

# KOHLER®

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## STILLNESS INFINITY FS BATH (EXQ) 朗月独立式浴缸(EXQ)，尊享款

## OWNER'S MANUAL 用户手册

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**THANK YOU FOR CHOOSING KOHLER COMPANY**

**谢谢您选择科勒公司**

Thank you for choosing The Bold Look of Kohler. Kohler craftsmanship offers you a rare combination of proven performance and graceful sophistication that will satisfy you for years to come. We're proud of our stillness bath here at Kohler.

谢谢您选择科勒产品。科勒工艺为您提供优异性能和优雅外观的完美组合，长时间地满足您的需求。我们为科勒朗月浴缸而自豪。

Please take a few minutes to study this Homeowners Guide before you use your stillness bath. Pay special attention to the "Care and Cleaning" instructions in this manual.

在使用朗月浴缸前，请仔细阅读此家庭用户指南。请特别关注此指南的护理和清洁指南。

All information in this manual is based upon the latest product information available at the time of publication. At Kohler, we constantly strive to improve the quality of our products. We reserve the right to make changes in product characteristics, packaging, or availability at any time without notice.

此手册中的所有资料是按出版时的最新产品资料编写。科勒致力于改善产品的质量。同时，本公司保留在任何时候不需通知便可更改产品特征、包装或供应产品的权利。

This manual is designed to help you troubleshoot any problems that may develop with the operation of the stillness bath.





















此手册用于帮助您排除操作朗月浴缸时可能发生的故障。









If a problem occurs, refer to the "Troubleshooting" section to determine a probable cause.

如果故障发生，请参照“故障排除”章节确定可能的原因。

**IMPORTANT INFORMATION**  
**INSTRUCTIONS PERTAINING TO A RISK OF FIRE,**  
**ELECTRICAL SHOCK, OR INJURY TO PERSONS**  
**READ AND FOLLOW ALL INSTRUCTIONS**  
**SAVE THESE INSTRUCTIONS**

重要信息  
与火灾、触电、和人身伤害风险有关的说明  
请仔细阅读并遵循所有指示  
请保存此说明书

- |  |  |
|--|--|
|  If the power cord is damaged, in order to avoid danger, it must be replaced by professionals from the manufacturer, its maintenance department or similar departments.   |  如果电源软线损坏，为了避免危险，必须由制造商、其维修部或类似部门的专业人员更换。                                 |
|  The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. |  器具不打算由存在肢体、感官或者精神力缺陷或者缺少使用经验和知识的人（包括儿童）使用，除非有负责他们安全的人对他们进行与器具使用有关的监督和指导。 |
|  Children should be supervised to ensure that they do not play with the appliance.  |  应照看好儿童，确保他们不玩耍本器具。   |
|  Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12 V, must be inaccessible to a person in the bath.   |  含有带电部件的部件，除由不超过12V的安全特低电压供电的部件外，在浴室内的是无法触及到的。                          |
|  Earthed appliances must be permanently connected to fixed wiring.  |  接地连接器具必须永久连接到固定布线上。  |
|  Parts incorporating electrical components, except mobile device devices, must be located or fixed so that they cannot fall into the bathtub.   |  装有电气元件的部件，除遥控装置外，必须适当放置或固定，使它们不会掉入浴缸内。                                 |
|  The appliance should be supplied through a residual current device (RCD) with a rated tripping current not exceeding 30 mA.  |  应通过一个额定剩余工作电流不超过30mA的剩余电流装置（RCD）给器具供电。                                 |
|  <b>WARNING: Risk of personal injury.</b> To avoid injury, exercise care when entering or exiting the Stillness bath.   |  <b>警告：存在人员伤害危险。</b> 为避免人身伤害，在进出浴缸时，请加倍小心。                              |
|  <b>WARNING: The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.</b> Prolonged immersion in hot water may induce hyperthermia.  |  <b>警告：饮酒、吸毒或使用其他药物将大大增加致命高烧风险。</b> 过长时间泡在热水里可能会导致发烧。                   |
|  <b>WARNING: Risk of hyperthermia.</b> People using medications and/or having an adverse medical history should consult a physician before using a bath equipped with a heater.   |  <b>警告：过热风险。</b> 正在服用药物和/或有病史的用户在使用带加热功能的浴缸前应先咨询医生。                     |

<p> <b>WARNING: Risk of fetal injury.</b> Pregnant or possibly pregnant women should consult a physician before using the bath.</p> <p> <b>WARNING: Risk of hyperthermia or drowning.</b> Do not use the bath immediately following strenuous exercise.</p> <p> <b>WARNING:</b> Test water temperature with hands before using the bath.</p> <p> <b>NOTE:</b> Please do not use the bath in case of outage. In this case, the electronic drain may automatically opens and the bath can not be filled with water.</p>	<p> <b>警告：胎儿伤害风险。</b> 孕妇或备孕的妇女在使用浴缸前应先咨询医生。</p> <p> <b>警告：过热或溺水风险。</b> 剧烈运动后请不要立即使用浴缸。</p> <p> <b>警告：</b> 在使用浴缸前请用手再次确认温度是否合适。</p> <p> <b>注意：</b> 断电状况下，请不要使用浴缸。断电状态下电子排水可能自动处于打开状态，浴缸无法蓄水。</p>
<p>Use this stillness bath only for its intended purpose as described in this manual. Do not use attachments not recommended by the manufacturer.</p> <p>Never drop or insert any object into any opening.</p> <p>The Stillness bath must be connected only to a supply circuit that is protected by a residual current device (RCD). Such a RCD should be provided by the installer and should be tested on a routine basis. To test the RCD, press the test button. The RCD should interrupt power. Press the reset button. Power should be restored. If the RCD fails to operate in this manner, the RCD is defective. If the RCD interrupts power to the bath without the test button being pressed, a ground current is flowing, indicating the possibility of an electric shock. Do not use this bath. Disconnect the bath and have the problem corrected by a qualified service representative before using.</p>	<p>请仅仅将此朗月浴缸用于本手册中说明的用途。不要使用非生产商推荐的附件产品。</p> <p>不要使用任何物品填充或堵塞浴缸的任何开口。</p> <p>此浴缸必须被连接到受漏电保护器(RCD)保护的供电电路。此RCD应由安装人员提供，并进行定期测试。为测试RCD，可使用测试按钮。摁下按钮，RCD应中断电力供应。摁下重启按钮，电力即可恢复。如果RCD不能以这种方式启动，RCD则属于缺陷产品。如果RCD断电保护启动，且未按下测试按钮，此时有接地电流产生，意味着存在触电危险。请不要使用此浴缸。请关闭浴缸电源，让合格的服务代表解决所有问题后再使用。</p>
<p>This product complies with QB 2585-2007, GB4706.73-2008, GB4706.1-2005.</p>	<p>本产品符合 QB 2585-2007, GB4706.73-2008, GB4706.1-2005。</p>

