


HydroMassage® Installation Checklist

Purpose The purpose of this checklist is to present the **Installation Technician** with a blueprint to deliver a friendly and professional experience one-hundred percent of the time.

Goal Our goal is to deliver an efficient, accurate, and neat installation, while providing customer with an engaging demonstration of HydroMassage® unit(s) and staff training.

48 Hours Prior to Installation Technician **MUST** confirm with customer the following:

- ✓ All electrical components have been properly installed.
- ✓ Appropriate gallons of distilled water have been delivered
 - **Bed** (30 gal.)
 - **Lounge** (20 gal.)
- ✓ Installation date is valid, if a change of date is required, contact the **Installation Coordinator** at **1-727-536-5566** to reschedule
- ✓ If required, ensure External Cooling System has been mounted onto ceiling structure by a certified contractor.

 **IMPORTANT:** For liability reasons, HydroMassage® technicians are not permitted to install or modify the External Cooling System above a customer’s room.


Installation Follow the steps in the table below to professionally install HydroMassage® unit(s) at a customer site.

NOTE: Refer to the appropriate HydroMassage® Quick Start Manual for full instructions.

Step	Action
1	Review HydroMassage® Post Installation Training section.
2	Attach, (if applicable) remote cooling lines and power cord from conduit in the wall (refer to External Temperature Control Unit Installation) section.
3	Install touchscreen arm with mounted touchscreen, NOTE: Can mount on either left or right side of unit (refer to Touchscreen Installation) section.
4	When using an External Timer, <ul style="list-style-type: none"> • Connect External Timer wires to the mainboard located in the control box (refer to External Temperature Control Unit Installation) section. NOTE: Option requires you to set Operational Mode to “Close Contact” on the touchscreen.

HydroMassage® Installation Checklist, Continued

Installation, continued

Step	Action
5	Fill unit(s) with distilled water (refer to <i>Initial Start-up</i>) section.
6	Run recommended test procedures (refer to <i>Testing</i>) section.
7	Install following components (refer to <i>Final Assembly</i>) section: <ul style="list-style-type: none"> • Side panels • Comfort pads • Comfort sheets • Pillow.
8	Straighten and secure wiring cables and water lines.
9	Contact Technical Support Team at 1-800-699-1008 (Prompt-1) and complete the following: <ul style="list-style-type: none"> • Set-up/DEMO customer Access Control Process (i.e., front-desk software, member database, external timer, etc.) • Set-up/DEMO Setting Usage Defaults (i.e., massage time/pressure/limits, water temperature, panel light color, etc.) • Connect unit(s) to network/internet • Confirm completion of installation • Confirm Bluetooth setting
10	Take the following photos of all installed unit(s): <ul style="list-style-type: none"> • Electrical wiring, frame, and water lines connecting (ETCU) to the HydroMassage®. • Room placement (wide-angle view is recommended) • External cooling system, if completing an Above-the-Room-Installation
11	Provide staff training and guidance in the following area(s) prior to leaving site: <ul style="list-style-type: none"> • User Interface – Operation & Functionality •  IMPORTANT: Include a 1-3-minute HydroMassage® tour demo. • Cleaning and Maintenance • Basic Troubleshooting
12	Confirm our goals of a Neat and Proper installation with authorized personnel prior to leaving premises.
13	Request authorized personnel to sign customer acceptance form.

After Completion of Installation

Technician **MUST** send Installation Coordinator the following:

- ✓ Signed customer acceptance form
- ✓ Photos of completed installation
- ✓ Photos of any damage, or related issues encountered during the installation or shipment
- ✓ Installation invoice

HydroMassage® Installation Preparation Instructions

Room Preparation

Determine where the unit will be located. The minimum room size is 8' x 6'. To maximize user, comfort an 8' x 10' or larger is preferred. For best results with the Series 320/350/450/500/700 Series (with external cooling system), it is recommended that cooling system is installed in a separate area or vented to remove heat from room – see “External Cooling System Heat Exhaust Vent” section.

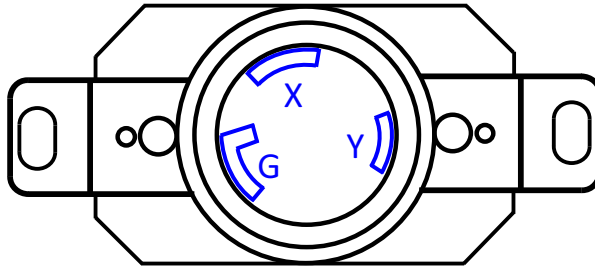
Electrical Requirements

Series

- A dedicated line supplying a voltage within the range of 208-volt power.
- 30-amp dedicated breaker
- Requires 10-gauge wire (2 hot legs and a ground*) USA / 4 mm wire internationally
- **Equipment is shipped with a NEMA L6-30 Locking Receptacle (shown below- 3 prong plug)** / For International installations: please have your electrician install an appropriate plug and receptacle according to code
- Requires a 110 Volt outlet within 5' of the center of the HydroMassage bed.
- CAT 5 or Cat 6 Internet / Network connection at least 6' from bed

Please be sure your electrical installation is completed before the unit arrives.

