

# Owner's Manual

INSTALLATION • FUNCTION • MAINTENANCE  
REPAIR • TROUBLESHOOTING

# ASSISTO

Keep this manual for future use



96.2000.256.00



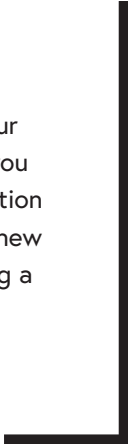
# Make life easier

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The moments of relaxation that we allow ourselves are precious. They must also remain moments of... relaxation. Assisto presents its brand new range of Assisto products. We offer tailored solution to your needs and easy to access that combine style and functionality so that you enjoy all the comfort and tranquility necessary for your well- being.

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Congratulations on your purchase of an ASSISTO bathtub. We are very proud of our product and fully committed to providing you with the best service possible. Your satisfaction is our priority. We know you will enjoy your new bathtub and want to thank you for choosing a product from the ASSISTO line.



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READ THESE INSTRUCTIONS CAREFULLY AND KEEP THEM FOR YOUR RECORDS.

This owner's manual provides you with specific instructions for using and maintaining your model.

Only use your bathtub in accordance with the instructions contained in this manual. These instructions do not cover all possible situations and conditions. You must use common sense and caution when using and maintaining your bathtub. Keep all model and serial numbers for your bathtub below for future reference.

## 2. Product information and registration (information to be kept)

Attach the sales receipt and fill in the following information for future reference:

### FORM:

#### PRODUCT INFORMATION

Model: \_\_\_\_\_  
Serial number: \_\_\_\_\_  
Date of purchase: \_\_\_\_\_  
Place of purchase: \_\_\_\_\_  
Province: \_\_\_\_\_  
City: \_\_\_\_\_

#### INFORMATION ABOUT THE OWNER

First name: \_\_\_\_\_  
Last name: \_\_\_\_\_  
House number: \_\_\_\_\_  
Street: \_\_\_\_\_  
Postal code: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Email: \_\_\_\_\_

