

USER'S TROUBLE SHOOTING GUIDE

Problem	Possible Solution
Whirlpool System Pump must be wired to 115V power source	
Pump motor does not work.	Check power source (Circuit breaker and wall outlet) Check the see-through vinyl hose is connected to both On/Off air switch and pump motor. If connection is loose then reconnect the see-through vinyl hose.
Pump makes sharp noise.	Particle stuck in the pump (i.e., large size sea salts or toe nail) Remove particle(s) from the pump housing.
Pump runs but no whirlpool Action.	Low water level (air from jets getting into suction) Fill the tub with water up to 1 1/2" above the suction cover. Air lock Fill the tub with water and turn on the pump. Wait for 10 seconds and turn off the pump. Repeat this process 10 times.
Pump is on but water leaks from the air control.	Close the air control valve and advise customer not to place their feet too closer to the jets.
Drain plug is not moving.	Missing adjustable screw. Please do not step on the drain plug. Replace with a new screw. Make an adjustment to the new screw and secure its position with the nut.

Chair Problem	
No power and no display on remote control.* **	Check power source (Circuit breaker and wall outlet) Check if plug is inserted into the receptacle.
Power is on but massaging is not working or will not shut off.* **	Connect securely into receptacle Replace remote control or PCB

Discharge Pump	
Pump will not turn on.	No power source. Check switch or circuit breaker. Check see-through vinyl hose connection for tightness.
Pump Hums but does not turn.	Air lock. (Piping elevation must be above discharge pump outlet so that air can be released from the pump.)

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J&A USA, INC. LIMITED WARRANTY STATEMENT

J&A Product: EPISODE, PETRA, TOEPIA, CLEO, PACIFIC SPA

J&A Accessories: Epi-Stool, Tri-Stool, _____

Duration of limited warranty: 1 year from date of purchase

Coverage on limited warranty: Parts & Labor

EXTENT OF LIMITED WARRANTY

J&A USA warrants that the J&A product and/or accessories specified above will be free from defects in materials and workmanship for the duration specified above. Which duration begins on the date of purchase by the customer (salon, spa). Customer is responsible for maintaining proof of date of purchase and manual booklet in order to initiate the warranty, the customer must send J&A Warranty Card in the manual booklet. Read carefully and return to J&A within 15 days from the date of purchase.

If J&A receives notice of a defective product during the applicable warranty period, J&A shall either repair or replace the defective parts at J&A's option. Replacement product may be either new or equivalent in performance to new. If J&A is unable to repair or replace, as applicable, a defective product covered by the J&A's warranty, J&A shall, within a reasonable time after being notified of the defect, replacement of equivalent purchased price for J&A product, accessories, or supplies. J&A shall have no obligation to repair, replace, or refund until the verification process by J&A is completed. J&A's limited warranty is valid in US where the covered J&A product is distributed by J&A. additional warranty services, may be available from any authorized J&A service facility where the product is distributed by J&A or by an authorized importer.

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- * Unauthorized modification or misuse
- * Improper site preparation or maintenance

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OBTAINING TECHNICAL SUPPORT

Please, look for help in the following order:

- 1) See Trouble Shooting Guide located in the Manual
- 2) E-mail us; detailed description of your problem, if you have an internet access
- 3) Fax us ; detailed description of you problem, if you have a fax machine
- 4) Contact your local distributor and request an A/S report to be filed on your behalf
- 5) Contact J&A tech support by phone

Please have the following information ready:

- 1) Salon or Spa Name, Address, Telephone Number
- 2) Contact Name
- 3) Model Name, Serial number of the problem unit
- 4) Brief Description of the problem

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