

# Installation's manual

INSTALLATION • FUNCTION • MAINTENANCE  
REPAIR • TROUBLESHOOTING

# ASSISTO



96.2000.254.00



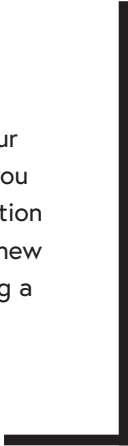
# Make life easier

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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.

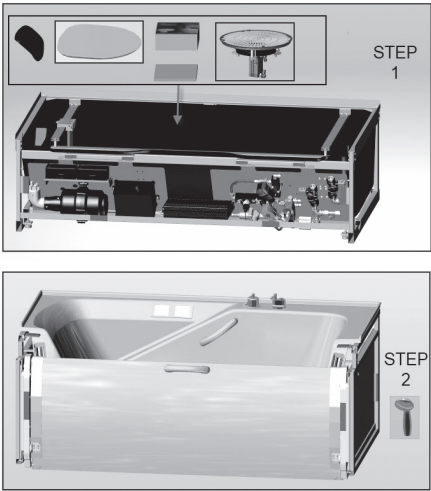
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Congratulations on your purchase of an ASSISTO bathtub. We are very proud of our product and fully committed to providing you with the best service possible. Your satisfaction is our priority. We know you will enjoy your new bathtub and want to thank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



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Completely remove the packaging before installation, except for the plastic protective wrap on the bathtub applied in the factory, which is designed to protect against scratching. Never lift the tub using the pipe connectors. This could result in leaks and is at the installer's liability. Once the bathtub is completely installed, warranty claims are excluded and installers are liable for any damage.

## 2. Responsibilities of the installer

- Inspect the product fully prior to installation.
- Check that it complies with local building codes.
- All work must be carried out by professionals for the structural, plumbing, and electrical components.
- The product must be handled by at least two people.
- Check for leaks at both the supply and discharge pipes.
- Calibration
- Owner training
- Complete the bathtub registration form.

FAILURE TO READ AND FOLLOW ALL INSTRUCTIONS MAY RESULT IN DAMAGE TO THE PRODUCT OR INJURY TO THE INSTALLER AND USERS. IT WILL ALSO ENGAGE THE INSTALLER'S LIABILITY.

This product has been listed by INTERTEK/ETL and IAPMO/C UPC. The product has been tested and meets the following standards and guidelines: IAPMO/C UPC, UL-1795, ANSI Z-124.1.2, ASME A 112.19.7, ASME A 112.19.15, and CSA B-45.

The installer is responsible for compliance with both national and local codes.

This product is designed for installation by licensed professionals. Installation must be performed by licensed plumbers and electricians. The installer assumes all responsibility for the installation procedures.

While Assisto has taken all reasonable precautions to ensure that all its bathtubs are suitable for residential plumbing, it is the responsibility of the installer to ensure that both the plumbing and the location are suitable for installing the bathtub.

## 1. Unpacking and mandatory product inspection

Check the overall condition of the box and that the product label matches the product you ordered. If there is a problem, please take a photo and contact your authorized reseller immediately. Even if the box has not been damaged, inspect the bathtub immediately to ensure that it is not damaged. Also make sure that you are not missing any of the components. If you see any damage or if any components are missing, contact your authorized reseller.

The complete bathtub consists of three main packages. The box labelled Step 1 contains some minor accessories, hardware, and some wrenches that are required for installation. The box labelled Step 2 is available either with or without a faucet installation option. However, if the option without faucet installation is selected, the water supply above this and above the fill spout must use the bathtub connections. The box labeled Step 3 contains the bathtub front panel.

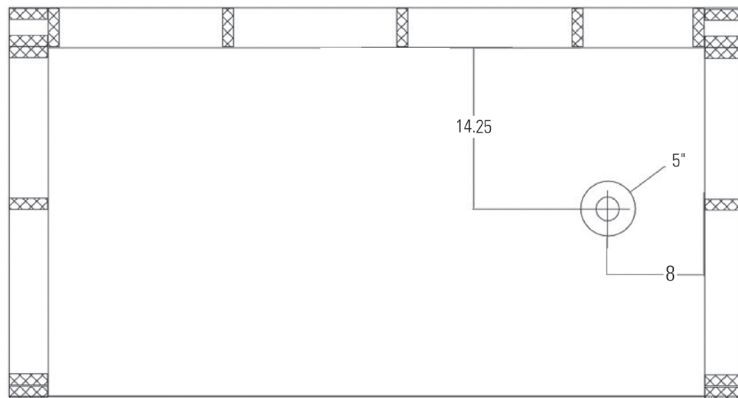
# 3. Preparation for installation

## 3.1. Location

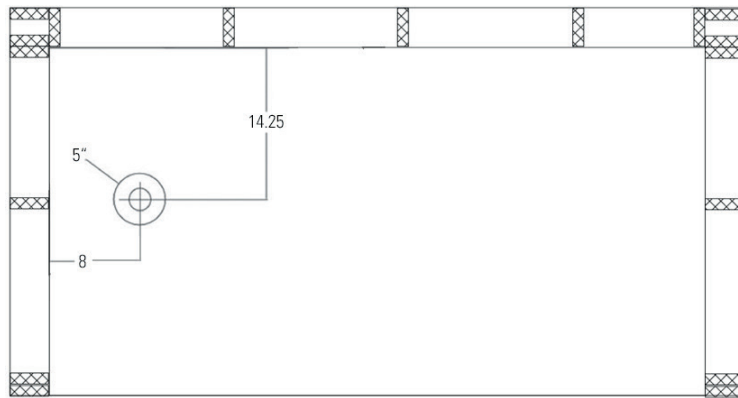
### LOCATION DIAGRAM

- An opening of 27¼ inch (69 cm) is required to accommodate the various unpacked components.
- It is very important that the floor and walls are level. Walls and floors in recesses should be square. If necessary, use self-levelling concrete.
- If need be, modify the floor to sustain a weight of 1000 pounds (450 kilos).
- If the tub is installed on an exterior wall, ensure that the wall is adequately insulated.

#### Installation on the right using a 123Connect drain adapter:



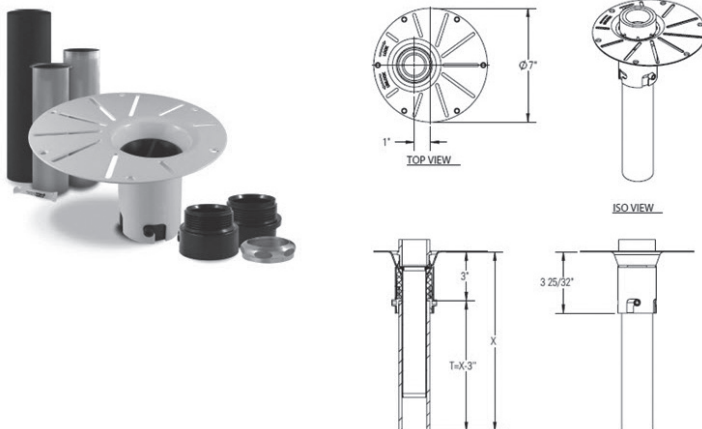
#### Installation on the left using a 123Connect drain adapter:



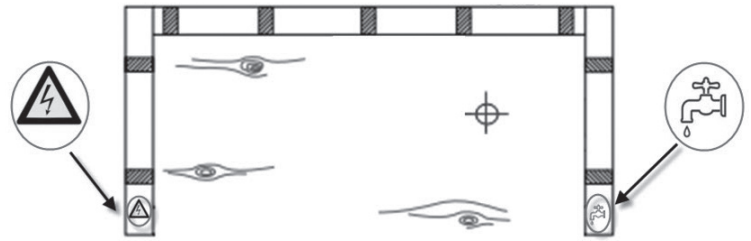
### 123CONNECT – FLOOR DRAIN INSTALLATION KIT

(Box inside the "STEP 1" box)

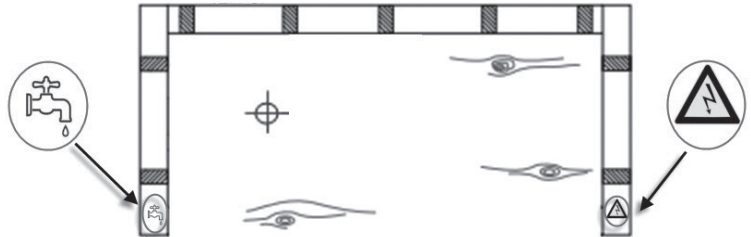
**IMPORTANT:** Refer to the drain installation guide.



