

# SHOWER BASE USER GUIDE

INSTALLATION • MAINTENANCE • REPAIR



Produits Neptune  
Rouge

## PRODUITS NEPTUNE ROUGE QUALITY

Your product has been inspected and tested by our specialists and is compliant with our high Produits Neptune Rouge quality standards. Our products have obtained one of the following certification:



### UPC

UPC Approval



### ICC-ES CERTIFICATION

Our products and their components have received ICC-ES certification, which attests to their quality and reliability.



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Thank you for choosing a quality Produits Neptune Rouge product. Your confidence in us is of paramount importance to the success of our company.

You are now the proud owner of a Produits Neptune Rouge shower base, a premiere product that will provide you with years of pleasure and relaxation if installed and maintained correctly.

Please read the safety, installation and maintenance instructions found in this guide. We highly recommend installing this product with the assistance of a specialist, in accordance to local codes, guidelines and government regulations

To download the online version of the user guide, visit [www.produitsneptune.com/rouge](http://www.produitsneptune.com/rouge)

The documentation is available by selecting your specific product.

## 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 Rouge 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 Rouge dealer can put you in contact with such a qualified professional.

## IMPORTANT INFORMATION TO SAFEGUARD

Note : Always keep your original bill of sale

Date of purchase : \_\_\_\_\_ Name of retailer: \_\_\_\_\_

Description of product : \_\_\_\_\_

Serial number: \_\_\_\_\_

# 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 guarantee is nontransferable.

## BEFORE BEGINNING

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

- Prior to removing your old shower base, carefully inspect the new one for damage. Do not install a damaged unit. Please contact your local representative for assistance.
- Ensure that the shower base 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 base's dimensions.
- The floor area where your shower will be installed must be structurally sound and strong enough to hold the shower base 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.

## PREPARATION OF THE SITE

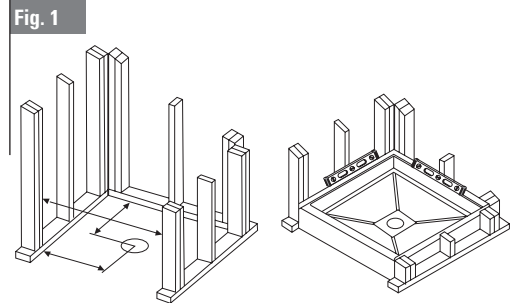
- Sweep the floor to remove construction debris and vacuum to remove all remaining dust.
- If renovating, remove all existing wall material in order to install shower base directly on wall studs.
- Ensure that the wood frame has the appropriate dimensions.
- If you plan on installing a door, you will 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 base.

# SHOWER BASE INSTALLATION

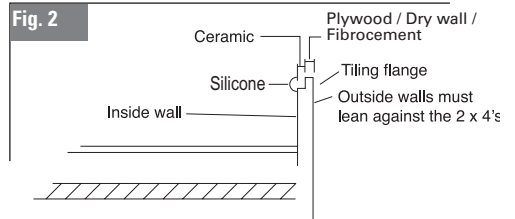
Ensure walls and floor are square, plumb and level and that the waste pipes are well positioned. Position the unit in the prepared location and adjust level with wood shims or mortar. It will be easier to adjust the tray if you have access to it from the outside of the formwork. **Before proceeding to 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.1)



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. 2)



## 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, and level the floor using a floor leveler.

# TROUBLESHOOTING

| PROBLEM  | SOLUTION   |
|--|--|
| Water remains around the bathtub rim or drain. | Check that the installation is level and that the shower base is sitting firmly on its feet. Shim with adjustment wedges if necessary. |
| Shower or shower base bottom moves during use. | The 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.   |

## WARRANTY

Our warranty does not cover damage caused by:

Lightning, fire, misuse, neglect, poor maintenance, thermal shock (flames, cigarettes, boiling water ...), damage following to delivery (contact from transport, handling ...), misuse, natural or chemical corrosion.

All alterations or modifications on a Produits Neptune Rouge shower base automatically nullify all warranties. In the event of breakage, Produits Neptune Rouge must be informed within ten (10) days following the damage.

In keeping with manufacturer standards, the warranty is limited to the repair or replacement of the shower base. No compensation may be claimed from the manufacturer resulting from loss of use, time, income, miscellaneous fees, inconvenience, materials, workmanship or any costs of removal or replacement of a defective product.

No other agreements or implicit promises are included in this warranty.

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#### UPC

UPC Approval.

#### ETL CERTIFICATION

ETL certification attests the quality and reliability of products and components.

#### WARRANTY

Each Produits Neptune Rouge 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.

## ROUGE ACRYLIC SHELL

Produits Neptune Rouge guarantees that acrylic units are free of any defects in materials and workmanship under normal use and service for a period of four (4) years 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 Rouge by the retailer.
- For commercial use, all products have a 1-year warranty against manufacturing defects.
- The Produits Neptune Rouge warranty is solely for the personal household use of the original owner/user and starts on the date of purchase from Produits Neptune Rouge 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 Rouge products and accessories require a certain amount of upkeep to preserve their finish. Clean your new Produits Neptune Rouge 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 Rouge warranty.
- No return on products sold in liquidation.
- No warranty on products sold in liquidation.
- Aucun retour de marchandise de plus de 3 mois.