

# INFLATABLE HOT TUB INSTRUCTION MANUAL



**GORHT003BE-UP3**  
**PH050018**

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This operating manual contains information necessary for the long-term enjoyment of your SPA. Before filling your SPA with water and connecting it to the power supply you should read this operating manual carefully, take note of the safety information and follow all instructions. Keep this operating manual in a safe place for future reference.



Please put the SPA on the flat ground with thick floor mat and don't drag it to prevent damage from sharp objects.



Keep water higher than the min line to make the water pressure device working.



The spa must be used with 2 filters and renew them once a week.



Keep the package above 59°F(15°C) for at least 2h before unboxing. Do not install or use the spa lower than 39°F (4°C). It takes 12 to 24 hours to heat the water to the desired temperature.



Connect the leakage protection plug to the adapter > 12A, and avoid striking it.

# 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

# SAFETY INFORMATION

## READ AND FOLLOW WITH THESE INSTRUCTIONS BEFORE YOU START USING THE SPA!

This device has been manufactured in accordance with the latest technology and current safety regulations. Nevertheless, this SPA may cause injury or damage to people and property if the device is not used for its intended purpose or if the health & safety instructions are ignored.

### 1.1 Private use

This SPA is intended exclusively for private use.

**CAUTION:** As a SPA owner, you must comply with local and national legislation in relation to child safety, safety barriers and other safety requirements. Please contact your local planning department for further details.

### 1.2 Danger

This hot tub can be used by children aged 8 years and over, and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, if they are supervised or have been instructed to safely use the appliance and understand the resulting hazards. Children must not play with the appliance. Children should not carry out cleaning and user maintenance without supervision. Always securely cover and lock the spa during heating and between uses to prevent unauthorized use, especially by children.



Never jump into the spa. This can cause serious injury.



Risk of drowning. It is essential to ensure that children do not have access to the spa without supervision. To prevent accidents, make sure that children are always supervised when using the spa.



To minimize the risk of injury, do not leave children unattended when using the spa. Ensure that children are not left unsupervised near the spa. Install a self-closing door, a lockable gate, a fence or a child gate. Always cover the spa with the insulation cover (supplied) after use.



Shower thoroughly before entering the spa. Showering beforehand will keep pollen, dandruff, dust and other particles out of the water.



Keep the spa away from open flames and fire. The exterior, as well as the interior shell of your spa, may incur irreparable damage if it is close to high temperatures.

### 1.3 Electricity and risk of electric shock

**WARNING:** Maintenance and repair work on the electrical components, as well as any replacement of the power cable that may be necessary, may only be carried out by a qualified electrician.

**WARNING:** The spa is equipped with a safety switch at the end of the power cable. The safety switch must be checked before each use. Do not use the spa if the safety switch is not working properly. Unplug the power cable until the fault is found and rectified. Contact a qualified electrician to correct the fault. Do not bypass or open the safety switch. The safety switch must be easily accessible and visible, with a minimum distance of 118 inches from the spa.

**WARNING:** It is not recommended to connect the spa through external switch equipment (such as a timer), which may have potential safety hazards.

**WARNING:** The power supply must comply with the product specifications (120V AC, 60Hz for America). Do not connect the unit if the power supply does not meet the specified regulations! For more information, contact your local qualified electrician. The circuit for the unit must be protected by a residual current device (GFCI) with a rated residual current of max. 30 A.



**WARNING:** Risk of electric shock. If the SPA is placed at a distance of less than 118 inches from metal surfaces, then each metal surface is permanently connected by a (at least 1 square millimeter) solid copper conductor to the wire connector on the grounding terminals located at the bottom of the power box that is provided for this purpose.

**WARNING:** Risk of electric shock. Do not use any extension cables to connect to the power supply.

**WARNING:** Risk of electric shock. Install the SPA at least 59 inches away from all metallic surfaces. Metal parts must be permanently connected to the earth connection by means of a solid copper wire.

**WARNING:** Risk of electric shock. Do not use the SPA when it is stormy or raining.

**WARNING:** Electrical installations should meet the requirements in line with local standards. Earthed appliances must be securely connected. Appliances containing live parts, except those with 12V safety voltage, must be inaccessible to persons using the SPA. Electrical appliances, except remote controls, must be secured/fastened in such a way that they cannot fall into the pool.

**WARNING:** Always disconnect the power plug before you clean, remove or service the product or make any other adjustments.

**WARNING:** Always disconnect the power plug before you clean, remove or service the product or make any other adjustments.

#### 1.4 Filter cartridges and suction

If a filter cartridge is defective or missing, long hair or body parts can be sucked into the supply pipe, which can lead to serious accidents. Children are particularly vulnerable to injuries and must be protected from the hazards. Prevent the risk of injuries by observing the following rules:

- Never operate the SPA if the filter cartridge is defective or not attached.
- A defective filter cartridge must be replaced immediately. Make sure that when parts are replaced, only original parts are used.

#### 1.5 Health hazards

**WARNING:** The water temperature in the spa must not exceed 100 °F. Water temperatures between 104°F (40 °C) and 100.4°F(38°C) are not considered harmful to the health of healthy adults.

**WARNING:** Because high water temperatures are very dangerous for the unborn child in the first months of pregnancy, pregnant women (or women who might be pregnant) must adjust the water temperature to a maximum of no more than 100.4°F (38°C). Pregnant women must in any case, ask the advice of their doctor before using the SPA.

