

# Phoenix

DESIGNED FOR YOU



## Whirlpool & Airpool

INSTALLATION & USER GUIDE

# WHIRLPOOLS AND AIRPOOLS INSTALLATION INSTRUCTIONS

**PLEASE READ THESE INSTRUCTIONS CAREFULLY BEFORE COMMENCING INSTALLATION.**

The proposed installation must allow access to the pump/air blower/inline heater for servicing with apertures/removable front panels large enough to facilitate removal of the component.

## PRODUCT INSPECTION

Before commencing installation, remove all packaging materials and check the bath, pipework and pump for signs of accidental damage.

This bath should be fully inspected for surface or colour variation. A drainage test **MUST** be carried out **PRIOR** to installation to ensure there is no unacceptable excessive standing water during the draining of the bath.

We are unable to accept any claims, either third party or consequential costs, for material defects such as scratches, chips, cracks or any other surface imperfections **AFTER** the product has been installed. Ensure waste is securely fitted and watertight.

**Do not install the bath with the Whirlpool/Airspa controls directly under a showering area.**

### **ELECTRICAL CONNECTION - THIS SHOULD BE CARRIED OUT BY A QUALIFIED ELECTRICIAN**

Supply requirements - 240v, 13amp, live, neutral, earth. Wiring must comply with all regulations for electrical wiring as published by the institute of Electrical Engineers.

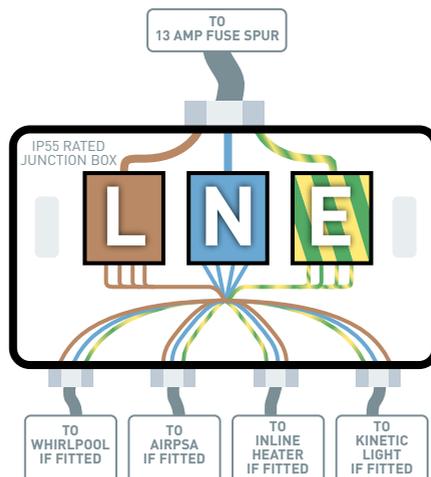
The supply must be via an earth leakage circuit breaker/residual current device (ELCB, RCD, RCCB) rated at 20amp minimum with a 30milliamp trip current. The supply should be installed on a switched fused spur which, together with the RCD, should be fitted outside the room where the bath is installed.

If an inline heater is fitted the electrical rating is 1.5KW.

Each individual pump/blower or optional extra (light & inline heater) all have a separate electrical cable to supply the power. Make sure that all cables are connected via an IP55 rated junction box.

There is no need to remove either the motor terminal block cover, the timer control box cover (if fitted), or the electronic control box cover (if fitted). Doing so without authorisation from Phoenix Whirlpools Ltd will invalidate the warranty.

The supply should be checked to ensure earthing is in existence and is satisfactory.



## TEST PROCEDURE FOR System WHIRLPOOL BATHS

**THIS SHOULD BE CARRIED OUT BEFORE PANELS ARE FITTED AND TILING IS COMMENCED.**

1. Isolate the power supply.
2. Ensure the bath does not contain any debris and that the suction filter is clear.
3. Fill the bath with water to completely cover all the jets.
4. Check the pump, pump connections and pipework for leaks.
5. Switch on the power supply, then press and hold the On/Off button until the pump starts. Whilst the system is running check again for any leaks.
6. With the air control open, by turning anti-clockwise, check that all the jets are working correctly. Closing down the air control, by turning clockwise, should eliminate virtually all the air bubbles from the jets. Check again for leaks with the air control closed. Note: The air/water mix can sometimes vary between jets.

## TEST PROCEDURE FOR System AIRPOOL BATHS

1. Isolate the power supply.
2. Ensure the bath does not contain any debris.
3. Fill the bath with a minimum of 15cm of water.
4. Check there are no leaks from jets or pipework.
5. Switch on the power supply, then press and hold the On/Off button until the blower starts, this will start on full speed. After 5 seconds, press and hold the On/Off button to change the blower to the medium speed setting. After a further 5 seconds press and hold the On/Off button for the slowest setting. Press the On/Off button a fourth time to turn the system off.
6. A System 2 Airpool has a runtime of approximately 20 minutes.
7. Check all pipework and jets again, if everything is OK, resume installation.
8. If after 15 minutes the system starts on its own - this is perfectly normal as it has a built-in hygiene device that clears the water from the pipes - this will stop automatically. Do not interrupt this function. If this process is interrupted then a reset will be required - Isolate/turn off the power supply and restart the test procedure.

## TEST PROCEDURE FOR System COMBINED BATHS

1. Follow the test procedure for System 1 Whirlpool Baths.
2. Follow the test procedure for System 2 Airpool Baths.
3. Note: Please ensure these test procedures are carried out independently.

