



WWW.WAVESPAS.COM

SPA – ATLANTIC, ATLANTIC PLUS, PACIFIC, CALIFORNIA, ROMA

Spa Installation and user's manual

Read carefully and keep it for later reference

Contents

Page

- 2. Safety Warnings
- 7. Product Specification (1.1)
- 8. Product Contents / Packing List (2.1)
- 9. Installation (3.1)
- 10. Assembly (3.2)
- 11. Control Panel Instructions (4.1)
- 11. Functions (4.2)
- 12. Spa and Cover Safety (4.3)
- 13. Water Maintenance (5.1)
- 13. Filter Maintenance (5.2)
- 14. Drainage & Storage (5.3)
- 15. Repair Kit (5.4)
- 15. Trouble Shooting (6.1)
- 16. Error Codes (7.1)
- 17. Warranty (7.2)

SPA Installation and User's Manual

Read Carefully and keep it for later reference

Carefully read, understand, and follow all information in this user manual before installing and using the spa.

These warnings, instructions, and safety guidelines address some common risks of water recreation, but they cannot cover all risks and dangers in all cases. Always use caution, common sense, and good judgment when enjoying any water activity. Please read carefully and keep for future reference.

WARNING

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



Non-Swimmers safety

1. Continuous, active, and vigilant supervision of weak swimmers and non-swimmers by a competent adult is always required (remember that children under five are at the highest risk of drowning)
2. Designate a competent adult to supervise the spa each time it is being used;
3. Weak swimmers or non-swimmers should wear personal protection equipment
4. When the spa is not in use, or unsupervised, remove all toys from the spa and its surrounding area to avoid attracting children to the spa. Ensure cover is always placed over spa.

Safety devices

1. It is recommended to install a barrier (and secure all doors and windows, where applicable) to prevent unauthorized access to the spa;
2. Barriers, spa covers, or similar safety devices are helpful aids, but should not be used as substitutes for continuous and competent adult supervision.

Safety equipment

1. It is recommended to keep rescue equipment (e.g. a ring buoy) by the spa;
2. Keep a working phone and a list of emergency phone numbers near the spa.

Safe use of the inflatable spa

1. Encourage all users especially children to learn how to swim prior to use
2. Learn Basic Life Support (Cardiopulmonary Resuscitation - CPR) and refresh this knowledge regularly. This can make a life-saving difference in the event of an emergency;
3. Instruct all spa users, including children, what to do in case of an emergency;
4. Never dive into any shallow body of water. This can lead to serious injury or death;
5. Do not use the spa when consuming alcohol or utilising medication as it may impair your ability to safely use the spa;
6. Protect spa occupants from water related illnesses by keeping the spa water treated and practicing good hygiene. Consult the water treatment guidelines in the user's manual;

7. Store chemicals (e.g. water treatment, cleaning or disinfection products) out of the reach of child- ren. (children)
8. Use the signage as outlined below;
9. Removable ladders shall be placed on horizontal surface.

WARNING: drained spa outdoors may cause unknown hazards.

WARNING: Installation and assembly shall be done by adults.

WARNING: Read and follow the instruction for use and maintenance to ensure a safe use of the swimming spa kit. Not following the instructions for use and maintenance can cause serious health hazards, in particular for children.

WARNING: Only for domestic outdoor use.

WARNING: Drowning hazard. Children have drowned in portable spas.

WARNING: Empty the spa when not in use. Do not leave a spa empty outdoor. (outdoors)



WARNING: Keep children under supervision



WARNING: No diving.

When using this electrical equipment, basic safety precautions should always be followed, including the following:

(a) A green coloured terminal or a terminal marked G, GR, Ground, Grounding, or the symbol is located inside the supply terminal box or compartment. To reduce the risk of electric shock, this terminal must be connected to the grounding means provided in the electric supply service panel with a continuous copper wire equivalent in size to the circuit conductors supplying this equipment.

