



# Patio Spas

Owners Manual



## Okanagan



## Saskatoon



## Gander



## Muskoka

For Service Support please contact us anytime:  
[support.canadianspacompany.com](http://support.canadianspacompany.com)



[canadianspacompany.com](http://canadianspacompany.com)





# BACK GARDEN DELIVERY FORM

Take your smart phone and tape measure outside with you and attach information directly from your phone!

At your convenience upload your information to our site and our experienced delivery team will organise your delivery and installation.



<https://www.canadianspacompany.co.uk/pages/back-garden-delivery-form>



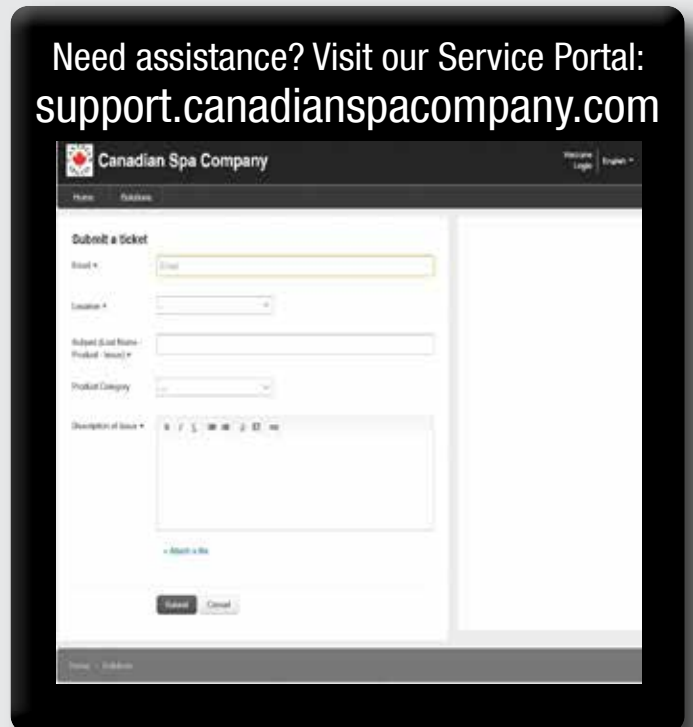
# SERVICE PORTAL

Our service portal has useful information on your spa. The FAQ section provides answers to your hot tub questions.

Submit a ticket in our system and our global team will effectively solve your issue quickly and efficiently 24/7.



Need assistance? Visit our Service Portal:  
[support.canadianspacompany.com](http://support.canadianspacompany.com)



# SAFETY INFORMATION - Europe (50Hz)

## IMPORTANT SAFETY INSTRUCTIONS

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

- WARNING:** To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.
- DANGER:** Risk of accidental drowning. Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.
- DANGER:** Risk of injury. The suction fittings in this spa are sized to match specific water flow created by the pump. Should the need arise to replace the suction fitting or the pump, ensure that the flow rates are compatible. Never operate the spa if suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.
- DANGER:** Risk of Electrical Shock. Install at least 5 feet (1.5m) from all metal surfaces. As an alternative, spa may be installed within 5 feet (1.5m) of metal surfaces if each metal surface is permanently connected (bonded) by a minimum ground wire.
- DANGER:** Risk of Electrical Shock. Do not permit any electrical appliance such as a light, telephone, radio, television, etc. within 5 feet (1.5m) of a spa unless such appliances are installed and built-in by the manufacturer.
- ELECTRICAL SUPPLY:** The electrical supply for this product must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with the national electrical standards. This disconnect must be readily accessible and visible to the spa occupant but installed at least 5 feet (1.5m), from the spa water.
- WARNING:** To reduce the risk of injury:
  - The water in the spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°F) is considered safe for a healthy adult. Lower water temperatures are recommended for young children and when the spa use exceeds 10 minutes.
  - Since excessive water temperatures have a high potential for causing foetal damage during early months of pregnancy, pregnant women should limit spa water temperatures to 38°C (100°F)
  - Before entering a spa, 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 of drowning.
  - Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, 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.
- AUDIO/VIDEO EQUIPMENT WARNINGS (Optional equipment based on model)**
  - CAUTION:** Risk of Electrical Shock. Do not leave compartment door open.
  - CAUTION:** Risk of Electrical Shock. Replace components only with identical components.
  - WARNING:** Prevent Electrocution. Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components, etc.) to system.
  - CAUTION:** Risk of Electrical Shock. Do not service this product yourself as opening or removing audio covers may expose you to dangerous voltage or other risk of injury. Refer all servicing to qualified service personnel.
  - CAUTION:** Risk of Electrical Shock. When the power supply connections or power supply cord(s) are damaged; if water is entering the audio / video compartment or any electrical equipment compartment area; if the protective shields or barriers are showing signs of deterioration; or if there are signs of other potential damage to the unit, turn off the unit and refer the servicing to a qualified service personnel.
  - This unit should be subject to periodic routine maintenance (for example, once every 3 months) to make sure that the unit is operating properly.
  - CAUTION:** Do not operate audio video controls while inside the spa
  - Installation of the spa for other than a residential dwelling will result in voiding the manufacturer's warranty.
  - Do not bring any object into the spa that could damage the spa shell.
  - Never insert any object into any opening.
  - WARNING:** Do not sit on the spa cover or place objects on it.
  - Remove any water or debris that may collect on the spa cover.
  - WARNING:** Do not use the spa immediately after strenuous exercise.
  - If you feel pain or dizziness at any time while using the spa, discontinue use and contact a physician.
  - WARNING:** To reduce risk of injury it is especially important that persons with pre-existing health conditions or problems such as obesity, heart disease, high or low blood pressure, circulatory problems, pregnancy or diabetes to consult their doctor before using the spa.
  - WARNING:** Observe reasonable time limits when using the spa. Long exposures at high temperatures can cause high body temperatures. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could possibly result in drowning.
  - WARNING:** The spa jets produce a stream of water with relatively high pressure. Prolonged exposure of localized area of the body may cause bruises to the skin.
  - IMPORTANT:** The include warning sign must be posted where all users of the spa can see and read it.
  - WARNING:** To avoid risk of drowning. The Spa cover should be in place and properly latched when spa is not in use.
  - IMPORTANT:** Read and understand the warnings on the spa cover.
  - Proper water chemistry is necessary to maintain the water and prevent possible damage to spa components.



