



SPA

Installation and user's manual

Read carefully and keep it for later reference

SPA Installation and User's Manual

Read Carefully and keep it for later reference

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

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

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

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

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

*IEC Publication 417, symbol 5019.

(b) At least two lugs marked «BINDING LUGS» are provided on the external surface or on the inside of the supply terminal box or compartment. To reduce the risk of electric shock, connect the local common bonding grid in the area of the hot tub or spa to these terminals with an insulated or bare copper conductor not smaller than No.6 AWG.

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

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

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

3. DANGER - Risk of injury. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. Do not bury the electrical cord. Locate the cord where it will not be damaged by lawn mowers, hedge trimmers and other equipment. Connect to a grounded, grounding type receptacle only.

4. WARNING— This product is provided with a ground-fault circuit-interrupter (on the wire near the plug).The GFCI must be tested before each use. With the product operating, open the service door. When the product stops operating, this merely indicates that the door is equipped with an electrical interlock. Next, push the test button on the GFCI and close the service door. The product should not operate. Now open the service door, push the reset button on the GFCI and close the service door.The product should now operate normally. When the product fails to operate in this manner, there is a ground current flowing indicating the possibility of an electric shock. Disconnect the power until the fault has been identified and corrected.

5. 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.

- Inspect the spa cover regularly for leak, premature wear and tear, damage or signs of deterioration.Never use a worn or damaged cover: it will not provide the level of protection required to prevent unsupervised access to the spa by a child. Always lock the spa cover after each use.

6.DANGER - Risk of Injury. The suction fittings in this spa are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible.

Never operate spa if the 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.

7. DANGER – Risk of Electric Shock. Install at least 5 feet (1.5 m) from all metal surfaces. As an alternative, a spa may be installed within 5 feet of metal surfaces if each metal surface is permanently connected by a minimum 8 AWG (8.4 mm²) ,6 AWG (13.3mm²) solid copper conductor to the wire connector on the terminal box that is provided for this purpose.

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

9. WARNING - To reduce the risk of injury. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes. The water in a spa should never exceed 40°C (104°F). Water temperatures between 38°C(100°F) and 40°C(104°F) are considered safe for a healthy adult.

WARNING

- Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 38°C(100°F).
- Before entering a spa or hot tub the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating devices varies.
- The use of alcohol, drugs or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
- Obese persons or persons with a history of heart disease, low or high blood pressure, circulatory system problem, or diabetes should consult a physician before using a spa.
- Persons using medication should consult a physician before using a spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.
- Check with doctor before use if pregnant, diabetic, in poor health, or under medical care.

10.WARNING - To reduce the risk of electric shock, do not use an extension cord, timers, plug adapters or converter plugs to connect the unit to electric supply; provide a properly located outlet. Portable whirlspa baths and swimming spas with incorporated heating elements must be connected to a grounded mains supply socket with a supply cord fitted with a plug and GFCI with a tripping current of 10mA.

The spa electrical appliance should be supplied through a ground-fault circuit-interrupter (GFCI) having a rated residual operating current not exceeding 30mA.

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

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

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

Electric installation should fulfill the local requirement or standards.

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

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

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

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

People with infectious disease should not use a spa or hot tub.

To avoid injury exercise care when entering or existing the spa or hot tub.

Water temperature in excess of 40°C(104°F) may be injurious to your health.

Never use a spa or hot tub alone or allow others to use the spa alone.

IMPORTANT SAFETY INSTRUCTIONS

Do not use a spa or hot tub immediately following strenuous exercise.

Do not put the spa under 4°C(39°F) environment in order to avoid freezing if there is still water in the spa.

Do not turn on the spa when the water is frozen.

Never pour water with a temperature higher than 40°C(104°F) into the spa directly.

Always unplug this product from the electrical outlet before removing, cleaning, servicing or making any adjustment to the product.

Never jump or dive into a spa or any shallow body of water.

Do not attempt to plug in or unplug this product while standing in water or when your hands are wet.

Do not use the spa if damaged in delivery and/or malfunctioning in any way. Keep all pets away from the spa to avoid any damage.

Do not add bath oil or bath salt to the spa water.

In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

WARNING: CHILDREN SHOULD NOT USE SPAS OR HOT TUBS WITHOUT ADULT SUPERVISION

WARNING: DO NOT USE SPAS OR HOT TUBS UNLESS ALL SUCTION GUARDS ARE INSTALLED TO PREVENT BODY AND HAIR ENTRAPMENT

WARNING: PEOPLE USING MEDICATIONS AND/OR HAVING AN ADVERSE MEDICAL

HISTORY SHOULD CONSULT A PHYSICIAN BEFORE USING A SPA OR HOT TUB

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 DRUGS OR ALCOHOL BEFORE OR DURING THE USE OF A SPA OR HOT TUB TO AVOID UNCONSCIOUSNESS AND POSSIBLE DROWNING