## FEATURES & OPERATING INSTRUCTIONS



### System 1 - Whirlpool

#### Standard Features:

- A Whirlpool On/Off Switch
- C 2 x Air Flow Controls
- D Directional Whirlpool Jets
- E Back & Foot Jets
- G Safety Suction Filter
- H Dry-Run Pump Protection

#### Optional Extras (Factory Fitted):

- I Inline Heater
- J Colour Kinetic Underwater Light
- K ELCB Protection



### System 2 - Airpool

#### Standard Features:

- B Airpool On/Off Switch
- F Airpool Jets

#### Optional Extras (Factory Fitted):

- J Colour Kinetic Underwater Light
- K ELCB Protection



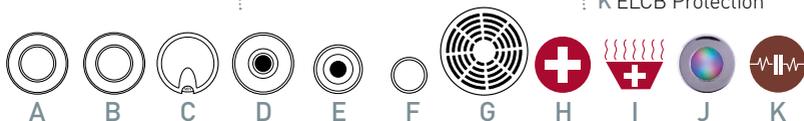
### System 3 - Combined

#### Standard Features:

- A Whirlpool On/Off Switch
- B Airpool On/Off Switch
- C 2 x Air Flow Controls (Whirlpool)
- D Directional Whirlpool Jets
- E Back & Foot Jets
- F Airpool Jets
- G Safety Suction Filter
- H Dry-Run Pump Protection (Whirlpool)

#### Optional Extras (Factory Fitted):

- I Inline Heater
- J Colour Kinetic Underwater Light
- K ELCB Protection



#### A - On/Off Button

Operates the On/Off function of the system. Press and hold until the pump starts.

#### C - 2 x Air Flow Controls

These controls allow the air mixture to the whirlpool jets to be increased and decreased. Simply turn the control until the desired mix of air and water from the jets is achieved. The air/water mix between jets can vary.

#### B - On/Off Button

Operates the On/Off function of the system. Press and hold until the blower starts, this will start on full speed. After 5 seconds, press and hold the On/Off button to change the blower to the medium speed setting. After a further 5 seconds press and hold the On/Off button for the slowest setting. Press the On/Off button a fourth time to turn the system off. A System 2 Airpool has a runtime of approximately 20 minutes.

System 3 is a combination of a System 1 and System 2 installed on the same bath. To operate these systems, simply follow the individual guidelines for the System 1 and 2 as previously described.

**Note:** The Airpool system will start a self-clean cycle approximately 15 minutes after use. Do not interrupt this cycle.



### I - Inline Heater (If fitted)

There are no user controls for the use of the inline heater, it works automatically whenever the whirlpool system is operated. Note: The heater is thermostatically controlled and as such will only keep the water at the given temperature (Within a range of 32-39°C), it will not heat water from cold.



### J - Colour Kinetic Light (If fitted)

On/Off Button

Operates the On/Off function of the light and the colour change options. Once the light is on, press the button to skip to the next colour. Repeat this until you find your desired colour. The end of the colour sequence is red, press again and the auto colour cycle will start. Press to turn off.



### H - Dry Run Pump Protection

There are no user controls for the use of the dry run pump protection, it is an integral part of the pump. Its function is to protect the pump if it is operated accidentally. If air is directed from the Airpool system into the Whirlpool vortex, this may activate the dry run protection and shut down the Whirlpool system. Position body to reduce this risk accordingly.

## GENERAL USE AND MAINTENANCE

- We do not recommend the use of bath salts. Bubble bath should be used very sparingly as the aeration effect of the jets can produce large amounts of foam very quickly. Low foaming bath oils are ideal for whirlpool baths.
- Normal hygiene procedures should be observed with the additional periodic use of a sanitizing agent as it not only sanitizes the system, it also helps prevent the build up of soap and oil deposits which could cause blockage in the jets.
- If the bath is not to be used for any length of time such as holiday periods, it is recommended that the system should be sanitized after the last bath before you leave and again before using the bath on your return.
- The system has been produced to achieve optimum drainage. Drops of water will continue to drain out of the jets and suction for some time after the bath has been emptied, this is quite normal.
- Abrasive cleaners MUST NOT be used on any part of the bath, controls or jets. Clean the bath, controls and jets with warm soap and water and a soft cloth.
- Always isolate the power supply when the system is not in use for long periods of time.
- Under normal operating conditions, no servicing of the system should be required for the life of the product. There are no user serviceable components, if a fault occurs please refer to our Troubleshooting Guide. Attempts to repair or modify any components may cause damage.

# TROUBLESHOOTING GUIDE

In the unlikely occurrence of a problem, please consult the guide below:

**Q: I have nothing to fill my bath with water or no waste fittings.**

**A:** Taps, water faucets and wastes are supplied independently from the Whirlpool and Airpool bath. Please consult your place of purchase.

