

# Installation and Operational Manual

Effective January 5, 2025



## MTI Solutions Collection

Freestanding Tubs — Acrylic CXL®  
DoloMatte®

**Installer:** This booklet must be given to the product owner.  
Please include important information below:

Distributor Name
Model Number
Manufacturer's Date
Serial / Registration Number

# Owner's Manual & Installation Guide

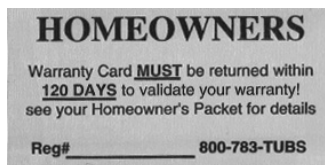
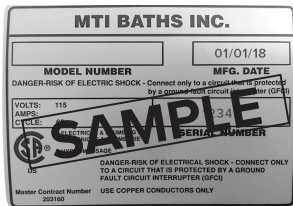
Thank you for purchasing an MTI bath product. You have chosen the best-built freestanding tub in America. We know that it will give you many years of pleasure.

The instructions in this booklet will provide you with the information you need to install and operate this unit. This information is also available on [mtibaths.com](http://mtibaths.com).

Our customer service department is available to answer any additional questions you may have pertaining to the installation of your bath. Please call **800-783-8827** to speak to our Service Department or email [service@mtibaths.com](mailto:service@mtibaths.com).

For faster service, please have your warranty registration number (serial number) ready when calling. The serial number can be found on the front of this Owner's Manual. This sticker may be found adhered to the fiberglass of the tub and is typically placed several inches above the pump or blower.

## Warranty Cards & CSA Labels



**IMPORTANT:** Locate and note your serial number on the cover of this manual for any future service needs.

Register your product [here](#) with MTI Baths.

## Table of Contents

Important Safety Instructions .....	4
Bath Installation Instructions .....	5–11
Product Inspect & Test Procedures.....	5
Important Information — Freestanding Bath.....	6
Rough-In Charts.....	7–8
Drain Installation.....	9
Plumbing & Electrical .....	10–11
System & Options Installation Instructions .....	11–13
Electrical Requirements.....	11
Remote Installation - System Components .....	11
Air Bath Installation.....	12
Optional Equipment Installation .....	13
Operation Instructions .....	14–17
Air Bath & Combined Therapy.....	14–16
Optional Equipment.....	17
Care and Cleaning Instructions.....	18–19
Troubleshooting.....	20
Residential Warranty.....	22–23
Commercial Warranty.....	24–25



## Important Safety Instructions

This manual contains information and instructions for proper handling, operation and maintenance of your MTI bathtub. Failure to follow these instructions could result in personal injury, electrical shock or fire.

### **WARNING:** When using electrical products, basic precautions should be followed, including the following:

- Do not permit children to use this unit unless they are closely supervised by an adult at all times. Supervision is also required when bath is used by an elderly or handicapped individual.
- Never leave a full or filling bath unattended.
- Use this unit only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer. Never drop or insert any object into any opening.
- Do not operate this unit without guard over the suction fitting.
- The water in a bath should never exceed 40° C (104° F). Water temperatures between 38° C (100° F) and 40° C (104° F) are considered safe for a healthy adult. Usage time should be limited to approximately 10 minutes, followed by a shower to cool down. Longer exposures may result in hyperthermia, which can be fatal. The symptoms of this condition are nausea, dizziness and fainting. If symptoms are experienced, get out immediately and cool down. Seek medical attention if symptoms persist, and check with physician before using the system again. Lower water temperatures are recommended for extended use (exceeding 10 - 15 minutes) and for young children.
- Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit water temperatures to 38° C (100° F).
- The use of drugs or alcoholic beverages before or during bathing may lead to unconsciousness with the possibility of drowning. Never use the bath while under the influence of alcohol, anticoagulants, stimulants, antihistamines, vasoconstrictors, vasodilators, hypnotics, narcotics or tranquilizers.
- Persons using medication or that have a medical history of heart disease, have had a recent surgical procedure, and/or have low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a bath or hydrotherapy tub. Medication may induce drowsiness while other medications may affect heart rate, blood pressure and circulation.

### **DANGER**

- To reduce the risk of injury, enter and exit the bath slowly.
- Never operate electrically connected devices in or within 5' of the bath. Never drop or insert any object into any opening within the bath.
- Risk of electric shock. Connect only to circuits protected by a Ground Fault Circuit Interrupter (GFCI). Such a device should be installed by a licensed electrician and tested on a regular basis (at least monthly). To test the GFCI push the TEST button. The GFCI should interrupt the power. Push the RESET button and the power should be restored. If the GFCI fails to operate in this manner there is the possibility of an electric shock. DO NOT USE. Disconnect the unit and have the problem corrected by a qualified service technician. To avoid the possibility of personal injury and discoloration of the material surface, the inlet water temperature should not exceed 60° C (140° F).
- Disconnect power before servicing as more than one outlet may be energized.

A pressure wire connector is provided on the exterior of the pump or control with this unit to permit connection of a bonding conductor between this unit and all other exposed metal in the vicinity, as needed to comply with local requirements.

**INSTALLER/OWNER BEARS ALL RESPONSIBILITY TO COMPLY WITH  
ALL STATE AND LOCAL CODES WHEN INSTALLING THIS PRODUCT.**

**IMPORTANT:** When required by local codes, install a RPZ (Reduced Pressure Zone) backflow prevention device to each faucet supply line.

**SAVE THESE INSTRUCTIONS**

# Installation Instructions – Inspect and Test Product

Read all instructions before installing tub. MTI recommends using a professional installer for this product. Installer/product owner is responsible for complying with all state and local codes.

**This tub has been water tested at the factory and found to be fully operational and leak-free prior to shipping.** Freight, handling and job site exposure may have deteriorated the tub's condition. It is the responsibility of the receiver to perform a thorough inspection of the product upon receipt and the installer to thoroughly test the unit for proper operation and leak detection prior to final installation and enclosure of the surrounding areas. Failure to do so will void warranty. **Warranty coverage will be void if unit is not tested and installed per the enclosed instructions.**

**NOTICE:** Certain cleaning products will permanently damage the material surface. Please see "Care & Cleaning Instructions" on pages 19–20. Do not store tub in temperatures below 32° Fahrenheit. Proper waste and overflow installation is the responsibility of the installer.

MTI does not warrant leaks associated with improper drain or valve installation.

---

## Inspect Product Thoroughly

- Damage from shipping or delivery must be reported to carrier immediately. Do not install damaged tub. MTI is not responsible for damage occurring during transit.
- Factory defect must be reported to factory before tub is installed. Defects or damage claimed after installation will be excluded from warranty.
- Ensure installation location is structurally sound, flat & level. Measure tub on site carefully. See individual specification sheets for tub weight and water capacity. Specifications are subject to change without notice. MTI is NOT responsible for any preparatory labor or materials.
- **Please note:** variations in resin/fiberglass thickness on the underside of the bath are not considered defects and do not affect the performance, integrity or quality of the bath.
- **NOTICE:** Always protect the tub from construction damage by using a protective cover. Damage, including chips and scratches incurred at the jobsite are excluded from warranty, but may be repaired by a qualified technician at the owner's expense. Do not stand in the tub or store materials in the tub during construction. Tubs are warranted for indoor installation and use in a climate controlled environment only.

---

## Test Procedures

1. Place the tub on a flat and level surface.
2. Seal the drain with tape.
3. Fill tub to overflow and allow tub to stand for five minutes without the blower running. **NOTE:** DO NOT, under any circumstances, tape off or block the overflow in any way during water testing. Any controls located above the normal water line are designed to be water-resistant, not water-proof. The controls will not leak under normal usage, however, they are not warranted against leaks when improperly used or subjected to conditions for which they were not designed.
4. Plug in the blower and any other components into a 110v GFCI outlet. Start the equipment and check for leaks by examining the area underneath and surrounding the tub.
5. Check that all optional equipment is functioning properly and that the features on the tub match exactly what was ordered. Operation instructions for each system may be found on pages 15–18.
6. If any leaks or operating problems are discovered, do not complete installation until problems are resolved. MTI will not be responsible for leaks claimed after the tub is installed, nor any costs involved with removing or reinstalling the tub or the costs of any surrounding materials or labor. See troubleshooting section of this manual, call for assistance at 800-783-8827 or email [service@mtibaths.com](mailto:service@mtibaths.com).