*IEC Publication 417, symbol 5019.



(b) At least two lugs marked «BINDING LUGS» are provided on the external surface or on the inside of the supply terminal box or compartment. To reduce the risk of electric shock, connect the local common bonding grid in the area of the hot tub or spa to these terminals with an insulated or bare copper conductor no smaller than No.6 AWG.

(c) All field - installed metal components such as rails, ladders, drains or other similar hardware within 3m of the SPA or hot tub shall be bonded to the equipment grounding bus with copper conductors not smaller than No.6 AWG.

A wire connector is provided on this unit to connect a minimum 8 AWG (8.4 mm²) ,6 AWG (13.3mm²) solid copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 5 feet (1.5 m) of the unit.

WARNING

READ ALL INSTRUCTIONS AND SAFETY WARNINGS IN THIS MANUAL

Failure to follow the warnings and instructions in this manual may result in serious injury, drowning or electric shock.

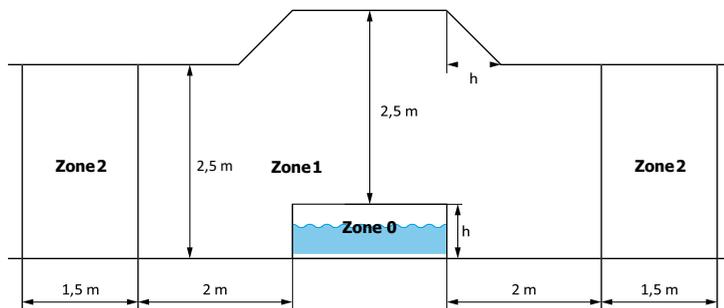
The safety of your children is paramount and children must be supervised by an adult at all times. The risk is the highest for children aged below 5. Adults should be on high alert all the time.

Always comply with the following instructions:

- The children should be under close and constant supervision;
- Designate one Adult to be responsible for supervision
- Always designate a responsible person to manage the Spa;
- Adult supervision should always be relevant to the number of people using the spa
- Wet the neck, chest and legs before entering the water;
- Learn the safety warnings and especially in relation to children;
- Prohibit diving and jumping;
- Prohibit running, splashing games around the spa;
- Do not leave any children around and in the spa unattended;
- Always keep the water treatment products out of reach of all children.

If an incident occurs remove the injured person or child from the spa and spa area. Contact emergency services for advice and guidance on how to treat an injured adult or child.

The hot tub's electrical connections must be installed in the electrical safety zones labelled 1, 2 or outside all safety zones. The measured zones are limited by walls and fixed partitions.



IMPORTANT SAFETY INSTRUCTIONS

For your own safety and to prevent damage to your spa, make sure to following the safety precautions below. Failure to follow the instruction may result in property damage or serious injury or death. Improper installation or operation will void the warranty.

Please read, understand and follow all instructions:

DANGER

● Risk of accidental drowning:

- Extreme caution must be exercised to prevent unauthorized access by children.
- Inspect the spa cover regularly for leaks, premature wear and tear, damage or signs of deterioration. Never use a worn or damaged cover: it will not provide the level of protection required to prevent unsupervised access to the spa by a child.

- **Always lock the spa cover after each use.**

● Risk of injury:

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

● Risk of Electric Shock:

- Do not permit any electrical appliances, such as a light, telephone, radio or television within 1.5m (5 feet) of a spa tub.
- Do not use the spa when it is raining, thunder or lightning.

WARNING

● To reduce the risk of electric shock, do not use an extension cord, timers, plug adapters or converter plugs to connect the unit to an electric supply; provide a properly located outlet.

● The spa electrical appliance should be supplied through a residual current device (RCD) having a rated residual operating current not exceeding 10mA.

● Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to occupants in the spa.

● Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa.

● Residential electrical connection box must be located safely with a distance of at least 2m away from the spa.

● Electric installation should fulfill the local requirement or standards.

