ukhottubs

WATER SERIES
Hot Tub Manual

WHITEWATER
SERIES

FRESHWATER
SERIES

DEEPWATER
SERIES

GREAT NEWS

ON YOUR NEW HOT TUB PURCHASE.

Your Hot Tub is designed and manufactured with the finest components available and is engineered for comfort, low maintenance, and durability in mind.

This manual will help you to determine the best way to take care of your hot tub based on the amount of use and the type of environment your hot tub is installed.

It is very important that you take time to read the entire manual before using your hot tub. Within in this manual are important start-up guidelines and maintenance procedures as well as safety precautions that must be followed to ensure the prolonged life of your hot tub and the safety of the people using the hot tub.

Failure to follow start-up procedures may result in damage to your hot tub and void your warranty. Please feel free to call UK Hot Tubs Ltd if you have any further questions after reading this manual. Your hot tub comes with a warranty, information relating to your warranty can be found in Section 10 of this manual.

We hope you enjoy many years of fun and relaxation in your new hot tub.

CONTENTS

Section 1

IMPORTANT SAFETY INFORMATION

When installing and using this electrical equipment be sure to follow these basic safety precautions:

1. **WARNING**: To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times

2. **DANGER**: Risk of accidental drowning. Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use this hot tub unless they are supervised at all times

3. **DANGER**: Risk of injury. The suction fittings in this hot tub are sized to match specific water flow created by the pump. Should the need arise to replace the suction fitting or the pump, ensure that the flow rates are compatible. Never operate the hot tub if 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

4. **DANGER**: Risk of Electrical Shock. Install at least 5 feet (1.5m) from all metal surfaces. As an alternative, spa may be installed within 5 feet (1.5m) of metal surfaces if each metal surface is permanently connected (bonded) by a minimum ground wire

5. **DANGER**: Risk of Electrical Shock. Do not permit any electrical appliance such as a light, telephone, radio, television, etc. Within 5 feet (1.5m) of a hot tub unless such appliances are installed and built-in by the manufacturer

6. **ELECTRICAL SUPPLY**: The electrical supply for this product must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with the national electrical standards. This disconnect must be readily accessible and visible to the hot tub occupant but installed at least 5 feet (1.5m), from the hot tubs water

7. **WARNING**: To reduce the risk of injury:

   a) The water in the hot tub should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°) is considered safe for a healthy adult.

   Lower water temperatures and maximum use of 10 minutes are recommended for young children

   b) Since excessive water temperatures have a high potential for causing fetal damage during early months of pregnancy, pregnant women should seek medical advice and use at own risk

   c) The use of alcohol, drugs, or medication before or during hot tub use may lead to unconsciousness with the possibility of drowning

   d) Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a doctor before using a hot tub

   e) Persons using medication should consult a doctor before using a hot tub since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation

8. **WARNING**: Prevent Electrocution. Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components, etc.) to system

9. **CAUTION**: Risk of Electrical Shock. Do not service this product yourself as opening or removing audio covers may expose you to dangerous voltage or other risk of injury. Refer all servicing to qualified service personnel

10. **CAUTION**: Risk of Electrical Shock. When the power supply connections or power supply cord(s) are damaged; if water is entering the audio / video compartment or any electrical equipment compartment area; if the protective shields or barriers are showing signs of deterioration; or if there are signs of other potential damage to the unit, turn off the unit and refer the servicing to a qualified service personnel

11. **MAINTAIN**: This unit should be subject to periodic routine maintenance (for example, once every 3 months) to make sure that the unit is operating properly

12. **INSTALLATION** of the hot tub for other than a residential dwelling will result in voiding the manufacturer's warranty

13. **CAUTION**: Do not bring any object into the hot tub that could damage the hot tub shell

14. **CAUTION**: Never insert any object into any opening

15. **WARNING**: Do not sit on the hot tub cover or place objects on it

16. **MAINTAIN**: Remove any water or debris that may collect on the hot tub cover

17. **WARNING**: Do not use the hot tub immediately after strenuous exercise

18. **WARNING**: If you feel pain or dizziness at any time while using the hot tub, discontinue use and seek medical help

19. **WARNING**: To reduce risk of injury it is especially important that persons with preexisting health conditions or problems such as obesity, heart disease, high or low blood pressure, circulatory problems, pregnancy or diabetes to consult their doctor before using the hot tub

20. **WARNING**: Observe reasonable time limits when using the hot tub. Long exposures at high temperatures can cause high body temperatures. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could possibly result in drowning

21. **WARNING**: The hot tub jets produce a stream of water with relatively high pressure.
Prolonged exposure of localised area of the body may cause bruises to the skin

22. **WARNING**: To avoid risk of drowning. The hot tub cover should be in place and properly latched when hot tub is not in use

23. **IMPORTANT**: Read and understand the warnings on the hot tub cover

24. **MAINTAIN**: Proper water chemistry is necessary to maintain the water and prevent possible damage to hot tub components

CHECK BEFORE USING YOUR HOT TUB

The control panel operation (Section 3) is filled with valuable information to give you an idea of how your hot tub works and how to prevent any mishaps or damage to your new hot tub before you get to use it.

Fill it up

1. Before placing a garden hose into the filter area, let your hose run for 30-60 seconds. This will help to clear out any stagnant water in the hose before putting it into the hot tub. By filling your hot tub through the filter, this will fill your hot tub from the pumps and pipework first to prevent any airlocks in the system. Your hot tub should be turned off at the isolator until full.

2. Fill water to recommended water level as indicated by the minimum water level in your hot tub. Low water levels can cause damage to the pump and heater element so is good practice to top up your hot tub on a weekly basis. If there is no water level indicator, you should fit your hot tub to 1 inch above the top of the back jets

Power up the hot tub

Read Section 4 on how to operate your new hot tub controls and how to turn on the hot tub.

Hot tubs can take approximately 12–24 hours to rise to temperature. Heat time depends on hot tub size, voltage and other factors such as outside temperature. Plug & Play hot tubs take longer to heat than 32AMP.

Balance your water

Test and balance your hot tub water before you introduce any sanitisers. It is important to balance prior to adding sanitisers to avoid unwanted problems such as cloudiness, discoloration or foul smelling water. Also, keeping your water balanced is crucial to promote long equipment life, and healthy, clean, clear hot tub water.

Poor water management which results in components of your hot tub degrading/failing can invalidate your warranty.

More information on treating your water can be found in Section 6.

CONTROL PANEL OPERATIONS in.k300TM

(Trinity, Delaware & Rapid)

in.k300™
Compact Full-function Keypad

The Quick Reference Card provides an overview of your hot tubs main functions and the operations from your digital keypad.
This QRC depicts a generic overlay, custom versions may vary.

Description

Smart Winter Mode
Heater
Filter
Set Point

1 Pump Model
Pump 1
Light
Up
Indicator Lights
Down

2 Pump Model
Pump 1
Pump 2
Light
Indicator Lights
Up/Down

Hot Tub Functions

Off Mode

Pressing Pump 1 for 5 seconds will enable the Off Mode. This mode allows you to stop all outputs including automatic functions such as filter cycle, heat request and smart winter mode for 30 minutes to perform quick spa maintenance. When Off mode is active, the display will toggle between the "OFF" message, the clock and the water temperature.

The spa light will flash for a few seconds before the end of the 30 minutes to warn you that the system is about to resume its normal operation. Press Pump 1 or Pump 2 (if available) to restart the system before the expiration of the 30 minute delay. When the system resumes its normal operation, the display shows "On" for 3 seconds.

Pump 1 ⚙

Press Pump 1 key to turn Pump 1 on at low speed. Press a second time to turn pump to high speed (with a dual-speed pump*). A third time turns pump off. A built-in timer automatically turns pump off after 20 minutes, unless pump has been manually deactivated first.

The "Pump 1" indicator lights up when Pump 1 is on. With a dual-speed pump, the indicator will flash when pump 1 is on at low speed.