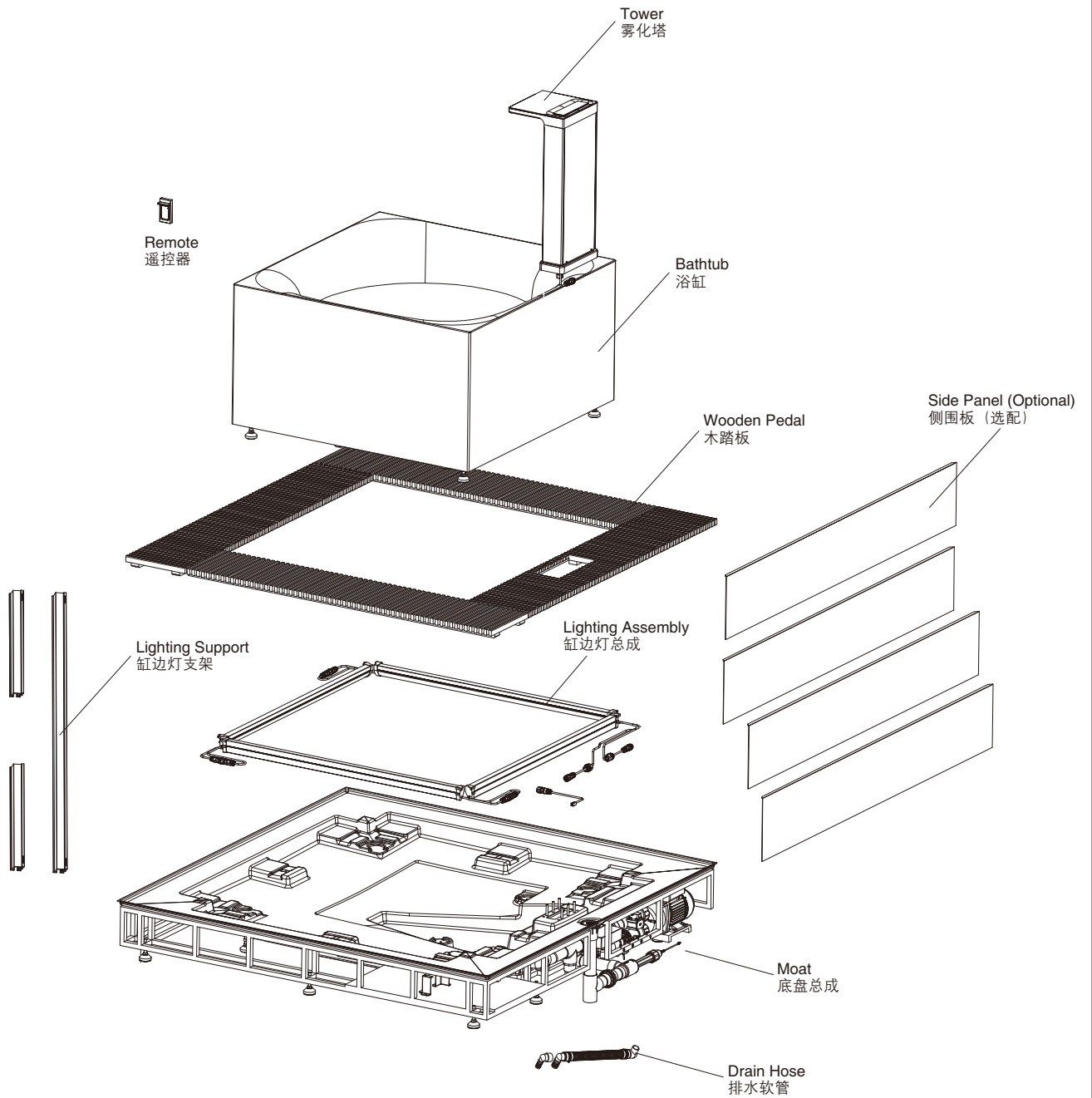
<p>Bathtub water supply and power supply information 浴缸供水/供电信息</p>	
<p>Rated working voltage, frequency and current of bathtub 浴缸额定工作电压、频率、电流</p>	<p>~220V(伏特), 50Hz(赫兹), 18.2A(安培)</p>
<p>Range of water supply pressure of bathtub fog tower and Mira valve 浴缸出雾塔以及进水阀供水水压范围</p>	<p>0.1MPa-0.8MPa</p>

## YOUR KOHLER STILLNESS BATH

## 您的科勒朗月浴缸

Your new stillness bath is designed to stimulate, invigorate, and energize your body. You will use the following components:

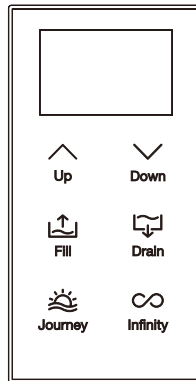
您的新的科勒朗月浴缸让您享受轻松、振奋、充满活力的沐浴体验。朗月浴缸由以下主要配件构成：



