



2026



OWNER'S MANUAL

ALERT

Your new spa's GFCI will trip.

A Ground Fault Interrupter (GFCI) Trip Test must occur to allow proper spa function.

There are special instructions for the installer/electrician. If they have not already advised you on what to do or expect from the GFCI Trip Test, please contact them for instructions.

If the GFCI breaker connected to your spa trips, this is normal behavior. Please reset the breaker and enjoy your spa. The trip test has been completed successfully.

If your spa was not wired to a GFCI breaker or your breaker fails the GFCI Trip Test, the spa will repeatedly attempt (at preset intervals) to trip the breaker in the future until such time that it triggers a GFCI Trip. If a GFCI does not trip properly, your spa's display will show an error message.

GFCI breakers are important safety devices required by code for your hot tub. For more information, refer to your local dealer.

IMPORTANT SAFETY WARNINGS

SAVE THESE INSTRUCTIONS

NOTE: When installing and using this equipment, basic safety precautions should always be taken to reduce the risk of electrical shock, to ensure safe usage, and to safeguard the user's health. Failure to follow instructions and warnings contained in this Owner's Manual, Installation Guide and on the spa/swim spa itself may result in severe personal injury, including death, as well as property damage.

WARNING:

This product shall be installed in accordance with local codes.

WARNING:

The spa shall be secured to protect against unauthorized access per local codes.

WARNING:

This spa water shall be tested and treated in accordance with local codes.

WARNING:

Children should not use spas or hot tubs without adult supervision.

WARNING:

Do not use spas or hot tubs unless all suction guards are installed to prevent body and hair entrapment.

WARNING:

Pregnant, or possibly pregnant, women should consult a physician before using a spa or hot tub.

WARNING:

People with infectious diseases should not use a spa or hot tub.

WARNING:

To avoid injury, exercise care when entering or exiting the spa or hot tub.

WARNING:

Do not use drugs or alcohol before or during the use of a spa or hot tub to avoid unconsciousness and possible drowning.

WARNING:

People using medications and/or having an adverse medical history should consult a physician before using a spa or hot tub.

WARNING:

Water temperature in excess of 100°F (38°C) may be injurious to your health.

WARNING:

Before entering the spa or hot tub, measure the water temperature with an accurate thermometer.

WARNING:

Do not use a spa or hot tub immediately following strenuous exercise.

WARNING:

Prolonged immersion in a spa or hot tub may be injurious to your health.

WARNING:

Maintain water chemistry in accordance with manufacturer's instruction.

WARNING:

Do not permit electric appliances (such as a light, telephone, radio or television) within 5 feet (1.5m) of the spa or hot tub.

WARNING:

The use of alcohol or drugs can greatly increase the risk of fatal hyperthermia in hot tubs and spas.

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IMPORTANT SAFETY INSTRUCTIONS

READ AND FOLLOW ALL INSTRUCTIONS

1. **WARNING** - To reduce the risk of injury, do not allow children to use spa unless they are closely supervised at all times.
2. A wire connector is provided on this unit to connect a minimum 6 AWG (5.15 mm²) solid copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe or conduit within 5 feet (1.5m) of the unit.
3. **(For cord-connected/convertible units)**
DANGER - Risk of injury.
 - a. Replace damaged cord immediately.
 - b. Do not bury cord.
 - c. Connect to a grounded, grounding type receptacle only.
4. **DANGER** - Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.
5. **DANGER** - Risk of injury. The suction fittings in this spa are sized to match the specific water flow created by the pump. If you must replace the suction fittings or the pump, be sure the flow rates are compatible. Never operate spa if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.
6. **DANGER** - Risk of Electric Shock. Install at least 5 feet (1.5m) from all metal surfaces. As an alternative, a spa may be installed within 5 feet (1.5m) of metal surfaces if each metal surface is permanently connected by a minimum 6 AWG (5.15 mm²) solid copper conductor to the wire connector on the terminal box that is provided for this purpose.
7. **DANGER** - Risk of Electric Shock. Do not permit any electric appliance (such as a light, telephone, radio or television) within 5 feet (1.5m) of the spa.
8. **WARNING** - To reduce the risk of injury:
 - a. The water in a spa should never exceed 104°F (40°C).. Temperatures between 100°F (38°C) and 104°F (40°C) are considered safe for a healthy adult. Lower temperatures are recommended for young children and when spa use exceeds 10 minutes.
 - b. Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 100°F (38°C).
 - c. Before entering spa, measure the water temperature as water temperature regulating devices vary.
 - d. The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
 - e. Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.

f. Persons using medication should consult a physician before using a spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.

9. For spa/hot tubs installed indoors, care should be taken to ensure adequate ventilation for the indoor space, to avoid undesired build of humidity due to spa water. For additional information on ventilation/humidity guidelines see the ASHRAE Handbook, HVAC Applications, I-P Edition, 4.5, 4.6, and 4.7.

SAVE ALL INSTRUCTIONS

NOTE: Check with your state/local code enforcement officer to determine electrical code requirements and compliance. Use a qualified licensed electrician to complete all final spa electrical connections.

Caution: Risk of electrical shock. Read and follow all instructions.

TO AVOID RISK OF ELECTRICAL SHOCK:

1. A green colored terminal or a terminal marked G, GR, Ground, Grounding, or the international symbol  is located on the side of the supply terminal box or compartment. This terminal must be connected to the grounding means provided in the electric supply service panel, using a continuous copper wire equivalent in size to the circuit conductors supplying this equipment.
**IEC Publication 60417, Symbol 5019.*
Never use aluminum wire.
2. At least two lugs marked "BONDING LUGS" are provided on the external surface or on the inside of the supply terminal box or compartment. Connect the local common bonding grid (house-hold ground) in the area of the hot tub or spa to these terminals, using an insulated or bare copper conductor not smaller than No. 6 AWG.
3. All field-installed metal components such as rails, ladders, drains or similar hardware located within 5 ft (1.5m) of the spa or hot tub shall be bonded to the equipment grounding bus with copper conductors only, no smaller than No. 6 AWG.
4. **Never** connect unit to a power supply with a load controller.
5. Install spa in position which provides drainage of electrical component compartments.
6. The electrical supply for this product must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors. This disconnecting means must be readily accessible for operation but installed at least 5 feet (1.5m) from the spa. All electrical connections should comply with local regulations.

DOS AND DON'TS OF SPA CARE

Do:

- **Save these instructions!**
- Replace the cover immediately after use.
- Keep the cover locked when spa is not in use.
- Be aware of the dangers of a wet and slippery surface. Use caution when entering and exiting your spa.
- Have a licensed electrician or certified technician make all final electrical connections.
- Replace worn, frayed or broken electrical cords.
- Keep the water chemistry correctly balanced. Untreated spa water will cause problems with your spa and equipment as well as being a health risk.
- Clean the spa filter weekly or as needed.
- Position the spa so that all sides remain accessible for maintenance.
- Use a bathing cap for long hair.
- Refer to information on hyperthermia.
- Use only authorized spa care products for the best performance and to keep the water properly balanced.

