

OWNER'S MANUAL

SHOWERS AND SHOWER BASES

INSTALLATION • MAINTENANCE • REPAIR



Produits Neptune



ETL CERTIFICATION

Our products and their components have received ETL certification, which attests to their quality and reliability.

Intertek



CERTIFICATION ECORESPONSABLE

Our products have been certified ecoresponsible, recognizing Produits Neptune's initiatives towards limiting its environmental footprint.



CONSUMER CHOICE

Produits Neptune is the proud recipient of the 2017 consumer choice award.

Do not discard. Save these instructions for further use



Thank you for selecting a Produits Neptune product. Your trust plays a great part in this company's success.

Your new Produits Neptune bathtub / shower is a top of the line product that will give you years of pleasure and relaxation if it is installed and maintained correctly.

We encourage you to read and understand all of the safety, installation and maintenance instructions included in this owner's manual. It is strongly recommended that the installation of your bathtub / shower be carried out by qualified and accredited professionals in accordance with governmental building codes and by-laws.

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Necessary tools

- Safety glasses
- Drill
- Screwdriver
- Paper and pencil
- Tape measure
- Level
- Hammer
- Pipe wrench
- Set square
- Drill bit

Necessary materials

- Silicone sealant (mildew resistant)
- Construction glue
- Shims (cedar shingles)
- Standard or self-drilling screws
- Mortar (optional)

Maintenance

ROUTINE CLEANING

To protect the acrylic finish from your Produits Neptune shower or shower base, it must be cleaned with a mild dish soap such as Dawn or Sunlight or a specifically designed acrylic detergent. It is not recommended to use detergent with essential oils as this may damage the acrylic.

NEVER USE ABRASIVE POWDER (VIM, AJAX, COMET, etc.), PETROLEUM DISTILLATE OR OTHER STRONG SOLVENTS TO CLEAN THE BATH.

Acrylic Repairs

STAIN

If you have a particularly resistant stain, you can use isopropyl alcohol to try and remove it (isopropyl alcohol is toxic, so always follow the safety instructions that come with it and wear rubber gloves).

MINOR SCRATCH REPAIR

Small superficial scratches can usually be removed by using an automotive polishing compound such as NuFinish or Meguiar's mirror glaze.

MAJOR DAMAGE REPAIR

Major damage, including chips and cracks in your bathtub, can often be repaired by a qualified technician. Your Produits Neptune dealer can put you in contact with such a qualified professional.

Troubleshooting

PROBLEM	SOLUTION
Water remains around the bathtub rim or drain.	Check that the installation is level and that the shower or shower base is sitting firmly on its feet. Shim with adjustment wedges if necessary.
Shower or shower base bottom moves during use.	The shower or shower base is not sitting firmly on its feet. Shim with adjustment wedges or use the alternate mortar bed installation technique.
Protective plastic film will not come off.	Use isopropyl alcohol.

Important information to safeguard

Note: Always keep your original bill of sale

Date of purchase: _____ Name of retailer: _____

Description of product: _____

Serial # (indicated underneath): _____

SHOWER AND SHOWER BASE INSTALLATION

Please read carefully all of the installation and maintenance instructions contained in this guide. We strongly recommend the installation is done by a qualified and authorized specialist, in accordance with building codes and laws.

This quality product was thoroughly inspected in factory against any manufacturing defect before being packed. However, if this product is defective, do not proceed to the installation and inform your retailer immediately.

The installation of a defective product or a bad installation cancels the manufacturer's guarantee. To honor your guarantee, you must keep your purchase invoice or provide us a proof of purchase by referring to your retailer. The Produits Neptune guarantee (for life on any manufacturing defect of all the acrylic products) is nontransferable.

BEFORE BEGINNING

Before installing your new PRODUITS NEPTUNE shower, we strongly recommend you to follow these few simple steps.

- Prior to removing your old shower, carefully inspect the new one for damage. Do not install a damaged unit. Please contact your local representative for assistance.
- Ensure that the shower you have is the one you ordered and that the dimensions are exact.
- Ensure plumbing rough-in for both the drain and the supply lines are completed according to your shower or shower base's dimensions.
- The floor area where your shower will be installed must be structurally sound and strong enough to hold the shower and an adult's weight. Also make sure that the walls and floor are square, plumb and level. If need be, level the floor with floor leveler.
- It is essential to have an access panel for plumbing maintenance. The building code generally requires the installation of an access panel of a minimum of 30 X 50 cm to facilitate plumbing maintenance.

PREPARATION OF THE SITE

- Sweep the floor to remove construction debris and vacuum to remove all remaining dust.
- If renovating, remove all existing wall material in order to install shower directly on wall studs.
- Ensure that the wood frame has the appropriate dimensions.
- If you plan on installing a door, you will also need to plan studs to receive the fastener screws when installing the jambs. Please refer to the installation guide provided with the door.
- All plumbing rough-in for both the drain and the supply should be completed before installing the shower.
- Check the distance between the wall, the shower and the studs to ensure that your valves and fittings fit well.