*If single speed pump:
Press pump key to turn pump on. Press Pump key again to turn pump off.

Pump 2 Key ⚙

Not available on all models.

Press Pump 2 key to turn Pump 2 on at low speed. Press a second time to turn pump to high speed (with a dual-speed pump*). A third time turns pump off. A built-in timer automatically turns pump off after 20 minutes, unless pump has been manually deactivated first.

The "Pump 2" indicator lights up when Pump 2 is on. With a dual-speed pump, the indicator will flash when pump 2 is on at low speed.

Light Key ☀

Press Light key to turn light on. A second press turns light off. A built-in timer automatically turns light off after 2 hours, unless it has been manually deactivated first.

The "Light" indicator lights up when light is on.

Light Sequence

Press once to start sequence.
FIRST colour to show - Red
Press twice in between each static colour;
2. Green 3. Blue 4.Yellow 5. Pink 6. White
Press twice again after the colour White and it will go back to red. This is the start of the fading colour sequence. It will take approx. 5 seconds to change in between fading colours. Press once to turn off sequence.

Up/Down Keys ◇

Use Up or Down key to set desired water temperature. The temperature setting will be displayed for 2 seconds to confirm your new selection.

2 pump spas have a combined Up/Down key. Hold the button to increase the parameter and release the button to stop. Hold the button again to decrease the parameter.

🌡 The "Set Point" icon indicates that the display shows the desired temperature, NOT the current water temperature!

Programming Steps

Program Menu ☀

The program menu is accessible by holding down the Light key for 5 seconds.

In the program menu the following parameters can be set: clock, the filter or purge cycles, economy mode and temperature units. While you are in the program menu, use the Up or Down key to adjust the parameters and use the Light key to jump to the next parameter.

The changes will be saved after the confirmation of the last parameter only.

If there is no action taken for 10 seconds, the system will exit the program menu without saving any changes.

Setting the Clock

Enter the program menu by holding down the Light key for 5 seconds. The display will show the current clock setting with the hour flashing.

Depending on factory settings your system may be set to 24-hour time or 12-hour time.

Setting the hour: Use the Up or Down keys to adjust the hours. Press the Light key to jump to the next parameter, the minutes.

Setting the minutes: Use the Up or Down keys to adjust the minutes. Press the Light key to jump to the next parameter, the filter or purge start time (FS).

Programming the filter/purge cycles

Depending on system configuration your spa will perform either a filter or a purge cycle. The filter cycle menu consists of the following parameters: the start time (FS), the duration (FD) and the frequency (FF).

The purge cycle menu consists of the following parameters: the start time (FS) and the frequency (FF).

A filter cycle consists of starting all the pumps and blower in high speed for 1 minute (purge step) then, the pump associated with the filter will run in low speed for the remaining duration of the filter cycle (clean step).

A purge cycle is used when the spa is equipped with a 24 hour circulation pump which provides a continuous clean step. It consists of starting all the pumps and blower in high speed for 1 minute.

Setting filter or purge cycle start time

The display will show FSxx, "xx" representing the starting hour of the cycle. Use the Up or Down key to adjust the hours. Use the Light key to jump to the next parameter, filter duration (Fd).

Setting filter cycle duration

(not available on purge systems)

The display will show Fdxx, "xx" representing the duration in hours of the filter cycle. Use the Up or Down key to adjust the duration. Use the Light key to jump to the next parameter, filter or purge frequency (FF).

0 = no filtration
24 = continuous filtration

It is not recommended to set this to "0".

Setting filter or purge cycle frequency

The display will show FFxx, "xx" representing the number of cycles per day. Use the Up or Down key to adjust the frequency. Use the Light key to jump to the next parameter, economy mode (EP).

The "Filter cycle" indicator lights up when filter is on and flashes when suspended. jump to the next parameter, the minutes.

Setting economy mode

This mode allows you to lower the temperature set point of the spa by 20 °F (11 °C) during a certain period of the day.

The display will show EPx, "x" representing the state of the programmed economy (0 = disabled, 1 = enabled). Use the arrow keys to enable or disable economy mode. Use the Light key to jump to the next parameter, economy start time (ES).

Setting economy start time

The display will show ESxx, "xx" representing the hour at which the economy mode will become active. Use the Up or Down key to adjust the hour. Use the Light key to jump to the next parameter, economy duration (Ed).

When the Economy mode is ON, the display will toggle between the "Eco" message, the time, and the water temperature.

Setting economy duration

The display will show Edxx, "xx" representing the duration in hour of the economy mode. Use the Up or Down key to adjust the hour. Use the Light key to jump to the next parameter, temperature unit.
24 = continuous economy

Setting temperature unit

Water temperature can be displayed in either Fahrenheit (°F) or Celsius (°C). The display will show F or C.
Use the Up or Down key to change the setting. Use the Light key to save all the parameters.

Smart Winter Mode

Our Smart Winter Mode protects your system from the cold by turning pumps on several times a day to prevent water from freezing in pipes.

The "SWM" indicator lights up when freezing is detected and flashes when the purge is active.

Cooldown

After heating the spa water to the desired Set Point, the heater is turned off, but its associated pump (Pump 1 low-speed or CP) remains on for a predetermined period of time to ensure adequate cooling of the heating element, prolonging its useful life.

Water Temperature Regulation

Every 15 to 90 minutes the pump will run to ensure accurate water temperature readings as well as avoid heater activation in dry conditions.

After verifying pump activation and taking a water temperature reading if required, the system automatically turns the heater on to reach and maintain water temperature at Set Point.

Indicator flashes when taking water temperature reading.

*Note that the parameters for the economy mode settings are associated to specific low level configuration of the system that are not present in all software revisions.

Troubleshooting Section

Should an error occur, the display will show one of the following error messages toggled with the clock and the water temperature.

In.xe Error Codes	Description
Hr	**Hr** An internal hardware error has been detected in the in.xe. Contact dealer or service supplier.
HL	**HL** The system has shut the heater down because the temperature at the heater has reached 119°F (48°C). Do not enter the water! Remove the spa cover and allow the water to cool down, then shut power off and power your spa up again to reset the system.
AOH	**AOH** Temperature inside the spa skirt is too high, causing the internal temperature in the in.xe to increase above normal limits. Open skirt and wait until error clears.
FLO	**FLO** The system does not detect any water flow while the primary pump is running. Check and open water valves. Check for water level. Clean filter. If the problem persists, call your dealer or service supplier.
Prr	**Prr** A problem is detected with the temperature probe. Call your dealer or service supplier.
OH	**OH** The water temperature in the spa has reached 108°F (42°C). Do not enter the water! Remove the spa cover and allow the water to cool down to a lower temperature. Call your dealer or service supplier if problem persists.

CONTROL PANEL OPERATIONS in.k500TM
(Bay, Lagoon, Brook, Stream, River, Spring & Arctic)

in.k500™
Intuitive Colour Keypad

The in.k500 is built with all the great features you've come to love in the in.k800, but in a smaller package. It is discreet, compact and unobtrusively beautiful. Save space without losing out on function.

Description

Key 1
Settings
Light Key
Mode
Up
Down
Selection Lights
Key 2

*Functions for keys 1 and 2 will depend on your system's low level configuration.

Main Functions

Settings Key

One press gives you access to a menu to manage the settings of your spa. Refer to the settings section for details about the settings menu.

Main Screen

The main screen gives you access to your accessories and water temperature. At the bottom of the screen you will see any error or maintenance message that are present.

Power

Press any button to turn the keypad on. After 30 minutes without activity it will shut off.

Start or Stop Accessories

To start or stop an accessory, press the associated button. Icons will become animated when their accessory is turned on and inanimate when turned off. Icons on the screen will reflect the speed or state of the devices running on your spa.

When an accessory has more than two states, press the button until it reaches the desired state.