Don't:

- Use the spa at 104°F (40°C) for long periods of time (more than 30 minutes).
See Hyperthermia, next column.
- Use an extension cord to power your spa.
- Allow anyone to stand on the spa cover.
It is not designed to support weight.
- Power the spa unless it is filled with water 5-6 inches below top of spa lip.
- Operate the pump on high speed for extended periods of time with the cover in place. Extended operation can cause heat build-up and interfere with spa operation.

HYPERTHERMIA

The causes, symptoms, and effects of hyperthermia may be described as follows: hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F (37°C). The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include:

- a. Failure to perceive heat
- b. Failure to recognize the need to exit spa or hot tub
- c. Unawareness of impending hazard
- d. Fetal damage in pregnant women
- e. Physical inability to exit the spa or hot tub
- f. Unconsciousness resulting in the danger of drowning

WARNING - The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.

SPA INSTALLATION

The electrical supply for this product must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with Section 422-20 of the National Electrical Code ANSI/NFPA70-1987. The disconnecting means must be accessible but installed at least 5 feet (1.5 m) from the spa water. All electrical connections should comply with article 680-D of the NEC.

SPA SITE AND POSITIONING

Locate the spa on solid, level foundation or flooring, keeping in mind the weight of the filled spa in excess of 3,968lbs (1.800 kg) on some models. If you have any doubts about the load bearing ability of your chosen site, contact an architect/building contractor. The entire perimeter of the spa cabinet and spa bottom must be evenly supported. If your spa is installed outdoors, we recommend you provide a concrete pad for the spa to rest on 8ft x 8ft x 4in (2.5m x 2.5m x 10cm). **Failure to provide a level surface could structurally damage your spa and void the warranty.** The spa must be installed to allow access for service and maintenance on all four sides; therefore, below grade level or below deck installation is not recommended.

OUTDOOR INSTALLATION, Consider the following:

1. Local codes pertaining to fencing.
2. Local electrical and plumbing codes.
3. View from your house.
4. Wind direction.
5. Exposure to sunlight.
6. Distance to trees (twigs, leaves and shade).
7. Dressing and bathroom location.

8. Storage area for equipment and chemicals.
9. Location to facilitate adult supervision.
10. Landscaping and nighttime lighting.
11. Accessibility to equipment.
12. Power supply location and foot traffic.

INDOOR INSTALLATION, Consider the following:

1. Indoor spas promote high humidity. Using ventilation fans or commercial grade de-humidifiers will help to reduce humidity.
2. **Floor drains must be provided near the spa to drain off water that may cause falls and/or water damage.**
3. Floor area should be flat with a non-skid finish. Carpeting is not recommended.
4. Walls/ceilings should be made of materials able to withstand high humidity.
5. Floor load bearing capacities must be able to support the concentrated spa weight.
6. Spas should be double checked for leaks before installing to avoid possible water damage. Dealer installation may include this service.
7. Indoor sun rooms can maintain high ambient temperatures which may effect the spa water temperature. It is NOT recommended that you operate your filter cycles for longer than 4 hours per day under these conditions.
8. For units for use in other than single-family dwellings, a clearly labeled emergency switch shall be provided as part of the installation. The switch shall be readily accessible to the occupants and shall be installed at least 5 feet (1.52 m) away, adjacent to, and within sight of the unit.

IMPORTANT: Proper drainage must be provided to keep base dry, especially if installed below ground/in a pit.

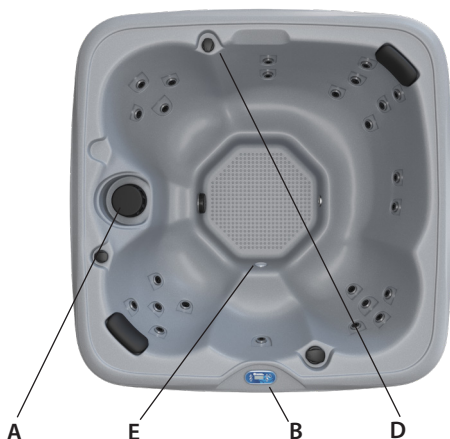
THERMAL CREEP

Your spa is manufactured with energy-efficient components and systems that capture heat generated by the equipment, then transfer that heat back to the spa water. In warmer weather or in situations with extended run times, "Thermal Creep" may occur. Thermal Creep is a condition whereby the actual water temperature is higher than the set temperature. To manage "Thermal Creep" you may:

- Vent your cover. Place a folded cloth about $\frac{3}{4}$ " (2cm) thick under all four corners of the cover before you lock it down. Opening the cover at night will also quickly cool the water down if desired.
 - Open all air controls
 - Set your filtration cycles to run during the cooler times of the day or at night
 - Reduce the length of your filter cycles
 - Visit your local dealer for additional guidance
- Thermal Creep only occurs in well-insulated hot tubs. It is not an indication that something is wrong with your spa or its equipment.

Danger: Electrical shock risk. Install at least 5 feet (1.5m) from all metal surfaces

SPA SYSTEM COMPONENTS

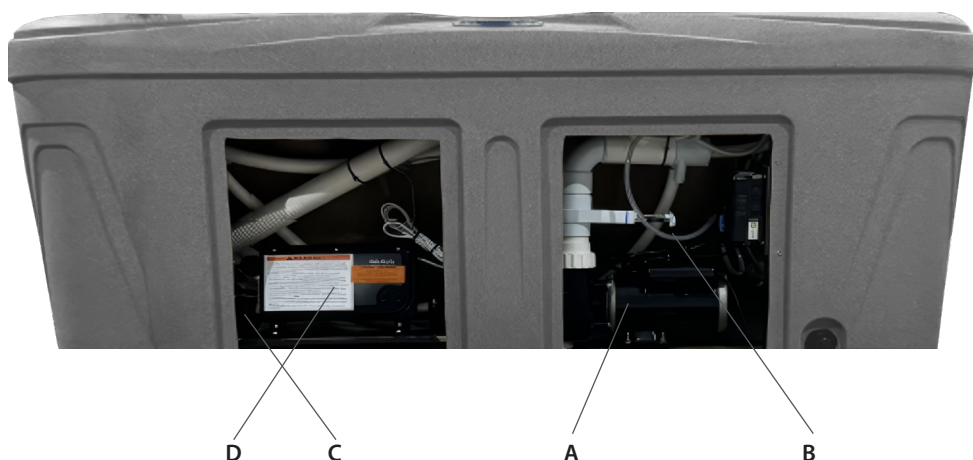


- A. Filter Skimmer/Weir:** Removes floating debris from the water surface, provides a water return path to equipment, and houses water filter element.
- B. Topside Control Panel:** Used to control temperature setting, pump for jets, and light.
- C. Equipment Pack Service Panel (no user serviceable parts):** Spa support system consisting of 2-speed pumps, heater, and associated electrical controls are inside this front panel.
- D. Air Controls:** Increases or decreases air entering the jets. Close during heating for maximum efficiency.
- E. Lighting:** Lighting system that displays multiple colored lights in pre programmed random, solid or alternating colors.
- F. Drain Access:** (Adjacent to the equipment service panel) Spa drain faucets (not shown).