● This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

● To reduce the risk or injury, do not permit children to use this product unless they are closely supervised all times.

● To reduce the risk of drowning, supervise children all times. Attach and lock spa cover after each use.

● Make sure the floor is capable of supporting the expected load ($\geq 500\text{kg/m}^2$).

● Adequate draining system must be provided around the spa to deal with overflow water.

● To avoid damage do not leave the appliance empty for an extended period.

● To avoid damage to the pump, the spa must never be operated unless the spa is filled with water.

● To reduce the risk of injury Immediately leave the

● spa if you feel uncomfortable or sleepy.

- Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.

2. PACKING LIST

In order to avoid the possibility of hyperthermia (heat stress) occurring it is recommended that the average temperature of spa water should not exceed 40°C (104°F).

- Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 38°C (100°F).
- Before entering a spa or hot tub the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating devices varies.
- The use of alcohol, drugs or medication before or during spa use may lead to unconsciousness with the possibility or drowning.
- The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia in spas.

The causes and symptoms of hyperthermia may be described as follows:

Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature 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 effect of hyperemia include failure to perceive heat; failure to recognize the need to exit spa; unawareness of impending hazard; fetal damage in pregnant women; physical inability to exit the spa; and unconsciousness resulting in the danger of drowning.

- Obese persons or persons with a history of heart disease, low or high blood pressure, circulatory system problem, or diabetes should consult a physician before using a spa.
- Persons using medication should consult a physician before using a spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure and circulation.
- Check with a doctor before use if pregnant, diabetic, in poor health
- People with an infectious disease should not use a spa or hot tub.
- To avoid injury exercise care when entering or existing the spa or hot tub.
Water temperature in excess of 42°C (108°F) may be dangerous to your health.
- Never use a spa or hot tub alone or allow others to use the spa alone.
- Do not use a spa or hot tub immediately following strenuous exercise.
- Do not put the spa under 0°C (32°F) environment in order to avoid freezing if there is still water in the spa. This will invalidate your warranty.
- Do not turn on the spa when the water is frozen.
- Never pour water with a temperature higher than 40°C(104°F) into the spa directly.
- Always unplug this product from the electrical outlet before removing, cleaning, servicing or making any adjustment to the product.
- Never jump or dive into a spa or any shallow body of water.
- Do not bury the electrical cord. Locate the cord where it will not be damaged by lawn mowers, hedge trimmers and other equipment.
- Do not attempt to plug in or unplug this product while standing in water or when your hands are wet.
- Do not use the spa if damaged in delivery and/or malfunctioning in any way.
- Keep all pets away from the spa to avoid any damage.
- Do not add bath oil or bath salt to the spa water.
- Do not leave an empty spa outside.
- To prevent resetting of the thermal cut out, this appliance must not be supplied through an external switch device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

3. INSTRUCTIONS

1.1. Specifications

	4 Persons Square / Round	6 persons Round	4 persons	5 persons
Model	Atlantic / Pacific	Atlantic Plus	California Elite	Rome Elite
Capacity	4 persons	6 persons	4 persons	5 persons
Dimension (outer)	Atlantic - 148cm Pacific - 142 cm	Outer Diameter 204cm	145cm	172cm Octagon
Dimensions (inner)	Atlantic - 112cm Pacific -112cm	Inner Diameter 160cm	135 cm	152 cm
Height	70cm	70cm	70cm	70cm
Water capacity	780 L (max)	989 L (max)	800L (max)	940 L
Power supply	220-240 V,50 Hz,1540W	220-240 V,50 Hz,1540W	220-240 V,50 Hz,1540W	220-240 V,50 Hz,1540W
Max heat temperature	42°C	42°C	42°C	42°C
Test certificate	CE	CE	CE	CE
Heating efficiency Ambient temperature : 20°C	1.5 - 2.5°C/h	1.5 - 2.5°C/h	1.5 - 2.5°C/h	1.5 - 2.5°C/h



This appliance is marked according to the European directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE). This symbol indicates that this appliance may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. Disposal of the appliance shall be carried out in accordance with the local environment regulations for waste disposal.



