

# wave<sup>TM</sup>

## Eco Foam Spa user manual (UK)

**Revolutionise  
your relaxation**

**Read carefully and  
keep for future  
reference**



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**UK  
CA**



**WAVE**<sup>TM</sup>

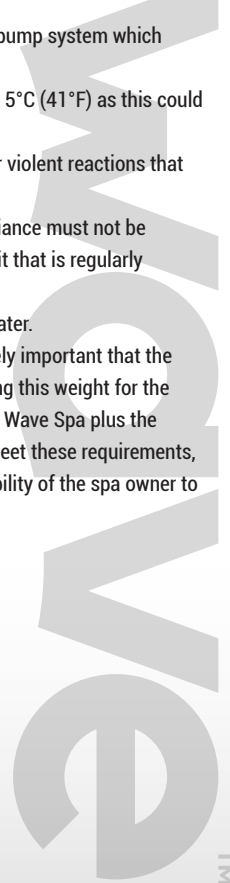
# SAFETY INSTRUCTIONS

## PLEASE READ CAREFULLY!

When installing and using this electrical equipment, basic safety precautions should always be followed:

- The appliance should be supplied through a residual current device (RCD/GFCI type) with a rated tripping current not exceeding 30mA.
- Electric installations should fulfil the requirements of local standards. Earthed appliances must be permanently connected to fixed wiring.
- If the electrical supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard. Any damaged electrical cables should be replaced by a competent party immediately before further use.
- Do not use an extension cord to connect the spa to the electrical supply, as there may be a risk of the cable overheating or defective extension cables causing electric shock.
- **RISK OF ELECTRIC SHOCK.** Never operate any external/additional electrical appliances when in the spa or when your body is wet. Never place any electric appliance, such as a light, telephone, radio or television within 1.5m / 5ft of the spa.
- **RISK OF ACCIDENTAL DROWNING.** Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.
- For health and safety reasons, we do not recommend any child under the age of 8 years use our hot tubs. If a child older than 8 years is using the hot tub, then we recommend that the temperature be set no higher than 37°C / 98.6°F. At no time should any child be left unsupervised in the hot tub, and when not in use, the cover should be secured in place, this will not only help to retain the heat in the water but it will also ensure that no unsupervised child can access the hot tub.
- Water attracts children. Always put the cover on the spa after each use.
- The top cover is not a safety cover, and is not a substitute for responsible adult supervision; children must be supervised around the spa at all times.
- It is recommended that you shower before using your spa, as cosmetic products, lotions and other residues on the skin can quickly degrade water quality.
- Do not switch on if there is any possibility that the water in the spa or control system is frozen.
- To avoid risk of accidental damage, pets should be kept away from your spa at all times.
- The use of alcohol, drugs or medication before or during use of your spa may lead to unconsciousness with the possibility of drowning.

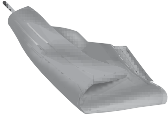
- People who have a history of heart disease, low or high blood pressure, circulatory system problems or diabetes should consult a doctor before using spa.
- People using medication should consult their doctor before using the spa, as some medications may cause drowsiness, whilst other medication may affect heart rate, blood pressure and circulation during use.
- The water in a spa should never exceed 40°C (104°F). Typical operating temperatures are between 34-38°C (93-100°F), which are considered safe for a healthy adult. Lower water temperatures are recommended for younger children, and when use exceeds 10 continuous minutes.
- We do not advise using the spa during pregnancy; soaking in hot water may cause damage to the unborn foetus.
- The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 37°C (98.6°F). The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness and fainting. The effects of hyperthermia include failure to perceive heat, a failure to recognise the need to exit the spa, an unawareness of impending hazards, foetal damage in pregnant women, a physical inability to exit the spa and unconsciousness resulting in the danger of drowning.
- Immediately leave the spa if you feel uncomfortable or sleepy.
- Do not turn the spa on when it is empty as this could cause irreparable damage to the pump system which would nullify any warranty period.
- The spa should not be setup or left outside for long periods in temperatures lower than 5°C (41°F) as this could cause irreparable damage which could nullify any warranty period.
- Never add water to chemicals. Always add chemicals to water to avoid strong fumes or violent reactions that may result in a hazardous chemical spray.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- **WARNING:** An adequate drainage system has to be provided to deal with overflow of water.
- **IMPORTANT:** Because of the combined weight of the spa, water and users, it is extremely important that the base where the spa is installed is smooth, flat, level and capable of uniformly supporting this weight for the entire time the spa is installed (approximately 1300kgs / 2866lb for a 6 Person Square Wave Spa plus the combined weight of the occupants). If the spa is placed on a surface which does not meet these requirements, any damage caused by improper support will void the warranty. It is the total responsibility of the spa owner to assure the integrity of the site at all times.