## WARNING

### REDUCE THE RISK OF ELECTROCUTION

- Never place an electric appliance within 5 feet (1.5m) of spa.

### REDUCE THE RISK OF CHILDREN DROWNING

- Supervise children at all times.
- Attach and lock down spa cover after each use.

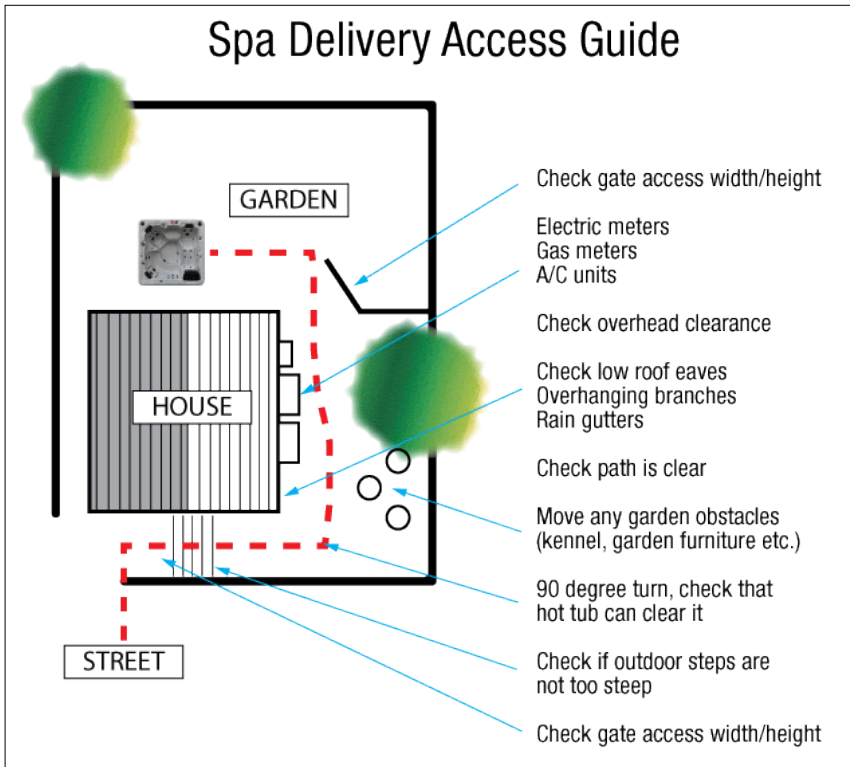
### REDUCE THE RISK OF OVERHEATING

- Check with a doctor before use if pregnant, diabetic, in poor health, or under medical care.
- Exit immediately if uncomfortable, dizzy, or sleepy. Spa heat can cause hyperthermia and unconsciousness.
- Spa heat in conjunction with alcohol, drugs, or medication can cause unconsciousness.

### WHEN PREGNANT; soaking in hot water for long periods can harm your fetus. Measure water temperature before entering

- Do not enter spa if water is hotter than 100°F (38°C).
- Do not stay in spa for longer than 10 minutes.

## Pre-Delivery Information



*Before delivery check your spa height and width and add 5cm clearance on each side to ensure access.*



*Check that the hot tub can clear a 90° turn*



*Ensure you have prepared a level concrete base or a properly fitted existing patio or decking with access to a drain.*

## Delivering your Canadian Spa

### Choose your location

The hot tub location is very important to optimise your bathing experience and provide a relaxing environment for you and your family. Therefore, the following points should be considered:

- The view from the house to the spa, and the view from the Spa in the garden.
- Direction of neighbours, doors, fences or trees.
- Ensure quick and easy access from your house to the spa.
- Direction of drainage. Water should always drain away from the spa. Do not locate your spa in a low run-off area – rain water could flood the area and cause pump and equipment damage.
- If you are installing the spa within a deck, the entire spa base must be sitting directly on the prepared base. The lip of the shell must not support any weight.
- The minimum clearance for entry to the spa's access panel for servicing is 0.75m.
- The spa should not be located near or under overhead wires and must be kept clear of all electrical appliances
- A sheltered environment can result in lower operating and maintenance costs.

### Planning Permission

Under normal circumstances planning permission is not required, but we recommend consulting your local planning office prior to purchase.

### Local Regulations

There may be certain restrictions and/or requirements that are particular to your locality. If in doubt, check with your local council.

