

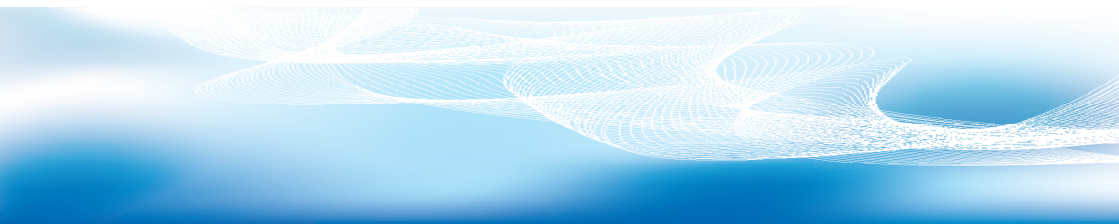


# Grand Rapids

PORTABLE SPA

110-115V 60Hz 15 Amp

Read this manual before operation



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

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## IMPORTANT SAFETY INSTRUCTIONS

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### **READ AND FOLLOW ALL SAFETY INSTRUCTIONS:**

Basic safety precautions should always be followed when installing and using this electrical equipment.

**WARNING:** The spa has been supplied with a residual operating current not exceeding 30 mA. The GFCI must be tested before each use.

**WARNING:** No part of the appliance is to be located above the spa during use.

**WARNING:** This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capability.

**WARNING:** TO AVOID ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING.

**WARNING:** Children should be supervised at all times around the appliance.

**WARNING:** 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.

**WARNING:** To reduce the risk of electric shock, do not use an extension cord to connect unit to the electrical supply; use a properly located outlet.

**WARNING:** Make sure the home fixed connection box is more than 3.5m away from the spa.

**WARNING:** RISK OF ELECTRIC SHOCK. DO NOT BURY CORD. Ensure the electrical cord is located away from lawn mowers, hedge trimmers, and other equipment. Reduce the risk of electric shock by replacing damaged cords immediately.

**WARNING:** Electric installations should fulfil the requirements of local standards. Appliance live parts, except parts supplied with safety-low voltage not exceeding 12 V, must be inaccessible to a person in the spa.

**WARNING:** Parts incorporating electrical components, except remote control devices, must be placed a safe distance away or fixed in position so that they cannot fall into the spa.

**WARNING:** Do not switch on if there is any possibility that the water in the spa is frozen.

**DANGER:** Risk of Electric Shock. Install at least 5 feet (1.5 m) from all metal surfaces.

**DANGER:** Risk of Electric Shock. Do not permit any electrical appliances, such as a light, telephone, radio, or television, within 5 feet (1.5 m) of a spa.

**DANGER:** Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.

**DANGER:** Never operate spa if the suction fittings are broken or missing. Never replace a suction fitting.

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## IMPORTANT SAFETY INSTRUCTIONS

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**CAUTION:** Always consult your doctor before:

- a) The use of alcohol, drugs, or medication, before or during spa use may lead to unconsciousness with the possibility of drowning.
- b) Obese persons and people with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes, should consult a physician before using a spa.
- c) 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.
- d) Pregnant or possibly pregnant women should consult a doctor before using spa.

**CAUTION:** Wet areas around the spa can be slippery; always enter and exit the spa slowly and cautiously.

**CAUTION:** In order to avoid a heater cut out and loss of operation, 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.

**CAUTION:** Do not use the spa immediately following strenuous exercise.

**CAUTION:** Maintain water chemistry in accordance with the manufacturer's instructions.

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

**Vinyl Warranty:** Canadian Spa Co. warrants the vinyl 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 Canadian Spa Co. determines the vinyl to be defective during this period, Canadian Spa Co. will repair or, at its option, replace the defective spa liner/bladder 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, blower, heater, and control system) against malfunction and defects of the materials and workmanship for one (1) year from the date of the purchase to the original purchaser.

**Extent of Warranty:** This Limited Warranty applies to portable spas manufactured after October 1 2015 and sold by authorized 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 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 that Canadian Spa Co. deems the removal of the spa to a place of repair necessary 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 billed to 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.

