




Kohler Whirlpool Baths  
2-HP, 1-Speed Pump Variable Flow Models,  
With Neck and Back Jets

Owner's Manual

Below the text is a long, empty rectangular box with a thin black border.

**IMPORTANT SAFETY INSTRUCTIONS**  
**READ AND FOLLOW ALL INSTRUCTIONS**  
**INSTRUCTIONS PERTAINING TO RISK OF FIRE, ELECTRIC**  
**SHOCK, OR INJURY TO PERSONS.**  
**SAVE THESE INSTRUCTIONS.**

 **WARNING: Risk of Injury or Electric Shock.** When using this unit, always follow basic precautions, including the following:

The unit must be connected only to a 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, press the test button. The GFCI should interrupt power. Press the reset button. Power should be restored.

If the GFCI fails to operate in this manner, the GFCI is defective. If the GFCI interrupts power to the bath without the test button being pushed, a ground current is flowing, indicating the possibility of an electric shock. **DO NOT** use this hydro-massage bath. Disconnect the hydro-massage bath and have the problem corrected by a qualified service representative before using.

**For domestic (USA) models only:** To reduce the risk of electric shock, connect only to a properly grounded, grounding type receptacle, protected by a Ground-Fault Circuit-Interrupter (GFCI). Do not remove the plug's ground pin. Do not use a grounding adapter.

**For International and Canadian models only:** (permanently connected units) A green-colored wire is provided within the wiring compartment. To reduce the risk of electric shock, connect this wire to the grounding wire of your electric service or supply panel with a copper wire equivalent in size to the circuit conductors supplying this equipment.

A pressure wire connector is provided on the exterior of the pump or control within 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.

**IMPORTANT!** Flush your whirlpool system, and clean your neck pillow cover twice a month or more depending upon usage, as described on Page 7.

**DO NOT** operate this unit without the guard on the suction fitting.


Never drop or insert any object into any opening.


Use this unit only for its intended use as indicated in this manual. **DO NOT** use attachments not recommended by the Kohler Co.

Keep small objects such as bath toys and bathing accessories out of the whirlpool while the pump is operating.

**NOTE: Whirlpool action can cause even a small amount of bubble bath, bath soap, shampoo, or bath oil to foam excessively. For this reason, refrain from using these products during the whirlpool cycle.**

**NOTE:** Repeated use of personal care products containing oils can damage plastic whirlpool components. Do not use heavy, vegetable-based shampoos or bath oils.

 **DANGER: Risk of Injury.** Hot whirlpool baths can put certain stresses on the body, as does any hot bath, shower, sauna, or steam bath. **Prolonged immersions in hot water may induce hyperthermia.** Symptoms of hyperthermia include an increase in the internal body temperature, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include (1) failure to perceive heat, (2) failure to recognize the need to exit the bath, (3) unawareness of impending hazard, (4) fetal damage in pregnant women, (5) physical inability to exit the bath, and (6) unconsciousness resulting in the danger of drowning.

 **DANGER: Risk of Accidental Injury or Drowning.** To reduce the risk of injury, do not permit children to use this unit unless they are closely supervised at all times.

Water temperature in the whirlpool should not exceed 104° F (40° C).

Your new Kohler whirlpool (USA models only) has been listed by Underwriter's Laboratories, thus ensuring safety for you and your family. Your new whirlpool also conforms to rigid ANSI and IAPMO standards set within the plumbing industry.

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## 1. INTRODUCTION

All information in this manual is based upon the latest product information available at the time of publication. Kohler Co. reserves the right to make changes in product characteristics, packaging, or availability at any time without notice.

Identify and record the model and serial numbers below (found at the pump end of the whirlpool):

Model No. \_\_\_\_\_ Serial No. \_\_\_\_\_ Date of Manufacture \_\_\_\_\_

## 2. THEORY OF OPERATION

### A. ACCESS PANEL LOCATION

Access must be provided to perform any service to your whirlpool. When reading this information, it is a good idea to open your access panel and familiarize yourself with the components described below.

**After reading this manual, contact your Kohler dealer if you have any questions.**

### B. BASIC WHIRLPOOL COMPONENTS

Your new Kohler whirlpool consists of the following components.

