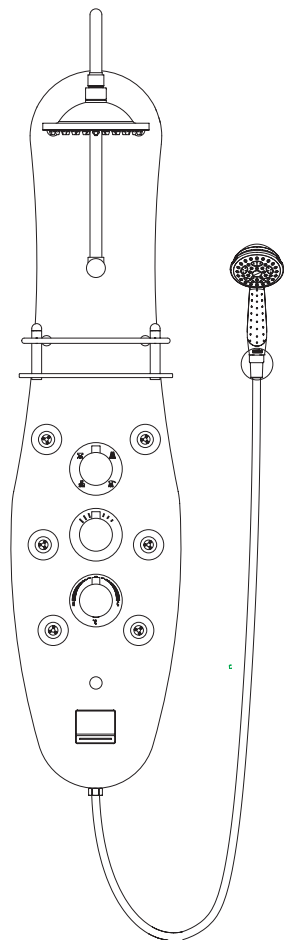


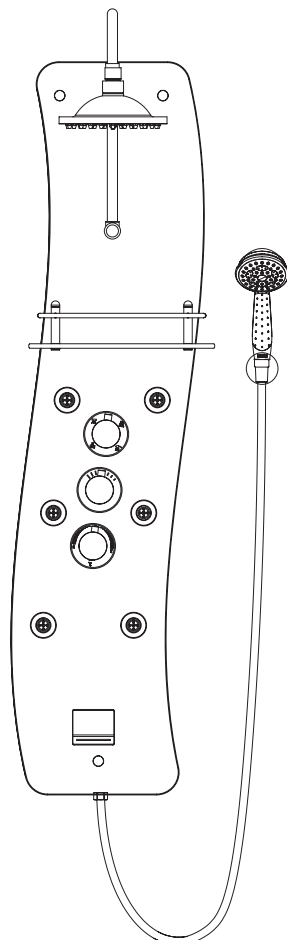


# Installation/Operation Instructions for Shower Towers

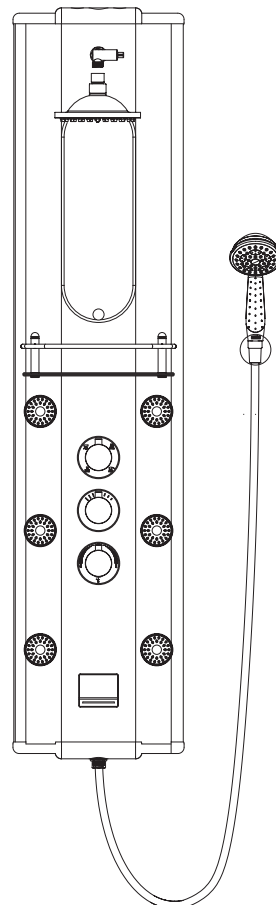
EC30000 Ristorre™ Onda™  
EC31000 Ristorre™ Ovale™  
EC33000 Ristorre™ Metallo™



**Ovale™**



**Onda™**



**Metallo™**

## Save These Instructions for Future Use.

Complete and mail-in the product registration card provided with your unit.  
Write and save the model and serial number of your unit.

Installer: Leave this manual for homeowner.  
Homeowner: Read this manual and keep for future reference.

# SAFETY INSTRUCTIONS

**NOTE:** MINIMUM WATER PRESSURE FOR THESE SYSTEMS IS 40 PSI.

**WARNING:** WHEN USING THIS UNIT, BASIC PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:

**DANGER:** DO NOT PLACE OR USE ELECTRICALLY CONNECTED DEVICES, SUCH AS TELEVISION, RADIO, OR STEREO SPEAKERS, LIGHTS, HAIR DRYERS, OR TELEPHONES, WITHIN 1.5 M (5 FEET) OF SHOWER.

**IMPORTANT:** Read all instructions before beginning installation. Consult local codes for requirements.

***Owner's Record***

Date Purchased \_\_\_\_\_

Purchased From \_\_\_\_\_

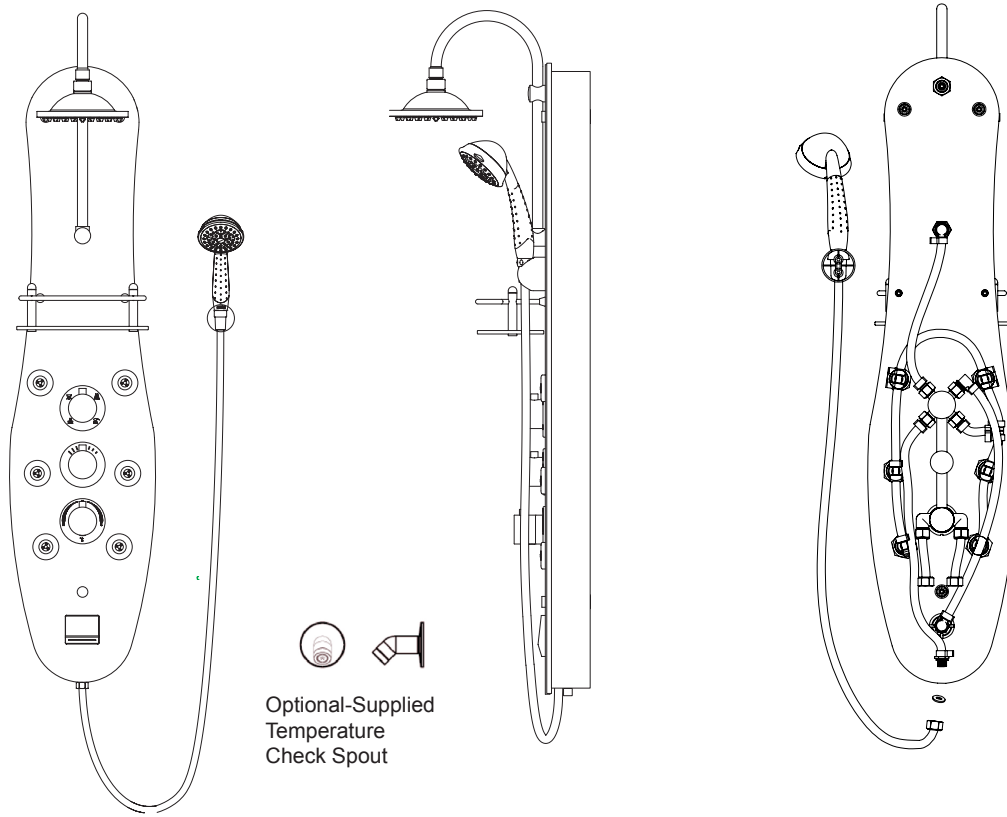
Installed By \_\_\_\_\_

Model \_\_\_\_\_

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# Ristorre™ Ovale™ Shower Tower — Specifications



## DIMENSIONS

3" ( 76 mm) D (Depth)  
 10-1/4" ( 260 mm) W  
 46-5/8" (1184 mm) H

## PRODUCT WEIGHT

22 lb  
 (10 kg)

