



INSTALLATION, OPERATING & MAINTENANCE INSTRUCTIONS FOR PREMIERE SERIES WHIRLPOOLS

SAVE THIS MANUAL - LEAVE WITH WHIRLPOOL OWNER FOR FUTURE USE

Date Purchased _____	Purchased From _____
Installed by _____	Model Name and Number _____

READ THESE INSTRUCTIONS COMPLETELY BEFORE INSTALLING THE PRODUCT. IF YOU HAVE ANY QUESTIONS CALL 1-800-423-5537.

YOU MUST FOLLOW ALL INSTRUCTIONS IN THIS MANUAL. FAILURE TO FOLLOW AND COMPLY WITH ALL INSTRUCTIONS WILL RESULT IN YOUR ASSUMPTION OF LIABILITY AND CAN RESULT IN PRODUCT DAMAGE, PROPERTY DAMAGE AND/OR PERSONAL INJURY.

THIS PRODUCT COMPLIES WITH MANY NATIONALLY RECOGNIZED STANDARDS SUCH AS ANSI Z124.1- 9, ASME A112, IAPMO AND UL 1795. YOU ARE RESPONSIBLE FOR ANY LOCAL CODES THAT MAY APPLY.

THIS PRODUCT IS DESIGNED TO BE INSTALLED BY A LICENSED TRADESMEN. LICENSED PLUMBERS AND ELECTRICIANS SHOULD BE EMPLOYED TO ENSURE PROPER INSTALLATION. INSTALLERS ASSUME ALL LIABILITY FOR THE CORRECT INSTALLATION PROCEDURES.

ONLY ACCESSORIES AUTHORIZED BY THE MANUFACTURER SHOULD BE USED WITH THIS PRODUCT.

THIS PRODUCT IS DESIGNED FOR RESIDENTIAL USE AND USE BY HEALTHY INDIVIDUALS. WARNING: TO REDUCE THE RISK OF INJURY, DO NOT PERMIT CHILDREN TO USE THIS PRODUCT UNLESS THEY ARE CLOSELY SUPERVISED AT ALL TIMES.

IMPORTANT SAFETY INSTRUCTIONS:

WARNING! WHEN USING THIS PRODUCT, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED. READ AND FOLLOW ALL INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS

WARNING: RISK OF ACCIDENTAL INJURY OR DROWNING; CHILDREN SHOULD NOT USE HYDRO-MASSAGE BATHTUB WITHOUT ADULT SUPERVISION.

WARNING: RISK OF ACCIDENTAL INJURY OR DROWNING; DO NOT USE HYDROMASSAGE BATH-TUB UNLESS ALL SUCTION GUARDS ARE INSTALLED TO PREVENT BODY AND HAIR ENTRAPMENT.

WARNING: TO AVOID INJURY, EXERCISE CARE WHEN ENTERING OR EXITING THE HYDROMAS-SAGE BATHTUB.

WARNING: RISK OF ACCIDENTAL INJURY OR DROWNING; DO NOT USE DRUGS OR ALCOHOL BEFORE OR DURING THE USE OF A HYDROMASSAGE BATHTUB EQUIPPED WITH HEATER TO AVOID UNCONSCIOUSNESS AND POSSIBLE DROWNING.

WARNING: RISK OF FETAL INJURY; PREGNANT OR POSSIBLY PREGNANT WOMEN SHOULD CON-SULT A PHYSICIAN BEFORE USING A HYDROMASSAGE BATHTUB EQUIPPED WITH HEATER.

WARNING: RISK OF HYPERTHERMIA AND POSSIBLE DROWNING; DO NOT USE A HYDROMAS-SAGE BATHTUB EQUIPPED WITH HEATER IMMEDIATELY FOLLOWING STRENUOUS EXERCISE.

WARNING: RISK OF ELECTRIC SHOCK; DO NOT PERMIT ELECTRIC APPLIANCES (SUCH AS A HAIR DRYER, LAMP, TELEPHONE, RADIO, OR TELEVISION) WITHIN 1.5 M (5 FT) OF THIS HYDROMAS-SAGE BATHTUB.

