

WALK-IN BATHTUB INSTALLATION INSTRUCTIONS AND OWNER'S MANUAL

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20220615 REV. 1

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TABLE OF CONTENTS

UNPACKING THE UNIT.....	03
RESPONSIBILITIES OF THE INSTALLER.....	04
TESTING YOUR TUB BEFORE INSTALLATION.....	05
INSTALLATION PREPARATION.....	07
ELECTRICAL INSTALLATION.....	08
INSTALLATION PROCEDURES.....	09
DRAIN CONNECTION.....	10
INSTALLATION PREPARATION.....	11
IMPORTANT SAFETY INSTRUCTIONS.....	14
SAVE THESE INSTRUCTIONS.....	16
CLEANING AND MAINTENANCE	18
CLEANING&MAINTENANCE.....	18
WARRANTY.....	19
TROUBLE SHOOTING.....	23

UNPACKING THE UNIT

1. FIRST, inspect the carton for damage and take pictures If there are any major damage on the carton.
2. DO NOT LIFT THE TUB BY THE PLUMBING. Doing so can result in leaks,for which the installer is responsible. All Walk-In Tubs are water tested in production before they leave the factory. The bathtub you have purchased has passed our quality inspection.
3. Immediately inspect the unit for damage even if there is no carton damage. If any damages are visible and noted, photograph the damaged area(s)and notify us immediately by email (help@woodbridgebath.com). Because once the unit is installed, surface damages will be assumed to be installation-related if not reported prior to installation. Installers are also responsible for damage that occurs once the unit is placed in its niche.
4. Inspect the plumbing for any fittings that may have loosened in transit.
5. Read the following instructions completely before installing this product.
6. You must follow all the instructions in this manual.

FAILURE TO READ AND COMPLY WITH ALL INSTRUCTIONS CAN RESULT IN PRODUCT DAMAGE OR INJURY TO BOTH INSTALLER AND HOMEOWNER.IT WILL ALSO RESULT IN ASSUMPTION OF ALL LIABILITY BY SAID INSTALLER.

RESPONSIBILITIES OF THE INSTALLER

The installer must inspect and water test the product prior to installation to ensure the unit is free of defect and /or damage. In the event of a problem, the unit must not be installed. If the packaging or products has been damaged, please contact us immediately.

This product is designed to be installed by a licensed tradesperson. Licensed plumbers and electricians should be employed to insure proper installation. Installer assumes all liabilities for installation procedures.

Only accessories authorized by manufacturer should be used with this product.

IMPORTANT SAFETY INSTRUCTIONS

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

SAVE THESE INSTRUCTIONS!

WARNING! ALL INSTRUCTIONS LISTED IN THIS MANUAL SHOULD BE READ AND FOLLOWED CAREFULLY. ALL PRECAUTIONS PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS MUST BE UNDERSTOOD AND EXPLAINED TO OWNER.

TO REDUCE THE RISK OF INJURY, CHILDREN OR PERSONS WITH INFIRMITIES MUST NOT BE PERMITTED TO USE THIS PRODUCT WITHOUT CLOSE AND CONTINUOUS SUPERVISION.

TESTING YOUR WALK-IN TUB BEFORE INSTALLATION

1. All WOODBRIDGE walk-in baths are 100% water tested at the factory and have passed all the pre-shipment inspection. Transportation and mishandling may loosen fittings and cause leaks. It is therefore necessary to test the bathtub while there is access to all sides of the bath.
2. This unit should be both static and operationally tested with water. It is best to test the unit outside by filling with a garden hose.
 - a. Place the tub on a completely flat surface in an area where it may be drained after testing.
 - b. Using a clean rag and warm water wipe down seal to insure it is free of debris.
 - c. Seal the drain hole (this can be done with tape) and fill the tub to at least three inches above the highest jet, or to the bottom of the safety bar if no jets are present.
 - d. Allow the water to stand in tub for minimum 30 minutes and then inspect all plumbing and seals for leaks.
 - e. Using appropriately rated three-prong extension cords to plug in the connector and into separate outlets, operate all electrical components (air blower, water pump, and heater if applicable) for another 30 minutes and inspect for leaks again. Inspect the unions around the pump and heater.