- **The bath:** acts as a reservoir for water and provides a location for whirlpool action.
- **The pump actuator:** turns the whirlpool on and off through the activation of a sensing device. This switch also allows you to regulate the water flow.
- **The pump control box:** includes the relay and timer that drive the motor and the pump. This assembly **must** be protected with a Class A Ground-Fault Circuit-Interrupter (GFCI) supplied by your installer to prevent electrical line-to-ground shock hazard. **Never** bypass the GFCI. If the GFCI trips or the whirlpool is not working properly, call a Kohler authorized service representative to repair the problem.
- **Variable flow valve:** regulates the amount of water delivered to the whirlpool jets. You control the flow rate to the level you desire by using the small buttons on the pump actuator.
- **The 2-speed pump motor:** provides the power to move the water and create the soothing whirlpool action.
- **Adjustable jets:** placed strategically for optimum hydromassage. You control the air and water flow of each jet. The air and water flow is determined by how far you open up the jet nozzle.
- **The internal heater:** automatically turns on when the whirlpool is started, and maintains the water temperature to a maximum of 104° F (40° C). The heating element is built into the pump. The heater is internally wired, and requires no external electrical connection.
- **Neck jet and pillow:** delivers massaging water action to the back of your neck. The pillow provides a comfortable place to rest your head as you relax in your Kohler whirlpool. To prevent water spills, a built-in switch will stop the neck jet water supply if the pillow is removed during operation. The pillow cover prevents water from spraying out of the unit.
- **Auxiliary control:** includes the circuitry that opens and closes the valves. The auxiliary control interacts directly with, and draws power from the pump control box.
- **Neck/Back/Dual actuator:** opens the flow valves and allows water to the neck and back jets when the pump is running. The actuator also allows you to adjust the pulse rate of the water delivered through the jets. You control the flow rate independently of the jet pulsing action.
- **Neck jet flow valve:** opens and closes in response to electrical signals it receives from the Neck/Back/Dual actuator. Water passes through the neck jet flow valve on its way to the neck jet pulse cannister.
- **Neck jet pulse cannister:** regulates the pulsing speed of the water delivered to the neck jets. You may control the pulsing speed with the small buttons on the Neck/Back/Dual actuator.
- **Back jets:** delivers massaging water action to your back.
- **Back jet flow valve:** opens and closes in response to electrical signals it receives from the Neck/Back actuator. Water passes through the back jet flow valve on its way to the back jet pulse cannister.
- **Whirlpool jet flow valve (Pillow Talk™ II and Memoirs Only):** opens and closes in response to electrical signals it receives from the pump actuator. Water passes through the whirlpool jet flow valve on its way to the adjustable jets.
- **Back jet pulse cannister:** regulates the pulsing speed of the water delivered to the back jets. You may control the pulsing speed with the small buttons on the Neck/Back/Dual actuator.

## THEORY OF OPERATION – CONTINUED

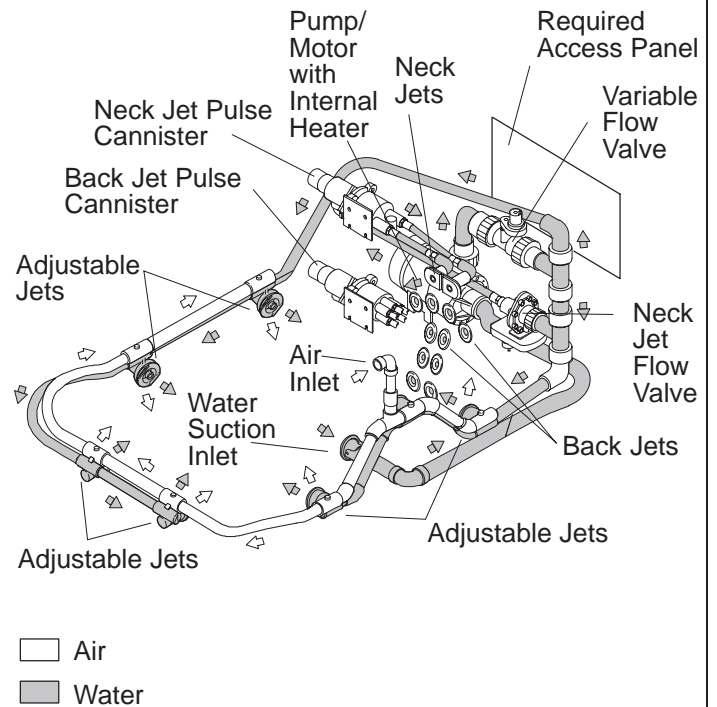
### C. WATER AND AIR FLOW CYCLE

The diagram shows the water and air flow for a typical Kohler whirlpool bath. Once you fill your whirlpool with water, it becomes a self-contained system.