**NEMA L6-30R
Locking Receptacle
(USA Only)**



*If the equipment will be installed in a patient care area, additional electrical requirements may apply.

Water Requirements

Distilled water contains no chlorine and is free of minerals and other chemicals that can cause build-up and decrease the life expectancy of key components. Distilled water is available at most major supermarkets or directly from your water supplier (if you have a water delivery service). Please have water on hand the day of installation.

Series 300 and higher:

- Add 30 gal./114 liters
- Series 100: 15 gal./57 liters

Specifications

Dimensions: 94" (239cm) long, 41" (95cm) wide, 27" (69cm) high

Weight: 260lbs (118kg) without water. 460lbs (209kg) with 25 gallons (95L) of distilled water. Requires a doorway larger than 27" to install in room.

YOU WILL NEED:



Small Scissors



Adjustable
Crescent Wrench



Phillips Screw
Driver



Tin-Snips

Follow the steps below when unpacking HydroMassage® Bed Shipping Crates.



Step 1: Using Tip-Snip snip packing bands



Step 2: Remove Lid



Step 3: Remove box (sleeve) by lifting up



Step 4: Pull down box at base and sides



Step 5: Using small scissors remove plastic shrink wrap around the bed. **IMPORTANT:** Do not use knife or razor



Step 6: Unsnap and remove cover sheet and comfort pad

Continued:

Follow the steps below when unpacking HydroMassage® Bed Shipping Crates.

Step 7: Remove both side panels then both end panels by lifting up the top edges off Velcro fasteners.

NOTE: As shown in figure(s) 1 and 2



Figure 1



Figure 2

Step 8: Remove a total of six blue packing bolts (three on each side of bed) as shown in figure 3 used to secure bed to plywood shipping platform.

NOTE: In addition, remove the Touchscreen Computer as shown in the embedded image above, **AND** remove the Pole Computer and Supply Boxes as shown below.

IMPORTANT: Do not carry unit or move by using plywood shipping platform.

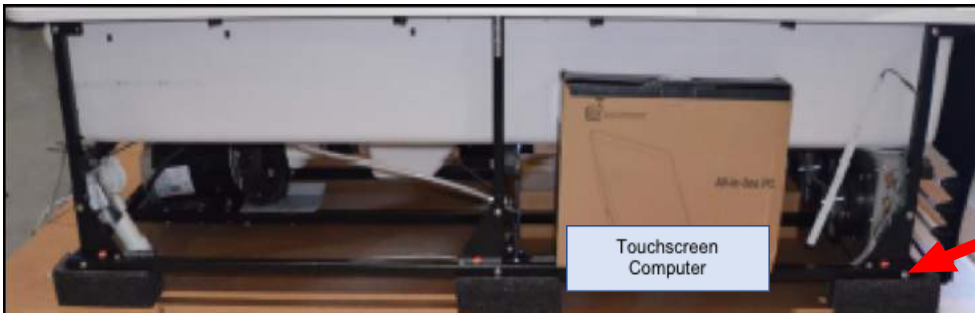
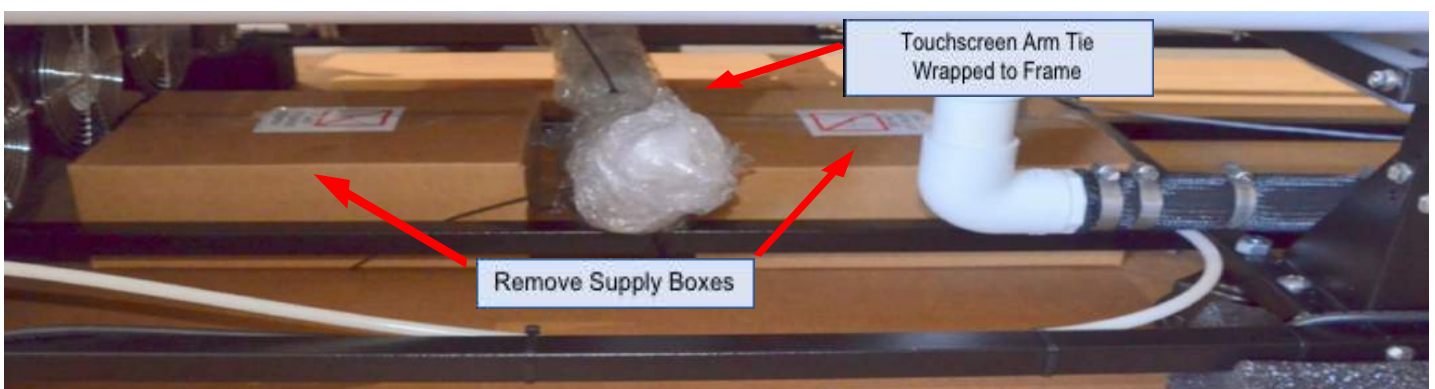


Figure 3



Continued:

Follow the steps below when unpacking HydroMassage® Bed Shipping Crates.