#### Drain installation on the right



#### Drain installation on the left



## 3.2. Electrical requirements

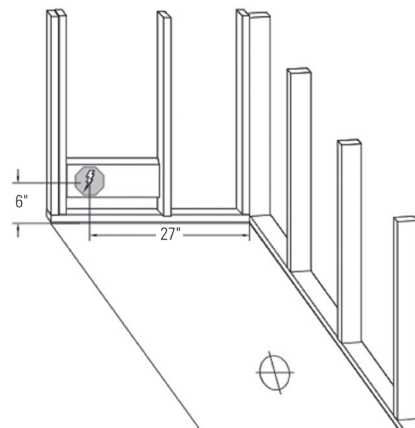
The power supply **MUST UNDER ALL CIRCUMSTANCES** be connected to a GFCI-type 15A circuit breaker and comply with the electrical codes in your region.

The bathtub must be connected to a dedicated circuit.

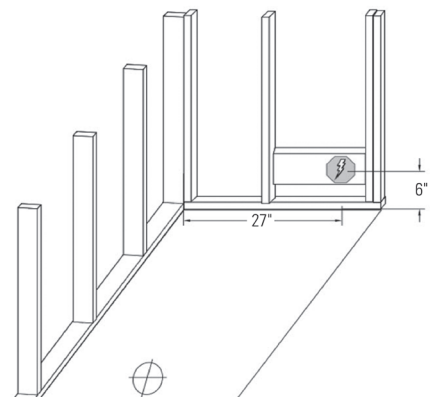
The power cord is equipped with a NEMA connector to make it easier to connect and test during installation, but for some regions, the connector must be removed and the wire plugged directly into a junction box. Please refer to the electrical code in your area.

### LOCATION OF THE CONNECTOR:

#### Drain installation on the right



#### Drain installation on the left



### 3.3. Plumbing requirements

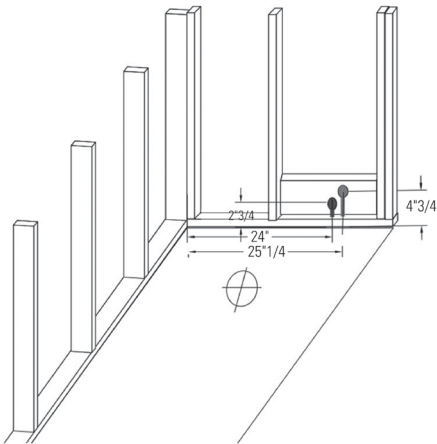
The water supply MUST UNDER ALL CIRCUMSTANCES pass through the bath flow control valves. If this is not the case, the product warranty will be voided and Assisto will not be liable for any damage to the product or building as a result of leakage.

This product MUST NOT be installed on a drainage system with one or several greywater pump(s), otherwise the product is not covered by warranty and Assisto will not be liable for any damage caused by leakage.

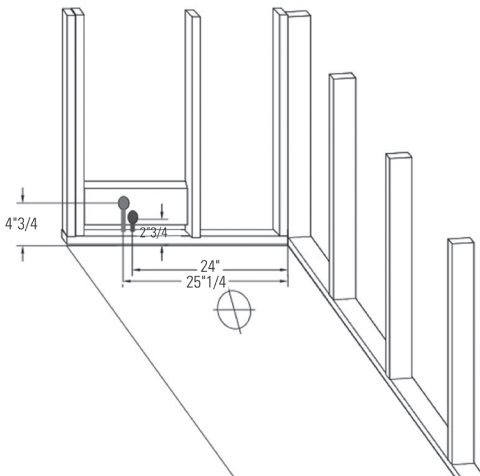
Avoid excessive tightening to prevent damage to the inlet valves that could cause leaks. Bath inlet fittings are fitted with  $\frac{1}{2}$ " NPT pipe threads.

#### LOCATION OF THE CONNECTOR:

##### Drain installation on the right



##### Drain installation on the left



### 3.4. Required tools

- Water level
- Bracket
- Die cutter
- Jigsaw
- Safety goggles
- Tape measure
- Caulking gun
- Wrench
- Monkey wrench
- Screwdriver
- Allen key

### 3.5. Required materials

- Silicone caulking for bathrooms (mould resistant)
- Teflon tape
- Residue-free masking tape
- Self-levelling cement for floor
- Construction glue
- Levelling wedges
- Fibrous cement panel
- Liquid waterproofing membrane
- Textile membrane
- Wood screws, No. 8,  $1\frac{1}{4}$  inch (3 cm)
- Interior wall covering

### 3.6. Warnings

Read all instructions before installing this bathtub. Follow the unpacking, connection, and installation instructions carefully.

#### Handle with care

- The bathtub is heavy and must be handled by at least two people.
- Handle with care. The bathtub and various components have been checked, adjusted, and tested in the factory. Improper handling of one or more of these components may cause malfunction, breakage, leakage, electrical discharge, or damage to the surface of the product.
- Do not open the packaging in a confined space.

#### Licensed electrician

- Electrical connections must be performed by a licensed electrician. It must be connected to one or more circuits protected by a ground-fault circuit interrupter (GFCI).

#### Licensed plumber

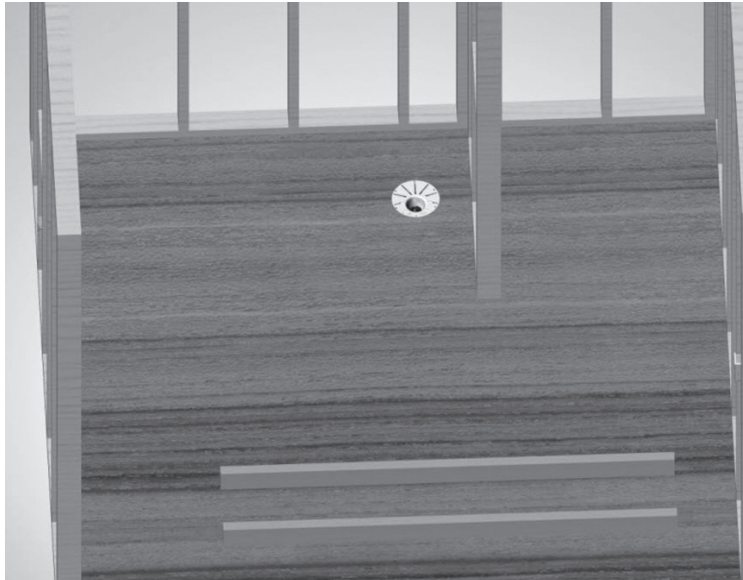
- Water supply and discharge connections must be performed by a licensed plumber.
- A stable water pressure between 40 psi and 100 psi is required to ensure that the bathtub functions properly.
- The pressure in the valve panel is factory adjusted to 20 psi. Tampering with this pressure could cause injury, leakage, and major damage.
- The faucet water supply MUST pass through the bathtub's flow control valves.
- The bathtub must NOT be connected to a drainage system equipped with one or more greywater discharge pump(s) to prevent it from overflowing.
- Limestone and other minerals contained in hard water, or iron water, may result in premature wear and tear, reduced performance, or system failure and are not covered by the warranty. It is advisable to use an appropriate filtration system at the main circuit source.
- Failure to install one or more installation components may negatively affect the operation of the product in the long term.

Installation must comply with all electrical, plumbing, and construction codes applicable in the region where the product is installed.

