

*Every family dreams of a love,  
Happy and healthy lifestyle!*



# SPA Owner's Manual

TABLE OF CONTENTS

INTRODUCTION ----- 1

MAIN FUNCTION AND PRODUCT CHARACTERISTICS ----- 1

IMPORTANT INSTRUCTIONS ----- 2

    Drainage requirement ----- 2

    Risk of electric shock ----- 2

    Temperature ----- 2

    Medical conditions ----- 2

    Soak and cool time ----- 2

    Alcohol use and medication ----- 2

    Child safety ----- 2

    Preventing slips ----- 2

    Electrical appliances ----- 3

    Weather conditions ----- 3

    Ventilation ----- 3

    Chemicals ----- 3

SPA INSTALLATION ----- 3

    Positioning and location of the SPA ----- 3

    Location requirement ----- 4

    Electrical requirements for your SPA ----- 4

SPA MAINTENANCE ----- 4

    Filling your SPA ----- 5

    Draining your SPA ----- 5

    SPA control panel instruction ----- 5

    Jet instruction ----- 5

    Air Controls instruction ----- 6

    Water Diverter instruction ----- 6

    Aromatherapy canister instruction (Option) ----- 6

    Water flow control instruction (Option) ----- 6

    Multimedia system instruction (Option) ----- 6

SPA WATER MANAGEMENT & MAINTENANCE ----- 7

    The effect and adjustment of PH ----- 7

    PH adjustment ----- 7

    Disinfection of the water ----- 7

    The application of other special Chemical products ----- 8

SPA CLEAN AND MAINTENANCE ----- 8

    SPA surface clean and maintenance ----- 8

    Control panel maintenance ----- 9

    Pillow maintenance ----- 9

    SPA cover maintenance ----- 9

    Filter maintenance ----- 9

    When your SPA is not in use ----- 10

TROUBLESHOOTING ----- 11

## INTRODUCTION

- Welcome to your new spa. With the correct preparation and care, your new spa will provide you with many years of fun and relaxation. Please find the “User Manual” and “Quick Start Guide” in the product attachment.
- This manual has been developed to provide you with the information that you need regarding the preparation, installation, care and operation of your new spa. Please take the time to carefully read the entire manual to ensure that your spa preparations are carried out correctly. Also make sure that you familiarise yourself with the important safety instructions before using your spa.
- If you have any question or doubt on the operation or maintenance of this product, please contact your local dealer.

## MAIN FUNCTION AND PRODUCT CHARACTERISTICS:

- **Hydrotherapy function:** The product comes with special hydrotherapy seats which are designed according to ergonomic engineering, different kinds of jets in the seat to help to achieve body therapy. Adjust the massage pressure by adjusting the face, water diverter and air regulator.
- **Air blower therapy function:** Turn on the air blower, specially designed air jets will blow lots of air bubbles to provide you bubble therapy and fun.
- **Heating function:** SPA comes with heater, once the user set the temperature, the heater will start to maintain the temperature to the set temperature and ensure the spa is available for all season.
- **Filter and circulation function:** SPA comes with Filter which can clean the impurities inside efficiently, meanwhile, the system will run the Filter Cycle programming automatically, to kill the bacteria via the ozone released by the ozone generator.
- **Aromatherapy function:** This spa is fitted with an aromatherapy canister which contains scented oil. The soothing scent is dispersed into the water through special plumbing to help you relax.
- **Lighting:** The spa is fitted with an underwater light. The colour and mode of the light can be changed via the control system touch panel, helping you create an ambiance to suit your mood.
- **Multimedia:** The optional DVD/TV/IPOD allows you to enjoy video or music while exercising in the swim spa or relaxing in the spa.
- **Swimming (swim SPA):** Adjust the swim jets to create a powerful current which allows you to enjoy endless swimming without taking up a lot of space.
- **Surf sport (swim SPA):** Adjust the direction of swim jets to create a vortex. Enjoy the effect of surf in your swim spa.
- **Exercising (swim SPA):** With the help of an exercise band or swimming harness, you are able to do all kinds of exercise in swim spa.

