



# HOT TUB USER GUIDE

# Hey you.

Thanks for choosing H2O Spa for your hot tub.

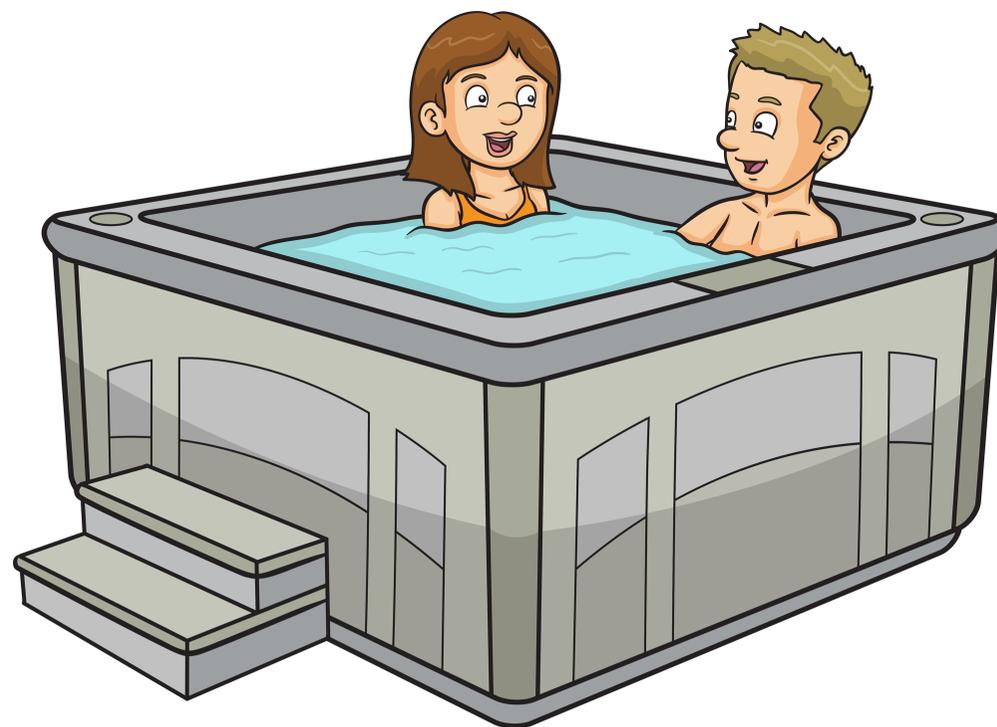
We're confident you're going to enjoy years of happy hot tub ownership. To help, we've put together this handy guide.

In here, you'll learn:

- How to fill your hot tub
- How to empty your hot tub
- How to clean your hot tub
- Filter maintenance
- Using the Bluetooth sound system
- How to use your chemicals
- How to shock your hot tub
- Hot tub servicing information

Ready?

Let's get started!



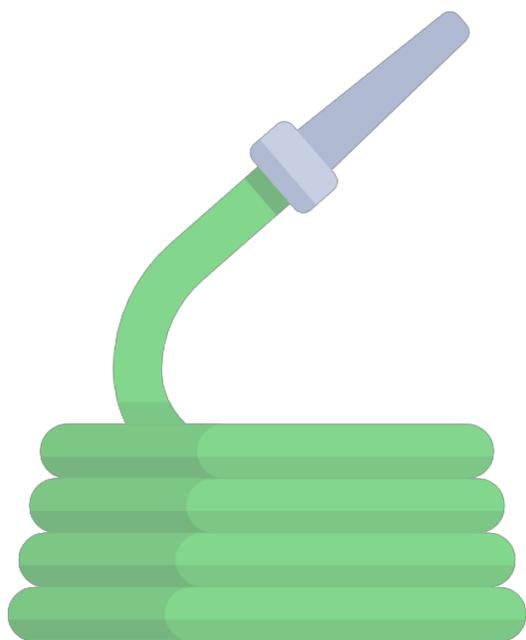
# Filling your hot tub

**Important:** When filling your hot tub from completely empty, it's important to get as much air as possible out of the system. The most important parts of your hot tub system are the heater and circulation pump. If there's air inside when the spa is powered on, then the safety defences won't function correctly, and you could end up burning out your heater or pumps. This is why we recommend a professional installation, even for our 13A Plug & Play models.

**First,** grab your hosepipe and push the end down into the filter housing area - don't put the filter in yet!

**Next,** turn on the tap, you should after a few moments see water starting to come through the bottom jets into the footwell area.