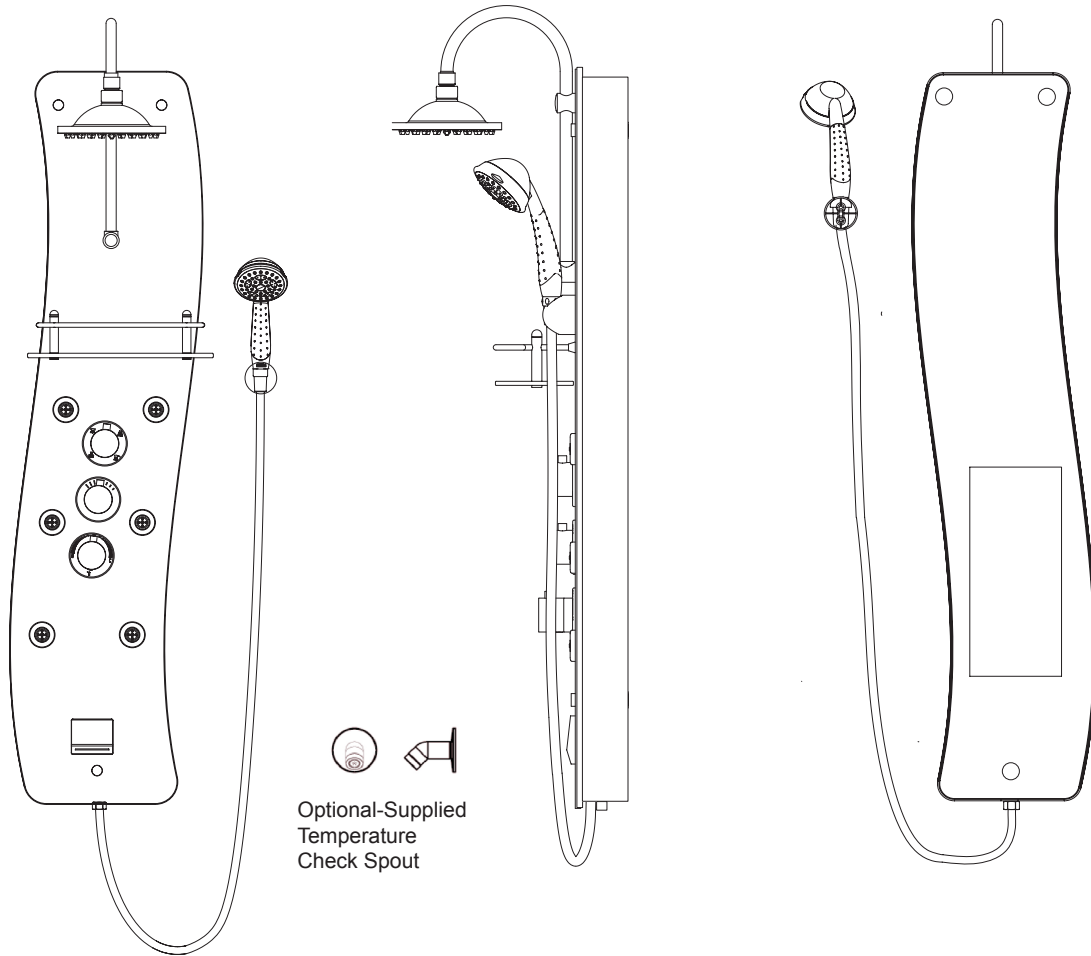
## SHIPPING WEIGHT

27 lb  
 (13.3 kg)

Product specifications are subject to change without notice.

Minimum Working Water Pressure		21.76 psi	(1.5 bar)
Maximum Working Water Pressure		72.52 psi	(5.0 bar)
Recommended Working Water Pressure		43.51 psi	(3.0 bar)
Maximum Working Water Temp.		140-158° F	(60 – 70° C)
Minimum Working Water Temp.		41-68° F	(5-20° C)
Recommended Working Temp.		100° F	(38° C)
Under water pressure at 21.76 psi (1.5 bar)	Flow Rate of Hand Shower	1.61 US gal/min	(6.1 L/min)
	Flow Rate of Wall Mount	1.69 US gal/min	(6.4 L/min)
	Flow Rate of Body Jet	1.66 US gal/min	(6.3 L/min)
	Flow Rate of Temp Check Spout	1.69 US gal/min	(6.4 L/min)

# Ristorre™ Onda™ Shower Tower — Specifications



## DIMENSIONS

3" ( 76 mm) D (Depth)  
 13-1/2" ( 343 mm) W  
 51-1/4" (1302 mm) L

## PRODUCT WEIGHT

25 lb  
 (11 kg)

## SHIPPING WEIGHT

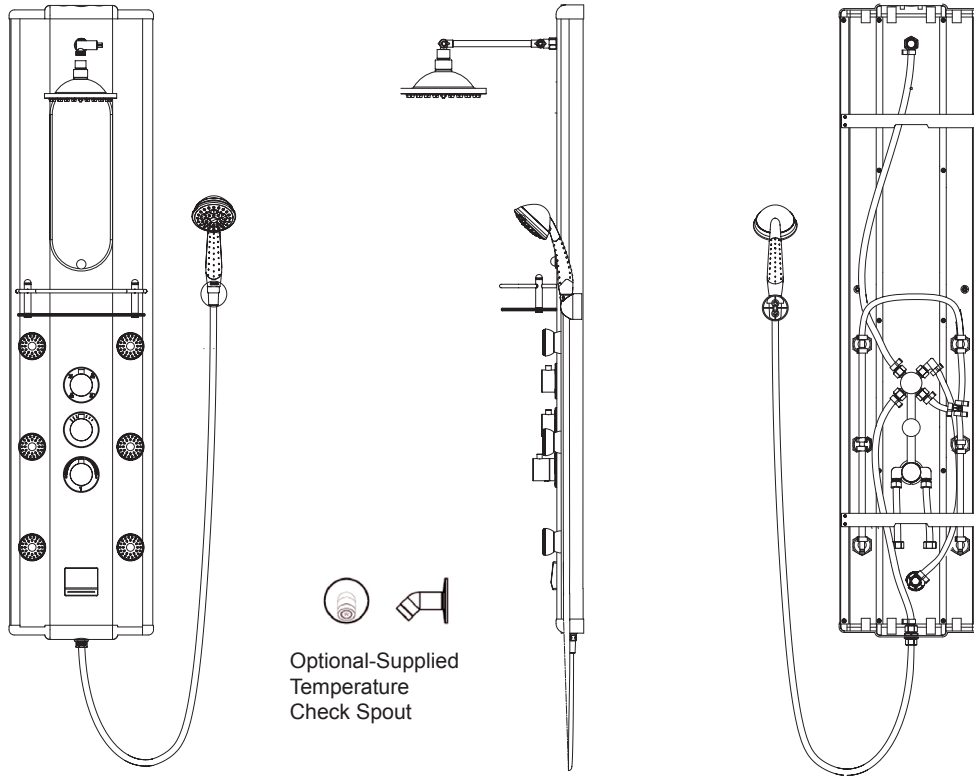
29 lb  
 (13.2 kg)

Product specifications are subject to change without notice.

Minimum Working Water Pressure		21.76 psi	(1.5 bar)
Maximum Working Water Pressure		72.52 psi	(5.0 bar)
Recommended Working Water Pressure		43.51 psi	(3.0 bar)
Maximum Working Water Temp.		140-158° F	(60 – 70° C)
Minimum Working Water Temp.		41-68° F	(5-20° C)
Recommended Working Temp.		100° F	(38° C)
Under water pressure at 21.76 psi (1.5 bar)	Flow Rate of Hand Shower	1.51 US gal/min	(6.0 L/min)
	Flow Rate of Wall Mount	1.69 US gal/min	(6.4 L/min)
	Flow Rate of Body Jet	1.71 US gal/min	(6.5 L/min)
	Flow Rate of Temp Check Spout	1.69 US gal/min	(6.4 L/min)



# Ristorre™ Metallo™ Shower Tower — Specifications



## DIMENSIONS

2-1/2" ( 63.5 mm) D (Depth)  
 12-3/4" ( 1905 mm) W  
 55-7/8" (1419 mm) L

## PRODUCT WEIGHT

26 lb  
 (12 kg)

