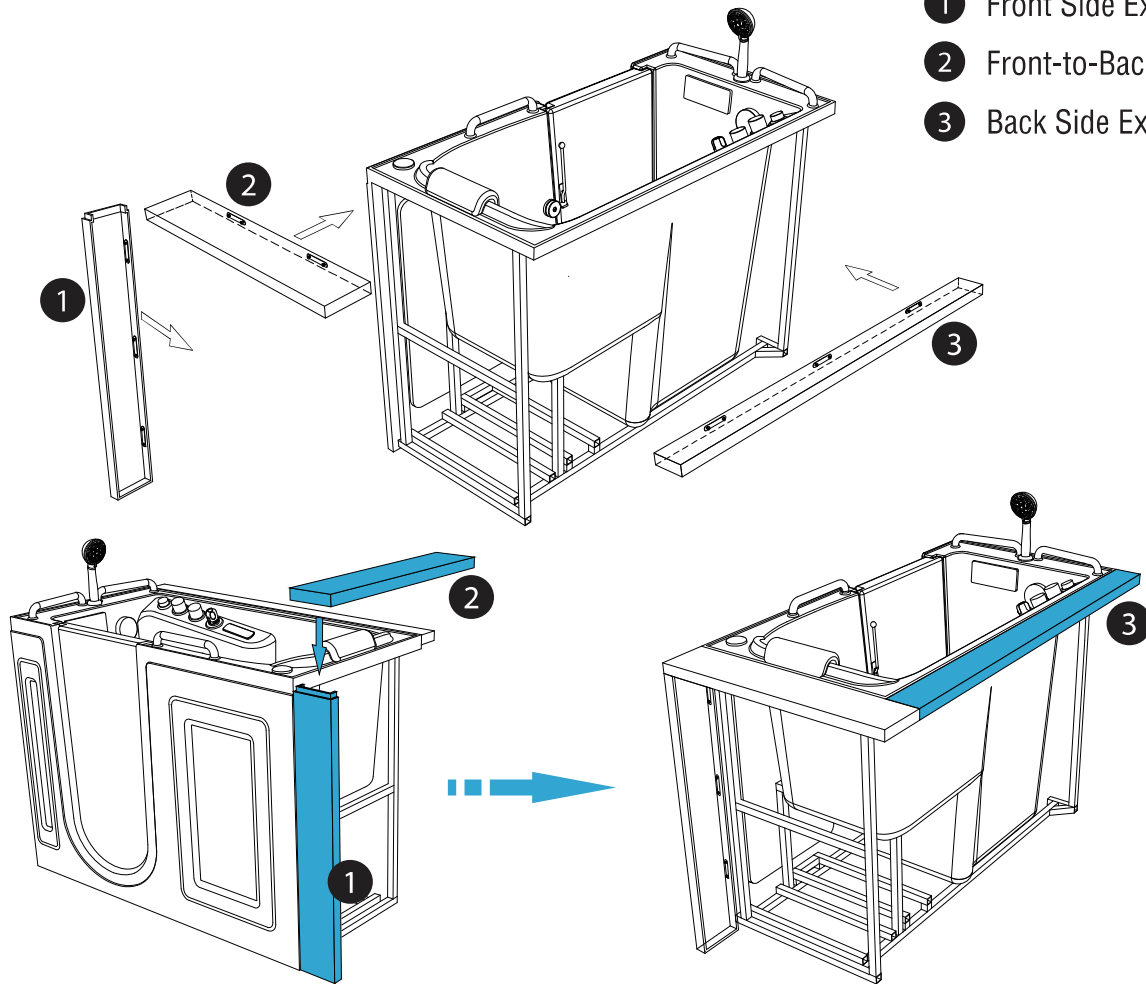
Warning: CONNECTED ONLY TO A CIRCUIT THAT IS PROTECTED BY A RECOGNIZED GROUND FAULT CIRCUIT INTERRUPTER(GFCI). Make sure that the wires and the breakers are well connected. Then tighten the screws to secure the wires.

FULLY LOADED WALK-IN

EXTENSION PANEL INSTALLATION

Extension kit include converts tub to 60" L x 32" W x 40" H.