**WARNING:** The consumption of alcohol, drugs or medications before or during the use of the SPA can lead to loss of consciousness and thus to drowning.

**WARNING:** People on medication should seek medical advice before using the SPA, because some medications can cause drowsiness, an increase in heart rate or disorders of the blood pressure or circulation.

**WARNING:** People suffering from obesity, heart disease, high or low blood pressure, circulatory disorders or diabetics must seek medical advice before using the SPA.

**WARNING:** Leave the SPA immediately if you start to feel unwell or sleepy.

**WARNING:** To prevent the growth of bacteria, clean and change the water regularly.

#### 1.6 Hyperthermia

Prolonged periods in water can lead to hyperthermia (elevated body temperature). Hyperthermia occurs when the body temperature exceeds the normal value of 98.6°F(37°C) by several degrees. Symptoms of hyperthermia can include drowsiness, apathy, and a rise in body temperature. The consequences of hyperthermia can include:

- A. Failure to recognise impending dangers;
- B. Inability to leave the SPA;
- C. Lack of heat perception;
- D. Damage to the foetus in pregnant women;
- E. Lack of heat sensation when leaving the SPA;
- F. Loss of consciousness and risk of drowning.

## 1.7 Water Safety Instructions

**WARNING:** Always open the spa's cover before activating its jets.

**WARNING:** Do not allow the water to become dirty or stagnant. Replace and purify the water regularly, but do not run the filtering system for more than 48 hours at a time. The water should be changed every 3 days if there is no chemical treatment being performed on the water. It is highly recommended to use tap water for spa filling to minimize the influence of unwanted content, such as minerals. Barefoot areas and relaxing areas shall be cleaned as well. No cleaning water may flow into the spa or spa water cycle. The dirt and cleaning agents shall be rinsed carefully to drain in the spa surround.

**WARNING:** Similarly, do not use chemical purifiers that include calcium ions, which can also create scale. Always add chemicals to the water carefully.

**WARNING:** Do not use bath salts, rainwater, surface water, seawater, or oils in the spa. All such products will damage the spa and your water quality, salt can settle in the filter pump and the heating element, which then results in overloading and thus faster wear of both components. Besides, some are capable of creating chemical burns or poison gas in combination with chlorine and other common chemicals.

## 1.8 Other precautionary measures

**WARNING:** To prevent damage, keep pets away from the SPA.

**CAUTION:** To prevent damage to the pump, the SPA must never be operated if the water level is lower than the minimum waterline.

**DANGER:** Enter and leave the SPA slowly and carefully. There is a risk of slipping on wet surfaces.

**CAUTION:** Professional water cleaning is necessary for safe, enjoyable bathing and to prevent damage to the SPA components. Use the water treatment chemicals in accordance with the instructions. Do not add any bath oil or bath salts to the SPA water.

**DANGER:** Attach the insulated cover when the SPA is not being used. This can prevent unsupervised children from using the SPA.

**CAUTION:** The continuous filter and heating mode is automatically switched off after 168 hours (the letters "FC" appear on the display). This must be reactivated by pressing the "FILTER" button after replacing or washing the filter cartridge.



# TECHNICAL DATA

MODEL	4-6 Places
Type	square
Number Of Persons	4~6
Water Capacity	910 Liters
Voltage/ Frequency	AC 110-120 / 60Hz
Rated Power	1350w
External Dimensions	73"x73"/185x185cm
Internal Dimensions	57"x57"/145x145cm
Height	25.6"/65 cm
Fiterpump(AC 12V/50Hz)	1400 l/h
Air Blower(AC 220-240V/50Hz)	600 w
Heater(AC 220-240V/50Hz)	1350 w
Power Cable	3.4 m H07RN-F 3*1.00mm <sup>2</sup> with a plug
Temperature Range	68-104°F/20-40°C
Temperature Rise (per hour)	1.8-2.7 °F /1-1.5°C
Number of Air Jets	130
Weight Of Spa filled With Water (Without Persons)	2063 lb/936 kg

# COMPONENT LIST

Please ensure that all parts are checked / present prior to inflating your SPA.  
You can contact your salesperson in case of missing.

**A**



**B**



**C**



**D**



**E**



**F**



**G**



**H**



**I**



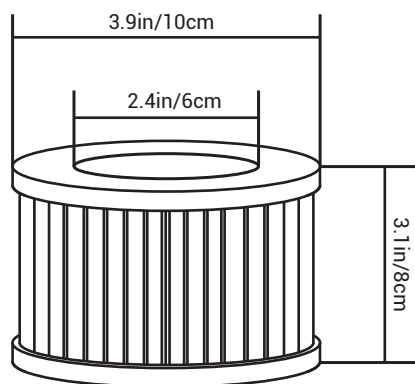
**J**



**K**



**L**



Item	Name	Qty.
A	Inflatable Spa with Electric Pump	1
B	Spa Cover	1
C	Air Hose	1
D	Filters	4
E	Filter Cover	2
F	Spanner	1
G	Keys	2
H	Mat	1
I	Hose Connector	1
J	Patches	2
K	Inflatable lid	1
L	Cup Holder	2

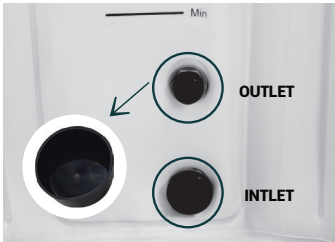
## Kindly Reminder



1. This circular hole is the exhaust hole at the bottom of the spa, which can prevent the bottom bulging when the spa is filled with water.