Water is drawn from the bath through the water suction inlet located near the bottom of the bath. The water is pulled into the pump, and circulated past the internal heater. The water is then forced back into the bath through adjustable jets located in the bath walls. Valving is used to regulate the water flow intensity and/or to supply water to the neck jets. The suction inlet is protected with a cover to prevent small objects or hair from becoming entrapped.

Air is drawn into the stand pipe, mixed with the water stream at the jets and is adjusted by rotating each individual jet flange.

The operating cycle continues as long as the pump and motor are running. A built-in timer automatically shuts off the pump and motor after 20 minutes of operation.



## 3. OPERATING INSTRUCTIONS

### A. START-UP WHIRLPOOL

Your Kohler Whirlpool Bath promises many hours of massaging relaxation and enjoyment. Turn on the whirlpool jets for a vigorous hydromassage – each jet can be adjusted individually for optimum air and water mixture and flow.

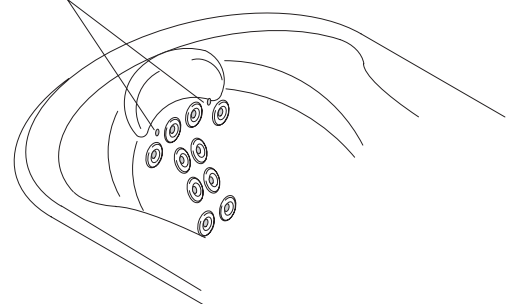
Please perform the following so you can safely receive the benefits of whirlpool bathing.

**To use:** For whirlpool jet operation, fill your whirlpool bath to a water level sufficient to cover the water level sensor buttons.

Press the actuator. The whirlpool will operate until:

- you press the actuator button again.
- the whirlpool timer automatically turns off the whirlpool pump/motor after 20 minutes of operation.

Water-Level Sensor Buttons – Vigora is Shown. Buttons May be Located Elsewhere Depending Upon Model.



## B. OPERATING SEQUENCE

**WARNING: Risk of injury or property damage.** Whirlpool controls are factory installed. Do not relocate or modify controls as this could adversely affect safe operation.

Refer to Important Safety Instructions located on Page 2 of this manual before using this whirlpool.

**NOTE:** Models are equipped with an internal heater. The heater will automatically cycle on and off to maintain the water temperature up to a maximum of 104° F (40° C).

Refer to chart for proper operating sequence.

1. Turn on the whirlpool jets by pressing the whirlpool "On/Off" switch. Adjust each jet for optimum air/water mixture and flow.
2. Press the "Neck/Back/Dual" switch once to actuate the neck jets.
3. Press the "Neck/Back/Dual" switch a second time to actuate the back jets and turn off the neck jets. The Pillow Talk II and Memoirs whirlpool jets will also turn off.
4. Press the "Neck/Back/Dual" switch a third time to run the neck and back jets together. The whirlpool jets will remain off for the Pillow Talk II and Memoirs; they will remain on for the Vigora and Waterscape.
5. Press the "Neck/Back/Dual" switch a fourth time to turn on the Pillow Talk II and Memoirs whirlpool jets. The neck and back jets will turn off.
6. A built-in timer automatically stops the motor after 20 minutes of operation.