Note (version 14.00 and higher): A special buttons and icons mapping may be used when the spa configuration has 4 accessories* (3 pumps and a blower or 4 pumps and no blower). In this case only, buttons and icons are divided in 2 sets of accessories.
Button 1 starts or stops Pump 1 and Pump 2. Button 2 starts or stops Pump 3 and Pump 4/blower.
Corresponding icons will be animated when one or more accessories are on.

*Only Pump 1 can have a dual speed.

Mode Key

Successive presses on the Mode Key will give access to control different optional accessories of your spa such as Audio and others. Note that if any accessory is not present in your spa configuration, its menu will not appear. Refer to the following section to get details about the possible accessories and their detailed functionalities. The screen will revert back to the spa mode if no key is pressed for 60 seconds.

If you don't have any accessories, Mode Key can be used to change your display orientation.

Water Temperature

The temperature shown at the top of the screen gives the actual water temperature.

Use the Up and Down buttons to set the desired temperature. The set point will appear in blue at the bottom. After 3 seconds without any change to the set temperature value, the keypad will resume the normal display of messages.

Settings

From the home page you can access the Settings, where you will find:

- Water Care
- Audio (if installed)
- in.clear-200 linked version (Version 13.00 and higher)
- Stand by (version 6.00 only)
- Maintenance (version 7.00 and higher)
- Date & Time
- Keypad
- Wi-Fi (version 7.00 and higher. Only available on in.touch with software 11.00 and higher)
- Config*
- Restore*
- About

Use the arrow keys to move up and down in the list. To select an option, press the lit button beside it (Light button).

At any point you can press the Settings button to return to the home screen.

*Reserved for qualified electricians installers.

Water Care

The Water Care section will help you set up your ideal filtration and heating settings. Choose a mode depending on your need.

Use the Light key to choose your setting. A checkmark will appear on the selected icon to confirm.

In Economy mode, the set point will be reduced by 20°F* (11°C), which means that the heating system will not be engaged unless the temperature falls to 20°F (11°C) below the spa's set temperature.

*Default pack value.

✈ AWAY

In this mode the hot tub will always be in economy. The set point will be reduced by 11°C.

📖 BEGINNER

The hot tub will never be in economy mode and will be filtering according to the pack's low level configuration.

🔌 ENERGY SAVINGS

The hot tub will be in economy mode during the peak hours of the day and resume normal mode on the weekend*.

🔌 SUPER ENERGY

The hot tub will always be in economy mode during peak hours, every day of the week*.

📅 WEEKENDER

The hot tub will be in economy mode from Monday to Friday and will run normally on the weekend*.

*Filtration will be reduced when the economy mode is active.

Modifying Schedules

Use the arrow keys to scroll through the Water Care selections. To see and/or modify a Water Care category, use the lit button to the right (key 1) to open the selected Water Care menu.

Use the arrow keys to choose a schedule to modify (choice of economy and filtration schedules). Use the Light key to move between parameters.

You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated every week. The time and duration are set in 30 minute increments. Once you have set the schedule, use Key 1 to go back. Ensure that you have selected the desired Water Care option in the main Water Care menu. If your spa uses a circulation pump configured to run 24 hours, the screen will show you the purge setting instead of filtration. The purges are pre-programmed for a fixed number of minutes, therefore the duration will be set to N/A on the screen, and only the start time can be modified.

Maintenance (version 7.00 and higher)

From the Settings page you can access the Maintenance menu, which gives you access to the following options:

- Maintenance reminders
- Standby

Use the Up and Down keys to make a selection, and Light key to confirm.

Maintenance Reminders (version 7.00 and higher)

The in.k500 keypad will remind you of maintenance required on your spa, like rinsing or cleaning the filter.

Each task has its own duration, based on normal use.

The maintenance reminders menu allows you to verify the time left before maintenance is required, as well as to reset the time once a task is completed.

Use the Up and Down keys to move through the list.

To reset a task select it by pressing Light key, then confirm when prompted. Once you have confirmed the task will be reset.

Standby (version 6.00 and higher)

The Standby mode allows you to service your spa.

Pumps will stop for 30 minutes, and automatically restart after this time.

Once Standby mode has been activated a screen will appear to show that pumps are stopped. The normal spa page will return at the end of maintenance.

Press on the Light key to leave Standby mode and restart the spa.

Note: In version 6.00 only, Standby mode is accessible directly from the Settings page.

Date and Time

Here you can adjust the time format, change the year, date and time. Use the arrows to choose the setting that you want to adjust, and select it by pressing the Light key. Use the arrow buttons to change the parameters, and the Light key to move between parameters.

Key 1 will take you back to the main Settings menu.

Note: In version 6.00 and earlier, only the day of the week can be changed, and not the year or date.

Keypad Settings

In this section, you can change the temperature unit, language, display orientation, rim light colour and keypad security. Note the spa pack must be configured accordingly to be able to change the rim light colour.

When you change the display orientation, the contextual options and arrow keys adjust to the chosen orientation. The Mode and Menu keys remain unchanged, as well as the accessory keys in the main spa menu.

With the in.k500 equipped with a selectable rim light colour modul: If the *RGB backlight* option is enabled in the spa configuration an option will appear to allow selection of the keypad rim light colour.

You can lock the keypad by selecting one of 3 security levels: Unlock, Partial or Full. The Partial level locks the set point adjustment and many options in the settings menu. The Full level locks all keypad functions. To unlock the keypad (either Partial or Full), press and hold the top right key for 5 seconds.

About

This section shows information about the in.k500 software number, and the revision numbers of the different components of your system.

WiFi

WiFi

For the WiFi menu to appear in the settings menu your in.touch module must be equipped with a software version 11.00 or higher. This menu allows you to connect your in.touch module to a WiFi network or to change its network.

For more details about other in.touch connection methods, please see the in.touch techbook.

To connect your in.touch module to a wireless network, use the Up/Down keys to go to the WiFi option in the Settings menu and Light key to select it.

*Our WiFi information only applies when you have purchased the optional extra; Gecko in.touch 2.

After a few seconds the available networks will appear on the screen, as well as their signal strength.

Use the Up/Down keys to move through the list. Select your network by pressing on Light key.

If the WiFi network is password protected enter it when prompted.

• Use the arrow keys to choose your letters and change the type of character (Uppercase, Lowercase, Number, Symbol)
• Use Key 2 to move the curser forward
• Use Key 1 to backspace
• Use Light key to confirm

If no password is required the in.touch will connect automatically.

Once the in.touch module is connected to a WiFi network a check mark in a green circle will appear in the WiFi menu, and the network logo will change to green in Settings menu.

Note: WiFi logo colour in Settings menu corresponds to the in.touch connection state.

Yellow = Not connected
Green = Connected to a network
Yellow with wait icon = Connection attempt to a network
Red with wait icon = in.touch no longer detected
(in.touch must be reset before next connection attempt)

CONTROL PANEL OPERATIONS in.k1000TM
(Pacific & Atlantic)

in.k1000™
Touch Screen Keypad

No buttons, keys and overlays! Mode and function selection wheels, all-on or all-off one touch activation key of last used settings, interactive display icons and on-screen messages are all elements of the in.k1000 user interface designed to let spa users interact intuitively with their spa and its value-added accessories.

Description

All-on or all-off key (one touch activation)

Mode selection wheel (settings and accessories)

Direct to function select wheel (settings and additional options)

On-screen system messages and reminders

Interactive display icons (main spa functions)

Spa Functions

Quick and easy step-by-step instructions to control the main functions and to configure system settings of your spa from its in.k1000 main hot tub keypad.

Turn Key Pad On

3 minutes after the last pump is turned off, the screen will shut off if there is no touch activity.

Touch the screen to turn on the keypad. Then follow the instructions on the screen to access the main screen.

All-on, All-off Target Key

in.k1000 features an all-on or all-off one touch activation key of last used settings that, when pressed, stops or starts all working components and accessories at once.