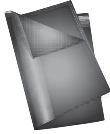
# PARTS CHECKLIST

Please check all parts are present in your box before first use.  
To order new or missing parts please visit [wavespas.com](http://wavespas.com)

OUTER LINER



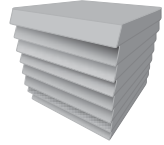
INNER LINER



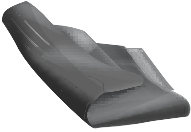
HEATER



8 X FOAM PANELS



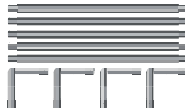
CLIP-ON TOP COVER



INFLATABLE LID



8 X POLES / CONNECTORS  
+GARDA ONLY



REMOTE CONTROLLER



WRENCH



DRAINAGE PLUG



HAIR STOPPER



DRAINAGE ADAPTER



INFLATION HOSE



REPAIR PATCHES



FILTER CARTRIDGE



FILTER COVER



WATER OUTLET



FILTER CONNECTOR



FOAM INSULATING SHEET



# PRODUCT SPECIFICATION

PRODUCT SPECIFICATION	TAHOE 4 CIRCULAR	TAHOE 6 CIRCULAR	COMO 6 OCTAGONAL
Capacity	2-4 People	4-6 People	4-6 People
Water Capacity (approx.)	650L / 171GAL	985L / 260GAL	985L / 260GAL
Actual Water Flow (approx.)	1,325L/H / 350GAL/H	1,325L/H / 350GAL/H	1,325L/H / 350GAL/H
Dimensions (approx.)	Φ156 x 70cm / Φ61 x 27inch	Φ184 x 70cm / Φ72 x 27inch	195 x 195 x 70cm / 77 x 77 x 27inch
Product Weight (approx.)	29kgs / 64lbs	35kgs / 77lbs	38.5kgs / 85lbs
Filled Weight (approx.)	680kgs / 1500lbs	953kgs / 2100lbs	953kgs / 2100lbs
No. of Bubble Jets	70	90	90
Pump Voltage	220-240V 50Hz 12A	220-240V 50Hz 12A	220-240V 50Hz 12A
Max. Temperature	40°C / 104°F	40°C / 104°F	40°C / 104°F
Rated Power Input for Heating	1800W	1800W	1800W
Rated Power Input for Bubbling	600W	600W	600W

PRODUCT SPECIFICATION	GARDA 4 SQUARE	GARDA 6 SQUARE
Capacity	2-4 People	4-6 People
Water Capacity (approx.)	825L / 218GAL	1100L / 290GAL
Actual Water Flow (approx.)	1,325L/H / 350GAL/H	1,325L/H / 350GAL/H
Dimensions (approx.)	160 x 160 x 70cm / 63 x 63 x 27inch	180 x 180 x 70cm / 71 x 71 x 27inch
Product Weight (approx.)	50kgs / 110lbs	75kgs / 165lbs
Filled Weight (approx.)	590kgs / 1300lbs	907kgs / 2000lbs
No. of Bubble Jets	70	90
Pump Voltage	220-240V 50Hz 12A	220-240V 50Hz 12A
Max. Temperature	40°C / 104°F	40°C / 104°F
Rated Power Input for Heating	1800W	1800W
Rated Power Input for Bubbling	600W	600W

# HEATING GUIDE

Heating the water in your spa will usually take between 1–1.5°C / 2–3°F per hour, however this depends on starting water temperature and ambient temperature. The table below gives a guide to the approximate time required to heat the spa to 40°C / 104°F in different conditions.

AMBIENT TEMP.	WATER TEMP.	SET TEMP.	HEATING TIME
10°C / 50°F	10°C / 50°F	40°C / 104°F	23 Hours
15°C / 59°F	15°C / 59°F	40°C / 104°F	18 Hours
20°C / 68°F	20°C / 68°F	40°C / 104°F	14 Hours
25°C / 77°F	25°C / 77°F	40°C / 104°F	11 Hours
30°C / 86°F	30°C / 86°F	40°C / 104°F	8 Hours

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# INSTALLATION GUIDANCE

**The RCD plug is a trip switch and a key electrical safety feature of your Wave Spa; it should be tested before each use**

1. Insert the plug into the power outlet.
2. Press the <<ON / RESET>> button, the indicator light turns red.
3. Press the <<OFF / TEST>> button, the indicator light turns off.
4. Press the <<ON / RESET>> button again, if the indicator light turns red, the RCD is working properly.