CAUTION: TEST THE GROUND FAULT CIRCUIT INTERRUPTER PROTECTING THIS APPLIANCE PE-RIODICALLY IN ACCORDANCE WITH THE MANUFACTURER'S INSTRUCTIONS.

WARNING: RISK OF HYPERTHERMIA AND POSSIBLE DROWNING; WATER TEMPERATURE IN EXCESS OF 38°C (100°F) MAY BE INJURIOUS TO YOUR HEALTH. CHECK AND ADJUST WATER TEM-PERATURE BEFORE USE.

WARNING: RISK OF HYPERTHERMIA; PEOPLE USING MEDICATIONS AND/OR HAVING AN AD-VERSE MEDICAL HISTORY SHOULD CONSULT A PHYSICIAN BEFORE USING A HYDROMASSAGE BATHTUB EQUIPPED WITH HEATER. PROLONGED IMMERSION IN WATER HOTTER THAN NORMAL BODY TEMPERATURE MAY INDUCE HYPERTHERMIA. TEST THE WATER TEMPERATURE AND AD-JUST THE TEMPERATURE-REGULATING CONTROL TO REACH A WATER TEMPERATUR IN THE TUB NO HIGHER THAN 38°C (100°F) AND NECESSARY PRECAUTIONS MUST BE FOLLOWED IN ADJUST-ING THE THERMOSTAT. **WARNING:** THE USE OF ALCOHOL OR DRUGS CAN GREATLY INCREASE THE RISK OF FATAL HYPERTHERMIA IN HOT TUBS AND SPAS. THE CAUSES, SYMPTOMS, AND EFFECTS OF HYPERTHERMIA MAY BE DESCRIBED AS FOLLOWS. HYPERTHERMIA OCCURS WHEN THE INTERNAL TEMPERATURE OF THE BODY REACHES A LEVEL SEVERAL DEGREES ABOVE THE NORMAL BODY TEMPERATURE OF 98.6°F (37°C). THE SYMPTOMS OF HYPERTHERMIA INCLUDE DROWSINESS, LETHARGY, AND AN INCREASE IN THE INTERNAL TEMPERATURE OF THE BODY. THE EFFECTS OF HYPERTHERMIA INCLUDE:

- 1) UNAWARENESS OF IMPENDING HAZARD;
- 2) FAILURE TO PERCEIVE HEAT;
- 3) FAILURE TO RECOGNIZE THE NEED TO EXIT HYDROMASSAGE BATHTUB;
- 4) PHYSICAL INABILITY TO EXIT HYDROMASSAGE BATHTUB;
- 5) FETAL DAMAGE IN PREGNANT WOMEN; AND
- 6) UNCONSCIOUSNESS AND DANGER OF DROWNING.

PRECAUTIONS

- Use this unit only for its intended purpose as described in this manual. Do not use attachments that are not recommend-ed by the manufacturer.
- Never drop or insert any objects into any openings.
- The unit must be connected 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 is ground current flowing, indicating the possibility of an electrical shock. Do not use this unit. Disconnect the unit and have the problem corrected by a qualified service representative before using.
- Traction enhanced, textured tub bottom must remain clean to minimize slippage.
- **DANGER: RISK OF ELECTRICAL SHOCK.** All pumps and heaters must be connected to a ground fault circuit interrupter (GFCI) protected outlets. Standard Line Total Massage units can be operated on a single service. In line heater must always be connected to a dedicated service.
- DO NOT use liquid soap or bubble bath in whirlpool tub during operation since excessive foam may result.

- NEVER consume alcoholic beverages or drugs before or during the whirlpool tub use.
- ALWAYS fill the tub to at least 3" above the highest jet prior to activating the whirlpool system.
- The whirlpool tub is not designed to hold water continuously like pools or spas.
- It is recommended not to use the whirlpool bath immediately after eating, particularly large meals.
- It is advisable to keep a glass of cold water or non-alcoholic beverage near the whirlpool bath.
- The maximum recommended water temperature is 104° (40° C) for adults in good health.
- Prolonged use of the whirlpool bath is not recommended. The average recommended whirlpool bathing time **SHOULD NOT** exceed 30 minutes.
- Women who are pregnant, elderly or persons who have heart disease, diabetes or high or low blood pressure should consult a physician before using the whirlpool bath.
- Be sure to allow for a safe entry and exit of your whirlpool bath in order to prevent falls and avoid serious injury.