**NEVER LEAVE A FULL OR FILLING BATH UNATTENDED**



## Freestanding Bath - Important Information

**IMPORTANT NOTICE:** Do not attempt to remove the foam from the bottom of the tub. Doing so may cause damage and will void the warranty. Do not remove the wires attached to the sensors located on each side of the drain. The sensor wire must be connected to the remote blower for proper operation. Do not remove cables or wires located between the walls of the tub that may be connected to either a tub mounted on/off device or shell warming factory installed heating pads for Radiance®.

**Rough in Dimensions** – See pages 7-8 for critical dimensions. We suggest taking the measurements of the actual tub. All printed specifications are +/- 1/2 inch and subject to change without notice.

**Access panel** – Many MTI freestanding tub models have a removable access panel for ease of installation of the waste and overflow, as well as deck mounted valves on select models. It is located on the drain side (rear) of the tub. If your tub is equipped with System Aria, LED Lights or Radiance, it will provide access during installation to make electrical connections. See pages 10-11 for installation instructions for electrical components.

**Pedestal Base** – The optional pedestal base, available for some models, is an ornamental ring and does not raise the height of the tub. Both tub and base will make full contact with the finished floor. The base will extend beyond the top rim of the tub by approximately 1". Use care when selecting your faucet, whether freestanding or wall mounted, ensuring the reach of the spout will extend beyond the tub deck and clear the inside tub wall to avoid unnecessary splashing. It may be necessary to omit or trim the baseboard or molding to allow the tub to sit close to the wall. Please note: the base is not symmetrical; if it does not fit, rotate the base 180°.

**Fixtures** – Fixtures may only be mounted on freestanding tub models designed with an integrated deck for valve installation. For all other freestanding tubs, floor or wall mounted fixtures are required.

**Floor-Mounted** – Not all MTI freestanding tubs will accommodate stabilization of a floor mounted faucet, however, many of these types of freestanding faucet kits can be secured to a wall, rather than a drain pipe. Contact the freestanding faucet kit manufacturer for alternate installation instructions.

**Drain and Overflow** – MTI offers a variety of waste and overflow kits. A direct connect toe tap drain kit comes standard with tub models that include an integrated overflow. For other freestanding models, we recommend using our low-profile cable driven drain kit. The flexible neck makes this an ideal choice as a concealed drain.

If access is available from below the tub during the final installation, it is easier to make precise adjustments to the final location of the tub. The cutout in the bottom of the outer shell for the drain tee can be enlarged, if necessary.

**NOTICE:** If enlarged too much, the drain pipe might be visible between the side of the tub and the floor when viewed from certain angles. When an optional base is used, it is easier to conceal an enlarged cut-out.



**Clawfoot Tub** - This tub is designed to be installed with the drain side as the back of the tub. Use a 6' level on top of the tub to ensure tub is perfectly level from side to side and front to back. Adjust the leveling feet as needed to achieve level prior to dry fitting the drain and completing drain installation. Tub will not drain properly if not perfectly level. Without access from below, box out around the drain pipe approximately 3" to allow trimming overflow pipe below grade.

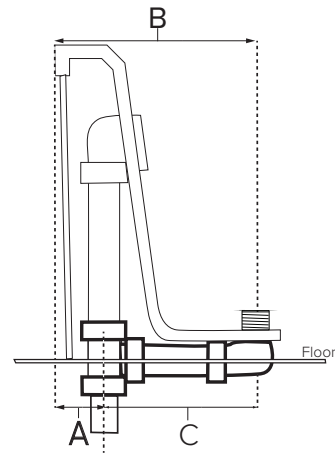
## Rough-In Chart For Freestanding Tubs

**!** MTI Recommends using clear 100% silicone sealant. Do Not use plumber's putty.

Most of these tub models come with an access panel behind the waste and overflow for ease of installation, however access from below tub is recommended.\* A box-out in the floor is required to accommodate the drain assembly.\*\*

MODEL #	A	B	C
67	2.75"	8"	5.25"
68	3"	9.625"	6.625"
74	4"	9.5"	5.5"
75	3"	7.5"	4.5"
86	2.375"	9.25"	6.875"
88	4.125"	9.625"	5.5"
100	3.625"	9.625"	6"
112	3.125"	8.25"	5.125"
118	4.25"	9.75"	5.5"
136	3.5"	10.25"	6.75"
182	5.5"	11.5"	6"
191	6.75"	12"	5.25"
204**	1.75"	9.25"	7.5"
214	1.75"	9"	7.25"
225	6"	11.5"	5.5"
267	15"	--	--
268	15.5"	--	--
269	15.5"	--	--
274	11"	--	--
275	11.5"	--	--

These tub models are designed to conceal the overflow pipe between the walls of the tub.\*\*



**Standard Waste & Overflow configuration**

### Jasmine 3 Deep Soaking Bath

This tub has an offset overflow location that is specified on order. Included cable drain is installed at the overflow. Dimensions provided are to the top outside edge of the tub.

MODEL #	A	B	
134	15.25"	10"	

\***Sculpted Finish** tub models do not have an access panel behind the waste & overflow. Installation will be more difficult without subfloor access. See page 9 for installation instructions for tubs with and without access from below.

\*\*Model 204 is a **Clawfoot Tub** designed for a decorative drain kit with exposed piping. MTI recommends purchase of our exposed decorative drain kit for best fit. See important installation information at the bottom of page 4 and follow manufacturer's drain installation instructions for selected waste & overflow.



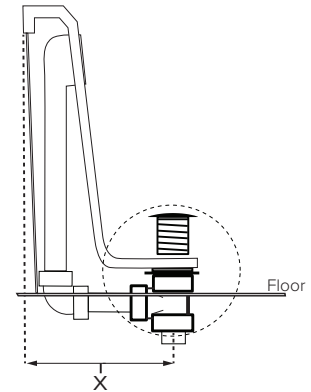
## Rough-In Chart For Freestanding Tubs With Direct Tee Drain

❗ **MTI Recommends using clear 100% silicone sealant. Do Not use plumber's putty.**

Tub models with direct-tee toe tap drain kits are designed to install with tub drain aligned directly above drain pipe. Rough-in waste pipe from center of drain to top outside edge of tub. A box-out in the floor is required to accommodate the drain assembly.

MODEL #	X
251	8½"
252	15¼"

These tub models are designed to conceal the overflow pipe between the walls of the tub.



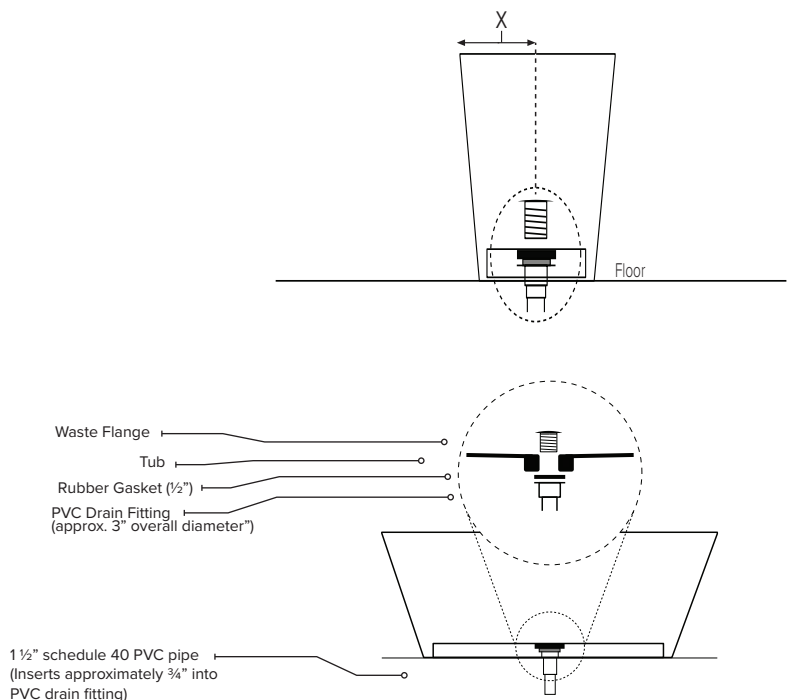
\* These tub models do not have an access panel behind the waste & overflow. The overflow assembly is pre-installed at the factory for ease of installation with the balance of the PVC direct-tee drain kit provided for completion of drain installation.