If your RCD plug does not behave in this way, switch off the spa and contact Wave's Customer Services team.

## Indoor Installation

Be aware of special requirements if you install your Wave Spa indoors:

1. The floor must be able to withstand the combined weight of the Wave Spa and occupants.
2. The floor should be a non-slip, level surface.
3. A suitable drainage solution is essential when installing your Wave Spa indoors. Please carefully consider the placement of your spa before installation.

PLEASE NOTE: Do not install the Wave Spa on carpet or other material that can be damaged by water

## Outdoor Installation

1. No matter where you install your Wave Spa, it is important you have a solid support foundation. If you are installing the Wave Spa outdoors, ensure there are no sharp objects that could damage it and that the location is level so the Wave Spa sits properly.
2. During filling, emptying or when in use, water may spill out of your Wave Spa. You should install it near to a drainage point that is able to accept the total volume of water.
3. Do not position your spa in direct sunlight for long periods of time as this may affect the strength of the welds.

## Winter Advice

When setting up your spa during the winter or cold periods, follow this advice to prevent damage to the materials, and extend the life of your product.

1. If the ambient temperature is below 10°C (50°F), we suggest keeping the package indoors, where the temperature is above 15°C(59°F) for at least 2 hours before unpacking. This will make the spa liner more flexible and easier to set up.
2. When filling your spa, the water temperature used to fill the spa must be above 5°C (41°F), otherwise the controller may display an error code.
3. Your Wave Spa comes with Freeze Protect technology to prevent water freezing inside the system. It is possible to set the controls so that, if the temperature falls below 5°C (41°F), the heater will automatically come on. In the event of a long-term absence from home when there is a risk of temperatures falling below 5°C (41°F), we strongly suggest emptying and disassembling the spa, and storing it following the storage advice.

## Setup Video

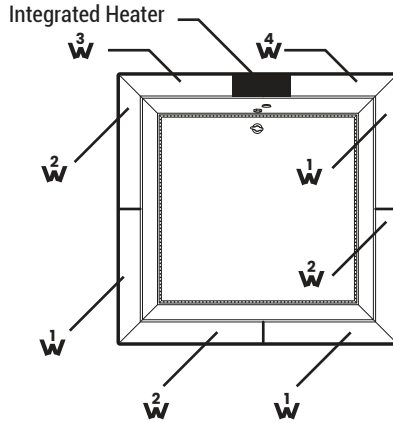




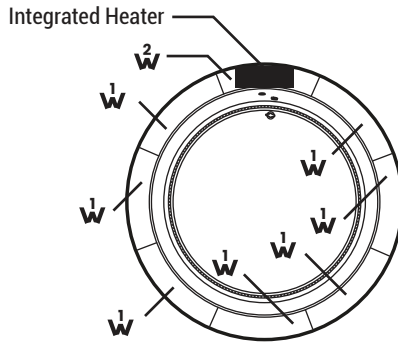
# FOAM PANELS SET UP GUIDE

Each foam panel is labelled with a number that corresponds to the diagrams below. Please use this as reference when assembling the foam walls to ensure the panels are placed in the correct order.

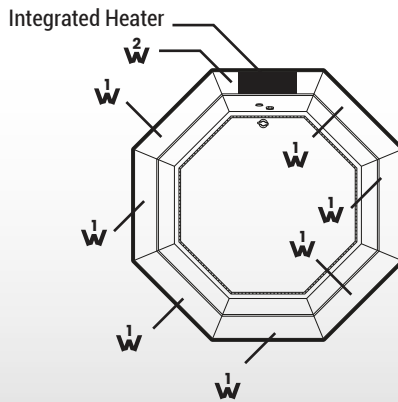
## Garda



## Tahoe



## Como

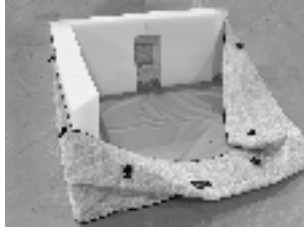


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# SETTING UP YOUR WAVE SPA



1. Unpack the spa in a warm environment to help keep the liner flexible. Lay out the outer liner on a flat, even surface, ensuring it is clear of any sharp objects. We recommend using a foam floor mat for protection and insulation.