2. A white hair filter is installed on the water inlet, then the filter cartridges are installed to prevent hair or other small debris from entering the chassis, which could damage the circulation function and affect the life of the spa.



3. Before use, it is necessary to remove the black protective covers on the inlet and outlet respectively, otherwise the water will not heat up.



4. When using the spa, install two filter cartridges and filters cover to prevent impurities and hair from entering the pump, extending the service life of the pump.



5. Garden hose adapter, which can connect your garden hose for convenient drainage. If using this adapter to fill water, it is necessary to open the drain plug at the bottom of the spa so that water can enter. After filling the water, press the water plug at the bottom tightly.



6. After filling the spa with air, use a barometer to measure the air pressure. The pointer in the green area is considered normal air pressure and should not exceed the green area. The Barometer is inserted in the gray part of the air valve. The barometric pressure reading is not visible during inflation. The barometric pressure is only visible when the "Bubble" is switched off or the inflation tube is removed.

# INSTALLATION

**WARNING:** DO NOT install or leave the spa outside at a temperature lower than 39°F (4°C) (the water inside the circulation system, pump, pipe might freeze).

**WARNING:** Do not switch on the appliance if the water in the SPA is frozen. The SPA should not be positioned or drained of water at temperatures below 39°F(4°C). The hot tub should not be installed at temperatures below 39°F(4°C).

Don't switch on the appliance if the water in the SPA is frozen.

## CAREFULLY READ AND FOLLOW

### Unboxing

**Note:** With ambient temperature below 50°F(10°C), it is suggested to keep the package indoors where the temperature is above 59°F(15°C) for at least 2h before unboxing. This will make the spa liner more flexible and easier to set up.

1. Unbox on the selected site with ambient temperature above 59°F(15°C).
2. Lay out all the parts on the ground and make sure all the parts are included.

## Assembling the SPA and inflating the spa



1. Unfold your spa in an open area (sturdy, flat and free of any sharp objects), preferably with a floor mat underneath the tub.



2. Unscrew the air valve cap on the air outlet & attach the inflation hose. Make sure it is attached tightly.



3. Screw the air valve into the spa tub tightly and unscrew the cap on its top. Then connect it with the air inlet (black screw cap- air inlet)



4. Plug your GFCI and the red light on. (press the yellow button to power off; press the red button to power on)



5. Press the "BUBBLE" to inflate the spa tub for 8 to 10 minutes until the upper edge can still be pressed in by the palm of your hand (approx. 4-5cm). Once inflated, press again to turn it off.



6. Remove the hose and screw the air valve cap and the cap on the air outlet once the tub is inflated.

## Air Valve



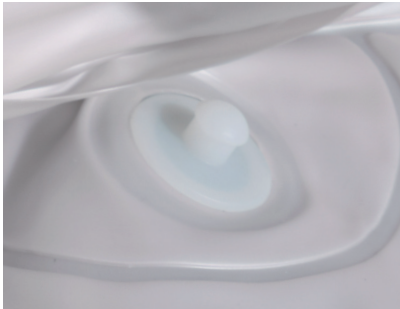
**Air inlet (top):** For inflation; Screw tight after inflation.

**Air outlet (bottom):** For deflation; Loose the valve when deflation.

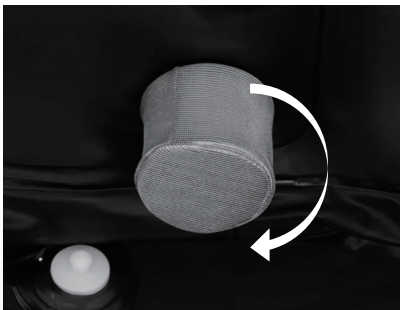
## Filling the spa

### Attention please before filling the SPA:

1. Make sure that the power cable is outside the SPA and not connect to the power supply.
2. Before filling the SPA with water, the water outlets inside/outside the SPA should be rechecked for their watertight seal.
  - A. Inside the SPA: Check if the rubber plug is correctly inserted and the water outlet at the bottom is watertight.
  - B. Outside the SPA: Check if the outlet hose cap is tightened.



3. Screw the filter cartridges clockwise (don't screw too tight) and put the filter covers on to protect the filter cartridges.



4. Place the bung into the bottom of the Spa. Ensure that it is a tight fit and correctly seated.



5. The SPA is now ready to be filled. Make sure that the water level does not exceed the Max level or fall below the Min level. The water level will rise and water will overflow when people enter the SPA. Do not overfill the water.



6. When reach the minimum waterline, press the heater button. This will start the heater and set the temperature (See Next Chapter).



**CAUTION:** Do not use rainwater or surface water to fill the SPA and do not use seawater or salt water. Salt will deposit in the filter pump and the heating component which may cause overload and accelerate the wear of the both components.

#### Kindly remind



1. Put the cover on the SPA to heat loss and speed up heating.



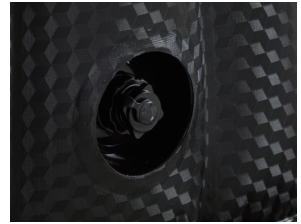
2. For safety, make sure your spa cover is locked to the main spa when not in use.



3. The filter cartridges removes dirt from the water.



4. To remove the water from the Spa, remove the bung inside the SPA and unscrew the outlet cap (as shown above) to drain.