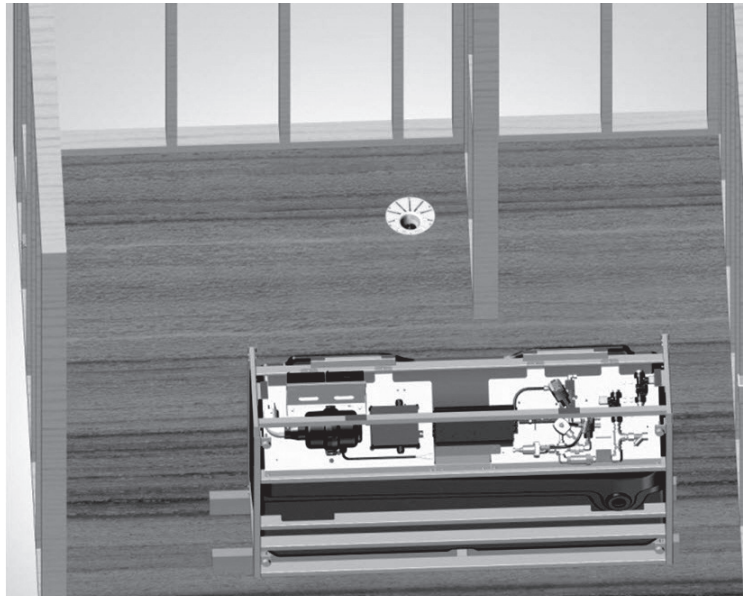


## 4. Installation

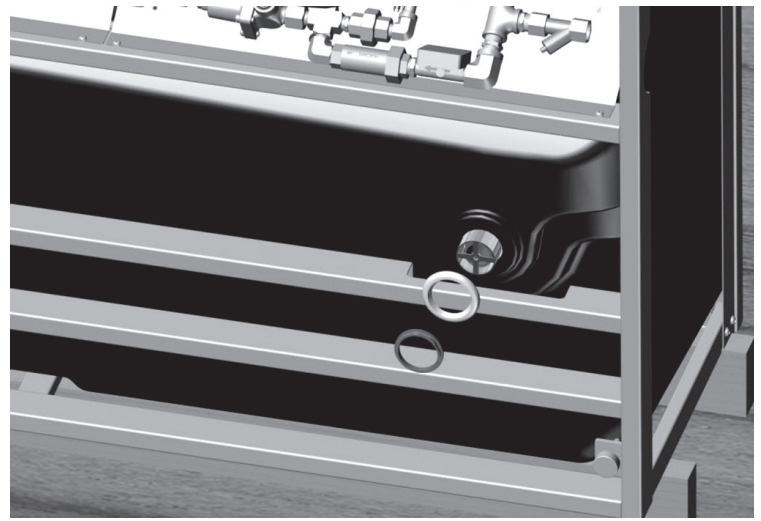
- 4.1. Ensure that the floor is perfectly levelled. Use self-levelling cement if required. The walls must also be square.
- 4.1.1. In the Step 1 box, look for the box labelled 123Connect.
- 4.1.2. Install the 123Connect drain adapter at the location where the drain is to be placed (refer to the instructions provided with the drain box). Ensure that the side required for your installation corresponds to the correct side of the bathtub.
- 4.1.3. Install a junction box (or a power outlet, if this is permitted in your area) connected to a GFI circuit breaker at the required location. N.B. The location varies depending on which side of the bathtub is selected (see Section 3.2).
- 4.1.4. Install both water supply lines at the appropriate place. N.B. The location varies depending on which side of the bathtub you select (see Section 3.3).
- 4.1.5. Lay two jambs exceeding the length of your bathtub by at least 6 inches (15 cm), placing them parallel to the floor at a distance of about 10 inches (25 cm) from each other.



- 4.2. With help from another person, place the base of the Step 1 box on the two jambs arranged earlier.



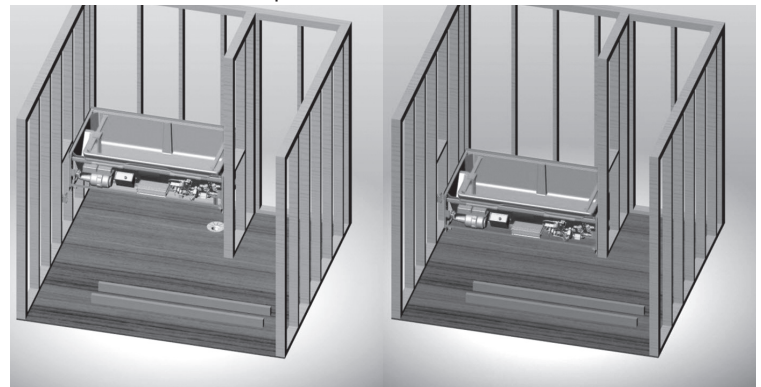
- 4.2.1. In hardware box, identify and install the basin drain. Use plumber's putty or silicone sealant to ensure a proper seal.



- 4.2.2. Install the tailpiece supplied with the 123Connect adapter.
- 4.2.3. Use the lubricant tube provided and smear the length of the tailpiece to ensure that it can be easily inserted into the 123Connect adapter.

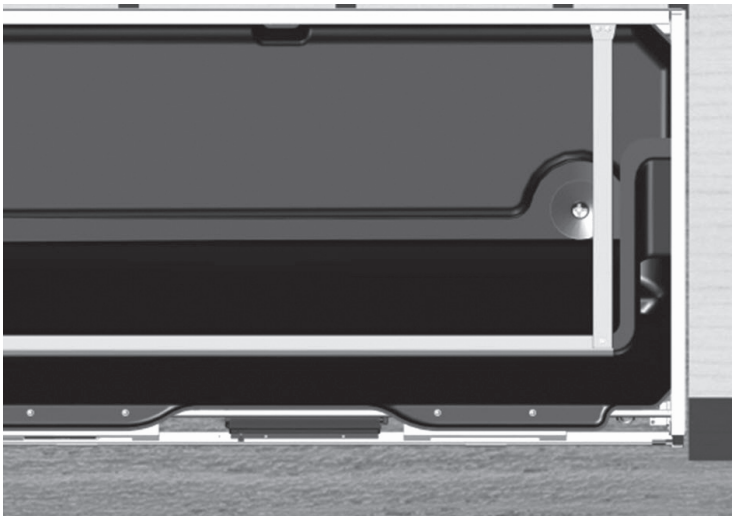
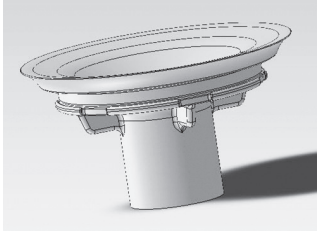


- 4.2.4. Raise the adjustable feet to lift the bathtub by ½ inch (1,2 cm) (for a standard installation with a floor covering measuring ½ inch [1.2 cm] or less. If your floor covering is thicker, raise the bathtub by the appropriate thickness 1/8 inch [3.2 mm]).
- 4.2.5. With help from another person, move the base to the installation area being careful not to knock it or apply weight to the tailpiece.
- 4.2.6. Tilt the base so that you can insert the tailpiece into the 123Connect adapter.

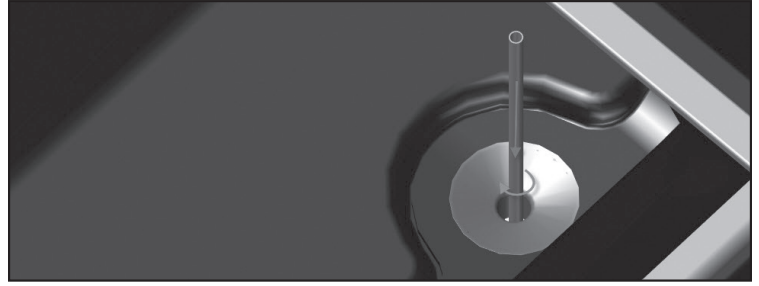


- 4.2.7. Check that the base is stable and level.

- 4.2.8. Insert the drainage component (in the Step 1 box of the hardware box) into the basin hole.



- 4.2.9. Screw on the air intake hose from the drain basin at the centre of the drain filter.