2. Unfold the sides of the outer liner and begin to insert the foam panels to build the structure of your spa. Refer to the foam panel set up diagrams for positioning guidance. Then lay the separate foam insulating sheet inside the outer liner.



3. Start with the panels cut to fit around the heater, positioning these directly behind the warning panel of the outer liner, so that when the heater is put in place, the water outlet has sufficient space to fit through the outer liner vent.



4. [GARDA only] Ensure the dual channels cut into the panels are facing outwards, with the channels at the bottom.



5. [GARDA only] As you build the foam structure, leave the two panels opposite the heater to last; they can be pushed into place after fitting the support frame. Lower the outer liner to add the frame.



6. [GARDA only] Construct the support frame around the foam structure, starting with the lower poles. Each straight pole should be fitted to a corner connector and clicked into position.



7. The heater and inner liner are supplied pre-connected. Place them inside the foam walls, ensuring the heater is positioned directly behind the warning panel of the outer liner.



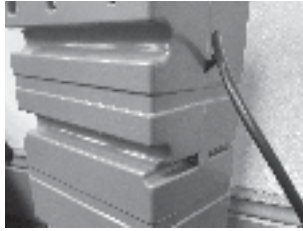
8. With the heater laid flat, run the heater power cable through the air circulation vent below the warning panel. The drainage pipe from the inner liner should also be fed through this vent.



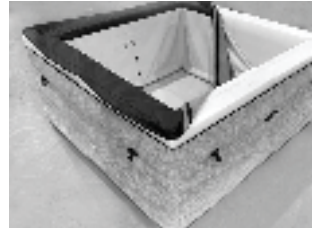
9. Disconnect the pre-attached heater controller, and pass the heater-side cable through the hole into the pocket on the outer liner. The controller can be reconnected to the cable (please take care when aligning the pins), then the sleeve covering the connector should be screwed securely to ensure it is waterproof.



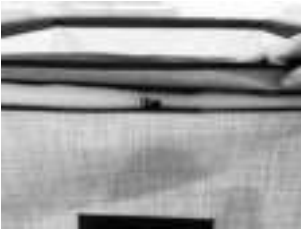
10. The heater can now be stood upright and fitted snugly into the cut-out in the foam panel. Take care to ensure the heater controller cable does not get caught.



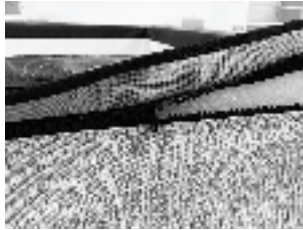
11. [GARDA only] The support frame should sit neatly into the grooves in the heater casing.



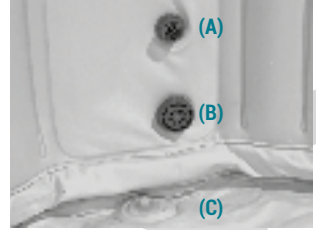
12. The outer liner can be pulled up to fully cover the foam walls, ensuring the foam is neatly positioned to give the best possible fit.



13. Now pull up the sides of the inner liner, so that the black top rim sits neatly on top of the foam wall, and the zip ends are aligned as closely as possible to avoid stress on the zip.



14. Connect the zipper (starting above the heater) and slowly work around the spa to zip the outer and inner liners together.



15. Inside the spa, you can find the Water Circulation Outlet (A) Filter Connector (B) Drainage Plug (C).



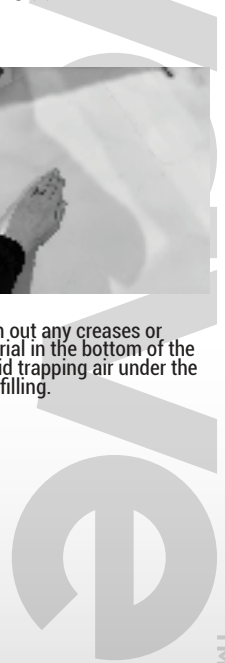
16. Screw the Filter Cartridge onto the Filter Connector (B), turning clockwise until hand tight.



17. Add the Filter Protector Cover onto the Filter Cartridge.



18. Smooth out any creases or loose material in the bottom of the spa, to avoid trapping air under the floor when filling.