### Installation and Ground surface requirements

- Ground preparation is not included in the sale of any spa or gazebo. The location where you are planning to put your spa and/or gazebo must be completely prepared.
- The site must be smooth, flat and level, to ensure complete contact with the bottom of your spa.
- Hot Tubs and Swim-Spas are extremely heavy; therefore, a solid support is essential.

A 10-15cm thick reinforced concrete slab is ideal, in most cases your spa can be placed on a properly fitted existing patio. Your spa can be mounted on a deck, but it must be of solid construction capable of holding the weight of your spa and water. Either way, it is recommended you install your spa at ground level to allow easy internal access.

- The base needs to be at least the same size as the footprint of your spa
- You must allow 0.75 metre clearance for access to the spa's access panel for servicing.
- You will need to get a qualified electrician to undertake this work
- Plug and play models plug directly into a 13Amp socket.

## Pre-Delivery Information

### Plug & Play Hot Tub

#### Before delivery of Acrylic Plug & Play Spa

Please check our General Information section for pre-delivery requirements. These hot tubs plug into a normal wall 13 Amp socket – preferably weather proof - to offer a no hassle solution to install them easily and without the need of an electrician. Be sure that the spa is the ONLY load on the circuit when plugged in.

The design allows for easy drainage. You may wish to purchase a suitable submersible pump to speed up this process.

**Water:** The best means of filling your spa is with a garden hosepipe (use cold water not hot water). Please ensure that you have one readily available. If you are aware that your water pressure is poor, we should be advised prior to delivery.

The design of our spas allows for easy drainage, again, using the hosepipe which conveniently fits onto the drain valve situated at the base of your spa. Ideally, you should empty the water to a nearby drain. You may wish to purchase a suitable submersible pump to speed up this process.

#### OPTION 1

Delivery from warehouse and delivered to customer and moved into hot tub location. Customer to provide access for position see our guide for measurements required for each spa.



#### OPTION 2

Delivery from warehouse to customer, moved into hot tub location then fully installed (including all accessories) and commissioned (No Electrics). Followed by a maintenance tutorial.

Customer to provide access for position. See our measurement guidelines for each spa. Optional crane service is available, please contact us for more information.

#### Cancellation Policy

We require a 48-hour cancellation notice prior to your scheduled delivery. If we are notified later, then a reasonable cancellation charge will be applied.

Crane Service is available  
(Optional)

#### Service and Warranty Procedures

Please read through your warranty carefully, as some items are deemed user serviceable and considered general maintenance items by the manufacturer.

If you encounter any problems with your spa please contact our service desk on [service@canadianspacompany.com](mailto:service@canadianspacompany.com)

Our goal is to resolve any potential issue(s) as quickly as possible so that you can continue to enjoy your new spa.

A complete copy of our Manufacturer Warranty and Owner's Manual can be found on [www.canadianspacompany.com](http://www.canadianspacompany.com)



## Filling up your Spa

**IMPORTANT:** Before filling the spa, it is important to read and understand the water chemistry section of this manual. Do not proceed until the water chemistry section is understood and the source water is tested.

Verify that the spa is in the desired final location. Refer to the 'Choose a location' section - once filled, the spa cannot be moved without draining.

Follow these filling instructions to avoid damage to the spa pump:

1. Leave power to the spa off until spa is completely filled.
2. Never leave an unfilled spa exposed to direct sunlight without the Spa Cover installed. Resulting damage such as bubbles and wrinkles in the spa shell and fading of the jet faces is not covered by the manufacturer's warranty.
3. Never operate spa pump without water because this could result in permanent pump and/or heater damage which is not covered by the manufacturer's warranty.
4. Remove all warning labels from spa shell.
5. Remove the filter lid, basket and filter cartridge.
6. Inspect all Jets (shipping may cause jets to become loose or detached). Check to see that the black Drain Valve (located to the left or right of the front access panel) is closed

**IMPORTANT:** Follow the next steps closely to prevent damage to the Spa Pump. **Filter Type:** Glacier Anti-Microbial Filter  
SKU: KA-10082



7. Insert garden hose or other clean water source directly into filter housing. Push hose pipe into filter housing until it stops. Fill up to middle of the skimmer. Secure hose placement and turn on water. Filling the spa through the filter housing prevents an air lock from occurring in the spa pump, which is an air pocket preventing the flow of water through the pump. Permanent damage caused by running the pump with an air lock (or without water) is not covered by the manufacturer's warranty.
8. Check for leaks! Although spas are fully checked at the factory, shipping and delivery might cause a leak.
9. Before power is applied familiarise yourself with the spa control operations.
10. Turn water off and remove hose.
11. Reinstall filter cartridge, basket and filter lid.
12. Add start-up Chemicals after power is turned on.



## Draining your Spa/Using the drain valve

1. Start by shutting off the electrical breaker connected to your spa
2. Locate the drain valve at the side of the spa. This valve has a straightforward locking mechanism that stops the water from flowing out while you attach a garden hose to the cap.  
First using the tab of the cap pull and twist till pipe comes out  
Now with the pipe out turn clockwise till the pipe further extends out
3. With the valve fully extended, unscrew the cap from the middle of the valve.
4. Screw in the male end of the garden hose to the valve and run the hose to your drain location.
5. Once the water has stopped flowing out of the drain valve, use the wet/dry vacuum to suck out any remaining water from each jet head
6. Twist valve and push in to CLOSE.