The CE mark indicates that the product complies with European directives in relation to 2014/35/CE (low voltage), 2014/30/CE (Compliance with the Electromagnetic Compatibility), 2011/65/EU (restriction of the use of certain hazardous substances in electrical and electronic equipment).

EN

2. PACKAGE LIST

2.1. Package list

Ensure to check all parts are present:



Liner



Pump Unit



Top Cover



Ground Cloth



RCD



Air Valve



Inflating Hose



Pump Unit Connectors



Caps



Repair Kit



Filter Cartridge



Filtration Cartridge Support

3. INSTALLATION

WARNING: If the Spa installed on inadequately level surfaces, they are subject to leaking/ forming irregularities or collapsing, which can result in property damage or serious injury for those in or around the spa area!

CAUTION: Please choose your set-up area carefully as lawn and other vegetation underneath the ground cloth (if applicable) will die. Furthermore, try to avoid setting the ground cloth in areas prone to aggressive plant and weed growth as they may grow through the ground cloth.

EN

3.1. Site selection **WARNING: Before proceeding to install your spa, please make sure that the selected location meets the following conditions:**

- A level place in order to avoid any defect, tearing or leakage.
- Wide enough to support the spa and its pump unit.
- Able to support more than 500 kg/m².
- Sheltered from the sun and bad weather.
- Clean and free from sharp objects.
- Devoid of excessive vegetation on the ground.

Failure to comply with these rules may result in property damage or personal injury.



Use a sun cover



Place in a clean environment



Ensure its level

WARNING: The RCD plug must be tested before each use... Do not use if RCD test fails and see chapter 6.1.



1. Insert the plug into the power outlet.



2. Press the «RESET» button, the indicator light turns red.



3. Press the «TEST» button, the indicator light turns off.



4. Press the «RESET» button, the indicator light turns red.

5. The RCD works properly.

4. USAGE

The number of persons required for installation: 1 adult at least.
10 minutes for site preparation and water filling.

3.2. Assembling



1) Unfold the inflatable spa over the base protector. - IMPORTANT



2) Bring the pump unit to the inflatable spa.



3) Connect the inflation hose to the pump on the socket.



4) Insert the inflation hose into the inflatable spa



5) Connect the pump unit, then press the button to inflate the spa. The air flow valve prevents your spa from over-inflating.



6) Inflate the inflatable spa for about 10 minutes. Ensure that the spa is firmly inflated. For 'California' use hand pump and blow to 10 PSI.



7) Remove the inflation hose and screw the cap firmly in place.



8) Connect the unit pump to the spa using the 3 connectors to screw in. Ensure the icons on the pump and the spa match up



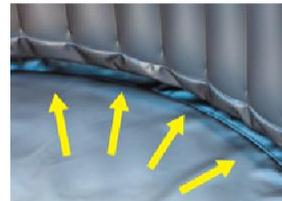
9) Attach the filter cartridge in the spa, it can be pressed and screwed in place. Ensure filter is in filter housing