Unpacking the Unit

1. Inspect the carton.
2. If you notice carton damage, take a picture if possible and contact the deliverer.
3. Immediately inspect the unit for damage even if there is no visible carton damage. Once the unit is installed and there is surface damage visible, we will assume it was caused by the installer if you do not report it immediately. Installers are responsible for damage that occurs once the unit is placed in its assigned location.
4. Inspect the plumbing for any loose fittings.
5. Never lift, pull or bump whirlpool piping.
5. On whirlpool units the unions on the suction and discharge sides of the pump have been marked to indicate the alignment that was present at the factory water test. If these are not aligned, retighten and test for water tightness.
6. Remove all packaging material except for the protective plastic. It was placed on the tub at the factory to eliminate abrasions from handling. The protective plastic should only be removed at the final clean up.

Testing the Bath

Failure to perform these tests immediately after the tub is installed will make the installer liable for future repair costs.

Installation is not complete until the bath has been water tested. All baths are operationally tested at the factory and certified to be free of leaks. Transportation and handling may result in leaks developing. It is important and necessary to test the bath while there is access to all sides of the bath. If power is not available, then a hose should be used to fill the tub with water and a static test inspection performed.

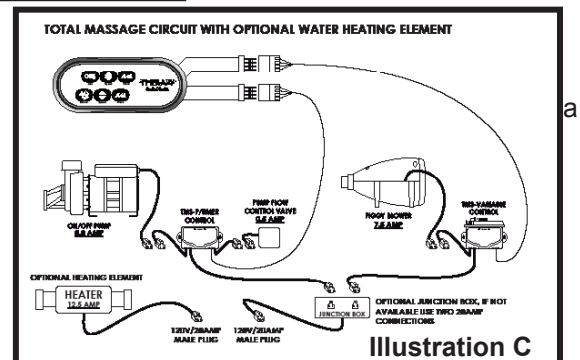
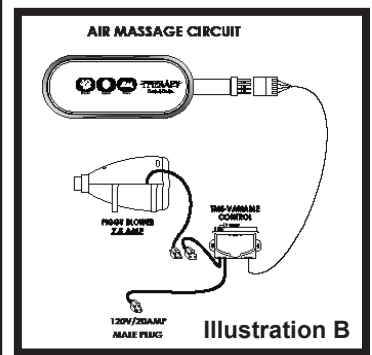
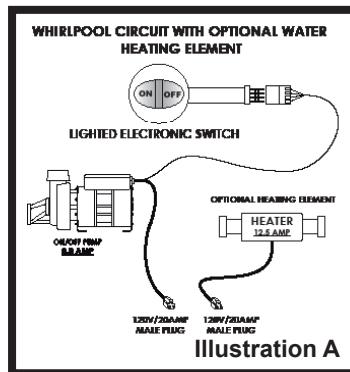
The unit should be both static and operationally tested. To test:

1. Seal the drain and fill the tub to a normal level.
2. Allow the tub to stand for 5 minutes and then inspect all plumbing for leaks.
3. After performing steps 1 and 2, operate each pump and inspect for leaks. Again inspect the unions around the pump. After tightening, if leaks persist from the unions, loosen the unions and check to be sure that the O-ring is seated properly.

Electrical Requirements

1. ALL CONNECTIONS MUST BE GFCI (Ground Fault Circuit Interrupter) PROTECTED
2. Whirlpool, Air Baths, and Total Massage units require dedicated 20 amp, 120 volt service.
3. You must provide a receptacle with a 20 amp configuration.
4. See local codes for proper wire size. If not specified, use #12 copper only wire.
5. If you use an optional heater, then it will require its own dedicated 20 amp service.
6. Total Massage units require only one 20 amp service. However if heater is used then a second 20 amp service is required.

IN LINE HEATERS ALWAYS REQUIRE THEIR OWN DEDICATED 20 AMP, 120 VOLT, GFCI PROTECTED CIRCUIT.