## Accessing your spa controls





**ATTACHING YOUR SPA COVER**

The Spa Cover is an important accessory to help preserve the spa's temperature. The Spa Cover also serves as a safety device, preventing unauthorised users from entering the spa. Proper installation of the Spa Cover is an important addition in the spa installation.

- 1) Remove Spa Cover from packaging.
- 2) Place Spa Cover on spa in order to allow easy access to the topside console when opening the cover.
- 3) Line up attaching straps and secure with mounting hardware and use locking mechanism to lock Spa Cover in place.

**IMPORTANT:**

Always lock Spa Cover in place when not using the spa. Do not walk or sit on Spa Cover. Remove snow build-up to avoid breaking the foam inner core. Do not drag Spa Cover on rough surfaces.

**TOP MOUNT™HOT TUB COVER LIFTER**

Fully compatible with ALL our Canadian Spa hot tubs and spas and most other brands; this Cover Lifter is the ideal choice to complement your Hot Tub, making cover removal and replacement a quick, one-handed operation and reducing wear and tear.

- Low-profile design
- Virtually zero clearance required behind spa – great for tight spaces (particularly if your spa is located in a gazebo)
- Mounts directly to the spa
- Fits up to 2.4m Spas
- Made of Aluminium



**CRADLE COVER LIFTER**

Fully compatible with Canadian Spas; this Cover Lifter is the ideal choice to complement your hot tub or spa, making cover removal and replacement a quick, one-handed operation while reducing wear and tear on your hot tub cover.

**LED LIGHTING**

Change the colour of your spa with a press of a button, 13 colour options to choose from. Chromotherapy is a great way to relax in your spa using colours to change your mood



## Chemical Guide



Chlorine and pH should be checked EVERY TIME the spa is used to ensure that the water is safe to use!  
Go to App, put in your test results and it will tell you what to add and how much.



**FREE Water Test App**



### Chlorine Granules - Disinfection

To protect your health, ensure that your spa water is disinfected thoroughly on a regular basis. This is particularly important in spas, as the high water temperatures provide an ideal breeding ground for bacteria. To prevent water problems, there must always be sufficient levels of disinfectant in the water.

The use of Chlorine granules is the traditional method of disinfecting spas. Chlorine granules dissolve quickly, without residues, and do not bleach the surfaces. The granules are pH-neutral, i.e. the pH value of the water does not change with the dosing of the granules.

Check the pH value using the 3 function test strips at least once a week, and, if necessary, adjust it to 7.2 – 7.6. Add 10 g/m<sup>3</sup> of Chlorine granules after each bathing session. Let the circulation pump run for 10 minutes, and then check afterwards using 3 function test strips that the ideal value of 1.0 – 1.5 ppm (mg/L) is reached. If necessary, continue to dose. The granules are dosed directly into hot tub water.

### pH Up and pH Down



The pH value is the basis for reliable disinfection. The care products only work perfectly when the levels are correct, meaning the water is not harmful to skin, hair or eyes. The ideal pH value is between 7.2 and 7.6. The pH value is influenced by various factors. For example it increases when fresh water is added. Increasing the water temperature or using the jets changes the pH value. Therefore, check the value at least once a week and, if necessary, increase the levels using pH Up or decrease with pH Down. The granules are dosed directly into the spa water.

### Foam Free



If your spa water has a tendency to foam, then we recommend you add Foam Free. The product is added directly to the spa water. If the water continues to foam, even after the product has been added, replace the water.

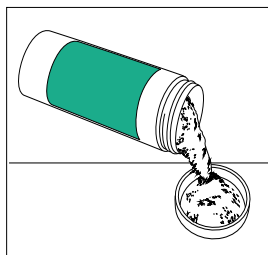
### Test Strips



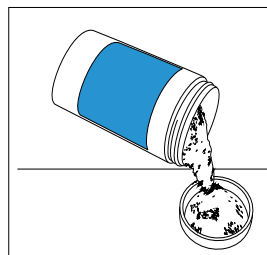
Canadian Spa 3 Way Test strips to check the levels of Chlorine, PH and Total Alkalinity. Simple and easy to use. Ensure your spa is always safe to use. Pack of 50 strips. Dip a test strip into the water and compare to the colour chart to take readings for: - Chlorine, pH, Total Alkalinity.



Balance water according to test strip readings



Balance pH with pH Up or pH Down /



Add chlorine as per test readings, Circulate and retest



FOAMING Add Foam Free as needed



OPTIONAL CHEMICALS AVAILABLE



Scale Control

The overall hardness is a measure of the amount of calcium and magnesium in the water. Scale Control prevents calcium precipitations forming on the walls and in the pipes of your spa. You can find out the overall hardness level of your water by contacting your local water supplier. With a level over 200 ppm (mg/L), heating the water can cause limescale deposits on the walls, creating rough surfaces. To prevent limescale deposits, always use Scale Control after refilling.



Alkalinity Booster

Alkalinity booster will prevent erratic changes in the pH level of the spa/hot tub water. Alkalinity Booster will help the bromine or chlorine in the spa/hot tub work more efficiently. Alkalinity Booster raises the total alkalinity of the spa/hot tub water preventing any corrosion that could be caused by low alkalinity.