From the home page you can access the following modes:

• Sanitization (with in.clear connected)
• Audio (with in.stream 2 connected)
• Spa
• Settings

To select a mode, slide the left wheel up or down until the desired icon menu is highlighted in the middle.

Spa Mode

Spa Mode

To select the spa mode, slide the left wheel up or down until the spa icon is highlighted in the middle.

The home page will be displayed its equipment start or stop keys, up and down buttons, water temperature, messages and quick access to display options:

• Display orientation
• Display contrast

To select an option, slide the right wheel up or down until the desired icon menu is highlighted in the middle.

Start or Stop Accessories

To start or stop an accessory (pump, blower, light), touch the associated icon. Icons will become animated when their accessory is turned on, and animation will stop when turned off.

Icons on the screen will reflect the speed or state of the devices running on your spa. When an accessory has more than two speeds press the button until it reaches the desired speed.

Water Temperature

The temperature shown at the bottom of the screen shows the current water temperature. Use the Up and Down icon to set the desired temperature. The set point will appear in blue. After 3 seconds without any change to the set temperature value, the current water temperature will reappear.

When the set value is lower than the current temperature Cooling to xx.x will appear below. When the set value is higher than the current temperature, Heating to xx.x will be indicated under the value. Normally there is a short delay before the heating starts, during which Heating Suspended is indicated under the value.

Display Orientation

To modify the display orientation settings, slide the right wheel until the display orientation icon is highlighted in the middle.

Simply touch the line of the orientation you want to select.

Display Contrast

To modify the display contrast settings, slide the right wheel until the display contrast icon is highlighted in the middle.

Simply touch the line of the contrast you want to select.

Settings

You can use the Settings mode to manage settings of your spa system.

Mode selection wheel:

Settings Icon

Direct to function selection wheel:
- Water Care
- Maintenance
- Date & time
- Keypad
- Electrical Config'
- WiFi
- About

List of featured items

To select the settings mode, slide the left wheel up or down until the settings icon menu is highlighted in the middle.

In the Settings page you can access the following:

• Water Care   • Electrical Configuration
• Maintenance   • WiFi
• Date & Time   • About
• Keypad

To select an item, slide the right wheel until the desired icon is highlighted in the middle or press on the menu name.

Water Care

The Water care page will help you set up your ideal filtration and heating settings. The Water care page will help you set up your ideal filtration and heating settings. Choose, set or modify one of the 5 suggested modes depending on your needs at any given time.

AWAY FROM HOME	BEGINNER	ENERGY SAVINGS	SUPER ENERGY	WEEKENDER
In this mode the hot tub will always be in economy. The set point will be reduced by 11°C.	The hot tub will never be in economy mode and will be filtering according to the pack's low level configuration.	The hot tub will be in economy mode during the peak hours of the day and resume normal mode on the weekend.	The hot tub will always be in economy mode during peak hours, every day of the week.	The hot tub will be in economy mode from Monday to Friday and will run normally on the weekend.

Modifying Water Care Schedules

Water Care

To modify a water care category, touch the pen icon at the right end of the desired water care to open the selected Water Care menu.

Economy

Touch the economy tab to change the economy schedule. You can add economy schedules by touching the « + » symbol.

To delete a schedule, touch the garbage can icon at the right end of the desired line.

Filter Cycles

Touch the Filter cycle tab to change the filter cycle schedules. You can add filtration schedules by touching the « + » symbol.

To delete a schedule, touch the garbage can icon at the right end of the desired line.

In Economy mode, the set point will be reduced by 20 °F (11 °C), which means that the heating system will not be engaged unless the temperature falls to 20°F below the spa's set temperature.

The filtration schedule shown on the screen will apply to the main filtration pump, most likely pump 1. If your spa uses a circulation pump configured to run 24 hours, the screen will show you the purge setting instead of filtration. The purges are pre-programmed for a fixed number of minutes, therefore the duration will be set to N/A on the screen, and only the start time can be modified.

You can modify the programmed schedules by selecting one and adjusting the schedule.

You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated every week. The time and duration are set in 30 minute increments.

Once you have set the schedule, use the calendar icon to go back.

Purges

Touch the Purge tab to change the purge settings. You can add purges by touching the « + » symbol.

To delete a schedule, touch the garbage can icon at the right end of the desired line. To delete a schedule, touch the garbage can icon at the right end of the desired line.

You can modify the programmed purges by selecting one and adjusting the schedule.

You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated every week. The time and duration are set in 30 minute increments. Once you have set the purge, use the calendar icon to go back.

Date & Time

Date and Time

To modify date and time settings, slide the right wheel until the date and time icon is highlighted in the middle.

Simply touch the line of the item you want to change.

Set Date

Here you can adjust the year, month and date. Simply swipe up and down the column you want to change, and select the desired value. When done, touch the calendar icon at the right of the screen.

Set Time

Here you can change the hour, minute and time format.
Simply swipe up and down the column you want to change, and select the desired value. When done, touch the calendar icon at the right of the screen.

Keypad Settings

Keypad Settings

To modify keypad settings, slide the right wheel until the keypad icon is highlighted in the middle.

Simply touch the line of the item you want to change.

Temperature Units

Use this page to set or change the temperature in F° or C° units.

Display Orientation

Use this page to set or change the normal or inverted display orientation.

Display Contrast

Use this page to set or change the display day or night contrast.

Display Language

Use this page to set or change the display language.

WiFi

WiFi Settings

To modify WiFi network settings, slide the right wheel until the WiFi icon is highlighted in the middle.

WiFi Networks

After a few seconds the available networks will appear on the screen, as well as their signal strength.

Selected network will be identified by a green check mark.

Swipe Up or Down the list to select your network.

WiFi network password

If the wifi network is password protected, enter it when keyboard prompts. Use Enter key to validate the password.

If no password is required the in.touch will connect automatically.

in.touch Module not Connected

If the in.touch module of your spa system is not connected, this message will be displayed.

*Our WiFi information only applies when you have purchased the optional extra; Gecko in.touch 2.

GECKO IN.TOUCH 2 (Optional Extra*)

In our world, everything is now connected.

For hot tub owners who want to connect their hot tubs to the internet, it's easy to get lost in a large clutter of set-ups and configurations.

Hot tub owners need a solution coming with the simplest of set-ups possible. Nobody wants to refer to manuals or call an IT specialist anymore. in.touch 2 eliminates all the complexities of connecting your hot tub to the internet and transforms your smartphone or tablet, into your ultimate mobile remote control. It comes with a state-of-the-art app and 2 pre-paired radio frequency transmitters.

One being part of your hot tub system and the second one, being connected to your Internet router. Both RF transmitters are pre-linked to one another, enabling an immediate and perfect communication between you and your hot tub.

Thanks to a strong RF technology, your in.touch 2 is easily connected

Through our proprietary RF technology, in.touch 2 transceivers emit a strong, stable and long-range signal between your hot tub and your router (about 3 times longer than regular signal). No need for repeaters or boosters: your hot tub will always remain within reach in typical backyard settings.

For iOS and Android users

in.touch 2 streamlined iOS or Android application makes it very easy to control and programme functions and features of your hot tub from your smartphone or your tablet, even when you're away from home. Push notifications will always keep you informed on the status of your hot tub, even when your app is not open.

BLUETOOTH FUNCTION

This Bluetooth receiver with amplifier allows you to control your hot tubs audio system.

It connects to one of your Bluetooth enabled devices (smartphone or tablet, for example), and allows you to control your speakers from anywhere.

The Bluetooth receiver will only pair with ONE device at a time and will automatically reconnect to the current device unless told to disconnect or forget this device.

1. Connecting to the Audio Station

The Bluetooth connection is done in two steps. Before they can connect together, the devices being used need to be paired up.

To pair up or connect any device to the Bluetooth receiver audio station, the station must be open and must not be connected to any other device via Bluetooth as it is impossible to interrupt a connection to establish a new one.