5. Deflate the Spa Tub Wall: Unscrew the air inlet (as shown above) on the air valve clockwise to deflate the tub.

**CAUTION:** If you want to inflate a Spa and fill with water, you must first press the “BUBBLE” button once and wait 4-5 minutes. After that, you can fill the air according to the following steps:

- a. Open the air outlet located above the filter-heating element of the SPA and screw on the filling hose.
- b. Open the air valve (black screw cap - air inlet) on the shell of the spa and put the filling hose on the valve.
- c. Inflate the SPA by pressing the “BUBBLE” button on the control panel.

**CAUTION:** The spa should only be inflated so far that the upper edge can still be pressed in by the palm of your hand (approx. 4 - 5 cm).

**Note:** The inflated air continues to expand in the sun. This can then result in both deformation and over-expansion of the PVC shell if the spa tub is inflated too much. Over-expansion of the PVC shell is the main cause of damage to the PVC shell and irreparable tearing of the seams. In such cases, RELXTIME reserves the right to refuse warranty claims.

We recommend that you release a small amount of air at higher temperatures (25°C and above) to prevent possible expansion and subsequent damage to the PVC shell. To do this, reduce the air capacity of the spa to approximately 90-95% of its maximum capacity.

**Note:** Inflatable spas may lose air after a certain period due to their design, especially if they are exposed to low temperatures again after direct sunlight and/or high temperatures. This is a normal phenomenon and does not mean that the spa has a defective area where air is leaking.

**IMPORTANT:** It is normal that the well inflated spa might look less inflated at night with colder temperatures. Meanwhile, air expands in the midday heat and the spa might get over inflated. Please inflate or deflate some air as necessary.

# USING YOUR SPA BY CONTROL PANEL

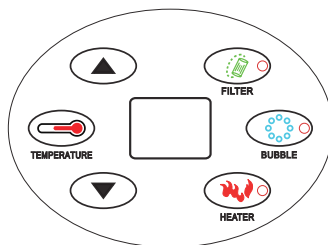
## Before using the SPA for the first time

### Before using the SPA for the first time make sure that:

1. The water level is between the min. and max. line on the spa wall.
2. The water flow is not blocked in the pipes.

## Control panel (display)

### Display for SPA with Air Jets



**FILTER:** To start the filtration system, press the "Filter" button. Once the red light appears, the pump will start to work. To stop the pump, press the "Filter" button again, and the red light will go out. If the filter is used for 168 hours, the "FC" code will appear on the panel. At this time, the filter pump will continue to work, and the LED on the panel will flash. In order to prevent the filter pump from working under load for a long time, please replace the filter cartridges immediately, then press the "Filter" button for a long time to cancel the filter expiration alarm. After replacing the filter and canceling the alarm, the filter using time will start again. The filter cartridges need to be purchased from our store.

**HEATER:** Press the "Heater" button, a red light will appear and the heating system will start. To turn off the heating system, press the "Heater" button again and the red light will go off. As soon as you turn the heating system on, the filter system will also switch on automatically to circulate water. Once the preset water temperature has been reached, the heating system will stop working, the filter pump will continue to work. During this period, if the water temperature is 35.6°F (2 °C) below the set temperature, the heating system will automatically start to work again.

**WARNING:** Never operate the pump and heating system while the Spa is empty, as this may damage the system and nullify your warranty. We also suggest turning off the heater when not needed. This prolongs the life of the heating element.

**TEMPERATURE:** To set the temperature, press the "Temperature" button and the temperature will flash on the display screen. To increase or decrease the temperature, press the "Arrow up" or "Arrow down" buttons. When it has reached your ideal temperature, press the "Temperature" button again to set. A water temperature of 98°F (37°C) is considered to be safe for a healthy adult. Depending on the ambient temperature, the hot tub will heat the water between 2°F-3°F (1°C-1.5°C) an hour.

**BUBBLE:** Press the "Inflate/Bubble" button and a red light will appear and the bubble jets will start to work. Press the button again and the red light will go out and the bubble jets will stop. After being on for approximately 20 minutes, the bubble jets will stop automatically as a safety feature to prevent the internal pump from overheating. To reset, wait for 10 minutes, then press the "Inflate/Bubble" button again.

**FP MODEL:** Press the "Temperature" button, then press the "Down" button, after the display reaches 68°F (20°C), press the "Down" button again to enter FP mode. FP mode means FREEZE PROTECTION MODE. In this mode, the filter pump works all the time. When the water temperature is lower than 41°F (5°C), the heating function is automatically turned on and the water temperature is kept higher than 41°F (5°C).

**How to cancel "FP" mode:** Press the "Temperature" button, then press the "Up" button, and the panel shows 68°F (20°C), then the spa returns to the normal state.

**WARNING:** Do not use the FP function if the pool water is frozen or below zero. If it is forcibly opened, it may cause irreversible damage to the engine block.

**WARNING:** In FP mode, the filter pump will continue to work. Please pay attention to the use of the filter. Prolonged overload use of the filter will affect the product life and cause damage.



# MAINTENANCE & REPAIR OF YOUR SPA

## For PVC material.

**If the spa is torn or punctured, use the provided PVC repair patch and glue (not included) following these steps:**

1. Clean and dry area to be repaired.
2. Cut the provided PVC patch to appropriate size.
3. Use glue (not included) to coat the one side of the newly cut patch. Make sure the glue is evenly distributed.
4. Wait for 30 seconds and then place the cut patch with glue over the damaged area.
5. Smooth out any bubbles of air that may be trapped underneath, and press firmly for two minutes.
6. The product is once again ready for use. Repeat this process should further leaks occur.
7. Wait 30 minutes before inflation.