## 1. Technical support contact information

### NEED HELP?

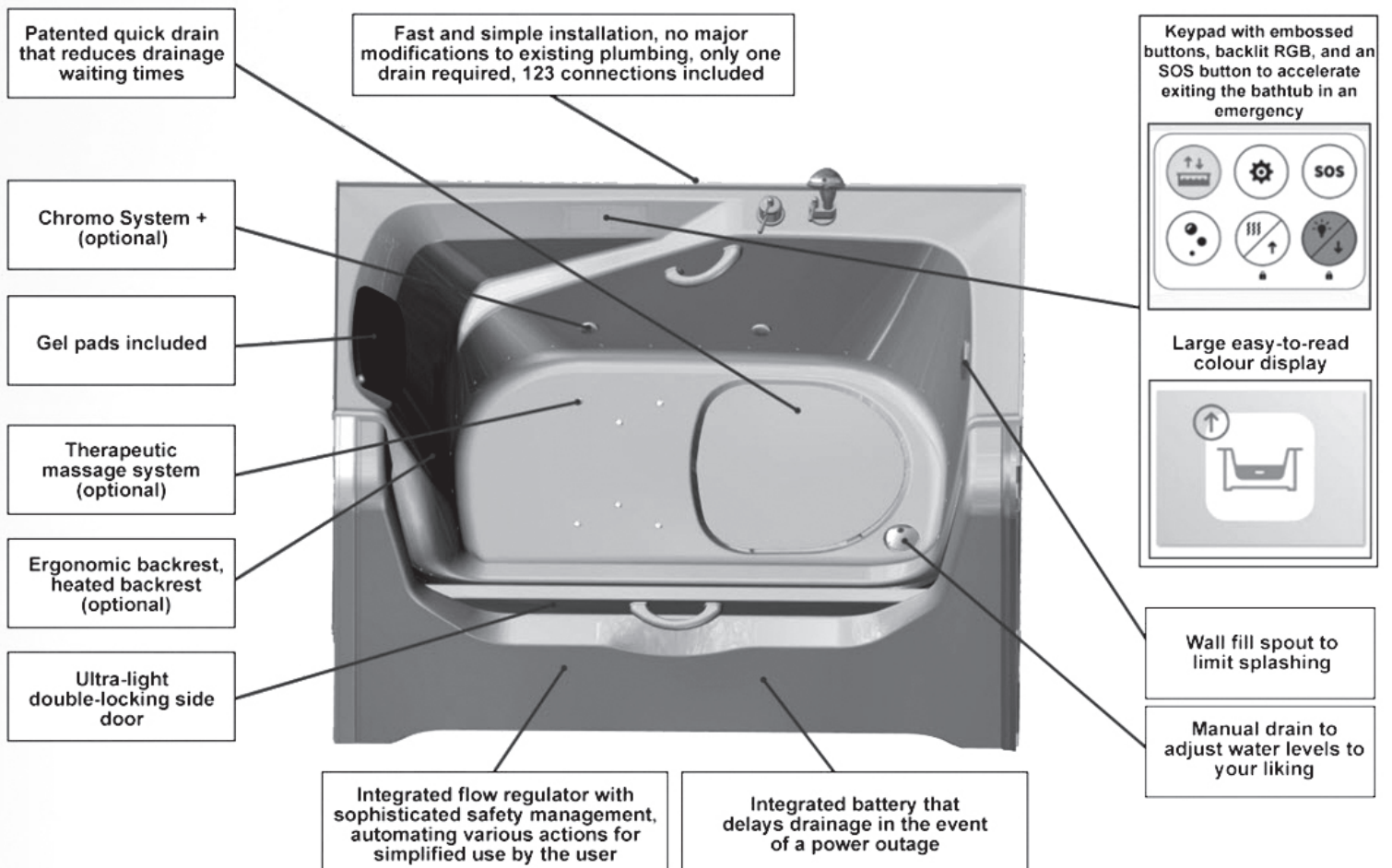
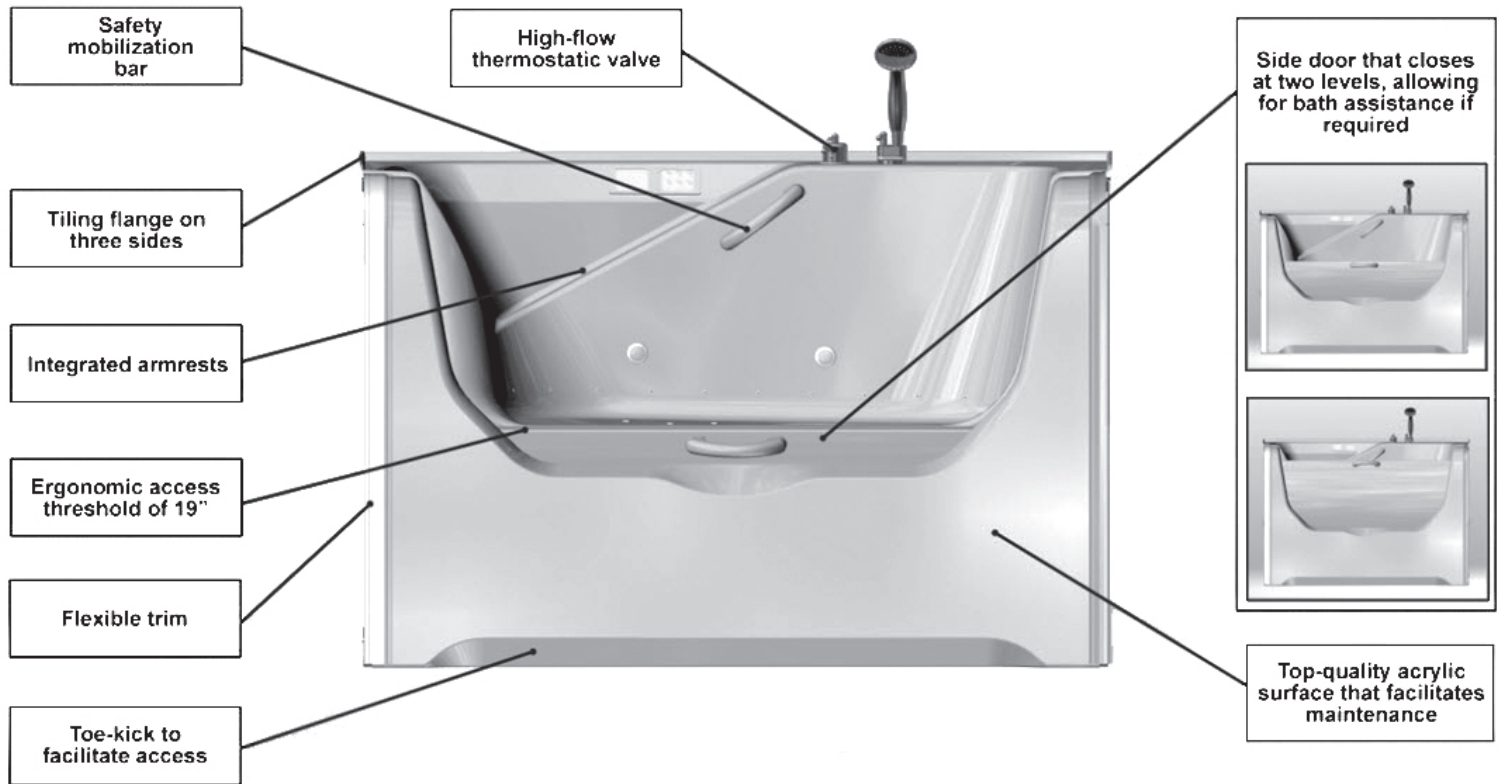
Visit the ASSISTO website: [collectionassisto.com](http://collectionassisto.com)

If you have any questions or comments, feel free to contact us directly.

**ASSISTO**  
6835, Picard Street  
Saint-Hyacinthe, Qc,  
J2S 1H3 Canada

**Téléphone** 1-844-4NO-STEP | 1-844-466-7837

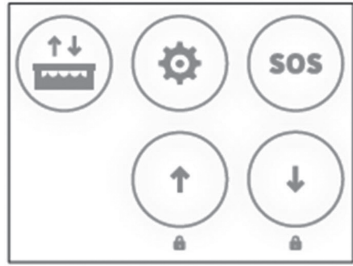
### 3. Overview of characteristics



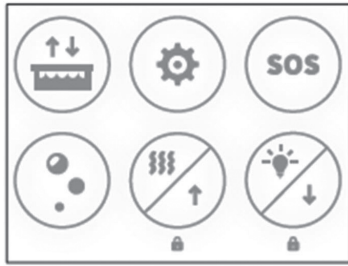
# 4. Keypads

## KEYPAD TYPES

Standard keypad (or optional keypad for dual-keypad configurations)



Keypad for bathtub with an air system, chromotherapy, and a heated backrest.



## KEYPAD BUTTONS



Fill/Drain: Begins filling or draining when held for two seconds.



Menu: Displays the menu; acts as a selection button when backlit. Suspends the secondary error code when held for three seconds.



SOS\*\*: Immediately depressurizes the seal of the side door and drains water when held for 3 seconds; only use in case of emergency or a system defect.

