

## HYDROBATH PRO **ULTRA**

# TROUBLE SHOOTING GUIDE

We hope you have a trouble free experience with your Hydrobath. However, we do get asked some common questions and to help you we have listed some of these below. Should you still have any questions please feel free to contact us.

### **Q: My Hydrobath is not heating up**

- A: 1) CHECK - Is the Hydrobath switched on?  
2) Is the Heater switch in ON position?  
3) Are bubbles coming off the heating element?  
4) I require cooler or hotter water (see temperature setting instructions enclosed).  
5) Is your water supply filling the tank up quickly enough, generally a min 14bar pressure is required for optimum operation.  
6) Is the heater indicator light on ?  
7) Is the Hydrobath filling with water quick enough ?

### **Q: When I switch the heater on the mains electrics trip out**

- A: 1) Is the pump working ok?  
2) Check the fuse in the plug.  
3) Has the heater been switched on with no water in tank ?

### **Q: The ball float does not shut off so keeps filling with water OR water is coming out of the breather pipe at the rear of the Hydrobath**

- A: 1) Have you accidentally twisted the float arm to wrong position when connecting water supply?  
2) Is the ball float connected to the float arm?

### **Q: Water is leaking from hose connection**

- 1) Did you put PTFE tape on before fitting?

### **Q: My wash water runs straight into drain**

- A: Is the drain tap open ?

### **Q: The power shower is not powerful enough or loses power**

- A: 1) Have you put too much shampoo in tank?  
Excessive foam can cause drop in power due to bubbles.  
2) If you are bathing a large dog, perhaps you did not transfer enough water?  
3) Is the flow control valve fully open?

### **Q: Hair is getting caught in the pipes**

- A: Is the filter bag fitted and is it secured?

### **Q: There seems to be a smell coming from the Hydrobath**

- 1) The bath requires cleaning thoroughly, please refer to your maintenance guide.  
2) Smells can be caused by the drainage to your premises and is not the Hydrobath causing this to happen, it may be worth checking into this.

### **Q: I want to clean the outside of the Hydrobath, what should I use.**

- To clean the exterior use mild soapy warm water to clean off excess dirt.  
To polish, use any type of interior vinyl car cleaner, brings them up like new!



## USER MANUAL



SERIAL NUMBER





## INTRODUCTION

Welcome to your new Hydrobath Pro Ultra and thank you for your purchase.

This Hydrobath should give you many years of trouble free operation and we strongly recommend reading this manual carefully and thoroughly to ensure correct operation and get you Hydrobathing quickly.

As pioneers of Hydrobath use in the UK, here at Redcape service & support has been the hallmark of our success. The new Hydrobath Pro Ultra is the result of 10 years experience and whilst we continuously strive for perfection, we believe this new Hydrobath meets all the needs of a modern grooming salon.

Should you require any further help or assistance please do not hesitate to contact us.

Thank you and happy Hydrobathing !



### IMPORTANT !

CE Conformity regulations - From 20th April 2016, UK legislation now requires ALL electrical products for commercial & domestic use MUST be CE certified to meet the health & safety directive, a certificate is supplied which displays test report ID relating specifically to your Hydrobath.

The Hydrobath Pro Ultra has been designed to satisfy the Fluid Category 5 backflow protection as per the Water Supply (Water Fittings) Regulations 1999 for direct connection to the water supply. This product has an 'AB' air gap arrangement (backflow protection to Fluid Category 5). (not required for mobile applications)

### NOTE

*"This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision"*

*"The supply cord cannot be replaced. If the cord is damaged this must be reported to the manufacturer for consultation & guidance"*



## Certificate Of Conformity

We - Redcape Ltd Unit 3 Marrtree Business Park,  
Grimbald Crag Close, Knaresborough, North Yorkshire, HG5 8FA

Hereby declare that the equipment - **Hydrobath Pro™**

This declaration of conformity is issued under the sole responsibility of the manufacturer, **Redcape Ltd.**

Description of product - Hydrobath Pro is a twin tank pet bathing system which contains a built in pump and immersion heating element to provide a pressurised warm water application of shampoo solution and clean rinse facility.