## Rough-In Chart For Freestanding Tubs With Integrated Overflow And Toe Tap Drain Kit

❗ **MTI Recommends using clear 100% silicone sealant. Do Not use plumber's putty.**

Tub models with an integrated overflow are designed to install with tub drain aligned directly above drain pipe. Rough in waste pipe from center of drain to top outside edge of tub. These tub models require only the waste to be installed on-site. Without access from below, box out around the drain pipe approximately 3" to allow trimming drain pipe below grade.

MODEL #	X	MODEL #	X
120	9½"	241	12.25"
143	10"	250	9"
146	9¾"	254	9½"
146C	9¾"	255	9"
147	7½"	256	12"
178	9¼"	264	10.75"
178C	9¼"	265	11"
180	12"	266	8.5"
201	10½"	267	15"
202	10½"	268	15.5"
208	9½"	269	15.5"
210	9¼"	274	11"
216	9"	275	11.5"
232	12.25"		
238	13"		
239A	10"		





# Installation Instructions – Drain Installation

MTI Solutions Series Freestanding tubs are designed to install on top of the finished floor. Many models come with an access panel behind the waste and overflow for ease of installation, however access from below tub is recommended for installation. If there is no access from below, the installation can be more difficult on some tub models.

❗ **MTI Recommends using clear 100% silicone sealant. Do Not use plumber's putty.**

## Beginning Drain Install

### 1. Determine the location of rough-in

Use measurements provided on pages 7-8, the product specification sheet, or by the actual tub.

**IMPORTANT:** note the design of the tub model for the drain type and rough-in location required. Tubs with an integral overflow and those including a direct connect tee will have P-trap location directly below the tub drain. A PVC drain fitting is provided with these tub models.

### 2. Install drain assembly onto tub (dry fit, as needed, to properly size pipe).

Use clear silicone under waste flange and on both sides of the rubber gasket on underside of the tub.

For tubs without an access panel behind the waste & overflow, carefully turn the tub onto its side to gain access to the bottom for drain assembly installation. Be sure to protect the edges, corners, and exterior finish of the tub, throughout.

#### **Tubs with Integrated Overflow require only waste installation**

Thread the PVC drain fitting onto the waste flange. MTI recommends using a small amount of clear silicone on the threads of the PVC drain fitting to act as a thread sealant. Tighten until it seats, plus one quarter turn.

**The Clawfoot Tub** must be perfectly level to drain properly.

Adjust legs to level tub and check level prior to installing the tub drain.

## With Access From Below (Recommended)

### 1. Set the tub

Apply a 1/2" bead of construction adhesive or clear silicone to the bottom of the tub to adhere it to the floor and carefully lower the tub to the floor with drain fitting aligned with opening in the floor. The size of the cutout in the floor must allow for the entire drain to clear.

### 2. Immediately wipe any excess adhesive from tub shell and surrounding areas with a soft, damp cloth.

### 3. Connect the drain to the P-trap from below.

## Without Access From Below

### 1. Trim waste pipe to the proper height. **NOTICE: DO NOT LET THE TUB REST ON THE DRAIN PLUMBING.**

Take into account the distance from the bottom of the tub drain to the floor and height of the waste fitting or assembly, including the gasket. See page 7-8 illustrations.

### 2. Set the tub and connect the drain.

Apply a 1/2" bead of construction adhesive or clear silicone to the bottom of the tub and prepare the waste pipe and drain fitting with PVC cement.

Carefully lower the tub to the floor with drain fitting aligned with waste pipe. The use of 2x4s may be helpful in lowering the tub to the finished floor.

### 3. Immediately wipe any excess silicone from the tub shell and surrounding areas with a soft, damp cloth.

## Completing Drain Install

### 1. **Water Test.** Allow silicone to dry. Fill tub to overflow, allowing water to stand for 30 minutes. Check carefully for any leaks.

### 2. **Allow 24 hours before use.**



## Plumbing Installation Instructions

Access panel comes standard on tub models with integral faucet deck and optional virtual spout.

### Deck Mounted Valves

1. Use access panel behind the integral faucet deck to install valves in accordance with valve manufacturer's installation instructions. If your tub model does not have an access panel for valve installation, check your order details.
2. MTI recommends the use of braided stainless steel supply lines for best fit between the walls of the tub.
3. Mark on the faucet deck the planned location of each valve.

**BEFORE DRILLING: Dry fit valve trim to ensure proper fit and clearance.**

4. Tub material may be drilled using carbide hole saw.
5. Water test for leaks all supply line and valve connections prior to final installation.<sup>1</sup>

### Virtual Spout Connection

Optional Virtual Spout is factory installed in the tub wall and intended for use as a tub filler in lieu of a traditional faucet or filling spout. Mixing valves are not supplied with the Virtual Spout.

1. Tee the hot and cold supply lines before connecting to the stub out on the tub
2. Connect mixed supply line to the Wilkins dual check valve that is factory installed between the walls of the tub. If your tub model does not have an access panel for valve installation, check your order details.
3. Water test for leaks all supply line and valve connections prior to final installation.<sup>1</sup>



## Electrical installation instructions

See Important Safety Information on page 4 of this manual and Electrical Specifications on the next page. Many options may be combined on a 20 amp circuit, as long as total amps of combined options are considered. If your tub has more than two power cords, the power cords will be gathered together with a hang tag indicating how many items must be plugged in for proper operation. This circuit must be connected to a supply that is protected by a ground fault circuit interrupter (GFCI). Such a GFCI should be provided by the installer, and accessible for testing on a routine basis.

### Testing GFCI

Push the TEST button. The GFCI should interrupt power.

Push the RESET button. Power should be restored.

**WARNING:** If the GFCI fails to operate in this manner, there is a ground current flowing, indicating the possibility of electric shock. Do not use this unit. Disconnect the unit and have the problem corrected by a qualified service representative before using.

Every MTI air blower is supplied with a 29" grounded cord and NEMA plug to be plugged into a grounded receptacle\*.

**Do not remove this plug.** If a wall mount switch is desired to control use of the unit, the switch should control the receptacle. **Under no circumstance should you alter the provided supply cord.**

**Before servicing unit, shut off all electrical outlets as more than one outlet may be energized.**

\*NOTE: Air blowers do not require a bonding conductor.

<sup>1</sup>MTI does not warrant leaks associated with improper drain or valve installation and will not be responsible for any costs involved with removing or reinstalling the tub. Failure to check floor for flat & level surface, or properly water test the tub & drain, which could result in improper drainage of the bath, is the responsibility of the installer. If you need assistance, please call the MTI Service Department at 800-783-8827.

**Electrical installation instructions (continued):****Electrical specifications**

Air Blower .....	9.5 AMP
Chromatherapy LED Lighting (Set of Two) .....	1 AMP
Radiance® .....	1-3 AMP
Bluetooth Amp (Stereo H <sub>2</sub> O w/ Bluetooth) .....	15 AMP

System components supplied with MTI tubs intended for installation within the U.S. & Canada are limited to 110V. Check your order details when installing outside of these territories.

**IMPORTANT!**

**Do not splice cables to extend. Read instructions below and contact mti baths for cable extensions.**

**Remote Installation Of Air Blower And System Components**

Due to limited space between the tub walls, remote placement of the blower and some therapy system components is necessary. These components may be safely remote located while maintaining optimal performance and easy operation when the following conditions are met.

- Place the blower within 8' of the tub to reduce heat loss.
- The blower, control boxes, and electrical outlet must be accessible for future servicing.
- Installation location of these components must be properly ventilated to keep components from overheating and climate controlled to avoid the impact of cold ambient air on the performance of the blower and guard against humidity that can be corrosive to electronics.
- The blower requires approximately 2 ft<sup>3</sup> of space and a 1" x 4" vent for proper circulation. Do not use insulation within 8" of the blower, and never wrap insulation around the blower as this will cause the equipment to fail.
- There must be a GFCI electrical outlet on a 110 VAC at the recommended size for the air system and options selected for your tub within 2ft of the blower. See electrical requirements above and your order details.
- A keypad (on/off device) installed remote of the tub must always be connected with one continuous cable. Never use a spliced or coupled data cable. MTI can provide a data cable up to a 12' length. Cables in excess of 12' may be acquired from local electronics suppliers.