SPA COMPONENTS

Reference only. Equipment is not always as shown.

ENGLISH



A. Pump: Low speed for efficient water circulation during filtration and heating; high speed for maximum action of the jets. The pump functions are activated by topside controls.

B. Slice Valve: Used to shut off water flow from the spa to the equipment while servicing. Quantity will vary depending on model. All should be open during normal operations.

C. Electrical Connections: Electrical inputs/wires for the unit connect here.

D. Heater Assembly: Thermostatically controlled and equipped with an overheat safety shut-off.

E. Ozone Generator (Not shown)

Note: No consumer serviceable parts. Do NOT attempt to service any of these components yourself. Contact your dealer for assistance.

JETS AND AIR CONTROLS

JETS

All spa jets are individually engineered to provide a unique hydro-massage. Depending on the model, your spa will have a combination of the following jets.

Hydrotherapy Area Jets

All spa jets are individually engineered to provide a unique hydro-massage. Depending on the model, your spa will have a combination of the following jets.

CLEANING OR REPLACING JETS

Hard water can cause calcium/mineral buildup that can restrict or bind the jets. A jet consists of a face plate and a nozzle. Rotate these parts weekly and remove/clean to ensure free movement, including the aurora cascades jets.

NOTE: It is not necessary to drain the spa to clean or remove the jets.

Rotating Jets

- Rotate the jet face left and right
- Return face plate to full open position
- Turn the jets on high speed
- Twist the nozzle left and right
- Rotate the nozzle in the socket

NOTE: If the jet insert disengages from the spa housing, see steps to reinstall below.

CLEANING JETS

- To **REMOVE** the adjustable jet insert, wear latex or rubber gloves. Turn counterclockwise past the 'click' point. Continue turning the jet insert until it is free. Gently pull the jet insert from the housing.
- To **CLEAN** the jet insert and housing, use a pressurized hose and spray the inside of the

jet. Soak the jet in a diluted spa cleaning solution, rinse. Wipe the inside of the housing to remove any debris.

- To **REINSTALL** the jet, insert the barrel into the body and turn clockwise until it stops.

NEVER SHUT ALL JETS OFF AT ONE TIME!

AIR CONTROLS

The intensity of the jet action can be controlled by altering the amount of air injected with water through the jets. Your spa has one or more air controls located on the lip of the spa. Each control activates air to specific jets in the spa allowing you to create various combinations and levels of jet action to suit individual preferences. Turn the control counter-clockwise to turn the air off and clockwise to turn air on.

NOTE: Air controls should be closed during heating cycles for maximum energy efficiency.

NOTE: At the start of a filtration cycle, the Optional Air System is activated to purge the lines and ensure complete filtration. Ensure that at least one air control is always fully open.

ELECTRICAL INFORMATION

**Caution: Risk of electrical shock.
Read and follow all instructions.**

IMPORTANT SAFETY INSTRUCTIONS

All electrical connections to this spa package **MUST** be done by a qualified licensed electrician or certified technician in accordance with National Electrical Code (NEC) and with state/local electrical codes in effect at the time of installation.

NOTE: Prior to performing any service to the spa equipment, turn OFF all primary electrical power at the main circuit breaker or disconnect panel.

To make spa electrical connections, remove the exterior equipment access panel, locate the electrical control box, remove the control box cover and follow the wiring diagram on the inside of the control box cover.

Connections should be made using copper conductors only; DO NOT use aluminum.

Connecting wires, circuit breakers or fuses must all be sized to accommodate the Total Ampere load as specified on the equipment label.

This equipment is designed to operate on 50Hz or 60Hz alternating current only, at 240 volts or 120 volts, as required.

NOTE: All unions must be hand-tight and all slice valves must be locked in the OPEN position before filling or refilling spa!

A clip is provided to help keep the slice valve open. Run spa and check for union water leaks before reinstalling front panel.

GFCI

(Ground-Fault Circuit Interrupter)

When connected to a suitable outlet, using the supplied GFCI cord, your spa is properly

protected. Replace cord with a GFCI cord from an authorized California Cooperage dealer only.

When connecting for 240 volts, a qualified licensed electrician must connect the spa to a circuit protected by a GFCI. This is a requirement by the National Electric Code, article 680.44, and is also in compliance with Underwriter's Laboratories, Inc.

The appliance should be supplied through a Ground Fault Interrupter (GFCI) with a rated tripping current not exceeding 30mA. Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules. Parts containing live voltage, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in the bath. Earthed appliances must be permanently connected to fixed wiring.

INSTALLATION OPTIONS

Refer to the manufacturer's nameplate located on the kick plate to determine your spa's amperage requirements.

Spas installed for 120 volt operation require a 3-wire, 40, 30 or 15 amp., 120 volt sub-feed in non-metallic pipe to the spa equipment compartment (line 1, neutral and ground). A green colored terminal (or wire connector marked "G", or "GR", or "Grounding") is provided in the control box. To reduce the risk of electrical shock, connect this terminal or connector to the grounding terminal of your electrical service or supply panel with a continuous green insulated copper wire equivalent to the circuit conductor supplying this equipment, but no smaller than No. 12

AWG. A second pressure wire connector is provided on the surface of the control box for bonding to local ground points. To reduce the risk of electrical shock, this connector should be bonded with a No. 6 AWG copper wire to any metal ladders, water pipes, or any metal within 5 ft. of the spa.

Spas installed for 240 volt, 60 Hz, single phase operation require a 4-wire, 40 or 30 amp., 240 volt sub-feed in non-metallic pipe to the spa equipment compartment (line 1, line 2, neutral and ground). A green colored terminal (or wire connector marked "G", or "GR", or "Grounding") is provided in the control box. To reduce the risk of electrical shock, connect this terminal or connector to the grounding terminal of your electrical service or supply panel with a continuous green insulated copper wire equivalent to the circuit conductor supplying this equipment, but no smaller than No. 12 AWG. A second pressure wire connector is provided on the surface of the control box for bonding to local ground points. To reduce the risk of electrical shock, this connector should be bonded with a No. 6 AWG copper wire to any metal ladders, water pipes, or any metal within 5 feet (1.5m) of the spa.

CORD CONNECT

All models may be connected with a power cord which contains the GFCI. All electrical connections from the control pack to the outlet should be done by a qualified electrician. For your safety, when the electrician is installing the single electrical outlet and waterproof cover, the outlet should be no further than 10 feet (3m) from the spa [N.E.C. Article 680 and all local codes]. The Ground Fault Circuit Interrupter (GFCI) is located on the power cord. This device is for your protection. It is very important to protect

it along with the moisture resistant cover from damage. Test once a month, with the plug connected to the power supply.