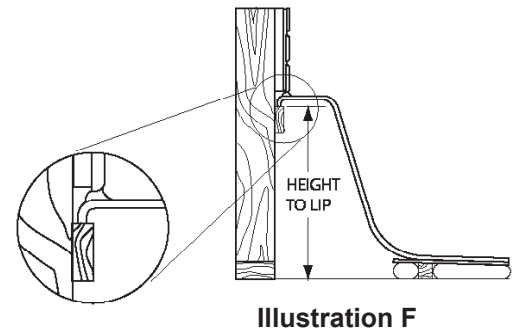
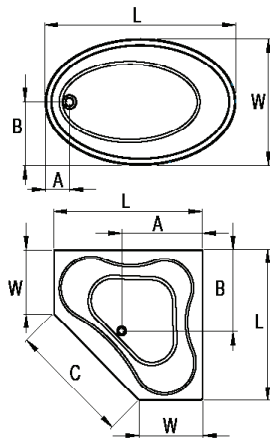
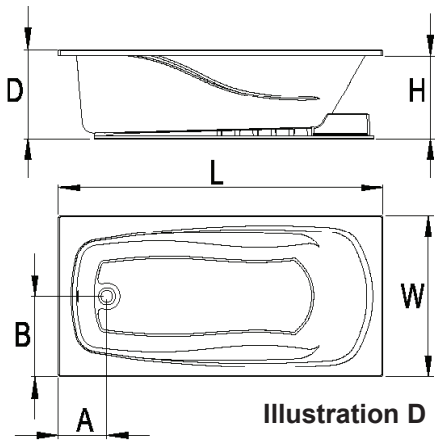
Installation Procedures

Installation must comply with local and national codes.

INSTALLATION PLANNING AND PREPARATION

- NEVER LIFT THE TUB BY THE PLUMBING.** Doing so can result in leaks.
- Check if the floor is level and of good quality. An uneven floor may impede proper installation of the product. The floor structure must be capable of supporting at least 100 pounds per square foot.
 - Clean the area of any debris or trash.
 - Use a 5 or 6 foot level and determine if the floor is level. If it is not, calculate how much mortar you have to use to level the tub.
 - Ensure that you place the drain rough at the proper location.
 - Check if the installer placed the proper electrical service near the pump location. See electrical requirements for specifications.
- If this is a deck installation, measure from the floor to the bottom of the rim to ensure that the tub is not suspended by its rim. **You should always have the entire tub floor fully supported. *Heights shown below will vary depending on the amount of setting compound and/or mortar used.**

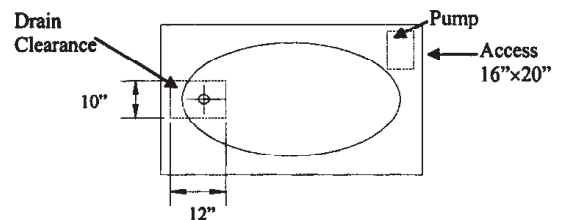
MODEL	LENGTH	WIDTH	OVERALL HEIGHT*	HEIGHT TO LIP*	"A"	"B"
Cypress 015-0005	60"	32"	20"	18 1/2"	10 1/4"	16"
Madison 015-0015	60"	32"	20"	18 1/2"	10 1/4"	16"
Patriot 015-0105, 015-0109	60"	32"	19 3/4"	18 3/4"	9 1/2"	16"
Canterbury 015-0025	60"	36"	19 3/8"	17 7/8"	10 1/4"	18"
Emblem 015-0074, 015-0075	72"	36"	19"	17 1/2"	10 1/2"	18"
Preston 015-3704, 015-3705	69"	38"	23"	22"	9 1/8"	34 1/2"
Sheridan 015-0035	58"	38"	20 1/2"	19"	7 3/8"	19"
Genesis 015-5404, 015-5405	71 1/2"	42"	22"	20"	10"	35 3/4"
Laguna 015-0045	60"	42"	20"	18 1/2"	9 3/8"	21"
Venice 015-2504, 015-2505	72"	42"	23"	21 1/2"	10 3/4"	36"
Triangle 015-0065	60"	60"	21"	19 1/2"	35 1/2"	35 1/2"
Casanova 015-4804, 015-4805	60"	60"	21"	19 1/2"	36"	36"



WARNING: When installing Whirlpools, Air, or Total Massage Baths, observe basic precautions, including the following:

- DANGER: RISK OF ELECTRICAL SHOCK!** Connect only to a separate circuit protected by a ground fault circuit interrupter (GFCI)
- Installation must provide access for servicing pump/motor.