## Part 1: PACKAGE LIST



### Grand Rapids Inflatable Spa

Take all the spa components out of the box and check your Instruction Manual that all the following key components are present:

#### Box includes:

- A) Spa /Liner (with integrated Control Unit Connectors)
- B) Inflatable Cover/Lid
- C) Portable Control Unit (PCU) with GFCI Plug
- D) Thermal Ground Sheet
- E) Thermal Blanket
- F) Drain Hose
- G) Spare Control Unit Connector
- H) Filter
- I) Instruction Manual
- J) Inlet/Outlet Caps, Drain Stopper
- K) Inflation Hose



## Part 2 : SPECIFICATIONS

Item:	CSCHTGR29
Seating Capacity	4 Persons
Spa Dimension (lid included)	70" x 29" (178 x 74cm)
Water Capacity	800L/ 211 US gal
Voltage	115V 60Hz
Heater	1340W
Massage Jet Pump	500W
Filter Pump	30W
Max. Heat Temperature	104°F (40°C)
Spa Lid Material	Polyester Laminated PVC+Synthetic leather
Liner	Polyester Laminated PVC
Net Weight	70lbs / 34kg
Gross Weight	80lbs / 38.5kg
Package Dimensions	27.5" x 21.5" x 23.5" / 69.5 x 55 x 60cm
Test Certificate (Pump only)	CETL/ETL
Heating Efficiency (Ambient temperature is 68°F/20°C)	1.5-2 (°F) /hr

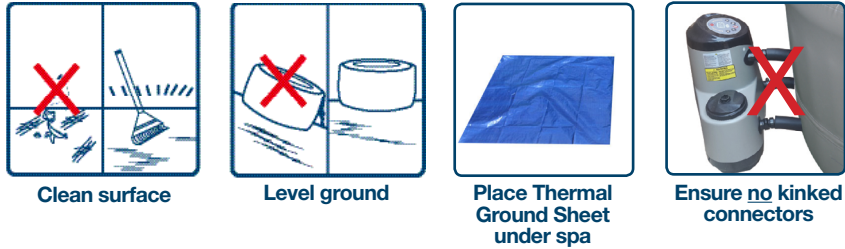
### The Portable Control Unit (PCU)



# Part 3 : INSTALLATION

## 1. Site Selection

**IMPORTANT:** Before you position, inflate, and fill with water follow these instructions:



1. Place in an area more than 8.2 sq ft (2.5 sq mtrs.)
2. Place spa on a surface that supports more than 100 lb/ft<sup>2</sup> (488 kg/ft<sup>2</sup>).
3. The spa must be on a clean level ground. If placed on uneven ground the weight of the spa water may cause the spa to become distorted; this is not covered by the manufacturer's warranty.

## 2. Test GFCI & Inflate Lid

### a) Perform GFCI Test

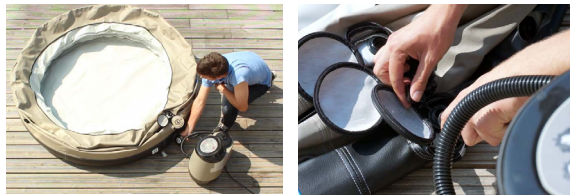
**WARNING: RISK OF ELECTRIC SHOCK.** The GFCI plug must be tested before each use. Do not use if GFCI test fails.

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; the pump is ready to use.

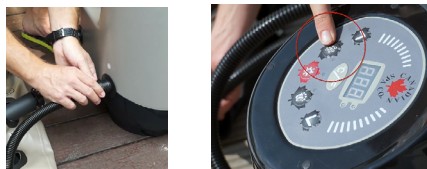


## 3. Inflate Spa

- 1) Place spa in suitable location on a level surface next to the PCU



- 2) Connect the Inflation Hose to the adapter on the PCU and attach to spa Blower Port. Press the Massage Button to inflate the spa



- 3) Connection Ports:  
A) Drainage Outlet Pipe  
B) Inflation Ports (1-3)  
C) Heater Port  
D) Filter Port  
E) Blower Port



## 4. Connecting the Portable Control Unit to the Spa

Position the PCU next to the spa, remove the Inflation Hose and align the Connection Hoses to the spa. Ensure that the hoses have 'O' ring gaskets inserted correctly (see fig. 1) at each end. Please do not over tighten and check that the Connection Hoses are straight and not kinked.