**IMPORTANT:** Before fishing cables and completing installation, always test the cable with the system components. Instructions for system operation are on pages 15-18. MTI is not responsible for system failures due to the use of parts that are not supplied by MTI Baths.

The best location for the air blower is directly below the tub between the floor joists. This location keeps the air blower close to the tub and often offers easy access from below. If the room below has a finished ceiling, there are many fixtures, such as HVAC cold air returns, that can be used to camouflage the access panel in the ceiling and vent the space. If access below the tub cannot be made available in your home, there are several other locations where the blower can be located, such as an adjacent closet or vanity.

**TIP:** To reduce heat loss, use rigid 1" PVC when extending the airline from the tub to the blower location, and wrap the PVC in pipe insulation. MTI offers blower boxes, in various styles and finishes, to house the blower near the tub. Find these bathroom accessories and more at [www.mtibaths.com](http://www.mtibaths.com).

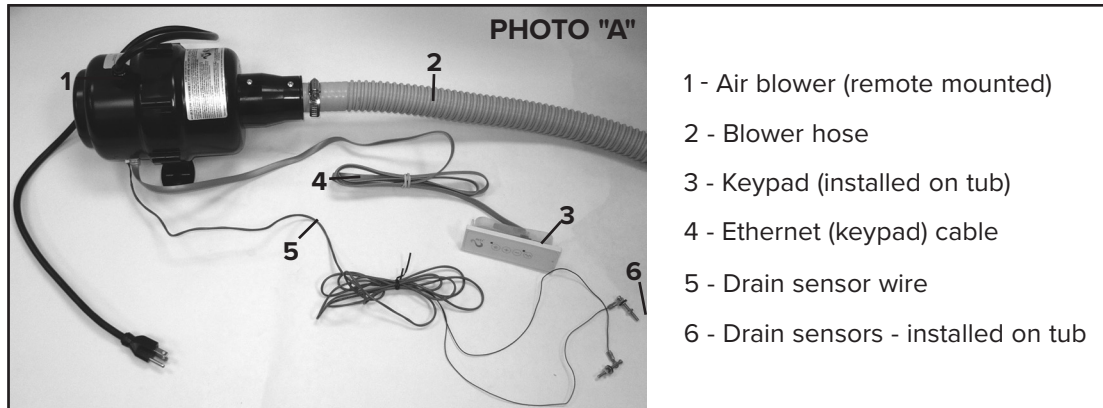
**EXTENSIONS:** A blower extension kit and extension cables for LED lights, Radiance®, and keypads are available. Contact our Technical Service Department at 800-783-8827 or email [service@mtibaths.com](mailto:service@mtibaths.com). If the drain sensor wire needs to be lengthened, you may splice in 18 gauge, low voltage wire. Be sure to save the two pin connector to allow reconnection to the blower!



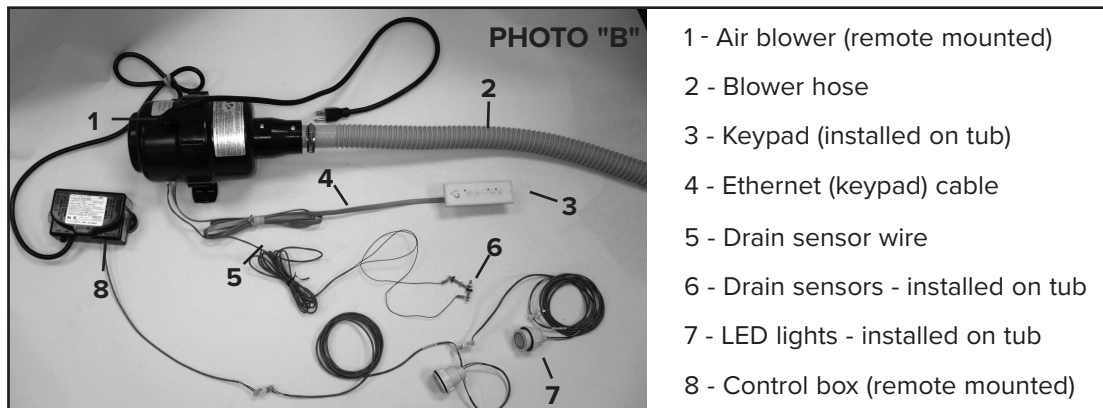
**Always store electrical equipment in a dry place away from bather!**

## Installation Instructions — Airbath

1. Select a location for the air blower and system components that meets the conditions noted on the previous page.
2. Connect the air hose, keypad cable, and drain sensor wires that exit the bottom of the bath near the drain to the blower. See photo "A" below.



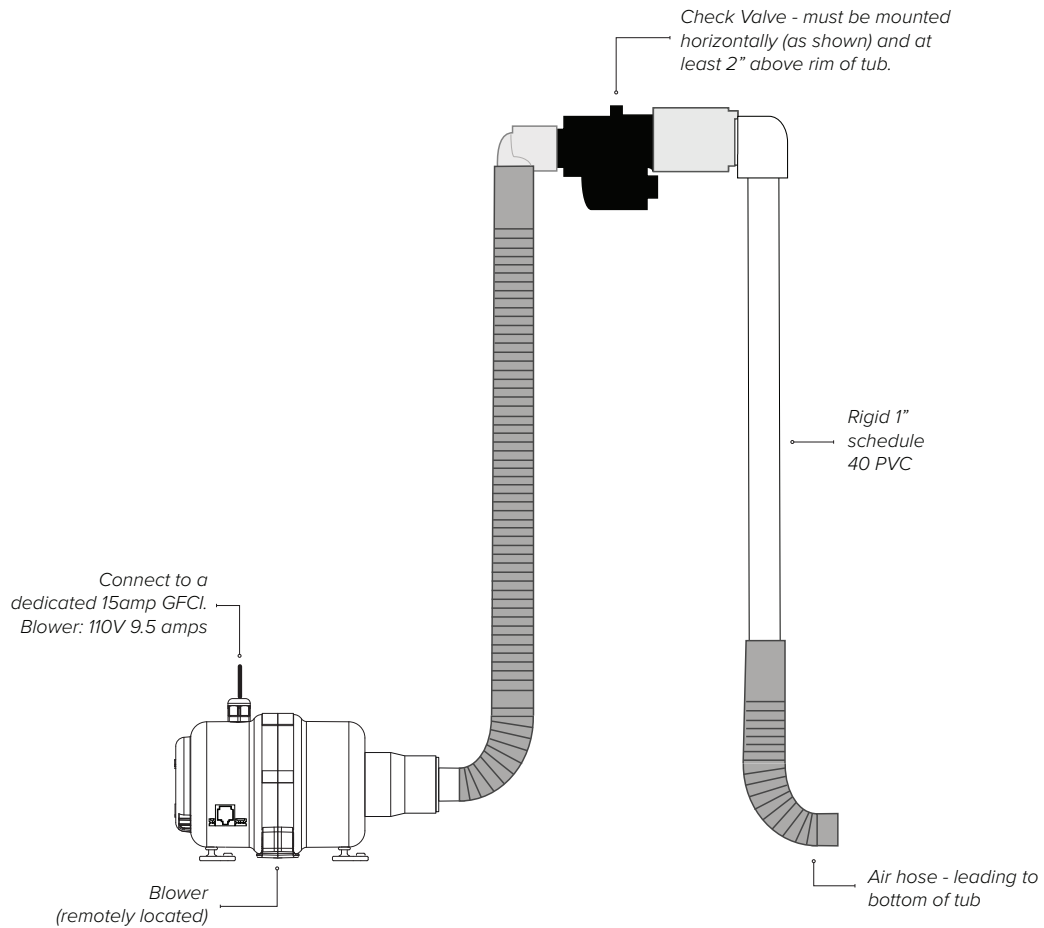
3. If your air system includes LED lights, and/or Radiance®, the control boxes will be placed next to the blower and plug into the side of the blower. Connect the wires for the lights and heating pads for Radiance® from the tub to leads that extend from the designated control box. See photo "B" below.



4. Do not crush or kink any of the connections.
5. **Extensions:** Do not attempt to disconnect any cables extending from the tub. Extensions are available through MTI's Technical Service Department. See page 11 for more details.