NEVER CONNECT SPA TO EXTENSION CORD!

A pressure wire connector is provided on the exterior surface of the control box inside the spa. This is to permit the connection of a ground bonding wire between this point and any metal equipment, enclosures, reinforced concrete pad, pipe, or conduit within 5 feet (1.5m) of the spa (if needed to comply with local building code requirements). The bonding wire must be at least a #10 AWG solid copper wire.

Bond the spa to all exposed metal equipment or fixtures, handrails, and concrete pad per N.E.C. Article 680 and all local codes.

1. Push the "TEST" button on the GFCI breaker. The spa should stop operating and the GCFI power indicator will go out.
2. Wait 30 seconds, then push the "RESET" button. Power will be restored to the spa and the GFCI power indicator will turn on. If the GFCI fails to operate in this manner, your spa may have an electrical malfunction, and you may be risking electrical shock. Turn off all circuits and do not use the spa until the problem has been corrected by an authorized service agent.

WARNING: Removal of the GFCI from the spa's power cord will result in an unprotected spa and will void the spa's warranty.

IMPORTANT: Should you ever find the need to move or relocate your spa, it is essential that you understand and apply these installation requirements. Your spa has been carefully engineered to provide maximum safety against electrical shock.

VOLTAGE/AMPERAGE CHART:

240 Volt Installation Units

Electrical Requirements

Requirement

- 240 volt/40 amp, or 30 amp.
- 60 Hz
- Single phase
- 4-wire service (line 1, line 2 neutral and ground)

120 Volt Installation Units

Electrical Requirements

Requirement

- 120 volt/15 amp.
- 60 Hz
- Single phase
- 3-wire service (line 1, neutral and ground)

Number Meaning

1

The heater and the high speed pump can operate simultaneously.

2

The heater will only remain running with the pump on low speed. The spa light operates at the same time without disabling the heater.

NOTE: ALL SPAS IN THIS TABLE LEAVE THE FACTORY AS 120V AND CAN BE CONVERTED DOWN TO 240V

SPAS THAT ARE CONVERTIBLE (120V TO 240V)

Model	120V/15A	240V/40A	240V/30A
CR1	2	1	2
CR2	2	1	2
CR3	2	1	2

NOTE: Electrical service requirements will change after conversion.

START UP PROCEDURES

Follow recommendations for site location and electrical connection. 6" (15.5cm) below the top lip of the spa is the level at which the water should be maintained.

1. Fill the spa through the filter hole to 6" (15.5cm) below the top of the spa with tap water. **Never use 'softened' water in your spa.** Softened water can impact the chemical balance of the water and lead to degradation of metal plumbing fittings and possible jet plastic damage.
2. After you have assured that the spa is full of water and that all plumbing valves are open, turn power on to unit at circuit breaker or disconnect panel.
3. Open the air controls, located on the top lip, and cycle the jets from high to low. Water should come from the therapy jets. If water flow is not established, turn off jets and see Priming Your Spa (next column).

Important: Do not operate the spa without full water flow.

4. Add chemicals. See Chemical Treatment and Water Maintenance section. Follow Operating Instructions for your particular model to set heat to the desired temperature. Initially, you may find that the spa requires 12 to 14 hours on 230 Volt installations to reach temperature. Keep your thermal cover on the unit and close the air controls to help the heating process.
5. Verify all drain valves are closed, some are under the spa.

PRIMING YOUR SPA

When filling your spa for the first time or after draining and refilling the spa, you may need to bleed air from the system. Should you experience an air-lock on pump, remove the filter cover, insert a garden hose through each center hole that holds the filter as far as possible without using force. Hold the hose in place and turn on the water. Cycle pump from low to high several times, this forces water into the pump and forces the air out. If this does not work or you experience an air-lock, remove the side panel and locate the pump. With the pump on high speed, slowly loosen the discharge (top) pump union until water starts to trickle out. Once water is trickling out, hand tighten the union (do not over tighten as this could cause the union to crack) and replace the side panel.

Pr - Prime/Purge Pumps

This is Not an Error Message.

The Spa has just been powered up and is in Priming Mode for 4 Minutes. Pumps can be turned ON and OFF to remove any air from the plumbing lines and the Heater. Cycle the pumps on and off to verify good water flow and wait 4 minutes or press any temp related button to exit Priming Mode.

TP500 CONTROL PANEL



NOTE: The look of your topside control panel design and buttons will vary according to features available on your spa. See table below for explanations of TP500 Control Panel button functions.

BUTTON	NAME	FUNCTION	MAIN MENUS
	Jets 1	Activates jets on low or high setting	
	Temperature	Changes temperature and allows for navigation through system	Pressing either the Up or Down temp buttons will cause the temperature to flash. Pressing again will adjust the set temp in the direction indicated on the button. When LCD stops flashing, spa will heat to the new set temp when required.
			
	Light	Activates lights and chooses	The LIGHT button is used to activate spa lights
	Menu	Menu	Used to access and cycle through menus

FILLING YOUR SPA

PREPARATION AND FILLING

Fill the spa 5-6" (13-15cm) below the lip of the spa. Open all valves and jets in the plumbing system before filling to allow as much air as possible to escape from the plumbing and the control system during the filling process.

PRIMING MODE

This mode will last 4-5 minutes until after the pump has primed. The system will automatically return to normal heating and filtering at the end of the priming mode. During the priming mode, the heater is disabled to allow the priming process to be completed without the possibility of energizing the heater under low-flow/no-flow conditions.

NOTE: Turning the power off/on again will initiate a new pump priming session. Sometimes turning the pump off/on helps it to prime. If the pumps will not prime after 5 times, turn power off and call for service.

IMPORTANT: A pump should not be allowed to run without priming for more than 2 minutes. Under NO circumstances should a pump be allowed to run without priming beyond the end of the 4-5 minute priming mode. Doing so may cause damage to the pump and cause the system to energize the heater and go into an overheat condition.

SPA BEHAVIOR

Pumps

Press the "Jets 1" button once to turn pump 1 on or off, and to shift between low- and high-speeds if equipped. If left running, the pump will turn off after a time-out period. The pump 1 low-speed will time out after 30 minutes. The high-speed will time out after 30 minutes. On non-circ systems, the low-speed of pump 1 runs when the blower or any other pump is on. If the spa is in Ready Mode, Pump 1 low may also activate for at least 1 minute every 30 minutes to detect the spa temperature and then to heat to the set temperature if needed. When the low-speed turns on automatically, it cannot be deactivated from the panel, however the high speed may be started.

Filtration and Ozone

Pump low and the ozone generator will run during filtration. The system is factory-programmed with one filter cycle that will run in the evening (assuming the time-of-day is properly set) when energy rates are often lower. The filter time and duration are programmable. Two other short cycles are also factory programmed and can be programmed for your preference.

