

wave™

Inflatable Spa user manual (UK)

**Revolutionise
your relaxation**

Read carefully and
keep for future
reference



CONTENTS

Safety Instructions	02-03
Parts Checklist & Product Specification	04-06
Installation Guidance	07-10
Filling & Operating Guidance	11-12
Water Maintenance	13
Cleaning & Storing	14-15
Troubleshooting & Error Codes	16-17
Warranty & Returns	18
Wave Accessories	19

SAFETY INSTRUCTIONS – 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 Wave 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 Wave 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 Wave 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 Wave 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 Wave Spa at all times.

SAFETY INSTRUCTIONS

- It is recommended that you shower before using your Wave 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 Wave Spa or control system is frozen.
- To avoid risk of accidental damage, pets should be kept away from your Wave Spa at all times.
- The use of alcohol, drugs or medication before or during use of your Wave 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 Wave Spa.
- People using medication should consult their doctor before using the Wave Spa, as some medications may cause drowsiness, whilst other medication may affect heart rate, blood pressure and circulation during use.
- The water in a Wave 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, as soaking in hot water may cause damage to the unborn fetus.
- 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 Wave Spa, an unawareness of impending hazards, foetal damage in pregnant women, a physical inability to exit the Wave Spa and unconsciousness resulting in the danger of drowning.
- Immediately leave the Wave Spa if you feel uncomfortable or sleepy.
- Do not turn the Wave Spa on when it is empty as this could cause irreparable damage to the pump system which would nullify any warranty period.
- The Wave 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 Wave Spa, water and users, it is extremely important that the base where the Wave Spa is installed is smooth, flat, level and capable of uniformly supporting this weight for the entire time the Wave Spa is installed (approximately 1300kgs / 2866lb for a 6 Person Square Wave Spa plus the combined weight of the occupants). If the Wave 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 Wave 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

HEATER (A)



FILTER CARTRIDGE (B)



FILTER PROTECTOR COVER (C)



INFLATION HOSE (D)



CLIP-ON TOP COVER (E)



REPAIR PATCHES (F)



DRAINAGE PLUG (G)



HAIR STOPPER (H)



WRENCH (I)



REMOTE CONTROLLER (J)



TWO PART AIR VALVE (K)



DRAINAGE APARTER (L)



WATER CIRCULATION OUTLET (M)



FILTER CONNECTOR (N)



AIR INFLOW CAP (O)



PRODUCT SPECIFICATION

PRODUCT SPECIFICATION	180CM CIRCULAR	208CM CIRCULAR	195CM OCTAGONAL
Capacity	2-4 People	4-6 People	4-6 People
Water Capacity (approx.)	800L / 211GAL	1000L / 264GAL	910L / 240GAL
Actual Water Flow (approx.)	1,325L/H / 350GAL/H	1,325L/H / 350GAL/H	1,325L/H / 350GAL/H
Inflated Size (approx.)	Φ180 x 65cm / Φ71 x 25.6inch	Φ208 x 65cm / Φ82 x 25.6inch	195 x 195 x 65cm / 77 x 77 x 25.6inch
Product Weight (approx.)	24kgs / 53lbs	26kgs / 57.3lbs	26kgs / 57.3lbs
Filled Weight (approx.)	680kgs / 1500lbs	953kgs / 2100lbs	953kgs / 2100lbs
No. of Bubble Jets	110	130	130
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	155CM SQUARE	185CM SQUARE
Capacity	2-4 People	4-6 People
Water Capacity (approx.)	600L / 159GAL	910L / 240GAL
Actual Water Flow (approx.)	1,325L/H / 350GAL/H	1,325L/H / 350GAL/H
Inflated Size (approx.)	155 x 155 x 65cm / 61 x 61 x 25.6inch	185 x 185 x 65cm / 73 x 73 x 25.6inch
Product Weight (approx.)	24kgs / 53lbs	26kgs / 57.3lbs
Filled Weight (approx.)	590kgs / 1300lbs	907kgs / 2000lbs
No. of Bubble Jets	110	130
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

WAVETM

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



SETTING UP YOUR WAVE SPA

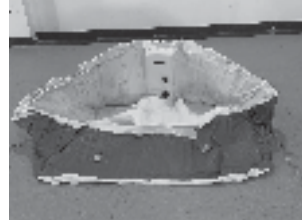
Important: if your spa comes with LED lights, they should be installed before filling your spa. Refer to page 10 for guidance LED light installation.



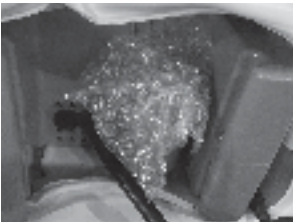
1. Position your spa on a flat, even surface, ensuring it is clear of any sharp objects. We recommend using a foam floor mat for protection and insulation.



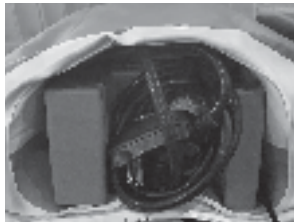
2. In a warm environment to ensure the spa liner is flexible, unpack your spa from its bag and position it in the middle of the floor mat.