2. Pairing Up

In order to pair up a device with the Bluetooth receiver you will need to access the Bluetooth settings of that device. From there, some devices will automatically search for other nearby Bluetooth devices while the "search" function will have to be activated on other devices.

Once your device is paired with the Bluetooth receiver it will be possible to reconnect it to the station, automatically or manually, without having to pair it again as long as the pairing between both devices is not deleted.

3. Unpairing Bluetooth Device

It is possible to unpair a Bluetooth device from the audio station. This can be done by accessing the Bluetooth settings of the device in question and deleting the audio station from its list of paired devices. On many devices, unpairing is done by selecting the "forget this device" option from their Bluetooth settings.

Once a Bluetooth device has been unpaired from the Bluetooth receiver, the audio station will no longer be able to automatically reconnect to this device. To reconnect this device with the station, it will be necessary to start over with the pairing process by searching for the station.

4. Common problems and solutions

My device is on "search" mode to detect nearby Bluetooth equipment, but does not detect the Bluetooth receiver.

Make sure the audio station is turned on, that you are within range and that the stations Bluetooth is not already connected to a different device.

Despite the fact that my device is within range and that the Bluetooth receiver is turned on with readily available Bluetooth, an error

message is displayed when I attempt to pair up or connect a device.

Delete any existing pairing between your device and the audio station, reset all Bluetooth functions on the device you are trying to pair up or connect with the station and start over with the pairing process.

My device is connected, but the music is not playing.

In some instances, the Bluetooth receiver will not be able to launch the music application of the connected device. Make sure the music application is open and running on the front page of your mobile device.

My device is connected, but instead of playing from the audio station, the music is playing from my device.

An error might have occurred during your connection with the Bluetooth receiver. Disconnect your device from the station and restart the connection.

The automatic reconnection mode is not working.

It is possible that other devices have been connected to the audio station and that the current device is no longer one of the last three connected device or that it has been disconnected using the stations keypad, thus deactivating the automatic reconnection with this device. In this case, you will need to manually reconnect the device to the Bluetooth receiver once to reactivate the automatic reconnection with this specific device.

Our Whitewater & Freshwater Series feature pop-up speakers. Please make sure speakers are DOWN before hot tub cover is closed.

*Our Gecko in.touch 2 is not an added feature. This is an optional extra you can purchase.

Section 5

MAINTENANCE

Daily: It is possible to select how many filtration cycles a day you want your hot tub to perform. We advise to set your filtration setting to run twice per day, for at least 2 hours each time. It is good practice to test your water daily, then adjust alkalinity, pH and sanitiser as required to bring the levels back in line with the 'okay' range on your test strip pack.

Weekly: If you've added sanitizer during the week, you may not need to add a weekly dose, so always be sure to test before adding anything. Check and clean your filters when necessary and add additional maintenance chemicals as required.

Every Three Months: It is advised to drain your hot tub every three months and refill with fresh water. Before you drain your hot tub, add some hot tub flush to your hot tub and let this circulate through the lines and jets, this will eliminate any build up of bacteria and prevent biofilm.

After the bacteria in your lines is dead and circulating, completely drain the dirty water out of your hot tub. Rinse with clean water then drain. Clean your hot tub, wash or replace your filter cartridges, then refill your hot tub with fresh water (Let your hose run for 5 mins before putting it into the hot tub to clear out any stagnant water left in the hose). Consider using a hose filter/water softener to prevent metals and other contaminants from entering your hot tub in the first place.

After you refill your hot tub, balance the water chemistry and use a shock treatment to rid of any non-organic compounds that have entered via the hose pipe. Be sure to test the water one last time before stepping into it the first time. This will ensure your hot tub contains the correct amount of sanitizer to destroy contaminants quickly.

Draining Your Spa

Approximately every 3 months it is recommended to replace your water,

the frequency of which you replace your hot tub water depends on regularity of use, care taken in maintaining the water quality etc.

It will be apparent when your water is ready for a change when you can no longer control sud, scum and cloudiness of the water even though the key water balance measurements are all within the proper parameters. Another alternative is to use a submersible pump, this will allow you to drain your hot tub much quicker.

NOTE: Always power off the hot tub before draining it. Do not power on until the hot tub has been filled to the water level line.

Even though the hot tub is empty do not allow it to sit in direct sunlight and always return the hot tub cover.

If you intend to drain your tub and shut down for the winter, please follow the steps in section below.

Your drain valve will look something like this.

Drain A. Is the main drain output

Drain B. Is for the ice bucket feature

To operate, unscrew the center section and screw in the drain valve adapter that arrived with your hot tub. The action of screwing in the drain valve adapter releases the water flow.

You may wish to attach a hose to the adapter to run the water away.

Filter Care

Cleaning your hot tub filter is a vital part of hot tub maintenance and plays a key role in keeping your hot tub's water safe and clean. While cleaning your hot tub filter may seem complex and cumbersome, it can actually be quite simple.

This will walk you through the most common ways to keep your hot tub's filter spotless.

Tip 1: Filter Replacement

Regardless of how clean you keep your hot tubs filter, it is imperative that you replace them at least every 12 months. In addition to putting a severe strain on your hot tubs pump, worn-out filters are unable to properly trap contaminants.

Tip 2: Basic Rinsing

Your hot tubs filter should be given a thorough rinsing once every 2 weeks. If you make frequent use of your hot tub, however, you may want to utilize this method of filter-cleaning on a somewhat more frequent basis. This method is very simple and can often be accomplished with nothing more than a garden hose. Taking care to remove every speck of dirt, use the hose to give your filter a vigorous soaking and carefully brush out in between the filters paper pleats.

It is also important to rinse your filter off in this fashion whenever you change the water in your hot tub, regardless of how recently its last cleaning took place.

Tip 3: Cleaning Products

If your hot tubs filter is exceptionally dirty you may want to consider incorporating the aid of cleaning products. Filter/cartridge cleaner has proven extremely effective in laying waste to caked-on dirt and calcium. Please follow instructions on packaging. Ensure you rinse the filter thoroughly and leave to dry out completely before placing back in your hot tub.

Tip 4: Mistakes to Avoid

When cleaning your hot tub filter, there are several things you should avoid. First off, do not attempt to clean your hot tub filter in a washing machine, dish washer or pressure washer as the immense water pressure can damage the filter irreparably. Secondly, do not try to clean your filter with bleach or laundry detergents, as they will cause severe foaming problems with your hot tubs water, much like other commercial cleaning products.

UKHT Water Series Filter
FWS01

General Care

Vacuuming the spa: Debris from wind, trees and hot tub users will occasionally accumulate on the bottom of your hot tub. Your hot tubs filtration system will remove the smaller debris. Debris that is too large or too heavy for the filtration system will have to be removed by the use of a hot tub vacuum or net.

Headrest Care: Remove and clean the headrest cushion as needed with soapy water using a cloth or soft sponge or brush.

Tip: always remove the pillows when adding chemical treatments to the hot tub water. Replace after 30 minutes of running the chemicals through the system with the hot tub cover off. This will prolong their life and avoid reduce damage.

Maintaining the Spa Cover: Use a household hosepipe to gently rinse the hot tub cover of any debris.

Using a soft brush or sponge clean the cover with soapy water or a hot tub cover detergent. Do NOT use on the inside of the cover.

TIP: To prolong the life of the hot tub, handle with care or use a hot tub cover lifter and clean regularly.

NOTE: Do NOT use solvents, abrasive products or aggressive detergents e.g. containing alcohol or bleach.

NEVER: allow anyone to stand or sit on the hot tub cover.

Panel Maintenance: Panels do not require any special maintenance regime. To clean, simply wipe down with a wet cloth. Never spray water against the panels as directly behind are electrical components.

Spa Shell Surface: To maintain the sheen of your hot tub shell, it is crucial that you do not use any abrasive cleaners. Only use specific surface cleaners.