The product is in conformity with the relevant Community harmonisation legislation:

**Electromagnetic Compatibility - 2014/30/EU**  
**Low Voltage Directive - 2014/35/EU**  
**Rhos - 2011/65/EU**

**Test Reports -**  
**EMC - 11973/TR/1**  
**LVD - 11996TR1**

Signed for and behalf of REDCAPE LTD

Signature

Simon Cheung  
Managing Director

Date of issue 20th April 2016





## HYDROBATH PRO **ULTRA**

# THERMOSTAT / HEATING ELEMENT CONTROL

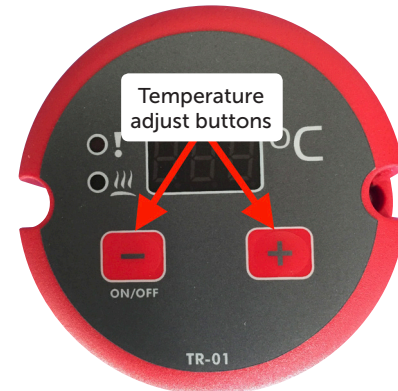
Your Hydrobath Pro Ultra is fitted with a high quality smart digital 2.4 KW heating element with built in thermostatic control.

### Adjusting the temperature

The heating element has been pre set to 42 degrees, however you may adjust this to increase or decrease as desired.

To adjust the temperature simply press the + or - (red) switches,

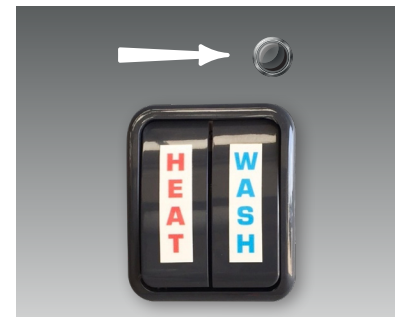
**NOTE** - the temperature will remain set until it is adjusted again.



### **IMPORTANT** !

Do **NOT** press any of the buttons together or at the same time as this could result in changing the internal settings of the thermostat. **NEVER REMOVE THE COVER AS THIS COULD VOID WARRANTY**

This is the Heater on indicator light, this is lit when the heater is HEATING. when the light goes out it shows it has reached your set temperature.



## HYDROBATH PRO **ULTRA**

# MAINTENANCE & CARE GUIDE

Your Hydrobath should provide you with many years of trouble free operation, however good, regular maintenance & cleaning will ensure optimum performance.

The pump & pipework within your Hydrobath requires regular cleaning to remove any dirty water or residue. For the pump to operate properly it holds within itself approx ½ litre water at any time to keep it primed, therefore we strongly advise the following –

**Pump & Pipework** - Put a small 2 capfuls of hydrobath flush cleaner in the open wash tank, add some water and then flush through the pipe (as you would shampoo) and pump for approx 1 minute then switch off, if possible leave this solution overnight and then flush clear the next morning, this will allow the solution to stay in the pump and will clean more efficiently.

**Shower Hose** – Regularly check the connection and if necessary renew PTF tape, check the holes in the shower rose are clear and no blockages.

**Filter bag** – The wash tank filter bag collects hair and prevents this getting into the pump. Empty as often as needed and wash through in a mild solution of soapy water.

**Cleaning the exterior and interior**– This can be cleaned using a warm soapy water, apply with a sponge or soft cloth. To polish/buff, we have found the best product is an interior car cleaning for plastic and vinyl.

**Regularly check all fittings, water inlet etc.**

If you require any further help, assistance or advice please do not hesitate to contact us.

**REDCAPE** T: 01423 861249 E: enquiries@redcape.co.uk

## **IMPORTANT** !

### CONNECTING WATER SUPPLY TO YOUR HYDROBATH

#### READ CAREFULLY

We only recommend the following fitting to connect water to your hydrobath, if you have a water supply ask your plumber to fit a garden tap and then connect via a hosepipe as shown in pictures below.

Fitting by this method has numerous benefits -

- Water supply can be turned off during weekends and holidays.
- Easy to disconnect to pull the bath out for cleaning.
- Does not interfere with the position of the ball float.

We **do not** recommend removing the fitting supplied on your hydrobath and screwing any other type of threaded fitting directly onto this. Fittings not recommended which interfere with operation are not covered under warranty.



Connection to water supply



Water supply connection to hydrobath

If you require any further help, assistance or advice please do not hesitate to contact us.

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# HYDROBATH PRO **ULTRA** SET UP INSTRUCTIONS

Before setting up ensure the electrical supply is switched off and the heater and wash button is in the off position.