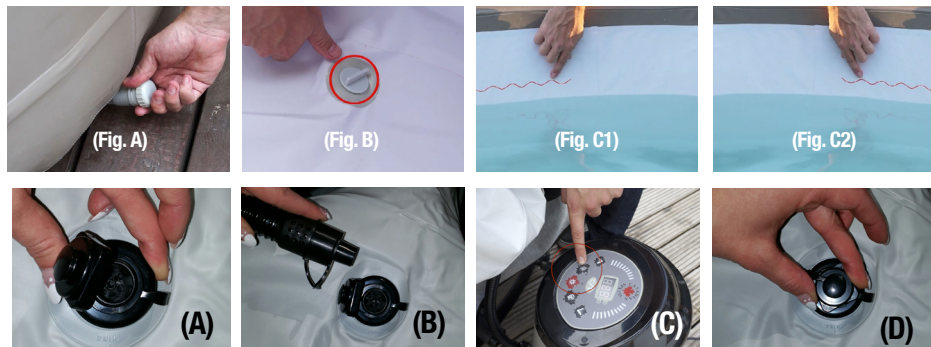
## 5. Install the Filter Cartridge

Open the Filter Housing lid counter-clockwise. Put the new filter cartridge into the cartridge chamber and close the lid clockwise. Ensure black "O" ring is placed correctly inside housing.



## 6. Pre-Fill Check

Ensure the drain outlet is extended for future draining/access (Fig. A), check that the washer is in the cap, then tighten. Check the stopper (Fig. B) on the bottom of the spa and the Drain Cap, ensure both of them are closed tight. Fill the spa with water using a garden hose until reaching the water level guides printed on both interior sides of the spa wall (Fig. C1 & C2). These lines are also used as an indication of the levelness of the spa. PCU must be connected to the spa prior to filling.

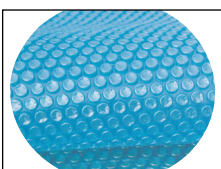


### Inflate the Lid

Before the lid is inflated ensure the Valve Stopper (A) is fully pushed in to avoid air leaking out. Connect the Inflation Hose to the Inflation Port on the PCU and then connect the other end to the Inflation Port on the lid (B). Press the Massage Button (C) to inflate the lid. Once inflated close the Valve Cap (D).

## 7. Purge Air From Portable Control Unit

Turn on the PCU and select the filter function; the air in the pump must be released. Unscrew the Air Valve counter-clockwise and release the air until the water is coming out, then screw the air valve clockwise tightly. Use a towel to dry off the pump.



### Thermal Blanket

Place Thermal Blanket on water surface for more efficient heating and improved heat retention.

## Part 4 : USAGE

Press the Temperature Increase/Decrease Buttons to set an appropriate temperature. Press the Heating Button to heat the water. Put on the lid while heating. Once the water reaches the desired temperature you can enjoy your spa. Press the Jet Massage Button to activate massage system. We suggest a temperature range between 98.6°F-102°F (37-39°C) during the winter. The massage system will stop automatically after 15 minutes of operation to reduce energy consumption. Re-activate the Jet Massage function by pressing the Jet Massage Button again (See Part 7 for Control Functions).

### Lock the Buckle

Push the square pad upwards to lock and downwards to unlock (Fig. A).



## Cleaning / Replacing Filter Cartridge

**WARNING: RISK OF ELECTRIC SHOCK.** Unplug the pump before beginning spa maintenance. **Note:** A dirty filter cartridge may contaminate the spa water and cause damage to the heating function.

- Carefully thread the three plastic caps onto the inlet/outlet ports on inner spa wall. (Ensure the rubber gaskets are in place within the plastic caps)
- Unscrew filter housing lid by turning it counter-clockwise, then remove the filter cartridge.
- Rinse off filter cartridge with water and reuse if possible. Replace filter if the cartridge remains dirty after rinsing or is badly discoloured.
- Put the cleaned filter back into the cartridge housing and close the lid by turning it clockwise.
- Remove caps from inlet/outlet ports on inner spa wall and allow water to flow into pump. Tub is now ready for use.



## Part 5 : WATER MAINTENANCE

The filter cartridge should be cleaned weekly and replaced on a monthly basis, or depending on use. A reminder will appear to change the filter after 25 days ('CHG FIL'). Hold the filter button for 5 seconds to clear the message. Change water once a month or depending on use and use appropriate spa chemicals. Please pay attention to the chemicals used and dosage. Spa damage resulting from misuse of chemicals is not covered by the warranty.

**Water Balance:** We recommend you maintain your water balance: PH value: 7.2 - 7.6; Free Chlorine: 2ppm - 3ppm. Use test kit to test your spa water before each use of the spa, or at least once per week.

**Water Sanitation:** We suggest using chlorine or bromine granules to disinfect the spa's water. Never add tablets freely to spa water; a floating dispenser is recommended.

**Cleaning the Spa:** Clean the spa with soap and water, then rinse. Leave it outside (away from direct sunlight) to dry.