# Installation Instructions – Airbath

Illustration A





## Installation Instructions — Optional Equipment

Each Radiance® and Chromatherapy system comes with a dedicated on/off touch pad or designated icon on the combination therapy keypad and a transformer box equipped with a 27" power cord. When combined to operate with the air system, the transformer box will need to be located within 2ft. of the blower. See Step 3 on page 12. When added as a stand-alone system, the box will need to be within 2 ft. of a GFCI protected outlet. See electrical specifications and, "Remote Installation of Air Blower and System Components" on page 11 for more details.

### **RADIANCE®**

Includes two heated zones for each Radiance® transformer box. A splitter cable is provided to easily connect both pads to a single lead extending from the remote located transformer box.

### **CHROMATHERAPY**

Includes two LED lights, as a standard order, however, each Chromatherapy control box will accommodate up to 8 LED lights. Lights are factory connected to each other between the tub walls, leaving a single cable to connect to the lead extending from the remote located light control box.

Do not attempt to disconnect or splice Radiance® or Chromatherapy cables installed on or extending from the tub. Extensions are available through MTI's Service Department. See page 10 for more details.

All system components must be accessible for future servicing. Test prior to completing installation. MTI is not responsible for obtaining access for warranty service.

### **STEREO H<sub>2</sub>O®**

Includes four factory installed acoustic transducers with a 6ft. lead of speaker wire on each. To install, connect speaker wire extending from the tub to the customer supplied home audio system or a stereo receiver or amplifier. Owner's mobile device or CD changer will connect to or sync with a nearby customer supplied amplifier.

### **STEREO H<sub>2</sub>O® with Bluetooth**

- Includes 2 factory installed acoustic transducers, a ready-to-use Bluetooth amp, and on/off button.
- A waterproof, floating **Bluetooth Remote Control (BREMOTE)** is available for purchase. Visit [www.mtibaths.com](http://www.mtibaths.com) for more details.

To Install, connect speaker wires extending from the tub to the provided Bluetooth-ready amp, then connect the keypad cable extending from the tub to the lead on the supplied amplifier.

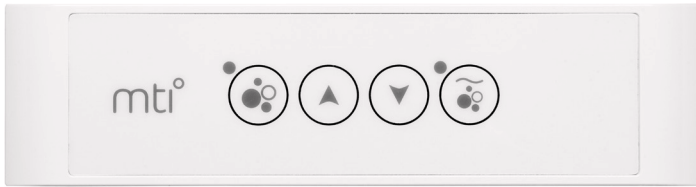


**Always store electrical equipment in a dry place away from bather!**

<sup>2</sup>Stereo H<sub>2</sub>O and Stereo H<sub>2</sub>O with Bluetooth are available only on select MTI Solutions Collection Freestanding tub models. See individual tub specification sheets for available options.

# Operation Instructions - Combined Therapy

## Standard Airbath



#1 System



### ON/OFF

**1st Press:** The blower starts. LED indicator light on.  
**2nd Press:** The blower stops. LED indicator light off.  
**NOTE:** Blower automatically stops after 20 minutes.



### Blower speed increase

Press & hold to increase the blower speed. Release pressure at the desired speed.  
**NOTE:** The blower initially starts at 30% speed.



### Blower speed DEcrease

Press & hold to decrease the blower speed. Release pressure at the desired speed.



### Spa Modes

**1st Press (Wave):** Speed will vary gradually from maximum to minimum. LED indicator light is on.  
**2nd Press (Pulse):** Speed will go directly to minimum and then straight back to maximum. LED indicator light will flash.  
**3rd Press:** Returns to maximum speed. LED indicator light off. Press button #3 to decrease blower speed.

## Airbath with Radiance®



#1R System



### ON/OFF for radiance

**1st Press:** Turns on both heated zones LED indicator light on.  
**2nd Press:** Turns off Radiance system. LED indicator light off.  
 See **Standard Airbath** above for operation instructions for the remaining buttons.  
**NOTE:** The blower initially starts at 30% speed.

### Standard Drying Cycle with water detectors

Sensors on the floor near the drain will activate the drying cycle approximately 7 minutes after the bath is drained and run for 1-2 minutes. The drying cycle will activate even when the air system has not been turned on. The blower LED blinks (on keypad only) during the drying cycle countdown. This countdown cannot be cancelled. Any attempt to cancel this cycle only resets the countdown timer.

### Operational Videos

Please visit [mtibaths.com/support/installation-operation/](http://mtibaths.com/support/installation-operation/) for detailed operation instructions.





# Operation Instructions - Combined Therapy

## Airbath with LED Lights and Radiance®



#4R System



### ON/OFF for radiance

**1st Press:** Turns on both heated zones LED indicator light on.

**2nd Press:** Turns off Radiance system. LED indicator light off.



### ON/OFF: Airbath

**1st Press:** The blower starts. LED indicator light on.

**2nd Press:** The blower stops. LED indicator light off.



### Blower speed increase

Press & hold to increase the blower speed. Release pressure at the desired speed.

**NOTE:** The blower initially starts at 30% speed.



### Blower speed DEcrease

Press & hold to decrease the blower speed. Release pressure at the desired speed.



### Spa Mode (Air Only)

**1st Press (Wave):** Speed will vary gradually from maximum to minimum. LED indicator light on.

**2nd Press (Pulse):** Speed will go directly to minimum and then straight back to maximum. LED indicator light will flash.

**3rd Press:** Returns to maximum speed. LED indicator light off. Press button #3 to decrease blower speed.



### on/off: Chromatherapy

**1st Press:** Turns on basic color mode of bath lights, starting with white. Use up and down arrows to move light through basic colors.

**2nd Press:** Turns on slow rainbow cycle. Use up and down arrows to increase or decrease speed of cycle.

**3rd Press:** Slow aqua-blue-green cycle. Use up and down arrows to increase or decrease speed of cycle.

Press & hold light button at any time to turn off Chromatherapy feature.

### Standard Drying Cycle with water detectors

Sensors on the floor near the drain will activate the drying cycle approximately 7 minutes after the bath is drained and run for 1-2 minutes. The drying cycle will activate even when the air system has not been turned on. The blower LED blinks (on keypad only) during the drying cycle countdown. This countdown cannot be cancelled. Any attempt to cancel this cycle only resets the countdown timer.

### Operational Videos

Please visit [mtibaths.com/support/installation-operation/](https://mtibaths.com/support/installation-operation/) for detailed operation instructions.

# Operation Instructions - Combined Therapy

## Airbath Elite with Spa Mode



Keypad style and functions may vary according to tub model and selected options. See product specification sheet for details or contact MTI Baths.

### #4 Digital System



#### ON/OFF

**1st Press:** The blower starts. LED indicator light on.  
**2nd Press:** The blower stops. LED indicator light off.  
**NOTE:** Blower automatically stops after 20 minutes.



#### Blower speed increase

Press & hold to increase the blower speed. Release pressure at the desired speed.  
**NOTE:** The blower initially starts at 30% speed.



#### Blower speed DEcrease

Press & hold to decrease the blower speed. Release pressure at the desired speed.

## Spa Mode (Air Only)



#### Spa Modes

**1st Press (Wave):** Speed will vary gradually from maximum to minimum. LED indicator light is on.  
**2nd Press (Pulse):** Speed will go directly to minimum and then straight back to maximum. LED indicator light will flash.  
**3rd Press:** Returns to maximum speed. LED indicator light off. Press button #3 to decrease blower speed.



#### on/off: Chromatherapy

**1st Press:** Turns on basic color mode of bath lights, starting with white. Use up and down arrows to move light through basic colors.  
**2nd Press:** Turns on slow rainbow cycle. Use up and down arrows to increase or decrease speed of cycle.  
**3rd Press:** Slow aqua-blue-green cycle. Use up and down arrows to increase or decrease speed of cycle.  
 Press & hold light button at any time to turn off Chromatherapy feature.



#### spa mode (air & lights)

**1st Press:** Turns this Spa Mode on. There are three different full system Spa Modes with this feature that range from Relaxing, Energetic, to Deep Tissue. Use the up and down arrows to choose from the different selections. Each Spa Mode will operate tub functions automatically for 20 minutes. Simply sit back and enjoy.  
**2nd Press:** Turns this Spa Mode off.