# FILLING YOUR WAVE SPA

1. Before filling your Wave Spa, make sure the power cable is outside the spa and NOT connected to the power supply.
2. Check the rubber plug inside the spa is inserted correctly and is watertight in the water outlet located at the bottom.
3. Your spa is now ready to be filled with water. Fill with a suitable hose to the water level as indicated. Do not overfill as the water level will rise further when people enter the spa.
4. When filling your spa, the water temperature used to fill the spa should be between 5°C (41°F) and 30°C (86°F) to ensure correct operation. Water that is too hot or cold will trigger an error message.
5. When the spa is filled to the correct level, use the controller to set the temperature and activate the heater. See page 12 for full operating instructions.

Do not use rainwater or surface water to fill the spa and do not use seawater or salt water. Salt can settle in the filter pump and heating element, and result in overloading and faster wear of both components.

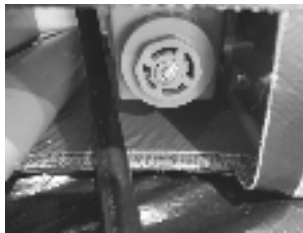
**Warning: Take care when filling (especially on first use). Water must reach minimum level line but must not exceed maximum level. Overfilling may cause pump failure and damage to the spa.**

## SPA COVER

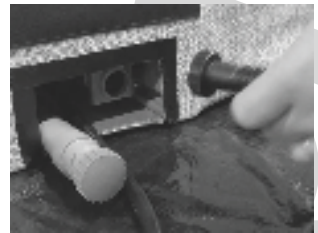
Your Wave Foam Spa comes with an inflatable cover designed to retain heat. When not using your Wave Spa, it is recommended that you use the inflatable cover to protect it. This will also ensure maximum running efficiency by keeping the heat in. To set up the cover:



1. Place the inflatable section inside the cover, with the valve facing outwards.



2. Unscrew the cap underneath the heater (accessed through the vent below the warning panel), and attach the inflation hose, screwing the end connector until hand-tight. Attach the other end of the hose to the inflatable cover.



3. Press the Bubble button on the controller to inflate the cover. When inflated, press again to stop. Disconnect the hose from the cover and valve. Replace the cap underneath the heater.

Position the cover over the spa, and secure in place. Note: The clips used to attach the spa cover have a child-safe release feature. Press the central button at the same time as squeezing the sides to release the clip.

# OPERATING YOUR WAVE SPA

**Warning! Do not operate the pump and heater system whilst the spa is empty, as this may damage the system.**

## FILTRATION SYSTEM



FILTER



'FILTER CHANGE'

To use the filtration system, press the 'FILTER' button, a light will appear and the pump will start to work. Press the 'FILTER' button again once to stop the pump, the light will go out. As a reminder to change your filter, after approx. 168 hours, the letters 'FC' will appear on the display screen, accompanied by a warning tone. The light will still be lit on the 'FILTER' button, but the pump will not be operational. The heating system will also not work and the light will also be out on the 'HEATER' button. To make sure the filtration system is off, press the 'FILTER' button again. The letters 'FC' on the display screen will disappear as well as the warning tone. The water temperature will be displayed, and functions will return to their normal status. Please refer to Page 15.

## HEATER



HEATER

To start the heating system, press the 'HEATER' button, a light will appear. Press the 'HEATER' button again once and the heating system will stop and the light will go out. When you turn the heating system on, the filter system will switch on to circulate water automatically. When the temperature reaches the pre-set temperature the heating system will stop, but the heating indicator light will remain lit. The filter pump will continue to operate even when the heater is not functioning. When the water falls below the pre-set temperature, the system will begin to automatically heat the water again.



UP



DOWN

## SETTING THE TEMPERATURE

To set the temperature, press the 'HEATER' button and the numbers on the display screen will start to flash. You can increase and decrease the temperature by pressing the UP/DOWN buttons. When you have chosen your desired temperature, press the 'HEATER' button again to confirm. Temperatures can be set between the range of 20°C / 68°F to 40°C / 104°F. (See safety instructions for recommended operating temperatures).

## FREEZE PROTECT

To activate Freeze Protect, adjust the heater temperature down to 20°C / 68°F then click DOWN button once more until the controller display shows FP. This will then regulate the water temperature so that if it falls below 5°C (41°F) the heater will automatically come on to avoid water freezing inside the system.

