



# Tecaz

**WHIRLPOOL SYSTEMS**  
**3 & 5 year**  
**warranty extensions**



*No Worries !!!*

# Whirlpools

## Your Questions Answered

### **How do they work?**

Depending on the system you choose, the jets (which are installed in the walls of the bath) are connected via flexible PVC tubing to an electrically operated high volume water pump. On switching on the pump water flows at high velocity through the tubing and into the bath through the adjustable nozzles located in the centre of the jets.

### **How are the bubbles created?**

An adjustable air valve installed in the bath is used to vary the amount of air injected into the water stream. With the air valve control turned to minimum no air is injected and the system produces a constant flow of water which results in a gentle but firm hydro massage effect. For a more invigorating sensation the air valve can be adjusted to suit individual tastes.

### **Is it noisy?**

The state of the art pumps as utilised by *Tecaz* are extremely smooth and remarkably quiet.

### **Is installation of the bath with whirlpool more complicated than a normal bath?**

No. The only additional requirements are a suitable electrical supply.

### **Electricity in a bathroom is dangerous is the system safe?**

Extremely! As long as the wiring is installed by a qualified electrician and meets current standards the whirlpool system is totally safe. The on off switch for the whirlpool is via an air pump switch and there is no electrical contact between the switch and the pump.

### **How reliable are the whirlpool systems as supplied by *Tecaz*?**

Our systems are very reliable and should provide many years of fault free operation.

### **What is the warranty on the bath and whirlpool?**

The whirlpool bath comes with a standard one year warranty however for your peace of mind extended warranties of three and five years are available.

### **What are the costs of an extended warranty?**

4 jet system extension to 3 years £40, 5 years £60. 6 jet system 3 years £40, 5 years £75.

# TECAZ

Tecaz House, Norham Road, North Shields, NE29 7TN  
Whirlpool Extended Warranty

## What's Covered?

The Pump, including impellor and housing.

The Jets, including volume control and nozzles.

The Air switch and all associated pipe work.

The Air Volume control switch and all associated pipe work.

All pipe work including all solvent weld joints.

One way valves.

Air manifolds.

In the unlikely event that we can not complete a repair we undertake to supply a complete replacement bath with whirlpool system (on a like for like basis) however this would **not include the removal and installation costs but would include a contribution of up to £100.00 towards these costs.** Repairs under this warranty are free of charge

## \*What's Not?

Problems of a cosmetic nature that do not affect the function of the whirlpool.

Fair wear and tear.

Deliberate misuse.

Accidental damage.

Use in a commercial environment.

Tiles or any other wall finishes that may need to be removed for access. The customer must ensure that the bath is accessible for service.

# TECAZ

## Whirlpool Extended Warranty Registration Form\*

Customer Name.....

Original Invoice Number .....

Address .....

.....

.....

Post Code .....

Type of Bath .....

Whirlpool System (please tick as appropriate)

6 jet standard      pneumatic      electronic

6 jet hi flow              pneumatic      electronic

11 jet hi flow      pneumatic      electronic

12 jet air spa      pneumatic      electronic

Combined whirlpool/air spa

White      Chrome

Cover required (please tick as appropriate)

3 years

5 years

Cover commences date..... Cover ceases date .....

Branch code .....

Salesman.....

Cost of cover £ ..... Payment cash    cheque    credit/ debit card

**\*Must Be Completed At Time Of Purchase.**

As a consumer, the purchaser has certain statutory rights regarding the return of defective goods and claims in respect of losses caused by any negligence on the part of the seller or failure by the seller to carry out its obligations. These terms and conditions shall not affect the purchaser's statutory rights.

**THIS IS A CONTRACT BETWEEN TECAZ AND THE CUSTOMER AND IS NOT CANCELLABLE OR TRANSFERABLE**

Customer Signature ..... Date.....

# WHIRLPOOL / AIR SPA ORDER ACKNOWLEDGEMENT

CUSTOMERS NAME..... ORDER NUMBER.....

ADDRESS..... MAKE AND STYLE OF BATH

.....

..... HAND OF BATH

POST CODE.....



WHIRLPOOL / SPA TYPE  
(eg Hi Flow)

TELEPHONE.....

WARRANTY EXTENSION: YES NO NUMBER OF JETS .....

PERIOD: 3 years 5 years

SPECIAL INSTRUCTIONS:-

.....  
.....  
.....  
.....  
.....  
.....  
.....

Salesperson ..... Date .....

Customer Signature ..... Date.....

## ***IMPORTANT NOTES***

Any special instructions / requirements must be clearly specified by the customer on this order acknowledgement. The whirlpool / air spa will be fitted as detailed on this acknowledgement and **WE WILL NOT ACCEPT VARIATIONS NOT ORIGINALLY DETAILED HERE AFTER THE WHIRLPOOL / SPA HAS BEEN FITTED IN OUR WORKSHOP.**

### **HANDLING**

Do not lift the bath by pipes or whirlpool fittings.