- Install tub waste/ overflow fitting according to manufacturer's instructions provided.



2. Construct support framing (see **WARNING** next to diagram below) for the tub, allowing for a **16" X 20"** access opening for servicing the pump/motor on whirlpool models.

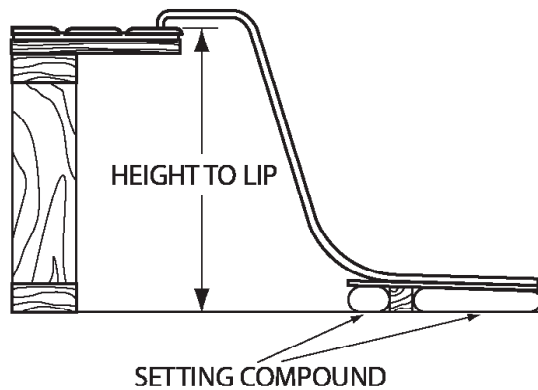
3. **DECK / PENINSULAR INSTALLATION** - Deck surface can be any width. Allow for the thickness of the wall board and tile or other surface material between the deck (see "Height to Lip" illustration D & F above) and underside of the tub lip.

4. **ALCOVE / CORNER INSTALLATION** - Wooden 1" X 4" support stringers **must be attached** to surrounding walls at the recommended height. If you use a skirt, refer to the specific skirt installation instructions provided with that product.

NOTE: Alcove and corner installations may require the use of a Tile Flange Kit (Part# 494-0060) to prevent water from penetrating the wall board. After the framing is complete, set the product in place to check the fit and make certain that it can be properly leveled. (**Caution:** if the tub is not level - use the deck surface for checking the level - water will not drain properly.)

WARNING: Never support the tub by its deck-lip or stringers, as this could result in product failure and will void the Warranty. Level and fill the tub with water and test it for proper operation and drainage or possible water leaks due to transit-handling damage. Remove the tub from its framing.

5. The tub **MUST** be supported from the tub bottom and not the tub lip. The lip should only rest on the finished deck surface or support stringers. The tub bottom must be supported by a setting compound (fast cure materials are not



WARNING:

Framing may need to be adjusted after setting the unit in leveling compound. The height to lip and overall height will be increased depending on the amount of setting compound used.

recommended due to excessive shrinkage). Tubs with a pre-leveled base (wood or Co-Ex) must also be supported by setting compound, although tubs with a Co-Ex base require less setting material. A sheet of plastic film, both under and on the top of compound is recommended as a barrier. The tub should be set in place (do not handle the whirlpool by the piping) while the compound is still soft and the compound will conform to the tub bottom. The tub should be worked down into the compound so the lip of the tub just barely makes contact with the finished deck surface or support stringers. It may be necessary to partially fill the tub with water to aid in properly setting the tub.

6. Verify that the product is level by checking the tub deck surface.

7. Place the fill spout and supply lines at your desired location. If you are installing the spout and supply lines on the deck of the tub, mark the location first and drill pilot holes from the acrylic side (top) of the product. Use a properly sized hole saw, and drill the spout and supply line holes from the acrylic side of product.

8. Connect the water supply lines and the waste overflow.

9. Plug the pump cord into specified dedicated 120V/20A GFCI outlet to supply electrical power to the system. The cord and the plug are shipped with your system.

10. After plumbing and electrical connections have been made the tub should be cleaned of dirt and debris. Follow "Cleaning and Maintenance" instructions in this manual.

11. In finish-out of Corner/Alcove installation, be certain to allow for an expansion gap between wall board and tub deck as well as between tile or other water material and tub deck.

Installing an Oval Tub with Template

Our oval tubs have a template printed on the carton box. The template is one inch smaller all around than the actual rim of the tub. This provides the tub rim with sufficient margin for an overlap with the platform.