**Warning! Do not operate the pump and heater system whilst the spa is empty, as this may damage the system.**

### **BUBBLE / INFLATE**



BUBBLE

Press the 'BUBBLE/INFLATE' button and the bubble jets will start working - a light will also appear. Press again and the bubble jets will stop working and the light will go out. The bubble jets will stop automatically after working for 20 minutes. To reset, please wait for 10 minutes and then press the "BUBBLE" button again. The bubbles stop after 20 minutes to avoid over-heating of the internal pump and is there as a safety measure. During any time period where the bubbling function has been started, bubbling can be stopped or started. this button is also used to inflate the spa before use. Refer to page 8.



WIFI

### **WIFI**

For more information on downloading and using our App, go to [Wavespas.com/pages/app](https://www.wavespas.com/pages/app) or scan the QR code below. Please note the device requires a 2.4GHz connection.



LOCK

### **LOCK**

To prevent the heater settings being altered by children, the lock feature can be used. Press once to lock the controller. Press again to unlock the functions. control mode and revert to normal spa control functions.

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# WATER MAINTENANCE

## WATER LEVEL

For best performance the water should be filled and maintained between the 'Min' and 'Max' fill lines as indicated on the inner wall of your Wave Spa.

## IMPORTANCE OF WATER TREATMENT

It is of great importance that you regularly monitor and appropriately treat the water in your Wave Spa to maximise your enjoyment from the hot tub and to extend its life. Importantly, you should know that hot tubs can harbour bacteria if not treated correctly and the most common form can lead to Legionnaires' disease. These risks can increase with the age of the user, but some people with the following traits are at higher risk including:

- People over 45 years of age
- Diabetes, lung and heart disease
- Smokers and heavy drinkers
- Anyone with an impaired immune system
- People suffering from chronic respiratory or kidney disease

## HOW DO PEOPLE CONTRACT LEGIONNAIRES' DISEASE?

People contract Legionnaires' disease by inhaling small droplets of water (called aerosols), which are suspended in the air and contain the bacteria. Certain conditions increase the risk of Legionella if:

- The water temperature in all or some parts of the system is between 20°C / 68°F to 45°C / 113°F, which is suitable for growth of the bacteria.
- It is possible for breathable water droplets to be created and water is stored and/or re-circulated.
- There are deposits that can support bacterial growth providing a source of nutrients for the organism e.g. rust, sludge, scale, organic matter and biofilms (from the body).

To keep your Wave Spa in pristine condition, always use the correct chemicals and regularly change your filters. You can order hot tub chemicals from any well-known retailer. Always use spa suitable products when cleaning areas around hot tubs, since household cleaners often contain phosphates which nurture algae growth or detergents which cause foam. You should also ensure the spa water is changed frequently especially when used often.

It is essential to keep your hot tub water hygienic and free of water-borne bacteria like Legionella, by treating it with the correct chemicals and regularly changing your filters, regardless of how long or how frequently you use your hot tub. Correct water treatment will ensure the safety of hot tub bathers, reduce how often you have to replace the water and also prolong the lifespan of your pump.

To reduce foaming on the surface of the spa water, it is ideal to shower before entering the spa, this will help to remove any lotions or oils on the skin. For more detailed advice on how to use spa chemicals, refer to manufacturers' instructions.

## LOW pH

We recommend you maintain your water pH between 7.2 and 7.6, total alkalinity between 80 and 120 ppm and free chlorine between 3 to 5ppm. Low pH will cause damage to the Wave Spa and pump. Damage resulting from chemical imbalance is not covered by in your warranty. Purchase a test kit to test your water chemistry before each use of the Wave Spa and no less than once per week.

# CLEANING & STORING YOUR WAVE SPA

## CLEANING YOUR WAVE SPA

Detergent residues and dissolved solids from bathing suits and chemicals will gradually accumulate in the spa's water. To clean your Wave Spa, use soap and water then rinse thoroughly. Please note: do not use hard brushes or abrasive cleaners.

## REPAIRING PUNCTURES IN YOUR WAVE SPA

If your Wave Spa liner is torn or punctured, use the repair patches provided. Completely dry the area to be repaired, apply a strong adhesive to the repair patch and then cover the damaged area. Smooth the surface to remove any air bubbles. Leave to dry for 12 hours before using the Wave Spa.

## HOW TO EMPTY YOUR WAVE SPA

1. Firstly, remove the RCD plug from the electrical mains.
2. Remove the screw cap from the water outlet (below the pump system of the Wave Spa) ensuring the Drainage Plug is still inserted to prevent unexpected draining.
3. Screw the hose onto the water outlet and direct the open end of the hose appropriately.
4. Remove the drainage plug from the outlet on the floor of the spa so the water can flow out.
5. When the Wave Spa is completely drained of water, you must operate the bubble function for 30 seconds to drain any remaining water from the pipeline.
6. When draining has finished, remove the hose and replace the drainage plug and water outlet cap.