**\*\*Risk of water damage, for emergencies only; make sure to empty the bathtub before using it.**



Lock/Unlock: Simultaneously holding the two lock buttons for three seconds will lock the keypad; simultaneously holding the two buttons again for three seconds will unlock the keypad.



Heated backrest: Cycles through various heat intensities for the heated backrest.

- First press: maximum heat
- Second press: 50% heat
- Third press: shuts off the heated backrest

Navigation arrow: Moves the menu selector.



Lights: Cycles through various intensities/colours for the lights.

- First press: turns on the white light
- Second press: slow rainbow mode
- Third press: stops on the colour currently displayed
- Fourth press: aqua
- Fifth press: blue
- Sixth press: magenta
- Seventh press: red
- Eighth press: orange
- Ninth press: yellow
- Tenth press: green
- Eleventh press: turns off the light
- Hold for one second: turns off the light

Navigation arrow: Moves the menu selector.



Air system: Cycles through various intensities and modes.

- First press: turns on the air system at intensity 1 (lowest)
- Second press: activates intensity 2
- Third press: activates intensity 3 (highest)
- Fourth press: wave mode
- Fifth press: pulse mode
- Sixth press: turns off the air system
- Hold down: turns off the air system

# 5. Display

## WELCOME SCREEN

ASSISTO

Image indicating that the interface is turning on.

## STANDBY SCREEN

ASSISTO

11:27


Image indicating that the interface is on standby until an action is taken; the time is displayed and can be adjusted using the menu.

ASSISTO

39°C

11:27

Image indicating that the interface is on standby until an action is taken when bathing; the time is displayed and can be adjusted using the menu. The temperature of the water is displayed, and the unit can be changed in the menu.

When bathing, press the menu button to display  the menu screen again.

## GENERAL FEATURES



Image indicating that the side door is not sealed.



Image indicating a power outage.



Image indicating that the side door is sealed and that the bathtub can be filled.



Image indicating that maintenance of the lower basin is required; standby mode has been selected.



Image indicating that the side door is in the correct position; waiting for user input.



Image indicating that maintenance of the lower basin is required; treatment confirmation has been selected.



Image indicating that the keypad is locked.



Image indicating that the keypad is unlocked.



Image serving as a reminder to rinse the bathtub well after the lower basin treatment.

TOGGLING BETWEEN TWO IMAGES

Images indicating that the side door must be lifted and locked.

Images indicating that the user must stop touching the side door handle.

Images indicating that there is too much water in the basin; as a result, the water supply from the faucet is temporarily cut off.

Images indicating that the bathtub is being drained and that the door will unseal afterwards.

Images indicating that the SOS button has been pressed; it must be held for three seconds to activate emergency drainage.

Images indicating that emergency drainage is underway.

Images indicating a power outage and that the bathtub will drain at the end of the countdown.

Images indicating that the batteries are low.

Images indicating that basin drainage maintenance is required.

OPTIONAL SYSTEM FEATURES

Message system

Image indicating that the air massage system is activated at intensity 1.

Image indicating that the air massage system is activated at intensity 2.

Image indicating that the air massage system is activated at intensity 3.

Image indicating that the air massage system is activated in wave mode.

Image indicating that the air massage system is activated in sequential mode.

Image indicating that the air massage system is deactivated.

Chromotherapy System

Image indicating that the chromotherapy system is on and displaying white light.

Image indicating that the chromotherapy system is on and in rainbow mode.

Image indicating that the chromotherapy system is on and displaying aqua light.

Image indicating that the chromotherapy system is on and displaying blue light.

Image indicating that the chromotherapy system is on and displaying magenta light.

Image indicating that the chromotherapy system is on and displaying red light.

Image indicating that the chromotherapy system is on and displaying orange light.

Image indicating that the chromotherapy system is on and displaying yellow light.

Image indicating that the chromotherapy system is on and displaying green light.

Image indicating that the chromotherapy system is off.

Heated backrest system

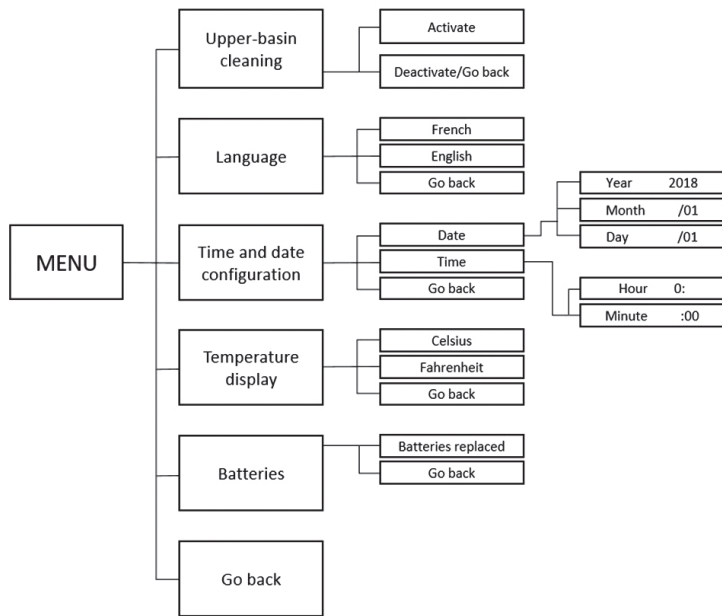
Image indicating that the heated backrest system is activated and on maximum heat.

Image indicating that the heated backrest system is activated and on low heat.

Image indicating that the heated backrest system is deactivated.



## 6. Menu



## 7. Instructions for use

### FAUCET USE



Note that the faucet is controlled by the bathtub's safety features. For the faucet to work, the interface must be on and the conditions met.