Spa Clear

- Super highly Concentrated Clarifier
- Adds brilliance back to spa water
  - Aids filter in removing suspended particles
  - Non-toxic. Will not affect pH level.
  - Reduces chlorine demand when used regularly
  - Restores water clarity



*Helps to keep your spa clean and achieve crystal clear water!*

Canadian Spa Company Spa Ball

**TROUBLESHOOTING GUIDE**

PROBLEM	POSSIBLE CAUSE	SOLUTION
CLOUDY WATER	A) organic contaminants build-up B) suspended particles C) pH high D) total alkalinity too high E) poor filtration F) high dissolved solids	A) shock treatment with Granular Chlorine B) add Granular Chlorine, use SPA-BALL C) add pH DOWN until pH level reads 7.2–7.6 D) add pH DOWN, adjust total alkalinity to 80–150 p.p.m. E) dirty filter, replace filter F) empty spa and refill
COLOURED WATER	debris in water	use Chlorine Granules.
FOAMING	high concentration of oils and organic contaminants being agitated by jet	squirt FOAM-FREE on foam. Use the SPA-BALL
SCALE DEPOSITS	high calcium level, high pH, high alkalinity	drain partially, add Granular Chlorine, correct pH level to 7.2–7.6 and alkalinity to 80–150 p.p.m.
ODOUR	high level of organic contaminants combined chlorine. Chlorine level too high	shock with Granular Chlorine
EYE/SKIN IRRITATION	A) pH too low B) combined chlorine due to high concentration of organic contaminants	A) add pH up until level is 7.2–7.6 B) shock with Granular Chlorine, add disinfectant
NO CHLORINE/ BROMINE READING	A) high concentration of organic contaminants using up sanitizers B) test strips may be ineffective	A) add Granular Chlorine B) replace at least once a year, keep cool and out of sunlight

## Quick Reference Guide



## Spa Functions



### Off Mode

Pressing Pump 1 for 5 seconds will enable the Off mode. This mode allows you to stop all outputs including automatic functions such as filter cycle, heat request and smart winter mode for 30 minutes to perform quick spa maintenance. When Off mode is active, the display will toggle between the "OFF" message, the clock and the water temperature. The spa light will flash for a few seconds before the end of the 30 minutes to warn you that the system is about to resume its normal operation. Press Pump 1 to restart the system before the expiration of the 30 minute delay. When the system resumes its normal operation, the display shows "On" for 3 seconds.



### Pump 1

Press Pump 1 key to turn Pump 1 on at low speed. Press a second time to turn pump to high speed (with a dual-speed pump\*). A third time turns pump off. A built-in timer automatically turns pump off after 20 minutes, unless pump has been manually deactivated first. The "Pump 1" indicator lights up when Pump 1 is on. With a dual-speed pump, the indicator will flash when pump 1 is on at low speed.



### Light key

Press Light key to turn light on. A second press turns light off.

A built-in timer automatically turns light off after 2 hours, unless it has been manually deactivated first.

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

### Up/Down keys

Use Up or Down key to set desired water temperature.

The temperature setting will be displayed for 2 seconds to confirm your new selection.

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



### Programming Steps

The program menu is accessible by holding down the Light key for 5 seconds. In the program menu the following parameters can be set: clock, the filter or purge cycles, economy mode and temperature units. While you are in the program menu, use the Up or Down key to adjust the parameters and use the Light key to jump to the next parameter.

The changes will be saved after the confirmation of the last parameter only. If there is no action taken for 10 seconds, the system will exit the program menu without saving any changes



### Setting the clock

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

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

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

Setting the minutes: Use the Up or Down keys to adjust the minutes.





**Setting temperature unit**

Water temperature can be displayed in either Fahrenheit (°F) or Celsius (°C).

The display will show F or C.

Use the Up or Down key to change the setting.  
Use the Light key to save all the parameters.



**Water temperature regulation**

Every 15 to 90 minutes the pump will run to ensure accurate water temperature readings as well as avoid heater activation in dry conditions. After verifying pump activation and taking a water temperature reading if required, the system automatically turns the heater on to reach and maintain water temperature at Set Point.

Indicator flashes when taking water temperature reading.

**Cooldown**

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

**Smart Winter Mode**

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

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

**Programming the filter/ purge cycles**

Depending on system configuration your spa will perform either a filter or a purge cycle. The filter cycle menu consists of the following parameters: the start time (FS), the duration (Fd) and the frequency (FF). A filter cycle consists of starting all the pumps and blower in high speed for 1 minute (purge step) then, the pump associated with the filter will run in low speed for the remaining duration of the filter cycle (clean step).

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

Quick Reference Guide



**Setting filter or purge cycle start time**

The display will show FSxx, “xx” representing the starting hour of the cycle.

Use the Up or Down key to adjust the hours.

Use the Light key to jump to the next parameter, filter duration (Fd).



**Setting filter cycle duration**

The display will show Fdxx, “xx” representing the duration in hours of the filter cycle.

Use the Up or Down key to adjust the duration.  
Use the Light key to jump to the next parameter, filter or purge frequency (FF).

0 = no filtration - 24 = continuous filtration

It is not recommended to set this to “0”.



**Setting filter or purge cycle frequency**

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

The “Filter cycle” indicator lights up when filter is on and flashes when suspended



**Setting economy mode**

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

The display will show EPx, “x” representing the state of the programmed economy (0 = disabled, 1 = enabled).

Use the arrow keys to enable or disable economy mode.

Use the Light key to jump to the next parameter, economy start time (ES).



**Setting economy start time**

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

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



**Setting economy duration**

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

24 = continuous economy

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

## Programming steps

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



### Setting economy duration\*

The display will show Edxx, "xx" representing the duration in hours of the economy mode. Use the arrow keys to adjust the hour. Use the Light key to jump to the next parameter, temperature unit.

