



Troubleshooting Your Therabath

Before requesting a warranty repair or service, please follow our troubleshooting guide to help resolve or determine the most common operating problems:

NOTE: Models TB4/TB5 are no longer under warranty and cannot be serviced.

I plugged in my Therabath and the light came on, but then went off shortly after.

- This is normal operation. The light illuminates only when the unit is drawing power and during a heating cycle. Most of the time the light will be off. The unit cycles on and off approximately 8 times per hour.

My Therabath has been plugged in, but the wax is still not completely melted.

- The wax will generally take around 8-10 hours to completely melt - have you allowed ample time? 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?
- If the wax is partially melted, what type of wax are you using? Note that other brands of wax outside of the Therabath brand may have a higher meltpoint, which can result in partial melting. Test the unit with Therabath wax.

My Therabath has been plugged in, but the wax is still completely hard.

- Did the light on the front of the unit ever come on?
- Is the power cord securely pushed into the IEC receptacle?
- Have you tried another outlet?
- Are you using the proper voltage unit for the outlet?
- The wax will generally take around 8-10 hours to completely melt - have you allowed ample time? We recommend waiting at least 12 hours before determining that the unit is not heating properly.
- If the above questions are all true then confirm that you are using Therabath brand paraffin wax. Note that other brands of wax outside of the Therabath brand may have a higher meltpoint, which can result in partial or no melting. Test the unit with Therabath wax.

I have a Therabath Model TB4 or TB5 that is not heating properly or is no longer heating.

- Unfortunately we no longer have the parts available to repair Therabath Models prior to the current TB6/TB7 model. The TB4/TB5 was discontinued in September 2010. The lifetime warranty was for the expected life of the machine of 7 years, and covered the heating components / operation of the machine.
- We are able to offer TB4/TB5 customers a \$50 discount off the purchase of our Model TB6/TB7, which was introduced in September 2010 for units with lot numbers after 01/00.

If you would like to take advantage of this offer, please send us pictures of your failed Therabath Model TB5, including the side labels and any labels that show a date or Lot number. We will use the pictures of the unit instead of having you send us the actual TB5. We can accept VISA, AMEX, Mastercard and Discover.

This warranty gives you specific legal rights and you may have other rights, which vary from state to state. Some states may not allow the exclusion or limitation of consequential or incidental damages so the above limitations or exclusions may not apply to you.

Still having issues? [E-mail us](#) for more help!