- The top handle of the control valve adjusts the temperature.
- Turn it left (clockwise) for cooler water or right (counterclockwise) for warmer water.





- The lower handle of the control valve adjusts the water pressure.



- Turn it left (clockwise) to increase pressure or right (counterclockwise) to decrease pressure or stop the water from coming out of the fill spout.
- The showerhead has its own pressure control. Remove the showerhead from its mount; direct it toward the inside of the bathtub, turn the lever left (clockwise) to increase pressure or right (counterclockwise) to decrease pressure or stop the water from coming out of the showerhead.

### STEPS FOR TAKING A BATH

To obtain the desired temperature and to avoid the risks of burns, we strongly recommend the following steps:

- The user activates the interface by pressing a key.
- The user adjusts the water temperature.
- The user enters the bathtub and closes the door to the desired height.
- The user holds for 3 seconds the fill/drain button. 
- When the bathtub is sealed, the user fills it by turning on the faucet at the desired temperature.
- When the desired water level is reached, the user turns off the faucet.
- The user takes a bath.
- When finished, the user presses the fill/drain button  and holds it for three seconds.
- The bathtub empties and the side door seal depressurizes.
- The user lowers the side door.
- The user gets out of the bathtub.

*\*If the bathtub is equipped with massage systems, it will begin a purge cycle on its own, 5 minutes after water is no longer detected in the bathtub. To reduce the risk of splattering from the purge cycle, keep the side door closed, but not sealed.*


*\*\*\*While protective measures have been added to the flow regulator programming to avoid system errors, the user may, at any time, depressurize the seal of the bathtub's side door by pressing and holding the SOS button on the keypad.*

### ADDING HOT OR COLD WATER


Users have two options to adjust the water in an already full bathtub:

- Turning on the faucet and allowing the overflow system to drain the excess water.
- Turning on the faucet at the desired temperature and manually unplugging the drain to reduce the amount of water in the bathtub and then manually replugging it.

### DRAINING THE BATHTUB

- At any time and in any mode, press and hold the fill/drain button  for three seconds

### DRAINING THE BATHTUB IN AN EMERGENCY

- In the event of an emergency or a malfunction, press and hold the SOS button for three seconds. 

### USING ESSENTIAL OILS\*

- If you want to take a bath with essential oils, it is recommended that you dilute your selected oil in advance in two cups of hot water and wait until the bathtub is full before pouring in the diluted oil.
- After your bath, it is important that you rinse the entire surface of the bathtub well with hot water to avoid accumulations of oil on the acrylic surface of the bathtub and under the drain cover.

*\*When rinsed improperly or applied locally, in addition to making the surface slippery and dangerous, some essential oils can irreparably damage the acrylic surface, and such damage is not covered by the warranty.*

## 8. Maintenance instructions

To protect the acrylic finish of the Assisto bathtub, wash it with a gentle liquid dish soap, such as Dawn or Sunlight, or with a detergent designed specifically for acrylic. **AVOID ESSENTIAL OIL AND EPSOM SALT PRODUCTS. NEVER USE ABRASIVE POWDER (VIM, AJAX, COMET, ETC.), PETROLEUM DISTILLATE, OR OTHER STRONG SOLVENTS.**

*Use of these products may void the warranty.*

The occasional use of an acrylic surface cleaner will add lustre and protect the finish. Follow the manufacturer's instructions and safety precautions.

Disinfecting the bathtub must be done after every 25 uses or once a month with the Assisto products provided.

Rinse well and dry with a soft, clean cloth.

Do not allow the acrylic surface of the bathtub to come in contact with products such as acetone, nail polish, dry cleaning solution, thinners, gasoline, essential oils, wintergreen oil, etc. The longer these products are in contact with the acrylic surface, the more damage they will cause.

Clean grease, oil, paint, and ink stains with isopropyl (rubbing) alcohol or turpentine. Rinse immediately and dry with a clean, soft cloth.

Remove drywall compound with a plastic or wooden spatula covered with a damp cloth.

Avoid using razor blades, scrapers, wire brushes, or other sharp objects that could scratch or dull the surface.

Anyone with a disease that can be transmitted through contact with water should clean the bathtub after each use with the recommended disinfectant products.

If you use a rubber bath mat, it must be immediately removed after each use. Ignoring this recommendation will lead to damage not covered by the warranty.

### AIR SYSTEM










If the bathtub is equipped with an air system, the electronic control module includes an automatic drying cycle that starts 5 minutes after the basin does not detect any more water.

**Important:** To reduce the risk of splattering from the purge cycle, it is best to keep the side door closed, but not sealed.

### INSTRUCTIONS – CLEANING THE UPPER BASIN (MANUAL CLEANING)

- In standby mode, clean the basin and the side door seal with a damp microfibre cloth and a few drops of liquid dish soap.

**\*\*\*Do not aim water jets directly into the side door openings when it is not sealed.**

- Put the side door in the upright position.
- Wash the inside of the door with the microfibre cloth used earlier.
- Press the fill/drain button to turn on the interface. 
- Press the menu button. 
- Using the     navigation arrows:
- Move the selector to the option for cleaning the upper basin and press the menu button again to confirm your selection. 
- Move the selector to the activate option; press the menu button again to confirm your selection. 
- The side door will seal.
- Thoroughly rinse the inner surface of the bathtub and side door.
- Press the fill/drain  button on the keypad to depressurize the door seal or select the deactivate option in the menu.

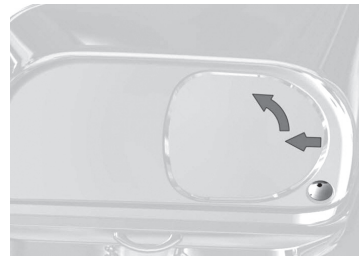
- Lower the door to its lowest position (open position).
- Use a clean, damp microfibre cloth to remove residual soap on the seal.