## STILLNESS BATH QUICK PAIRING NETWORK 朗月浴缸快速配网

Bath Pairing

浴缸配对



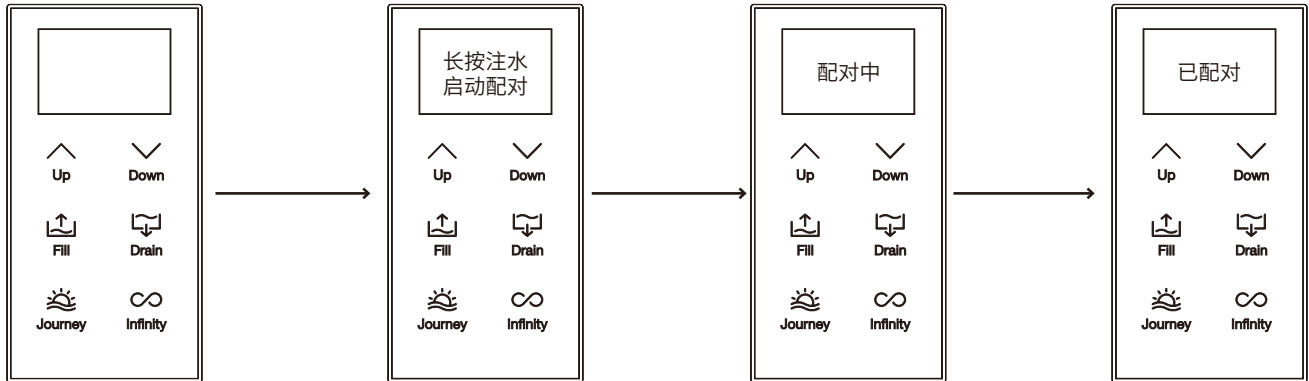
NO. 序号	Function 功能	Description 描述	Button Action 按键操作	Screen Display 屏幕显示
01	IoT Pairing IoT 配对	Activate IoT pairing. 开启 IoT 配对	Press and hold the "Drain" button 长按 "Drain" 按键	/
02	Remote Pairing 遥控器配对	Activate remote pairing with Stillness. (pairing within 2 minutes after activating the bath) 开启遥控器配对 (在浴缸通电2分钟内配对)	Press and hold the "Fill" button 长按 "Fill" 按键	<ol style="list-style-type: none"> <li>1. The remote control screen prompts "HOLD FILL TO PAIR".</li> <li>2. Press and hold the "Fill" button to enter the pairing mode, and the screen displays "PAIRING".</li> <li>3. After pairing with the bathtub, the screen displays "PAIRED". After 3 seconds, exit the display.</li> </ol> <ol style="list-style-type: none"> <li>1. 遥控器屏幕提示“长按注水启动配对”。</li> <li>2. 长按“Fill”键进入配对模式之后，屏幕显示“配对中”。</li> <li>3. 完成与浴缸的配对，屏幕显示“已配对”，显示3秒之后，退出显示。</li> </ol>
03	Remote Rest 遥控器休眠	Remote goes to rest 遥控器休眠	No action for 60 seconds. 60秒无动作进入休眠。	/

## PAIRING STATUS INDICATION

## 配对状态指示

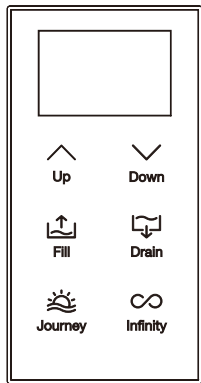
### 01 Remote Paring

### 01 遥控器配对



## MAIN FEATURES OF THE KOHLER STILLNESS BATH

## 科勒朗月浴缸主要功能简介



### Button Function 按键功能



Fill  
注水



Journey  
身心之旅



Up  
进水温度加



E-drain  
电子落水



Infinity  
溢流



Down  
进水温度减

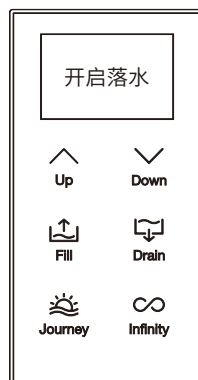
### Screen Display

- Function display: displays the current adjusted function and gear.

### 屏幕显示

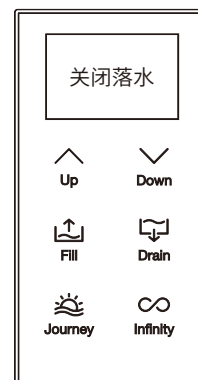
- 功能显示：显示当前的调整的功能和档位。

#### 1. E-DRAIN function display



Open E-drain, and the screen displays "DRAIN OPEN"  
电子落水打开，屏幕显示“开启落水”

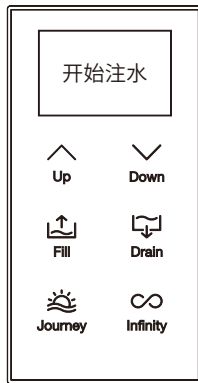
#### 1. 电子落水功能显示



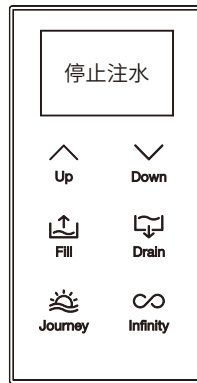
Close E-drain, and the screen displays "DRAIN CLOSED"  
电子落水关闭，屏幕显示“关闭落水”

## 2. FILLING function display

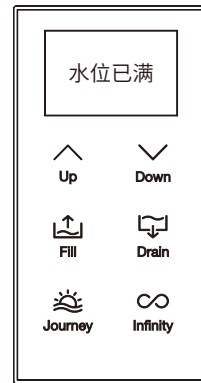
## 2. 注水功能显示



Turn on water filling and display "FILL ON"  
打开注水时，显示“开始注水”



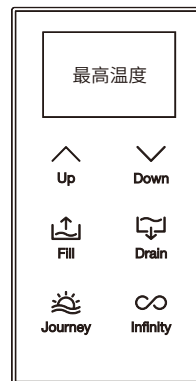
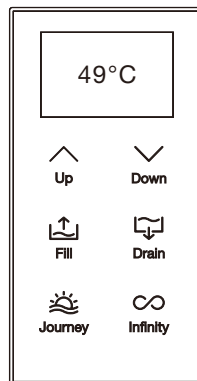
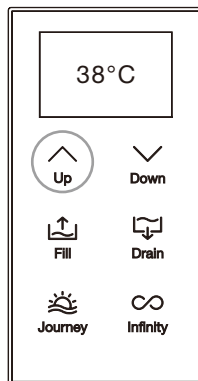
Close water filling and display "FILL OFF"  
关闭注水时，显示“停止注水”



When the water filling is completed and display "BATH FULL"  
注水完成时，显示“水位已满”

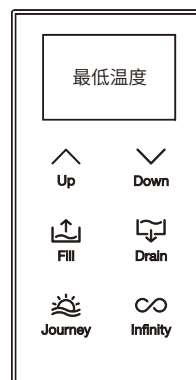
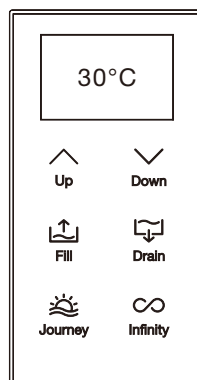
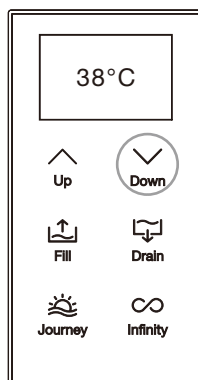
## 3. Inlet water temperature regulation, water temperature regulation range: 30°C (86°F) - 49°C(120°F)

## 3. 进水温度调节，水温调节范围30°C(86°F)-49°C(120°F)



Increase the temperature regulation of inlet water temperature. The maximum water temperature can be set to 49°C(120°F). Above the maximum temperature, the "MAX TEMP" is displayed.