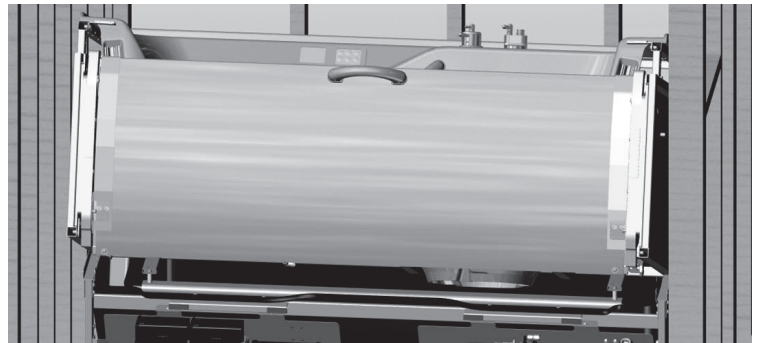
- 4.2.10. Check that the structural drainage circuit is complete.  
4.2.11. Pour 5 gallons of water into the basin.  
4.2.12. Check for leaks under the basin. Use an inspection camera if necessary.  
4.2.13. Install the two rear attachment points (in the Step 1 box of the hardware box). Make sure to securely fasten to a jamb using at least four 1½-inch (3.88-cm) screws (not supplied). Use shims as needed.



- 4.3. Unpack the top section contained in the Step 2 box. Caution: Do not place the top section directly on the floor without being raised, as this could damage the quick drain notch. If you need to place it on the floor, use the packaging or the two jambs used previously and lean on the rear.  
4.3.1. With help from another person, take the top section and place the rear edge on the structure, making sure not to place it on the quick drain notch.

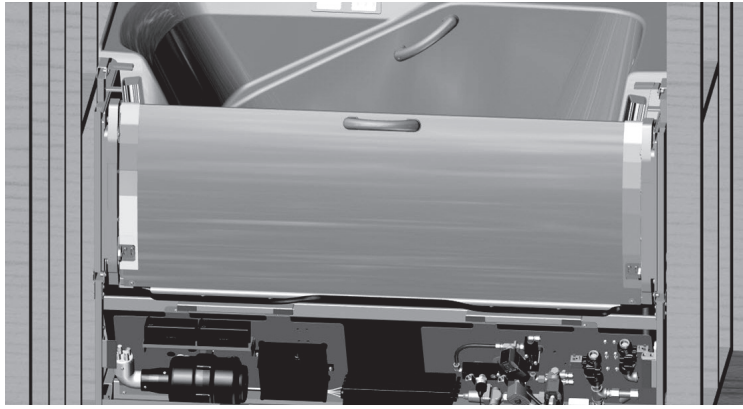


- 4.3.2. Slide the entire structure from the top towards the back until the drain notch is completely clear.





- 4.3.3. Place the front of the top section onto the base structure.
- 4.3.4. Slide the section to the rear to align the two front attachment holes.



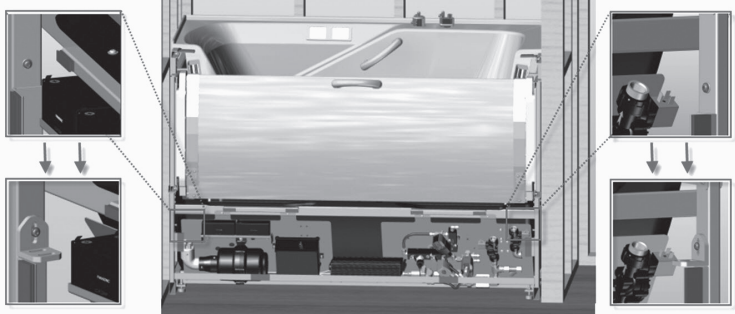
- 4.3.5. Use two 1/4 - 20 x 1/2 bolts and secure the top section to the base.



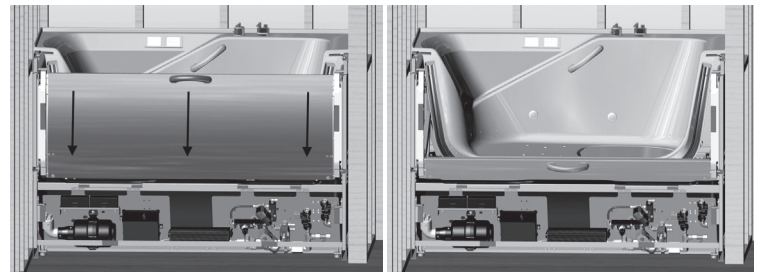
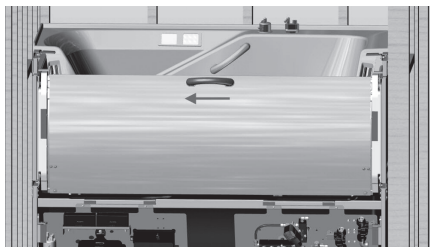
- 4.3.6. Using a 5/32 mm Allen key, remove the three bolts holding the door transport bracket. Do the same on the other side. Save the bolts attached to the structure for subsequent use. Reinstall the four bolts attached to the door.



- 4.3.7. A bolt is provided on each side to hold the transport brackets. Unscrew them and use them to hold the two brackets.



- 4.3.8. Slide the door handle towards the backrest and lower the door.

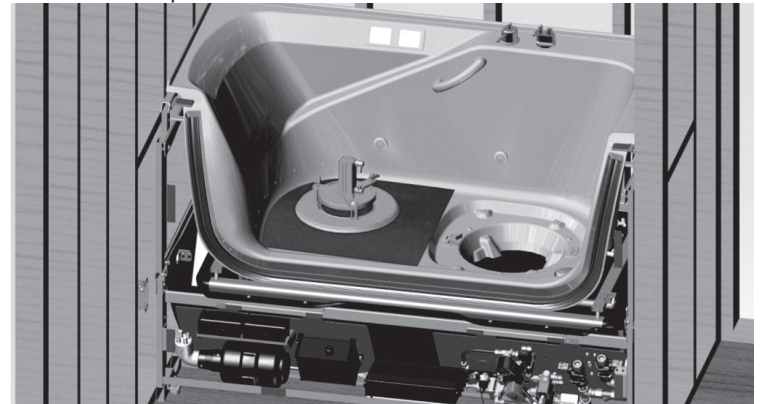


- 4.3.9. Place some cardboard packaging or a towel in the bathtub to protect the bathtub surface from damage.

- 4.4. Remove the quick drain contained in the Step 1 box from its packaging. Ensure that the seal is properly located, and relocate it if necessary.

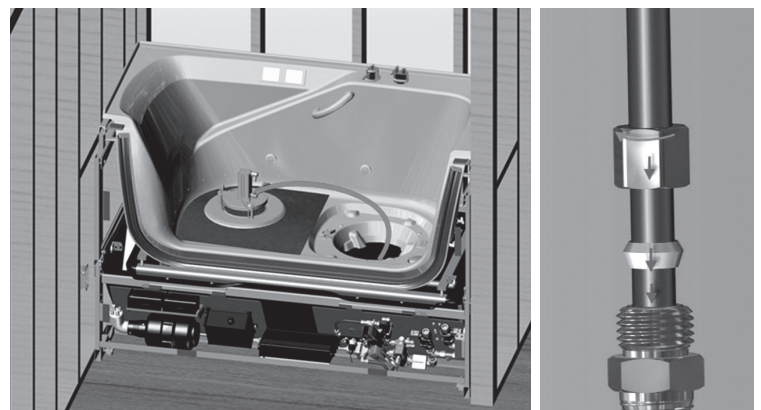


- 4.4.1. Place the drain upside down in the bath on the cardboard or towel placed there earlier.