To ensure proper operation of the sealing and unsealing of the door, regularly clean the water sensor probes (LS3) that are located on the backrest side in the doorframe edge when the door is open. Deposits of soap, shampoo, and dirt can interfere with the proper functioning of these sensors and distort their reading (see Water Sensor Cleaning for details).

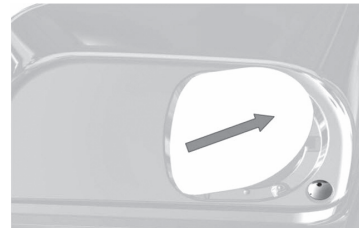
**\*When the display is on, some features can be used, while others cannot.** The door's inflatable seal will pressurize during cleaning (with an open quick drain); this will prevent the splashing of internal components that, while designed to be water-resistant, were not designed to be sprayed continuously.

### CLEANING THE HAIR CATCHER

**\*\*It is strongly recommended that you turn off the power before removing the hair catcher to ensure your hand does not get pinched.**



- Slide your fingers into the drainage slot at the edge of the bathtub, near the manual drain.
- Pull and slide the drain cover toward the backrest to begin detaching it.
- Rotate and raise the end of the drain cover.



- Slide the drain cover toward the wall on the drain side to release it from its second point of attachment.



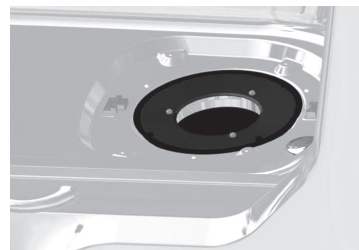
- Find the four rubber holders that keep the hair catcher in place



- Rotate the hair catcher to align its holes with the four rubber holders.



- Lift the hair catcher



- Clean the hair catcher.
- With a damp microfibre cloth, clean the surfaces hidden by the hair catcher and drain cover.
- Take advantage of the opportunity to clean the surfaces normally hidden under the drain cover.
- Reverse the steps to replace the hair catcher and drain cover.



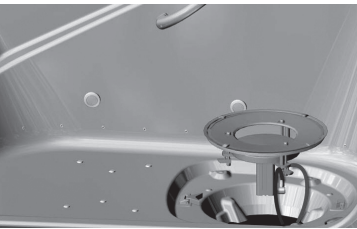
BASIN DRAINAGE MAINTENANCE



- Remove the drain cover and hair catcher by following the procedure outlined in the CLEANING THE HAIR CATCHER section.
- Loosen the three attachment bolts.



- Turn (about one third of a turn) the quick drain so that the bolts no longer align with the three markings in the bathtub.

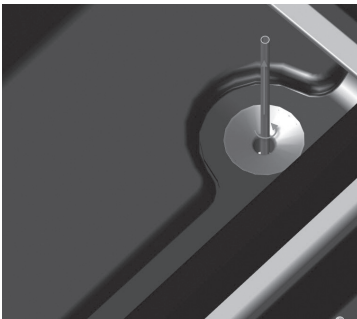


- Lift the quick drain apparatus.

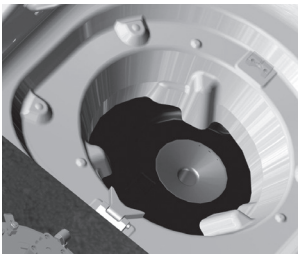


- Put the drain upside-down on a towel in the bathtub and make sure not to break the drain supply lines.

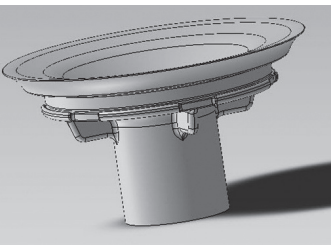
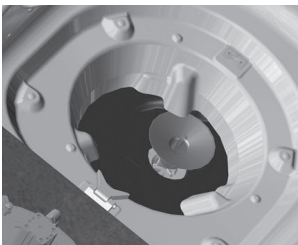
*\*\*It is possible to remove the drain supply lines to create more space, but make sure you do not mix up the upper and lower supply lines, as this would lead to a malfunction. Refer to the installation guide to fully remove the drain.*



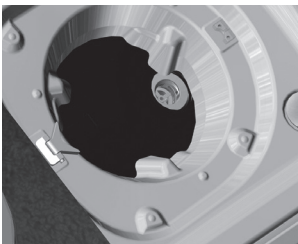
- Lift and remove the drainage component from the basin drain.



- You can now access the tub drain to clean or unclog it.



- Reverse the steps to replace everything.



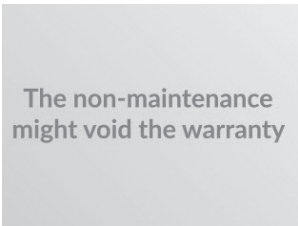
INSTRUCTIONS – CLEANING THE LOWER BASIN



A request for lower-tub maintenance on the display can be postponed by pressing the selection button.

If the maintenance has not yet been carried out, the same message will be displayed when the next user takes a bath.

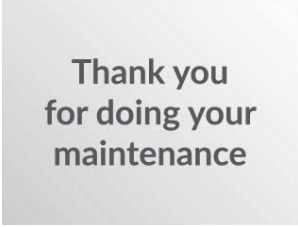
If the maintenance is postponed at least five times, the following warning will be displayed:



To indicate that the maintenance is being carried out, the user must select the checkmark using the upper navigation arrow. The checkmark will be highlighted.