增加进水水温调节，水温最高可以设置到49°C(120°F)，最高温度以上，显示“最高温度”。

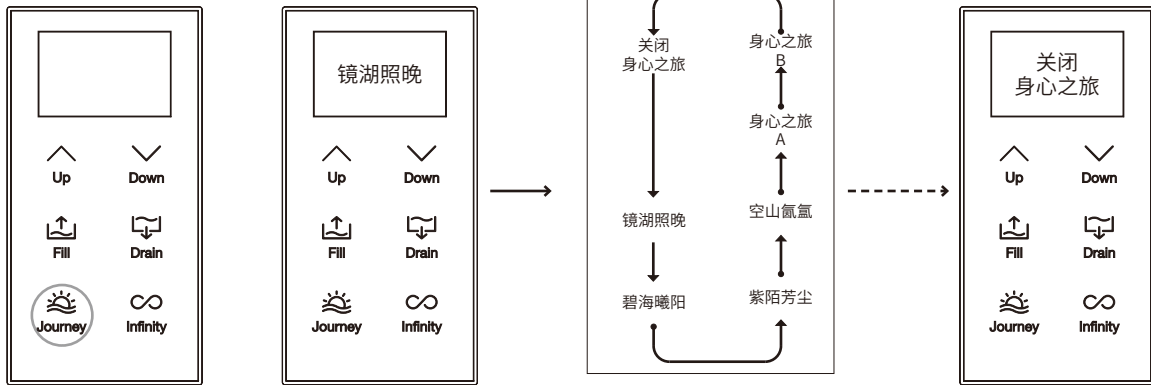


Reduce the temperature regulation of inlet water temperature. The lowest water temperature can be set to 30°C (86°F). Below the lowest temperature, the "MIN TEMP" is displayed.

减少进水水温调节，水温最低可以设置到30°C (86°F)，最低温度以下，显示“最低温度”。

#### 4. Journey function display

#### 4. 身心之旅功能显示

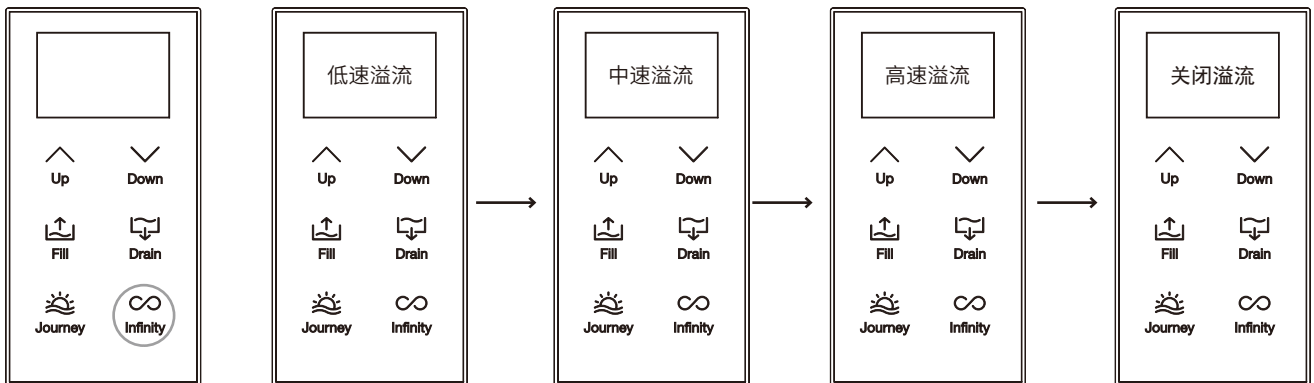


Turn on the function of Journey , and you can continuously switch the scene and mind trip in 10 seconds, such as UNWIND JOURNEY → REVIVE JOURNEY → REFLECT JOURNEY → ESCAPE JOURNEY → JOURNEY A → JOURNEY B

开启身心之旅功能，在10秒内可以连续切换身心之旅场景，镜湖照晚→碧海曦阳→紫陌芳尘→空山氤氲→身心之旅A→身心之旅B。

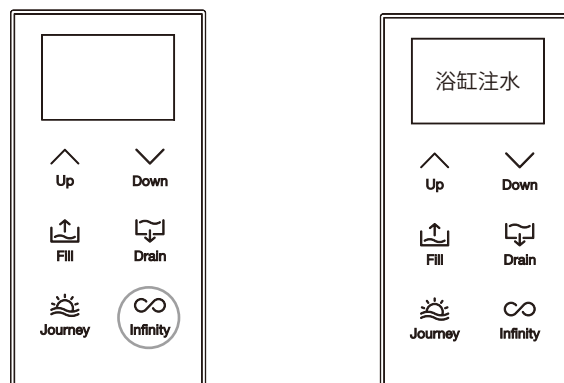
#### 5. Infinity function display

#### 5. 溢流功能显示



After the water level in the bathtub reaches the specified water level, the overflow function can be started.

Within 10 seconds, you can switch the overflow gear, INFINITY LOW → INFINITY MEDIUM → INFINITY HIGH  
浴缸中水位到达指定水位以后，可以启动溢流功能。在10秒内，可以切换溢流档位，低速溢流→中速溢流→高速溢流。

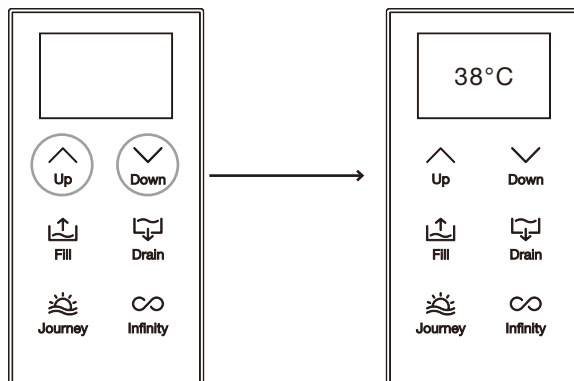


The water level in the bathtub does not reach the specified water level. When starting the overflow, it displays "FILL FIRST". You need to press "FILL" key to start the water injection to the specified water level to open the overflow.