1. Cut out the template with scissors or another suitable tool.

2. Place the template on to the desired location of your tub platform and use it to trace the shape with a pencil or marker.

3. Cut a hole in the platform according to the tracing.

4. Place the tub carefully in the cut out hole of the platform. Take special care that you do not to drop the tub in the platform cutout, because the tub might break and the ensuing warranty limitations would become effective.

5. Read and follow installation procedures above.

Installing an In Line Heater

IN LINE HEATERS ALWAYS REQUIRE THEIR OWN DEDICATED 20 AMP, 120 VOLT, GFCI PROTECTED CIRCUIT.

1. To install an in line heater, simply saw or cut out the center portion of the red heater blank at the breaking lines. The threaded pieces should remain on both sides of the pipe section.
2. Insert the in line heater and tighten the unions of the in line heater to the remaining threaded portion of the heater blank.

Cleaning and Maintenance

Pump and pipe circulation system should be flushed before first use and on a monthly basis when product is under normal use. Below are the recommended procedures for cleaning:

- **DO NOT RUN WHIRLPOOL DRY.** Fill the tub with hot water 2-3 inches above the jets and add 2-3 teaspoons of low foaming detergent such as dishwashing machine detergent. Make certain the air controls are turned completely clockwise and are off.
- Switch on whirlpool and run for 10 minutes.
- Drain tub completely.
- Fill tub with cold water above jets.
- Switch on whirlpool and run for 15 minutes.
- Drain tub completely.

DO NOT USE ABRASIVE CLEANERS as they will scratch and dull the surface of the acrylic.

Plaster can be removed using a sharpened wooden stick. **DO NOT USE METAL SCRAPERS, WIRE BRUSHES OR OTHER HARSH ABRASIVE TOOLS.** Usually a mild detergent will remove construction debris. More stubborn debris may be removed with denatured alcohol, or Clorox Soft Scrub® cleaner. Light scratches and dulled areas may be restored to original luster by rubbing with an automotive type cleaning compound such as DuPont White Polishing Compound®.

Air Baths and Total Massage Units are equipped with an Automatic Cleaning and Purge Cycle

Air Baths have a preprogrammed cleaning and purge cycle built in to expel the remaining water in the air channels. It activates within 20 minutes after the bath is drained, blows for about 2 to 3 minutes and then shuts off automatically. There is nothing to be alarmed about if you hear a blowing noise coming from the tub after the tub has been turned off. The noise you hear is the cleaning cycle in operation.

Safety Features

Most models in the Eljer Premiere Series whirlpool line are provided with a suction system that releases the vacuum of the pump when the suction face becomes obstructed. This provides an extra margin of safety. The pump responds instantly when the suction system detects an obstruction and goes into a “standby” mode allowing the obstruction to be safely removed. The pump instantly attains full flow when the obstruction is removed. The suction system is a mechanical device that does not require springs or moving parts, resulting in service-free, durable operation.

Operating Instructions

1. Fill the bath at least to 3 inches above the jets before activating the pump.
2. The pump is activated by an on/off switch. Each depression of the button switches the power either on or off. Do not repeatedly depress the switch in rapid order if you do not see the whirlpool function right away, as it may take a few seconds before you can see it fully operating.
3. If any factory installed fittings are removed **do not** operate the unit. A safety hazard may occur.
4. Do not use bubble bath when you operate the whirlpool pump. This might cause excessive foaming.
5. Bath oils may be used; however their frequent use will require more frequent purging and cleaning of the systems.
6. Both air and whirlpool systems are plumbed in a way that water will drain from the plumbing easily.
7. There are no user serviceable parts located under the tub.

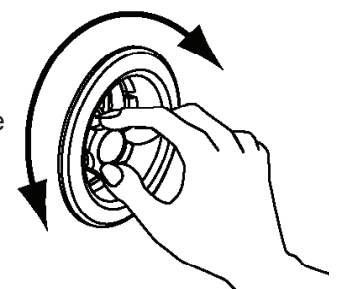
ON-OFF SWITCH

The whirlpool bath pump is activated by a on-off switch. Each depression of the switch will actuate the pump. If off, one depression will turn the pump on. If on, the next depression will turn it off.