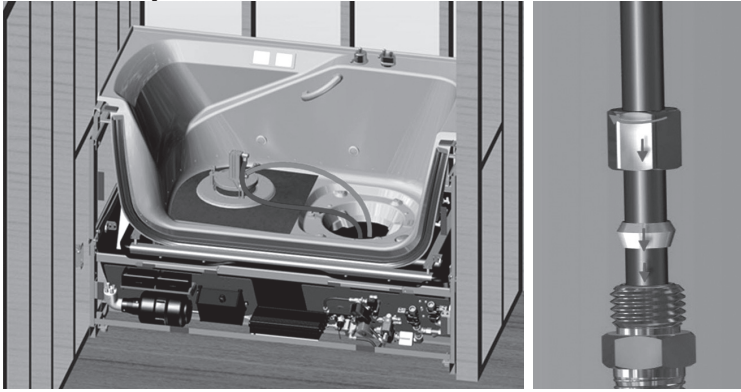
- 4.4.2. Slide one arm into the opening over the basin and reconnect the 2 tubes labelled SV01A and SV01B. Caution: the edge of the rim may be sharp.

- 4.4.3. Attach tube SV01A to the connector with the same label on the cylinder.

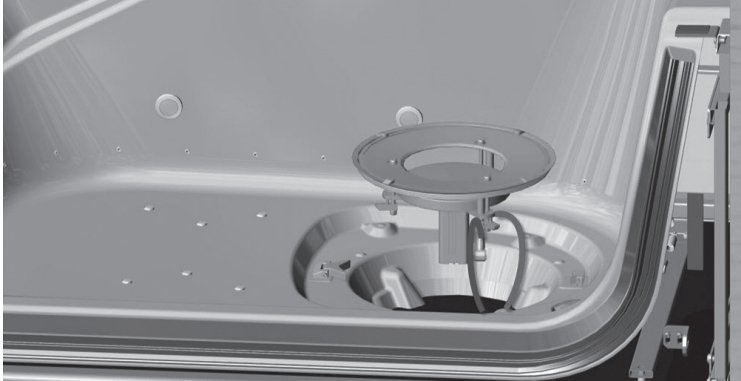




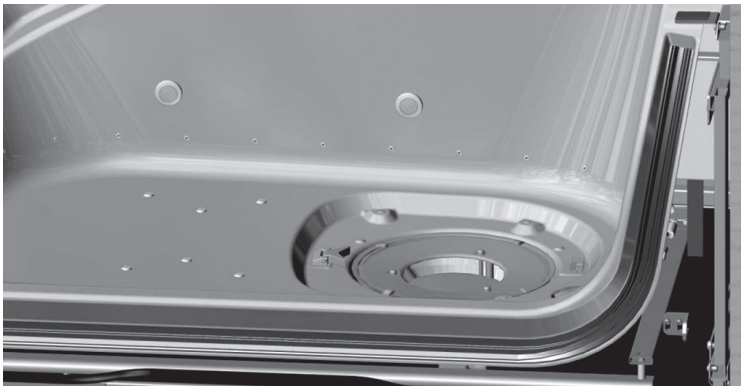
- 4.4.4. Attach tube SV01B to the connector with the same label on the cylinder.



- 4.4.5 Turn the quick drain to ensure that the drain plug faces up.

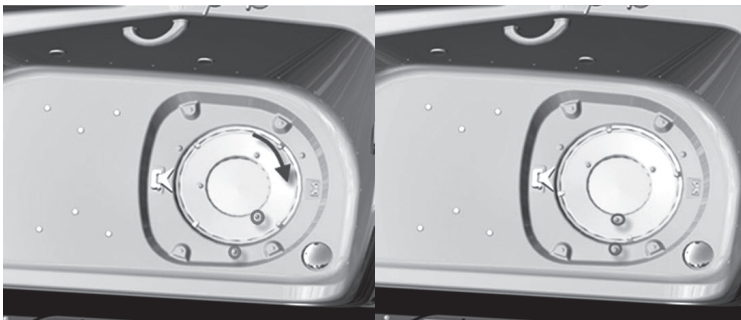


- 4.4.6. Carefully place it in its notch. If it does not enter fully, do not try to force it. Try turning it slightly to the left or right.

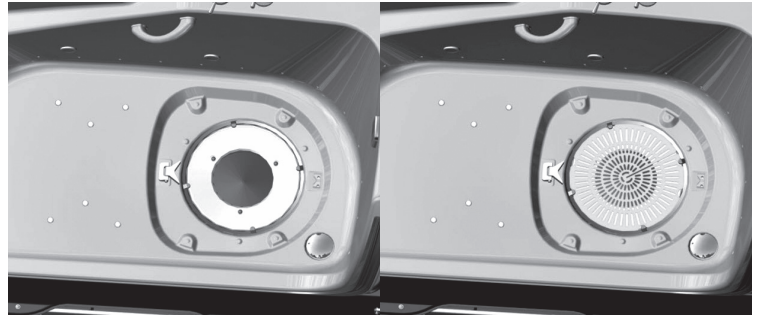


- 4.4.7 Once it is in place, for a bathtub installation on the right, turn the drain clockwise to align the attachment bolts with the marks in the bathtub.

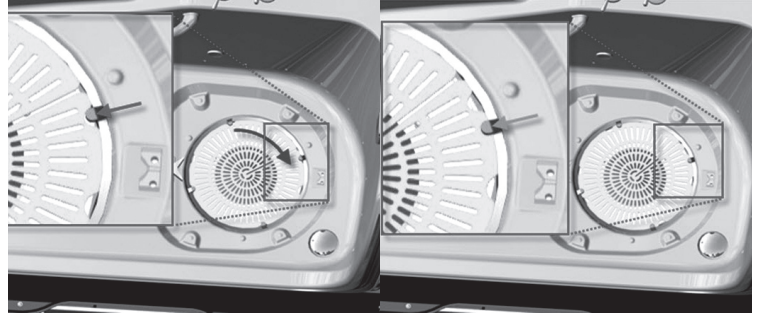
For a bathtub installation on the left, turn the drain counterclockwise to align the attachment bolts with the marks in the bathtub.



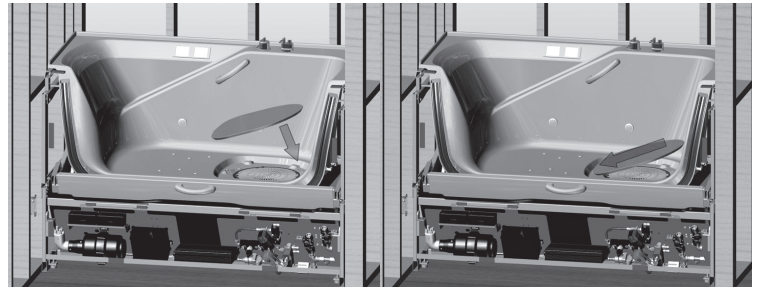
- 4.4.8. Tighten the three attachment bolts evenly. Do not overtighten  
4.4.9. Place the hair filter on the drain by aligning the four tabs with the four slots of the hair filter.



- 4.4.10. Lift the four attachment tabs and rotate to lock it in place.



- 4.4.11 Insert the drain cover into its recess, with the holding mechanism pointing downwards and the round surface facing the bathtub fill spout.

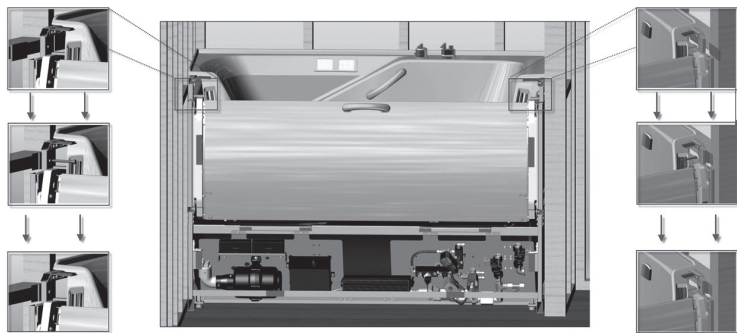


- 4.4.12. Using cedar shim shingles, fill the space between the wall jamb and the upper bath structure.