浴缸中的水位没有到达指定水位，启动溢流时，显示浴缸注水，需要按注水键进行注水到指定水位才可以开启溢流功能。

6. Switching of water temperature unit: Celsius degrees and Fahrenheit degrees

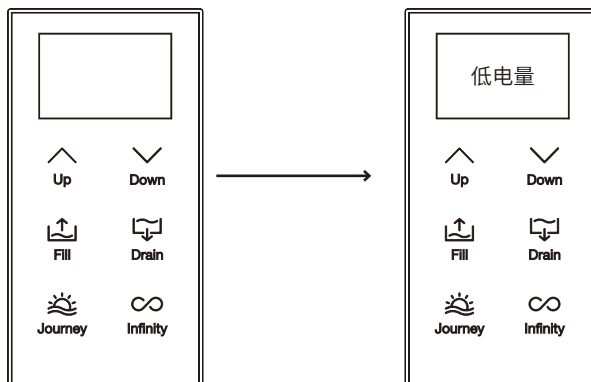
6. 水温温度单位的切换，摄氏度与华氏度



Press the up and down buttons at the same time to switch the temperature unit between Celsius and Fahrenheit.  
同时按UP和DOWN按键，可以切换温度单位，摄氏度和华氏度之间切换。

7. Low voltage alarm

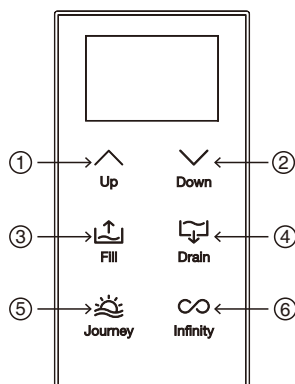
7. 低电量报警









When the battery is low, press any function key panel to display "low battery", please replace the 4A battery in time.  
电池电量不足时，按任何功能按键面板显示“低电量”，请及时更换4A电池。

**BUTTON ACTION LIST**

**按键行为列表**



NO. 序号	Button 按键	Description 描述	Button Action 按键操作	Screen Display 屏幕显示 (The following information is only displayed for 3 seconds 以下信息只显示3秒)
1	Increase the water temperature 水温调高   Up	The inlet water temperature of the bathtub is adjusted, and the water temperature increases. 浴缸进水水温调节, 水温温度增加。	Press: the inlet water temperature increases by one degree. Hold the UP button to increase the temperature by 1°C every 0.5 seconds until it reaches 40°C. 按下: 进水水温增加一度。 按住向上按钮, 每0.5秒将温度 升高1°C, 直到达到40°C。	The screen shows the current adjusted temperature. 屏幕显示当前调节的温度值。
2	Increase the water temperature 水温调低   Down	The inlet water temperature of the bathtub is adjusted to reduce the water temperature. 浴缸进水水温调节, 水温温度减少。	Press: the inlet water temperature decreases by one degree. Hold the down button to decrease the temperature by 1°C every 0.5 seconds until it reaches 30°C. 按下: 进水水温减少一度。 按住向下按钮, 每0.5秒将温度 降低1°C, 直到温度达到30°C。	The screen shows the current adjusted temperature. 屏幕显示当前调节的温度值。
3	FILLING 注水   Fill	Bathtub filling on / off. 浴缸注水开启/关闭。	Press: water injection on Press (water injection has been turned on): water injection is turned off 按下: 注水开启。 按下(注水已经开启): 注水关 闭。	1. When the water injection is turned on, "FILL ON" is displayed. 2. When water injection is closed, "FILL OFF" is displayed. 1. 注水开启时, 显示“开始注水”。 2. 注水关闭时, 显示“停止注水”。
4	E-DRAIN 电子落水   Drain	Bathtub drain off and on. 浴缸排水关闭和打 开。	Press: Drainage on. Press (drain is on): drain is off. 按下: 排水开启。 按下(排水已经开启): 排水关 闭。	1. When the drainage is on, it displays "DRIAN OPEN". 2. When the drainage is closed, the "DRAIN CLOSED" is displayed. 1. 排水开启时, 显示“开启落水”。 2. 排水关闭时, 显示“关闭落水”。
5	Journey 身心之旅   Journey	Lighting, fog and aromatherapy theme. 灯光, 雾气以及香薰 主题。	Press (journey is not open): Open "UNWIND JOURNEY". If you press the key within 10 seconds, you can switch themes in turn. 按下(身心之旅没有开启): 开启镜湖晚照。 如果在10秒内按下按键, 可以依 次切换主题。	The screen displays the name of the current theme. If the current theme is "UNWIND JOURNEY", then "UNWIND JOURNEY" will be displayed. 屏幕显示当前主题的名称。 如当前主题是“镜湖晚照”则显示 “镜湖晚照”。
6	INFINITY 溢流   Infinity	The overflow function is turned off and on, and the overflow gear is switched. 溢流功能关闭, 打开 以及溢流档位的切 换。	Press (overflow not on): Open the lowest overflow gear. If you press the key within 10 seconds, you can switch to other gears in turn. 按下(溢流没有开启): 开启溢流最低档, 如果在10秒内 按下按键, 可以依次切换其他档 位。	The screen displays the current overflow name. If the current gear is "INFINITY LOW", then "INFINITY LOW" will be displayed. 屏幕显示当前溢流名称。 如当前档位是“低速溢流”则显示 “低速溢流”。

## CARE AND CLEANING INSTRUCTIONS

## 保养和清洁指南

### A. Clean Your Stillness Bath

- Do not use powdered cleaners unless the cleaner is fully dissolved in water.
- Do not use full strength bleach or ammonia cleaning solutions. Chemically active cleaning solutions can damage the bath surface.
- Do not use abrasive cleansers or solvents on acrylic surfaces. Abrasive cleaners and solvents can damage the bath surface.
- Wipe out your acrylic bath with a soft cloth after each use.
- Do not immerse the wooden pedal in water. If there is water on the wooden pedal, wipe it with a rag or soft material in time.

**NOTE:** To restore dull or scratched units: Apply white automotive polishing compound with a clean rag. Rub scratches and dull areas vigorously. Wipe off residue. Follow with a coat of white automotive paste wax. Do not wax areas where you walk or stand.

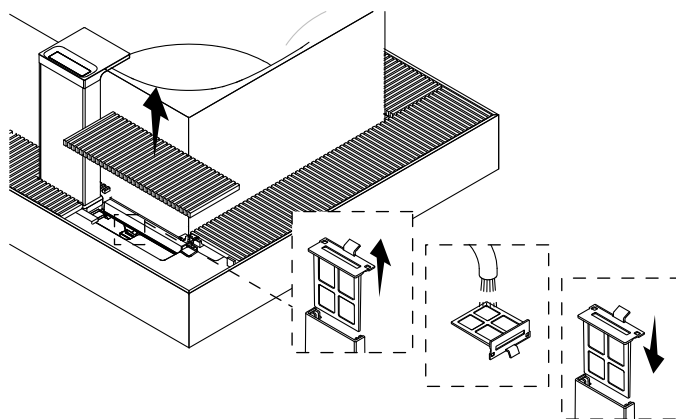
### A. 清洁您的朗月浴缸

- 切勿使用粉状清洁剂，除非粉状清洁剂已经完全融于水中。
- 切勿使用强力漂白剂和含氨的清洁剂。化学清洁剂可能会对浴缸表面造成损坏。
- 切勿使用磨蚀性的清洁剂，以免损坏浴缸表面光泽。
- 每次使用后，请用干净的软布将浴缸擦干。
- 木踏板不要浸入水中，木踏板上有水要及时用抹布或者软性材料擦拭。