Step 9: Slide bed off the shipping skid.

IMPORTANT: Ensure to carefully place on the ground.



Step10: Inspect for External Cooling System as shown below in figure 4. If included, snip packing bands with the Tin-Snips and unpack unit.

NOTE: Not all models include External Cooling Systems. Refer to customer invoice if needed

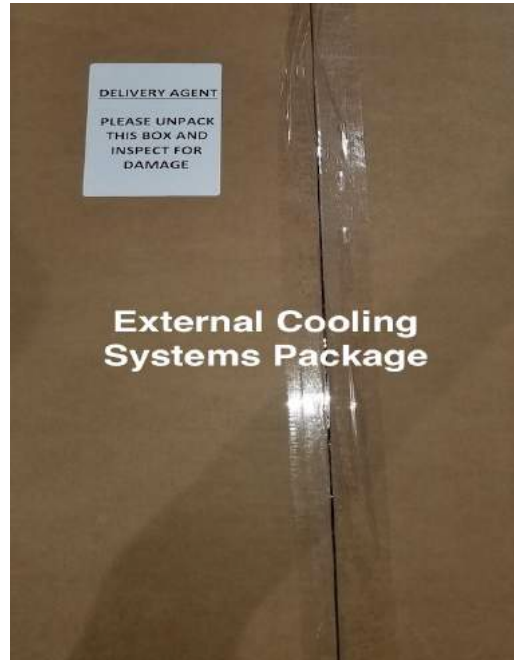


Figure 4

Follow the steps below when moving HydroMassage® Bed to desired location.

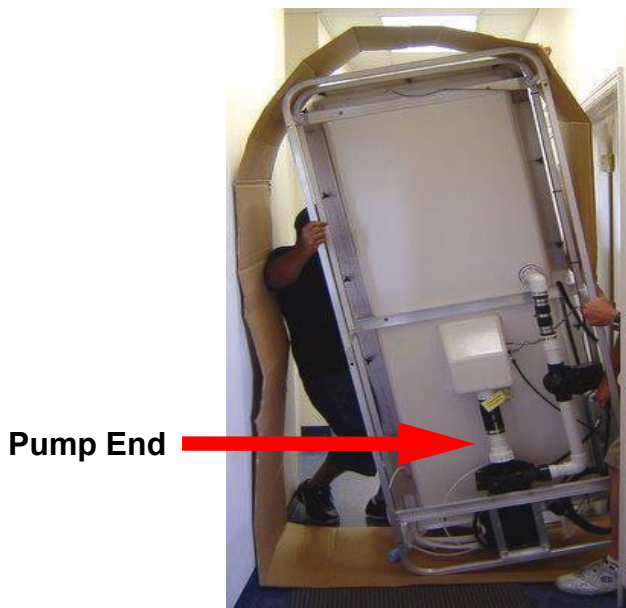
Step 1: Move bed to desired location.

NOTE: Ensure metal control box is facing toward the center of the room for easy access.

NOTE:

- **If you must stand the bed on its end**
 - Always stand it with the head end up and the pump end down.
 - Use cardboard ring from the shipping box to protect the floor, walls and door threshold and to assist in sliding the bed if necessary.

IMPORTANT: If included, move External Cooling System near pump (foot) end of bed as shown below.



Step 3:

- Place side and end panels back on unit as shown below in figure 1 and 2
- Snap both cover sheet and comfort pad to bed as shown below in figure 3

NOTE: Use black screws from Parts Supply Box to secure end panels.



Figure 1



Figure 2

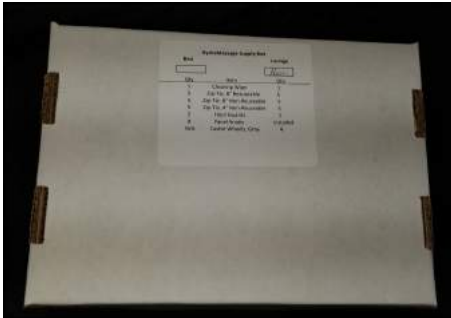


Figure 3

Continued:

PRIOR TO CLOSING OUT DELIVERY/UNPACKING PROCEDURE, ENSURE THAT ALL COMPONENTS ARE SECURE FOR THE NEXT STEPS.