## Draining the water

**The following options are available to you for draining the water.**

### Method 1 :

1. Switch off the power supply.
2. Place a submersible pump in the SPA and pump out the water.
3. Do not connect the SPA to the power supply if it is not filled with water.

### Method 2:

1. Switch off the power supply.
2. Unscrew the cap from the water outlet located at the bottom of the heater element of the spa's filter and screw the filling hose tightly.
3. Then pull out the plastic stopper on the inside. The water can now flow out.
4. When there is no more water in the pool, press the BUBBLE button for 2–3 minutes to discharge residual liquid from the air hose.
5. When the water has completely drained away, remove the filling hose and shut both outlets again.

**CAUTION:** The drained water can contain chemical residues and/or other unhygienic components, that can have a negative impact on health and the environment. Check your local authority regulations to find out how you can safely and responsibly dispose of the waste water. In order to prevent unwanted bacterial growth, make sure there is no water or moisture in the spa.

## Filter cartridge

**Important:** Check and clean the filter cartridge after each use of the SPA and change the filter cartridge every week to avoid the load operation of the filter pump. The same applies if the SPA is not used for several days.

For unrestricted enjoyment, you should always have 2-3 filter cartridges available. Important! In rare cases, the addition of chemicals can cause the paper of the filter cartridge to flocculate. To prevent this, the filter cartridge should be regularly cleaned or removed for the period of non-use even when the SPA is not in use.

## Changing the filter cartridge

1. Make sure that the main plug has been disconnected from the power supply.
2. Unscrew the filter cartridge by turning it anticlockwise.
3. Remove the filter cartridge cover or the filter cap.
4. Place the filter cartridge cover, optional the filter cap on the new filter cartridge and screw it in by turning it clockwise.

## TIPS ON CLEANING THE SPA FILTER CARTRIDGE

Contaminated filter cartridges do not need to be disposed of immediately, you can also clean them

- in the dishwasher (fast program, using normal cleaning products)
- in the washing machine (fast program\*, using normal cleaning products)
- Limescale remover solution (to remove calcium deposits).

\*Place the filter cartridge in a pillow case to reduce the noise.

**TIP:** Smaller particles (pollen, dust, etc.) can be deposited on the surface of the water, which do not sink and can be drawn up by the filter cartridge. Switch the air jets (BUBBLE) on for approx. 5-10 seconds so that the particles can disperse in the water and then be drawn up by the filter Cartridge.

## Water treatment

To ensure the comfort and safety of SPA users, the water parameters must be well-balanced. The mineral content of water is constantly changing and can be directly affected by persons in the water, water treatment products and by evaporation. Deviations from the desired values can cause deposits that can damage the SPA. As the volume of water is relatively small, it is difficult to maintain constant values. It is therefore important to observe the following points: We suggest begin water treatment immediately after filling the spa. To ensure your health, you need to turn on the filtration function for a period of time before using the spa.

## Check the following water parameters and adjust them as follows:

	Minimum	Ideal	Maximum
Free chlorine	2 ppm	2 - 4 ppm	5 ppm
pH	7	7.2 - 7.6	7.8
Total alkalinity(TA)	60 ppm	80 ppm	120 ppm
Calcium hardness (CaCO <sub>3</sub> )	100 ppm	150–250 ppm	350 ppm
Active oxygen	5 mg/l	6 - 7 mg/l	8 mg/l
Bromine	3 mg/l	3.5 - 4.5 mg/l	5 mg/l

- The indicated water values must be checked regularly and adjusted (every day, if necessary)
- Use a good and clearly legible testing set for these tests. There are test strips with which you can measure free chlorine, active oxygen, bromine, pH, water hardness and total alkalinity at the same time.
- Use water treatment products to correct and adjust the values.
- If the SPA is being used regularly, the water must be completely changed at least every two months. If the SPA is used more intensively, the water must be changed more frequently.

**CAUTION:** If the pH value and chlorine content are not corrected, it can have negative effects on the service life of components, which can invalidate the warranty.

**CAUTION:** Never use fragrances. These oil-based products can result in deposits and leaks. The use of fragrances will invalidate your warranty claim.

## Water treatment products

Always add the water treatment to the middle of the SPA. The air jets and heater must be switched on to achieve an optimum treatment effect. The use of water treatment products in cold water has almost no effect. Keep the water treatment products in a cool, dry place inaccessible to children. For the disinfection of the SPA water there are different methods to choose from, whereby chlorine, active oxygen and bromine have established themselves as the most common germicidal agents. To use the dosing float (MINI version) for dosing during SPA water care - this way you avoid the risk of bleach spots or hole formations on the SPA surface.

**Important:** Always remove the dosing float when using the SPA.

**Important:** Press the button on the control unit to switch on the "Bubble". This helps to better dissolve the water care products in the SPA.

**CAUTION:** If the pH value and chlorine content are not corrected, it can have negative effects on the service life of components, which can invalidate the warranty.

**CAUTION:** While the pool is in use, no chemicals must be added, as skin and eye irritation may occur.

**CAUTION:** A concentrated chlorine solution may cause damage to the SPA. Under no circumstances can our company be held liable for costs incurred due to water loss, poor water quality or incorrect use of chemicals.

**CAUTION:** Do not perform a lot of chlorine tablets on your SPA as the high concentration of chlorine in the water can damage the shell. Instead, change the water more often.