**Important declaration:** All functions mentioned above are a general introduction to our spas products, The SPA you purchase may be difference. Please check it thoroughly before purchasing. The manufacturer reserves the right to modify and improve the product when necessary without prior notice and without entering into any obligation.

## IMPORTANT INFORMATION

It is essential to familiarize yourself with general spa pool safety and water treatment procedures. Please make sure to familiarize below contents:

- **Drainage requirement:** Ensure that the spa is not in a low or floodable position; as this could cause electrical equipment shortage or be dangerous to spa users.
- **Risk of electric shock:** As with all electrical appliances there is a risk of electrocution. The engine room within the cabinet, houses the control unit that operates the spa. The door enclosing the unit should always remain shut. If water happens to enter the engine room, turn the spa off at the power outlet and make sure all the components are dry before attempting to power the spa back up.
- **Temperature:** Keep your spa water temperature no higher than 40°C. Higher water temperatures can cause strain on the cardiovascular system. If the water temperature is higher than 40°C, get out of the spa and contact the dealer as soon as possible. It is recommended that the water temperature be no higher than body temperature i.e. 37.5°C.
- **Medical conditions**
  - People with diabetes, high blood pressure, heart disease or other cardiovascular conditions should consult their physician before using a SPA.
  - To reduce the risk of contaminating spa water and minimize health risks, shower with soap and water prior to using the spa.
  - People with open sores or any type of infection should not use the spa.
  - Hot water is an ideal environment for spreading infection, especially if sanitizer levels are not properly maintained.
  - Women who are pregnant should consult their physician before Using a spa.
- **Soak and cool time:** Limit spa use to no more than 15-20 minutes at a time. Some spa pools are equipped with a cooling seat. When you feel you are getting too hot, sit on the cooling seat and allow your body to cool. When you feel comfortable you may submerge yourself back into the spa pool. Sitting in the spa with your heart above the water level will dramatically decrease the time it takes to cool down. Hyperthermia may be fatal. Do not expose your body to prolonged exposure in water above normal body temperature.
- **Alcohol use and medication:** The consumption of alcohol in and around the spa pool is a hazardous practice. Never use glass drinking vessels near the spa pool. Alcohol can cause drowsiness and lead to drowning. Any person taking medication should consult their physician before entering the spa pool.
- **Child safety:** Children should not be permitted to use the spa without adult supervision.
- **Preventing slips:** Always take care when entering and exiting a spa due to slippery, uneven surfaces. Handrails and non-slip surfaces will help to minimize the risk of slipping and falling. In some cases steps may be needed to make entering the spa easier.
- **Location requirement**
  - Before installing, it is better to ask a professional to check the spa position.
  - Avoid placing the SPA where water could flood into the electrical equipment compartment, and also protect the unit from direct contact with very damp areas.

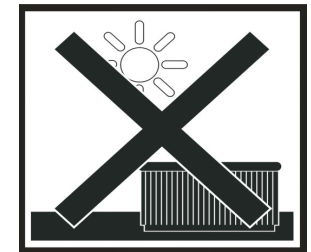
- **Electrical appliances:** Never have any electrical devices within 2 meters of the spa.
- **Weather conditions:** Do not operate or soak in a SPA during severe weather conditions i.e. thunderstorms, cyclones or electrical storms.
- **Ventilation:** If the SPA pool is not sufficiently ventilated some people may experience throat irritations. Make sure that the SPA pool is properly ventilated if you are installing it in an enclosed area.
- **Chemicals:** SPA chemicals are necessary to control bacteria, prevent infection and maximize the life of your SPA and its equipment. However, in concentrated form these chemicals, like other household chemicals, can be hazardous. Always handle and use them with care. Refer to the product's label for safety and handling information. A more in-depth explanation on how to use chemicals in your SPA can be found in the Water management & maintenance.