JET OPERATION AND ADJUSTMENT

The jets can be easily adjusted by pointing the jet-nozzle in the desired direction. For units with Hydro Jets, the strength of the waterflow and air induction can be regulated through twisting the jet-nozzle. Twisting the nozzle clockwise will decrease the water flow and finally completely turn off the water flow of that particular jet. If the nozzle is twisted counter-clockwise then the water flow will increase up to its maximum flow.

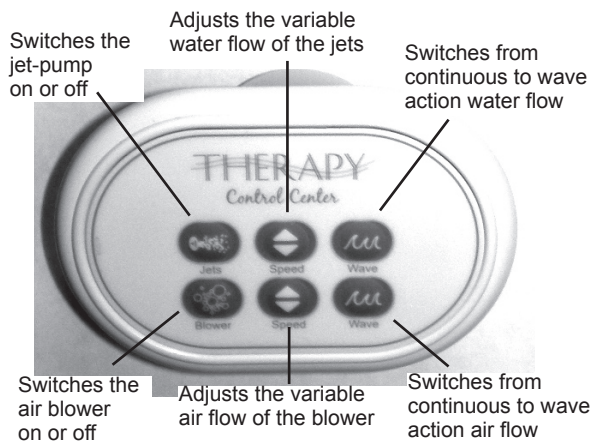


TOTAL MASSAGE AND AIR BATH CONTROL PAD

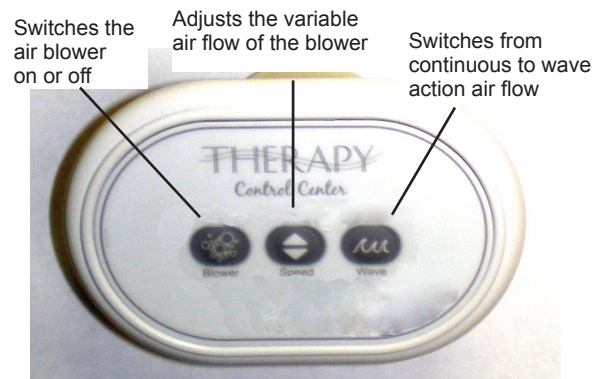
Total Massage units are a combination of a whirlpool and air bath. The Total Massage control pad contains six (6) buttons. The top three controls on the "Therapy Control Center" operate the whirlpool and the bottom three controls operate the air system. The whirlpool and air massages systems may be used at the same time if desired.

The air bath is controlled by a three button control:

1. The first button switches the blower on or off. The other features will not operate unless the blower is turned on.
2. The second button sets the power level of the blower. Holding the button depressed will cycle the blower power from low to high in a continuous cycle. When the desired level is reached, remove your finger quickly from the button to maintain that power setting.
3. The third button is a three step wave action button. Once activated, the air holes expell air in a slow pulsating flow called wave action. There are 3 steps or positions for wave strength.
 - a. Position #1 operates the blower at a steady flow.
 - b. Position #2 operates the blower at a quick wave action.
 - c. Position #3 operates the blower at a slower wave action.



Total Massage Control Pad



Air Bath Control Pad

Whirlpool Troubleshooting

MOTOR WILL NOT START:

1. Check circuit breakers.
2. Check for incorrect or loose wire connections.
3. Make sure the correct power supply is being used.
4. On/Off switch should be in the "On" mode.
5. Make sure that the jets are fully opened and water is flowing.

MOTOR OVERHEATING AND CYCLING ON AND OFF:

1. Check for incorrect or loose wire connections.
2. Check for low voltage supply (frequently caused by undersized wire).
3. Make sure the motor gets a fresh air supply and the vents are kept unclogged.

MOTOR MAKES HUMMING NOISE BUT WON'T START:

1. Open jets
2. Make sure that the motor shaft turns free.
3. Check for jammed impeller or an obstruction on the (volute) casing.
4. Check for low voltage and underrsize wire.

LOW WATER FLOW:

1. Check for clogged plumbing lines.
2. Check for low voltage.

Whirlpool Troubleshooting (continued)

WATER LEAKS:

1. Check compression fittings (union connectors) making sure they are properly aligned and secured. **HAND TIGHTEN ONLY. DO NOT USE ANY TOOLS.**
2. Make sure the O-ring is properly seated and not damaged.
Do not run any pumps or heaters unless the tub is filled with water to a proper level. Damage due to dry running pumps is not covered under warranty.