Freeze Protection

If the temperature sensors within the heater detect a low enough temperature, the pump will automatically activate to provide freeze protection. The pump will run either continuously or periodically depending on conditions.

Clean-up Cycle

When the pump is turned off by a button press or after it has timed out for 30 minutes, a clean-up cycle runs for 30 minutes. Pump on Low Speed and the ozone generator will run for the set time. The pump and the ozone

generator will run for 30 minutes.

TEMPERATURE & TEMP RANGE

Adjusting the Set Temperature

Pressing Up or Down temperature buttons will cause the temperature to flash. Pressing a temperature button again will adjust the set temperature in the direction indicated on the button. When the LCD stops flashing, the spa will heat to the new set temperature.

Press-and-Hold

If a Temperature button is pressed and held when the temperature is flashing, the temperature will continue to change until the button is released.

Dual Temperature Ranges

This system incorporates two temperature range settings with independent set temperatures. The High Range designated in the display by an “up” arrow, and the Low Range designated in the display by a “down” arrow. These ranges can be used for various reasons, with a common use being a “ready to use” setting vs. a “vacation” setting. The Ranges are chosen using the menu structure below. Each range maintains its own set temperature as programmed by the user. This way, when a range is chosen, the spa will heat to the set temperature associated with that range.

For example:

High Range may be set between 80°F - 104°F (26°-40°C).

Low Range may be set between 50°F - 99°F (10°-26°C).

Freeze Protection is active in either range.

MODE - REST AND READY

In order for the spa to heat, a pump needs to

circulate water through the heater. **READY** Mode (indicated by **R**) will circulate water periodically, using Pump Low, in order to maintain a constant water temperature, heat as needed, and refresh the temperature display. This is known as “polling.”

REST Mode (indicated by a sideways **IR**) will only allow heating during programmed filter cycles. Since polling does not occur, the temperature display may not show a current temperature until the primary pump has been running for a minute or two.

Ready-in-Rest Mode

READY/REST (R w/ a sideways IR) appears in the display if the spa is in Rest Mode and “Jets” is pressed. It is assumed the spa is being used and will heat to set temperature. The primary pump will run until set temperature is reached, or 1 hour has passed. After 1 hour, the System will revert to Rest Mode. This mode can also be reset by entering the Mode Menu and changing the Mode.

SHOW & SET TIME OF DAY

Setting the time-of-day can be important for determining filtration times and other background features. When in the TIME menu, SET TIME will flash on the display if no time-of-day is set in the memory. 24-hour time display can be set under the PREF menu.

FLIP (INVERT DISPLAY)

From the main screen, activate the temperature flashing. While the temperature is flashing, press “Light” repeatedly until “FLIP” is displayed on the screen. While “FLIP” is displayed, press either the up or down temperature button to invert the screen. Follow the same procedures to flip it back.

RESTRICTING OPERATION

The control can be restricted to prevent unwanted use or temperature adjustments. Locking the panel prevents the controller from being used, but all automatic functions are still active. Locking the Temperature allows Jets and other features to be used, but the Set Temperature and other programmed settings cannot be adjusted. Temperature Lock allows access to a reduced selection of menu items. These include Set Temperature, FLIP, LOCK, UTIL, INFO, and FALT LOG.

LOCKING TEMPERATURE Press the Menu/Select button repeatedly until LOCK appears in the LCD. Press the Temperature button until TEMP appears in the LCD. Then press the Temp button until ON appears. Press Menu/Select to set.

LOCKING PANEL Press the Menu/Select button repeatedly until LOCK appears in the LCD. Press the Temperature button. Then press the Menu/Select button until PANL appears. Press the Temp button until ON appears. Press Menu/Select to set.

UNLOCKING

This Unlock sequence may be used from any screen that may be displayed on a restricted panel. While pressing and holding the Temperature button (or UP button if available), slowly press and release the Menu/Select button two times. "UNLK" will display on the screen and after a few seconds, will revert to main screen.

The temperature will not Unlock if the Unlock sequence is done while the panel is displaying "LOCK".

ADJUSTING FILTRATION

Main Filtration

Filter cycles are set using a start time and a duration. Start time is indicated by an "A" or "P" in the bottom right corner of the display. Duration has no "A" or "P" indication. Each setting can be adjusted in 15-minute increments. The panel calculates the end time and displays it automatically.

To enter filter cycles, press Menu/Select repeatedly until FLTR appears in the LCD (with a 1 on the right hand side). Press the temperature button until BEGN shows, and press the temperature button again until the LCD shows/flashes a start time. Use the temperature button to set the start hour and press the menu/select button. The minutes will show/flash on the LCD. Use the temperature button to set the 15-minute increment, and press the Menu/Select button so set.

RUN will flash on the LCD, then HRS. Use the temperature button to set the Filter 1 length in hours, and press the Menu/Select button until the minutes on the clock are flashing. Press the temperature button twice to set the 15-minute increment. Then press Menu/Select to set.

F1 will show on the LCD, then ENDS. Use the temperature button to set the end time.

Filter Cycle 2 - Optional Filtration

Filter Cycle 2 is OFF by default. Follow the same procedures under "FLTR" (with a 2 on the right hand side) to set up filter cycle 2.

It is possible to overlap Filter Cycle 1 and Filter Cycle 2, which will shorten overall filtration by the overlap amount.

GFCI TEST FEATURE

A GFCI is an important safety device and is required equipment on hot tub installations. The GFCI Trip Test must occur to allow proper spa function.

Within 7 days after startup, the spa will trip the GFCI to test it. The GFCI must be reset once it has tripped.

WIFI CONNECTIVITY

Some hot tubs can be equipped with optional WiFi connectivity to allow you to control the spa via a smart phone and an app.

For more information regarding WiFi, contact your local dealer or visit <https://www.balboawatergroup.com/ControlMySpa> for



more info.

SPA SOAKING & EXERCISE GUIDELINES

1. Persons with heart disease, diabetes, blood pressure or circulatory abnormalities, a serious illness, or pregnant women should not enter a spa without prior consultation with their doctor.
2. People with skin, ear, genital, or other body infections, open sores or wound should not use the spa because of the possibility of spreading infection.
3. Before entering, look at the water in your spa. If there is cloudiness, foaming, or a strong chlorine smell is present, the water needs treatment. Properly maintained water will greatly reduce potential risk of skin rash (pseudomonas). Ask your Authorized Dealer for guidance.
4. Shower with soap and water before and after using the spa. Showering before use removes many common skin bacteria, perspiration, lotions, deodorants, creams, etc. that may reduce the effectiveness of the sanitizer and lessen the ability of the filter to work efficiently. Showering after use will help reduce skin irritation that may result from contact with sanitizing chemicals.
5. Before you begin using your spa, please:
 - A. Ensure that the water is at a safe temperature
 - Any temperature higher or lower only under supervision of physician.
 - B. Notify a responsible adult of your location and how long you intend to soak.
6. Enter the spa slowly and cautiously. Be careful of your footing, and allow your body to gradually adjust to the water temperature. Exit slowly to accommodate relaxed leg muscles and possible light-headedness.
7. Soaking for too long may cause some users to feel nauseous, dizzy, or light-headed. If you wish to soak in high temperature water 104°F (40°C), leave the spa after 15 minutes, shower, cool down and then return for another brief stay. In lower temperatures (e.g. 98.6°F (37.5°C) - normal body temperature) most people can comfortably and safely soak for longer periods of sitting. If you have any questions about what is right for you, your family, or other guests, consult your doctor.
8. Never use the spa while under the influence of alcohol or drugs.
9. Consult your doctor about potential harmful effects of using drugs or medications while swimming, jogging, and exercising or hot water soaking in your spa.
10. **Never use the spa when you are alone. A responsible adult should check on you as you soak.**
11. Never allow children or elderly adults to use the spa unsupervised.