- 1 Front Side Extension
- 2 Front-to-Back Extension
- 3 Back Side Extension



FULLY LOADED WALK-IN

OPERATING SAFETY INSTRUCTIONS

INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRICAL SHOCK OR INJURY TO PERSONS

WARNING! RISK OF PERSONAL INJURY:

- Use this unit for its intended use as described in this manual. DO NOT use attachments not recommended by the manufacturer.
- To avoid injury, exercise caution when entering or exiting your walk-in tub.
- To reduce the risk of injury, do not permit children or persons with infirmities to use this product unless they are closely supervised at all times.
- The maximum recommended temperature is 102 F° (38.8 C °). Fifteen minutes per soak is the recommended maximum time at 102 F°, which may induce Hyperthermia which is an increase in body temperature. This can be a serious medical condition and all bath users are cautioned against lengthy immersion at high water temperatures. Should you become light-headed, dizzy, or nauseous, immediately get out of the bath and cool off.
- Risk of electric shock; do not permit electric appliances (such as a hair dryer, lamp, telephone, radio or television) within four feet of this bathtub.
- Never drop or insert any objects into any openings.
- Do not operate this unit without the guard over the suction fittings.

WARNING! RISK OF HYPERTHERMIA AND POSSIBLE DROWNING. People using medications, herbal remedies, sleep aids, and/or having adverse medical history should consult a physician before using this product.

WARNING! NO FOOD OR ALCOHOLIC BEVERAGES. Use of your bathtub immediately after meals is not recommended. Avoid alcohol consumption before or during the bathing. Alcoholic beverages can cause drowsiness or hyperthermia resulting in loss of consciousness or even drowning.

FULLY LOADED WALK-IN

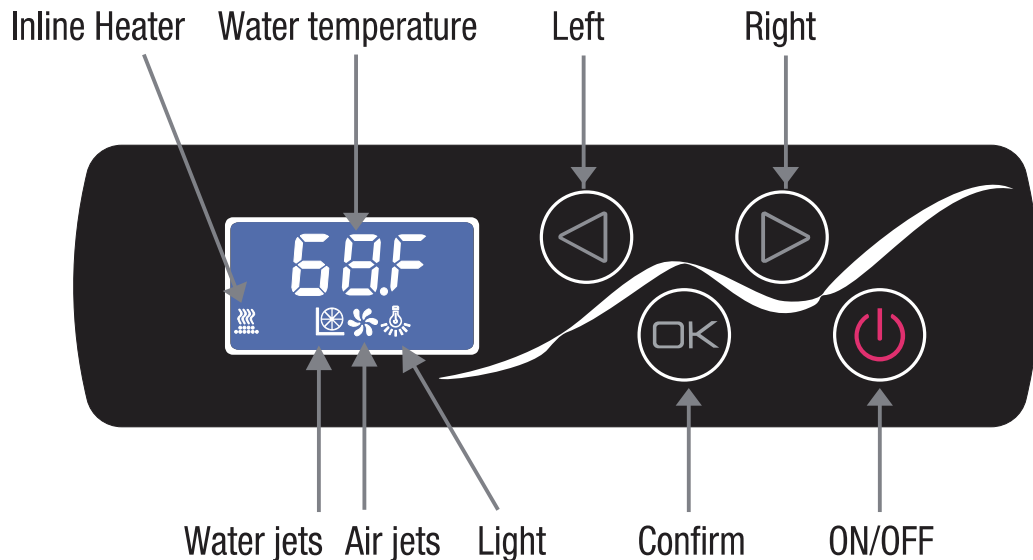
OPERATING SAFETY INSTRUCTIONS CONTINUED

The unit must be connected only to a supply circuit that is protected by a ground-fault circuit-interrupter (GFCI). Such a GFCI should be provided by the installer and should be tested on a routine basis. To test the GFCI, push the test button. The GFCI should interrupt power. Push the reset button. Power should be restored. If the GFCI fails to operate in this manner, there may be a ground current flowing, indicating the possibility of an electric shock. Do not use this massage bathtub. Disconnect the jet massage bathtub and have the problem corrected by a qualified service representative before using.

To reduce the risk of electrical shock, the dedicated electrical supply circuit(s) must be grounded. To do this, connect the third leg of the 3-conductor wiring cable to the grounding terminal of the electrical service panel and run continuously to the green grounding screw on the GFCI or electrical receptacle in the wiring compartment.

FULLY LOADED WALK-IN

KEYPAD OPERATION



1. ON/OFF: Turn on the breaker then press to power on bathtub's systems. All function icons will be shown on the display as keypad lights up. Press again to power off.
2. When powered on, press or to select the function. Press to start the function, Press again, to stop it.