Repair Procedures

Most minor scratches (up to 1/64" deep) and cigarette burns can be removed by sanding the area with #180 or #240 wet or dry sand paper and progressing down to #600 or #1200 grit. Finally, apply light buffing compound and buff area with a clean stitched cotton buffing pad or equivalent. Use an extra application of fine buffing compound if necessary. For cracks and major surface damage, call (800) 423-5537.

Save These Instructions

This product and its components are ETL listed and IAPMO approved.



LIMITED WHIRLPOOL WARRANTY

ELJER, INC. ("Eljer", "we", "us", "our") warrants to the original consumer/purchaser that the products covered below are free from defects in material and workmanship limited by time, remedy and the disclaimers indicated below. The Eljer, Inc. Limited Warranty will be effective upon receipt by Eljer, Inc., within 30 days of purchase, of a properly completed warranty registration card and a copy of the sales receipt. This warranty is not transferable and shall be effective as long as the unit is owned by the original consumer purchaser under normal residential use.

PRODUCTS

WARRANTY PERIOD

(commences upon date purchased) Premiere Series acrylic whirlpool, shell only Premiere Series acrylic whirlpool, factory installed equipment including, but not limited to, motor/pump, piping, electrical, jets, controls, heater	Lifetime to the original consumer purchaser Two (2) years on all factory installed equipment to the original consumer purchaser
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IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED ALTOGETHER, OR TO THE FULL EXTENT PERMITTED BY LAW.

This limited warranty does not cover:

- (a) damage to the finish of fittings or accessories caused by the use of cleaning solvents/chemicals or improper cleaning methods.
- (b) damage to any products based on or resulting from installation or repair, misuse or abuse (including, but not limited to excessive operating conditions), or alteration or adjustment, whether performed by a contractor, service company or yourself.
- (c) damage resulting from failing to reasonably clean, care for or maintain a product.
- (d) any products we sell that have been moved or removed from their original installation site.
- (e) damage resulting from the use of chloramines, excessive concentrations of chlorine in public water supplies. Eljer, Inc. is not responsible for damage to the unit caused by improper or lack of testing of the public water supply prior to installation.
- (f) damage in shipping, handling or transportation. Inspecting the unit prior to installation to ensure the unit is free of any defect or damage is the responsibility of the installer, and the unit should not be installed if damage or defects are found.
- (g) deterioration through normal wear & tear
- (h) commercial application

If you believe that a product fails to meet the above limited warranty, you must notify us at 1-800-898-4048 (selection #3) prior to expiration of the applicable warranty period set forth above. Notification should include a description of the product, model number and how the product fails to meet the above warranty. Upon receipt of your claim under this limited warranty and evidence of the date of purchase, and after inspection by an authorized Eljer representative, at our option and in our sole discretion, we will either repair or replace the product with an Eljer product of the same or similar type and size; provided, however, that we will not pay any costs (labor or otherwise) associated with either removing a previously installed product, installing a replacement product, or transportation or return of a product. Eljer, Inc. will not be responsible for the cost or repair of tile, marble, or any other construction/installation material removed during installation or repair. If, as determined by Eljer, repair or replacement of the product is not commercially practical or cannot be completed in a timely manner, we will refund the actual purchase price paid for the product upon verification by providing a copy of your invoice, receipt or bill of sale. The total Eljer liability will never exceed the actual purchase price paid for the product. Knowledge of any local code requirements are the responsibility of the dealer and/or the installer and Eljer, Inc. is not responsible for any costs involved to modify the product or installation area to meet such requirements. NOTE: There could be variation in color between catalog images, color chips, and actual plumbing fixtures. These images and color chips should never be used as a basis for color confirmation, as they are provided only as approximate representatives of colors to be used in a general way to establish the color decor desired.

ELJER WILL NOT BE LIABLE FOR ANY OTHER LOSS OR EXPENSE(S) NOT SPECIFICALLY DESCRIBED ABOVE, AND DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.