**Finally,** go and grab a cup of tea... it'll take a little while to fill!

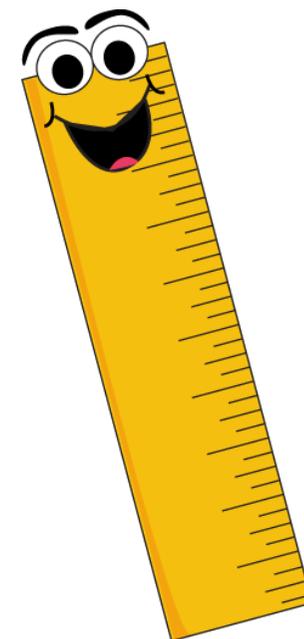


## How high do I fill it?

Keep filling until the water is **1 cm above the top of the highest jet (not including neck jets, if featured on your model, which need to be exposed) and approximately 1" below the pillows** (if supplied with your model).

This means that water can flow through the jets freely without spraying.

It's very important that the pillows aren't resting in the water, otherwise the chemicals can cause them to go mouldy... yuck!



# Emptying your hot tub

Chlorine (or Bromine) is fantastic at keeping your water clean, but it's not magic... and doesn't last forever.

We recommend that you do a partial empty & refill once per month, and a full drain & refill **every 3 months**.

This way, you'll avoid over-exposing your water to sanitisers and chemicals. This also gives you the opportunity to give your spa a good clean.

See the **Cleaning Your Hot Tub** section for more detail on this.

If perhaps you don't have time, speak to us about a Mini Service.



**First...** turn off your hot tub completely at the isolation switch. If you have a Plug & Play spa, switch off the plug socket.

(You don't want your spa to try and heat, filter and pump water when there's none inside it as this can cause terminal damage to important components of your spa.)

**Next,** on one side of your hot tub you'll find a drainage valve. Unscrew this to open it, fit a hosepipe and point the other end towards suitable drainage, then let the hot tub empty.

This will take some time.

We recommend purchasing a submersible pump, which can be found for around £50 but will be a huge time saver in the coming months and years of hot tub ownership.

The pump will remove water considerably quicker than just waiting for gravity to take action.

# Cleaning your hot tub

It's absolutely vital to clean your hot tub on a regular basis. Even if your sanitiser (Chlorine or Bromine) levels are perfect, your spa can still develop biofilm. Bacteria feed on this, which ends up in your water, eating up chlorine and potentially exposing you to contaminants which can cause Legionnaires Disease and E. coli.

**Important: You should do a complete drain, clean and refill every 3 months to maintain optimum water clarity and sanitisation.**

Before emptying your hot tub, we recommend using pipe cleaning fluid called Spa Flush (available on our website) which will clean out the pipework and remove any biofilm. Once you've added it, let it circulate for around **20-30 minutes**. If you see foam, don't worry - that means it's working.

Now you can empty your hot tub. Whilst it's draining, you've got some time to **clean your filter**.

Grab a bucket and fill it with warm tap water. Add some Hot Tub Filter Cleaner to the water, give it a swish to dilute it, and then submerge the filter.

Leave it to soak for **24 hours** and then rinse thoroughly with clean water.

We recommend you alternate filters every month and give them a clean anyway... it's good practice!

Now your hot tub is empty, spray the shell with a Hot Tub Cleaner fluid (**not household cleaning products**) and use a microfibre cloth to remove any residue or scum lines.

Clean around the jets, too. Rinse all surfaces well and drain all the rinsed water to prevent foaming when you refill your spa.

Finally, clean the underside of the cover to protect it and prolong its life.



## IMPORTANT:

Using regular household cleaning products on your hot tub should be avoided. They're extremely acidic and can cause damage to the internal components if not rinsed effectively.

# Cleaning your hot tub filter

Keeping your filters clean is really important, so make sure to take the time to do it to help keep your spa water clean and sparkly.

**Note: You should replace your filters every 6 months with new ones.**

Your ideal filter maintenance schedule should be:

## The Chemical Rinse (weekly)

Remove the filter(s) from your hot tub and rinse with clean water.

You can use your hosepipe or clean them in your sink.

Be sure to spread apart each pleat and rinse well to get rid of any dirt, hair and debris .

Spray with rapid filter cleaning spray, then leave for 20 mins before rinsing thoroughly.

## The Chemical Soak (every 3 months)

You should change your hot tub water every 3 months. Whilst doing this, you can give your filters a good chemical soak.

Using a hot tub filter cleaning chemical, dilute with water according to the directions on the bottle. Make sure you use enough water to completely submerge the filter.

**Leave to rest in the solution overnight.**

The next day, rinse your filter well and leave to dry.

## Filter Replacement (every 6 months)

It's time to replace your filters.

For maximum filtration benefit and the cleanest possible water, a filter should be changed every 36 weeks.