### Standard Drying Cycle with water detectors

Sensors on the floor near the drain will activate the drying cycle approximately 7 minutes after the bath is drained and run for 1-2 minutes. The drying cycle will activate even when the air system has not been turned on. The blower LED blinks (on keypad only) during the drying cycle countdown. This countdown cannot be cancelled. Any attempt to cancel this cycle only resets the countdown timer.

### Operational Videos

Please visit [mtibaths.com/support/installation-operation/](http://mtibaths.com/support/installation-operation/) for detailed operation instructions.

## Independent Chromatherapy



**ON/OFF: PRESS THE ON/OFF BUTTON**  
**LIGHT MUST BE ON FOR ANY MODE TO FUNCTION**

- 1st Press:** White light. LED light on  
 (White is only available when the system is initially turned on).  
**2nd Press:** Light off. LED light off.



### MODE BUTTON

- 1st Press:** Aqua-Blue-Green Cycle. - First cycle 1.5 seconds between color changes; then slows to 6 seconds between color changes.  
**2nd Press:** Rainbow Cycle - Colors change from Aqua-Blue-Magenta-Red-Orange-Yellow-Green. First cycle 1.5 seconds between color changes; then slows to 6 seconds between color changes.  
**3rd Press:** Pressing the Mode button a third time will stop the system on the color displayed. To change the color, use the up & down buttons to go through each color change in small increments. (Or, turn light off and begin again.)



### UP & DOWN

Pressing the up or down arrow will allow the lights to change through the basic colors:

**Aqua → Blue → Magenta → Red → Orange → Yellow → Green**



### CYCLE MODES

Press and hold up or down to adjust cycle speed. Release pressure at desired speed.

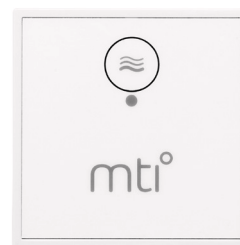
## Independent Radiance®



- 1st Press:** System on. LED light on.  
**2nd Press:** System off. LED light off.

System heats to optimal temperature within 20-60 minutes, depending upon ambient temperature. The cooler the room temperature or tub shell, the longer it may take to feel the affects of the shell warming feature.

System will turn off in the event of a power surge or power failure. Must have access to transformer box for future servicing — test prior to installing.



## Stereo H<sub>2</sub>O

Power, song selection and volume are controlled by user's mobile device and/or home audio system amplifier.

## Stereo H<sub>2</sub>O with Bluetooth

Use the **touch pad** that comes standard with the system to turn on and off the provided amplifier. The mobile device paired with the Bluetooth-ready amplifier will automatically connect. Song selection and volume are controlled via the paired mobile device.

**Bluetooth Remote Control (Optional):** Optional remote control enables user to power Stereo H<sub>2</sub>O on and off, control volume, and select songs from paired mobile device via previous and next buttons on the waterproof remote control.

If more than one device has been paired with the amplifier, the last one to connect to the system will have priority. System will turn off automatically 15 minutes after music has stopped playing.

### Operational Videos

Please visit [mtibaths.com/support/installation-operation/](http://mtibaths.com/support/installation-operation/) for detailed operation instructions.



# Care and Cleaning Instructions — Acrylic CXL®

## About the Acrylic Shell

Cast acrylic is a stain-resistant, non-porous material. With normal use, the acrylic will retain its inherently glossy appearance with only a minimal amount of care.

## When Cleaning

- Remove dust and dry dirt with a soft, damp cloth.
- Apply common household, non-abrasive cleaner in accordance with manufacturer's directions and precautions. (i.e., a mild dishwashing detergent such as Ivory Liquid). Do not use unless the product label specifically states that it is safe for acrylic.
- Rinse well and dry with a soft, clean cloth. Scouring pads will deteriorate the finish.
- Never use any type of "scrubbing bubbles" or aerosol spray cleaners on your acrylic product.
- Harsh chemicals, such as bleach and ammonia, will deteriorate the finish.
- Never use abrasive cleansers. If any product feels gritty when rubbed between your fingers, do not use on the acrylic surface or system controls as permanent damage will occur.

**WARNING:** Check cleaning and bathing product labels. Do not use unless the product label specifically states that it is safe for acrylic. Some non-abrasive products damage the acrylic over time.

## General Care

- Do not allow your cast acrylic surface to come into contact with nail polish, nail polish remover, Wintergreen oil, dry cleaning solution, lacquer thinners, gasoline, pine oil, etc.
- Avoid using razor blades or other sharp objects that might scratch the surface.
- Small scratches can be removed by applying a thin coat of automotive polishing liquid and buffing lightly with a clean cloth. For deeper scratches, sand the surface lightly with a 400 grit "wet or dry" paper and buff with a fine grit buffing compound.
- MTI strongly recommends a professional surface repair person for deep scratches, chips or gouges.
- Damage occurring to the unit during installation is the responsibility of the installer, and after installation, the responsibility of the user.



## Care and Cleaning Instructions — DoloMatte®

MTI Solutions DoloMatte is among the most renewable, high-quality surfaces available. Its hard, non-porous surface resists stains. With normal use DoloMatte will retain its beauty with only a minimal amount of care. To maintain its elegant look, follow these simple steps:

- MTI recommends cleaning with a soft, damp cloth and any mild dish soap and water. Fingerprints may be removed with denatured alcohol applied to a soft cloth.
- Use common household, non-abrasive cleaners for most cleaning jobs. Use cleaners labeled specifically for use on plastic.\* Follow manufacturer's directions and precautions. Rinse well and dry with a soft, clean cloth.
- Never use any type of "scrubbing bubbles" or aerosol spray cleaners on your product.\* Do not use harsh chemicals such as hydrochloric acid, sodium hydroxide, paint thinner, chloride solvents, or other solvents with strong acid or base. Also avoid any cleaners that include lime removal agents such as CLR or Lime-Away.
- For more stubborn stains, a mild abrasive cleaner such as Soft Scrub, Bon Ami or Barkeeper's Friend may be used. A gray or red Scotch Brite pad may be used.
- Do not allow nail polish, nail polish remover, hair dye, Wintergreen oil, dry cleaning solution, lacquer thinners, gasoline, pine oil, etc. to come in contact with the DoloMatte surface.
- Avoid using razor blades or other sharp objects that might scratch the surface.
- Small scratches may be removed by sanding with 600 grit wet/dry paper followed by cleaning with a mildly abrasive cleaner such those noted above.

**MTI strongly recommends contacting a surface repair professional for deep scratches or chips.**

\* Be sure to check the product label. Some products, although not containing abrasives, WILL damage the product over time.



# TROUBLESHOOTING

**Q: The pump or blower will not turn on. What should I check first?**

**A:** Check the electrical connections. Test the outlet for power by plugging in a small lamp or hair dryer. Check to make sure the breaker is not tripped. Replace GFCI outlet or breaker if necessary. On systems with multiple control boxes or equipment, ensure that all connections are intact.

**Q: There is a leak at the pump when it's turned on. How do we stop the leak?**

**A:** Check the rubber "O" rings for proper seating. Tighten the large union nut rings on the pump. These may have loosened during shipping or installation. Do not over tighten.

**Q: There is a rust colored, greasy ring in my bath tub. What causes this?**

**A:** The condition results from sediment in the water heater of the home. Drain and flush the heater according to the manufacturer's instructions, and then clean the interior of the tub with a mild, grease cutting dish soap.

**Q: The air jets on my tub are not blowing air bubbles. What could be the problem?**

**A:** The keypad or other connections may have been unplugged during installation. Check that the keypad is connected to the blower, and the blower is plugged into a working receptacle. Check that the grey air hose from the air blower to the manifold is properly connected. If necessary, reconnect and tighten clamps.

**Q: My MTI air bath appears to just turn on even if we are not in the tub.**

**A:** Each MTI Solutions Collection air bath is equipped with a pair of sensors near the drain of the bath. They appear as two small chrome buttons. Every time water is introduced into the bath, even if the air system was not used, the air system will automatically activate approximately 7 minutes after the water has drained out of the tub in order to purge the system of any small droplets of water. The system will turn off in approximately 1 ½ minutes. The light on your keypad blinks during the countdown to the purge cycle.