**注意：**如需恢复表面黯沉或浴缸刮痕：将白色汽车抛光剂涂在干净的抹布上。用力擦洗刮痕和黯沉区域。将残留物擦干净。然后涂上一层白色汽车粘性蜡。不要在您走动或站立区域涂蜡。

### B. Cleaning the Filter

### B. 滤网清洗



**Note:** It is recommended to clean the water pump once a month (the total time of the water pump is 20 hours).

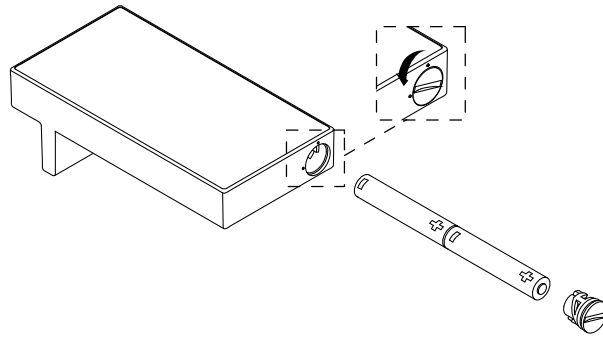
**注意：**建议每个月清洗一次(水泵总时间20小时)。

- Remove the wood grate.
- Open the filter switch and remove the filter.
- Clean the filter with a toothbrush.
- Reinstall filter into the rearmost slot.

- 拆下木踏板。
- 打开滤网卡口开关，拆下滤网。
- 用牙刷对滤网进行清洁。
- 将滤网重新安装到插槽中。

### C. Replacing the Batteries

### C. 电池更换

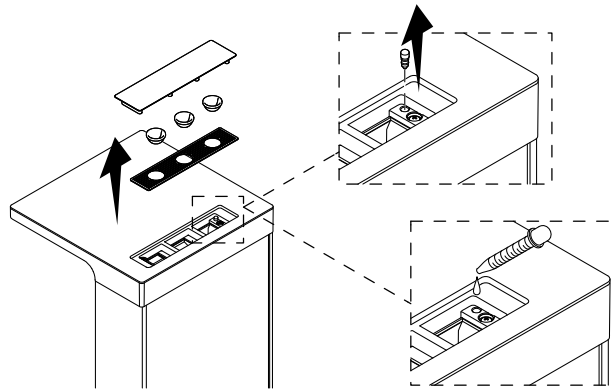


- Use coin to remove battery cover by turning counterclockwise.
- Remove cover and old batteries.
- Discard old batteries appropriately.
- Install new AAAA batteries with positive terminals facing the cover, as shown.

- 使用一元硬币逆时针转动电池盖。
- 取下盖子和旧电池。
- 适当丢弃旧电池。
- 安装新的AAAA电池，正极端子朝向盖子，如图所示。

### D. Cleaning the Fog Tank

### D. 雾化塔水箱清洗



**Note:** Suggest cleaning fog tower every six months.

**注意：**建议每半年清洗一次。

- Remove the aroma cover, aroma wells, and top grate.
- Remove the rubber plug.
- Start a Journey so the fog tank fills with water, Once fog starts coming out of the tower, stop the Journey.
- Add an appropriate amount of white vinegar, Dottol or 84 disinfectant into the fog tank with a dropper or straw, and let the cleaning agent sit in the fog tank for 2 minutes.
- After 20 minutes of operation, close the journey and let the cleaning agent soak in the water tank for 2 hours. After 2 hours, the atomizer will automatically open the drain valve to drain the water in the water tank.

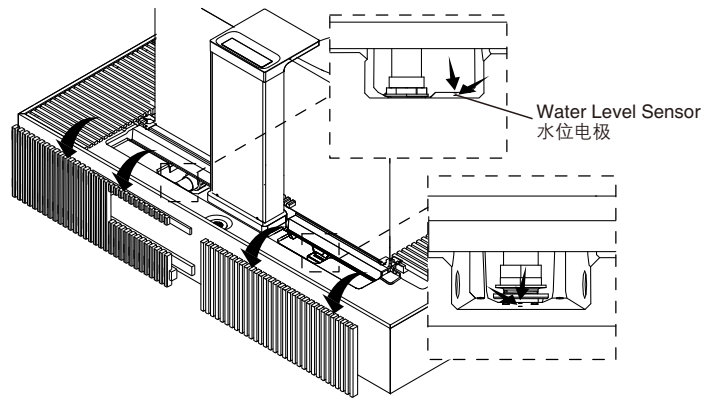
- 取下香薰罩、香薰杯和香薰杯网格。
- 拆下橡胶塞。
- 开始一段身心之旅，让雾塔水箱充满水，一旦雾开始从塔中出来，停止身心之旅。
- 用滴管或者吸管将适量的白醋，滴露或者84消毒液加入到雾塔水箱中，让清洗剂和雾塔水箱中放置2分钟。
- 开启身心之旅运行20分钟后，关闭身心之旅，让清洗剂在水箱中持续浸泡2小时，2小时后雾化塔会自动打开排水阀排空水箱的水。

**Note:** There may be a smell of cleaning agent during cleaning, please do not use the bathtub within 2 hours after cleaning the water tank.

**注意：**在清洗过程中可能会有清洗剂味道，在清洗水箱后2小时内请不要使用浴缸。

### E. Cleaning the Water Level Sensors

### E. 底盘电极清洗。



**Note:** Don't hold water in the bathtub for a long time.

注意：浴缸中不要长时间储水。

- Remove wood grates by tower.
- Using a damp rag, wipe off water level sensors to remove any fouling.