SHOWER INSTALLATION

Ensure walls and floor are square, plumb and level. All plumbing rough-in for both the drain and the supply should be completed before installing the shower. Also, make sure that you have an access in the back of the shower, on the same side as connections for valves and fittings. (see fig. 1)

To affix shower to the walls, use self-drilling screws through the shower's fixing lip OR pre-drill holes to prevent acrylic from cracking.

Before the final installation of your drain or before installing faucets and trimmings, please verify all of the shower's axes*. Also, check drainage by pouring water down the shower's drain.

*a-b-c axes should all be of same length (see fig.2).

Two piece showers:

You will need to separate the two (2) parts of the shower in order to apply a silicone bead for a better seal (see fig. 3).

SHOWER BASE INSTALLATION

Ensure walls and floor are square, plumb and level and that the waste pipes are well positioned. Position the unit in the prepared location and adjust level with wood shims or mortar. It will be easier to adjust the tray if you have access to it from the outside of the formwork. **Before**

Fig. 1

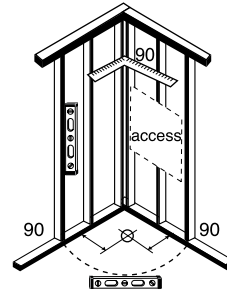


Fig. 2

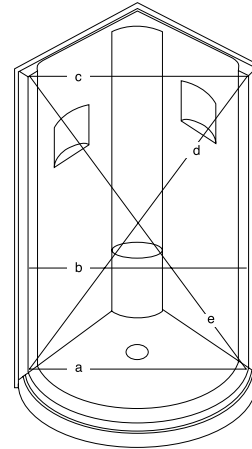
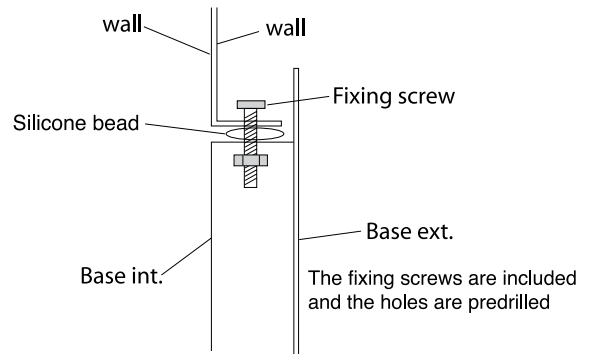


Fig. 3

Two pieces model installation

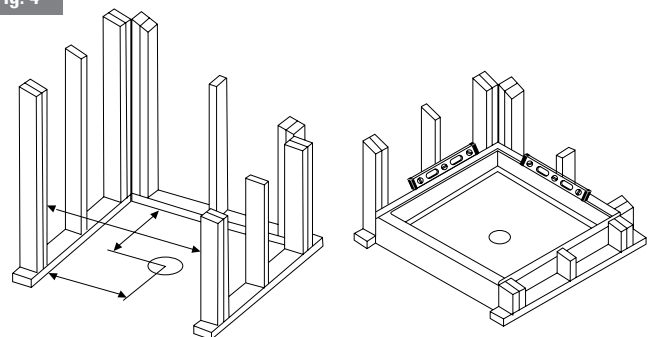


proceeding to the final installation, verify drainage by pouring water in the shower base.

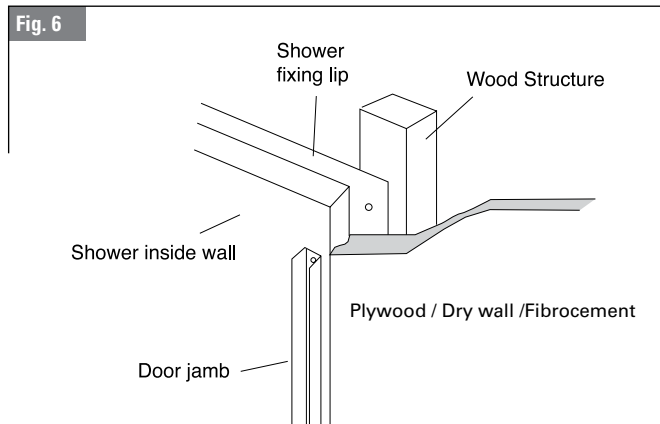
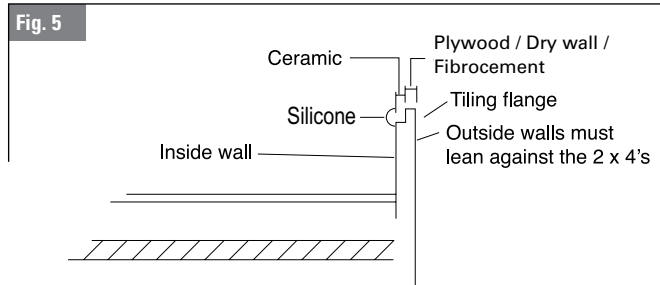
Tray with tiling flange on 3 sides and corner tray