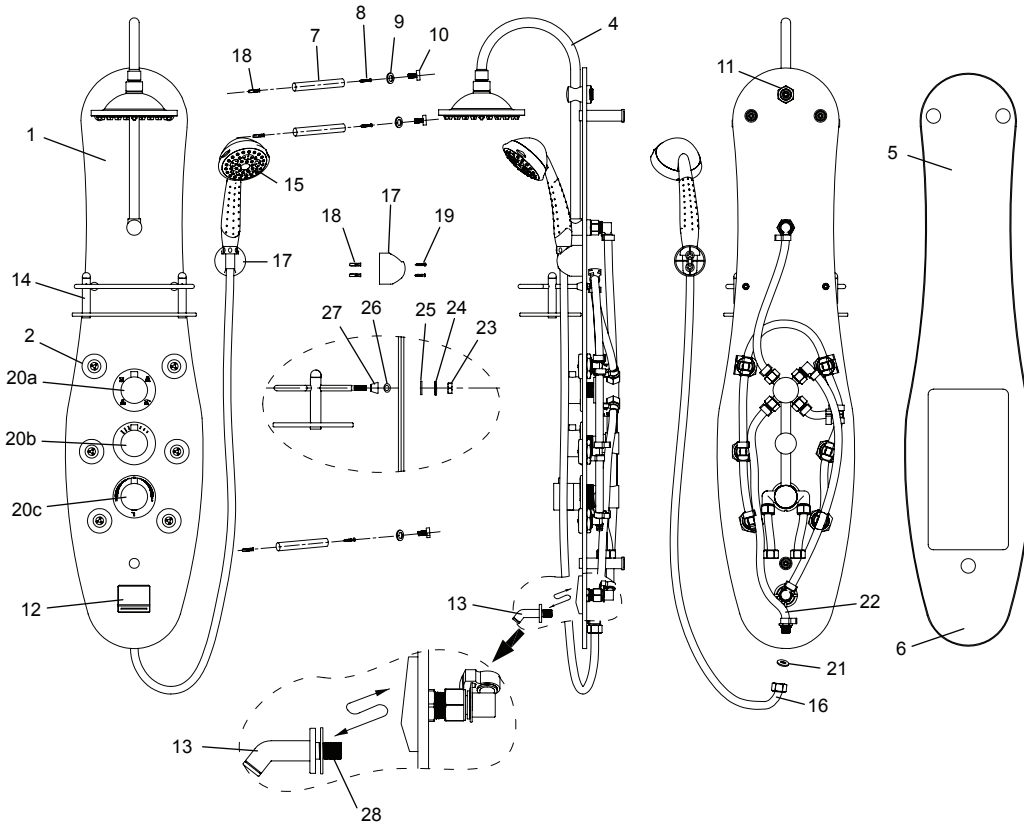
## SHIPPING WEIGHT

29 lb  
 (13.2 kg)

Product specifications are subject to change without notice.

Minimum Working Water Pressure		21.76 psi	(1.5 bar)
Maximum Working Water Pressure		72.52 psi	(5.0 bar)
Recommended Working Water Pressure		43.51 psi	(3.0 bar)
Maximum Working Water Temp.		140-158° F	(60 – 70° C)
Minimum Working Water Temp.		41-68° F	(5-20° C)
Recommended Working Temp.		100° F	(38° C)
Under water pressure at 21.76 psi (1.5 bar)	Flow Rate of Hand Shower	1.58 US gal/min	(6.0 L/min)
	Flow Rate of Wall Mount	1.58 US gal/min	(6.0 L/min)
	Flow Rate of Body Jet	1.98 US gal/min	(7.5 L/min)
	Flow Rate of Temp Check Spout	1.98 US gal/min	(7.5 L/min)

# Ristorre™ Ovale™ Shower Tower — Component Identification



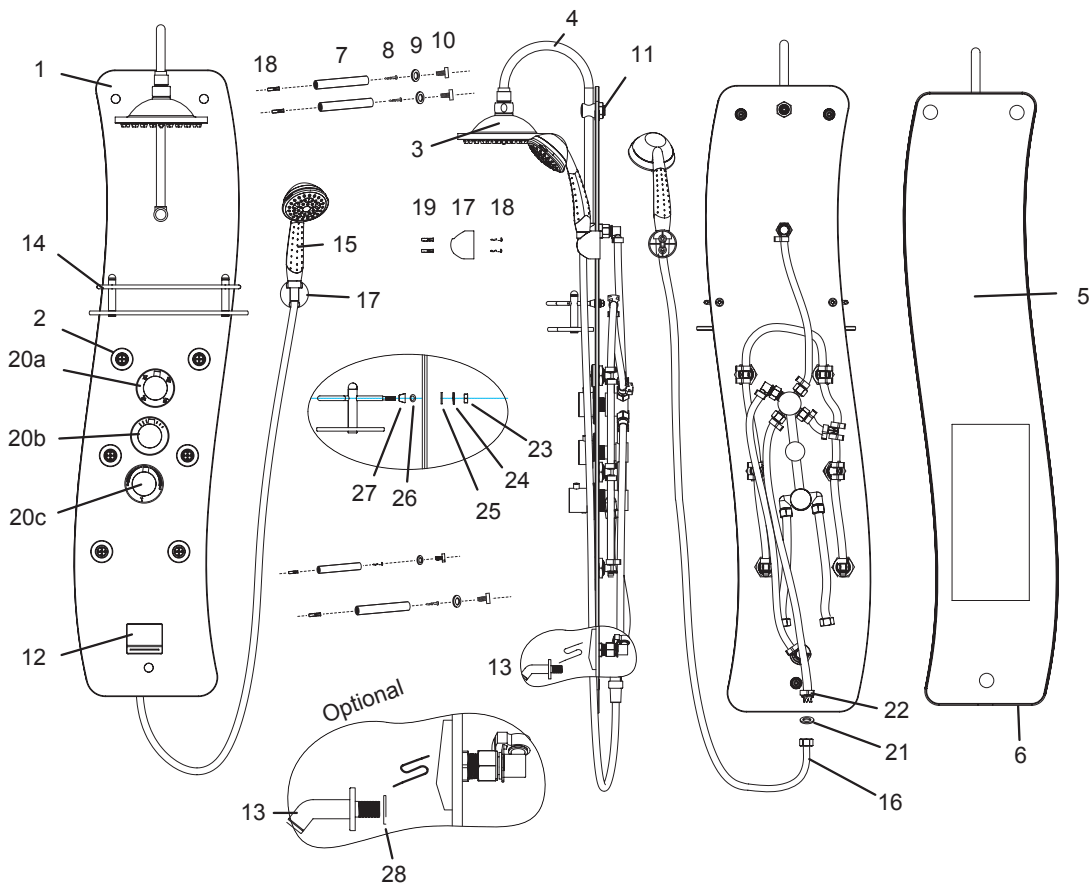
No.	Name	Qty	Remark
1	Tempered Glass Front Plate	1	
2	Body Jet	6	
3	Wall Mount Shower	1	Included
4	Shower Arm	1	Included
5	Back Housing	1	
6	Gasket	1	Included
7	Wall Mount Fixing Rod	3	Included
8	Screw(M4.2X35mm)	3	Included
9	Rubber Washer	3	Included
10	Screw Cap	3	Included
11	Screw Nut	3	
12	Square-shaped Temperature Check Spout	1	
13	Tube-shaped Temperature Check Spout	1	Included
14	Glass Shelf With Pillar	1	Included
15	Hand Shower	1	Included

No.	Name	Qty	Remark
16	S.S.Flexible Hose	1	Included
17	Hand Shower Bracket	1	Included
18	Plastic Anchor	5	Included
19	Screw(M3.5x25mm)	1	Included
20a	Diverter	1	
20b	Flow Control	1	
20c	Thermo-Static Control	1	
21	Sealing Washer	5	Included
22	Threaded Connector	1	Included
23	Brass Nut	2	Included
24	Spring Washer	2	Included
25	Washer Plate	2	Included
26	Silica Gel Washer	2	Included
27	Ring	2	Included
28	Washer	1	Included

## Parts List

The parts list table common to all Ristorre shower towers is located on Page 9. Please refer to this table for component identification of parts list in all Ristorre shower towers.