**CAUTION:** Don't use granulate tablet or throw the tablet directly in the water, the chemical will deposit on the bottom and damage the material and discolored the PVC. Ensure that the chlorine tablets are completely dissolved and dissipated before use.

**CAUTION:** Never mix different chemicals. Always put the chemicals into the SPA water separately. Always make sure that the chemical is fully dissolved before adding the next one to the water.

**CAUTION:** Never use fragrances. These oil-based products can result in deposits and leaks. The use of fragrances will invalidate your warranty claim.

### **Cleaning the SPA**

The cleaning of the SPA does not require any special care or maintenance. Remove dirt with soap, water, a damp cloth and a soft brush, if required. Never use hard brushes or abrasive cleaning and scouring products.

### **Handling in case of prolonged periods out of use / overwintering**

1. Drain all of the water from the spa tub. To do this, remove the rubber plug inside the spa and unscrew the cap of the outlet hose outside the spa. The water will now drain. Activate the "BUBBLE" function in order to remove residual liquid from the ventilation system inside the spa.
2. Remove the safety switch from the socket.
3. Remove the filter cartridge.
4. Clean and dry the spa tub and the accessories. Make sure there is no more residual moisture in the spa. We recommend using the pump to blow dry the spa, pump and pipes.
5. Drain all of the air from the spa tub Remove the entire screw connection (grey screw connection of the air valve) in the lower area outside the spa tub.
6. Loosely fold the spa, avoiding sharp corners in order to prevent damage.
7. Store the spa in a dry and frost-proof place.
8. You can use the original packaging and transportation bag to store your spa and accessories.

#### **CAUTION:**

- Plastic can become brittle and fragile when it is exposed to sub-zero temperatures.
- Storage in freezing conditions can cause severe damage to the spa. Improper storage over the winter may render your warranty for the spa and its components void.
- If antifreeze is used, RELXTIME will not assume any warranty for any resulting damage to the spa and its components.

# TROUBLESHOOTING

Here you will find useful tips to help you identify and remedy some of the most frequent faults.

Problems	Cause	Solution
<b>The display does not respond/does not switch on</b>	The safety switch is deactivated	Perform a reset (in accordance with Installation)
	The water temperature is above 116.6°F(47°C)	Wait until the water temperature has dropped below 104°F(40°C) and press the "manual reset button"
<b>Air jet system stop working</b>	Overheating of the air fan motor	Wait until the motor cool down, then press the bubble button and confirm that the bubble function is working again
	Problem with the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
<b>Massage jet system stop working</b>	Overheating of the massage jet motor	Wait until the motor has cooled down, then press the JET button to activate the function
	Problem with the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
<b>Heater stop working</b>	Temperature sets too low	Set a higher temperature 68°F-104°F(20-40°C)
	The water temperature is still within the tolerance range of the temperature sensor <+/- 35.6°F (2°C)>	Once the set water temperature reached, the heater will stop working until the water temperature drops 35.6(2°C) below the set temperature. In this case just wait for a few minutes and the heater will start working automatically.
	Spa is not covered	Attach the cover
	The filter cartridge is dirty	Replace the filter cartridge
	Water level is too low	Top up the water between min and max line
	Problem with the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
	Dirt deposits inside the motor block (Heating pipe with incrustant, Filter pump blocked, Plugged filter cartridges)	Remove the filter cartridge and flush the motor block using a water hose by placing the water hose at the water outlet and collecting particles of dirt at the filter connection using a cloth bag
<b>Filter system stop working</b>	The filter cartridge is dirty	Replace the filter cartridge
	Water level is too low	Top up the water between min and max line
	Problem with the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
<b>Filter pump running too loud</b>	The filter cartridge is dirty	Replace the filter cartridge
	Water level too low	Top up the water between min and max line
	Dirty cover (on filter cartridge)	Clean the cover
<b>Problem with the filter/air and massage jets/ heater unit</b>	Power voltage too low or incorrect frequency	Contact a qualified electrician
	Fault in the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
<b>The tub has a strange shape</b>	Additional air pressure due to strong sunlight	Check the air pressure (using barometer, the pointer points to the green range ) and deflate to the normal shape

Problems	Cause	Solution
<b>The SPA is losing air pressure</b>	Air valve cap is too loose	Using soapy water, cover the air -valve to check if air is leaking, if so, use the provided wrench to fasten the Air valve following these steps: 1. Deflate the spa. 2. With one hand, hold the backside of the Air valve from the inner side of the spa wall and turn the wrench clockwise.
	Tear (seam) or spot damage	Perform a test to locate the affected area
	Ambient temperature drops drastically.	It is normal that the air sink in low temperature environment. Fill more air into the spa, refer to Inflation on page 12.
<b>The SPA is losing water</b>	The sealing plug of the water drain at the bottom of the SPA is loose	Press the drainage bung tightly.
	Spa is torn or punctured	Use provided repair patch. (Put liquid soap and water in a squirt bottle and spray on seams. If there is a leak it will bubble. After you find the leak, clean and dry the leaking area, then apply the repair patch that comes with your spa.)
<b>The water is not clean</b>	Insufficient filtering time	Increase the filtering time
	The filter cartridge is dirty	Replace the filter cartridge
	Poor or insufficient water treatment	Read the instructions of the chemicals manufacturer

## ERROR MESSAGES

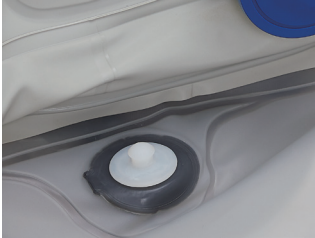
The following error codes may be shown on the display:

Error code	Cause	Solution
SL	Blocked or dirty filter. Low ambient temperature: the pipe and heater are too cold to function	Check the filter is clean and change if necessary. Pour some warm water into the spa, and the
SH	Water temperature sensor issue	Please contact Wave customer services.
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.
FC (with warning sound)	The filtration and heating have been in operation for 168 hrs. Before replacing the filter cartridge, neither the filtration pump nor the heater are ready for operation.	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.
OC	Malfunction of the temperature sensor	Replace the temperature control probe
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.