10) Ensure that the drain caps are properly closed before filling the spa



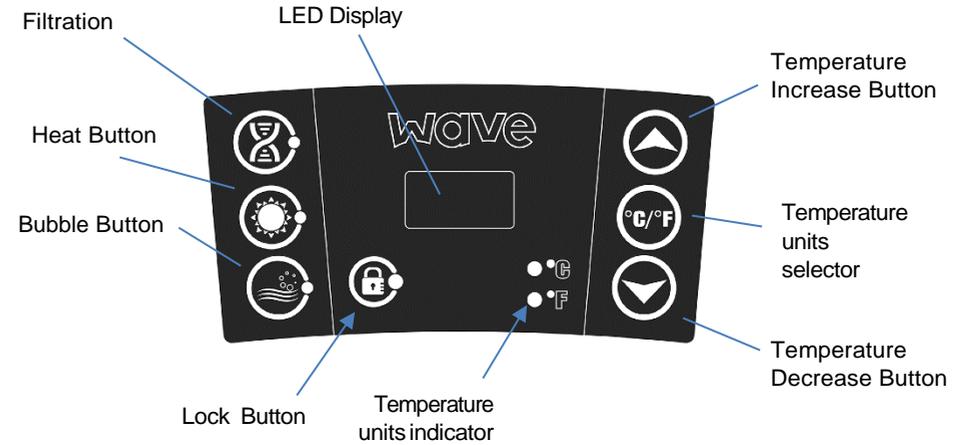
11) Fill the spa with 10 cm of water.



12) Smooth wrinkles out of the bottom of the spa, then fill the spa to the level indicated. Your spa is ready.

Warning: Do not leave spa unattended while filling with water.

4.1. Control panel



4.2. Functions

Once powered-up, the LED displays the current water temperature automatically.



The temperature unit's selector changes the temperature units from Celsius degrees to Fahrenheit degrees.



Press the temperature adjustment buttons, then the screen will flash. When it is flashing, you can set the desired temperature. The value will increase or decrease 1 degree at once. The temperature could be set between 30°C to 42°C (86°F to 108°F).



To lock or unlock the control panel, press the Lock button and hold 3 seconds. **Lock the control panel when you are away to prevent other people come to change your settings.**



Press the Bubble button to activate the bubble and massage system, the green indicator light turns on. It can be turned off by pressing it again.

The bubble system will stop automatically after 30 minutes of operation. Re-activate the bubble function by pressing the bubble button again.

When the filter button is on, pressing bubble button will alter the filter mode into bubble mode: The filter indicator light will turn off and the bubble indicator light will turn on. If the bubble button is pressed again, the bubble mode will be changed back to the filter mode.

5. MAINTENANCE



Press the filter button to activate the water filtration. The green indicator light will turn on when the filtration system is activated. Please note that filters should be changed every 7 days, or until they become discolored.

Note:

- If bubble function is on, the filtration can't be activated.



Press the heating button to activate water heating and filtering system at the same time. The green indicator light of filter and red indicator light of heating will turn on at same time

The pump does not stop heating until the current water temperature reaches the set temperature; and the heating system will restart after the current water temperature drops 2°C below the set temperature automatically.

Maximum heating temperature: 42°C (108°F)

Important:

After 150 cumulative hours of filtration operations, an audible alarm will sound and the LCD display will show the characters CHG, followed by FIL, to remind you to change or clean the filter. You can hold the filtering button 5 seconds to turn off the buzzing. The filtering system will turn off, you can press the button to activate the filtering system again.

Note:

- With the heating system starting, the filtration system will start working together.

- After turning off the heating system, the filtration system will still work.

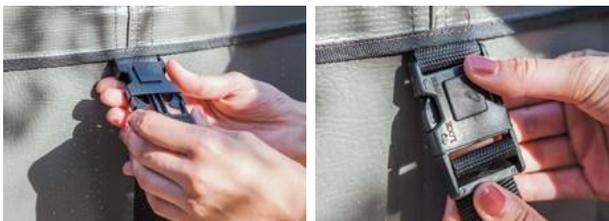
- If the bubble function is active, the filtration and heating functions cannot be activated.

4.3. Spa cover and security

After each use, the control panel must be locked and the spa must be covered with its top cover and it must be attached to the base protector with the safety buckles.

Each safety buckle has a lock system; To close the buckle, put the latch in an up position which locks the buckle, Put the latch in a down position to unlock the buckle.

The top cover retains the heat from the water and secures the spa.



5.1. Water maintenance

WARNING: Bad spa water quality can harm your health.