# Ristorre™ Onda™ Shower Tower — Component Identification



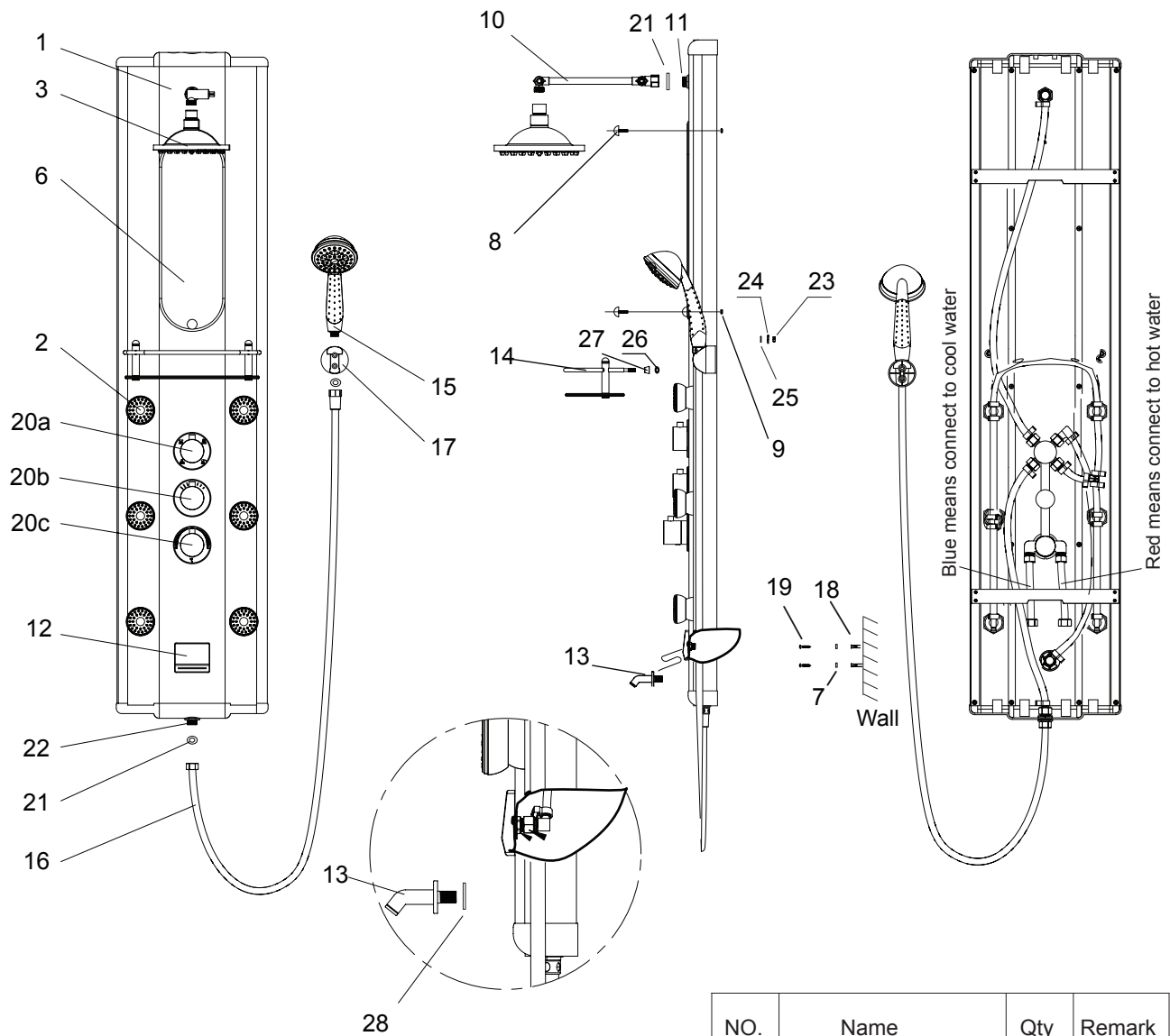
No.	Name	Qty	Remark
1	Tempered Glass Front Plate	1	
2	Body Jet	6	
3	Wall Mount Shower	1	Included
4	Shower Arm	1	Included
5	Back Housing	1	
6	Gasket	1	Included
7	Wall Mount Fixing Rod	3	Included
8	Screw(M4.2X35mm)	3	Included
9	Rubber Washer	3	Included
10	Screw Cap	3	Included
11	Screw Nut	3	
12	Square-shaped Temperature Check Spout	1	
13	Tube-shaped Temperature Check Spout	1	Included
14	Glass Shelf With Pillar	1	Included
15	Hand Shower	1	Included

No.	Name	Qty	Remark
16	S.S.Flexible Hose	1	Included
17	Hand Shower Bracket	1	Included
18	Plastic Anchor	5	Included
19	Screw(M3.5x25mm)	1	Included
20a	Diverter	1	
20b	Flow Control	1	
20c	Thermo-Static Control	1	
21	Sealing Washer	5	Included
22	Threaded Connector	1	Included
23	Brass Nut	2	Included
24	Spring Washer	2	Included
25	Washer Plate	2	Included
26	Silica Gel Washer	2	Included
27	Ring	2	Included
28	Washer	1	Included

## Parts List

The parts list table common to all Ristorre shower towers is located on Page 9. Please refer to this table for component identification of parts list in all Ristorre shower towers.

# Ristorre™ Metallo™ Shower Tower — Component Identification






















NO.	Name	Qty	Remark
1	Front Plate	1	
2	Body Jet	6	
3	Wall Mount Shower	1	
6	Mirror	1	
7	Hanger	2	Included
8	Screw	2	Included
10	Connection rod	1	Included
19	Screw	6	Included

## Parts List

The parts list table common to all Ristorre shower towers is located on Page 9. Please refer to this table for component identification of parts list in all Ristorre shower towers.

## Common Parts List

	Name	Qty	Remark
12	Square Temp Check Spout	1	
13	Tube Temp Check Spout	1	
14	Glass Shelf Assembly	1	
15	Hand Shower	1	
16	Shower Flexible Hose	1	
17	Hand Shower Bracket	1	
18	Plastic Anchors	6	
19	(M3.5X25mm) Screws	6	
20a	Diverter	1	
20b	Flow Control	1	

	Name	Qty	Remark
20c	Thermo-Static Control	1	
21	Sealing Washer	5	
22	Threaded Connector	1	
23	Brass Nut	2	
24	Spring Washer	2	
25	Washer Plate	2	
26	Silica Gel Washer	2	
27	Ring	2	
28	Washer	1	

# INSTALLATION

**IMPORTANT:** Read all instructions before beginning installation. Consult local codes for requirements.

Each unit arrives ready for installation, completely equipped with plumbing and fittings. Remove the unit from the carton. Retain the shipping carton until satisfactory inspection of the product has been made.

**CAUTION:** Do not drop the shower tower. Dropping the unit may damage its appearance and function.

Immediately upon receipt, inspect the unit before installing. Should inspection reveal any damage or defect in the finish, do not install. Damage or defect to the finish claimed after the unit is installed is excluded from the warranty. Jacuzzi Whirlpool Bath's responsibility for shipping damage ceases upon delivery of the products in good order to the carrier. Refer any claims for damage to the carrier. For definitions of warranty coverage and limitations, refer

**NOTE:** Parts with item number listed are included.

Determine the installation height of the shower tower. The height of the top row of the body jets should be level with the users' shoulders. Place a mark on the wall at the top of the unit when the top jets are at the desired position. Begin installation using the following instructions.