- f. If a leak persists at a union after tightening, it may have been over-tightened or might have a displaced O-ring. Disassemble it and make sure the O-ring was seated properly. Do the same if a leak persists at the heater. Verify that the heater threads match the pipe threads.
 - g. Ensure that all jets are open and working, some hydro jets are adjustable for both flow rate and direction of flow. The jet flow rate is adjusted by using the hydro jet flow control which controls air-water mixture and adjust the direction by moving the nozzle.
3. If the pump/blower/heater does not operate:
- a. Check the breaker to ensure that power is on and make sure that any cables connecting to control box to the switches and pumps are firmly attached. Verify the correct electrical circuit and amps of the testing cord.
 - b. Go to the trouble shooting guideline.
 - c. Do not run any pumps unless the tub is filled with water to the proper level. Damage due to dry operation of pumps is not covered under the warranty period.

Failure to perform these tests before installation will make the installer liable for future repair costs.

INSTALLATION PREPARATION

1. Check the floor area where the tub is to be installed.
 - a. Clean area of any debris or trash.
 - b. Use a 5 or 6-foot level and determine if the floor is level. If the floor is not level, adjust all 6 leveling feet to perfectly level the tub.

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

2. Check to make sure that the drain piping has been “roughed-in” at the proper location. See specification sheets (installation detail), included in this manual.
3. Ensure that the proper electrical service has been installed at the pump location. See electrical requirements in the manual.

ELECTRICAL INSTALLATION

All electrical wiring must be installed in accordance with the National Electrical Code and with all local codes. All wiring shall be done by a qualified electrician. Run one, two or three branch circuits (as required) from the main electrical service panel to the pump area of the framing structure to provide power to the unit.

Electrical components have specific wiring requirements. Refer to the matrix below for the electrical supply requirements for the jet massage bathtub and factory installed components.

Branch circuits must be rated for 110-120 volts. Use 12-gauge, 3 conductor cable for the circuits. If the length run exceeds 100 feet check with local codes for requirements. Install moisture proof junction box(s) 6" above the floor at the pump end of the framing for each circuit.

DO NOT INSTALL THE JUNCTION BOX(S) WHERE IT CAN BE REACHED WHILE SITTING OR STANDING IN THE TUB OR TOUCHING THE FAUCETS.

This section lists the factory installed components of the Jet massage and/or Air Massage Systems. Note the required number of circuits and their rating for the Jet Massage&Air Massage unit you are planning to install.

CONFIGURATION LABEL FOR FACTORY INSTALLED COMPONENTS

Systems	Electrical Rating Circuit 1	Electrical Rating Circuit 2	Dedicated Circuit
Jet Massage or Air Massage	15 Amp GFCI		
Jet Massage or Air Massage w/Light	15 Amp GFCI		
Jet Massage & Air Massage (Dual)	15 Amp GFCI	15 Amp GFCI	

Jet Massage & Air Massage (Dual) w/Light	15 Amp GFCI	15 Amp GFCI	
Whirlpool Inline Heater-Dedicated			15 Amp GFCI

All electrical connections must be carried out by a certified electrician in accordance with local electrical requirements and codes.

INSTALLATION PROCEDURES

▲ **WARNING:**When installing a jetted walk-in bathtub, following basic precautions should always be followed.

▲ **DANGER!** Risk of electric shock. Connect only to separate circuit protected by a ground fault circuit interrupter(GFCI)on plug in units.