## SPA INSTALLATION

Please always find a professional to install your SPA, The manufacturer shall not be responsible for any damage caused by an improper installation or an installation performed by non-qualified personnel.

### ▪ Positioning and location of the SPA

- Your spa needs to be positioned so that the spa's equipment is easily accessible. The equipment is located (in most cases) at the front of the SPA and will need to be accessible for service and power connection. It is recommended that you have access to all sides allowing at least 1/2 a metre access around all 4 sides of your SPA for future access if required. It will be the owners responsibility to make sure this is completed prior to the service being carried out. All portable SPA equipment must be ventilated. Do not obstruct any vents in the cabinet.
- It is recommended to place the SPA away from trees, as falling leaves may block the filter.



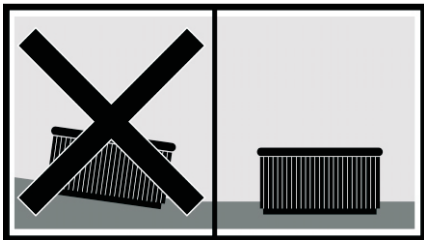
**Important note:** Do not leave your SPA uncovered in direct sunlight. The SPA has closed cell insulation foam under the shell. If left exposed to direct sunlight the surface temperature can build up to 200 °C causing damage to your SPA. It is suggested that you have the hard cover over your SPA while not in use. Leaving the SPA uncovered and exposed may void your warranty on your SPA and its accessories.

- Position the SPA horizontally, placing the whole base on a smooth, flat and level surface capable of supporting the weight when used. (The weight of the SPA , the water and the weight of the bathers need to be taken into account ).

- The SPA cannot be placed on a curved, soft, sandy surface or blocks .

## ■ Location requirement

- Before installing, it is better to ask a professional to check the spa position.
- Avoid placing the SPA where water could flood into the electrical equipment compartment, and also protect the unit from direct contact with very damp areas.



## IMPORTANT ATTENTION

### ■ Electric installation

- The electrical supply to your new spa will require a dedicated circuit with no other appliances or sockets sharing the power. Electrical burnout due to incorrect amperage WILL NOT be covered by warranty. All electrical connections must be carried out by a qualified electrician.
- Ensure your new SPA is safely earthing. Ensure the main power supply has installed high sensitive leakage protectors. Recommend 30mA leakage protectors.
- Please refer the control system instruction manual before electrical installation.

## SPA MAINTENANCE

Owning a spa is fun, relaxing and therapeutic, but more importantly we must look after our investment to keep it healthy and economical, thus avoiding unnecessary premature repair costs. Detailed below is a simple step-by-step procedure to follow.

## Filling your SPA

- Before filling your spa, please check and tighten all barrel unions on pumps and heater as they may become loose during transit.
- Please check and make sure all the check valves are all in the open position.
- Check the drainage valve is shut off.
- Check that all jets are in the open position. Turn anti-clockwise to turn your jets on.
- Fill your SPA with water. Fill the water through the filter in order to prevent air blockages in the pumps. Fill water to the line on the water level indicator.

The required water level



**Note:** To avoid any damage to the components. Do not fill hot water over 40°C into your SPA.

## Draining your SPA

- If you use your SPA say once or twice a week, the need to drain

your spa will be less frequent than a SPA owner who uses their SPA three or more times a week. Therefore, it would be recommended that a SPA be drained at least every 3 months.

- Your drainage valve is positioned at the front corner of the base. Details for drainage are as follows:



1. Remove the cap of the drain valve by turning anti-clockwise.



2. Connect a 3/4 inch hose or screw a standard male hose fitting onto the valve and connect your hose.



3. Turn value anti-clockwise.



4. Pull outwards and the SPA will begin draining.

**Note:** Ensure the power is shut off before draining. Equipment damage caused by dry running will not be covered under warranty.