**Q: My Whirlpool/Airpool system or light will not turn on when the On/Off button is pressed.**

**A:** Make sure that there is sufficient water in the bath covering all of the jets.

- Check that the clear air pipe from the button to the pump/blower is connected and not trapped.
- Check to make sure that when the button is pressed there is a click noise on the pump/blower.
- Each individual pump/blower or optional extra (light & Inline heater) all have a separate electrical cable to supply the power.
- Consult your electrician to make sure that **all cables** are connected via an IP55 rated junction box.
- Consult your electrician to make sure that the power to the junction box is live and supplied via a 13amp fused spur. If all above checks have been carried out and the system is still not working please visit [www.phoenix-uk.co.uk/pages/after-sales](http://www.phoenix-uk.co.uk/pages/after-sales) and complete the online form in full and include any relevant images and we will attempt to assist you with your issue.

**Q: There are signs of a leak under my bath.**

**A:** Check all connections to the bath including taps, wastes and all system pipework to identify where the leak is from. If the leak is from any of the taps or waste please consult your installer who is responsible for the installation of these items. If the leak is from a threaded connection on the pipework then please consult your installer to tighten this and stop the leak. If the leak is from a sealed joint then please visit [www.phoenix-uk.co.uk/pages/after-sales](http://www.phoenix-uk.co.uk/pages/after-sales) and complete the online form in full and include any relevant images and we will attempt to assist you with your issue.

In the event of an engineer site visit, adequate access to the affected area may be required. This could require the bath to be removed prior to the visit. This work is the responsibility of the original installer and not Phoenix.

**Q: My air system is only working sporadically.**

**A:** A reset of the blower is required - Isolate/switch off the main electrical supply at the fused spur for 5 minutes to reset the blower.

**Q: My air controls are not adjusting the Airpool.**

**A:** The air controls only adjust air to the Whirlpool jets. The Airpool is controlled by a 3 speed air blower.

**Q: How do I clean/sanitise the system?**

**A:** Fill the bath with clean water and add 4-5 capfulls of sterilizing fluid. Run the system for 5 minutes then empty. Perform this weekly.

**Q: My problem is not listed above.**

**A:** Please visit [www.phoenix-uk.co.uk/pages/after-sales](http://www.phoenix-uk.co.uk/pages/after-sales) and complete the online form in full and include any relevant images and we will attempt to assist you with your issue.

**Q: I need to order spare parts.**

**A:** Spare parts can also be ordered via our website: [www.phoenix-uk.co.uk/pages/after-sales](http://www.phoenix-uk.co.uk/pages/after-sales)

# REGISTER YOUR GUARANTEE

To guarantee your Phoenix product, please register within **15 days of receipt**.

Visit: [www.phoenix-uk.co.uk/pages/guarantee](http://www.phoenix-uk.co.uk/pages/guarantee) or fill in the form below, remove the page and post back to us at the address below.

Terms and Conditions apply, see [www.phoenix-uk.co.uk/pages/terms-and-conditions](http://www.phoenix-uk.co.uk/pages/terms-and-conditions)

I have read and accept the Terms & Conditions (please tick)

Please provide full details of when and where your Phoenix product was purchased:

Retailer Name: .....

Retailer Address: .....

Retailer Post Code: .....

Delivery Date: ..... Installation Date: .....

**Please include a copy of your Purchase Invoice/Receipt**

Your Name: .....

Your Address: .....

Your Post Code: .....

Property Type: Residential  Commercial  Hotel/Guest House  Other .....

Your Contact Telephone: .....

Your Email Address: .....

## Extend your guarantee:

All Phoenix Whirlpool and Airpool baths carry a standard two year guarantee. You can extend this guarantee by a further 2 years by sending this form and a payment of £100 via cheque to **Phoenix Whirlpools Ltd, Unit 8, Leeds 27 Industrial Estate, Bruntcliffe Avenue, Morley, Leeds LS27 0LL.**

Alternatively register online then telephone us on **0113 201 2260** with your confirmation number and card details. The extended warranty is not applicable in commercial or rental installations.

This guarantee does not affect your statutory rights and is applicable in the UK Mainland and Republic of Ireland (excludes Scottish Highlands and Argyle & Bute) Once you have registered your guarantee you will receive a **unique confirmation number**. Please keep this safe as you will need to quote it in the event of any claim.

Register online at [www.phoenix-uk.co.uk/pages/guarantee](http://www.phoenix-uk.co.uk/pages/guarantee) or remove this page and post the completed form & copy of purchase invoice/receipt to:

Phoenix Whirlpools Ltd, Unit 8, Leeds 27 Industrial Estate,  
Bruntcliffe Avenue, Morley, Leeds, West Yorkshire LS27 0LL

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