COMPONENTS INCLUDE THE FOLLOWING:



Parts Supply Box



External Cooling System If Applicable



Wired Touchscreen with Mounting Arm






NOTE:

- Ensure to include a T-Max controller (if applicable)
- Any additional items as specified on the invoice.

THIS IS THE END OF THE DELIVERY AND UNPACKING INSTRUCTIONS.

(This section only applies to 340, 350, 350L, 500, and 700 series)

Touchscreen Components Supplied

Part	Image
Touchscreen Monitor & CPU (front view)	
Touch Screen Arm with wiring (back view)	
Touch Screen Arm Support Receiver (located on top / side of bed frame)	
Allen Wrench to tighten touchscreen arm if necessary Found in bag attached to frame	
Power cord wiring to touchscreen (can be routed to either side)	

Touchscreen Installation

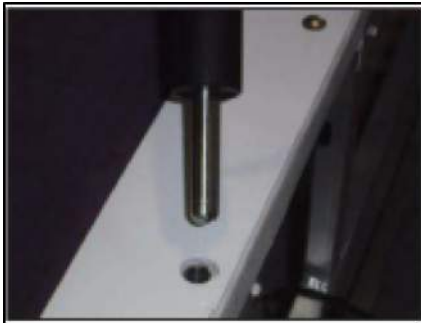
(This section only applies to 340, 350, 350L, 500, and 700 series)

1. Remove touchscreen from the box and unwrap the touchscreen mounting pole and open supply boxes.



2. Identify all components on previous page

3. Insert touchscreen mounting pole into bed frame
 - Touchscreen may be mounted on either side on the bed frame.



4. Run pole power cord through Touchscreen Arm
 - You will need to feed the touchscreen power cord through the bottom of the arm. The power will be attached to frame in bas as shown below, it can be routed to either side across frame support depending on which side touchscreen arm is being installed.



HydroMassage® Touchscreen Installation

Continued

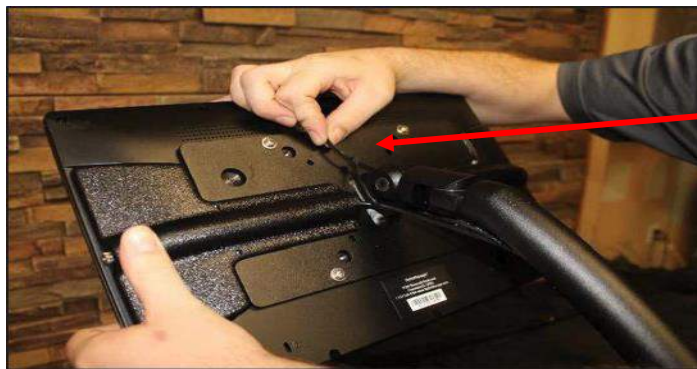
5. Connect Power Cord to Touchscreen

- Remove wire cover on the rear-left side by removing the 4 Phillips head screws
 - Route power cord through wire cover and plug into DC IN port
 - Reattach wire cover with the 4 Phillips head screws
- NOTE:** Be careful not to pinch wires when installing cover



6. Secure cables to arm using wire tie

- Extend touchscreen swivel forward for full range of motion before securing wire tie to ensure proper positioning of cables.



Secure cable with tie wrap

7. Users may plug headphones into headphone jack on back of touchscreen



Headphone Port

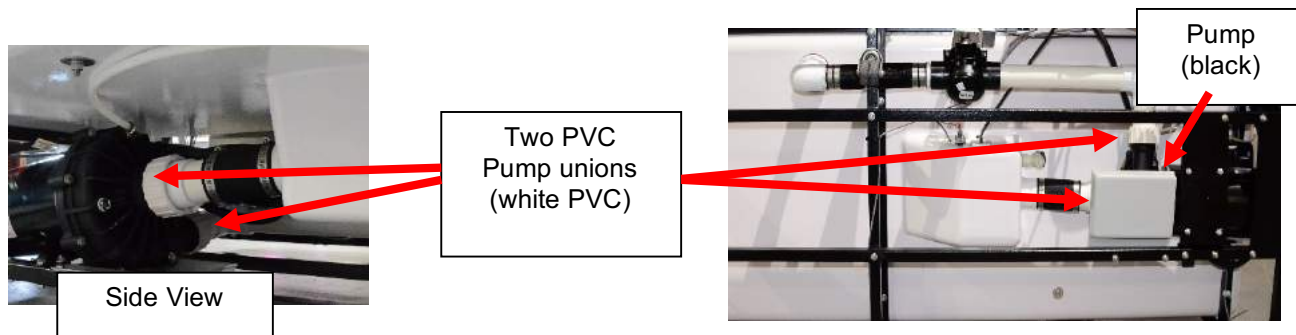


8. If installing T-Max or other remote usage controls, make connection at this point.

NOTE: Call HydroMassage® technical support at 727-536-5566 with question.