## SPA control panel

For SPA control panel operation please refer to the User Manual of the Control System.

## Jet instruction

Jets are the main parts in which massage comes into effect.

- Turn the jet face clockwise about 1/4 of a turn, the jets are turned on.
- Turn the jet face anti-clockwise about 1/4 of a turn, the jets are turned off.



**Note:** Some jets and the air jets are unadjustable. Don't rotate these jets with force. It may cause damages to the jets.

## Air controls instruction

Air controls affect the pressure of your jets by adding air. You may have more than one air control on your spa, each of which will be associated to a certain group of jets. By opening an air control when the pump is on air will be drawn into the water flow.

- When the air control is turned clockwise, it will decrease the power of the massage jets.
- When it is turned anti-clockwise, it will increase the power of the massage jets.



**Note:** For better heating efficiency, please turn the air controls off. The air blower may cool the spa water temperature.

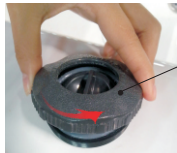
## Aromatherapy canister instruction

- The aromatherapy canister allows you to add soothing scented essential oils to the spa water. The aromatherapy canister is composed of the canister cover, canister and canister holder. Turn the canister anti-clockwise to open and increase the aromatherapy. Turn the canister clockwise to decrease the aromatherapy.
- To replace the aromatherapy oils. Turn the aromatherapy cover anti-clockwise, turn the canister anti-clockwise. Check the level of oils in the reservoir. Replace when empty. Contact your local dealer for replacement.



Aromatherapy canister knob

Turn the canister knob to adjust the level of aromatherapy.



Aromatherapy canister cover

Turn the canister cover anti-clockwise to open.



Aromatherapy canister  
Aromatherapy canister holder  
Sealing cover

Turn the sealing cover anti-clockwise to open before use.

**Note:** To help aromatherapy oils last longer, remember to turn the aromatherapy canister off when the spa is not in use.

## Water diverter

The Water Diverter allows you to adjust the massage power. Rotating the water diverter will divert the massage power of different seats.



Rotating the water diverter

The Water Flow Control controls the flow of water to the options, such as waterfalls and fountains. Rotating the water flow control will turn on, turn off and adjust the water flow.



## Water flow control instruction (Option)

**Note:** For better heating efficiency, turn the water flow controls off when the spa is not in use.

## Multimedia system instruction (Option)

The spa may obligate to connect with DVD player, CD player, Ipad ect. Pop up speakers and multimedia system. Please check before using, which multimedia system you have for your SPA.

**Note:** Pull off the cover of the DVD player after using. For details, please refer to the user's manual of DVD player.



## SPA WATER MANAGEMENT & MAINTENANCE

- Please note that these instructions are just a guide to maintain the spa's water quality. Before any actions, please consult your local SPA specialist for proper amount of sanitizer use, and take proper action depending on the capacity of the SPA.
- You should never use pool grade chemicals in your spa. Any damage to equipment caused by using pool grade chemicals or Other improper chemicals will not be covered under warranty.
- Spa water should be professionally tested at least once a month, it's recommended that the water is tested weekly by the end user. When adding chemicals to the spa, make sure the pumps are running and allow 20-30 minutes for the chemicals to mix. Test the water after the chemicals are sufficiently mixed into the water.

**Note:** Do not cover the SPA for at least 30min after adding chemicals.

### ■ The effect and adjustment of pH

- Low pH (below 7.2) causes sanitizers to dissipate more rapidly, increases corrosion of surfaces and equipment, and may make water irritating to spa users. If pH is high (above 7.6) chlorinating sanitizers are less effective, surfaces and equipment can scale, water may cloud and shorter filters runs may occur.

**ATTENTION!** The pH level measures the acidity and alkalinity: Values above 7 are alkaline and below 7, are acid. A PH index of between 7.2 and 7.6 is recommended.

**WARNING:** Please make sure that the correct PH level is maintained, any damage caused by an inadequate PH level is not covered by your Spa guarantee.