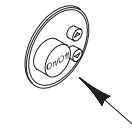
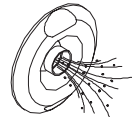
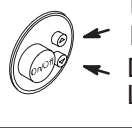
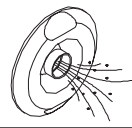
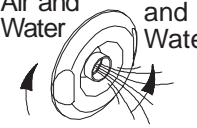
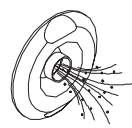
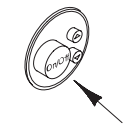

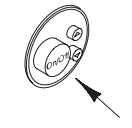
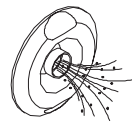
## C. ADJUSTMENT NOTES

- Both neck and back jet pulsing action will be at mid-speed when first actuated.
- Adjust the pulsing speed by pressing either the up or down arrow on the "Neck/Back/Dual" switch.
- Adjust the pulsing force by pressing either the up or down button on the Whirlpool "On/Off" switch.
- "Park" the back jets to obtain a gentle, yet concentrated massage. Press the down arrow on the "Neck/Back/Dual" switch repeatedly until the pulse action stops, and water flows continuously from only two back jets.
- While in the "Dual" mode, the neck jet pulsing action can be adjusted to its minimum speed with the back jets "parked".
- While sequencing through the whirlpool's functions, both the neck and back jets will run at the same speed they were last adjusted to.

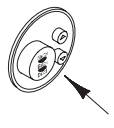
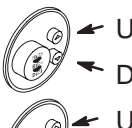
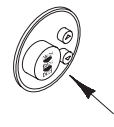
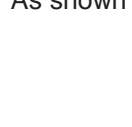
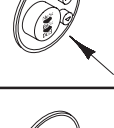
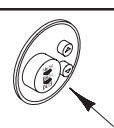
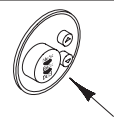
**NOTE:** The pillow must be in place for the neck jets to operate.

**NOTE:** The pillow cover must be attached to the pillow to prevent water from being sprayed from the whirlpool.

## 2-HP, VARIABLE FLOW PUMP CONTROL:

TO	METHOD	OBSERVE
Turn on whirlpool massage and the heater.		
Decrease flow by pressing ↓ key; increase flow by pressing ↑ key.		
To add air and water to whirlpool action, rotate the flange counterclockwise. To reduce air and water, rotate it clockwise.		
Shut off whirlpool.		
Restart whirlpool after 20 minute cycle is complete.		

## NECK AND BACK JET CONTROL:

TO	METHOD	ADJUST
With pump running and pillow cover in place, turn on neck massage.		 Up/Faster Down/Slower
With pump running, turn on back massage. Neck massage turns off.		 Up/More Down/Less
With pump running, turn on neck and back massage.		As shown above.
Repeat these steps as desired.		As shown above.
Turn neck and back jets off.		



## 4. CARE AND CLEANING INSTRUCTIONS

### A. CLEANING YOUR ACRYLIC WHIRLPOOL BATH

One of the joys of owning a Kohler acrylic unit is the ease of cleaning. There are no seams or tight corners for lime or mildew build-up. As with any smooth surface, **avoid using abrasive cleansers** on your acrylic whirlpool. Abrasive cleansers will scratch and dull the surface.

Wipe out your acrylic unit with a soft cloth after each use to prevent a build-up of soap and scum. If the surface gets excessively dirty you can use a general purpose cleaner such as: Cinch®, Glass Plus®, 409® All Purpose, Dow Soap Scum and Mildew Remover, Scrub Free® Mildew Remover, Mr Clean® Lemon Fresh, or Fantastik®.

If the surface of your acrylic unit becomes dull, you may use an automotive-type rubbing compound on the unit followed by a good application of paste wax.

**NOTICE: Risk of product damage.** Avoid products containing the following chemicals, as they will damage the finish: acetone, ethyl alcohol, amyl or ethyl acetate, sodium hypochlorite, toluene, phenol. Extreme heat, such as that generated by cigarettes or portable heaters, can damage whirlpool surfaces; do not use such items near your whirlpool bath.

### B. CLEANING YOUR PILLOW/COVER

Clean your pillow cover twice a month or more, depending upon usage.

Remove the pillow cover, and follow the cleaning instructions located on the tag stitched to the backside of the cover.

### C. FLUSHING YOUR WHIRLPOOL SYSTEM

Flush your whirlpool system twice a month or more, depending upon usage. Use the following sequence:

- Adjust the jets so there is no air induction;
- Fill the whirlpool with hot water to a level above the back jet water sensors;
- Add 2 teaspoons of a low-foaming dishwasher detergent, and 4 ounces of household bleach to the water;
- Run the whirlpool for 5 to 10 minutes in each massage mode; then drain;
- Fill with cold water to a level above the back jet water-level sensors, and run the whirlpool for another 5 to 10 minutes in each massage mode. Drain the whirlpool, and wipe it dry with a soft cloth.