24 = continuous economy

**KK-11184**



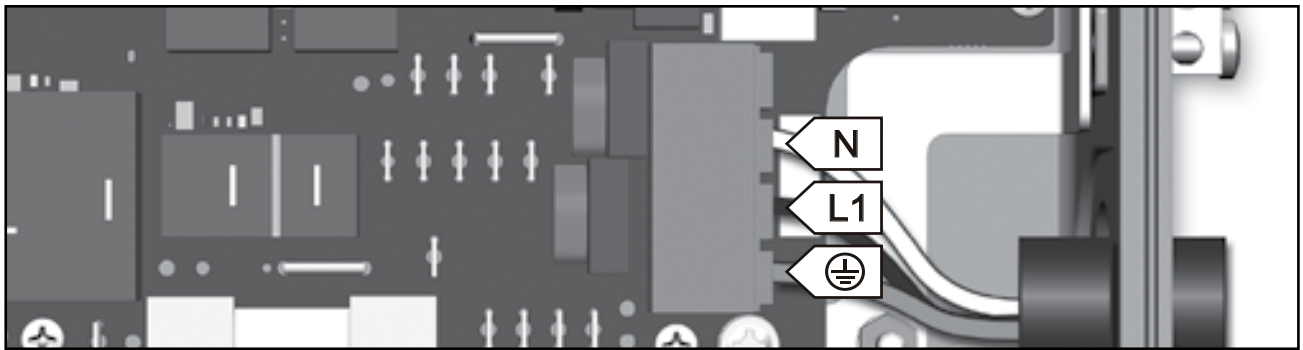
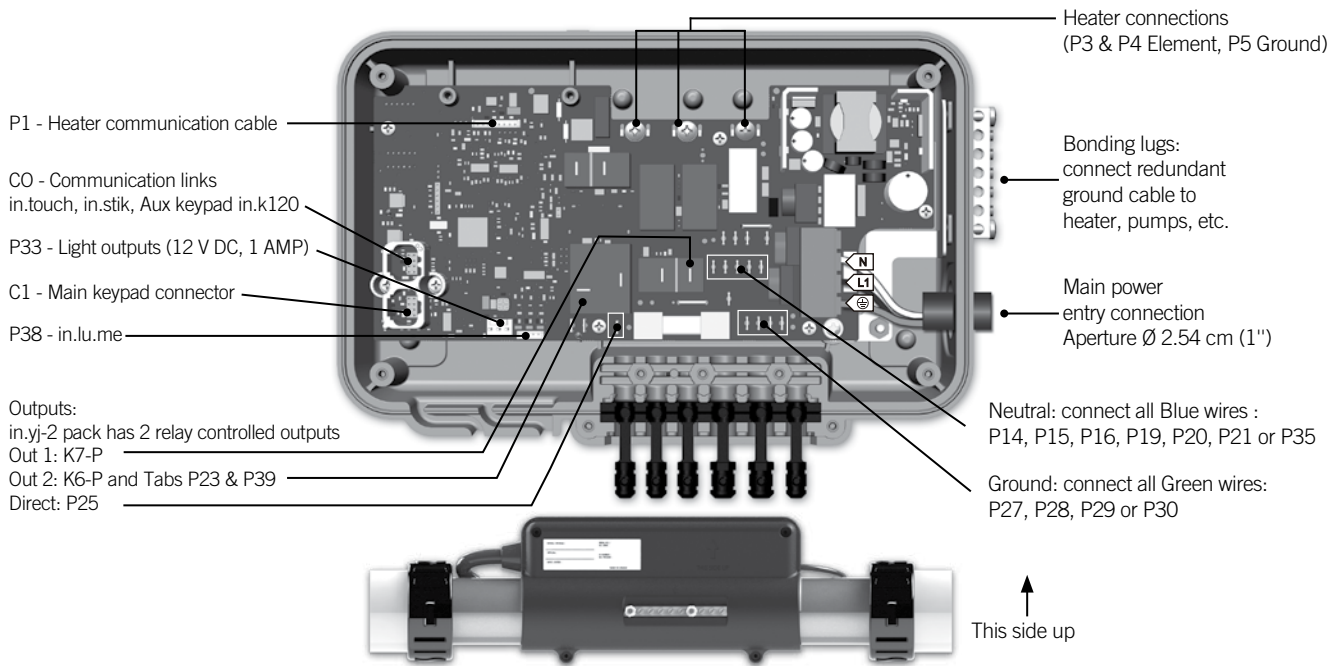
**KK-11185**