## STORING YOUR WAVE SPA

Make sure all the water is completely drained from the Wave Spa and pump system. This is vital in extending the life of your Wave Spa. We recommend the use of a wet/dry vacuum to blow out or suck up water from the Wave Spa pipes and pump lines. Remove the filter cartridge. Your spa should be stored in a dry place, ideally raised off the floor and away from any extreme temperatures. Please note: Plastic becomes brittle and susceptible to breakage when exposed to subzero temperatures and this can severely damage your Wave Spa. Leaving your Wave Spa outside and uncovered during the winter months will void your warranty.

## CLEANING THE WATER FILTER CARTRIDGE & MESH FILTER

To maintain best performance, we suggest that you clean your filter after every use and, if using your spa 2-3 times per week, change your filter every week.

1. Remove the filter protector cover and then remove the filter cartridge.
2. The filter cartridge can be rinsed periodically under a cold tap and reused. However, if the filter cartridge remains soiled and discoloured the filter cartridge should be replaced. If any holes are present in the paper filter or the paper in the cartridge is noticeably worn, replace the filter with a new one before further use. We do not recommend the use of pressurised water to clean filters.
3. Replace the filter protector cover over the filter cartridge and attach to the filter connector by turning it clockwise until hand tight.

To help to keep your water clean, check your filter cartridge every day. To order more filters for your Wave Spa, please visit [wavespas.com](http://wavespas.com)



# TROUBLESHOOTING

Here are some helpful tips to help you to diagnose and rectify some common problems:

PROBLEMS	POTENTIAL CAUSES	SOLUTIONS
Bubble Jet system is not operating	<ul style="list-style-type: none"> <li>- Air pump is too hot</li> <li>- Something is wrong with the heater unit</li> <li>- Air Pump is in cooling mode</li> </ul>	<ul style="list-style-type: none"> <li>- Unplug the system. After the air pump has cooled, insert the plug and press the bubble button to activate</li> <li>- Wait for 10 Minutes and restart</li> <li>- Contact customer services if it does not reset</li> </ul>
Heating system does not operate	<ul style="list-style-type: none"> <li>- Water is too hot/above sensor maximum</li> <li>- Temperature is set too low</li> <li>- Dirty filter cartridge</li> <li>- Improper water levels</li> <li>- Heating element failure</li> <li>- Power voltage is too low or incorrect frequency</li> </ul>	<ul style="list-style-type: none"> <li>- Unplug the spa and allow the water to cool</li> <li>- Set to a higher temperature (20°C / 68°F to 40°C / 104°F) than the current water temperature</li> <li>- Clean/replace the filter cartridge</li> <li>- Add water to the specified levels</li> <li>- Contact customer services for advice</li> <li>- Contact a qualified electrician</li> </ul>
Filtering system does not operate / Rattling noise when switching filter on Spa deformation	<ul style="list-style-type: none"> <li>- Dirty filter cartridge</li> <li>- Water level is too low</li> <li>- Something is wrong with the heater unit</li> <li>- Exposure to sunlight can soften spa materials</li> </ul>	<ul style="list-style-type: none"> <li>- Clean/replace the filter cartridge</li> <li>- Top up the water</li> <li>- Contact customer services if it does not reset</li> <li>- Ensure spa is not in direct sunlight</li> </ul>
Spa leakage	<ul style="list-style-type: none"> <li>- Inner liner is torn or punctured</li> <li>- Air valve cap is loose</li> <li>- Drain plug is loose</li> </ul>	<ul style="list-style-type: none"> <li>- Use the repair patch provided</li> <li>- Tighten the air valve</li> <li>- Clean the plug and push tightly into drain</li> </ul>
Water is not clean	<ul style="list-style-type: none"> <li>- Insufficient filtering time</li> <li>- Dirty filter cartridge -</li> <li>- Improper water maintenance</li> </ul>	<ul style="list-style-type: none"> <li>- Increase filtration time</li> <li>- Clean/replace the filter cartridge</li> <li>- Refer to the chemical manufacturer's instructions</li> </ul>
Display temperature is higher than 40°C / 104°F, after stopping heating function	<ul style="list-style-type: none"> <li>- Residual water in the Wave</li> <li>- Spa will continue to be heated by residual temperature</li> <li>- Water inlet through the filter system may be blocked</li> </ul>	<ul style="list-style-type: none"> <li>- Unplug from mains and wait. Temperature will start to reduce and return to normal</li> <li>- Clean the inlet</li> </ul>

## RESET FUNCTION

When the temperature of the heating element in the motor block exceeds 47°C the device will stop and automatically reset to prevent over-heating. If this happens, wait 15-20 minutes before pressing the <<ON / RESET>> button on the RCD plug to restart the device. If the device fails to reset, please contact Wave customer services.