User must then press the menu button to select it; afterwards, the screen will display :





for five seconds, then



as a reminder to properly rinse the bathtub after maintenance.

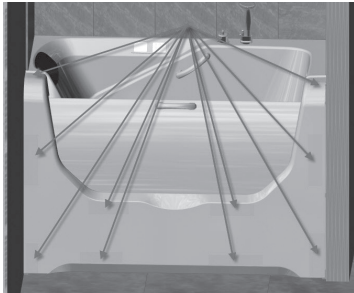
## BASIN DRAINAGE MAINTENANCE

- From outside the bathtub, raise the side door up to its highest position.
- Press the fill/drain button. 
- The side door will seal, and the drain will close. Once that is done, turn on the faucet and add water until it reaches the overflow line found on the inner wall of the side door (the product will dissolve best in warm water).
- Add the ASSISTO cleaning product and use the showerhead water jets to properly mix and dissolve the product. If your bathtub is equipped with an air jet massage system, turn on the system; it will help the product dissolve faster.
- Let soak for 10 minutes. While the product is used for maintaining the lower basin, letting it sit in the tub for at least 10 minutes helps kill certain bacteria that can be found in your bathtub.
- Press the fill/drain button  to open the bathtub drain.

## BATTERY REPLACEMENT

**\*\*Before proceeding, turn off the power to the bathtub.**

**\*\*\*To ensure you do not damage the bathtub, use Assisto-approved replacement batteries. The recommended model is Panasonic LC-R123R4P. Make sure the polarity is correct when installing the batteries.**

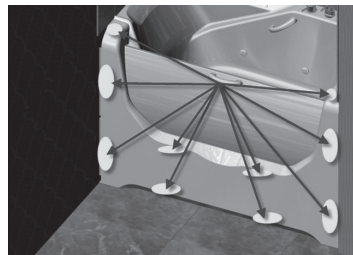
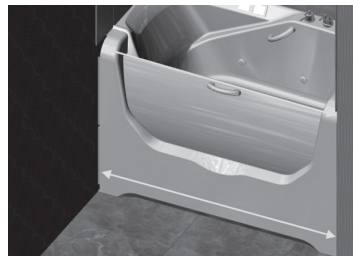


- The panel is attached at several points with Velcro.



- Remove the outer wall of the bathtub by pulling the bottom of the apron panel outward.

- Unplug the Battery connector attached to the wire that connects the batteries to the flow regulator.
- Pull apart the two Velcro straps securing the two batteries in their holder. Disconnect the red positive (+) connectors for both batteries.
- Disconnect the black negative (-) connectors for both batteries.
- Remove the batteries and dispose of them in an environmentally friendly manner. Find out about drop-off points in your area.



- Insert two new batteries into the holder.
- Connect the black negative (-) connectors for both batteries. Connect the red positive (+) connectors for both batteries.
- Press together the two Velcro straps to secure the two batteries in their holder.
- Reconnect the Battery connector attached to the wire that connects the batteries to the flow regulator.
- Reinstall the apron panel by placing the top of the panel on the top of the front of the bathtub.

- Center the panel, making sure there is the same amount of space on each side.

- Press firmly on the following areas to secure the panel.

- Restore power via the circuit breaker.
- Press any keypad button to turn on the interface. Press the menu button.
- Using the arrows, choose the battery selection and press the menu button to confirm your choice.
- In the battery submenu, select "Batteries replaced" and press the menu button to confirm your choice.

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## 9. Error Codes

### 9.1. 1XX-SERIES CODES: CODES THAT REQUIRE USER INPUT

1XX-series error codes allow users to finish their baths normally\*.

During the bath, a message requiring action will be displayed on the screen.

**Code 101:** Lock the side door in a position other than fully open.

**Code 103:** Release the handle.

**Code 104:** Awaiting drainage of the lower basin.

**Code 106:** Message stating not to use the SOS button unless there is an emergency.


*\* Except for code 106, which activates drainage mode.*

*\*\*While this error is important, it does not lock the bathtub. This is because the error can come from two different sources: 1) the user pressed the SOS button when the flow regulator was functioning normally; or 2) the seal has been broken. In the first case, it is not necessary to lock the bathtub because it is likely that the user pressed the SOS button out of curiosity. In the second case, if the seal has been broken, the error will be detected again when the bathtub is being filled, and the bathtub will then lock.*

### 9.2 2XX-SERIES CODES: CODES THAT REQUIRE PREVENTATIVE ACTION

2XX-series error codes allow users to finish their baths normally.

When the bath is complete, a preventative maintenance message will be displayed on the screen when in standby mode.

You must carry out maintenance or cancel the error code by holding down the menu button  to reset the message being displayed.

**Code 201:** Incorrect flow rate for drain B2.1.

**Code 202:** Weak batteries.

**Code 203:** Low flow rate in pipe T-08: defective flow regulator or clogged filter.

**Code 204:** In bath mode or during filling, the LS3 sensor does not detect water for more than 10 minutes (which triggers drainage).

**Code 205:** The LS3 sensor detects water for more than 10 minutes while the side door is open; LS3 sensors are malfunctioning.

To temporarily dismiss the error code, press and hold down the menu button for three seconds. After the next use of the bathtub, the message will reappear if maintenance has not been carried out.

### 9.3 3XX-SERIES CODES: CODES THAT REQUIRE IMPORTANT ACTION

3XX-series error codes allow users to finish their baths normally.

When the bath is complete, the bathtub will lock instead of entering standby mode. Maintenance must be carried out in order to use the bathtub again.