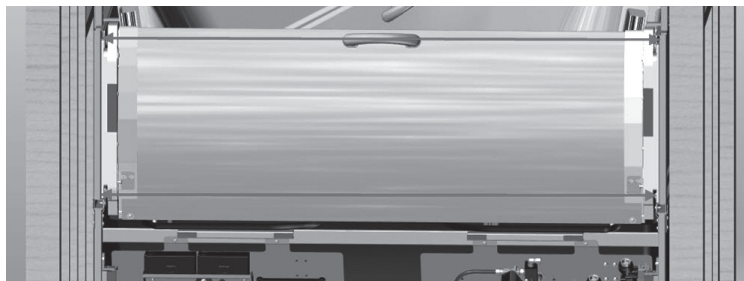
- 4.4.13. Secure the structure using the hexagonal 3" bolt included in the hardware box. Fasten it securely but do not overtighten (overtightening could prevent the door from opening and closing properly causing premature wear and tear of the mechanism; a loose fitting could damage your wall when sealant is applied).

4.4.14. Repeat the last two steps on the other side.



4.4.15. Compare the top frame measurement with the bottom space. They must be identical. If this is not the case, repeat the last two steps.

4.4.16. Slide the door up and down repeatedly to check that it moves easily and smoothly. If there is any resistance, loosen the bolts slightly. If necessary, examine the gap filled with the cedar shims.



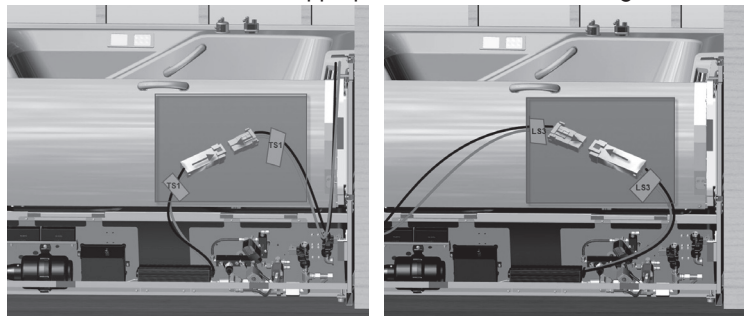
4.4.17. Connect the wire labelled Keypad 1 on the keypad with the wires labelled accordingly on the flow regulator.

4.4.18. If it is equipped with a second keypad, connect the wire labelled Keypad 2 on the secondary keypad to the wire with the appropriate label on the flow regulator. Attach the secondary keypad in the desired location.

4.4.19. Connect the wire labelled Display on the display unit with the wires labelled accordingly on the flow regulator.

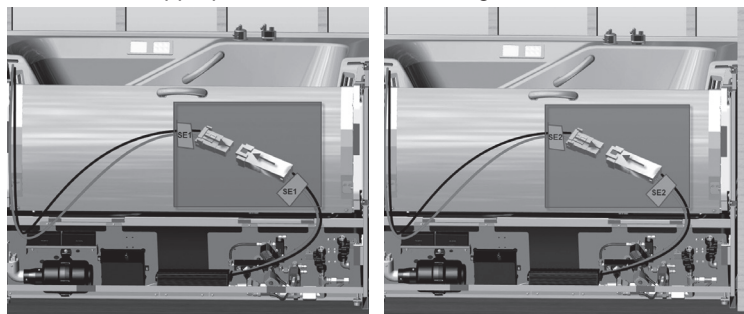
4.4.20. Connect the wire labelled TS1 of the water detector in the bathtub with the appropriate label to the flow regulator.

4.4.21. Connect the wire labelled LS3 of the water detector in the bathtub with the appropriate label to the flow regulator.

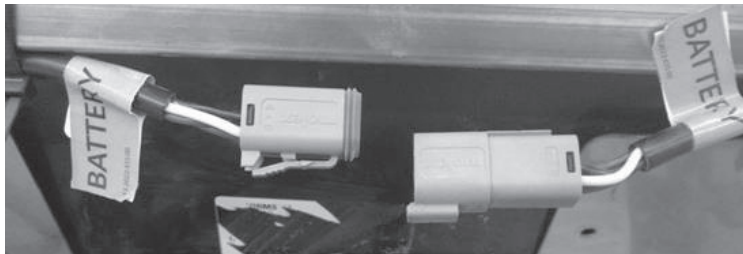


4.4.22. Connect the wire labelled SE1 of the door position detector with the appropriate label to the flow regulator.

4.4.23. Connect the wire labelled SE2 of the door lock detector with the appropriate label to the flow regulator.



4.4.24. Connect the leads marked BATTERY together.



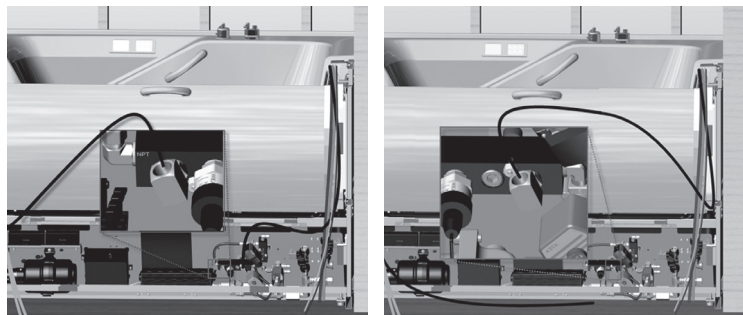
4.4.25. If it is equipped with a Rayola system, connect the wire labelled CW from the heated backrest to the wire with the appropriate label on the heated backrest control box.

4.4.26. If it is equipped with a Rayola system, connect the wire labelled TS2 from the heating temperature detector to the wire with the appropriate label on the flow regulator.

4.4.27. If it is equipped with Chromo+, connect the wire labelled Lights from the system's light-power supply to the wire with the appropriate label on the flow regulator.

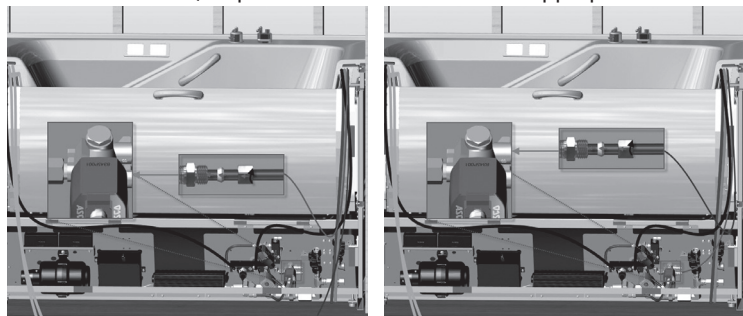
4.4.28. Connect the J1 right hose feed of the door seal to the valve with the appropriate label.

4.4.29. Connect the J2 left hose feed of the door seal to the valve with the appropriate label.

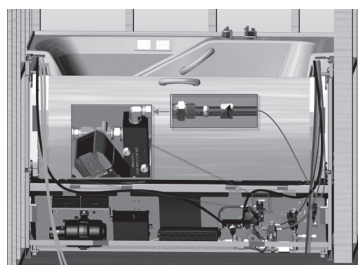


4.4.30. Connect the SV01A hose, which controls cylinder closure of the drain, to port A of the valve with the appropriate label.

4.4.31. Connect the SV01B hose, which controls cylinder opening of the drain, to port B of the valve with the appropriate label.



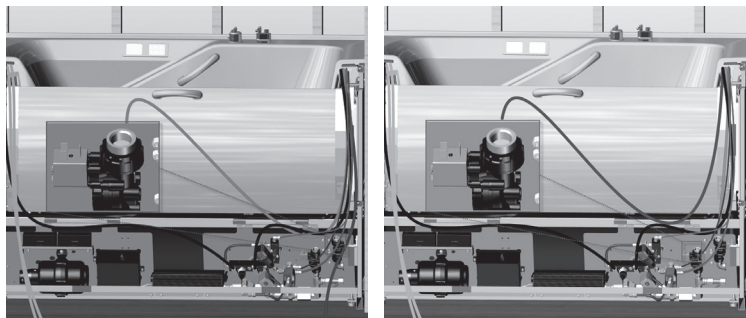
4.4.32. Connect the SV02.02 hose of the purge circuit to the valve outlet connector with the appropriate label.