3. Water jets:

Press or to select the water jet icon as shown below:



WARNING: The water pump is limited by water level. Do not run unless tub is filled with water past the jets. If there is too little water, the pump will not start.

FULLY LOADED WALK-IN

KEYPAD OPERATION

4. Air jets:

Press ◀ or ▶ to select the air jet icon as shown below:



5. Inline heater:

Press ◀ or ▶ to select the Inline heater as shown below:



NOTE:

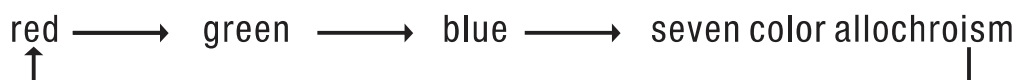
- a. The inline heater option is only available while the water jets are running.
- b. When the water temperature reaches 113.F(45°C), the inline heater will automatically shut-off.

6. Light:

Press ◀ or ▶ to select the light icon as shown below:



NOTE: If you want to change the color, press OK again. Each time OK is pressed the color will change according to the sequence shown below.



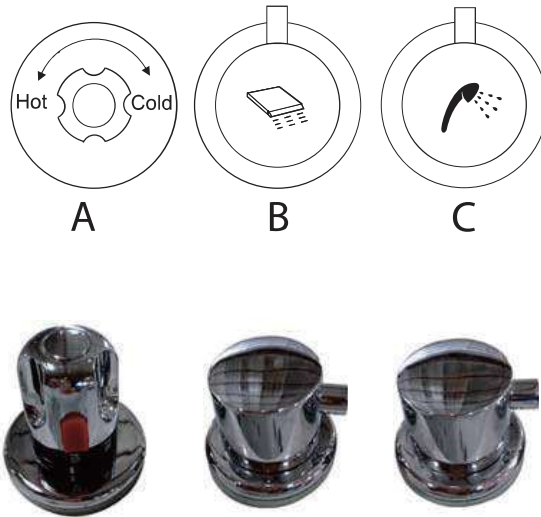
7. Lock: It will lock without operating within 1 min and can unlock just long press OK for 1s.

FULLY LOADED WALK-IN

WATER & AROMA OPERATION

THERMOSTATIC MIXER

- RED color for hot water, BLUE color for cold water.
- BUTTON-A controls the water's temperature.
- BUTTON-B controls the bathtub filler.
- BUTTON-C controls the shower sprayer.



1. Normally, the water pressure is 0.7MPA.
2. Safety lock temperature: Reserved maximum temperature 104°F (40°C).
3. When the water temperature and water pressure changed, the thermostatic valve can be adjusted to set the temperature automatically.

AROMATHERAPY CAP

FOR TUBS WITH AROMATHERAPY OPTION.

Unscrew cap and insert your favorite fragrance beads to bathe in a soothing aroma scent.



WARNING: KEEP OUT OF REACH OF CHILDREN. DO NOT PREMIX WITH OTHER CHEMICALS. NOT FOR INTERNAL USE.

ATTENTION: NE PAS LAISSER A LA PORTEE DES ENFANTS. NE PAS MELANGER AVEC UNE AUTRE SUBSTANCE CHIMIQUE. NE PAS AVALER.

FULLY LOADED WALK-IN

OTHER FEATURES

MULTI-SPRAY HAND SHOWER



WHIRLPOOL JET PRESSURE CONTROL

Controls the Whirlpool Jets' water pressure. You can adjust it manually or automatically. Rotate the knob or press the nozzle to control the water jets' strength.



DRAIN WITH OVERFLOW

1. Rotate the cover clockwise to close the drain.
2. Rotate the cover counter clockwise to open the drain.
3. When the water is over the maximum level, the excess water will be drained by the overflow.



WARNING: WHEN THE OVERFLOW COVER IS FAULTY OR IS HARD TO ROTATE, PLEASE PULL THE CHAIN TO DRAIN THE WATER MANUALLY.

FULLY LOADED WALK-IN

CLEANING AND MAINTENANCE

Pump and pipe circulation systems should be flushed before first use and on a monthly basis when product is under normal use.