*\*\*\*If this code is displayed, contact Assisto's after-sales service (see the Contact Information section on page 3 of this guide).*

**Code 301:** The LS1, LS2, or LS4 sensor is malfunctioning.

**Code 303:** The SE1 or SE2 sensor is malfunctioning.

**Code 306:** The PRS01 sensor or regulator is malfunctioning (automatic drainage after minimal pressure detected).

**Code 307:** The PRS01 sensor is malfunctioning, the T-18 pipe is blocked, or the SV02.0X valves are malfunctioning (automatic drainage after 40 seconds).

**Code 308:** The PRS01 sensor or SV02.0X valves are malfunctioning, there is a hole in the seal, or a filter is clogged.

# 10. Troubleshooting

PROBLEM	SOLUTION
My bathtub makes a clicking noise once a week if it has not been used.	<ul style="list-style-type: none"> <li>The flow regulator activates the valves for a few seconds every 168 hours of inactivity to reduce limestone buildup.</li> </ul>
The bathtub air system activates on its own.	<ul style="list-style-type: none"> <li>The massage system is equipped with a purge cycle, which starts 2 minutes after drainage to dry the pipes.</li> </ul>
The side door will not go down.	<ul style="list-style-type: none"> <li>Make sure you have pressed the drain button and waited for the water to completely drain from the bathtub before trying to unlock the side door.</li> <li>If still unresponsive, drain the water using the manual plug and press the SOS button, which will allow the side door to open.</li> </ul>
Water from the faucet cuts out during cleaning or bathing.	<ul style="list-style-type: none"> <li>If the water level in the basin is too high, wait until it lowers before continuing.</li> <li>Ensure that the manual plug is properly in place to allow the water level in the basin to return to normal.</li> </ul>
The keypad display shows that drain maintenance is required.	<ul style="list-style-type: none"> <li>If the flow regulator detects reduced drain performance, refer to the section on disassembling the drain (page 9) to learn more about how to access the drain and remedy the situation before water damage occurs.</li> </ul>
There is water remaining around the drain.	<ul style="list-style-type: none"> <li>Ensure that the bathtub is level and firmly resting on its feet. (The bathtub has a slope for drainage.) Level the bathtub using levelling wedges.</li> </ul>
The bottom of the bathtub moves during use.	<ul style="list-style-type: none"> <li>The bathtub is not firmly resting on its feet. Level the bathtub using levelling wedges or a mortar bed.</li> <li>If the bathtub is not properly attached, make sure that the four attachment points are well screwed into the structure.</li> <li>Ensure that the upper structure is well attached to the lower structure.</li> </ul>
The protective plastic film is hard to remove.	<ul style="list-style-type: none"> <li>Isopropyl alcohol can be used.</li> </ul>
The command keypad is not responding.	<ul style="list-style-type: none"> <li>Check the ground fault circuit interrupter. Reset if necessary.</li> <li>If the system has been operating for a long time, the thermal protection switch may have turned off the flow regulator. Turn off the system and let it cool down for 30 minutes, then try again.</li> <li>Check the connections between the electronic command keypad and the control module.</li> <li>If someone is stuck in the bathtub, drain the water using the manual plug and press the SOS button, which will allow the side door to open.</li> </ul>
The motor is not stopping; certain electronic control keypad buttons do not work.	<ul style="list-style-type: none"> <li>Turn off the power via the electrical panel. Check whether water has infiltrated the electronic control keypad. Let the keypad dry and determine whether the problem has been resolved.</li> <li>Check for excess humidity below the bathtub, as well as around the electronic command keypad and control module. Let these devices dry and use extra ventilation if necessary.</li> <li>If someone is stuck in the bathtub, drain the water using the manual plug and press the SOS button, which will allow the side door to open.</li> </ul>
The air system is too loud.	<ul style="list-style-type: none"> <li>The majority of the noise from the massage system comes from the movement of the water.</li> <li>Ensure that the air system is firmly attached.</li> <li>Ensure that there is nothing blocking the air system from taking in air and that it is properly ventilated.</li> </ul>
The air system is working, but no air is coming out of the jets.	<ul style="list-style-type: none"> <li>Ensure that the main air hose, located between the air blower and the air collector, is properly attached. If needed, reattach the hose and check that the clamping screw is in place.</li> </ul>
The air jets are obstructed.	<ul style="list-style-type: none"> <li>If the air jets are obstructed due to a lack of maintenance, fill the bathtub with water and brush the jet openings gently with a toothbrush. Start and stop the system several times.</li> <li>Remove the (Mass-Air) caps and the check valve and clean with cotton swabs. Use a rubber mallet to reinstall them.</li> </ul>
<p>The air heater does not seem to work.</p> <p>Note: The air heater is not designed to heat the bath water; rather, it heats the air from the air system to body temperature.</p>	<ul style="list-style-type: none"> <li>To check if the air heater is working properly, fill the bathtub, start the air system, and allow it to operate for about five minutes. Carefully feel the flexible hose at the junction of the air system. The tube should be hot. If it is not, contact the regional distributor.</li> <li>If the bathtub is installed against an exterior wall, ensure that the wall is well insulated to prevent heat loss. Air entering the air system must be at a temperature of at least 20 °C.</li> <li>Check that the air system is not taking in cold air through the drain; if necessary, insulate it using mineral wool mats or insulating foam.</li> <li>People with sensitive skin may experience what feels to them like cold air due to the sensation of the air bubbles on their wet skin, which makes them shiver. Simply move a short distance from the air jet to reduce this feeling.</li> </ul>
The air coming from the jets seems cold; there seems to be a temperature difference.	<ul style="list-style-type: none"> <li>There will be a temperature difference between the air that comes out of the jets and the water. The temperature of the air will be slightly higher than room temperature, at 22–25 °C (71–77 °F), depending on the number of jets in the tub.</li> <li>Air at 22–25 °C is not cold; it is simply colder than the water in the bathtub. The water is often much warmer, at about 34–40 °C (93–104 °F). If there were no heating element in the air system, the temperature difference between the air and water would be even greater.</li> </ul>
The keypad display shows the "Replace batteries" icon.	<ul style="list-style-type: none"> <li>Refer to page 10 to learn how to replace the two batteries.</li> </ul>
The drain does not close.	<ul style="list-style-type: none"> <li>The side door is not sealed.</li> <li>Power outage; check the circuit breaker.</li> <li>Pressure not achieved when sealing the side door; look up the error code on page 11 to determine the cause and the corresponding solution.</li> </ul>