**Repairs:** Small holes or punctures can be repaired with the repair kit that comes with the spa (glue not included)

### MAINTENANCE / TROUBLE SHOOTING :

PROBLEM	POSSIBLE CAUSE	SOLUTION
Cloudy water	High pH (test to verify) Poor filtration High dissolved solids	Add pH down Clean filter w/Filter Free Empty spa and re-fill
Odour	High level of organic contaminants	Increase the amount of Chlorine
Eye skin/irritation	Low pH and/or alkalinity Combined Chlorine due to organic contamination	Add Alkalinity Booster Increase the amount of Chlorine Granules



## Part 6 : DRAIN & STORE

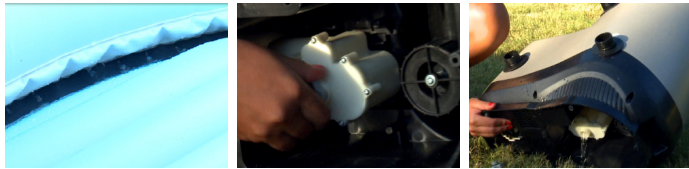
### Drain System

Locate and remove the external threaded Drain Cap. Attach Drain Hose to Drain Outlet. Locate and remove the stopper on the spa floor to allow water to drain.



### Dry the Spa and Portable Control Unit

After a GFCI test, press the Jet Massage Button to blow out the water inside the jet holes. Unplug the PCU, remove the filter cartridge from the Filter Housing and dry the PCU by draining all water from PCU body and pipes. Open the Drain Valve on the bottom of the PCU, let the water flow out and close the Drain Valve.



### Storage

Use a towel to wipe off the spa and dry for 24 hours. Unscrew the Air Valve on both the spa and the lid. Once the spa and lid have been deflated gently fold them for storage. It is recommended that you store the spa in its original package in a warm dry place.



## Part 7 PORTABLE CONTROL UNIT FUNCTION



### Functions of the Spa Portable Control Unit

- **LED Display:** Once powered-up, the LED display will show the current water temperature automatically.
- **'Temperature Adjustment' Buttons (A & B):** Increase (A) Decrease (B). Pressing one of the temperature adjustment buttons will cause the LED display to flash. When it is flashing, you can set the desired temperature. The value will increase or decrease by 1°F/ 1°C for each press. If you hold the button for 2 seconds, the values will increase/decrease rapidly.
- **Temperature Adjustment Ranges:** 86°F - 104°F/ 30°C - 39°C To lock the Portable Control Unit, press (A) + (B) at the same time and hold them for 3 seconds. When the spa is left unattended please be sure to lock the PCU to avoid having the settings changed. Unlock the PCU by pressing (A) + (B) at same time and holding for 3 seconds again.
- **'Temperature Mode' Button (G):** Press this button to change from Celsius to Fahrenheit.
- **'Jet Massage' Button (C):** Press this button to activate the Jet Massage system; when activated a green indicator light turns on and 'BUB' is displayed on the screen. It can be turned off by pressing it again.

#### NOTE:

- The massage system will stop automatically after 15 minutes of operation. Re-activate the jet function by pressing the jet button again.
- When the filter mode is on, pressing the Jet Massage Button (C) will cause the filter mode to turn off and the jet massage mode to turn on.
- Heating and jet function can not be activated at same time. When heating system is working, pressing (C) will change heating mode into jet mode: heating and filtering are shut down, jet system is activated. If you press (C) again, heating and filtering mode will re-start.
- Pressing Filter Button (D) activates the filter system. This button turns the filter pump on and off. The green indicator light will turn on when the filtration system is activated. Note: When heating and filter functions are working at same time, pressing (D) will shut down heating and filtering together. When (C) is on, filter and heating cannot be activated, therefore (C) should be shut down first.
- Pressing the Heat Button (E) activates the heating and filtering system at the same time. The green filter light and red heat light will be activated at the same time. The PCU does not stop heating until the current water temperature reaches the set temperature indicated by the 'blinking' red light.
- When you press the Blower Button (C) the circulation pump and the heater will stop, as a consequence the temperature on the display will decrease (due to no flow of water between the PCU and the spa). To regain heating functionality turn the Blower Button (C) off and press the Heat Button (E). The circulation pump will restart and the temperature will increase or the heating mode will restart automatically after the water temperature drops 1°F/ 1°C (approx) below the set temperature. Max. heat temperature: 104°F (39°C). Allow 24-48 hours to heat up your spa.
- This spa is equipped with automatic moisture protection which will activate the blower of the PCU once a day for 90 seconds. This helps to prevent condensation build up and increase the lifespan of the PCU.