## Finish Wall Preparation

1. Drill three holes 1/4" diameter by 1-3/8" deep in the wall at the locations and dimensions shown in Figure 1.
2. Insert plastic anchors (18) into each of the holes, then mount the wall mount fixing rods (7) to the wall using the M4.2x35mm screws (8), see Figure 2.

	Ovale	Onda
A	5-1/8	7-3/16
B	2-3/8	4-1/2
C	33-1/4	46-1/2
D	3-1/2	2-1/4

Measurements in inches

Figure 2

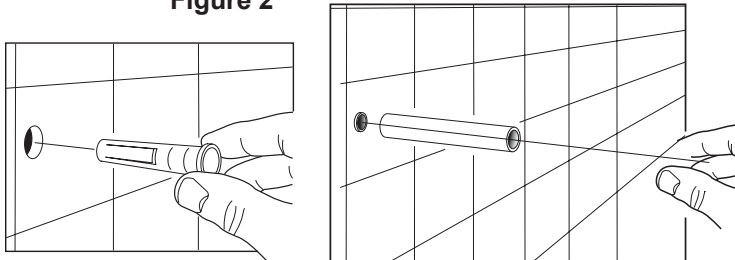
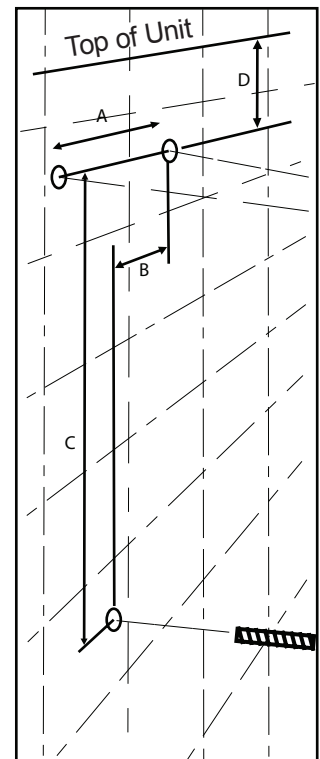


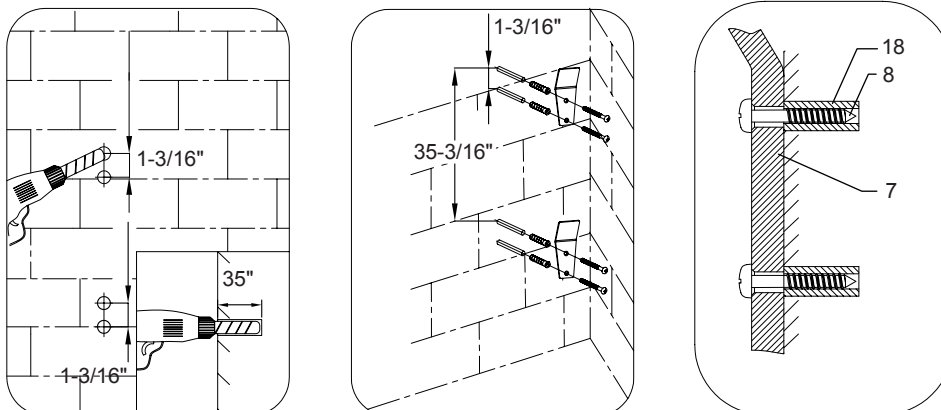
Figure 1



**NOTE:** Figure 3 is for Metallo only.

3. The User can adjust the height. Drill four holes at 1/4" diameter by 1-3/8" deep. The distance of the holes are 1-3/16" and 35-3/16" apart. Insert the anchor (18) to the holes. Then use the screw (8) to fix the location of the hanger on the wall, see Figure 3.

Figure 3

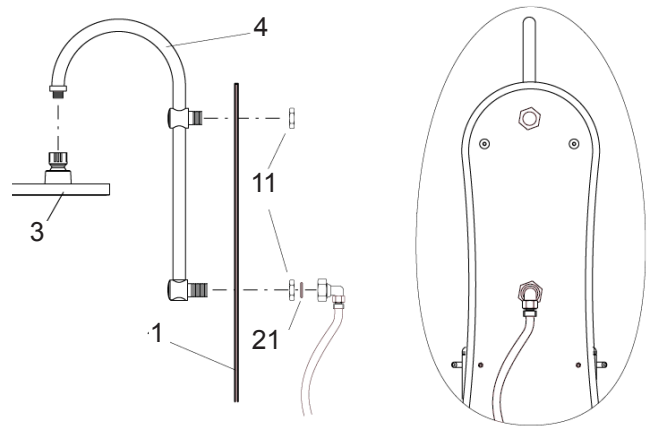


## Assemble and Install the Shower Tower

1. Attach the shower arm and prepare the glass shampoo platform as follows.

- a. Attach the shower arm (4) to the front plate (1) with screw nut (11), see Figure 4. Confirm the screen washer at the water inlet fitting of the wall mount shower head (3) is in place and screw the shower head onto the shower arm by hand. Finally, place a sealing washer (21) into the end connector of the flexible tubing as shown in the Figure, and fasten the tubing connector to the shower arm.
- b. Prepare the glass shampoo platform (14) for assembly to the front plate (1), see Figure 5. Insert the rings (27) and rubber washer (24) into the threaded end of the pillar of the glass shampoo platform (14).
- c. Attach the glass shampoo platform (14) onto the front plate using the washer plates (25), spring washers (24), and brass nuts (23) to fasten the assembly.

Figure 4



- d. Place a sealing washer (21) into the hexagon nut of the S.S. flexible hose (16), then, attach the hose onto the threaded connector (22) at the bottom of the back housing (5), see Figure 6.

**NOTE:** There are five sealing washers (21). One is for use in the hexagon nut of the S.S. flexible hose, another is used for the hand shower. The remaining three sealing washers are spare parts to be stored for later use.

**NOTE:** Flush the water lines supply lines to eliminate any construction debris prior to connecting water lines. Ensure there is no particle contamination on the threaded ends of the water supply pipe. Debris and particles in the water supply will reduce shower performance.

### Parts List

The parts list table common to all Ristorre shower towers is located on Page 9. Please refer to this table for component identification of parts list in all Ristorre shower towers.

Figure 5

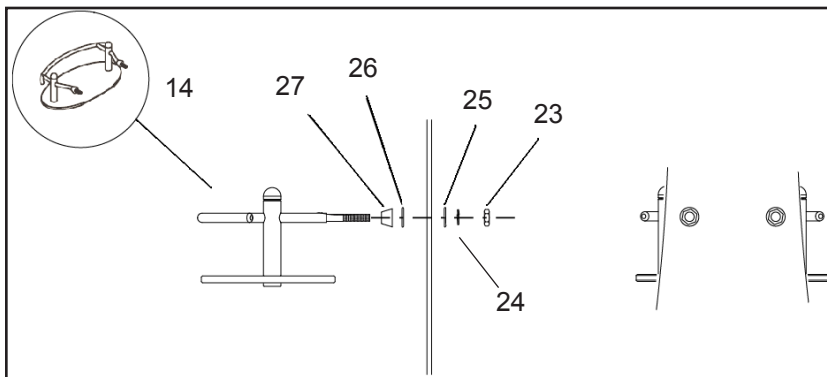
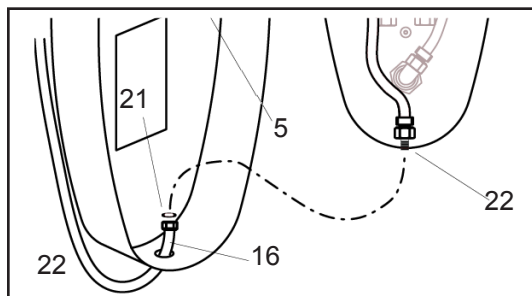
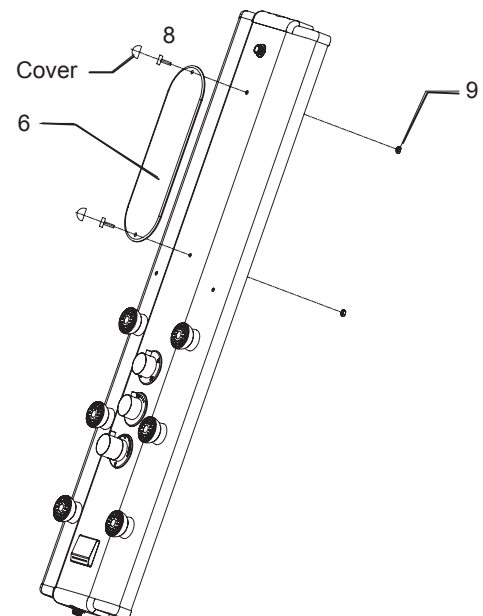