The sides with tiling flange must lean against the 2 x 4s. (see fig.4)

Fig. 4



Ceramic tiles must be flush with the base's interior walls, the walls must be perfectly square and the tray perfectly level in order to be able to adjust the doors correctly. (see fig. 5)



IMPORTANT!

Note that to install all basic shower models, the sides and feet of the base must be properly supported. It is strongly recommended that you rest the base on a mortar bed, make a structure to support the center (drain) of the base, or level the floor using a floor leveler.

SPACE Base: There is metal frame under the SPACE shower base. When installing the door, be very careful to not screw the U-shaped section to the acrylic base as this will damage it and void the warranty. For this type of installation, use double-sided tape.

KOYA Base: To ensure that the door on the KOYA base is properly installed, make sure that the base is level and the two acrylic side walls are perpendicular to it. If necessary, adjust with shims behind the walls and under the base. Make sure the ceramic is perfectly aligned with the interior of the acrylic walls.

FAUCET INSTALLATION

- Step 1: Great care must be taken when drilling through the acrylic.
 - Align the faucet knob handles and ensure they are leveled before drilling the holes.
 - Always use a sharp hole-saw with a pilot bit that extends at least 1/4" below it.
 - The hole saw must always be larger than the fitting, forcing an object through a hole that is too small will damage the acrylic.
 - Drill slowly and steadily letting the tool do the work. This will help to reduce heat build-up and binding at the acrylic surface.
 - When installing the fixtures never over-tighten them as this can cause damage to the acrylic surface.
- Step 2: Now that the plumbing installation is complete, we recommend a 20 minute test. If no leaking is detected you may continue with the installation.

Warranties and certifications



PRODUITS NEPTUNE QUALITY

This logo certifies that your product has been inspected and tested by our specialists and that it is compliant with our high Produits Neptune quality standards.



ETL CERTIFICATION

Our products and their components have received ETL certification, which attests to their quality and reliability.



CERTIFICATION ECORESPONSIBLE

Our products have been certified ecoresponsible, recognizing Produits Neptune's initiatives towards limiting its environmental footprint.



WARRANTY

Each Produits Neptune product has been subjected to rigorous quality controls and we guarantee that it conforms to the highest quality standards. In order to ensure a trouble-free installation, we strongly recommend that you read the installation manual and our warranty terms joined with the product carefully before beginning any work. Our warranty covers parts and labor for repairs only and does not cover additional costs related to defective product replacement.



SHOWERS AND SHOWER BASES

ACRYLIC SHELL: Produits Neptune guarantees that acrylic units are free of any defects in materials and workmanship under normal use and service for a lifetime period starting from the initial date of purchase by the owner/user, contractor, or builder from an authorized dealer.

IMPORTANT !

When a showroom product is sold, the warranty period begins on the date of purchase from Produits Neptune by the retailer.

- For commercial use, all products have a 1-year warranty against manufacturing defects.
- The Produits Neptune warranty is solely for the personal household use of the original owner/user and starts on the date of purchase from Produits Neptune by the retailer. The warranty will take effect when the original owner/user presents the original bill of sale. The warranty is not transferable to subsequent owners. All products replaced or repaired by a qualified and certified technician during the warranty period will still be covered for the remainder of the original warranty.
- This warranty shall not apply in the case of non-compliant or incorrect operating procedures, breakage or damage caused by normal wear and tear, fault, negligence, abuse, misuse, misapplication, improper maintenance, alteration or modification of the product, as well as chemical or natural corrosion, fire, flood, or any other fortuitous event. This warranty shall not apply to stains or malfunctions caused by natural disaster, ferrous water, hard water or salty water.
- Like any product of lasting quality, Produits Neptune products and accessories require a certain amount of upkeep to preserve their finish. Clean your new Produits Neptune product with a mild soap, rinse thoroughly with warm water, and dry with a clean, soft cloth. Never use cleaning products containing abrasive agents, ammonia, bleach, acid, wax, alcohol, or solvents. Failure to comply with these maintenance instructions may invalidate the Produits Neptune warranty.
- No return on products sold in liquidation.
- No warranty on products sold in liquidation.
- No return on products sold with a system or option.
- All systems and options automatically come in the same colour as the bathtub unless otherwise specified on the purchase order.
- No return on products sold more than 3 months ago.
- 1-year guarantee on purchased parts.