HydroMassage® Initial Start-Up

1. Make sure HydroMassage® power cord is NOT plugged into 220V outlet. If the touchscreen is not turned on, the bed should never be plugged in at the 220V electrical outlet.
2. Underneath bed, check to ensure two PVC pump unions are tight.
 - Prior to adding water, do a quick check of the PVC unions (connections on both sides of the black pump) underneath the bed to make sure they did not loosen during shipment.NOTE: Turn clockwise to tighten



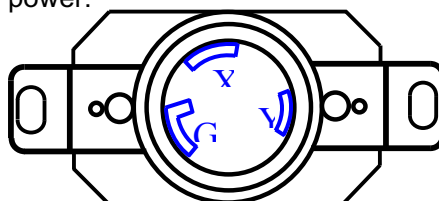
3. Unscrew small PVC breather tube, and screw the large PVC Water Filler Tube (found in Parts Supply Box) at the foot end of the tank to add water.



4. Add first 5 gal./19 liters of water ONLY (of the total 30.gal./114 liters to be added)



5. Plug the 22V power cord into the 220V wall outlet
IMPORTANT: The touchscreen will power up as the 220V power cord is plugged in. The touchscreen is now hard wired into the 220 V power.

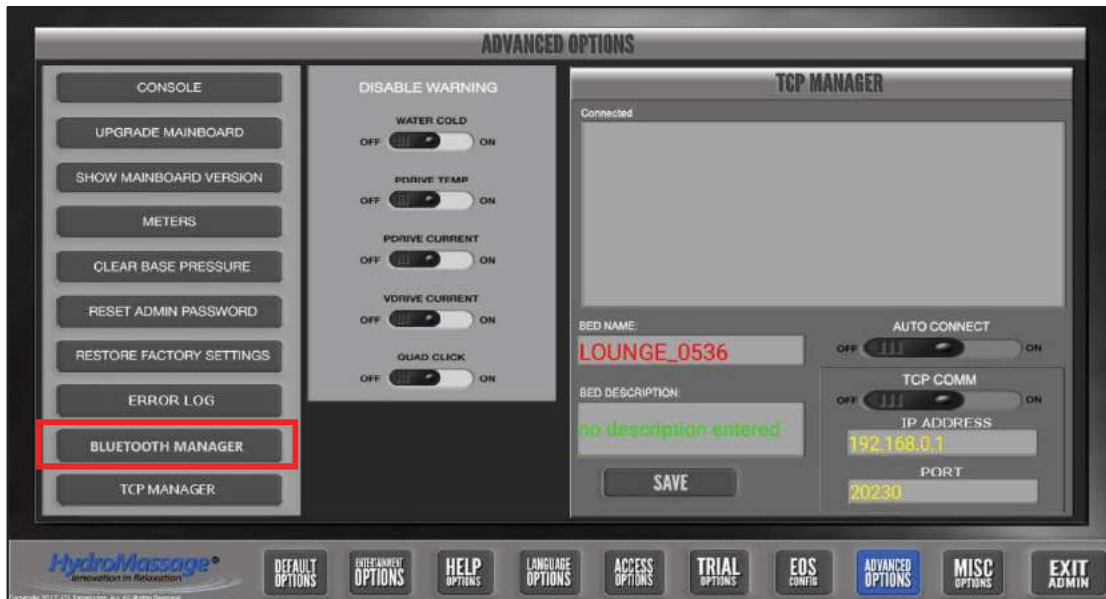


**Wall Outlet with
NEMA L6-30R
Locking Receptacle**

Connecting Via Bluetooth

****Important** HydroMassage® Touchscreen must be paired to Bluetooth Module**

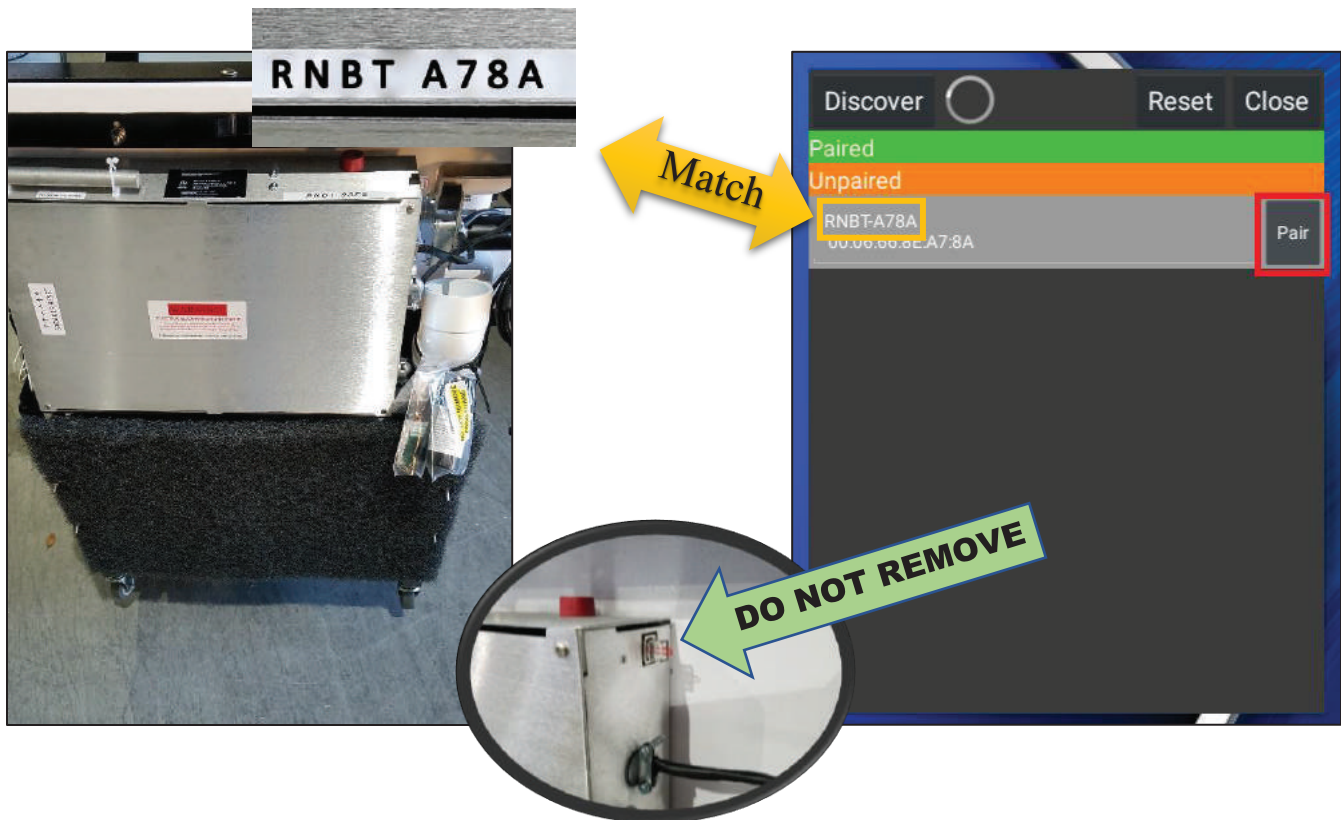
1. Hold the HydroMassage® Logo in the top left corner and type in 120700 and hit enter. Select the button for "Advanced Options" on the bottom of the app.
2. Select the "Bluetooth Manager" button on the left side of screen as shown below.



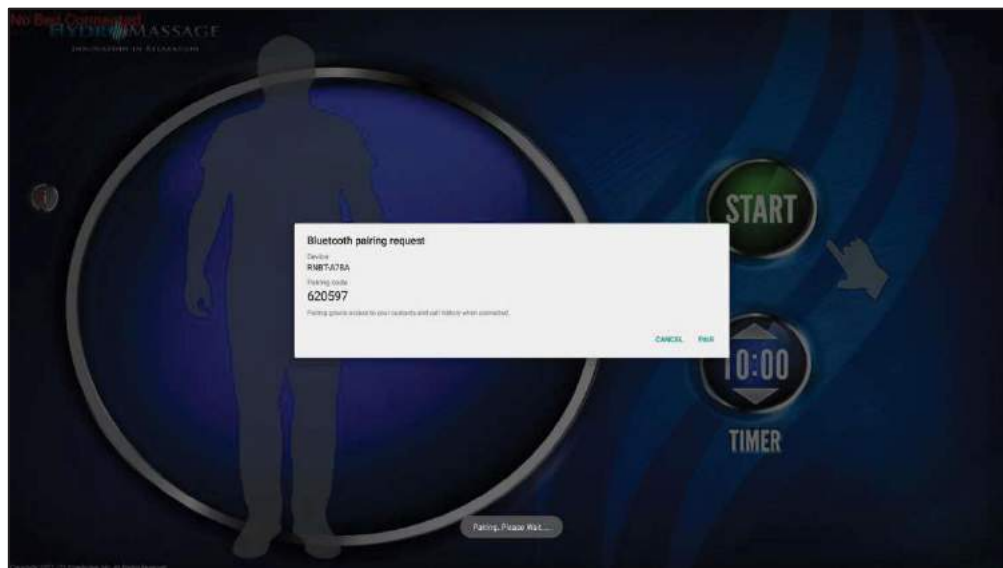
3. The Bluetooth Manager Window will display like the picture below.