We recommend putting some type of non slip matting on the bottom of the Hydrobath to provide a secure footing/ grip for pets. If your water supply is being plumbed directly into a main we also recommend having a mains shut off valve fitted before connection inlet. Ensure your Hydrobath is on a level surface.

- 1) Switch **off** heater & wash switches



- 2) Connect the Shower Hose, ensuring it "click" locks into place Securely

1) Push and hold back the collar

2) Insert the hose into the fitting

3) Release the collar, check fitting is secure



- 3) Connect water supply. If connecting direct onto thread.

Please take care not to turn the thread internally, this can turn the float out of position



- 4) Close the external drain lever

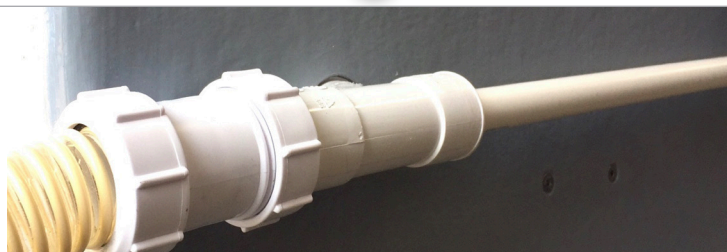


- 5) Set tank select lever to **WASH** position.



- 6) Connect external drain (36mm), (not supplied).

Always use the largest diameter pipe as possible as drainage will be quick, ensure gravity fall of pipe is adequate



# HYDROBATH PRO **ULTRA** OPERATING INSTRUCTIONS

## PLEASE NOTE

In extreme weather conditions where the source water temperature could be colder than normal, please allow extra initial warm up time. If you are in a hard water area, as with any appliance, build up of limescale can damage the heating element and pump. We recommend taking precautions to prevent damage as this is not covered under your warranty.

After following set up instructions –

- 1) **CLOSE** the external drain tap via lever on front then turn on water supply and allow rinse tank to fill completely.
- 2) Switch on electrical supply and heater on switch.
- 3) Leave approx 20-30 minutes to allow water to reach temperature when warming from cold start. The warm up time then increases during operation to approx 20 mins once the bath has "warmed up" .
- 4) Move tank select lever to **RINSE**, hold the shower hose into the wash tank and switch wash button **ON** and transfer some warm water. Switch **OFF** when required amount filled. Then add 15ml shampoo to the wash tank and mix



## PLEASE NOTE

for small breeds, only need to fill the wash tank 1/4, For large breeds half fill. The rinse tank automatically refills and heats up again.

- 5) Move tank select lever to **WASH** position and mix shampoo solution.
- 6) You can now put the dog in the Hydrobath.
- 7) Switch on the **WASH** button, this will then draw the shampoo solution from the wash tank and recirculates. You can keep washing as long as needed. Let the power of the shower do the work. With a sweeping motion, start along the spine of the dog, around the sides and then legs and front, working your way down the dogs body.
- 8) When finished washing, switch **WASH** button **OFF**, set tank lever to **RINSE** and then open the WASH DRAIN tap as this will allow the dirty shampoo water to drain away. Leave the tap open until finished the rinsing process. Please trust the power when rinsing, think seconds rather than minutes.
- 9) Holding the shower hose, switch the **WASH** button to **ON**, this will then draw the clean rinse water from the rinse tank. As with wash technique, use a sweeping motion from the top of the dog to the bottom. Rinse water drains away as you use it, it does not recirculate, this is why the external tap is left open. This also helps flush out the shampoo residue from the wash tank.
- 10) When finished rinsing, switch wash button **OFF** and close the external drain. You are now ready to start the Hydrobathing again.

2)



5)



10)



## PLEASE NOTE

If you blast the dog off in the Hydrobath, it is advisable to place a sink strainer over the drain hole to prevent excessive hair clogging the filter bag.

## IMPORTANT !

**NEVER LEAVE HEATER SWITCHED ON WHEN WATER SUPPLY IS NOT CONNECTED**

**Freezing temperatures** - Should your hydrobath be situated in an environment (vans, outbuildings, sheds etc) where it could be affected by extreme / freezing temperatures - the pump could freeze. Please ensure the bath is fully thawed before running the pump, failure to do so could damage the pump which would be excluded from warranty. We strongly advise draining as much water from the bath tanks where freezing temperatures are forecast.