4.4.33. Connect the SV03.02 hose of the faucet hot water supply to the valve with the appropriate label.

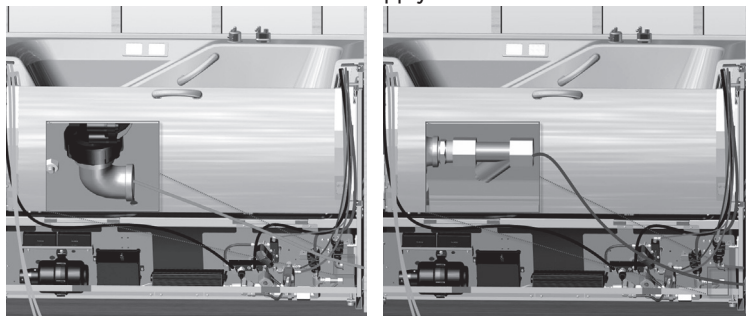
4.4.34. Connect the SV03.01 hose of the faucet cold water supply to the valve with the appropriate label.



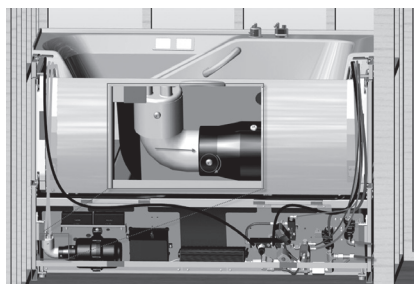


4.4.35. Connect the hot water supply to the valve marked SV03.02.

4.4.36. Connect the cold water supply to inlet marked SV03.01.



4.4.37. If it is equipped with an air massage system, attach the air duct to the air system. Remove the self-tapping screw at the tip of the air system. Insert the elbow into the air system and reinstall the screw.



4.5. Point the showerhead pipe in the direction of the drain to prevent water spillage. It is possible that the faucet was opened during installation.

4.5.1. Close the door upwards.

4.5.2. Open the water supply.

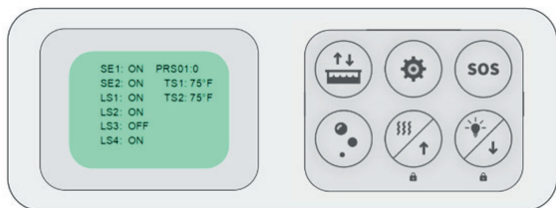
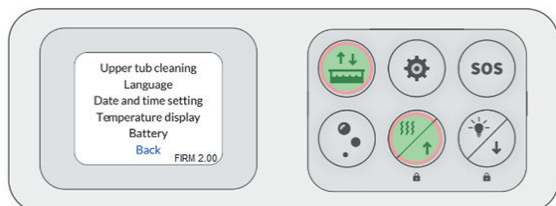
4.5.3. Check for leaks.

4.5.4. Turn on the bathtub power.

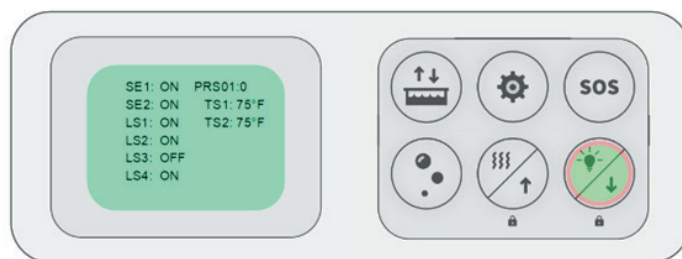
4.5.5. Switch the power supply for the bathtub on at the circuit breaker.

4.5.6. Start up the bathtub interface by pressing any button on the keypad.

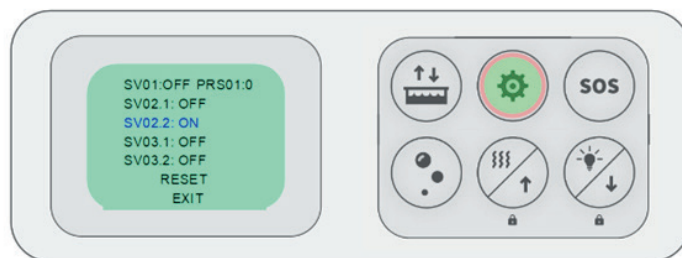
4.5.6.1 Hold down the «Filling/Emptying» and «Up Arrow» buttons for 10 seconds to activate the service menu



4.5.6.2 Switch to the screen that displays the valves

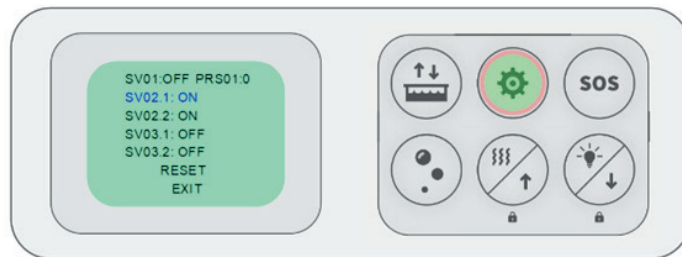


4.5.6.3 Activate SV02.02



4.5.6.4 Wait 2-3 seconds

4.5.6.5 Activate SV02.01



4.5.6.6 Loosen the locking nut of the water pressure regulator

4.5.6.7 Increase, by tightening or decrease by loosening the regulator handle, the operating pressure is 26 psi.

4.5.6.8 Switch off SV02.02 for one second

4.5.6.9 Reactivate SV2.02

4.5.6.10 Check the pressure

4.5.6.11 If necessary, readjust the pressure at the regulator by tightening it to increase or loosening it to decrease

4.5.6.12 Always create a pressure loss to allow the pressure to stabilize by performing the following two steps again:

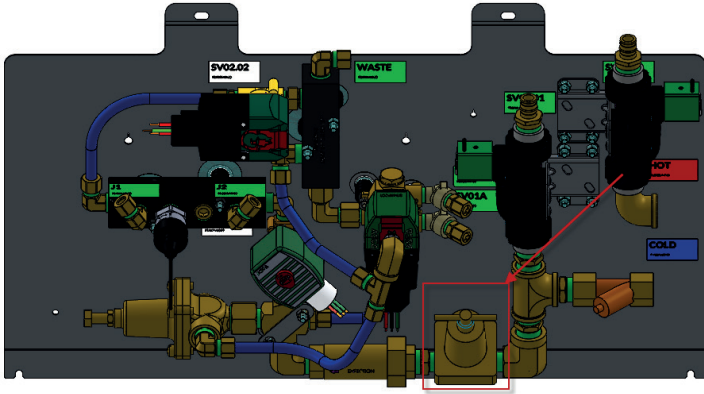
4.5.6.13 Switch off SV02.02 for one second


4.5.6.14 Reactivate SV02.02

4.5.6.15 When the pressure of 26 psi is reached

4.5.6.16 Tighten the locking nut of the regulator

4.5.6.17 Deactivate SV02.1 and SV02.1 and close the menu by selecting Exit



4.5.7. Press the Fill/Drain button  to seal the bath. The door will first seal and the quick drain plug will close.

4.5.8. Close the manual drain plug by pressing it down.

4.5.9. Turn on the water supply at the faucet.



4.5.10. The small knob located at the top of the main valve controls the temperature of your thermostatic valve.


4.5.11. The larger knob located at the base of the main valve controls the water pressure going to the fill spout.



4.5.12. The knob at the base of the showerhead holder controls the water pressure going to the fill spout.

4.5.13. Fill the bathtub up to overflow level to check that everything is working properly and to start initial calibration.

4.5.14. While the bathtub is filling, you can use this time to check that there are no leaks from the connections that were performed previously, between the upper and lower sections, or at the valve panel.

4.5.15. To drain the tub, press the Fill/Drain button  again. The bath water will be quickly discharged to the lower section basin. It takes 4–8 minutes to drain completely depending on the performance of your drain.