### ■ PH adjustment

Check the pH of the Spa water daily using the pH tester. (not supplied)

- If the pH is above the above-mentioned indexes, do not enter the SPA temporarily. Wait for two hours and re-do the pH test.
- If the pH is below the above-mentioned indexes, let the pumps prime. Wait for two hours and re-do the pH test.
- If the proper pH level can not be maintained by the above instructions, please add appropriate amount of acidity-alkalinity balance reagent into the water, uncover the spa cover, leave it mix in for 20 minutes, then re-do the pH test;

### ■ Disinfection of the water

Disinfection of the water is of utmost importance in order to destroy algae, bacteria and organisms that could develop in the water. However, excessive disinfection could cause skin and eye irritation.

- **Bromide tablets:** Are a suitable disinfectant for the Spa water. This product is placed in the pre-filter and gradually dissolves. Check the residual bromide level daily using the Br analyser set. The recommended level of residual bromide is between 2.2 and 3.3 ppm.
- **Disinfection with OZONE:** Ozone or O<sub>3</sub>, is an oxidizing chemical compound, which is very effective for disinfecting water. The main advantage of ozone is that it leaves no chemical trace and is odorless. Generally the spa is equipped with 1 ozone generator which produces ions from oxygen in the atmosphere. This is an automatic process and resulting product is injected into the water through the ozone jets. It is recommended that the ozone disinfection is operated twice a day and the duration is maintained within 1~2 hours, thus the ideal disinfection effect can be obtained and the life span of the ozone generator can be extended.

## ■ The application of other special chemical products

Besides the pH adjustment and the above-mentioned disinfection ways, there are some cleaning products which can be used in spa water;

- ANTI-CALCAREOUS: it can be used to prevent/reduce precipitation of calcium salts (scale), especially in hard water areas. Use it once a week and whenever the water is renewed.
- SPAALGAECIDE: Prevent algae from growing in the water, use it once a week and whenever the water is renewed.
- ANTIFOAM: Prevent precipitation of calcium salts (scale), use it once a week and whenever the water is renewed.

### WARNING!

Add the exact amounts to the water, as specified. Do not mix products, to avoid possible reactions.

Do not smoke while handling these products - they may be flammable.

Do not add chemical products to the water if there is someone in the spa.

Keep containers tightly closed in dry, well-ventilated places, and keep these products away from children.

Do not inhale chemical products, and take care not to let them come into contact with the eyes, nose or mouth. Wash hands after use.

Follow the emergency instructions on the product label in the event of an accident or ingestion.

## SPA CLEAN AND MAINTENANCE

The SPA surface is made of high gloss acrylic. It is recommended that the spa surface (above the water line) be cleaned once a week to remove dirt build up and scum lines. The whole spa surface should be cleaned when the spa is drained. Cleaning details are below.

### ■ SPA surface clean and maintenance

The spa surface is made of high-gloss acrylic, we must keep it clean, we suggest that clean the spa outside surface once a week and clean the whole spa after drain. Details steps as below:

- Clean the surface with wet towel. A neutral detergent and soft towel may be used. Do not use detergent with ketone or chlorine water.
- If the surface has some light scratches, it can be polished with a fine cutting compound and finished off with a fine polish.
- Please do not clean the spa surface with any chemical solution/ Kernel or crude tools; do not scratch the spa surface with hard material or knife.
- Please do not clean the spa surface with nail polish, nail polish remover, dry detergent, acetone, paint remover ect. It will damage the surface.
- Do not touch the spa surface with any heat source over 70°C.

## ■ Control panel maintenance

- Please do not touch the control panel with hard objects to avoid scratching.
- Please avoid prolonged direct sunshine on the control panel.
- Please keep the control panel covered when not in use.

## ■ Headrest maintenance

- Clean the headrests with a neutral detergent.
- Excessive chemical levels and ozone may cause fading of headrests. Headrests can be removed after use. Fading is not covered by warranty.

