

TROUBLESHOOTING

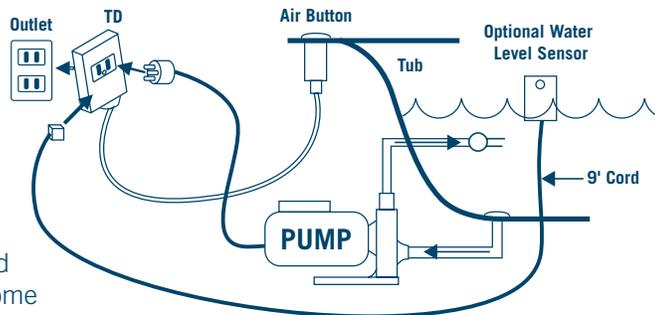
Please use the following guidelines if you encounter a problem with an MTI product. These are not covered under warranty but are simple repairs.

PUMP WILL NOT RUN:

1. Check electrical connection. Test outlet for power with a lamp or hair dryer to ensure power to box. Be sure pump is plugged in. Check to be certain breaker is not tripped.
2. On units equipped with a push style on/off device, check pneumatic air line. When the on-off button is pressed, a distinct “click” should be heard from the pump. If no click is heard, the air line has been disconnected. The air line is 1/8" clear or red tubing that connects the bottom of the on-off button to the electrical end of the pump. To correct this, re-install tubing to fittings as in drawing below. If your tub is equipped with an electronic switch (button turns to “on” or “off” position), check to ensure connection to pump is secure.
3. If the tub is equipped with the **Low Water Sensor/Timer**, the pump will run when the water level is 1" above the highest jets.

If the tub is equipped with the **Low Water Sensor/Timer**, and the pump does not run when the water is 1" above the highest jets:

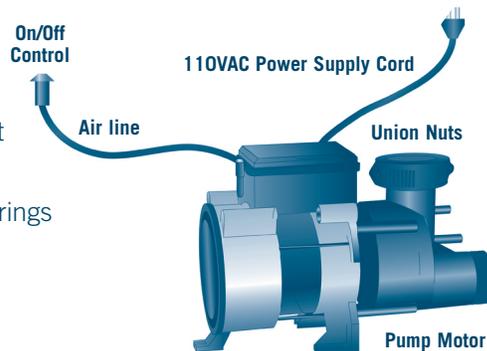
- A. Make sure the pump is working by unplugging the TD Jettub Switch Box from outlet and plugging pump directly into outlet.
- B. Disconnect clear air line from TD Jettub Switch Box and plug into the nipple on the pump.
- C. Turn on pump with the on/off button located on the deck of tub. With pump running, unplug from outlet to engage pump into “on” position.
- D. Plug clear air line and pump into TD Jettub Switch Box and plug Box into outlet.
- E. Fill tub and push on/off button on tub to operate pump.
- F. If pump still does not operate, adjust sensitivity dial located on Water Level Sensor Box attached to inside of tub. Red light will come on when sensor is working.



Note: The controls and mechanisms for each MTI custom built bath will vary. For assistance with the specific operation of your bath, please have your serial / registration number available and call 800-783-8827.

WATER LEAK NEAR PUMP:

1. Tighten large union nut rings on PVC lines to pump. These may have loosened during shipment or installation. These need to be hand tight only.
2. Remove both unions and check the rubber “O” rings for proper seating. Replace unions hand tight.



LITTLE OR NO ACTION FROM JETS:

1. Open air volume control to allow air to mix with water.
2. Check each jet to assure that they are all set to the open position by either pulling or turning the nozzle (depending on jet style.) **NOTE:** Each jet may be shut off individually.

FACTORY INSTALLED HEATER NOT WORKING:

1. The pump and heater are equipped to plug into a GFCI outlet. Be sure **both** are properly plugged in. The heater has an internal switch to operate only when the pump is in operation. There is no external user controlled switch to operate the inline heater.
2. The heater installed on your MTI whirlpool is designed to maintain the water temperature at 102°F. It will not effectively raise the temperature of cold water.
3. Check that the indicator light is on when pump is running.

RUST OR GREASY SUBSTANCE IN NEW TUB:

1. This condition results from sediments in the water heater of the home. Drain the water heater according to manufacturer's instructions and clean the whirlpool system as described in "Cleaning Instructions."

ACCENT/LED LIGHT NOT WORKING:

1. Ensure bulb is secure in housing.
2. Check to see that clear air line is connected to the bottom of the on/off button for the light as well as the electronic control box.
3. Make sure power cord is plugged into working receptacle.
4. If LED light operates from an independent, round keypad, check connections at keypad and electronic control box.
5. If LED light has function button on the keypad, check bulb housing to ensure bulb is not disconnected. Check connections at keypad and electronic control box.

TSUBO-HYDROMASSAGE NOT WORKING:

1. Make sure pump is plugged into control box.
2. Make sure on/off control/keypad wire is plugged into control box.
3. Make sure power cord is plugged into working receptacle. Check receptacle with a hair dryer or small lamp.
4. Check breaker.

SYSTEM ARIA NOT WORKING:

IMPORTANT NOTE: Your keypad may be in the lock-out mode! See deactivation instructions on page 17 to unlock keypad.

1. Verify the electronic touch control is connected to the blower.
2. Make sure the blower is plugged into a working receptacle. Check receptacle with hair dryer or small lamp.

3. Check to see if the ground fault circuit has been interrupted. Reset if necessary.
4. Ensure sensor wires from each side of the drain are connected to the blower. Do not attempt to disconnect the sensor wires from the bottom of the bath.

SYSTEM ARIA RUNS, BUT NO AIR COMES THROUGH JETS:

1. Verify that the grey air hose from the manifold to the blower is properly connected. If necessary, reconnect and tighten clamps.

AIR OUTLETS OF JET HEADS ARE OBSTRUCTED:

1. If soap or other residues obstruct the air jets, fill the tub with warm water, use a soft toothbrush to gently brush the air jets. Turn the system on and off several times. If the air jets are still clogged, please call MTI Technical Service at 800.783.8827 for assistance.

THE AIR SEEMS COOL:

1. To verify the operation of the heated blower, fill the tub to normal working level and operate the blower on high turbulence for five minutes. Carefully feel the flexible hose where it connects to the blower. The hose and immediate area should feel warm to the touch. If not, please contact MTI Technical Service for assistance.
2. 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.
3. Skin-sensitive people might experience the so-called "cold air effect," which is caused by the sensation of air bubbles running along the wet skin and providing the bather with a shivering sensation. Move your body slightly away from the closest jet to stop the 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.

A T T E N T I O N I N S T A L L E R !

Access must be provided to **each** pump, air blower and/or electrical equipment on your tub. The access panel(s) must have a minimum size of 16" x 14" for installation and future servicing of the equipment.

MTI Whirlpools, Inc. will not authorize any service unless **clear** access is available.