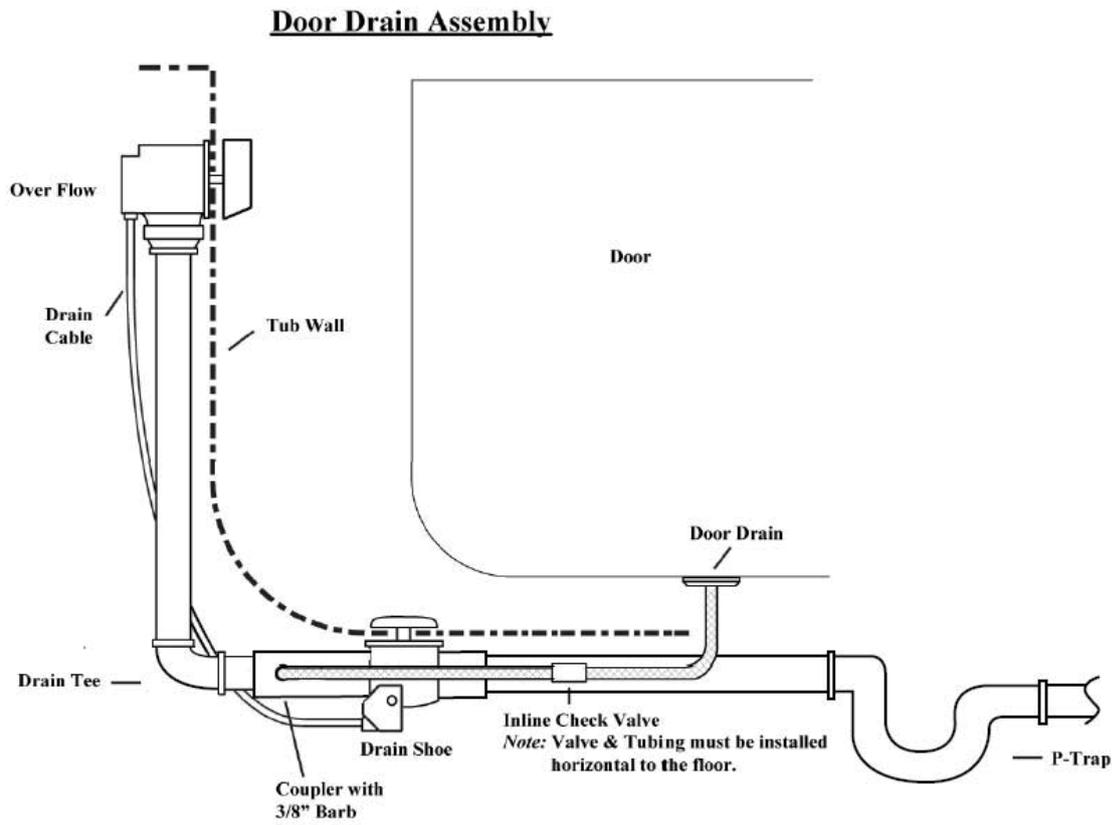
Note: installation must provide access for servicing pump/motor (all tubs come with an access panel for the pump/motor)

GENERAL GUIDE-THROUGH

- *Install tub waste/overflow according to instructions
- * After framing is complete(see attached diagrams), set product in place to ensure 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)
- * Verify the product's level by checking tub's deck surface and ensure all leveling feet are touching the ground.
- * Electrical connection is pre-install 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.

DOOR DRAIN CONNECTION CHART



INSTALLATION PREPARATION

1. Check the floor area where the tub is to be installed.
 - a. Clean up the installation area and remove any debris or trash.
 - b. Use a 5 or 6-foot level and determine if the floor is level. If the floor is not level, adjust all 5 leveling feet to perfectly level the tub.

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

2. Check to ensure that the drain piping has been “roughed-in” at the proper location. See specification sheets (installation detail), included in this manual.
3. Ensure proper electrical service has been installed at the pump location.