## ■ SPA cover maintenance

- Clean the spa cover with soapy water.
- Do not pull or carry the cover by the link in the middle of the cover.
- Do not sit, lie or jump on the cover, damage this may cause is not covered by warranty.

**Note:** Please cover the spa cover after use or clean. Leaving the spa uncovered and exposed may void your warranty on your spa and its accessories.

## ■ Filter maintenance

You should clean your filters regularly. Once a week you should remove your filters and hose any debris out of them with a high pressure hose. Once a month you should soak your filters in a cartridge filter cleaning solution and then hose off with a high pressure hose.

## Filter cleaning

- Turn off the power;
- Remove the cartridge (please read the filter removal instruction before doing so).
- Remove the cartridge by turning counter clockwise.
- Clean the cartridge with water to remove debris by spraying from top to bottom at a 45° angle.
- Install the filter and cartridge after cleaning.
- Turn on the power.



**Warning:** Before removing your filters, ALWAYS ensure that the power to your spa is turned off. If you leave your power on and anything is drawn into the pump(s) or heater, causing either to fail, the fault will not be covered under warranty.

## Filter remove and install

### Remove the RD cartridge and filter

- Lift up the RD cartridge filter, turn the screener counter clockwise to remove.
- Turn the filter counter clockwise to remove.
- Go the opposite way to install the cartridge filter.

### Remove the CMP cartridge and filter

- Open the cartridge cover.
- Turn the cartridge counter clockwise to remove.
- Remove the screener over the filter.
- Remove the filter.
- Go the opposite way to replace the filter and cartridge.

### Removal of twin front access filters

- Lift the front panel upwards to remove and pull screener out.
- Turn the filters counter clockwise to remove.
- Go the opposite way to replace filters.

### Remove big size front access stopper filter

- Take off the top cover.
- Go counter-clockwise to remove the paper filter.
- Go opposite to install the front access stopper filter.

### When spa is not in use

If you are going away for a period longer than 2 months, it is recommended that you turn your spa off and empty it. It is important to remember to leave the cover on even while empty to protect the shell. If you are going away for a few days or weeks, do not turn your spa off completely.

Turn the temperature down to 15 degree, so that the filtration cycles are still functioning but the spa doesn't heat.

#### 3-5 days

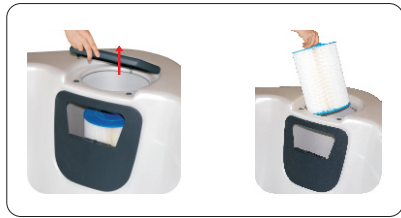
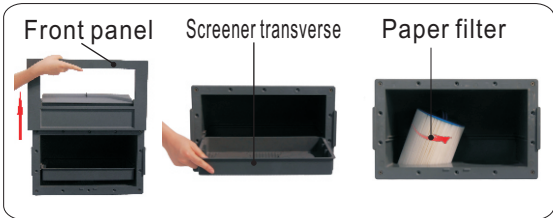
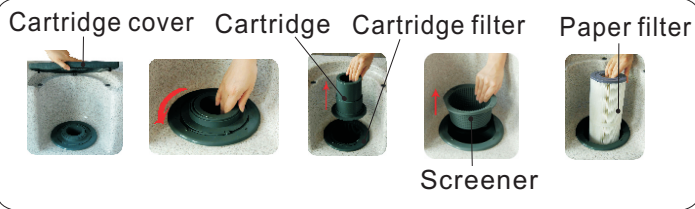
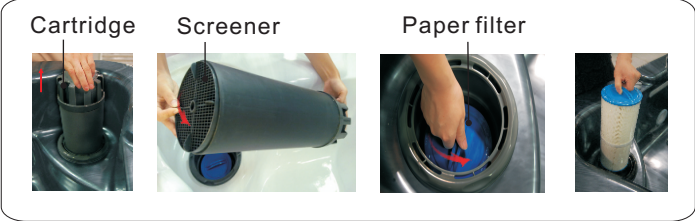
Test the spa water to check PH and sanitiser levels and adjust if necessary. Cover the spa. Test water balance and adjust if necessary before using the spa again.