12. Never allow anyone to jump or dive into the spa. The water depth will not accommodate jumping or diving, and serious injury or possible death can result from these dangerous actions.

13. Be safe, be healthy, have fun!

EQUIPMENT SAFETY FEATURES

AUTOMATIC TIME OUTS

Your Spa is equipped with an automatic Time Out feature designed to protect both the equipment and the user. For your safety and to reduce unnecessary use of the pumps and lights, the Time Out feature turns selected accessories off automatically, as follows:

Accessory	Mode	Shuts off in...
Pump 1	Low	30 minutes
Pump 1	High	15 minutes
Lights		4 hour

ENGLISH

Common LCD Equipment Safety Messages

The following table describes the most common messages, possible causes, and corrective actions you may need to take:

If the LCD displays...	Indicates...	What happens...	Possible cause...	Corrective Action...
-OHH -HH -HTR T00 H0T -The heater is too hot	Overheat - one of the sensors has detected water temperature of 118°F+ (48°C+) inside the heater	Spa heater will automatically shut down until temperature falls below 108°F+ (42°C+)	- Low speed pump operating for an extended period of time - Programming error causing continuous filtering - Faulty Pump	- Make sure slice valves are open - Reprogram to ensure time cycles not overlapping - Contact dealer if problem persists
-OHS -DH -WATR T00 H0T -The water is too hot	Overheat - One sensor has detected temperature of spa water entering heater to be 110°F+ (43°C+)	Spa heater will automatically shut down until temperature falls below 108°F+ (42°C+)	- Low speed pump operating for an extended period of time - Programming error causing continuous filtering	- Open all jets - Make sure slice valves are open - Reprogram to ensure time cycles not overlapping - Contact dealer if problem persists
-HFL -HL -HTR FLOW LOSS -The water flow is low	Heater flow problem	Heater will shut down while spa continues to function normally	- Plugged filter - Low water	- Open all jets - Remove filter and clean - Add water - Contact dealer - Open all jets

If LCD displays...	Indicates...	What happens...	Possible cause...	Corrective Action...
-LF -LF -HTR FLOW FAIL -The water flow has failed	Water flow problem - Persistent flow problem	Heater will shut down while spa continues to function normally	- Plugged filter - Low water	- Remove filter and clean - Add water - Contact dealer - Open all jets
-drY -dy -HTR DRY -Heater is dry	Lack of water to the heater	Heater will shut down while spa continues to function normally	- Slice valve closed - Blocked suction return/filter/skimmer	- Add water - Contact dealer - Open all jets/valves - Remove blockage
-dr -dr -HTR MAY BE DRY--WAIT -Heater may be dry	Lack of water to the heater	Heater will shut down while spa continues to function normally	- Slice valve closed - Blocked suction return/filter/skimmer	- Add Water - Open all jets/valves - Remove blockage
-SnT or SnH -SA or Sb -SNSR A-CALL FOR SRVC--B -Sensor A fault, Sensor B fault	Heater sensor A or B not functioning	Spa automatically deactivated	- Non-functioning sensor	- Contact dealer for replacement sensor
-SnS -Sn -SNSR SYNC --CALL FOR SRVC-- -Sensors are out of sync	Heater sensors are out of balance	Spa automatically deactivated	- Non-functioning sensor	- Contact dealer

COMMON LCD MESSAGES

The following table defines other messages you will frequently see on the LCD display:

Message...	What it is...	What it means...
Pr -OR- RUN/ PMPS/PURG/AIR/-- SLP ECN STD ICE -OR- TOO COLD -- WATR TOO HOT	Priming mode Sleep mode Economy mode Standard mode Freeze condition Water temperature Water temperature	Spa is in normal Priming Mode operation Spa is in normal Sleep Mode operation Spa is in normal Economy Mode operation Spa is in normal Standard Mode operation Heater will come on to keep water above 45°F Current water temperature not measured Spa water is too hot, functions disabled

MAINTENANCE

Cleaning and user maintenance shall not be made by children without supervision.

WATER CHEMISTRY

Water chemistry is critical in a spa system. Chemicals are used to sanitize the water and control the pH balance. The combination of high water temperature and small water volume means that the chemical balance must be watched carefully. It is recommended that you purchase a chemical start up kit, and the additional chemicals needed to maintain the proper/optimum chemical balance, from your dealer.

SANITIZING

Sanitizing the water destroys harmful organisms and keeps your spa healthy and safe. Three commonly used spa sanitizing or oxidizing agents are bromine, chlorine and ozone. Chlorine or bromine are chemicals that you add to the water. Ozone is a gas that is produced by an ozonator and injected into the water. It is important that a residual of sanitizer remain in your water. High water temperature, aeration and use will increase the need for sanitizer. In addition to maintaining a residual, it is important to ‘shock’ your spa water periodically and after heavy use. This addition of substantial amounts of sanitizer super-chlorinates the water and oxidizes non-filterable organic residue. Allow the sanitizer level to drop back to the residual amount before using. Also use your Clean Up Cycle heavy use for additional filtration. Tests should be done daily with your test kit to keep a chlorine or bromine residual of 3.0 to 5.0 ppm.

PH LEVEL

pH is the balance of acidity and alkalinity in the water. Maintaining proper pH is important for the effectiveness of your sanitizer, for user comfort, and to prevent corrosion of the spa equipment. **Caution: Never** mix two chemicals together. **Caution: Never** store chemicals in the equipment compartment. **Caution: Do not use muriatic acid or Trichlor (pool chlorine) to balance pH as they will damage your spa surface and equipment.**

Recommended Levels

pH:	7.2–7.6 (Ideal 7.4–7.6)
Sanitizer Residual:	3.5–5.0 ppm
Total Dissolved Solids:	100–200 ppm
Free Available Sanitizer:	3.0–5.0 ppm
Total Alkalinity:	80–100 ppm ideal for dichlor and bromine

NOTE: Make sure you use fresh test kit strips/chemicals. Test kits and test chemicals should be stored in a cool, dry location. Check the manufacturer’s instructions to determine shelf life and expiration date.