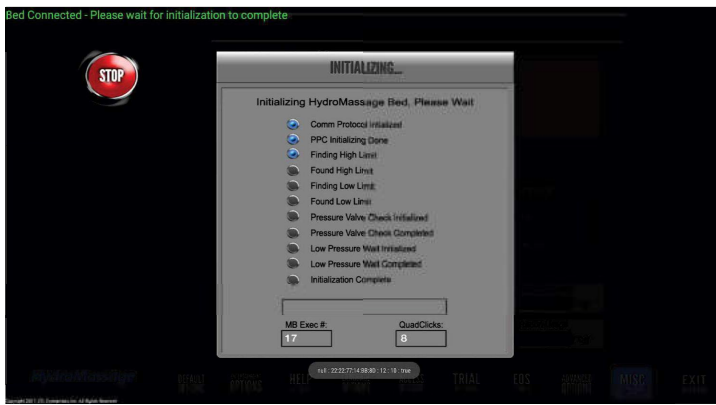


4. To find the Bluetooth device you want to pair to, you want to locate the Bluetooth Serial sticker on top of the control box at the rear of the lounge. Match the Bluetooth ID on the control box sticker with the serial number on the screen and click Pair.



5. After selecting the "Pair" button, a Bluetooth pairing request window will display shortly after (picture below). Do not hit any buttons or do anything on this window as the Bluetooth chip will automatically connect itself to the tablet and this window will disappear.





Software initialization. You should see a series of tests being completed on the touchscreen. This will take approx. 1-2 minutes

- If initializing process does not begin, unplug power cord, and call HydroMassage® technical support at 727-536-5566.
NOTE: During and after the initialization phase on the touchscreen, a "Water Temp Cold Error" indicator will appear.

6. After the initialization window disappears from the touchscreen, add the remaining 25 gal./95 liter of water.

- Once all water is added remove the fill tube and reinstall the breather tube.

7. Press green START button on touchscreen to turn on HydroMassage® for the first time.

- Check under unit for any visible signs of leaks.



8. If "Water Temp Cold" warning message is displayed on touchscreen, simply begin a massage session to raise water temperature.

- Set the massage area between 10 (lower limit) and 15 (upper limit)
- Water temperature will rise approximately 1-1 ½ °F for every 2 minutes when running on pressure level 10



HydroMassage® Testing

1) Test touchscreen controls

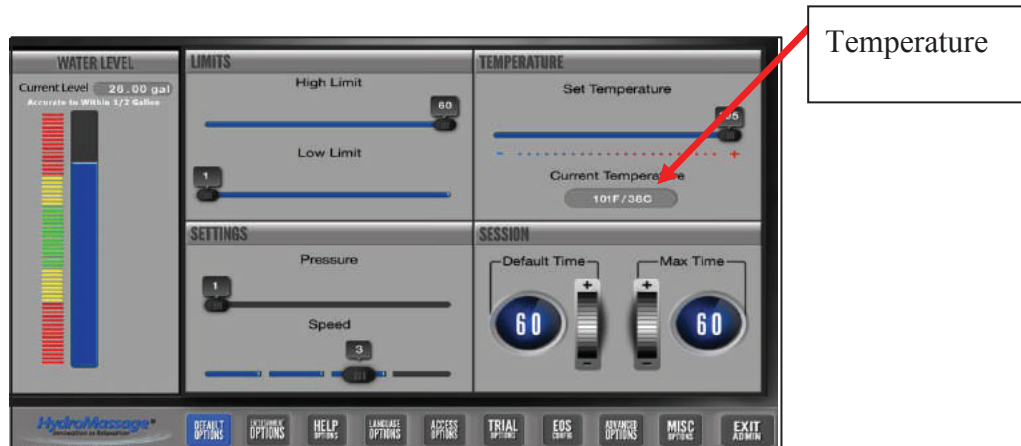
- Confirm the HydroMassage® is working properly by testing the pressure bars, change the massage speed, and launch the entertainment options at least 1X each.



2) Test the cooling system (either external and internal)

(For 440, 450 Models, Admin screen to view temperature settings).