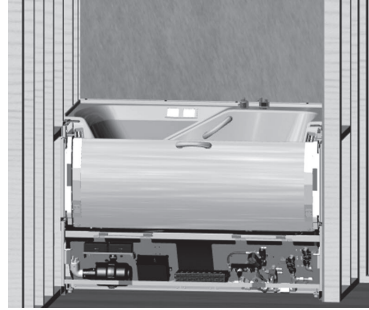
#### 4.6. Installation of wall covering

**WARNING:** Never screw or nail the tiling flange. The flange is not used to secure the bathtub in place. Doing so may damage the product and void the warranty.

\*\*\*For all subsequent steps, take care to protect the bathtub, as tools or materials are frequently dropped during installation resulting in irreparable damage to the bathtub, which will void the warranty.\*\*\*

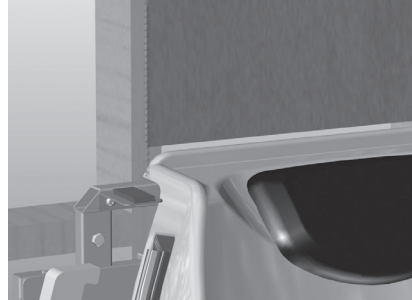
4.6.1. Install a fibrous cement panel on the back wall.

N.B. The panel must not rest on the flange, which could cause it to rub or damage the bathtub or your wall covering. Keep a minimum space of 1/8 inch (3.2 mm) between the panel and the bathtub. For end walls do not install the ceramic further than the drip guard.



4.6.2. Continue installation on the two walls at either end. Refer to the suggested actions for the lower section.

4.6.3. Insert a silicone seal between the fibrous cement panel and the tiling flange.



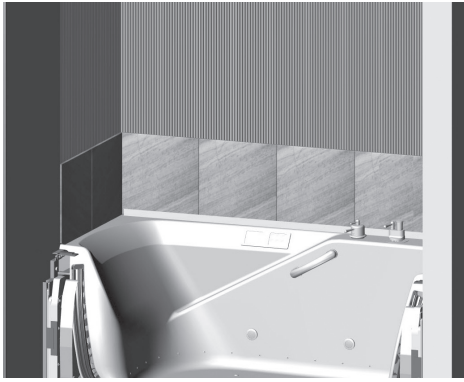
4.6.4. Use a sealing membrane at junctions and screw holes (or the entire wall surface, depending on the product used).

4.6.5. Finish installing plasterboard in the room.

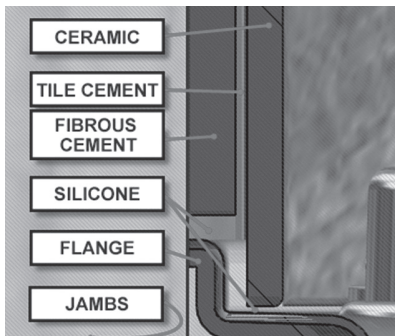




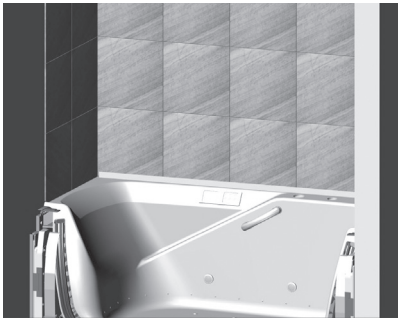
- 4.6.6. Install the ceramic starting from the bottom up. Do not press the ceramic on the bathtub. Cover the flange and leave spacing of at least 1/8 inch (3.2 mm) between the tile and the top of the bathtub.



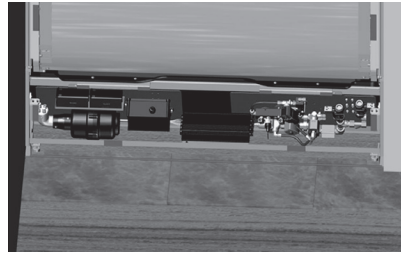
- 4.6.7. A thin strip of ceramic is the minimum requirement on either side down to the floor. Allow a space of 1/4 inch (6 mm) between it and the bathtub structure. N.B. The space will be masked by the front finish.



- 4.6.8. Finish laying the ceramic at the top of the wall.  
4.6.9. If you intend to apply a finishing coat, paint, or wallpaper to the walls which may come into contact with the bathtub panel, proceed with this step now.



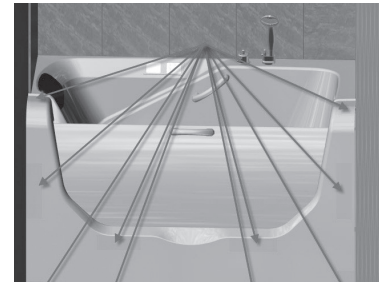
- 4.7. Installation of floor covering  
4.7.1. Install the ceramic so that the feet are clear, but still cover the centre section exposed by the toe kick of the front panel. Ensure that there is a clearance of at least 4 inches (10 cm) from the front of the structure.  
4.7.2. Finish installing your floor covering.



- 4.8. Installation of front panel  
4.8.1. Retrieve the front panel from the box labelled Step 3.  
4.8.2. Insert the bathtub panel by placing the top of the panel on the top of the bathtub front.



- 4.8.3. Center the panel, making sure that the space on either side is equal.  
4.8.4. Press firmly on the following areas to secure the panel.



- 4.8.5. Measure on each side of the panel 1" 7/8 (46mm) from the wall. Use residue free masking tape to make a line from top to bottom.  
4.8.6. Clean the panel area between the masking tape and the wall using an alcohol-soaked pad.  
4.8.7. Unroll the finishing border following the line of the tape and stick it onto the panel using double-sided tape.  
4.8.8. Remove the two strips of masking tape.



- 4.9. Install the showerhead onto the tube located in the showerhead holder.  
4.9.1. Attach a sticky pad to the center of the backrest.

## 5. 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>The flow regulator has detected reduced drain performance. Refer to the section on disassembling the drain (page 9 of the Owner's Manual) 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 base 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 screwed properly into the structure.</li> <li>Ensure that the upper structure is attached properly to the lower structure.</li> </ul>
The protective plastic film is difficult 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 trapped inside 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 trapped inside 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>

PROBLEM	SOLUTION
<p>The air heater does not seem to work.</p> <p><b>Note:</b> 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>
<p>The air coming from the jets seems cold; there seems to be a temperature difference.</p>	<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 bathtub.</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>
<p>The keypad display shows the "Replace batteries" icon.</p>	<ul style="list-style-type: none"> <li>• Refer to page 10 of the owner's manual for replacing your two batteries.</li> </ul>
<p>The drain does not close.</p>	<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 in Section 6 to determine the cause and the corresponding solution.</li> </ul>

## 6. Error codes

### 6.1. 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.

### 6.2. 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.

### 6.3. 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 to use the bathtub again.

\*\*\*If this code is displayed, contact Assisto's after-sales service (see the Contact Information section on page 15 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.OX valves are malfunctioning (automatic drainage after 40 seconds).  
**Code 308:** The PRS01 sensor or SV02.OX valves are malfunctioning, there is a hole in the seal, or a filter is clogged.

## 7 Contact

### NEED HELP?

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

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

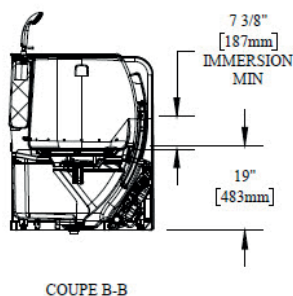
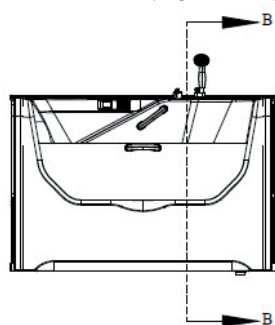
#### ASSISTO

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

Telephone 1-844-4NO-STEP | 1-844-466-7837

## 8. 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 aim 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 15 to speak to a customer service representative.



## 9. Technical Drawing

### ASSISTO 3260D