**KK-11186**



# Connections



220 V-240 V, 50 Hz (3 wires): The in.yj supports single phase input with up to 40Amp.

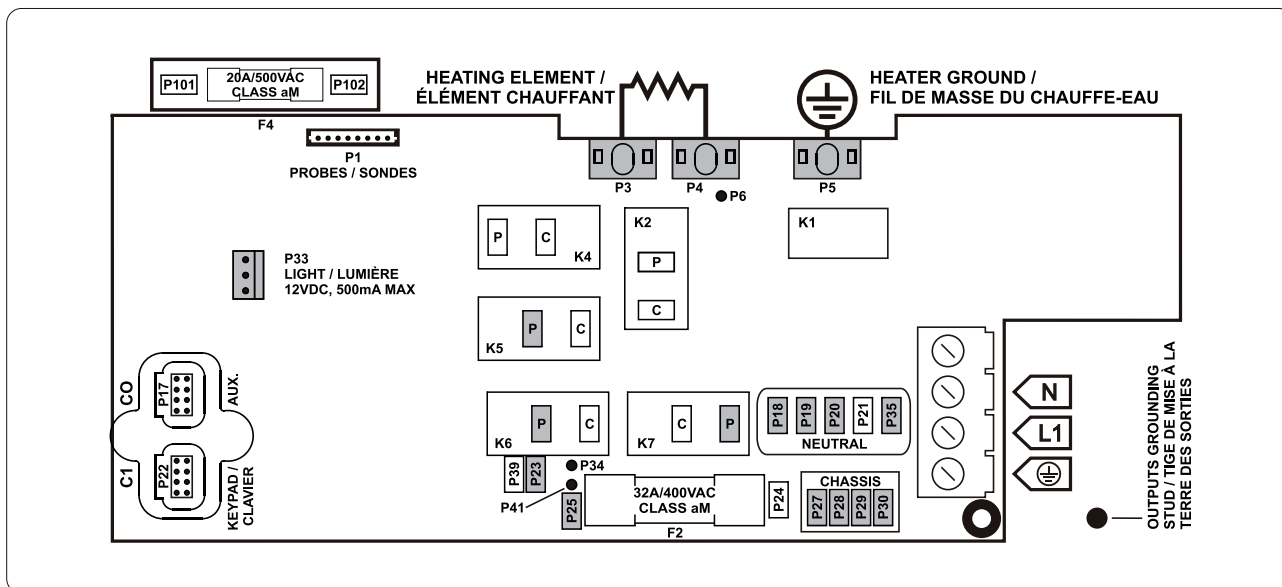
Direct output		Pump 1		Heat.wav-yj		Ozone (Working with pump 1 low speed)	
Voltage	230 V	Voltage	230 V			Voltage	230 V
Ground	P27	Ground	P28	Green / ground	P5	Ground	P30
Line	P25	Low speed	K6-P	Black / line	P3	Line	P23
Common	P18	High speed	K7-P	White / common	P4	Common	P35
		Common	P19				
				<b>Light (12 V DC , 500mA)</b>			
				Switch	P33		

**WARNING!**  
 in.yj.ce models must always be connected to a circuit protected by a Residual-Current Device (RCD) having a rated operating residual-current not exceeding 30 mA. Correct wiring of the electrical service box, RCD, and pack terminal block is essential! Check your electrical code for local regulations. Only copper wire should be used, never aluminum.

## Connections

### Connecting high voltage accessories: European, Australian, New Zealand model in.yj-ce

These tabs require high-voltage accessories to have straight, non-insulated, female quick-connect terminals for all connections, including ground. Refer to the following tables for correct connections. Note that all female terminals must be correctly and completely seated on the PCB tab for proper current ratings.



## Error messages

The list below shows the different error messages that can appear on the home screen. Refer to the troubleshooting and error codes section of the TechBook for your spa pack for more details.

Code	Message
HL	Warning! HL Error
FLO	No flow for more than 2 hours
FLO	No flow condition
HR	Danger! Relay stuck
OH	Warning! Spa temp. high
Prr	Warning! Temp. probes defective
AOH	Internal pack temp. high
FLC	Flow switch closed
SP in	Input voltage issue
FrEr	The input frequency is out of range
RH NC	Comm. error in.xm2 - in.therm
RH ID	in.xm2 - in.therm incompatible
SC ER	Learning mode error
F1	in.xm2 Fuse # 1 is blown
F2	in.xm2 Fuse # 2 is blown
F3	in.xm2 Fuse # 3 is blown
Hr	Danger! Thermal fuse error
UPL	The spa pack does not have valid software. Please insert valid in.stick to reprogram spa pack.
BL	The spa pack does not have valid software. Please insert valid in.stick to reprogram spa pack.

## Warning! Qualified Technician Required for Service and Installation

### Permanently wired connected Option

#### Basic Installation and Configuration Guidelines

Use minimum 6mil copper conductors only.

Torque field connections between 21 and 23 in lbs.

Readily accessible disconnecting means to be provided at time of installation.

Permanently connected.

**Warning:** People with infectious diseases should not use a spa or hot tub.

**Warning:** To avoid injury, exercise care when entering or exiting the spa or hot tub.

**Warning:** Do not use a spa or hot tub immediately following strenuous exercise

**Warning:** Prolonged immersion in a spa or hot tub may be injurious to your health

**Warning:** Maintain water chemistry in accordance with the Manufacturers instructions.

**Warning:** The equipment and controls shall be located not less than 1.5 metres horizontally from the spa or hot tub.

#### Warning! RCD Protection.

The Owner should test and reset the RCD on a regular basis to verify its function.

#### Warning! Shock Hazard!

##### No User Serviceable Parts.

Do not attempt service of this control system. Contact your dealer or service organization for assistance. Follow all owner's manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.

#### Warning:

- Water temperature in excess of 40°C may be injurious to your health.
- Disconnect the electrical power before servicing.

#### Warning:

- Disconnect the electric power before servicing. Keep access door closed.