Water maintenance with the Ozone Water Treatment System

The use of ozone in conjunction with spa sanitizing and water balancing chemicals helps to provide you with a cleaner, healthier spa, reduces chemical usage, and protects your skin from chemically induced irritation.

SANITIZING WITH OZONE

Spas vary in size, and frequency and conditions of use. For this reason you will need to establish your sanitizing program based upon your own personal use. When using ozone, you should start by balancing your water chemistry as you normally would. A spa should run and be ozonated a minimum of four hours per day during which time ozone will be mixed into the water. If your spa is heavily used, this run time should be increased. Your spa produces ozone during the filtration cycles. The amount of a residual sanitizer (chlorine or bromine) that you maintain in the water will also vary depending on use. It is recommended that you maintain a residual of 3.0-5.0 ppm. Periodically, and after periods of heavy use, it is necessary to 'shock' your spa with large amounts of sanitizer.

NOTE: Extra filtration can be provided by manually starting a clean-up cycle. Turn Pump on low speed. The pump will operate for an extended period and then automatically turn off. The heater and ozone generator will also operate during this period if the controls are set in Standard or Ready mode.

SPECIALTY CHEMICALS

While ozone may significantly reduce the usage of specialty chemicals (chlorine and bromine), they are not a substitute for these chemicals. All chemicals should continue to be monitored, especially during periods of heavy usage and when changing or replenishing the spa water.

DRAINING YOUR SPA

NOTE: Always turn the circuit breaker off when you drain your spa. Do not turn the spa heater back on until you have full flow

coming from the jets for several minutes. High concentrations of impurities caused by water evaporation, body oils, perfumes, and other contaminants may accumulate in the spa and cannot be filtered out.

NOTE: It is advisable to drain your spa and refill it with fresh water every six to eight weeks or more often, depending on the amount of use.

All spas are equipped with external drains. The external drain is used for draining the spa. Use a standard garden hose to direct the water to an appropriate disposal area.

NOTE: When refilling the spa, you may need to bleed air from the system. Refer to Priming Your Spa for instructions.

To access the pull out drain valves turn the valve head clockwise and pull outward, the valve will extend. Once extended you can remove the outer cap and connect a garden hose to direct water away.

When the flow stops remove the hose and resecure the cap. Twist slightly clockwise to push valve in. Then turn counterclockwise and return to storage position.

FILTER MAINTENANCE

NOTE: It is not necessary to drain the spa in order to clean the filter.

The removable filter cartridge is located in the filter canister.

The filter should be inspected/cleaned monthly during normal use, and more often when spa use is heavy.

Your filtration system may also include a First Filter, an additional filter that is placed on top of the skimmer basket and pressed

into place. This filter aids the collection of microscopic organic matter, debris, hair, soap residue and body oils. To clean this filter, remove, rinse or soak in cartridge cleaner as directed, and reinstall. When First Filter is no longer white after cleaning, replace with a new filter. These can be purchased from your dealer.

Keep the filter cartridge clean! Clean the filter cartridge at least once every 90 days. A clogged filter decreases performance and degrades water quality.

To clean the filter cartridge:

1. Turn the pump off.
2. Remove skimmer lid on top of spa filter area.
3. Remove strainer basket
4. Remove filter cartridge from the filter canister by grasping the top and lifting upwards. Some filters are threaded on.
5. Soak filter in a commercial filter cleaner/degreaser, available from your local dealer, per manufacturer's instructions. Hose out filter cartridge or replace with new cartridge, if needed.
6. Place filter cartridge back into filter canister.
7. Replace strainer basket and skimmer lid.
8. Turn the pump ON.

Replacing the filter cartridge annually is recommended to maintain optimum performance. Filter maintenance depends on usage.

WINTERIZING

In cold climates where freezing temperatures occur, special care is required to prevent the possibility of damage to the spa and equipment due to freezing. If you plan on using your spa during cold months, be sure your pump and heater are in good working order. The spa

shell has been insulated to provide efficient operation in cold weather areas.

NOTE: If you elect not to drain your spa and the temperature is going to be below freezing for extended periods of time, it is best to operate the spa heater at the maximum high temperature, 104°F (40°C), especially if there is a power outage threat. This will help keep the spa water from freezing if you have a power failure.

If you do not intend to use your spa during the winter months and there is danger of freezing, use the following steps to winterize your spa:

1. Turn off all electrical power to the spa.
2. Drain spa and hoses of all water using the directions for Draining Your Spa. Open all unions, and remove drain plugs from bottom of pumps. If you cannot draw off all of the water (especially from hoses), add Recreational Vehicle antifreeze to the remaining water through the bottom of the skimmer and jets. If antifreeze is used, contact your dealer for advice.

NOTE: Prior to refilling the spa, drain all antifreeze from spa and hoses using the instructions for Draining Your Spa. Carefully monitor chemicals until all antifreeze residue has dissipated.

3. The filter should be drained, and the cartridge removed and cleaned.
4. Check to see that there is no water in the heater element chamber.
5. Clean your spa as directed in the following two sections on this page.
6. Cover your spa with a water-shedding, impenetrable cover.
7. For further information on blowing out

the plumbing lines and winterizing procedures, contact your local dealer.

cloth. Clean grease, oil, paint and ink stains with isopropyl (rubbing) alcohol. Avoid using razor blades or other sharp instruments that might scratch the surface.

SPA CABINET CARE

The cabinets are made of a high quality alternative to wood that is virtually maintenance free, requiring no staining, sealing, or waxing. To clean the spa cabinet, rinse dirt and dust regularly with clear water. To remove stubborn dirt, grime, and mild discoloration, wash with a mild detergent and warm water.

Protect Spa Finish - always keep cover on the spa when not in use.

Never use abrasive cleaners.

SPA SURFACE CARE AND CLEANING

A minimum amount of care and cleaning will keep your spa looking new for years. Use a spa cleaner for residue and lime build-up at the water level of the spa surface. It may be necessary to lower the water level 5-7 cm (2-3") before cleaning to avoid polluting the spa. Cleaner can be applied to the surface with a soft cloth and wiped clean. Use a non-abrasive household cleaner to clean your spa shell or use a mild dishwashing detergent, such as Ivory® Liquid. Rinse well and dry with a clean cloth.

NOTE: Do not allow the surface to come in to contact with products such as acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, etc.