WALK IN TUB INSTALLATION

1. Set up a framing for installation, after framing is complete, place the tub in place to check fit and make sure the tub can be properly leveled, if bathtub is not resting on all leveling leg, water will not drain properly and this may cause the door to leak. Secure tub frame to the wood studs inside the drywall using metal straps. (Not provided)

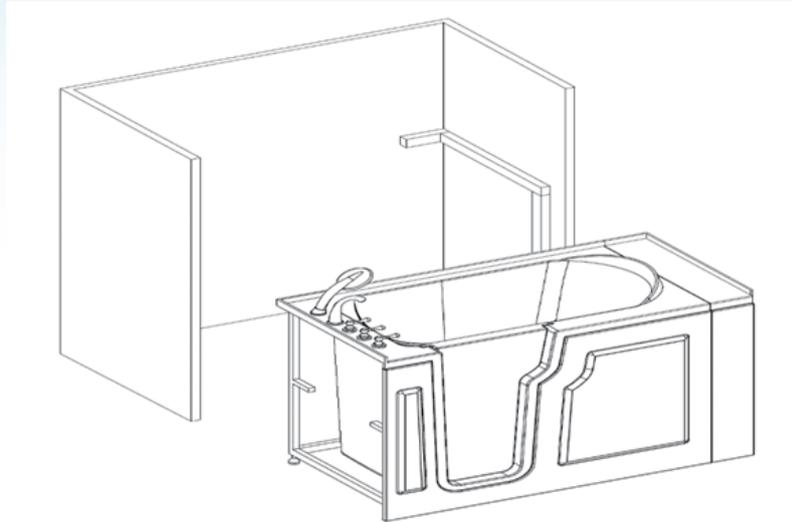
2. Fire-Rated Drywall – If fire-rated drywall is specified, the finished fire-rated wall must be in place before the tub is installed. The dimensions of the framing structure must be increased by the thickness of fire rated drywall.

WARNING: Never allow the weight of the tub to be supported by wood support stringers and **do not use integral tile flange (if equipped) to screw or nail in place**, as this will result in product failure and will void the warranty.

3. Verify the product is completely level by checking tub deck surface and ensure all 5 leveling feet are touching the ground.

4. Electrical connection is made by simply plugging each cord into the GFCI outlet.

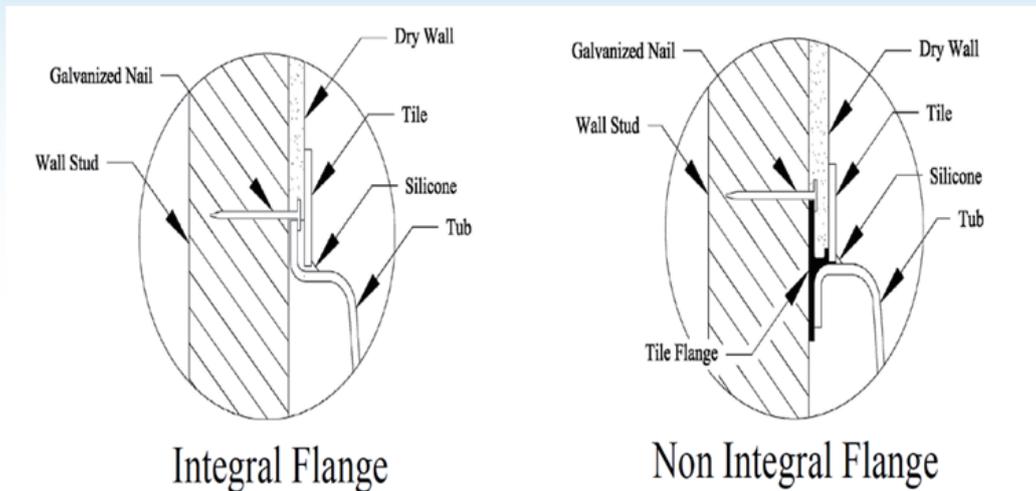
5. After plumbing and electrical connections have been made the tub should be cleaned of dirt and debris. Use warm water and a non-abrasive cleaner for cleanup. Installation is not complete until the bathtub has been water-tested in place and does not leak.