#### Inline RCD Plug (KK-10695):

- 7metre cord • Right angle 3 pin plug • In-line RCD • Shark tooth wire caps • Hot Tub Installations



## Airlock warning messages

If you receive any of these error messages on your spa you could have an airlock: **FLO**

## How to release an airlock

### Air Lock Release Valves

To bleed air from the pump valves (*see photo opposite*):

- Turn one of these valves slightly until you can here a hissing noise
- Once water comes out tighten the valve back up, pump has been bled of the trapped air



## Limited Warranty

### LIMITED WARRANTY

Canadian Spa Co. Manufacturing extends the following warranties to the original purchasers of its portable spas:

**Structural Warranty:** Canadian Spa Co. warrants structure of the spa shell against water loss due to structural failure for the period of 1 year from the date of purchase by the original owner. If in Canadian Spa Co. opinion, structure proves to be defective Canadian Spa Co. will repair or, at its option, replace the defective structure without charge to the customer

**Surface Warranty:** Canadian Spa Co. warrants the acrylic finish against defects in material and workmanship and specifically against blistering, cracking or delamination for the period of one (1) year from the original purchase date to the original purchaser. If, in Canadian Spa Co. opinion, the surface proves to be defective during this period, Canadian Spa Co. will repair or, at its option, replace the defective spa shell without charge to the customer.

**Plumbing Warranty:** Canadian Spa Co. warrants the plumbing of the spa will remain free from leaks for the period of one (1) year from the date of purchase to the original purchaser.

**Equipment Warranty:** Canadian Spa Co. warrants the equipment pack (pump, blowers, heater, and control system) against malfunction and defects in the materials and workmanship for one (1) year from the date of purchase to the original purchaser.

**Skirting Warranty:** Canadian Spa Co. warrants the synthetic cabinet skirting surrounding the spa to be free from defects in materials and workmanship at the time of purchase. Because synthetic cabinets are subject to weathering, any fading, crazing, cracking or warping of the finish is not covered.

**Extent of Warranty:** This Limited Warranty applies to portable spas manufactured after January 1st 2021 and sold by authorised Canadian Spa Co. dealers to residential retail customers. This Limited Warranty is given only to the first retail purchaser and terminates upon transfer of ownership. No warranty is provided on light bulbs, light lens covers, filters or any dealer installed accessories. Cost of installation, removal and/or shipping of the spa is not covered by this Limited Warranty. In the event Canadian Spa Co. deems necessary the removal of the spa to a place of repair or that the spa must be replaced, any and all costs of the spa removal and replacement; landscaping, decking, fencing and/or structure removal, alteration and/or replacement; or other costs of providing access to the spa will be for the purchaser. This Warranty applies only to spas in single family, residential installations. This Limited Warranty becomes void if the spa is placed in commercial application.

**Guarantee of the insulating cover:** Canadian Spa Co. guarantees that the cover the purchase is free from defects in materials and workmanship. Where the cover is exposed to strong external influences such as extreme weather conditions, regular maintenance or protection is essential. Canadian Spa Co. warrants the cover for the period of one (1) year. Defects caused by misuse or insufficient care are not covered by the warranty.

### TERMS, CONDITIONS AND LIMITATIONS

Any defect or damage caused by installation, alteration or repair by anyone who is not an employee of Canadian Spa Co. or authorised service technician is not covered by the Warranty. This Warranty becomes void if the spa has been subjected to misuse, abuse, alteration or attempted alteration, repairs or attempted repairs by anyone other than an authorised Canadian Spa Co. service technician, improper installation, improper water chemistry, improper maintenance, acts of god, or damage caused beyond the control of Canadian Spa Co. Misuse and abuse shall include any operation of the spas other than as directed in the Canadian Spa Co. Manual.

Examples of misuse and abuse include, without limitation:

- Damage of the spa surface caused by leaving the spa uncovered while the spa is empty of water or due to covering the spa with plastic film of any kind.
- Damage to the spa surface caused by contact with cleaners or solvents.
- Damage caused by the operation of the spas at water temperatures outside of the range of 2 – 40 degrees Celsius.
- Damage caused by unapproved sanitizer such as calcium hypochlorite, tri-chlor type chlorine or any sanitising chemical that may remain undissolved on the spa surface.
- Damage caused by failure to provide even sufficient support for the spa.

### Warranty Performance:

In the event of a defect covered under the terms of this Limited Warranty, notify your authorised Canadian Spa Co dealer. A Canadian Spa Co. authorised service technician will repair the spa subject to the Terms and Conditions of this Limited Warranty. Use all reasonable means to protect the spa from further damage. Reasonable travel charges may be assessed by Canadian Spa Co. or its authorised service technician if the spa is located outside the nearest authorised service technician's service area. This warranty covers parts ONLY and does not include travel or on-site service charges unless a Service Contract has been purchased from Canadian Spa Co. Ltd.

### Disclaimers:

Canadian Spa Co. or any of its authorised service technicians shall not be held liable for injury, inconvenience, loss of use, chemical or water damage, transportation costs, continent liabilities or any other incidental or consequential costs, expenses or damage as result of any deficiency or alleged deficiency of the spa. In no event shall Canadian Spa Co. be liable, for any reason or cause, in excess of the amount paid for the product. No other warranties, expressed or implied, are valid. No agent, dealer, distributor, Service Company or other party is authorised to change, modify or extend the terms of this Limited Warranty in any manner whatsoever.



For Service Support please contact us anytime:  
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GECKO  
 22/03/21

Canadian Spa Company meets ISO 9001 Standards. When you purchase a hot tub from Canadian Spa Company the ISO 9001 certification assures world class excellence in manufacturing and customer service.

# canadianspacompany.com