Depending on the frequency and conditions of use:

- The filter cartridge should be regularly cleaned / replaced every 150 hours max.
- The filter cartridge should be replaced every 150 hours unless cleanable.
- The spa water should be changed every 15 to 30 days.

Use a water test kit to control the parameters of the water before using the spa, or at least once a week.

Use disinfection products for the spa. The treatment products should be used with caution and it is imperative to refer to their instructions.

Damage resulting from improper use of treatment products is not covered by the warranty

1. Water balance

The water balance (pH) must be maintain between 7 and 7.4.

2. Water Sanitation

To sanitise the spa water, we suggest using an active oxygen-based treatment or bromine placed in a floating dispenser. (Dispenser sold separately).



5.2. Cleaning and replacing the filter cartridge

A dirty filter cartridge may contaminate the spa water and cause damage to the heating function.

1. Unscrew the filter case by turning it anti-clockwise. Take out the filter cartridge from the case.
2. Rinse off the filter cartridge with a garden hose. If the filter cartridge remains dirty and discolored, the **filter cartridge should be replaced**.
3. Put back the cleaned filter cartridge into its case and screw it to the spa.



5.2a Disinfection

Water Sanitation:

To sanitise the spa water, we suggest using an active oxygen-based treatment or bromine placed in a floating dispenser. (Dispenser sold separately)

Seek professional advice and guidance before doing this.

Attention:

Detergent residues and dissolved solids from bathing suits and chemicals may build up on the spa walls. Use soap and water to clean the walls and rinse thoroughly with a garden hose using a direct powerful water spray.

5.3. Drainage and storage

Drainage

- 1 Check the stopper on the bottom of the spa and the drain cap.
- 2 Unscrew the drain cap.
- 3 Remove the stopper on the bottom of the spa. Completely drain all water from the spa.
- 4 Once empty, the spa can be cleaned with soap and water.



Storage

- 5 Press the bubbling button to blow out the water inside the jet holes. Unplug the pump, remove the filter cartridge from the inner wall of the spa.
- 6 Use a towel to wipe off the spa, dry for 24 hours.
- 7 Unscrew the valves to deflate the spa.
- 8 Fold the spa.

It is recommended to store the spa in its original package in a warm dry place.



5.4. Repair kit

Little holes or punctures can be repaired with the repair kit included and glue can be adhered to the spa liner.

1. Find the leak.
2. Thoroughly clean the area surrounding the leak.
3. Cut a piece of repair material in round shape, which should be larger than the damaged area.
4. Apply adhesive to the back of the patch and around the area to be repaired.
5. Put the patch on the damaged area and press down firmly. Allow 12 hours for repair to dry. After the patch has dried, apply glue around the edges for a complete seal (dry 4 hours). Ensure NO bubbles are left under the patch.

6.1. Troubleshooting

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

Reference

Inlet – The inlet is where the filter is attached

Outlet – The water outlet is directly above of the filter and is where the hot water is recirculated back into the spa from the heater unit.



Problem	Cause	Solution
Control panel screen does not operate	Check power source	Power failure
		Reset the RCD plug / Check if the wiring system is adapted to the power of the pump unit (1540W)
		Contact service centre for service if it does not reset
SPA pump does not heat properly	Temperature set is too low	Set to a higher temperature
	Filter Cartridge is dirty	Clean or Replace the cartridge (see chapter 5.2)
	Too low water level	Fill water to minimum water level
Bubble system does not work	Heating element defective	Contact service centre
	Pump is overheating	Cut off the power and wait until the pump has cooled.
	Auto shut-down feature (30min) is activated	Press the bubble button to reactivate
Water filtration does not work	Malfunction of the pump unit	Contact service centre if it does not reset
	Filter Cartridge is dirty	Clean or Replace the cartridge (see chapter 5.2)
	Inlet and outlet blocked	Clean the inlet and outlet
	Air inside the pump	Fill water to minimum water level
Pump leakage	Malfunction of the pump unit	Contact service centre if it does not reset
	Adaptor seal in wrong position	Replace the seal in the right position
	Water leakage from pump body	Check the pump body, Contact service centre
Spa leakage	Spa is torn or punctured	Use provided repair kit (see chapter 5.4)
Water is not clean	Insufficient filtering time	Filters must be changed once a week
	Filter Cartridge is dirty	Clean or Replace the cartridge (see chapter 5.2)
	Spa filled water quality	Change the spa water completely
	Improper water treatment	Refer to the chemical manufacturer's instructions