7. Tubs installed in an alcove installation require a raised flange to prevent water from seeping past the tub and into the wall. Tubs without a raised flange should be installed with a tile flange kit. A flange kit is a long plastic strip that fits onto the rim of the tub to provide the leak protection needed.
8. The tile flange should be installed on the tub before it is placed in the alcove. Install the tile flange along all sides of the tub where the wall will be. Measure to fit and miter cut the flange corners. The flange should be attached to the tub with a construction adhesive. Once the tub is in place to be installed and flange kit mounted, fasten the flange to studs using galvanized fasteners.

Warning:

Never attempt to nail or screw thru the tub as this will result in product failure and will void the warranty.



IMPORTANT SAFETY INSTRUCTIONS

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

WHEN USING THIS UNIT, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED.

▲WARNING: Risk of personal injury. Use this unit for its intended use as described in this manual. **Do NOT** use attachment not recommended by the manufacturer.

▲WARNING: Risk of personal injury. To avoid injury, exercise caution when entering or exiting your walk-in tub.

▲WARNING: Risk of personal injury. 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.

▲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:** Risk of personal injury. Water temperatures over a 100 F(38 C) may be hazardous to your health. Check and adjust water temperature for your personal comfort.

▲ **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.

▲ **WARNING:** Pregnancy. If you are or think you may be pregnant, consult your doctor before using the bathtub.

▲ **WARNING:** Risk of personal injury. 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.

▲ **WARNING:** Risk of personal injury. Never drop or insert any objects into any openings.

▲ **WARNING:** Risk of personal injury. Do not operate this unit without the guard over the suction fittings.

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.

SAVE THESE INSTRUCTIONS!

OPERATING INSTRUCTIONS

1. Enter your walk-in bath, close the door, place handle in down position, and fill the bath to at least 2 inches above the highest jet before activating the whirlpool pump (if equipped). **Do not apply excessive pressure when placing the handle in the close position.** Do not put weight on the door when entering and exiting the tub. It is recommended to leave the door in the open position when the tub is not in use.

2. If your walk-in bath is equipped with Jet Massage, Air Massage, or Dual system, the pump or blower is operated by the push button switch labeled "jets" or "air". Both the number of buttons and their assorted functions vary. Do not depress the button(s) repeatedly and/ or rapidly as all function(s) are

controlled electronically. It may take a few seconds before any change becomes perceptible. Refer to massage instructions sheet for more information on the controls.

3.If your walk-in bath is equipped with whirlpool jets, you can adjust the direction by moving the nozzle, and adjust the rate of flow by using the hydro jet flow control.

4.If your walk-in bath is equipped with an Air Massage, you can activate the heated blower by pushing the push button on the deck. Push the button to turn on/off.

5.If your walk-in bath is equipped with an in-line heater, the heating element will come on automatically, but only when the whirlpool system is turned on. This heater is designed to extend the comfortable bathing time, but does not reheat the bath water.

6.If your walk-in bath is equipped with the Automatic Tub Clean System-Ozone, the system will turn on automatically when the whirlpool system is turned on.

7.If your walk-in bath is equipped with Chroma therapy lights, the lights have a dedicated control button. Pressing the control button, the light will change alternate.

8.If any factory-installed fittings have been removed, do not operate the unit. A safety hazard may have been created by this modification. Seek the help of a qualified professional.

9.Do not use bubble bath or Epsom salts when any pumps are operating.

Bath oils may be used; however, their use will require more frequent purging and cleaning of the whirlpool and/or air spa systems.