- Start by pressing green **START** button. Keep running until water temperature exceeds 88 degrees F°. Keep the massage limits between 10 (Lower) and 15 (Upper) if water is colder than 80 degrees F°.
- To view the current temperature settings, press and hold the HydroMassage® Logo on the touchscreen for 5 seconds, and **ENTER** "120700". The Default Screen will open, and the temperature settings can be found at the upper right-hand corner of the screen.



- With Bed still running, once the water temperature has reached 88 degrees F° or higher, reduce the Set Temperature to 85 degrees F°. The cooling system fans should engage within 45 seconds when there is a 2-3 degree temperature differential. Hold a piece of paper up against the fans to test if they have been activated.
- The internal cooling system has fans under the panel at the head end of the Bed.
- Call HydroMassage® Technical Support at 727-536-5566 (option 1) if cooling system is not functioning properly.

HydroMassage® Via Bluetooth HydroMassage® Assembly

1. Position HydroMassage® unit in final location (centered on wall)

- For all models, allow for a minimum of 3' of excess electrical and cooling system wiring to enable movement of HydroMassage® unit during servicing or maintenance.
- Secure water lines and power cord together.
NOTE: Give water line enough slack to ensure when cord is moved. Water lines do not bend at cooling system connections.



Ensure to coil and zip-tie excess wiring to give slack when moved



- For 300 or 340 series models (with internal cooling systems), ensure 12' of clearance form wall at head end of unit for proper airflow.
- Complete one last visual inspection under the bed to confirm no water has dripped on the flooring.

2. Re-attach end panels (first) and side panels (second)

3. Fasten panels securely with end-panel knobs/screws



Screws to attached panels



4. Re-attach comfort pad (first) and top cover sheet (second)

- When attaching the comfort pad, begin with the snap at the head-end, and work your way around the bed until entire pad is attached to the panesl
- The nylon cover sheet will attach to the comfort pad with snap connections. There is an opening on one side for the Touchscreen pole.



Comfort Pad



Cover Sheet
Velcro opening for
Touchscreen Pole

5. Contact HydroMassage® Technical Support Department at 727-536-5566 to install HydroMassage® Desktop Software and Remote Access Software (if applicable)

HydroMassage® Post Installation

1) HydroMassage® Usage

- Ensure all staff/ customers are familiar with basic HydroMassage® operation and functionality
- The pillow should be positioned at the top of the user's shoulders to reduce noise. The pillow may be removed to massage head and neck. Using headphones (or ear buds) during the massage will also significantly reduce noise.
- For shorter users, the upper/lower massage limits should be adjusted to ensure the massage area does not extent below the feet or above the head.
- During the massage, users may rotate the body to massage different muscle groups on all four sides of the body.

2) Touchscreen Usage

- For video on the touchscreen, double-tap the screen to expand the video to full screen. Double-tap again to return the video to normal play mode.
- The music and video screens can be minimized by touching the massage control section of the screen during the massage.

3) Setting Usage Defaults

- To access Default Screen, enter the Administrator code (120700) on the touchscreen.
- Default settings for **(1)** massage time, **(2)** massage pressure, **(3)** massage area limits, **(4)** water temperature, and **(5)** massage speed may be set here.

4) Cleaning/ Maintenance

- Recommended Maintenance Schedule may be found online and on the last page of the manual: <http://hydromassage.com/Maintenance-Tips.htm>
- The lounge cover sheet is waterproof and may be cleaned with antibacterial wipes or spray. it is not necessary, but the cover sheet may also be machine washed but do not machine dry.
- Defoamicide and water filler tube are attached to the frame at the foot end of the lounge.
- Customer should understand how to remove the side and end panels, and be able to identify the key components (pump, electrical box, breakers, pressure valve, drive motor, cooling system, rubber barrier, and drain).

5) Troubleshooting

- If the pressure unexpectedly rises and falls during the massage, add 2 teaspoons of Defoamicide. Recommended Maintenance instructions suggest doing this every 3 months. This is also a good time to clean the machine if maintenance has not been performed in the past 12 months.
- The HydroMassage® Lounge should be rebooted at least 1X per week. This often resolves any minor software issues. See the Maintenance Schedule either on-line or on last page of the manual.

6) Electrical Usage

- Average watts of electricity used during a 15-minute session is 3700 watts (3.7KW). At lower pressure levels, the average watts used is approximately 2500 watts (2.5KW) if the cooling system is not in use. At higher pressure levels with the cooling system is engaged, the electricity used is approximately 5000 watts (5KW). In the USA, average electricity cost for a 15-minute session is \$0.06. When not in use, the system uses approximately \$2.00 in electricity per month to maintain temperature.
- On Average, the 16-amp international model runs at 2500 watts (2.5KW). The max watts of electricity are 3000 watts (3KW) at pressure level 10.

7) Paperwork

- Customer Acceptance document should be signed and returned to HydroMassage® after installation.