**Q: I understand the purge cycle, however my tub is now purging in the middle of the night. How can I stop this from happening?**

**A:** Small, barely detectable power fluctuations may have disrupted the purge cycle. Turn the breaker off (or unplug the blower), wait for ten seconds, then plug back in. The blower should now follow the normal purge cycle.

**Q: The air bubbles seem cool. How do I check that the blower is warming the air?**

**A:** To verify, turn the air system on high for 4-5 minutes (you do not need to have water in the tub). Carefully feel the grey air hose where it exits the blower. It should be warm to the touch. If it is cold, please contact MTI for service. Please note that some skin sensitive people might experience the so-called "cold air effect", which is caused by the actual sensation of air bubbles running along the skin, giving the bather a "shivering" sensation. Note: Even if the air entering the tub was hot enough to burn the skin, this shivering effect would still persist. The heated blower is not designed to heat your bath water, just to preheat the incoming air. If your tub is installed against an outside wall(s), it is recommended to adequately insulate the wall(s) to minimize heat loss. Do not insulate the blower itself; the blower needs sufficient air space surrounding it for proper circulation and operation.

**Q: Can I relocate the pump and/or blower?**

**A:** Because all MTI tubs are built to order, the pump and blower can be relocated during the manufacturing process (at no additional charge) to accommodate your specific installation. The pump cannot be relocated once the tub is built. The air blower can be relocated onsite up to eight feet away from the bath.

**Q: Is it safe to use bath salts or bath oils in my air bath?**

**A:** Water soluble products such as bath salts are fine to use, however, MTI does not recommend the use of heavy bath oils. If bath oil is used, refer to the cleaning section of your manual for proper after care and cleaning instructions. Products containing strong natural or chemical dyes may discolor the jets and/or controls on your tub. Check the label to ensure the products are safe for your tub material, and always use according to the product recommendations.

**Q: How can I get scratches out of my tub?**

**A:** Most scratches can be buffed out using readily-available and easy-to-use products (see Care and Cleaning section for more repair information). Deeper scratches and chips may require the services of a professional repair technician.

**Q: My bath's hydrotherapy system has been working great for years, and now has stopped working. What should I check first?**

**A:** The problem is most likely the breaker or the GFCI outlet under the tub. Check your breaker box first, and then use a hairdryer to test the outlet under your bath where the equipment is plugged in. This should identify the problem. If both these items check out fine, please have your registration number available and contact our technical service department.

**Q: How do I find the serial or registration number on my bath?**

**A:** The registration number can be found on a silver sticker attached to the outside wall of your bath. It is typically placed 3-4 inches over the pump and /or air blower.



## MTI Residential Warranty

This warranty is effective for MTI Solutions Collection Freestanding air bath and soaking tubs manufactured after January 1, 2006, and is in lieu of all other warranties.

### Lifetime Bath Warranty

**Shell:** MTI Baths (MTI) warrants the tub shell against defects in material and workmanship for the lifetime of the product to the original purchaser. Variations in resin/fiberglass thickness on the underside of the bath are not considered defects and do not affect the performance, integrity or quality of the product.

**Air Bath:** The non pro-rated warranty covers the blower against defects in material or workmanship. All other hydrotherapy components included in MTI packages are subject to the MTI Two-Year parts warranty.

**Two-Year (Parts Only) Warranty:** MTI warrants MTI Solutions Collection hydrotherapeutic system components included in hydrotherapy packages for two years against defects in material or workmanship. Also warranted for two years are optional therapies that are not otherwise specified under the one-year terms of warranty. If a control box or keypad is deemed defective within the two year period, MTI will send replacement parts at no charge.

**Radiance® and Chromatherapy:** MTI warrants optional Radiance and Chromatherapy for two-years, parts only, against manufacturing defects. In the unlikely event that the electrical heating grid for the Radiance® fails within the two-year period, MTI Baths' only obligation is to refund the purchase price of the Radiance system to the original product owner. Proof of purchase required.

### One-Year (Parts Only) Warranty

**Stereo H<sub>2</sub>O®:** MTI warrants the transducer(s) for one-year against manufacturing defects to the original product owner.

Replacement parts shall assume the remaining warranty period of the parts replaced, are subject to availability, and may differ from those originally supplied. Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims.

**Warranty Performance:** Replacement parts and/or repair services authorized under the terms of this warranty will result in the issuance of a service order number. There will be no charge for necessary repair parts, materials, labor, or related freight costs under the terms of this warranty. Labor or any costs associated with gaining access for repair are specifically excluded from warranty. No payment for services rendered will be made by MTI Baths without an MTI authorized service order. To obtain service for any malfunction or defect, contact MTI's Technical Service & Warranty Department in writing within 10 days of the discovery of the problem. Proof of purchase must be provided. Other support materials may be requested to assist technicians with problem and warranty assessment. MTI reserves the right to inspect the malfunction or defect on site and repair or replace the unit at our discretion.

**Warranty Extent & Limitations:** Warranty coverage begins on date of purchase regardless of installation date. The warranty registration card must be mailed to MTI Baths at 670 N. Price Rd. Sugar Hill, Georgia 30518 or completed online at [mtibaths.com/support/online-warranty](http://mtibaths.com/support/online-warranty) within one hundred twenty days from purchase.

This warranty is product specific and extends only to the original consumer/purchaser of the MTI Baths product. Original purchase and installation must be within the boundaries of the continental USA\*. The warranty terminates after transfer of ownership or if the product is installed or relocated outside the boundaries of the continental USA\* by the original consumer/purchaser prior to the expiration of the warranty period. Installation must be in an indoor, climate-controlled, residential environment. The unit must be installed and operated according to the instructions contained in the installation and owner's manual.

MTI cannot guarantee that any tub model currently in use will be available in the future. Product replacement is subject to availability. Replacement products may differ from those originally supplied.

Proper drain and valve installation is the responsibility of the installer. MTI's warranty does not cover leaks associated with these features.





**Warranty Exclusions:** Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims. Defects, damage, or failure caused by common carrier, installer, user, or other persons are excluded from this warranty. We do not cover defects, damage, or product failure caused by the following: careless handling, modification of any type for any reason, improper installation (see “Installation Instructions”), connections supplied by the installer, misuse, incorrect or improper maintenance, use of improper cleaners and/or chemicals (see “Care & Cleaning”), food, beverages (i.e., red wine), bathing products with harmful dyes or other contents (i.e., glitter), medicinal products i.e., mecurochrome), make-up or hair dye, hot appliance and cigarette burns, or extraordinary acts such as earthquakes, hurricanes, lightning, floods, hail, etc... Chips, cracks, and scratches are damages, and are NOT covered under warranty, however, they may be repaired by a qualified technician at the owner’s/user’s expense. Damages or defects that should be detected before installation are not covered. See commercial warranty for commercial installation coverage.

**Display Models:** Display floor models and overstock sale units are excluded from this warranty.

**Drain Kits & Finishes:** Drain kits that are sold by MTI are not manufactured by MTI and are excluded from this product warranty.

Many drain kits and accessories carry a factory warranty direct from the manufacturer. Terms vary among manufacturers. Special order finishes for drain kits are excluded from this product warranty.

**Acts Invalidating Warranty:** Inspection of the unit prior to installation is the responsibility of the installer(s) or person(s) acting on behalf of the user. He/she is responsible for ensuring that the unit is free of defect or damage. The shipping container advises the installer of this responsibility. MTI is not responsible for failure or damage that should have been discovered, repaired, and avoided by proper inspection and testing prior to installation. Damage that occurred in transit is the responsibility of the carrier. The consignee must open and inspect the unit for damage when it is delivered. If the unit is damaged, this must be reported immediately to both the seller and the carrier in writing and an inspection must be requested. In the event that the carrier fails to respond, report such response to both the seller and the carrier. Any freight claims must be filed within five business days.

It is the responsibility of the installer, contractor, or user to install/bed the unit properly allowing for access for service. Access must be provided to each pump and/or electrical component. The access panel(s) must have a minimum size of 16” x 14” for installation and future servicing of the equipment. MTI Baths, Inc. will not authorize any service unless clear access is available. Access from a crawlspace or incomplete access to all equipment may result in warranty claims being denied. Unit must be water tested for operation and leaks prior to final enclosure. Damage, including chips or scratches, occurring to the unit during installation is the responsibility of the installer and after installation is the responsibility of the owner/user.