Replacement filters can be ordered through our website, or by giving us a call.

It's good practice to have multiple filters.

When you do a drain & refill of your spa (and thus, a Chemical Soak), use the other filter next time.  
Alternate them each time you do this.



# Listening to your music

One of the great things about a H2O Spa hot tub is that many of them have built-in Bluetooth sound systems. Depending on which model you have, the instructions will be slightly different. Please note, we may make upgrades to our sound systems from time to time which may affect the instructions.

For **Balboa** or **Gecko** sound systems, you have to power the Amp up first.

You can do this using the audio settings on your spa's control screen. Refer to the manual for your control system for more instructions.

Once powered up, go to your phone's Bluetooth settings and find the hot tub.

If **Balboa** then you'll see a BBA option, if **Gecko** you'll see an InTouch option. Pair your phone with your hot tub, and you're good to go! You can stream music from any app on your phone, including Apple Music, Spotify, YouTube and more.

If you have a **Premium Audio** system then the device is always active.

Go straight into the Bluetooth settings on your phone and select your hot tub.

Your hot tub will have a name beginning with **IP-\*\*\*\*\*** or **ZYO\*\*\*** - once paired, you can play audio from any app on your smartphone.

# Servicing your hot tub

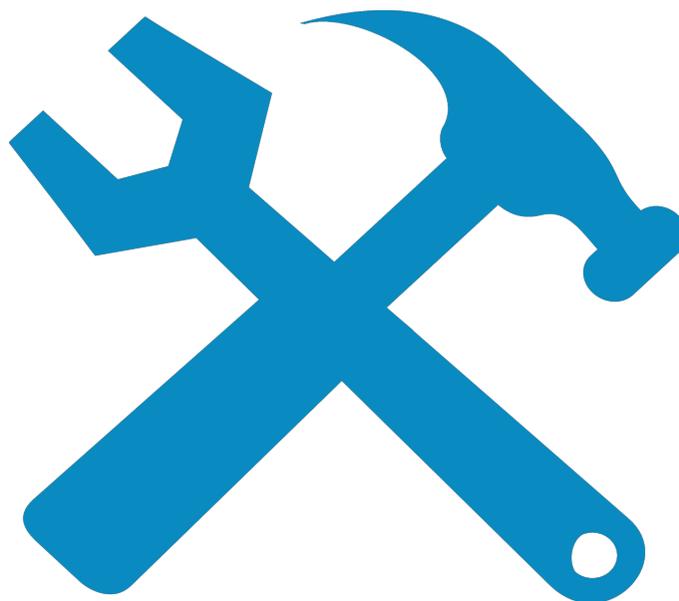
Regular maintenance of your hot tub is important, but some things are best left to the experts.

Just like a car, a hot tub has moving, mechanical parts and annual servicing is essential to keep them functioning at peak performance and efficiency.

As part of your H2O Spa Hot Tub Warranty, you must have your hot tub served by a **H2O Spa Engineer** or **H2O Spa Approved Engineer every 12 months**.

Note: failure to have your hot tub serviced every 12 months will void your warranty on mechanical and electrical components.

To book a service, call us on **0333 990 0320**





# Troubleshooting your hot tub

Sometimes, your hot tub may have an error. Don't worry, we're here to help.

Here's some help with de-coding what troubles can mean. Note, error codes may vary depending on model.

## **FLOW:**

There's an issue with the flow of water around your hot tub's pipework system. The first port of call here is to check your filter(s) as it may be dirty. Remove the filter and give it a good clean. Put it back in. Reset the power to your spa (turn it off and on again after a few seconds) and if the error code hasn't gone, give us a call.

Also, could be a potential fault with the circulation pump. Check to make sure the spa is still circulating water and that the flow of water (with no jets switched on) is moving towards the filter bay. Reset the power to your spa (turn it off and on again after a few seconds) and if the error code hasn't gone, give us a call.

## **HTR or OVERHEAT:**

Normally this happens after a water refill. The problem may be an airlock in the circulation pump meaning water is unable to pass through the system. Switch the spa off to avoid damage and give us a call.

## **PURGES PUMPS:**

If this error comes up regularly for you, then remove the filters and reset the power to your spa (turn it off and on again after a few seconds). Don't put the filter(s) back in. If the error message disappears then you need to replace your filter(s) with a new one.

## **HOT TUB NOT REACHING SET TEMPERATURE:**

If your hot tub won't reach the right temperature that you've set, in the majority of cases we've seen this is a result of the wrong mode being enabled. Your hot tub should always be set to the standard mode unless you're going on holiday or will be away from the hot tub for a week or more. To set the correct mode, please refer to your control panel guide.