Figure 6



### Mirror Installation



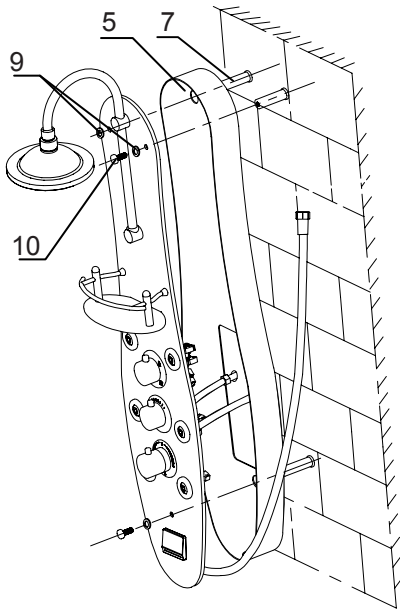
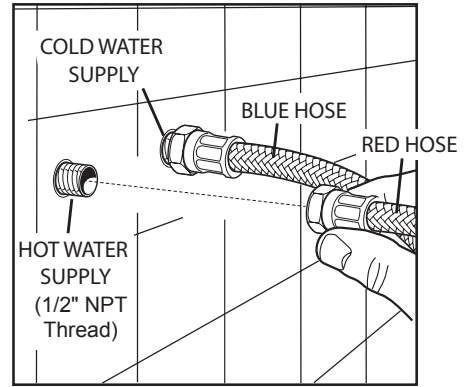
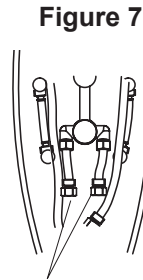
2. Connect 1/2" hoses from the front plate (1) marked in red and blue to the hot and cold water supply's, respectively, as shown in Figure 7.

**NOTE:** Do not bend or kink the hoses when installing. Tighten fittings with a wrench and test for leaks.

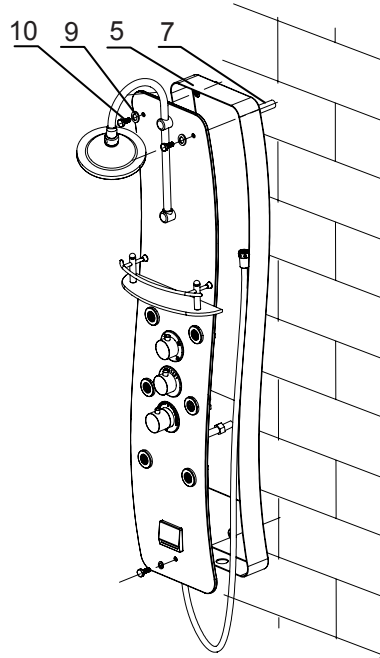
3. Align the three mounting holes of the back housing (5) and front plate (1) with the three mounting rods (7) on wall. Fasten the front plate to the fixing rods and attach with the washers (9) and cap screws (10) provided.

**NOTE:** Figure 8 shows the hot and cold supply locations.

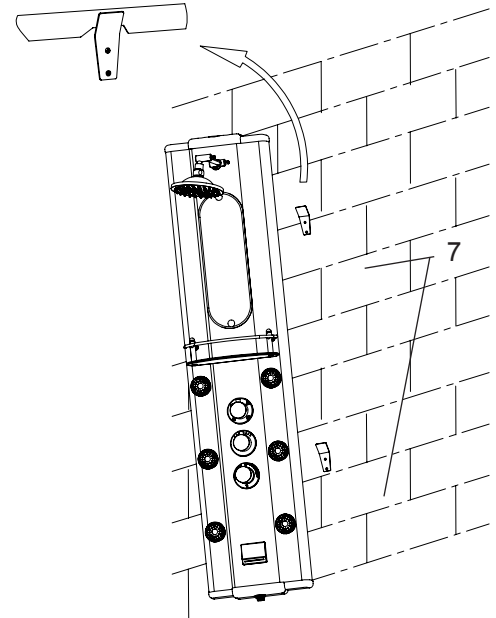
RED AND BLUE WATER SUPPLY LINES



**Ovale**

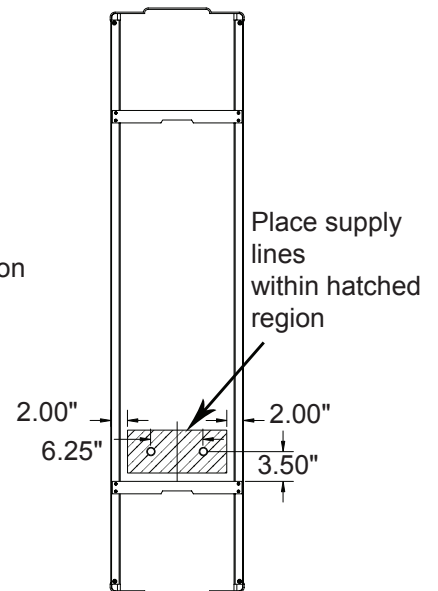
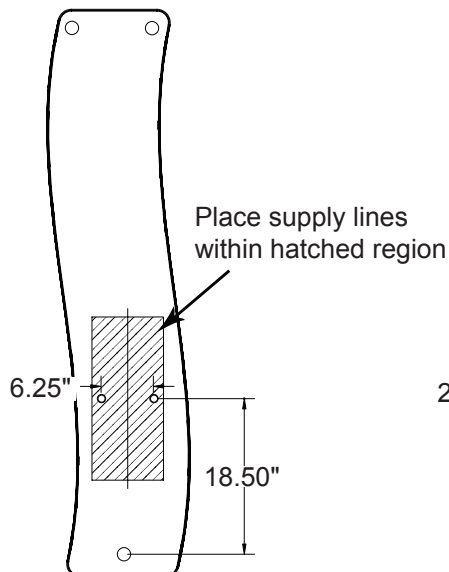
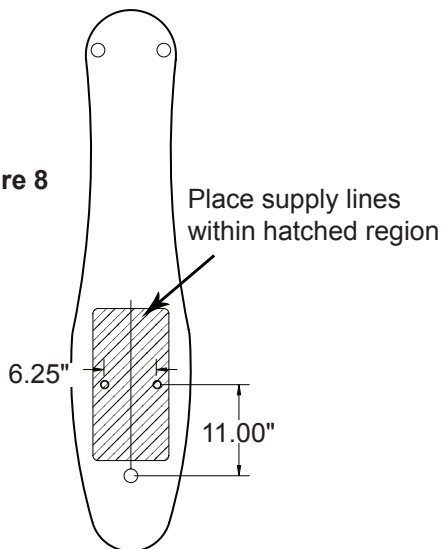