**Disclaimers:** MTI Baths is not responsible for incidental or consequential damages/losses from any cause such as water damage to carpeting, floors, or ceilings. Optional equipment not manufactured by MTI or installed by MTI is not covered. Damages or defects that should be detected before installation are not covered. This limited warranty does not include labor, transportation, or other costs incurred in the removal and/or reinstallation of the original unit or replacement unit. Costs related to obtaining access for repair are not covered. The foregoing warranty is EXCLUSIVE and in lieu of all other warranties, including any other warranty of quality, express or implied, and including any warranty of merchantability, or any warranty of fitness for any particular purpose.



**Customer  
Service**

To verify coverage or request service,  
please contact the MTI Service Department  
and have serial or registration number available.

**800-783-8827**  
[service@mtibaths.com](mailto:service@mtibaths.com)

\*Exceptions for Alaskan and Canadian Customers: MTI Baths extends the complete Residential Limited Lifetime Warranty to any MTI Solutions Collection tub installed within a 75-mile radius of an Authorized MTI Distributor. Any installation site outside the 75-mile radius will be covered for two years, parts only.

\*Exceptions for Hawaiian Customers: MTI Baths extends the complete Limited Residential Warranty to Hawaiian customers on the islands of Maui, Kauai and Oahu only. All other locations will be covered for two years, parts only.



## MTI Commercial Warranty

This warranty is effective for MTI Solutions Collection Freestanding air bath and soaking tubs manufactured after January 1, 2006, and is in lieu of all other warranties. MTI Baths (MTI) provides a limited warranty on its products for use in the continental United States of America to original purchasers.

### Two-Year Bath Warranty

**Shell:** MTI warrants the tub shell against defects in material and workmanship for a period of two years from the date of purchase. Variations in resin/fiberglass thickness on the underside of the bath are not considered defects and do not affect the performance, integrity or quality of the product.

**Air Bath:** The non pro-rated warranty covers the blower against defects in material or workmanship. All other components included in MTI packages are subject to the MTI One-Year parts warranty described below.

**One-Year (Parts Only) Warranty:** MTI warrants all other therapeutic system components not specified above for one year for parts only against defects in material or workmanship. Replacement parts shall assume the remaining warranty period of the parts replaced.

**Radiance® and Chromatherapy:** MTI warrants Chromatherapy and Radiance® for two-years, parts only, against manufacturing defects. If the control box or keypad fails within the two year period, MTI will send replacement parts out at no charge. In the unlikely event that the electrical heating grid for the Radiance® fails within the two-year period, MTI Baths' only obligation is to refund the purchase price of the Radiance system to the original product owner. Proof of purchase required.

**Stereo H<sub>2</sub>O®:** MTI warrants the transducer(s) for one-year against manufacturing defects to the original product owner. Labor or any costs associated with gaining access for repair are specifically excluded from warranty. Proof of purchase required.

Replacement parts are subject to availability and may differ from those originally supplied. MTI cannot guarantee that parts currently in use will be available in the future. Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims.

**Warranty Performance:** Replacement parts and/or repair services authorized under the terms of this warranty will result in the issuance of a service order number. There will be no charge for necessary repair parts, materials, labor, or related freight costs under the terms of this warranty. Labor or any costs associated with gaining access for repair are specifically excluded from warranty. No payment for services rendered will be made by MTI Baths without an MTI authorized service order. To obtain service for any malfunction or defect, contact MTI's Technical Service & Warranty Department in writing within 10 days of the discovery of the problem. Proof of purchase must be provided. Other support materials may be requested to assist technicians with problem and warranty assessment. MTI reserves the right to inspect the malfunction or defect on site and repair or replace the unit at our discretion.

**Warranty Extent & Limitations:** Warranty coverage begins on the date of purchase regardless of installation date. The warranty registration card must be filled out by the purchaser and mailed to MTI Baths at 670 N. Price Rd. Sugar Hill, Georgia 30518 or completed online at [mtibaths.com/support/online-warranty](http://mtibaths.com/support/online-warranty) within one hundred twenty days from purchase.

This warranty is product specific and extends only to the original consumer/purchaser of the MTI Baths product. Original purchase and installation must be within the boundaries of the continental USA\*. The warranty terminates after transfer of ownership or if the product is installed or relocated outside the boundaries of the continental USA by the original consumer/purchaser prior to the expiration of the warranty period. Installation must be in an indoor, climate-controlled, residential environment. The unit must be installed and operated according to the instructions contained in the installation and owner's manual.

MTI cannot guarantee that any tub model currently in use will be available in the future. Product replacement is subject to availability. Replacement products may differ from those originally supplied.

Proper drain and valve installation is the responsibility of the installer. MTI's warranty does not cover leaks associated with these features.



**Warranty Exclusions:** Changes in materials, parts or specifications are not valid reasons for product refusal or replacement under warranty claims. Defects, damage, or failure caused by common carrier, installer, user, or other persons are excluded from this warranty. We do not cover defects, damage, or product failure caused by the following: careless handling, modification of any type for any reason, improper installation (see “Installation Instructions”), connections supplied by the installer, misuse, incorrect or improper maintenance, use of improper cleaners and/or chemicals (see “Care & Cleaning”), food, beverages (i.e., red wine), bathing products with harmful dyes or other contents (i.e., glitter), medicinal products i.e., mecurochrome), make-up or hair dye, hot appliance and cigarette burns, or extraordinary acts such as earthquakes, hurricanes, lightning, floods, hail, etc... Chips, cracks, and scratches are damages, and are NOT covered under warranty, however, they may be repaired by a qualified technician at the owner’s/user’s expense. Damages or defects that should be detected before installation are not covered.

**Display Models:** Display floor models and overstock sale units are excluded from this warranty.

**Drain Kits & Finishes:** Drain kits that are sold by MTI are not manufactured by MTI and are excluded from this product warranty. Many drain kits and accessories carry a factory warranty direct from the manufacturer. Terms vary among manufacturers. Special order finishes for drain kits are excluded from this product warranty.

**Acts Invalidating Warranty:** Inspection of the unit prior to installation is the responsibility of the installer(s) or person(s) acting on behalf of the user. He/she is responsible for ensuring that the unit is free of defect or damage. The shipping container advises the installer of this responsibility. MTI is not responsible for failure or damage that should have been discovered, repaired, and avoided by proper inspection and testing prior to installation. Damage that occurred in transit is the responsibility of the carrier. The consignee must open and inspect the unit for damage when it is delivered. If the unit is damaged, this must be reported immediately to both the seller and the carrier in writing and an inspection must be requested. In the event that the carrier fails to respond, report such response to both the seller and the carrier. Any freight claims must be filed within five business days.

It is the responsibility of the installer, contractor, or user to install/bed the unit properly allowing for access for service. Access must be provided to each pump and/or electrical component on the tub. The access panel(s) must have a minimum size of 16” x 14” for installation and future servicing of the equipment. MTI Baths, Inc. will not authorize any service unless clear access is available. Access from a crawlspace or incomplete access to all equipment may result in warranty claims being denied. Unit must be water tested for operation and leaks prior to final enclosure. Damage, including chips or scratches, occurring to the unit during installation is the responsibility of the installer and after installation is the responsibility of the owner/user.

**Disclaimers:** MTI Baths is not responsible for incidental or consequential damages/losses from any cause such as water damage to carpeting, floors, or ceilings. Optional equipment not manufactured by MTI or installed by MTI is not covered. Damages or defects that should be detected before installation are not covered. This limited warranty does not include labor, transportation, or other costs incurred in the removal and/or reinstallation of the original unit or replacement unit. Costs related to obtaining access for repair are not covered. The foregoing warranty is EXCLUSIVE and in lieu of all other warranties, including any other warranty of quality, express or implied, and including any warranty of merchantability, or any warranty of fitness for any particular purpose.



**Customer  
Service**

To verify coverage or request service,  
please contact the MTI Service Department  
and have serial or registration number available.

**800-783-8827**  
[service@mtibaths.com](mailto:service@mtibaths.com)



MTI Baths  
670 North Price Road  
Sugar Hill, GA 30518  
p: (800) 783-8827  
f: (800) 438-8827



Made in the USA

**mtibaths.com**  
© Copyright 2024 by MTI Baths, Inc.  
Modification Rights Reserved. 1115