If you continue to experience difficulty, please contact our Consumer Service Department for assistance.

## Kind Tips

### Leaking Water:



When installing the spa, both the water plug and drainage sealing cover must be tightened.

### Leaking Air:



Both the gray and black parts of the one way valve need to be tightened.

### About Heating:



Every time the spa is reused after a power off, the temperature needs to be reset, otherwise the spa can only be heated to 100 °F, the spa cover needs to be covered during heating and the lock button needs to be inserted. Adding floor mat to the spa will provide better heating and insulation effects.



1. When using BUBBLE in the pool, it is normal for the temperature to drop quickly because the heat dissipation is faster when using BUBBLE.

2. After opening BUBBLE for 20 minutes, it will stop blowing for 10 minutes to protect the motor. If you forcibly use BUBBLE, you can power off and restart it before use.



Long time use will lead to slight expansion of SPA, which is a normal phenomenon and looks like air leakage. We just need to restart the connecting inflation hose to inflate. It is a normal phenomenon that bubbles will emerge from the airway hole in the pool during inflation.



If there is no water in the pool, filtration and heating cannot be turned on. If there is no water in it, prolonged activation of filtration can cause abnormal noise and jamming of the filtration pump. Water must be filled before use.



After using the spa, you can use a bandage to quickly store the pool, reducing its size and saving space.



## IMPORTANT INFORMATION ON PROBLEMS

### 1. Loss of air

Inflatable spas, by design, may lose air after a period of time, especially when exposed to cold temperatures. This is a normal phenomenon and does not mean that the spa has a defective area where air is leaking.

#### Step 1

Check the tightness of the air valve screw connection (black/grey). This valve has a double function, i.e. to inflate and deflate air.

**Note:** After inflating the SPA, it is possible that the lower screw connection has loosened during the inflation process.



#### Step 2

If air continues to leak after step 1, perform the following test to locate the affected area:

Spray soapy water on the PVC body of the spa.

Bubbles will form on the leaky area



### Other reasons for air leakage

a. The SPA was not inflated in the place of use. After inflation, the SPA was moved to the place of use, thereby damaged the PVC body.

b. Surface not even and stable.

c. The SPA has been overinflated.

Only inflate the SPA to the point where the upper edge can still be pressed in approx. 1.57-1.97 inches with the palm of your hand.

The air inside expands further in the sun, which can lead to damage to the PVC shell if the SPA is inflated too much.

If the spa is filled with too much air, this can cause both deformation and over-stretching of the PVC cover.

Over-stretching of the PVC shell is the main cause of irreparable tearing of the welding seams.

In these three cases, RELXTIME reserves the right to reject guarantee claims.

## 2. Loss of water

Before filling the SPA with water, the water outlets inside / outside the SPA should be checked again for their watertight seal.

### In the SPA

Check both connections of the filter cartridge and the water outlet and if necessary, tighten the connections using the tools provided.



### Outside the SPA

Check the screw cap to make sure the sealing ring is inserted properly and that it is tightened hand-tight.



## 3. FILTER SYSTEM

### Pumping noise

The whole noise is less than 85 dB. An increasing noise level of the pump is usually caused by an insufficient water flow or a pump problem itself. The following procedure should be followed to identify and solve the noise problem.

- Check the water level and top up the water if necessary (check the min./max. level)
- Unscrew the filter cartridge and check the pump noise (without filter cartridge)
- After 15-20 minutes, screw on a new or cleaned filter cartridge

### No filtering

If there is the impression that the filtering does not work properly or at all, the following procedure should be followed:

- View the Indicator light of control panel to check on the display that the filtering is switched on
- Check the filter cartridge for contamination. If dirty, clean or replace the filter cartridge
- Check the water flow. For this, unscrew the filter cartridge and use your hand to
- feel whether the filter pump is drawing water at the water inlet.
- feel whether water is coming out of the water outlet

If no water flow may be the fault of the filter pump, clean the filter and replace the filter pump.

## 4. HEATING SYSTEM

### Problems with the heating are generally

a. Insufficient water flow due to a low water level or a dirty filter cartridge.

If do not have enough water flows through the heater, the temperature sensor cannot determine the current water temperature and the water cannot be heated properly.

How to judge whether the water flow is sufficient?

Low water flow will cause the water temperature to rise rapidly, but the actual temperature does not rise.