NOTE: Regardless of your chosen cleaning method always ensure all the residue has been removed from the surface as this could result in your hot tub having to be drained and refilled.

Section 6
WATER CARE

Water Care Overview

Creating and sticking to a water care plan for your hot tub is the single most important thing you can do to keep your hot tub—and all the people who enjoy it—healthy.

Follow water care best practices, and you'll prevent many potential chemistry issues.

UK Hot Tubs recommend the O2 Soft & Gentle. For more information please visit link below;

https://www.ukhottubs.co.uk/wp-content/uploads/2019/07/softgentleguide.jpg

Other sanitisers are listed below;

Using other chemicals listed below may void warranty through improper treatment and not following instructions.

Please follow all instructions and read through all labels and warnings thoroughly.

REMEMBER—More is not best when it comes to sanitizing!

Additional notes:

1. Do not mix chemicals with each other before adding them to the water. Add only one chemical at a time

2. Never add concentrated liquid chemicals directly to the water. Always dilute chemicals in a large plastic bucket or pail before adding them

3. When diluting chemicals, always add them to the water. Never add water to the chemicals

4. Always dilute the chemical slowly and evenly before adding into the water. Never add any chemical, diluted or otherwise, into any skimmer device

5. Always store chemicals according to the manufacturer's label directions and keep them out of reach of children

6. To maximise efficiency of chemicals, change the water in your hot tub every 3 months

Water Chemistry explained

Moderation is the key when adding any chemicals to your hot tub. Everything you pour in affects something else. They all have the potential to harm you or your hot tub and components if your chemistry isn't balanced.

So if you find you have too much bromine or chlorine in your hot tub, don't worry! You can avoid complications by taking the simple steps to bring it down to healthy levels as soon as possible. You'll be back to enjoying your hot tub in no time.

Sanitisers

A sanitiser is absolutely essential. It doesn't matter how clean your hot tub is, bacteria can still form. Our range of sanitising products – such as chlorine and bromine – will provide an excellent defense against bacteria.

pH regulators

For your santiser to work properly the pH level of the hot tub water must be at the recommended level. This can be adjusted by using either a pH increaser or pH decreaser depending on your tests.

Shock Treatment

Don't panic, this isn't quite as drastic as it sounds. Shock Treatment is simply carried out to prevent the effects of organic waste compounds and involves periodically adding a shock treatment dose to your hot tub; either weekly, fortnightly or after heavy use depending on how often you use your hot tub.

Chlorine based shock is best used when you first open your hot tub or when you change the water and when you need to give it a good cleaning after a heavy bather load.

Non-Chlorine Shock

These shocks won't disinfect the water, so if you are worried about bacteria this isn't the right one to use. They are, however, great at oxidizing other contaminants and cleaning up the water.

This type of shock is recommended for regular use such as on a weekly basis to keep the water in great shape while you are using your hot tub on a fairly regular basis.

Why Shock Your Water

Remove organic compounds from the water: If you use your hot tub often or you have 3 or 4 bathers in there at once, the level of organic compounds can spike quickly. Removing these compounds is a must for clean water.

Kill bacteria: Chlorine and bromine based shock compounds can easily kill bacteria growing in the water so it is safe. However, if you use other types of shock compounds, they will not disinfect the water.

Remove bromamines or chloramines from the hot tub: Adding shock once a week will help break the bonds that form these contaminants so they can easily be removed from the water.

Reactivate bromides in the hot tub: If your hot tub uses bromine, adding shock once a week will help activate it to properly clean the water of your hot tub.

How to Shock Your Water

1. Remove the hot tub cover to allow any gases to be released

2. Adjust the pH levels of your spa's water to between 7.2 and 7.8

3. Turn off the jets but leave the circulation pump running so the water is moving but is not too agitated.

4. Measure the amount of shock you need for the number of liters of water in your hot tub. Check your shock's label instructions to find this information.

5. Add the shock to your hot tub carefully by dosing this into the filter housing.

Clarifiers

A Clarifier will help to keep your water crystal clear and can be used on a weekly basis. It works by fighting the particles that slip through the filter system.

We understand that the above may seem like a daunting proposition, but it really isn't. Your health is important to us and by following these simple procedures you will ensure that your hot tub remains clean and sanitised. If you have any concerns please don't hesitate to contact us.

MAINTAINING YOUR HOT TUB WATER

Use test strips to check the chemical and mineral levels in your hot tub.

You should be checking and adjusting the chemical levels in your hot tub 1-3 times a week depending on your usage. To do this you should use appropriate test strips for the types of chemicals you are using.

Chlorine/Bromine: 3 or 4 Way

Both Above, inc Calcium Hardness—5 Way

Put these strips in your hot tub for 15 seconds, remove the strip and hold strip horizontally and view results.

PLEASE NOTE: Only add one chemical to your hot tub at a time.

When adjusting hot tub chemical levels, add one chemical to the water, and then wait a full two hours before adding another chemical. This will allow the chemicals to disperse naturally and will help to maximize their effectiveness. Waiting also minimizes the risk of a chemical reactions between the additives that can cause problems.

- Keep your hot tub cover off for at least 15 minutes after you have added your chemicals.

- Use an old jug to extract hot tub water and use this to pre-mix your granulated chemicals.

- Keep your hot tub water running when you add the chemicals. Pour mixture into the hot tub filter housing.

- Pre-measure your chemicals before you add them to your hot tub. NEVER pour chemical granules directly into the hot tub. Make sure you are achieving the right balance by measuring the chemicals before adding them.

Check the pH levels

Add pH Plus (Increaser) or pH Minus (decreaser) as necessary.

Your pH should stay between 7.2-7.6. If the pH is off, first work to stabilise the total alkalinity. Then make sure you have added the proper amounts of chlorine/bromine to your hot tub. And then if the pH is still off, add a pH balance product to your hot tub pH level. Your pH levels may be adjusted if: the sanitiser you use is not working well, your hot tub has cloudy water, scales have developed on your

filter, or the water is causing skin and eye irritations.

Check total alkalinity.

Depending on the test reading, add Alkalinity,

Use Alkalinity Builder (to build up) or pH Minus (to reduce) as needed. Use your test strips a well-balanced hot tub should be between 80-120 PPM in Total Alkalinity.

If the total alkalinity goes above 120, you should add pH minus (to reduce). If the test strip reads below 80, add Alkalinity Builder (to build up).

Add the granules to your hot tub and then recheck your alkalinity in around an hour. It is important to maintain your alkalinity first because it affects your overall pH reading.

Check for calcium hardness.

The best way to keep the calcium hardness in your hot tub in check is to use soft water in your hot tub. If your hot tub has too much calcium hardness, it will cause scales to form in your hot tub. You can use a hot tub defender product to protect against these scales. On the other hand, if your hot tub does not have enough calcium hardness, the water will start to draw minerals from other sources, like the aluminum or iron in your equipment. In this case, use a calcium increaser to balance the calcium hardness in your hot tub.

Calcium hardness should stay between 100-250 PPM. Using a water softener at the time of filling the hot tub will help with this.

Use chlorine or bromine to sanitise your hot tub.

Make sure to use test strips to maintain the correct chemical levels.

Chlorine and Bromine can be purchased in granular form or in 1-inch tablets. It is useful to have both, as if you are using tablets and need a boost it is easy to add a little extra granules to your hot tub water. Granular Chlorine or Bromine is usually dissolved in warm water and then applied to the water, tablets are usually placed into a floating dispenser which has a flow regulator to change how quickly the tablets will dissolve, these can be bought separately.

Ensure that you follow the dosage guidelines on the relevant product packaging.

Do not over sanitise your hot tub with Chlorine or Bromine. Make sure you use the recommended level of Chlorine or Bromine. Over dosing can cause serious damage to the hot tubs equipment and cover.

If you find you have over sanitised your water there are a few options to helps reduce the levels.