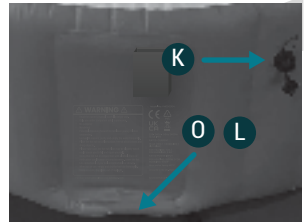
3. Fully unfold the spa, making sure all sides are as upright as possible.



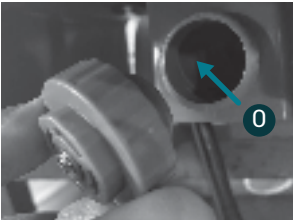
4. For first use, remove the protective plastic from all of the parts.



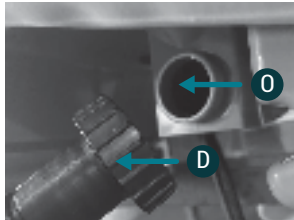
5. Uncoil the cord, PRCD and plug, which is located under the built-in control unit



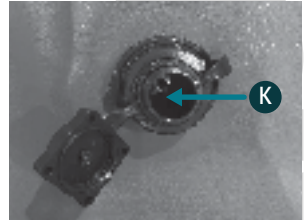
6. Connector Locations: Air Inflow Cap (O), Inflation 'In' Valve (K) and Drainage (L).



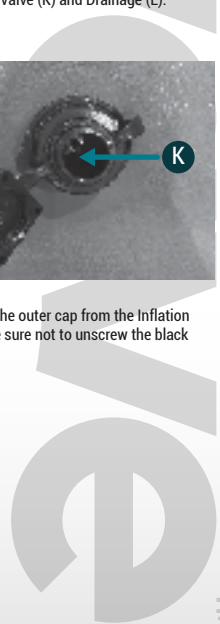
7. Unscrew the cap from the Air Inflow (O)



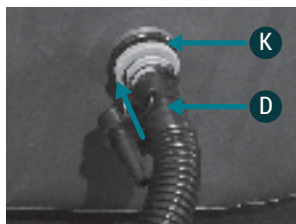
8. Screw Hose (D) on to the Air Inflow (O)



9. Unscrew the outer cap from the Inflation Valve (K). Be sure not to unscrew the black inner valve.



TM



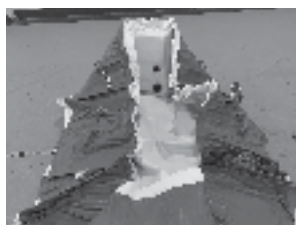
10. Firmly push the Hose (D) into the Inflation Valve (K).



11. Plug in to a suitable wall socket. To switch on, press the 'Reset/On' button. To switch off press the 'Test/Off' button.



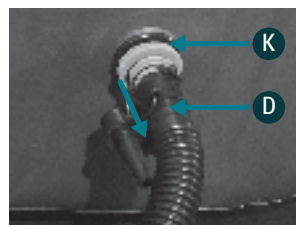
12. Press the 'Bubble' button on the control panel to start inflating the Wave Spa (the button will be illuminated).



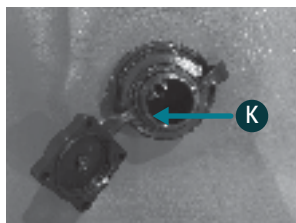
13. The spa will now begin to inflate. To aid the inflation pull the sides upright and spread out the base.



14. Once inflated and firm, press the 'Inflate/Bubble' button on the control panel to 'Stop' the inflation. Remain with spa during inflation.



15. Remove the Hose (D) from the Inflation Valve (K).



16. Screw the cap back onto the Inflation Valve (K).



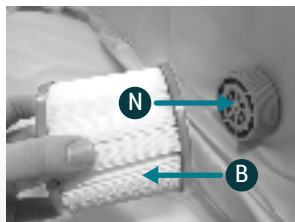
17. Unscrew the Hose (D) from the Air Inflow (O).



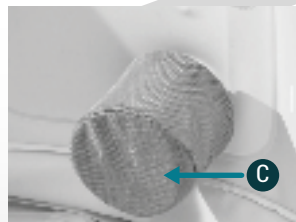
18. Screw the cap back onto the Air Inflow (O). Do not over tighten.



19. Inner Wave Spa features: Water Circulation Outlet (M) Filter Connector (N) Drainage Plug (G).



20. Screw the Filter Cartridge (B) onto the Filter Connector (N) turning clockwise until hand tight.

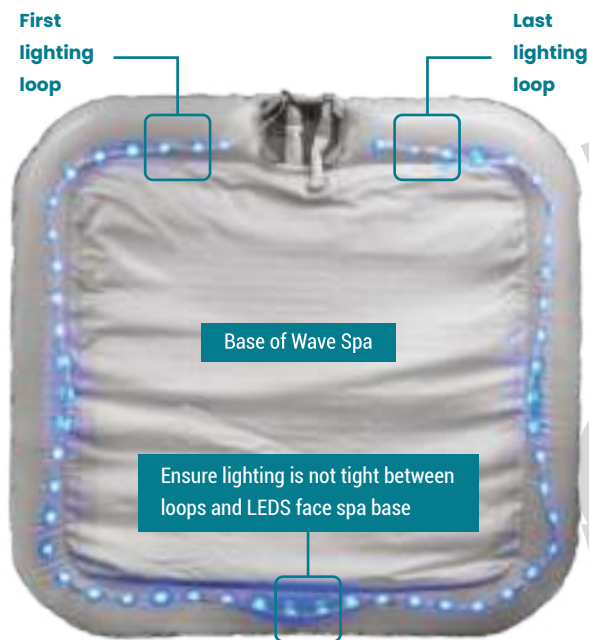


21. Add the Filter Protector Cover (C) onto the Filter Cartridge (B).

HOW TO INSTALL YOUR WAVE SPA LED LIGHTING (if supplied)