## 5. TROUBLESHOOT WHIRLPOOL SYSTEM

This troubleshooting guide is for general aid only. A Kohler Authorized Service Representative or a qualified electrician should correct all electrical problems. For warranty service, contact your dealer or wholesale distributor.

SYMPTOMS	PROBABLE CAUSES	RECOMMENDED ACTION
1. Whirlpool does not start/stop.	A. No power to pump motor.	A. Set/Reset GFCI/ELCB breaker; check wiring. If problem persists, refer to installer/dealer.
	B. Faulty switch.	B. Replace switch. Refer to installer/dealer.
	C. Jets are blocked.	C. Remove blockage. Refer to installer/dealer.
	D. Faulty pump circuit board.	D. Replace pump circuit board. Refer to installer/dealer.
	E. Switch disconnected from panel.	E. Reconnect wire at switch or at pump. Refer to installer/dealer.
	F. Faulty motor/pump assembly.	F. Replace motor and pump. Refer to installer/dealer.
2. Motor starts, all jets are not functioning.	A. Jet is closed.	A. Rotate jets counterclockwise to open.
	B. Trim kit installed incorrectly.	B. Reinstall trim kit, checking for damage to O-ring. Refer to installer/dealer.
	C. Jets are blocked.	C. Remove blockage.
3. Whirlpool stops automatically before 18 minutes.	A. GFCI/ELCB trips.	A. Identify source of fault and correct. If problem persists, Refer to installer/dealer.
	B. Suction blocked.	B. Remove obstruction.
	C. Jets are blocked.	C. Remove blockage. Refer to installer/dealer.
	D. Motor overheated and protection device activated.	D. Check for blockage at motor vents. Remove blockage and allow motor to cool.  Check for suction blockage. Remove blockage and allow motor to cool.  Check for jet blockage. Remove blockage and allow motor to cool.
	E. Faulty pump circuit board.	E. Replace pump circuit board. Refer to installer/dealer.
4. Whirlpool does not automatically stop after 22 minutes.	A. Faulty pump circuit board.	A. Replace pump circuit board. Refer to installer/dealer.
5. Jet squeals/is noisy.	A. O-ring unseated.	A. Remove jet. Replace and lubricate O-ring onto jet valve body; reinstall jet. Refer to installer/dealer.
6. Whirlpool is noisy.	A. Shipping straps holding pump to bath have not been cut.	A. Cut straps so pump sits on subfloor.
7. Water flow cannot be regulated.	A. Faulty flow valve.	A. Check for loose connections or wire(s) leading to pump. Replace flow valve or pump circuit board as necessary. Refer to installer/dealer.



## 6. TROUBLESHOOT WHIRLPOOL SYSTEM – NECK AND BACK JETS

SYMPTOMS	PROBABLE CAUSES	RECOMMENDED ACTION
1. Neck jets do not operate.	A. Pump not on.	A. Turn on pump.
	B. Neck-jet flow-valve not opening.	B. Check for loose connections or wires leading from neck-jet flow-valve to auxiliary control. Replace neck-jet flow-valve or auxiliary circuit board as necessary. Refer to installer/dealer.
	C. Pillow not in place.	C. Ensure that pillow is properly attached to neck jet.
	D. Faulty reed switch.	D. Check reed switch wiring and connections leading from neck jet to auxiliary control. Replace reed switch or auxiliary circuit board as necessary. Refer to installer/dealer.
	E. Faulty actuator switch.	E. Replace neck-jet actuator. Refer to installer/dealer.
	F. Power from pump to auxiliary control is off.	F. Check for loose connections or wires leading from pump to auxiliary control. Refer to installer/dealer.
	G. Neck jet line is blocked.	G. Disconnect neck jet line hoses, and remove blockage. Refer to installer/dealer.
	H. Switch wire from either auxiliary control to pump, or from switch(es) to auxiliary control is disconnected.	H. Reconnect or replace switch wire(s) that use(s) modular plug(s). Refer to installer/dealer.
2. Neck jets do not pulse.	A. Faulty pulse cannister.	A. Check for loose connections or wires leading from pulse cannister to auxiliary control. Replace pulse cannister or auxiliary circuit board as necessary. Refer to installer/dealer.
	B. Faulty switch.	B. Replace switch. Refer to installer/dealer.
	C. Switch wire from either auxiliary control to pump, or from switch(es) to auxiliary control is disconnected.	C. Reconnect or replace switch wire(s) that use(s) modular plug(s). Refer to installer/dealer.