10. Both whirlpool and air spa system are designed so that water will drain from the plumbing after each use.

11. There are no user-serviceable parts located under the tub.

IN-LINE HEATERS

If your bathtub is equipped with an optional in-line heater it will operate only when the pump is on. Note: the in-line heater is designed to keep your water warmer longer but is not designed to increase the water temperature.

Heat settings are not adjustable.

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 the jet massage system dry.** Fill the tub with hot water 2-3 inches above the jets and add 2-3 teaspoons of low foaming detergent such as dishwashing machine detergent.

※ Turn on jet massage system and run for 10 minutes.

※ Drain tub completely.

※ Fill tub with cold water above jets.

※ Turn on jet massage system and run for 15 minutes.

※Drain tub completely.

※Cleaning the “suction cover”: Clean and remove any hair or lint from the suction cover. 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 suction covers are not designed to be removed; only suction covers that have screws on the cover, visible from the inside of the tub, can be removed. **Never operate the unit with the safety suction cover off.**

Do not use abrasive cleaners as they will scratch and dull the surface. Use a mild liquid household detergent cleaner.

Plaster can be removed using a wooden stick. **Do not use metal scrapers, wire brushes, water barrier wallboard or other harsh abrasive tools.**

Usually, a mild detergent will remove construction debris. More stubborn debris may be removed with denatured alcohol.

Light scratches and dulled areas may be restored to original luster by rubbing with an automotive type cleaning compound

LIMITED WARRANTY

Woodbridge warrants its products as listed in below to be free of material and workmanship defect, subjected to the limitations set forth in this limited warranty.

- Bathtub, Whirlpool/Air Bubble Massage Tub, Walk-in Tubs: 1 Year limited to be free of defects in material and workmanship
- Toilet and Bidet: 1 Year limited to be free of defects in material and workmanship
- Faucet: 1 Year limited to be free of defects in material and workmanship
- Vanity: 1 Year limited to be free of defects in material and workmanship
- Granite, Marble, Engineered Quartz Vanity Top: 1 Year limited to be free of defects in material and workmanship
- Medicine Cabinet, LED Mirror: 1 Year limited to be free of defects in material and workmanship
- Stainless Steel Sink: 1 Year limited to be free of defects in material and workmanship
- Solid Surface Shower Wall Panel, Shower Base and Vanity Top: 10 Years limited warranty to be free from material defects
- Shower Door: Lifetime warranty on glass components and 1Year limited on other components

This limited warranty is non-transferable and only applies to products purchased and installed in the United States.

This limited warranty excludes all industrial, commercial, and business usage. Proof of purchase (original sales receipt) from the original purchaser, Description and pictures of defect, model number or model

description must be provided to Woodbridge Bath for all warranty claims and Woodbridge Bath IS NOT responsible for labor cost, removal, or installation costs.

This limited warranty shall not apply to goods which have been subject to accident, negligence, improper installation, product abuse, product misuse, or use of cleaners containing abrasives, alcohol, or other organic solvents, whether performed by a contractor, service company, or yourself, are excluded from this warranty.

This warranty does not cover surface damaged caused by use of chemicals that break through or dissolve the surface finish or damage caused by the accidental dropping of sharp or heavy objects. Improper care and use of abrasive cleaners and will void the warranty.

During this limited warranty period if a malfunction occurs and after inspection it is determined that a defect developed during normal use, Woodbridge will as at its election on any of the following option,

- (1) repair or replace the defective part(s) or product(s) at cost
- (2) issue a refund of the original purchase price of the product(s) (Valid within 30 days from the date of purchase)
- (3) issue a credit to be applied toward the purchase of a new product.
Shipping/delivery charges may apply and are in sole discretion.
- (4) Woodbridge reserves the rights to send refurbished parts for warranty and repair purposes.

Caution:

NEVER use cleaners containing abrasive cleaners, ammonia, bleach, acids, waxes, alcohol, solvents or other products that are not recommended for Chrome finish will void the warranty.