The first option would simply be to do nothing, leaving your hot tub will allow the sanitiser levels to naturally decrease. It would be advised you don't use the hot tub for a couple of days before you test the water again. If you find the sanitiser level is still far too high, move on the next phase.

The next step would be to remove your hot tub cover. This allows significantly more water (and by extension, chlorine or bromine) to evaporate. It will lower chlorine or bromine levels in your hot tub, plus decrease your water level so you can move on to the next action. The water level will likely have dropped a couple of inches, and you can simply top up your hot tub with fresh, clean water which will dilute the chlorine/bromine levels. Let it circulate, then test it again. But if you didn't lose much through evaporation, and your hot tub is still nearly full, you'll need to remove some water so you can reduce the concentration of sanitiser with fresh water. This will be enough to lower the bromine or chlorine to the desired level in most situations. If your hot tub water has been in your hot tub for two or three months, it's about time to drain and clean your hot tub anyway. Also, if your water chemistry has been difficult to balance aside from high sanitiser levels, that's another indication that it's time to drain and clean. In either case, it makes more sense to start with a full load of fresh water than trying to top off old or highly unstable water.

	Probable Cause:	**Solutions:**
Cloudy Water	• Dirty filters • Excessive oils or organic matter (moisturiser, fabric conditioners, make up • Improper sanitising • Suspended particles or organic matter • Overused or old water	• Clean filters with a filter Cleaner or replace filters • Shock hot tub with sanitiser e.g. Non Chlorine Shock (Bromine) or HTC Chlorine Shock • Add sanitiser (Chlorine or Bromine) • Adjust pH and/or alkalinity with pH/Alkalinity +Plus or pH -Minus • In severe cases use a hot tub flush solution, Run jet pumps, clean/replace filters, drain, clean and refill the hot tub
Water Odour	• Excessive organics in water • Improper sanitisation, not enough Bromine/Chlorine in water • Low pH	• Shock hot tub with sanitiser • Add sanitizer • Adjust pH with pH/Alkalinity +Plus to recommended range • In severe cases use a hot tub flush solution, Run jet pump and clean/replace filters, drain, clean and refill the hot tub
Chlorine Odour	• Chlorine level too high • Low pH	• Shock hot tub with sanitiser • Adjust pH with pH/Alkalinity +Plus to recommended range
Musty Odour	• Bacteria or algae growth	• Shock hot tub with sanitiser • If the problem is visible or persistent, drain, clean and refill the hot tub
Organic Build-up/ Scum Ring around Spa	• Build-up of oils and dirt	• Wipe off scum with clean rag • If severe, drain the hot tub, use hot tub surface cleaning to protect the hot tub shell, and refill the hot tub
Foaming Water	• Build-up of oils and dirt	• Add hot tub Foam Away product • In severe cases use a hot tub flush solution, Run jet pump and clean/replace filters, drain, clean and refill the hot tub
Algae Growth	• High pH • Low sanitiser level	• Shock hot tub with sanitiser. • Adjust pH with pH/Alkalinity -Minus to recommended range • Shock hot tub with sanitiser, and maintain sanitiser level
Eye Irritation	• Low pH • Low sanitiser level	• Adjust pH with pH/Alkalinity +Plus • Shock hot tub with sanitiser, and maintain sanitiser level
Skin Irritation/Rash	• Unsanitary water • Free chlorine level above 5 ppm	• Shock hot tub with sanitiser and maintain sanitiser level • Allow free chlorine level to drop below 5 ppm before hot tub use
Stains	• Total alkalinity and/or pH too low • High iron or copper in source water	• Adjust total alkalinity and/or pH with pH/Alkalinity +Plus • Use hot tub Stain & Scale to inhibit metals
Scale	• Total alkalinity and/or pH too high • High calcium content in water	• Adjust total alkalinity and pH with pH/Alkalinity –Minus • If scale requires removal, drain the spa, clean spa shell with Spa Surface Cleaner, and refill the spa • Add Stain & Scale and balance the water using pH/Alkalinity +Plus or pH –Minus • It is advised to use Test Strips showing Water Hardness

Section 7

PREPARE YOUR HOT TUB FOR A HOLIDAY

Less than 7 days…

For shorter stays away from the house, there are a number of water treatment options available dependent on the duration of your absence from the house that will ensure that your hot tub water and equipment stays healthy and balanced, and ready for when you return.

Here's a 6 step rundown of what to do before departure:

1. Test and balance the alkalinity and hardness level of your water
2. Clean your filter thoroughly or just replace it with a clean one while you're away
3. Add an appropriate amount of sanitizer to a floating dispenser - Shock your water with sanitizer before you leave
4. Secure hot tub cover
5. If you wish, you can drop the temperature to save energy and money
6. Do not turn off the power to your hot tub

More than 7 days…

For longer holidays of over 7 days, it's extremely important that you take the time to prepare your hot tub correctly.

1. Test and balance the alkalinity and hardness level of your water
2. Clean your filter thoroughly or just replace it with a clean one while you're away
3. Add an appropriate amount of sanitizing tablets to a floating dispenser. If you can, ask a neighbour to come by every few days to add in a few appropriate chemicals
4. Shock your water with sanitizer before you leave
5. Add water clarifier
6. Secure hot tub cover
7. If you wish, you can drop the temperature to save energy and money or it is possible to place your hot tub in sleep mode. Please refer to the control panel operations for instructions of how to do this
8. Use a Hot Tub Protection Bag. This will also help cut down electricity cost and protect the external sides of your hot tub. Available to purchase separately

HOT TUB WINTERISATION

If you do not intend on using your hot tub throughout winter it is important you prepare your hot tub for winter

PLEASE NOTE: If any water is left in your hot tub, it can freeze and cause issues when re-commissioning your hot tub after winter.

What you will need: Hot tub flush

1. Drain valve (provided with the hot tub from new) or submersible Pump

2. Wet and Dry Vacuum

3. Filter Cleaner

4. Hot Tub Surface Cleaner

5. Hot Tub Cover cleaner

Step by Step....

1. Remove the filters

2. Put the correct dosage of hot tub flush in hot tub and circulate with all jets on for 30 minutes. Switch off at your main power supply. Ensure there is absolutely no power getting to your hot tub

3. Drain the water. Using a submersible pump or the drain plug, begin draining your hot tub completely. If you decide to use a sub pump, make sure when you're finished to remove the drain plug from your hot tub anyway to drain of as much of the water as possible

4. If you use the drain plug the hot tub will allow you to attach a garden hose to it. A sub pump is recommended instead of the drain because the pump works much faster

5. Put the cover back on the hot tub and turn on the electric. Let it run for about 30 seconds, then shut the power off to your hot tub. It would also be a good idea to completely unplug the hot tub if it's not hard-wired

6. Take the cover off your tub. At this time, it's a good idea to clean your filters with filter cartridge cleaner, thoroughly rinse

and store in a dry place

7. Use a wet and dry vacuum to make sure that the filter housing has no water in it

8. Open up the cabinet to your hot tub and locate the pump or pumps. If there are unions that attach the PVC pipe to the pump(s), loosen them. Remove all the drain plugs from the pump(s) as well. This will allow water to drain from your pipes if condensation builds up inside. Make sure to keep the drain plugs in a safe place that you'll remember (place them in a sandwich bag and sellotape to the pump)

9. Clear out the pipework. Take a wet and dry vacuum and turn the setting to blow, or whatever will force air out instead of suction

10. Get in your empty hot tub and place the wet and dry vacuum hose up to all your jets. Work your way around the entire hot tub until you've blown out every single jet. To be thorough, repeat this process

11. Now that you've blown out the pipework, you notice water in the tub. Make sure you get all the water out of the tub by using a submersible pump, wet and dry vacuum, or a sponge. Ensure the hot tub is completely dry

12. Now that you have an empty hot tub, it is recommended you clean the shell thoroughly with a hot tub surface cleaner. If the cleaner you use requires you to rinse with water, please ensure you remove that water completely

13. Deep clean the cover by using a hot tub cover cleaner on both the outside and inside

14. It's important that you secure the cover to your hot tub by using the straps. If your hot tub cover will lock to your tub, then do so

15. As an extra precaution you could purchase a Hot Tub Protection Bag

SERVICING

It is important to service your hot tub, without regular care and maintenance, parts such as the heater, pumps and pipe-work will eventually develop a build-up of dirt and debris commonly referred to as bio-film, this contains parasites, viruses, bacteria and mould – all of which are extremely difficult to remove.

