

Troubleshooting

Vivid - Walk-In

1. Do the finished measurements on the tray comply with the adjustments listed in the product specifications book?
2. Ensure the surface / tray* that the enclosure is to be installed on is level in every direction, do not angle tiles.
3. Are the wall profiles plumb, checked with a plumbing line / Spirit level?
4. Is the unit silicon sealed correctly?
5. Are the spray head and/or body jets positioned to face in one of the suggested directions?

*This product uses a dedicated tray (VUW2C145)

Is the unit been used in conjunction with a power shower? Although the shower is power shower safe it is advisable to ensure the seals are not being subjected to the jets directly.