

Customer Troubleshooting

Model TB9

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Model TB9 Warranty

- THIS WARRANTY IS LIMITED TO THE STANDARD LIFE OF THE PRODUCT, WHICH IS 7 YEARS.
 - 7-year warranty from date of purchase.
- The warranty is void if the unit was opened in an attempt to repair it, or if melted wax has been poured out of the machine. Doing this can cause wax to seep between the outer shell and tank lip, and get inside the unit, coating the wires, heating pad and insulation.
- If the warranty is void or the unit is no longer under warranty, WR Medical can repair the unit for a fee (ranging from \$25 to \$60) depending on what is found upon inspection.
- Cosmetic imperfections (scratches, cracks, etc) caused by misuse are not covered.
- If a unit is repaired the warranty period continues on from the original date of purchase.

Properly
Functioning
Model TB9 with
Fully Melted Wax



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Types of Issues

- Out-of-Box Failure
- Shipping Damage
- Skimming/Partial Melting of Wax
- Wax Not Melting at All
 - Light Does Not Come On
 - Light Does Comes On

Out of Box Failure

- After initial setup the customer finds that the bath is not heating or melting the wax.
- We recommend waiting at least 12 hours before determining that the unit is not heating properly.
 - Is the power cord securely pushed into the IEC receptacle?
 - Have you tried another outlet?
 - Is the light in front of the unit turning on? Most of the time the light will be off. The unit cycles on and off approximately 8 times per hour.



Properly Seated Cord

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Light OFF



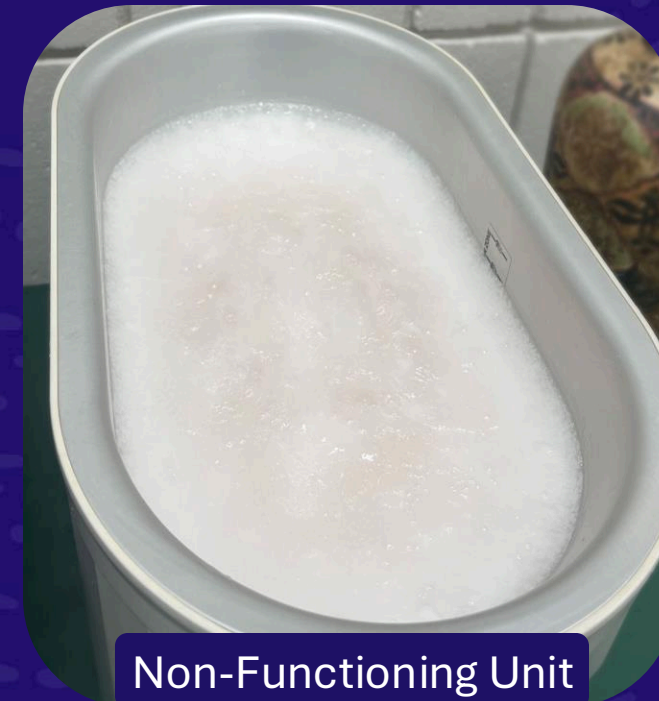
Light ON

Wax Not Melting at All

- The unit has been running fine and now it is not heating.
- We recommend waiting at least 12 hours before determining that the unit is not heating properly.
 - Is the power cord securely pushed into the IEC receptacle?
 - Have you tried another outlet?
 - Are you using Performa or Therabath brand paraffin wax? Note that other brands of wax outside of the Performa or Therabath brand may have a higher melt-point, which can result in partial or no melting. Test the unit with Performa or Therabath wax.



Functioning Unit



Non-Functioning Unit

Skimming/Partial Melting of Wax

- The unit has been running fine and now there is a film across the top of the wax.
- We recommend waiting at least 12 hours before determining that the unit is not heating properly.
 - Is the power cord securely pushed into the IEC receptacle?
 - Make sure to keep the lid on the unit during the melting process.
 - Is there air blowing on the Unit? Is the unit holding 9lbs or more? Has the lid been left off?



Shipping Damage

- The unit was damaged during shipping and shows dents on the tank and the tank may look like it's popping out of the plastic outer shell.
- NOTE: The box does not need to be extremely damaged and may only show a crease.
- Warranty does not cover shipping damage.
 - We are 100% confident that that every unit leaving our facility is free of defects and damage.
 - Shipping damage may occur during the ground shipping portion to the end-user. These baths are not intended to be shipped in their original packaging alone and this is printed on the top of the box.
 - Go back to the supplier this was purchased from for a replacement.



Replacement /Repair Process

- Before requesting a warranty repair or replacement, please follow our troubleshooting guide to help resolve or determine the most common operating problems.
- All failed units must be returned to WR Medical for inspection
- If you've followed our troubleshooting and still need your unit repaired, please complete our Warranty Request form here: <https://www.therabath.com/service/warranty-service-request-form/>
- Once the form is submitted our warranty team will issue a return authorization number and detailed instructions to send the unit to WR Medical for repair.
- The unit will be repaired by our in-house service technicians and returned to the customer within 1-2 weeks.
- Note: Customer pays shipping to and from our facility unless it's in the first year of warranty.