Below are the recommended procedures for cleaning:

- Do not run whirlpool dry. Fill the tub with hot water 2-3 inches above the jets and add 2-3 teaspoons of low foaming detergent such as dish washing machine detergent
- Turn on whirlpool system and run for 10 minutes
- Drain tub completely
- Fill tub with cold water above jets
- Turn on whirlpool system and run for 15 minutes
- Drain tub completely
- Cleaning the suction cover: Clean and remove any hair or lint from the suction cover (see image below). On a monthly basis, unscrew the suction cover and clean away any hair, lint or debris from the cover and housing, then remount the cover in place. Some suctions are not designed to be removed; only suctions that have screws on the cover, visible from the inside of the tub, can be removed.

WARNING! NEVER OPERATE THE UNIT WITH THE SAFETY SUCTION COVER OFF.



SUCTION COVER

FULLY LOADED WALK-IN WARRANTY

WARRANTY

This 10-year warranty is extended to the first user to be free from defects in workmanship and material under normal use and conditions for a period of **10 years** from the date of the original purchase. This warranty relates to the bathtub shell, frame and finish. The finish's warranty does not apply to fading, cracking, delaminating or blistering due to excessive wear, sun fading or scouring due to cleaning. Different warranty periods apply. The tub and all its components including motors, electronic controls, waste and overflow, fittings and all plated finishes are covered by a limited one year warranty, subject to verification of the defect or malfunction. All labor and repair-related services are covered within the first **90** days of purchase. This warranty is non-transferable and applies only to the original owner as stated on the original purchase order. Notification **must be** sent via certified mail to **5701 NW 35 Avenue. Miami, FL 33142**. The manufacturer will not be responsible for any water damage to any structures or any property for any reason (including but not limited to manufacturer defects or improper installation). Manufacturer will assume no responsibility for the loss of the system, inconvenience due to loss, damage to real or personal property or any other consequential damage. Manufacturer will not be liable for any incidental expenses or material charges in connection with removal or replacement of the purchased part or any part or parts of the system. This warranty shall not apply to any type of failure resulting from negligence, abuse, misuse, misapplication, improper installation, alteration or modification, chemical corrosion or improper maintenance. Every walk-in tub must be installed by a licensed plumber, electrician and/or contractor; failure to do so will hereby void the warranty. There will be a charge for replacement parts or the replacement of the entire electrical unit if the defective unit is returned for any of the reasons listed above.

NOTE: WITHIN THE LIMITED ONE YEAR WARRANTY, THERE WILL BE A PRORATED CHARGE FOR ANY ELECTRICAL AND PLATED REPLACEMENTS PARTS, INCLUDING SHIPPING AND HANDLING CHARGES.

Manufacturer reserves the sole authority to make any type of warranty changes at any time. The manufacturer will not be responsible for any warranty information that is being misrepresented by outside sources including dealers,

FULLY LOADED WALK-IN WARRANTY

WARRANTY

retailers, distributors or contractors. Manufacturer does not warranty the installation, plumbing or electrical related connections, of any of our products including Walk-In Baths, shower pans or shower stalls. Improper or negligent installation of the product or other components, alteration made of, or alterations or medications to the system, may cause the product or the system to malfunction. Such problems are not covered by warranty. Manufacturer warranties the door seal for the life of the unit under normal use and conditions for the **original owner** of the tub. This warranty shall not apply to any failure resulting from negligence, abuse, misuse, misapplication, alternation, or medication or improper maintenance.

The replacement door seal will be issued to the end user and it will be the responsibility of the end user to determine the means of installation. Manufacturer will not be liable for any incidental expenses or material charges in connection with removal or replacement of the door seal.

NOTE: TO THE EXTEND PERMITTED BY LAW, ALL IMPLIED WARRANTIES INCLUDING THOSE OF MERCHANT ABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. THIS COMPANY AND SELLER HEREBY DISCLAIM ANY LIABILITY FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may have other rights, which vary from state/province to state province. All lawsuits must be filed in Miami-Dade County, Florida. Tub units are for residential use only.

FULLY LOADED WALK-IN

RETURN POLICY

RETURN POLICY

We are committed to providing premium customer service. In the event that a product must be returned due to reasons other than defects, as mentioned in the warranty, the following procedures apply:

Requests for returns and/or exchanges must be made within **30 days** of receipt of product. The product must be in its original packaging and received at our facility in saleable condition. All returns will receive a **20% restocking fee** plus all **freight costs** of the original shipment and return shipment to us.

All requests for return must first be approved by us and have an assigned **Returned Merchandise Authorization number** (RMA#).