## NECK AND BACK JETS – CONTINUED

SYMPTOMS	PROBABLE CAUSES	RECOMMENDED ACTION
3. Back jets do not operate.	A. Pump not on.	A. Turn on pump.
	B. Back jet flow valve not opening.	B. Check for loose connections or wires leading from back jet flow valve to auxiliary control. Replace back jet flow valve or auxiliary circuit board as necessary.
	C. Inadequate water level.	C. Ensure that water is above water level sensor buttons.
	D. Faulty actuator switch.	D. Replace back jet actuator.
	E. Power from pump to auxiliary control is off.	E. Check for loose connections or wires leading from pump to auxiliary control.
	F. Back jet pipe is blocked.	F. Remove blockage.
	G. Switch wire from either auxiliary control to pump, or from switch(es) to auxiliary control is disconnected.	G. Reconnect or replace switch wire(s) that use(s) modular plug(s).
4. Back jets do not pulse.	A. Faulty pulse cannister.	A. Check for loose connections or wires leading from pulse cannister to auxiliary control. Replace pulse cannister or auxiliary circuit board as necessary.
	B. Faulty switch.	B. Replace switch.
	C. Switch wire from either auxiliary control to pump, or from switch(es) to auxiliary control is disconnected.	C. Reconnect or replace switch wire(s) that use(s) modular plug(s).
5. (Pillow Talk II and Memoirs Only) Whirlpool jets do not turn off in back jet and dual modes.	A. Whirlpool jet flow valves do not close.	A. Check for loose connections or wires. Replace whirlpool jet flow valves or auxiliary circuit board, as necessary.

## 7. IMPORTANT CONSUMER INFORMATION

### A. REQUESTING SERVICE

Please take a moment to familiarize yourself with the Kohler Warranty, its benefits, and limitations. Kohler Co. and its distributors support you with one of the largest Service Networks of its type. Here's what you need to do if you require service:

1. Contact the dealer or contractor who sold and installed the product. They should be able to solve any problems you may have.
2. If your dealer or contractor cannot solve the problem, they will contact or supply you with the name of the local Kohler Distributor and the:

 KOHLER TECHNICAL SPECIALIST

3. If you are unable to obtain warranty service through either your contractor or Kohler Co. distributor, please write us directly at Kohler Co., Attn: Customer Service Department, Kohler, WI 53044 USA, or call 1-800-4-KOHLER from within the USA.
4. Include all pertinent information regarding your claim, including a complete description of the product, model numbers, colors, finishes, and the date the product was installed. Include a description of the problem, and a photocopy of your invoice for the products involved. Also give us the name of the contractor and distributor.

### B. LIMITED ONE-YEAR WARRANTY

Kohler plumbing fixtures and fittings are warranted free of manufacturing defects.

Kohler Co. will, at its election, repair, replace, or make appropriate adjustment where Kohler Co. inspection discloses any such defects occurring in normal usage within one year after installation. **Kohler Co. is not responsible for installation or removal costs.**

To obtain warranty service, contact Kohler Co. either through your Dealer or Plumbing Contractor, or by writing Kohler Co., Attn: Customer Service Department, Kohler, WI 53044 USA, or by calling **1-800-4-KOHLER** from within the USA.

**Implied warranties, including that of merchantability or fitness for a particular purpose, are expressly limited in duration to the duration of this warranty. Kohler Co. disclaims any liability for special, incidental, or consequential damages.**

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of special, incidental, or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

This limited warranty provides specific legal rights as they apply within the USA, and other rights may be available, but may vary from country to country.

This is our exclusive written warranty.

KOHLER CO., KOHLER, WISCONSIN 53044



**KOHLER**®