- 移除出雾化塔旁的木踏板。
- 用湿抹布擦拭水位电极以清除污垢。

### FAULT CODE RETRIEVAL

### 故障代码检索

Fault code 故障代码	Fault code prompt 故障代码提示
E01	Water level sensor fault 水位传感器故障
E02	E-drain fault 电子落水故障
E03	Tower communication fault 出雾塔故障
E04	Butterfly Valve fault 蝶阀故障
E05	Water temperature sensor fault 温度传感器故障

## TROUBLESHOOTING GUIDE

## 故障检修向导

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

注意：本故障检修指南，仅供一般协助之用。应该由科勒公司指定的维修人员或者合格电工来处理所有电气问题。有关担保服务，请与您的经销商联系。

Symptoms	Probable Causes	Recommended Action
<b>General</b>		
Bath has no power.	<ul style="list-style-type: none"> <li>A. Circuit breaker has tripped.</li> <li>B. Power is not connected.</li> </ul>	<ul style="list-style-type: none"> <li>A. Check circuit breaker.</li> <li>B. Check the power connection inside of the junction box.</li> </ul>
Bath does not fill with water.	<ul style="list-style-type: none"> <li>A. Water supply is shut down or interrupted.</li> <li>B. Power is disconnected from electronic mixing valve.</li> <li>C. Abnormal installation of electronic mixing valve.</li> <li>D. Electronic mixing valve is damaged.</li> <li>E. Communication failure between the electronic mixing valve and main control box.</li> </ul>	<ul style="list-style-type: none"> <li>A. Inspect and restore water supply.</li> <li>B. Inspect and restore power.</li> <li>C. Inspect and reinstall the mixing valve.</li> <li>D. Replace the electronic mixing valve.</li> <li>E1. Check the line connection.</li> <li>E2. Replace the main control box.</li> </ul>
Water does not overflow bath.	<ul style="list-style-type: none"> <li>A. Filter is clogged.</li> <li>B. Bath is not sufficiently full for pump to work.</li> <li>C. Water level sensors are fouled.</li> <li>D. Water level probe are fouled.</li> <li>E. Pump is not receiving signal to turn on.</li> <li>F. Pump is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>A. Clean filter per service instructions.</li> <li>B. Press Fill button on remote.</li> <li>C. Clean water level sensors in the moat.</li> <li>D. Clean water level probe in the moat.</li> <li>E1. Check wire connections from main controller box and pump controller.</li> <li>E2. Replace main controller or pump controller.</li> <li>F. Replace pump.</li> </ul>
Bath is full, pump is running, but bath does not overflow.	<ul style="list-style-type: none"> <li>A. Filter is clogged.</li> <li>B. Air lock in plumbing.</li> <li>C. Pump is damaged.</li> <li>D. Pump controller is damaged.</li> <li>E. Butterfly Valve is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>A. Clean filter per service instructions.</li> <li>B. Drain bath and refill.</li> <li>C. Replace pump.</li> <li>D. Replace pump controller.</li> <li>E. Replace the butterfly valve.</li> </ul>
Water does not cascade evenly over bathing well rim.	<ul style="list-style-type: none"> <li>A. Filter is clogged.</li> <li>B. Bath is not level.</li> <li>C. Bathing well port is blocked; where is well port?</li> </ul>	<ul style="list-style-type: none"> <li>A. Clean filter per service instructions.</li> <li>B. Level the unit by turning the adjustable feet up or down as needed.</li> <li>C. Remove blockage.</li> </ul>
Moat drains, but bath does not.	<ul style="list-style-type: none"> <li>A. Filter is clogged.</li> <li>B. Bath drain is blocked.</li> <li>C. Tube from bath to moat is blocked.</li> <li>D. Butterfly valve not working.</li> </ul>	<ul style="list-style-type: none"> <li>A. Remove filter and clean.</li> <li>B. Remove drain cover and check for obstructions.</li> <li>C. Disconnect tube from moat and snake.</li> <li>D1. Check wire connections from controller.</li> <li>D2. Replace butterfly valve.</li> </ul>

<b>Symptoms</b>	<b>Probable Causes</b>	<b>Recommended Action</b>
Bath and moat do not drain.	A. Remote is not working. B. Drain is clogged. C. Electronic drain not working.	A. See "Remote". B. Snake drain in moat. C1. Check wire connections from controller. C2. Replace linear actuator in electronic drain.
Water does not reach the preset height upon filling.	A. No power to the unit. B. Drain is open.  C. Level probe wires loose . D. Level probe is fouled. E. Butterfly valve does not work.  F. Control does not work.	A. Turn on the power. B. Verify the drain is closing properly, replace drain seals if needed. C. Check/Reconnect wires. D. Clean water level probe in the moat. E. Check wiring. Replace butterfly valve if necessary. F. Replace control.
Bath drains into moat but moat does not drain.	A. Drain is clogged. B. Electronic drain is not working.  C. Level probe wires loose. D. Level probe is fouled.	A. Snake drain in moat. B1. Check wire connections to from controller. B2. Replace linear actuator in electronic drain. C. Check/Reconnect wires. D. Clean water level probe in the moat.
Lighting does not work.	A. Poor connection. B. No power to lights.  C. Lighting driver is damaged. D. Lighting power supply is damaged.	A. Check wire connections to lights. B1. If power is present, replace lights. B2. If power is not present, replace power supply. C. Replace the lighting driver in tower. D. Replace the lighting power supply in tower.
Heater does not work.	A. Bath was filled at a temperature lower than desired.  B. Heater limit switch tripped. Indicator light should be "On" during operation. C. Heater has power but is not functioning.	A. The heater regulates the water temperature at the fill temperture. Fill bath with hotter water and restart infinity. B. Reset the GFCI/RCD.  C1. Check the wire connections. C2. Replace the heater.
Noisy Operation.	A. Filter is clogged. B. Pump Motor Noise.	A. Clean filter per service instructions. B. Ensure pump is secured to floor with rubber isolator under it.
<b>Tower</b>		
Fog is not coming out of tower.	A. Fog tank is not getting water.  B. Tower does not have power. C. 36V power supply is damaged. D. Tower controller is damaged. E. Ultrasonic diffusers are fouled.	A1. Ensure tower is connected to water and water is turned on. A2. Replace inlet water solenoid valve. B. Check wire connection from controller. C. Replace the 36V power supply. D. Replace the tower controller. E. Clean fog tank per instructions or replace fog tank.
Fog is being made, but is not being blown out of the tower.	A. Air inlet is blocked. B. Fan not working.	A. Ensure nothing is covering the aroma cover (such as clothing or a bath towel). B1. Check wire connections to fan. B2. Replace fan.

Symptoms	Probable Causes	Recommended Action
Fog is being produced but aroma is not present.	A. Aroma cups are in wrong position. B. Insufficient essential oil. C. Essential oil has dried up.	A. Ensure aroma cup is in correct location per Journey instructions. B. Add more oil to aroma cup. C. Clean aroma cup and add new oil.
Tower no drain.	A. Drain outlet is blocked. B. Outlet solenoid valve is damaged.	A. Snake drain in tower. B. Replace outlet water solenoid valve.
<b>Remote Control</b>		
The remote control is not turning on.	A. Batteries are not properly intalled. B. Batteries are drained.	A. Reinstall the batteries. Refer to the "Replacing the Batteries" section. B. Replace the batteries. Refer to the "Replacing the Batteries" section.
The remote control is not connecting with the bath.	A. The remote is too far from the bath contoller to receive signal. B. The remote is not paired with the bath.	A. Move the remote closer to the bath controller and regain signal. B. Follow the instructions on the remote to pair with the bath.