Remove dust and dry dirt with a soft, damp

COMMON WATER PROBLEMS

Problem	Usual Cause	Solution
Cloudy Water	- Inadequate filtration/ dirty filter - Excessive oils/organic matter - Improper sanitation/ bacteria - High pH and/or high alkalinity	- Check to make sure the filter is running properly; clean filter with a filter cleaner or degreaser - Shock the spa with a chlorine or bromine sanitizer, or other shock treatment product - Increase sanitizer level to balance water and shock if needed - Adjust pH; add appropriate sodium bisulfate product - Use clarifier NOTE: If using an ozone generator, consult with your dealer before using polymer based clarifiers - Depending on the severity, drain the spa completely, clean and refill
Water Odor	- Excessive organics or chloramines; insufficient free available sanitizer - Improper sanitation - Inadequate filtration - Low pH	- Shock the spa with a chlorine or bromine sanitizer/shock, or other shock treatment product - Increase sanitizer level to balance water; shock if needed - Check to make sure the filter is running properly; clean filter with a filter cleaner or degreaser - Raise pH with sodium bicarbonate product. - If metals are present, add chelating agent.
Chlorine Odor	- Too many chloramines/ insufficient free available chlorine - Low pH	- Shock the spa with a chlorine available chlorine sanitizer/shock, or non-chlorine shock treatment - Adjust pH; raise pH with sodium bicarbonate product
Bromine Odor/ Yellow Water	- Low pH	- Adjust pH; raise pH with sodium bicarbonate product

Problem	Usual Cause	Solution
Musty Odor	- Bacterial or algae growth	- Shock spa with a chlorine or bromine sanitizer/shock, of equivalent shock treatment product. If problem is visible, drain, clean, refill and balance spa
Foaming/ Scum Ring Around the tub	- Build up of body oils, lotion and chemicals resulting from soap or detergent	- Skim foam off using your leaf net or drain and refill
Algae	- pH Imbalance - Low free chlorine or bromine	- Adjust pH - Shock with a chlorine or bromine
Eye Irritation	- Low pH - Insufficient free available chlorine	- Raise pH with sodium bicarbonate product - Shock with a chlorine sanitizer/shock or other shock treatment product
Skin Irritation/ Rash	- Unsanitary/polluted water - Soaking too long - Chemicals not balanced, excessive ozone	- Keep recommended sanitizer residual at all times; superchlorinate or use a non-chlorine shock treatment - Soak for smaller intervals, such as 15 minutes - Correct chemical imbalance
Scale	- Too much calcium dissolved in water - pH and total alkalinity too high	- Add a scale control product. Adjust total alkalinity and pH levels by adding the appropriate sodium bisulfate product; for concentrated scale deposits - Drain spa, scrub the scale off, refill the spa and balance the water
Erratic pH Test Results/Unusual pH Test Color	- Sanitizer level too high - Old pH indicator dye	- Test the pH, when the sanitizer level is below 5 ppm - Replace the pH indicator dye

Problem	Usual Cause	Solution
Sanitizer Dissipating Too Rapidly	- Excessive organics in water - Temperature too high - Low pH - Low pH corrosion of metal fixtures - Low calcium hardness - Low total alkalinity	- Increase shock dosage; add sanitizer; shower before entering spa - Reduce temperature - Raise pH with sodium bicarbonate product - Use chelating agent if metals are present. Keep proper pH level (7.2 to 7.6). - Use chelating agent if metals are present. Maintain minimum 150-200 ppm calcium hardness - Use chelating agent if metals are present. Maintain proper alkalinity for type of sanitizer used.

NOTE: If your source water has a high metal or mineral content, a specialty chemical should be used to avoid staining or accumulation of deposits. These guidelines cover the most common water problems when operating a spa with ozone. Contact your dealer for further information regarding chemical control issues.

COMMON HARDWARE PROBLEMS

Problem	Usual Cause	Solution
System not operating	- Circuit breaker OFF / tripped or GFCI tripped	- Reset house circuit breaker on breaker panel or reset GFCI
Heater not operating	- Water level too low - Heater mode not selected - No power to heater - Heater not operating - Jets are closed	- Add water to reach 6" (15.5cm) below top lip of spa - Open all jets - Refer to temperature/heater functioning. - Check house circuit breaker - Contact dealer
Water not clean	- Clogged or blocked floor suction or skimmer - Filter clogged (dirty) - Poor water chemistry - Insufficient filtering time - Improper maintenance - High content of solids in water	- Clean floor suction/skimmer. - Remove blockage - Clean or replace - See Maintenance section - Run filtration mode longer - Contact dealer - Use clarifier or drain and refill spa
Abnormal water usage	- Excessive evaporation and/or splashing	- Use spa cover and refill as necessary
Overheating	- High ambient temperature	- Contact dealer
Low water flow from jets	- Operating in FILTER mode-low speed - Clogged or blocked suction or skimmer - Dirty filter - Jets in OFF position - Slice valves closed	- Select hi-speed jets - Clean floor suction/skimmer. - Remove blockage - Clean or replace - Open jets - Contact dealer
Noisy pump	- Clogged floor suction or skimmer - Low water level - Damaged or worn motor bearings	- Clean floor suction/skimmer - Add water to normal water level (6" or 15.5 cm below lip) - Contact dealer

Problem	Usual Cause	Solution
No water flow from jets	- Pump not primed - Adjustable jets turned off - House circuit breaker tripped, no power to system - Faulty pump or motor - Pump surges - Slice valves closed	- See Priming section - Turn on jets - Reset circuit breaker at house panel - Low water - Contact dealer
Water leakage from under spa	- Check unions & drain hoses	- Close or tighten as necessary
No air flow from jets	- Air control not open - Jet nozzle not seated properly - Jet nozzle missing	- Open control - Check jet nozzles - Inspect jets and replace as needed
Pump will not operate	- House circuit breaker tripped or in OFF position - Improper or defective wiring or electrical supply - Thermal Overload Protection switch tripped	- Reset circuit breaker - Contact dealer - Auto reset after motor has cooled. Contact dealer if pump continues to cycle
Black powder film around water line	- Wearing in of turbo/blower brushes	- Will disappear after use
The spa will not shut off	- Spa trying to heat - Spa is in filter cycle - Spa is in Ready Mode	- Check 'Set Temperature' in Ready Mode - Normal. No need to change - Check mode setting

LIMITED WARRANTY SUMMARY

Please refer to the Warranty Card included with your product for complete warranty information. In order to receive prompt warranty service, you must return your spa's warranty card immediately upon completion of the spa installation. MAAX Spas Industries Corp. provides a limited warranty to our customers. It applies to the spa structure, surface, plumbing, pump, heater, and controls. The limited warranty does not cover damage resulting from improper maintenance, improper installation, misuse, abuse, accident, fire, normal wear and tear, or improper water maintenance. Unauthorized modifications of the spa may void the warranty. Replacement cost associated with transportation, removal and reinstallation are the sole responsibility of the spa owner. MAAX Spas Industries Corp., reserves the right to make changes in design or material of its products at any time without incurring liability. This limited warranty applies to the first retail purchaser and terminates upon any transfer of ownership.

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Disclaimer:

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Congratulations on your purchase of a MAAX® Spas product. Your Owner's Manual provides installation, operation and maintenance instructions. Please review it and keep it for future references.

**Save These Instructions
Owner's Record Information**

Date Purchased : _____

Purchased From : _____

Phone Number : _____

Installed By : _____

Serial Number : _____ Model : _____

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.