Draining and re-filling your hot tub alone will not tackle the build up of contaminants within the pipe work. Having your hot tub serviced annually will dramatically help towards keeping your hot tub in a hygienic state whilst maintaining the key components through the routine safety and diagnostics test. Not servicing your hot tub may result in your warranty being void. Please contact UK Hot Tubs to arrange your service through a recommended service agent.

HOT TUB TROUBLESHOOTING

The Problem	The Likely Cause(s)	Troubleshooting Solutions	Do you need to call a professional technician?
The hot tub is inoperative	• Power failure • The breaker has tripped • Heater's high-limit thermostat has tripped • Hot tub lock is activated	• Check for problems with your power source • Reset the breaker • Disconnect the power for 30 seconds to reset the thermostat; then check for clogged filters • Deactivate the hot tub lock	• Contact an electrician if your power source is inoperative • Call for your electrician if the breaker won't reset • Call for hot tub service if the high-limit thermostat has tripped
Hot tub won't heat, even while the jets and lights operate	• Air lock was created after filling the hot tub • Blocked filters • Failed air circulation pump or heater	• Remove air locks by loosening pump and/or heater unions • Check for blocked filters, try removing filter and see if hot tub heats okay • Check for water movement	• Call for hot tub service if the heater not working • Call for hot tub service if the circulation pump has failed
Jet operation is weak or surging	• Hot tub water level is too low • Filters are clogged • Air control lever is closed	• Add water to the hot tub • Clean the filters • Open the air control lever • Turn individual jets if not working	• Reach out to your dealer if you have further questions about optimal jet performance and maintenance
Light is inoperative	• Hot tub lock is • activated • Light wiring or assembly is faulty	• Deactivate the spa lock • Replace the light assembly	• Call for hot tub service if you are unsure of how to replace your light assembly
Flo, Htr dry, Dr, Dy displayed	• Filters may be blocked • Circulation pump may have failed	• Check and replace/clean filters if needed • Is the water in the hot tub moving	• Call for service on no water movement
Remote responds intermittently within the 30-foot range	• An outside source is interfering with the signal	• Change the channel on the remote by pressing the Lights button on the dock unit until the buttons flash and you see a change channel screen on the remote; press UP or DOWN to adjust the channel, and OK to set it	• Reach out to your dealer with further questions about operating your control panel and remote
Touchscreen continues to read "Searching for hot tub" on a black screen	• Remote is not paired with the control panel	• Press the Jets button on the dock unit until the buttons flash; press and hold on the screen until Pairing Yes/No displays; press Yes to pair	• Contact your dealer for technical support if problems with your control panel or remote continue

WARRANTY INFORMATION

Your hot tub comes with a warranty to cover you in case of any breakdowns or faulty parts. Details of your warranty are available from UK Hot Tubs.

In such a case where you need to log a warranty claim, please contact us via **www.ukhottubs.co.uk/contact/** stating your full address details and best contact number with your make and model of hot tub and your serial number

England and Wales

10 years warranty on the shell structure of the hot tub: The shell will maintain its structural integrity and configuration and be free of any water loss due to a defect in the hot tub shell.

5 years warranty on the shell surface of the hot tub: The manufacturer provides the user of the hot tub a 5 years warranty against blistering, cracking and delamination.

2 years warranty on Gecko Control box and display module: The manufacturer warrants the display and the hot tub control box against defects in materials and workmanship or any defect for two years. According to the electrical components, this warranty is not given on fuses, bulbs and gaskets.

2 years warranty on the basic and optional hot tub components: massage, pumps, circulating pump, WiFi module, IR receiver.

1 year warranty on the cabinet of the hot tub. The factory installed side panel is warranted for 1 year from the original date of delivery. The warranty specifically covers cracking or peeling of the shell. Fading and weathering of the surface will naturally occur over time and is not considered to be warrantable defects.

2 year warranty on the ozone generator: The ozone generator is warranted against defects in materials or workmanship for 2 years from the original date of delivery.

2 year warranty on the audio system components: The factory installed audio components (i.e. power supply, speakers, wires, etc.) are warranted against defects in materials or workmanship for 2 years from the original date of delivery.

1 year warranty on LED lights: The factory installed LED lights are warranted against defects in materials or workmanship for 1 year from the original date of delivery. The factory installed LED lights components are warranted against defects in materials or workmanship for 1 year from the original date of delivery. LED bulbs are not covered by the warranty.

1 years warranty on the thermo cover: The thermo cover is warranted against defects in materials or workmanship for 1 year from the original date of delivery.

90 days warranty on the skimmer house/plastic external control parts, overlays: Some parts most of which can be changed out without the use of tools, such as filter cartridges, filter lid, filter housing, hot tub pillows, cover locks etc. are not included in this warranty but are warranted to be free from defects in materials and workmanship at the time of delivery.

Warranty Limitations

1. The warranty does not cover damage caused by misuse, lack of maintenance, or limescale deposits

2. The manufacturer reserves the right to replace defective parts with factory or remanufactured parts

3. The manufacturer is not responsible for any damage caused by alterations or modifications by the user

4. Radio/Bluetooth reception is not covered by warranty because the reception depends on local conditions. The received signal may deteriorate if there are high voltage lines near the hot tub

5. The warranty of the hot tub does not cover defects, damage or failure caused by the common carrier, installer, user or other persons, pets or rodents without limitation any of the following: careless handling (lifting unit by plumbing, abrading finish, etc) including its own negligence; modification of any type for any reason (including modification to meet local codes); improper installation (including installation not in accordance with instructions and specification provided with the unit); connections supplied by the installer of the equipment; improper voltage supply or unauthorised electrical modification; misuse; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; use of abrasive or improper cleaners; or acts of God, such as lightning, floods, earthquakes etc

6. In addition, the manufacturer will not be responsible for incidental or consequential damages or losses arising from any cause (e.g. water damage to carpet, ceiling, tiles, marbles, loss of use etc.) including its own negligence; damages to, respecting or resulting from: plated parts when pool and/or hot tub chemicals are used in the unit or hard water conditions; optional bath equipment not manufactured by the company but supplied with the dealer, installer or company; the units prior usage as an operational of display; or defects that should have been discovered before installation

7. This warranty does not include: labour, transportation of other costs incurred in the removal and or reinstallation of the original unit and/or installation of a replacement unit; any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit or business advantage of any kind under any circumstances. Hot tub units are excluded of any warranty coverage if any addition, deletion or modification of any kind whatsoever has been made to the unit (or any component)

8. The warranty does not cover defects of damage due to normal wear and tear, improper installation, alterations without the manufacturer written consent, accident, misuse, abuse, commerce or industrial use, use of an accessory not approved by the manufacturer, failure to follow the user manual, or repairs made or attempted by anyone other than an authorised representative of the manufacturer

9. UK Hot Tubs will not provide compensation for delays in rectifying and faulty/broken hot tub issue

Extent of Warranty

This warranty extends only to the original consumer purchaser of the hot tub when invoiced and delivered. The warranty terminates upon any transfer of ownership, prior to the expiration of the warranty period.

UK Hot Tubs Ltd
Unit 50, Broadmarsh Business & Innovation
Centre, Harts Farm Way, Havant
Hampshire, PO9 1HS
t. 02392 471 073
e. info@ukhottubs.co.uk
w. **ukhottubs.co.uk**