Woodbridge products should be installed by a fully insured and licensed plumber only. Installation by any not certified, not licensed people other than fully insured and licensed plumber might void this limited warranty.

This warranty does not cover surface damaged caused by use of chemicals that break through or dissolve the surface

RESPONSIBILITIES OF OTHERS

Inspecting the unit prior to installation is the responsibility of the installer or building contractor who acts on behalf of the user. They are responsible for ensuring the unit is free of defect or damage. Notices are placed on the unit and on the shipping, carton advising the installer of this responsibility. In the event of a problem, the unit must not be installed. Woodbridge is not responsible for failures or damage that could have

been discovered, repaired, or avoided by proper inspection and testing prior to installation

Damage occurring in transit is the responsibility of the carrier. The user or installer **MUST** open the crate and inspect the unit for damage when it is delivered. If damage is discovered, it must be reported immediately to the seller and the carrier in writing, and an inspection requested. Failure of the carrier to respond should be reported to the seller and the carrier. Your freight claims should be filed promptly thereafter.

DISCLAIMER

Except as expressly provided, there shall be no warranty or obligation, express or implied, oral or statutory. No dealer or other person has the authority to make any warranties or representations concerning or its products. In no event shall be held responsible for any such warranties or representations.

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion on limitation of special, incidental, or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, you may also have other rights which vary from state/province to state/province. To obtain warranty service and replacement part, please send e-mail to Woodbridge Customer Service with the original receipt information, Woodbridge will determine whether to repair or replace your product, issue a refund, or issue a credit.

15600 Blackburn Ave.
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(Monday - Friday 9 AM - 5 PM Pacific Standard Time)
Email: help@woodbridgebath.com

TROUBLE SHOOTING

Whirlpool Pump

Motor not ON

- (1) Check the air line between the motor and air button for connection and depress to test air signal.
- (2) Improper or loose connections, open switches, or relays, blown circuit breakers.
- (3) Manually check rotation of motor shaft for free movement and obstruction.

Motor shut down suddenly

- (1) Wiring, loose connections etc.
- (2) Low Voltage at motor. (Frequently caused by undersized wiring.)
- (3) Binding or overload. (Amperage Reading)

Motor Hums but Will Not Prime.

- (1) Make sure all suction, discharge lines and valves are open and

un-obstructed.

(2) Check for correct water level.

(3) Block off suction and determine if pumps develop a vacuum. If pump develops a vacuum check discharge line for obstruction or a leak in the suction line.

(4) If the pump does not develop a vacuum and the pump has the correct water level, check for proper voltage and/or check the pump wet end for clogging or debris.

Air Massage

Motor Will Not Start:

(1) Check the air line between the motor and air button for connection and depress to test air signal.

(2) Improper or loose connections, open switches or relays, blown circuit breakers.

(3) Manually check rotation of motor shaft for free movement and obstruction.

Motor Cuts Out:

(1) Verify if the air supply line from the blower to the manifold is connected and not obstructed.

(2) Wiring, loose connections etc.

(3) Low Voltage at motor.(Frequently caused by undersized wiring.)

Chroma therapylights Not operate:

(1) Check the air line between the control box and air button for connection

and depress to test air signal.

(2) Improper or loose connections, open switches or relays, blown circuit breakers.

Heaters

All heaters are equipped with a preset pressure switch which will not allow the heater to turn on if the pump is not running with water flowing through the whirlpool system. The heater includes an exclusive High Limit Switch. This safety circuit will not false trip from hot tap water. It will turn off the heater if the thermostat fails. If your whirlpool is equipped with adjustable jets, or other flow control systems, the preset pressure may not activate the heater. To assure proper heater operation, all jets may need to be fully open with the pump operating at or near maximum flow.

Heater will not operate:

(1) Improper or loose connections, open switches, or relays, blown circuit breakers.

(2) Wiring, loose connections etc.

(3) Overload. (Amperage Reading.)