#### 5-14 days

Set the spa to the lowest temperature setting. Check the water balance and adjust if necessary. Cover the spa. Check water balance and adjust if necessary before using the spa again.

#### More than 15 days

Turn the power off, open the drain valve and drain the spa clean, remove the filter, dry the spa and cover with the spa cover.



## TROUBLE SHOOTING

Description Of Trouble	Analysis	Solution
An error message appears on the LCD display and the spa stops working	<ul style="list-style-type: none"> <li>• Error detected by digital diagnostics function</li> </ul>	<ul style="list-style-type: none"> <li>• Please check the error message trouble shooting in the control system manual, and then contact your local dealer if you are unable to resolve the issue</li> </ul>
SPA can't start in any mode	<ul style="list-style-type: none"> <li>• Power off</li> <li>• Control panel is locked</li> <li>• Control panel failure(display showed error message)</li> </ul>	<ul style="list-style-type: none"> <li>• Check the power switch on or leakage switch is turned on</li> <li>• Check the control panel is unlocked</li> <li>• Check the failure code in control system manual for solution, then contact your dealer to do the maintenance.</li> </ul>
SPA starts automatically	<ul style="list-style-type: none"> <li>• Filtration program is operating</li> <li>• Heating function is operating</li> <li>• Antifreezing function is operating</li> </ul>	<ul style="list-style-type: none"> <li>• The control system will automatically stop when the program finishes.</li> </ul>
The water pump turns off	<ul style="list-style-type: none"> <li>• The pump running time is more than the system default maximum running time</li> <li>• The pump motor is overheat protected</li> </ul>	<ul style="list-style-type: none"> <li>• Repress pump button to restart pump</li> <li>• Turn pump off for 1 Hour to cool and then start pump</li> </ul>
Pump running after filling spa but no water coming through jets	<ul style="list-style-type: none"> <li>• The jets are closed</li> <li>• Air blockage in the water pump</li> </ul>	<ul style="list-style-type: none"> <li>• The jets are closed</li> <li>• Turn pumps on and off several times to drain the blocked air.Unscrew the live union on the water pump to release the air and then screw on tightly.Note:Fill the spa with water through the filter to prevent air blockages in the pump(s)</li> </ul>
Heater heating slowly or failing to heat	<ul style="list-style-type: none"> <li>• Temperature setting is low</li> <li>• Filter cartridge dirty and blocked</li> <li>• No spa cover on the spa causing heat loss</li> <li>• Jets connected to the circulation pump is closed</li> <li>• Heater broken</li> </ul>	<ul style="list-style-type: none"> <li>• Set the temperature up</li> <li>• Clean or replace paper filter core</li> <li>• Put the cover on the spa</li> <li>• Turn on the jets</li> <li>• Contact the local dealer for maintenance</li> </ul>
Reduced water flow through the jets	<ul style="list-style-type: none"> <li>• Jets are not fully opened</li> <li>• Jets are blocked</li> <li>• Air valve is turned off</li> <li>• Water diverter closed to the seat</li> </ul>	<ul style="list-style-type: none"> <li>• Turn on the jets fully</li> <li>• Turn counter-clockwise to take off the jets fitting and clean the jets chamber if blocked.</li> <li>• Turn on the air valve switch</li> <li>• Divert the water diverter to the seat jets wanted</li> <li>• Check the water pump side-check valves are fully opened</li> </ul>
Uneven water flow from jets	<ul style="list-style-type: none"> <li>• Suctions or filter are blocked</li> <li>• Water pump side-check valves are not fully opened</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the suction or filter</li> <li>• Check the water pump side-check valves are fully opened</li> </ul>