For more troubleshooting advice, please visit [wavespas.com](http://wavespas.com)

# CONTROL PANEL ERROR CODES

CODE	CAUSE	SOLUTIONS
FC	When the filtration system has worked for approx. 168 hours, FC code will appear to advise you to check the filter. Change) will appear. The pump and heating buttons will be disabled.	Check the filter is clean and change if necessary. Press the 'Filter' button again. The FC error code will disappear, water temperature will be displayed, and all functions will return to normal.
SL	Blocked or dirty filter. Low ambient temperature: the pipe and heater are too cold to function correctly.	Check the filter is clean and change if necessary. Pour some warm water into the spa, and the upper water outlet.
HL	A blockage in the system is preventing water circulation and causing a false high temperature reading.	Check the water flow from the filter outlet; if the flow rate is weak, non-existent or the heater is making a grinding sound please: 1) Ensure filter does not need replacement 2) Rinse the filter under a tap to clean 3) Check the filter is not overtightened.  If debris is drawn into the motor, the impeller may seize. Unplug at the mains, drain water and remove the filter, then check the outlet for obstructions.  Hard water can cause limescale build-up. Turn off the spa at the mains, remove the filter, then use a garden hose to run clean water through the inlet and outlet to loosen limescale or other debris. Use a net to remove debris from the water.
SH	Water temperature sensor issue	Please contact Wave customer services.
FP	Freeze Protect mode has been activated.	To exit Freeze Protect (FP) mode, press the HEATER button followed by the UP button, until reaching 20°C. The controller will return to its normal state. If the FP code still shows after carrying out the above, there may be a controller malfunction. Please contact Wave customer services.

# WARRANTY & RETURNS

If you purchased your Wave Spa directly from Wave, then your warranty will be automatically registered. If you purchased from a third party, please visit: [www.wavespas.com/pages/warranty](http://www.wavespas.com/pages/warranty) for information on how to register your warranty.

All Wave products are inspected before leaving the factory. We warrant this product against material defects and workmanship for a period of time (unless local law has a specific requirement) as follows:

- 2 years for the pump / heater
- 1 year for the spa liner

Warranty for the product begins on the day of receipt and we will require proof of purchase to validate this. During the warranty period, we will replace or repair any defective items. Any replacement or repaired products will be warranted for the remainder of the original period.

## Shipping costs

During the warranty period return and replacement costs will be the responsibility of Wave subject to warranty claim. Please note the return must be organized by Wave, Wave will not cover the costs of a customer arranged return. Should you run into an issue please contact Wave Customer Services to initiate the return. Any returns that were not pre-approved by Wave Customer Services, will be re-directed to you.

## Warranty policy

This limited warranty does not apply to any defect arising due to negligence, accident, misuse or any other reason beyond Wave's control included but not limited to; normal wear and tear, negligence or failure to follow the instructions in this booklet, improper or inadequate maintenance, connection to improper power supply, chemical damage, damage caused by loss of water, unauthorized modification or repair, use for commercial purpose, fire, lightening, flood or other external causes.

This warranty is only available in the country of purchase.

The warranty only applies to the original purchaser and is non-transferable.

Any repairs which are made by a non-Wave approved service center may invalidate this warranty.

Before making a claim, we may be able to answer your query to common questions, simply visit [wavespas.com/pages/customer-service](http://wavespas.com/pages/customer-service) for further information.

If the FAQs don't solve the issue and you need to make a claim, please visit our website under the warranty section for further instructions. Alternatively, please contact our dedicated Aftercare Team who will guide you through the process. A Wave Customer Service Agent will be required to follow a troubleshooting process in order to diagnose the issue and identify how to best assist you. Photographic evidence and video evidence of reported defects will be a requirement of any customer making a warranty claim or warranty related return request; our Aftercare team will guide you through this process.

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