### Measures:

- Check the water level and top up the water if necessary (observe the min./max.)
- Unscrew the filter cartridge and replace it with a new or cleaned one

b. Wrong or incomplete programming of the desired water temperature

Programming of required temperature:

01. Ensure that the heating system (HEATER) is switched on.

02. Press the TEMPERATURE button (the numbers on the control panel now flash continuously)

c. Use the arrow buttons TEMP UP / TEMP DOWN to select the required water temperature.

d. When the desired temperature is displayed on the control panel, press the TEMPERATURE button again. The temperature is now set and programmed.

e. Press the HEATER button to start the heating system. On the display, a red LED now lights up next to HEATER and FILTER: The system now starts automatically with water circulation.

f. When the preset temperature is reached, the heating element switches off while the red LED for the heater(HEATER) remains illuminated. The filter pump does not switch off automatically. If the water temperature drops below the preset temperature, the heating system starts to work again. If the heating system is not to restart automatically, both the heating system and the filter pump must be switched off by pressing the HEATER and FILTER buttons.

**Note:** The integrated temperature sensor works with an accuracy of +/- 35.6°F(2°C). Depending on the set water temperature, it may therefore be the case that the heater / pump does not switch on immediately but with a delay. This is not a malfunction.

**Note:** In cold weather, it takes between 12 and 24 hours to heat the water to the desired temperature. The ambient temperature and the temperature of the mains water affect how long it takes for the water to heat up. The water temperature drops every time the heater is switched off on the SPA. Wait until the water has heated up before using the SPA again.

#### **The ambient temperature is too low**

If the ambient temperature is below 50°F(10°C), the heater works slower than normal.

**Note:** It is advisable to use the SPA indoors in low ambient temperatures.

#### **Winter mode**

All SPA functions are blocked at an ambient temperature below 32°F(0°C). Operating the heating system or other functions at sub-zero temperatures can cause irreversible damage to water pipes and electrical components inside the motor block.

### **5. DEFORMATION**

Make sure that you install the spa properly according to instructions.

Spas installed outdoors may inflate due to partial or full solar radiation and cause irreversible deformation.

Make sure that the spa tub is not exposed to direct sunlight in outdoor areas.

## 6. LEAKAGE DUE TO A CRACK/HOLE

To repair minor cracks or leaks on the inside or outside of your spa, you will find a repair kit included.

This consists of a white patch for the inside of your spa and a patch matching the corresponding colour of the outside.

To repair the damaged area, we recommend that you use a 2-component adhesive, which is not included in the scope of delivery.

After you have repaired the leakage area in accordance with AIR LEAK (page 21) and have a suitable adhesive available, proceed as follows:

- a. Remove the water from the spa.
- b. Release the air from the spa.
- c. Fit the patch to the damaged area by allowing the patch to extend about 1.18-1.57 inches in all directions beyond the damaged area and cut it accordingly.
- d. Place the patch over the damaged area and mark all 4 corners, or a circular shape of the patch on the spa.
- e. Make sure the area to be patched is free of dirt and moisture.
- f. Apply tape or electrical tape outside the marked area in order to concentrate the adhesive on the location of the patch. Make sure that the area to be patched is 0.12 inches - 0.2 inches larger than the damaged area actually is.
- g. Now apply the adhesive according to the manufacturer's instructions.
- h. Apply the patch.
- i. Allow the adhesive to dry according to the manufacturer's instructions. Wait for the glue to set, 30 - 60 minutes.
- j. Inflate the spa according to the installation instructions.
- k. Observe the patch over a period of 30 minutes to see if the leak has been repaired.
- l. If air is no longer leaking, proceed in accordance with the installation instructions.

# CLEAN THE FILTER CARTRIDGES

1. Remove the Spa electrical plug from the mains.
2. Unscrew filter cartridge in anticlockwise direction.
3. Remove the protective cover and take out the filter cartridge.
4. After every use rinse the filter using a hose, it can then be reused. If the filter cartridge stays discoloured or is damaged in any way it must be replaced. If the paper inside the cartridge is torn or worn it should be replaced.
5. Ensure that the filter protective cover is replaced after cleaning the filter.  
Order Chemicals & filter cartridges for your Spa available online.



**The spa is provided with a safety sign in the package. The safety sign is suitable for outdoor use in wet locations and should be permanent installed were visible to the users of the spa.**

The installation of safety sign:

1. Take the safety sign out of package;
2. Fixed it to a place near the spa which users can read it clearly.

It is very important to provide warnings to occasional users of the spa. Make sure the users are aware of the measures to reduce the potential risks.

To obtain additional or replacement copies of the safety sign, please contact your local sales service.

# WARRANTY

**WE GIVE ALL OUR SPA'S WARRANTY ON THE HEATING ELEMENT (12 MONTHS),  
COVER & LINER (6 MONTHS)**

## **After-sales contact**

1、Users can contact the after-sales service center by email, and our company will arrange the customer service specialist to reply within 1 working day.

[info@serviceprohelp.com](mailto:info@serviceprohelp.com)

If you need maintenance or technical support, we recommend you to write the email following this format below to speed up the after-sales process.

**\*Order number:**

**\*Problem description:**

**\*Photo/Video:**

## **Warranty term**

1. SPA pool liner, Warranty is 6 months from receiving the product.
2. SPA pool control box, Warranty is 12 months from receiving the product.
3. SPA pool accessories missing or broken, Warranty is 3 days from receiving the product.

\*Out of warranty, If the user needs to replace or maintenance. The cost of shipping and spare parts will be afforded by the Users.

\*After opening an after-sale case, Free after-sales service requires the user to provide the real order number and photos of showing malfunctions.

\*If users return the product directly without starting the after-sales case, the shipping cost for returning will be afforded by the sender.

**SERVICE SUPPORT:**

**[info@serviceprohelp.com](mailto:info@serviceprohelp.com)**