## Part 8 : PCU ERROR MESSAGES

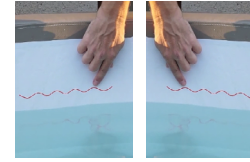
CODE	Causes	Solutions
E1/ E2	Temperature control sensor short circuit or open circuit	<ol style="list-style-type: none"> <li>1. Unplug GFCI from outlet</li> <li>2. Please contact for service</li> </ol>
E3	High Heat: The water is over 113F (45°C)	<ol style="list-style-type: none"> <li>1. Unplug the GFCI cable from the outlet</li> <li>2. See Part 9: Spa Operation Check List for possible solutions</li> <li>3. Power on spa again to see if error is resolved, if not please contact for service</li> </ol>
E4	Freezing Conditions Detected: The water is lower than 36F (2°C)	<ol style="list-style-type: none"> <li>1. Unplug the GFCI cable from the outlet</li> <li>2. See Part 9: Spa Operation Check List for possible solutions</li> <li>3. Power on spa again to see if error is resolved, if not please contact for service</li> </ol>
E5	Overheat: The water is over 122F (50°C)	<ol style="list-style-type: none"> <li>1. Unplug the GFCI cable from the outlet</li> <li>2. See Part 9: Spa Operation Check List for possible solutions</li> <li>3. Power on spa again to see if error is resolved, if not please contact for service</li> </ol>
E6	Inlet or outlet on inner wall are blocked Filter cartridge is too dirty Spa water does not reach minimum water level Air-lock in pump	See Part 9: Spa Operation Check List for possible solutions, otherwise contact for service
E7	Heater Dry	See Part 9: Spa Operation Check List for possible solutions, otherwise contact for service



### Reset Procedure for Portable Control Unit (if unit overheats)

Locate the small hole marked "RESET" on the bottom of the PCU and insert a thin object (It should be less than 0.9cm) into the hole and press down. Reconnect the PCU to the spa.

## Part 9 : SPA OPERATION CHECK LIST



### CHECK 1 - Water Level

Ensure water level meets fill lines on both interior sides of the spa. Check if this resolves the pump's malfunctioning.



### CHECK 2 - Inside Connection Caps

Make sure the clear plastic connection caps have been removed before turning on the pump.



### CHECK 3 - Bleed Air out of Portable Control Unit

If PCU makes a grinding noise, no water is going to the pump. With the pump turned off, bleed the air out of the pump by unscrewing the Air Valve until water is released then re-tighten it. This should eliminate the noise.



### CHECK 4 - Check Spa for Obstructions

Check that inlet/outlet ports inside the tub are clean and remove any obstructions detected. Check if this resolves the pump's malfunctioning.



### CHECK 5 - Check Filter Is Clean

Check the filter. If the filter is dirty or scaled wash and/or replace it.. Check if this resolves the pump's malfunctioning.



### CHECK 6 - Make Sure Connectors Are Not Kinked

Check the connection hoses. Make sure that they are not kinked or bent and that both the spa and the PCU are set on the same level surface. If you still cannot solve this problem, please contact us for service.