症状	可能的原因	建议的行动
通常的		
浴缸没有电。	A. 断路器跳闸了。 B. 电源没有接通。	A. 检查断路器。 B. 检查接线盒内部的电源连接。
浴缸里注不进水。	A. 供水被关闭或中断。 B. 从电子混水阀上断开电源。 C. 电子混水阀安装异常。 D. 电子混水阀损坏。 E. 电子混水阀与主控制箱之间的通信故障。	A. 检查并恢复供水。 B. 检查并恢复电源。 C. 检查并重新安装混水阀。 D. 更换电子混水阀。 E1. 检查线路连接。 E2. 更换主控制盒。
水不会溢出浴缸。	A. 过滤网堵塞了。 B. 浴缸未装满，泵无法工作。 C. 水位传感器被弄脏。 D. 水位探头被弄脏了。 E. 泵未接收到开启信号。 F. 水泵损坏。	A. 根据维修说明清洁过滤器。 B. 按遥控器上的注水按钮。 C. 清洁底盘中的水位传感器。 D. 清洗底盘中的水位探头。 E1. 检查主控制器盒和泵控制器的接线。 E2. 更换主控制器或泵控制器。 F. 更换水泵。
浴缸已满，泵正在运行，但浴缸没有溢出。	A. 过滤网堵塞。 B. 管道中的气锁。 C. 泵损坏。 D. 泵控制器损坏。 E. 碟阀损坏了。	A. 根据维修说明清洁过滤网。 B. 排空浴缸并重新加注。 C. 更换泵。 D. 更换泵控制器。 E. 更换碟阀。
水不会均匀地从浴缸边缘流下。	A. 过滤器堵塞。 B. 浴缸不平整。 C. 浴缸进水口堵塞。	A. 根据维修说明清洁过滤器。 B. 根据需要向上或向下转动可调节的支脚，将浴缸调平。 C. 清除堵塞物。
底盘排水，但浴缸不排水。	A. 过滤网堵塞。 B. 浴缸排水管堵塞。 C. 浴缸到底盘的管道堵塞。 D. 碟阀不工作。	A. 取下过滤器并清洁。 B. 拆下排水盖并检查有无障碍物。 C. 断开浴缸与底盘的管路，使用排水蛇进行疏通。 D1. 检查控制器的接线。 D2. 更换碟阀。

症状	可能的原因	建议的行动
浴缸与底盘不能排水。	A. 遥控器不能工作。 B. 排水管路堵塞。 C. 电子排水不工作。	A. 参照“遥控器”。 B. 用排水蛇进行疏通底盘。 C1. 检查控制器的接线。 C2. 更换电子排水管中的线性驱动器。
注水时，水未达到预设高度。	A. 装置无电源。 B. 排水管是开着的。 C. 水位探头导线松动。 D. 水位电极被弄脏了。 E. 碟阀不工作。 F. 控制器不工作。	A. 打开电源。 B. 验证排水管是否正确关闭，必要时更换排水密封件。 C. 检查/重新连接电线。 D. 清洁底盘中水位电极。 E. 检查接线。如有必要，更换碟阀。 F. 更换控制器。
浴缸可以排水到底盘，但底盘不排水。	A. 排水管路堵塞。 B. 电子排水不工作。 C. 水位电极导线松动。 D. 水位电极被弄脏了。	A. 用排水蛇进行疏通底盘。 B1. 检查与控制器之间的接线。 B2. 更换电子排水中的线性驱动器。 C. 检查/重新连接导线。 D. 清洁底盘中水位电极。
灯光不工作。	A. 连接不良。 B. 灯光没有电。 C. 灯光驱动器损坏。 D. 灯光电源损坏。	A. 检查灯的接线。 B1. 如果灯光电源有输出，更换灯。 B2. 如果没有供电，请更换电源。 C. 更换出雾塔内的灯光驱动器。 D. 更换出雾塔中灯光电源。
加热器不工作。	A. 在低于预期的温度下注水。 B. 加热器限位开关跳闸。操作期间，指示灯应“亮起”。 C. 加热器通电但不工作。	A. 加热器在加注温度向下调节水温。用更热的水装满浴缸，然后重新启动溢流。 B. 重置GFCI/RCD。 C1. 检查电线连接。 C2. 更换加热器。
噪音操作。	A. 滤网堵塞。 B. 泵电机噪音。	A. 根据维修说明清洁过滤网。 B. 确保泵用橡胶隔离器固定在地板上。
<b>出雾塔</b>		
出雾塔中没有雾出来。	A. 出雾塔水箱没有进水。 B. 出雾塔没有电源。 C. 36V 电源适配器损坏。 D. 出雾塔控制器损坏。 E. 超声波雾化模块被污染。	A1. 确保出雾塔与水路相连，且水路已打开。 A2. 更换进水电磁阀。 B. 检查控制器的接线。 C. 更换36V电源适配器。 D. 更换出雾塔控制器。 E. 按照说明书进行清洗出雾塔中水箱或者更换出雾塔中水箱。
雾正在形成，但并没有被吹出雾塔。	A. 进气口堵塞。 B. 风扇不工作。	A. 确保香薰罩上没有任何东西（如衣服或浴巾）。 B1. 检查风扇的接线。 B2. 更换风扇。
雾气正在产生，但没有香薰。	A. 香薰杯的位置不对。 B. 精油不足。 C. 精油已经干了。	A. 根据行程说明，确保香薰杯位于正确位置。 B. 向香薰杯中加入更多油。 C. 清洁香薰杯并添加新油。
出雾塔不排水。	A. 排水口堵塞。 B. 排水电磁阀损坏。	A. 用排水蛇进行疏通。 B. 更换排水电磁阀。

症状	可能的原因	建议的行动
遥控器		
遥控器不能打开。	<ul style="list-style-type: none"> <li>A. 电池未正确安装。</li> <li>B. 电池耗尽。</li> </ul>	<ul style="list-style-type: none"> <li>A. 重新安装电池。请参阅“更换电池”一节。</li> <li>B. 更换电池。请参阅“更换电池”一节。</li> </ul>
遥控器与浴缸没有连接。	<ul style="list-style-type: none"> <li>A. 遥控器距离浴缸控制器太远，无法接收信号。</li> <li>B. 遥控器未与浴缸配对。</li> </ul>	<ul style="list-style-type: none"> <li>A. 将遥控器靠近浴缸控制器并重新获得信号。</li> <li>B. 按照遥控器上的说明与浴缸配对。</li> </ul>