**Onda**



**Metallo**

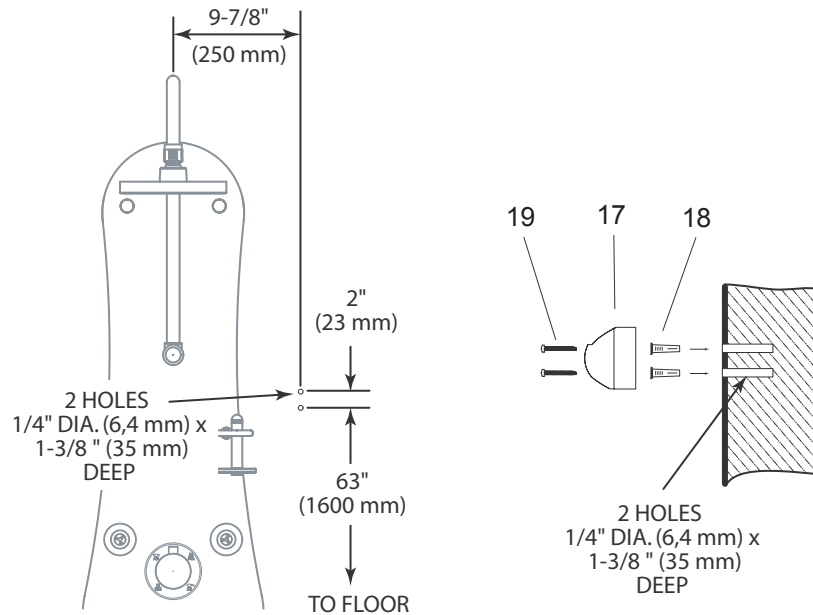
**Figure 8**





- Using the dimensions indicated in Figure 9, drill two holes 1/4" diameter by 1-3/8" deep into the wall on the right hand side of the shower tower. Insert the plastic anchors (18) into each of the holes, and mount the bracket (17) onto the wall using the M3.5x25mm Screws (19).

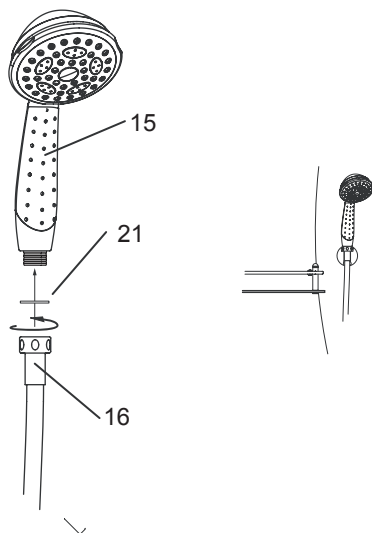
**Figure 9**



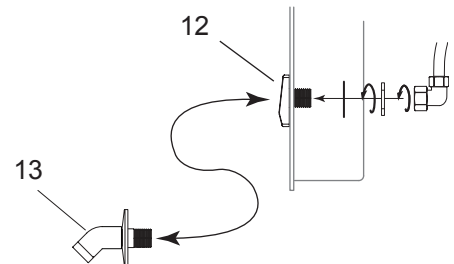
- Confirm the sealing washer (21) is inside the end of the S.S. flexible hose (16). Attach the hand shower (15) onto the hose by hand and place the hand shower into the bracket as shown in Figure 10.
- After finishing the installation, the shower tower is ready for use.
- There is an optional tube-shaped temperature check spout (13) as an alternative to the pre-installed square-shaped temperature check spout (12). To exchange these two components, use a hand wrench (not supplied) to remove the supply hose connecting nut attached to the square-shaped temperature check spout. Remove the mounting nut of the spout to release it. After that, install the tube-shaped temperature check spout into the mounting hole and tighten it, and mount it with the supplying hose, see Figure 11.

**NOTE:** To avoid scratching the front surface, do not turn square spout. Hold and remove washer rather than remove the square spout.

**Figure 10**







**Figure 11**

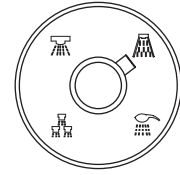


# OPERATION

1. **CONTROL VALVE.** The Control Valve consists of three parts, the diverter (20a), flow control (20b), and thermo-static control (20c).

## a. Diverter

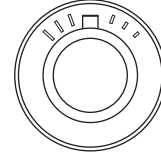
The Diverter (20a) works as a function selection. Four icons on the diverter indicate the function selected. The four icons represent the following four functions: Hand shower spray , Body jets , Wall mount spray , and Bath spout .



20a

## b. Flow Control

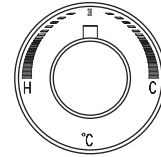
The Flow Control (4b) is located in the center of the Control Valve and is used to control the water flow volume. Increase the water flow by turning the handle to the left and decrease by turning to the right.



20b

## c. Thermo-Static Control

The thermo-Static Control (20c) is used for setting the water temperature. There are the "H" and "C" letters, and red and blue colors representing Hot and Cold, respectively. Users can adjust the water temperature as they want by turning the control handle.



20c

**CAUTION:** The "38° C" (100° F) mark on the control represents the safety temperature level. If a higher water temperature is needed, turn the handle left while pressing the red button.

**CAUTION:** Remember to return the handle to the "38°C" after use at the higher water temperature.

2. **BRACKET.** Use the wall mounted bracket (16) to hold the hand shower (15) on wall. Select "???" on the Diverter to activate the hand shower.

## Troubleshooting

1. If the water flow rate is reduced or if there is no water flow while using a specific function, dismount the shower tower and verify the main water supply hoses (blue and red supply lines) or tubing are not bent or kinked.
2. During operation, if only cold or hot water is supplied but no combination, please check to see if the thermo-static control (20c) is set at the middle level. Also check for bending or kinking in the main cold or hot water supply lines.

## Cleaning

Do not use sand paper, thinner or other corrosive cleaner. Normal non-abrasive household cleaners can be used. Rinse with water.

---

Proper installation of the shower tower and compliance with local codes is the responsibility of the installer. Jacuzzi Whirlpool Bath does not warrant connections of water supply fittings and piping, or fill systems. Nor is it responsible for damage to the shower tower which occurs during any installation procedure.

### PRODUCT SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE. USE INSTALLATION INSTRUCTIONS SUPPLIED WITH PRODUCT.

Jacuzzi Whirlpool Bath has obtained applicable code (standards) listings generally available on a national basis for products of this type. It is the responsibility of the installer/owner to determine specific local code compliance prior to installation of the product. Jacuzzi Whirlpool Bath makes no representation or warranty regarding, and will not be responsible for any code compliance.

**Jacuzzi Whirlpool Bath**  
14525 Monte Vista Avenue  
Chino, California 91710  
**Customer Service:** Call: 1-800-288-4002

# Jacuzzi Whirlpool Bath Limited Warranty Shower System Product

## WARRANTY COVERAGE

Jacuzzi Whirlpool Bath (the "Company") offers the following express limited warranty to the original purchaser of any Jacuzzi Whirlpool Bath Shower System product ("unit") who purchases the product for personal or single family use ("user"). The Company will repair or replace, at its option, the unit or its equipment in accordance with the following terms and conditions.

### ONE YEAR LIMITED WARRANTY ON SHOWER SYSTEM

Our warranty on Shower System products is for one (1) year. Our warranty covers the unit and factory-installed components (e.g., pump, motor) against defects in material or workmanship. Warranty coverage begins on the date the unit was originally purchased by the user.

### NINETY DAY (PARTS ONLY) LIMITED WARRANTY ON OPTIONS AND ACCESSORIES

Our warranty on options and accessories manufactured by the Company is for ninety (90) days for parts only. Our warranty covers options and accessories manufactured by the Company (e.g., fill spout kits, trim kits, skirts) against defects of material or workmanship. Warranty coverage begins on the date the option or accessory was originally purchased by the user.