FIT LED LIGHTS LOOSELY TO ALLOW THE WAVE SPA TO EXPAND WHEN FILLED.

The correct installation of your LED lights is extremely important and failure to follow the instructions carefully may result in their early failure, but correct installation will ensure they stay working every time you use your spa. The most important issue with installation is to ensure that the lights are not installed too tightly, they must be fitted so they are loose, with freedom to move between the retention loops on the base of the spa to allow the lighting strip to expand when the spa is filled with water. Please ensure that some excess lighting strip is left across each gap (they must not be tight), this helps reduce stress on the lighting. Failure to do this may reduce the lifespan of your lighting and cause premature failure. Please see image below.



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.

CAUTION:

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 the heating element, which then results in overloading and thus faster wear of both components.

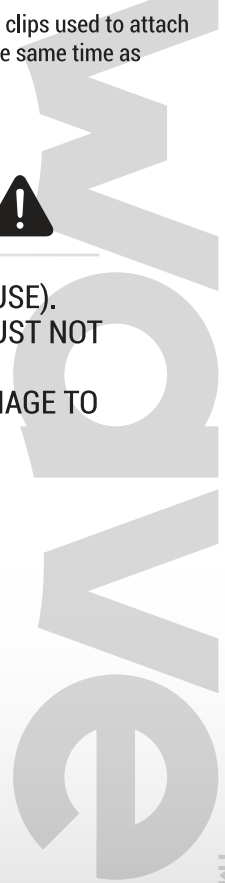
5. When the spa is filled to the correct level, use the controller to set the temperature and activate the heater. See page 12 for full operating instructions.
6. To speed up the warming process, use the spa cover to retain heat. Note: The clips used to attach the spa cover have a child-safe release feature. Press the central button at the same time as squeezing the sides to release the clip.



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.**



TM

OPERATING YOUR WAVE SPA

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 actually off, you need to press the 'FILTER' button again. The letters 'FC' on the display screen will disappear as well as the warning tone. The actual water temperature will be displayed, and all functions will return to their normal working status. 'FC' and the warning tone are a reminder that the user should replace the filter. 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, at the same time the filter system will switch on to circulate water automatically. When the temperature has reached 1°C above 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 1°C below the pre-set temperature, the heating system will begin to automatically heat the water back up to 1°C above the selected temperature. Once this is achieved the heater will then stop to allow the temperature to settle at the pre-set value.



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 'TEMP UP' or 'TEMP 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).

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.



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.

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

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 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 Wave Spa plug from the electrical mains.
2. Remove the screw cap from the water outlet (L) (below the pump system of the Wave Spa) ensuring the Drainage Plug (G) is still inserted to prevent unexpected draining.
3. Screw the inflation hose (D) onto the water outlet (L) and direct the open end of the hose appropriately.
4. Remove the drainage plug from the outlet within the floor of the Wave 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 inflation hose (D) and replace the drainage plug (G) and water outlet cap (L).

HOW TO DEFLATE YOUR WAVE SPA

1. Locate the black two-part air valve (K) on the spa (refer to point 9 of 'setting up your Wave Spa').
2. Fully unscrew and remove the rapid deflation air valve turning anti-clockwise (K).
3. Fold the spa away carefully to direct and remove as much air as possible through the open valve.

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 placed in the bag provided and 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 (C) and then remove the filter cartridge (B).
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 any Wave Spa filters.
3. Replace the filter protector cover (C) over the filter cartridge (B) and attach to the filter connector (N) 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

WAVETM

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

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

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 / 68°F. 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 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.

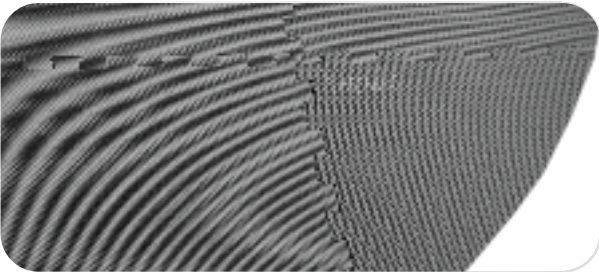
Any repairs which are made by a non-Wave approved service center may invalidate this warranty.

Before making a claim, we may be able to answer your query to common questions, simply visit wavespas.com/pages/customer-service 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.

WAVE ACCESSORIES

To view our range of spa accessories, visit wavespas.com.



WAVETM

Follow us @WAVESPAS



waveTM