### **DAMAGES**

All packaging and protective film must be removed and the surface of the bath fully examined before fitting is commenced. Claims for damages will **NOT** be accepted once fitting has commenced (NB.fitting of the bath legs is viewed as commencing installation.)

### **TESTING**

**Although the bath is fully tested before leaving our workshop it is essential that it is filled with water (after connecting the pump) and tested for a minimum of thirty minutes to ensure that no damage has occurred during transportation. This is best done in a garage or outside.**

### **ELECTRICAL CONNECTIONS**

Must be made by a qualified electrician and must comply with all current legislation. Electrical 3 pin plugs (where fitted) are for testing purposes only and **MUST NOT BE UTILISED.**

### **INSTALLATION**

Careful consideration should be given to the installation of the bath to ensure that should the bath require servicing at some future date that it can easily be removed and that access is available for the pump and controls. It is strongly recommended that the wall finish (e.g. tiles / cladding) are fitted behind the bath and that the bath is silconed into position.

### **PUMP INSTALLATION**

Where the pump is supplied as a free standing option it is essential that the pump is supported on a wooden frame work ( not supplied) and that the clear plastic pipe (supplied ) is connected to the on off switch and the air switch nipple located on the pump just above the cable entry.

None of these conditions effect your statutory rights.

## TESTING INSTRUCTIONS

Ensure all building debris is carefully removed from bath.

1. Fill, rinse and drain bath.
2. Refill bath above highest jet. (Severe damage to pump can result from operation without water or at sufficient water level).
3. Switch on system by pushing On/Off button.
4. Check whirlpool action of jets by turning air control clockwise for maximum power, anti-clockwise for minimum power.
5. Run system for 15 minutes and switch off by pushing On/Off button once.

**Note:** All systems leave our workshop fully tested.

**Testing instructions - Air System (if Fitted).**

Press On/Off button and check system functioning.

## CLEANING

Whirlpool fittings should be cleaned with a soft sponge or cloth.

Abrasive cleaners should never be used.

Monthly, fill the bath with lukewarm water and add

“Milton” (or similar) and run system for five minutes. Switch off, empty bath, refill with cold water, run system for one minute, switch off and empty again. Also carry out this procedure if the bath has been left empty for a long period. Make sure cleaning fluid is of non-foaming type.

Periodically remove suction plate and clean grille.

# FAULT FINDING GUIDE

| SYMPTOM   | PROBABLE CAUSE  | CURES   |
|---|---|---|
| Pump will not run                                   | No power to motor   | Check switch and fuse or E.L.C.B. Check air switch box operation, i.e. push On/Off button and check air switch makes and breaks circuit.  |
| Pump hums   | <ol style="list-style-type: none"> <li>1. Loose wiring</li> <li>2. Incorrect wiring</li> </ol>  | <ol style="list-style-type: none"> <li>1. Check terminals are tight</li> <li>2. Check wiring continuity</li> </ol>  |
| System runs but gives off excessive vibration noise | <ol style="list-style-type: none"> <li>1. Pump base insecure or insubstantial</li> <li>2. Pump base height incorrect</li> </ol>   | <ol style="list-style-type: none"> <li>1. Strengthen base or make more secure</li> <li>2. Check pump height and adjust by raising or lowering pump base to height. Pump to bath pipe connection should marry without strain on pipe-work</li> </ol> |
| Pump runs but no jet action                         | <ol style="list-style-type: none"> <li>1. Insufficient water in bath</li> <li>2. Debris blocking jet(s) from installation on-site works</li> </ol>  | <ol style="list-style-type: none"> <li>1. Normal operating level above highest jet.</li> <li>2. Jet heads are removable by twisting heads which can then be removed and cleaned</li> </ol>  |
| Pump will not start                                 | <ol style="list-style-type: none"> <li>1. No power to motor</li> <li>2. Airline fractured</li> </ol>  | <ol style="list-style-type: none"> <li>1. Check power supply to fuses</li> <li>2. Check line is not pinched or split</li> </ol>   |
| Pump cuts out                                       | <p>Motor overheating</p> <p>Thermal cut out operating</p>   | <p>Ensure adequate size cable to pump</p> <p>Ensure adequate ventilation</p> <p>Pump will restart when cool. This is a built in safety feature and not a fault.</p>   |
| Noisy Pump  | <ol style="list-style-type: none"> <li>1. Small object stick in impeller</li> <li>2. Faulty impeller</li> <li>3. Defective bearings (unlikely)</li> <li>4. Incorrect pump mounting</li> </ol> | <ol style="list-style-type: none"> <li>1. Call Service Engineer</li> <li>2. Call Service Engineer</li> <li>3. Call Service Engineer</li> <li>4. Check pump height</li> </ol>  |
| Low pressure from any jet                           | <ol style="list-style-type: none"> <li>1. Suction fitting clogged</li> <li>2. Jets clogged</li> </ol>   | <ol style="list-style-type: none"> <li>1. Remove and clean</li> <li>2. Remove jet nozzles, clean, run system, then replace</li> </ol>   |