7. WARRANTY

7.1. Error codes

If the screen displays an error code “Ex”, please refer to the table below.

Code	Situation	Problem	Causes	Solutions
E1	Not heating properly.	Wrong temperature control sensor.	Temperature control sensor short circuit or open circuit.	Contact Service centre.
E3	Not heating properly.	High water temperature indicator.	1.The filled water is over 45°C (113°F) 2.The filter cartridge was put on the wrong suction fitting (higher suction fitting).	1.Cut off the power, make sure the spa water is between 2°C-44°C(36°F-111°F).If this does not solve the problem, refer to the box below. 2.Put the filter cartridge on the lower suction fitting.
E4	All functions do not work, buzzing warning.	Low water temperature indicator.	The spa water is lower than 2°C (36°F).	Cut off the power, make sure the pool water is between 2°C-44°C (36°F-111°F) - If this does not solve the problem, refer to the box below
E5	All functions do not work, buzzing warning.	High water temperature indicator.	The filled water is over 50°C (122°F).	Cut off the power, turn to qualified electrician to reset the thermal cutout. If this does not solve the problem, refer to the box below
E6	Not heating and filtering properly Buzzing warning.	Water pressure is not big enough to activate heating.	-Inlet or outlet on inner wall are blocked. -Filter cartridge is too dirty. -Spa water does not reach minimum water level. -Do not release air from pump Pump is wrong”	-Clean inlet and outlet Clean or replace the filter cartridge -Add water to reach water level -Do air release as outlined again - If this does not solve the problem, refer to the box below

E3, E4, E5, E6 error code

Cut off the electricity for 5 minutes and re connect

If error code is still displayed on the control box, please adhere the following instructions:

- 1 - Check that the water line is between the high and low limits.
- 2 – Clean or replace the filter cartridge
- 3 - Unscrew and clean the 2 nozzles (entry and exit of water) inside the spa and remove any waste if necessary (hairs, fur, skin...)
- 5 - Check that the propeller on the filter pump does not contain foreign matter.

Cut the spa again electrically for 5 minutes and re-connect it, if the error code is still displayed on the control box please contact the Service Centre.

7.2. Warranty

Please note that warranty claims are subject to product assessment and testing on receipt of the Spa. Any issues with the control unit are covered for 12 months, subject to using the spa correctly. The Shell has 6 months warranty and will be replaced if it has a puncture due to a manufacturing fault only.

- Products must be used in accordance with the instructions provided and due to hygiene reasons if Spa's need to be returned, they must be returned cleaned & dry regardless of the type of the warranty claim
- Failure to follow instructions provided with the Spa, will void the warranty. Damage, rips & tears to the material are not covered however a repair kit is included
- We will only replace the damaged item should the troubleshooting not resolve the problem
- We will request photographic evidence that the damaged item has been disabled before sending the replacement item

In order to be directed to the relevant aftersales provider, you will have to submit a warranty claim with us.

To do this, please email your enquiry including the below information to:
customercare@wavedirect.co.uk

- *Customer name & address*
- *Customer contact number*
- *Customer email address*
- *Proof of purchase*
- *Photos of set up of the spa*
- *Photo (s) of the problem*
- *Batch number/ serial number**

**If your enquiry relates to the cover and/or liner, please state the batch number located above the warning label on the liner. If your enquiry relates to the control unit, the batch number is located inside the compartment at the back of the spa*