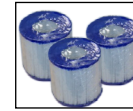
# Part 10 : FREQUENT PROBLEMS SOLUTION

Problems	Causes	Solutions
<b>Spa Pump Does Not Operate</b>	<ul style="list-style-type: none"> <li>GFCI tripped</li> <li>GFCI broken</li> <li>Check power source</li> </ul>	<ul style="list-style-type: none"> <li>Power failure</li> <li>Reset GFCI/check if the cable is rated 2KW / 15A</li> <li>Call for service if it does not reset</li> </ul>
<b>Spa Pump Does Not Heat Properly</b>	<ul style="list-style-type: none"> <li>Temperature set is too low</li> <li>Filter Cartridge is dirty</li> <li>Water level is too low</li> <li>Heating element failed</li> </ul>	<ul style="list-style-type: none"> <li>Set to a higher temperature</li> <li>Clean/replace the filter cartridge</li> <li>Fill water to min. water level</li> <li>Call for service</li> </ul>
<b>Jet Massage System Does Not Work</b>	<ul style="list-style-type: none"> <li>Pump is too hot</li> <li>30-minute auto shut off feature is activated</li> <li>Something is wrong with the control panel</li> </ul>	<ul style="list-style-type: none"> <li>Unplug the GFCI cord</li> <li>When the pump has cooled, reset the GFCI and press the Jet Massage Button to activate again</li> <li>Press the Jet Massage Button to reactivate</li> <li>Call for service if it does not reset</li> </ul>
<b>Water Filtration Is Not Working</b>	<ul style="list-style-type: none"> <li>Dirty filter cartridge</li> <li>Inlet/outlet port blocked                             <ul style="list-style-type: none"> <li>Air lock</li> </ul> </li> <li>Something is wrong with the control panel</li> </ul>	<ul style="list-style-type: none"> <li>Clean/replace the filter cartridge</li> <li>Clean the inlet/outlet ports</li> <li>Purge air from the pump as previously outlined</li> <li>Call for service if it does not reset</li> </ul>
<b>Portable Control Unit Leaking</b>	<ul style="list-style-type: none"> <li>Adaptor seal improperly located</li> <li>Water leakage from pump body</li> </ul>	<ul style="list-style-type: none"> <li>Ensure Check Valve below PCU is tightened</li> <li>Check the pump body</li> <li>Call for service</li> </ul>
<b>Spa Leaking</b>	<ul style="list-style-type: none"> <li>Spa is torn or punctured</li> </ul>	<ul style="list-style-type: none"> <li>Use provided repair patch as previously outlined</li> </ul>
<b>Water Is Not Clean</b>	<ul style="list-style-type: none"> <li>Insufficient filtering time</li> <li>Dirty filter cartridge</li> <li>Improper chemical treatment</li> </ul>	<ul style="list-style-type: none"> <li>Do filtration longer and more frequently</li> <li>Clean/replace the filter cartridge</li> <li>Change the spa water completely</li> <li>Refer to the chemical manufacturer's instructions.</li> </ul>
<b>Red Light Blinking</b>	<ul style="list-style-type: none"> <li>Spa has reached set temperature</li> </ul>	<ul style="list-style-type: none"> <li>The pump does not stop heating until the current water temperature reaches the set temperature indicated by the 'blinking' red light.</li> </ul>

**ATTENTION: PLEASE KEEP ALL ORIGINAL PACKAGING IN CASE OF WARRANTY ISSUES!**

If you experience any problems, please do not hesitate to contact your local dealer or our after sales service immediately. Any defect or damage caused by installation, alteration, or repair, by anyone who is not an employee of Canadian Spa Co., or authorized 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 authorized 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 liner caused by leaving the spa uncovered while the spa is empty of water or not in use. Damage to the spa surface caused by contact with unapproved cleaners or solvents. Damage caused by unapproved sanitizers such as calcium hypochlorite, tri-chlor type chlorine or any sanitizing chemical that may remain undissolved on the spa vinyl surface.

## Accessories (Optional)



**3 Pack Filter (Buy 3 Get 1 Bonus)**

3 x 15 ft² slip replacement filters for Canadian Spa Company portable spas. This filter should be changed every 1-2 months (depending on usage)



**Portable Chemical Kit:**

This chemical kit is an excellent addition to any spa and provides users with all of the essential spa chemicals needed to keep a spa balanced. The following chemicals are included in the kit: Chlorinated Granules 800g • Alkalinity Booster 800g • pH Up 1kg • pH Down 1kg • Test Strips



**Booster Seat:**

Water filled booster seat for added comfort and great for small children



**Headrests & Cupholders:**

Attach to the perimeter rim of portable spa for added comfort and storage



**Round 7' Cover Cap:**

Waterproof, tough & durable • Prevent cover colour bleaching • Resists UV damage • Elastic sewn into 12" (30.5 cm) hemmed skirt for a snug fit • Fits most spa models and shapes • Made from durable woven polyethylene



**Synthetic Gazebo:**

Free standing gazebo.

- 10' x 10' • Louvred panels • Smoked acrylic corner window • Skylight • Bar counter



**Step:**

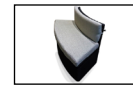
Simple to assemble, these spa steps allow for quick and easy entry into a spa while providing a non-slip surface for safety.

- No tools required to assemble • Made of durable UV protected polypropylene

**Spa Surround Furniture:**

All items are customizable to create your own personal spa furniture configuration.

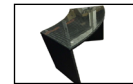
Items Include: • Sofa • Bar Table • Side Table • Planter • Step



**Sofa**



**Planter**



**Bar Table**



**Step**



**Side Table**







### INFORMATION:

For Product Support Visit:  
[support.canadianspacompany.com](http://support.canadianspacompany.com)

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**Do not return the product to the store.  
Contact your local after sales service centre.**

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