## WARRANTY LIMITATIONS

Our warranty does not cover defects, damage, or failure caused by the common carrier, installer, user, or other person, or resulting from, without limitation, any of the following: careless handling (lifting unit by plumbing, abrading finish, etc.); modification of any type for any reason (including modification to meet local codes); improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment; improper voltage supply or unauthorized electrical modification; misuse; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; use of abrasive or improper cleaners; or acts of God, such as lightning, floods, earthquakes, etc.

In addition, THE COMPANY WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES or losses arising from any cause (e.g., water damage to carpet, ceiling, loss of use, etc.) including its own negligence; damages to, respecting, or resulting from: plated parts when chemicals are used in the unit; optional equipment not manufactured by the Company, supplied by Dealer, installer or the Company; the unit's prior usage as an operational display; or defects that should have been discovered before installation. This limited warranty does not include: labor, transportation, or other costs incurred in the removal and/or reinstallation of the original unit and/or installation of a replacement unit; any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit or business advantage of any kind under any circumstances. Units in commercial use are excluded from any warranty coverage whatsoever.

Warranty coverage is provided in the United States of America only.

## IMPLIED WARRANTIES

All implied warranties of merchantability and fitness for a particular purpose are equal in duration with the express warranties set forth herein.

NOTICE: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. There are no warranties applicable to Jacuzzi Whirlpool Bath products except as expressly stated herein or as implied by applicable state and federal laws. The Company will not be responsible for any statements or representations made in any form that go beyond, are broader than or are inconsistent with any authorized literature or specifications furnished by the Company.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

## RETURN OF WARRANTY CARD

The attached pre-addressed Warranty Registration Card MUST be filled out by the purchaser within thirty (30) days from purchase and mailed to Jacuzzi Whirlpool Bath in order for this warranty to become effective.



Jacuzzi Whirlpool Bath  
14525 Monte Vista Avenue  
Chino, California 91710

**RESPONSIBILITIES OF OTHERS**

Inspecting the unit prior to installation is the responsibility of the installer or building contractor who acts on behalf of the user. They are responsible for ensuring the unit is free of defect or damage. Notices are placed on and in the unit and on the shipping carton advising the installer of this responsibility. In the event of a problem, the unit must not be installed. The Company is not responsible for failures or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation.

Damage occurring in transit is the responsibility of the carrier. The user or installer MUST open the crates and inspect the unit for damage when it is delivered. If damage is discovered, it must be reported immediately to the seller and the carrier in writing, and an inspection requested. Failure of the carrier to respond should be reported to the seller and the carrier. Your freight claims should be filed promptly thereafter.

It is the responsibility of the installer, building contractor, or user to provide access for service. The Company is not responsible for any costs relating to obtaining access for repair. The user shall bear such costs and, if appropriate, must seek recovery from the installer.

Damage occurring to the unit during installation is the responsibility of the installer and/or building contractor and damage occurring thereafter is the responsibility of the user.

Failure of any optional equipment is the sole responsibility of the equipment manufacturer. (Options and accessories manufactured by the Company are warranted for ninety (90) days from the original date of purchase for parts only.)

The Distributor or Dealer is responsible for knowing local code requirements and notifying the installing contractor and/or user of these requirements at the time of purchase. The Company is not responsible for costs to modify any product to obtain any code approval, such as city, county, or state building codes.

**WARRANTY SERVICE**

For the customer's benefit, the Company maintains a list of independent service personnel to perform required warranty service repairs. Such firms are not agents or representatives of the Company and cannot bind the Company by words or conduct.

The Company will provide the warranty service described above when the following conditions have been met: the failure is of the nature or type covered by the warranty; the user has informed an Authorized Jacuzzi Whirlpool Bath Service Agent or Warranty Service Department Representative of the nature of the problem during the warranty period; conclusive evidence (e.g., proof of purchase or installation) is provided to the foregoing by the user proving that the failure occurred or was discovered within the warranty period; an authorized independent service person or Company representative has been permitted to inspect the unit during regular business hours within a reasonable time after the problem was reported by the user.

In order to obtain warranty service, consult your local telephone book for the location of the nearest Jacuzzi Whirlpool Bath Authorized Service Agent. Describe the problem and the Authorized Service Agent will inspect the unit and provide the required warranty service.

If you are unable to contact a Jacuzzi Whirlpool Bath Authorized Service Agent, call or write:

Jacuzzi Whirlpool Bath  
Warranty Service Department  
14525 Monte Vista Avenue  
Chino, California 91710  
Call: 1-800-288-4002

To obtain warranty replacement for factory-installed components or Company supplied options and accessories manufactured and supplied by the Company, call or write the above. Provide a description of the problem and proof of purchase. You will be instructed how to obtain replacements and where to return, at your expense, the failed component(s), option(s), or accessory(ies).

All replacement parts, equipment, and repairs shall assume the remaining warranty period of the part(s) replaced. The Company's warranty obligation shall be discharged upon tender of replacement or repair. The customer's refusal to accept the tender terminates the Company's warranty obligation.

**JACUZZI WHIRLPOOL BATH**

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Accessory(ies)  
 Limited Warranty  
 On  
 Parts Only  
 Ninety-Day

Accessory(ies)  
 Limited Warranty  
 On  
 Parts Only  
 Ninety-Day



**Warranty  
Registration Card**

This card must be filled out and returned to the address printed on the other side within thirty (30) days from date of purchase in order for this warranty to become effective.

Purchaser's Name \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Date of Purchase \_\_\_\_\_  
 Model Name \_\_\_\_\_  
 Serial Number \_\_\_\_\_  
 Dealer's Name \_\_\_\_\_  
 Dealer's Address \_\_\_\_\_  
 1. How did you first hear about this Jacuzzi® product?  
 Advertisement  Article in Magazine/Newspaper  
 Visited Dealer/Plumbing Supplier  Yellow Pages  
 Builder/Plumber/Remodeler  Decorator/Architect  
 Visited Retailer/Home Center Store  
 Word of Mouth... Friend/Relative/Acquaintance  
 Other (Please Describe) \_\_\_\_\_  
 2. Who first gave you specific information about this product (specifications, prices, etc.)?  
 Dealer/Plumbing Supplier  Builder  Remodeler  
 Plumbing Contractor  Retailer/Home Center Store  
 Decorator/Architect  Already Installed  
 3. What was the main reason for purchase?  
 Styling  Warranty Service  Product Features  
 Brand Name  Price  Hydrotherapy  
 Home Resale  
 Other \_\_\_\_\_  
 4. Who finally decided which product you would buy?  
 Self  Spouse  Self and Spouse Together  
 Other Family Member  Designer/Architect  
 Builder/Plumber/Remodeler  Already Installed  
 5. Who installed?  
 Contractor/Plumber when remodeling  
 Self/Spouse when remodeling  
 Other \_\_\_\_\_  
 6. What is the current market value of this property?  
 Please estimate \$ \_\_\_\_\_ years  
 7. What is the age of the head of the household?  
 years  
 8. What other manufacturers did you consider?  
 Ejer  Lasco  Price Pfister  
 Kohler  American Standard  Sterling  
 Other (Specify) \_\_\_\_\_  
 9. How long did you stop before purchasing unit?  
 1 day  2 months - 6 months  
 2 - 7 days  6 months - 1 year  
 1 week - 2 weeks  1 year - 2 years  
 2 weeks - 4 weeks  +2 years  
 1 month - 2 months  
 10. Approximately how long have you lived in this home?  
 11. Please indicate, approximately, the total annual income of your household.  
 Up to \$24,999  \$50,000 to \$74,999  
 \$25,000 to \$29,999  \$75,000 to \$99,999  
 \$30,000 to \$39,999  \$100,000 to \$149,999  
 \$40,000 to \$49,999  \$150,000 and Above  
 12. Was your purchase process?  
 Very easy  Easy  Difficult  Very Difficult  
 13. How technically aware were you of the patented Jacuzzi® jet system prior to your purchase?  
 Not aware  Somewhat aware  Very aware