## 11. Usage warnings

- ⚠ Risk of pinching, laceration, fracture, and drowning; KEEP limbs and hair AWAY from the side door while it is being sealed or moved.
- ⚠ Risk of electrocution; DO NOT use electric appliances in the bathtub.
- ⚠ Risk of leakage and electrocution; DO NOT direct water jets directly into the side door openings when it is not sealed.
- ⚠ Risk of electrocution or injury; DO NOT operate the bathtub without the front panel.
- ⚠ Risk of pinching, laceration, fracture, drowning, electrocution, and injury; DO NOT leave a child or person who requires supervision unattended.
- ⚠ Risk of pinching, laceration, and fracture; DO NOT put your fingers in or near the vertical or horizontal side door openings or around the edges of the drain cover.
- ⚠ Risk of pinching, laceration, and fracture; DO NOT operate the bathtub without the drain cover or perforated cover.
- ⚠ Risk of falling, pinching, laceration, fracture, and breakage; DO NOT stand up in the bathtub.
- ⚠ Users that require a respiration aid, feeding apparatus, or an intravenous administration device must move their tubing away from the side door when it is being opened, closed, or sealed so that it does not get caught or torn.
- ⚠ Do not insert objects into the side door openings, the overflow hole, or the bathtub fill spout.
- ⚠ Do not use the bathtub without supervision if you are under the influence of alcohol, drugs, or medication that can cause drowsiness or affect reflexes.
- ⚠ Do not use as a shower.
- ⚠ If you have any problems or questions, go to the Contact Information section on page 3 to speak to a customer service representative.

## 12. Warranty

Every Assisto product has undergone rigorous inspection, and we guarantee that it meets the highest quality standards. Our warranty only covers the parts and does not include labour necessary for repair and additional costs to replace defective parts.

• **ACRYLIC SHELL:** The ASSISTO warranty covers all acrylic products for any material or manufacturing defects that occur under normal use and maintenance for a period of five (5) years starting from the original date of purchase of the product from a licensed retailer by the owner/user, contractor, or builder.

• **BATHTUB, BATH FITTING, ELECTRONIC CONTROL, SYSTEMS, OPTIONS, AND SURFACE FINISHES OF THE COMPONENTS:** Three (3) year limited warranty against manufacturing defects.

### Extended warranty

Extended warranty must be purchased within a maximum of 30 days following the purchase of the bathtub.

• **ACRYLIC SHELL:** ASSISTO guarantees acrylic products against any defects in material or workmanship in normal conditions of use and maintenance for a period of ten (10) years from the date of the original purchase of the product by the owner/user, the contractor, or the builder from an authorized distributor.

• **BATHTUB, BATH FITTING, ELECTRONIC CONTROL, SYSTEMS, OPTIONS, AND SURFACE FINISHES OF THE COMPONENTS:** Five (5) year limited warranty against manufacturing defects.

Contact Assisto for more details regarding extended warranty.

### IMPORTANT !

- The current version of the bath is for residential use only.
- The ASSISTO warranty only applies to the original owner/user for personal home use and begins on the date of purchase of the ASSISTO product by the retailer. The warranty will be applied only upon presentation of the original bill by the original owner/user. This warranty is not transferable to a subsequent owner or a subsequent address. All products that are replaced or repaired during the warranty period will be covered for the remaining duration of the original warranty. The bath is designed for use twice daily, one person at a time. The maximum weight of the Assisto bathtub user is 400 pounds. If you do not follow maintenance instructions, your warranty may be void.
- When a product is sold in the showroom, the warranty period begins on the date of purchase of the ASSISTO product by the retailer.
- For commercial use, all products have a warranty of one (1) year for manufacturing defects.
- For hospital use, all products have a warranty of one (1) year for manufacturing defects.
- This warranty does not apply in cases of non-compliant or incorrect use or operation, breakage or damage caused by normal wear and tear, fault, negligence, abuse, misuse, improper use, poor maintenance, product alteration or modification, natural or chemical corrosion, fire, flood, natural disasters, or any other force majeure events.
- This warranty does not apply to stains and malfunctions that are the result of water with high quantities of iron, hard water, or salt water.
- The warranty only covers the parts and does not include labour necessary for repair and additional costs to replace defective parts.
- Using the emergency button more than ten (10) times could cancel warranty.
- Clean the bathtub with Assisto cleaning products according to our guidelines after every 25 uses or once a month. Failure to follow these care instructions will void the warranty.
- Clean your new ASSISTO with gentle soap, rinse thoroughly with warm water, and dry with a soft, clean cloth. Never use cleaning products that contain abrasive products, ammonia, sodium hypochlorite, bleach, acid, wax, alcohol, essential oils, or solvents. If you do not follow maintenance instructions, your warranty may be void.
- The total weight of the bathtub in operation is 1000 lbs. (450 kg). The user must make sure that the bathroom floor can accommodate this weight.
- There is no warranty for liquidation products.

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# ASSISTO