WARNING: PREGNANT OR POSSIBLY PREGNANT WOMEN SHOULD CONSULT A PHYSICIAN BEFORE USING A SPA OR HOT TUB

WARNING: WATER TEMPERATURE IN EXCESS OF 38°C MAY BE INJURIOUS TO YOUR HEALTH

WARNING: BEFORE ENTERING THE SPA OR HOT TUB MEASURE THE WATER TEMPERATURE WITH AN ACCURATE THERMOMETER

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: DO NOT PERMIT ELECTRIC APPLIANCES (SUCH AS A LIGHT, TELEPHONE, RADIO, OR TELEVISION) WITHIN 1.5 M OF THIS SPA OR HOT TUB

CAUTION: MAINTAIN WATER CHEMISTRY IN ACCORDANCE WITH MANUFACTURER'S INSTRUCTION

US

SAVE THESE INSTRUCTIONS

1. SPECIFICATIONS

1.1. Specifications

	3 persons	4 persons	6 persons
Model	17612US / 17623US	17283US	17286US
Capacity	3 persons	4 persons	6 persons
Dimension (outer)	Ø165cm x 70cm (Ø 65" x 27.6")	Ø 175 x 70 cm (Ø 68.9" x 27.6")	Ø 204 x 70 cm (Ø 80.3" x 27.6")
Dimensions (inner)	Ø 125 x 70 cm (Ø 49.2" x 27.6")	Ø 135 x 70 cm (Ø 53.1" x 27.6")	Ø 160 x 70 cm (Ø 63" x 27.6")
Water capacity	686 L (181 gal)	800 L (211 gal)	1200 L (317 gal)
Power supply	110-120 V,60 Hz,1380W	110-120 V,60 Hz,1380W	110-120 V,60 Hz,1380W
Max heat temperature	40°C	40°C	40°C
Test certificate	cETLus	cETLus	cETLus
Heating efficiency Ambient temperature : 20°C	1- 2°C/h	1- 2°C/h	1- 2°C/h

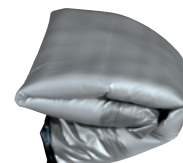


This appliance is marked according to the European directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE). This symbol indicates that this appliance may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical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

2. PACKAGE LIST

2.1. Package list

Ensure to check all parts are present:



liner



Pump unit



Top cover



ground cloth



GFCI



Ari valve



Inflating hose



Pump unit connectors



Caps



Repair kit



Filter cartridge



Filtration cartridge support

US

Hyperthermia occurs when the internal temperature of body reaches a level several degrees above the normal body temperature 37°C(98.6°F). The symptoms of hyperthermia include an increase in the internal temperature of body, dizziness, lethargy, drowsiness, and fainting. The effect of hyperemia include failure to perceive heat; failure to recognize the need to exit spa; unawareness of impending hazard; fetal damage in pregnant women; physical inability to exit the spa; and unconsciousness resulting in the danger of drowning. **WARNING-** The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.

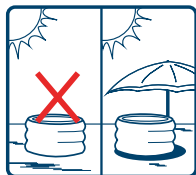
3. INSTALLATION

3.1. Site selection

WARNING : Before proceed to installation your spa, please make sure that the selected location meets the following conditions :

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

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



Use a sun cover



Place in a clean environment



Ensure its level

WARNING: The GFCI plug must be tested before each use.

Do not use if GFCI test fails and see chapter 6.1.

1. Insert the plug into the power outlet.
2. Press the <<RESET>>button, the indicator light turns red.
3. Press the <<TEST>>button, the indicator light turns off.
4. Press the <<RESET>>button, the indicator light turns red.
The GFCI works properly.

ASSEMBLY: THE PROVIDED WARNING LABEL

⚠ WARNING:
REDUCE THE RISK OF ELECTROCUTION
1. NEVER PLACE AN ELECTRIC APPLIANCE WITHIN 5 FEET OF SPA.
REDUCE THE RISK OF CHILD DROWNING
1. SUPERVISE CHILDREN AT ALL TIMES.
2. ATTACH SPA COVER AFTER EACH USE
REDUCE THE RISK OF OVERHEATING
1. CHECK WITH A DOCTOR BEFORE USE IF PREGNANT, DIABETIC, IN POOR HEALTH, OR UNDER MEDICAL CARE.
2. EXIT IMMEDIATELY IF UNCOMFORTABLE, DIZZY OR SLEEP. SPA HEAT CAN CAUSE HYPERTHERMIA AND UNCONSCIOUSNESS.
3. 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.
1. DO NOT ENTER SPA IF WATER IS HOTTER THAN 100°F(38°C)
2. DO NOT STAY IN SPA FOR LONGER THAN 10 MINUTES.

3.3. Assembling



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



2) Bring the pump unit to the inflatable spa.



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



4) Insert the inflation hose into the inflatable spa



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



6) Inflate the inflatable spa for about 10 minutes. Ensure that the spa is firmly inflated.



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



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



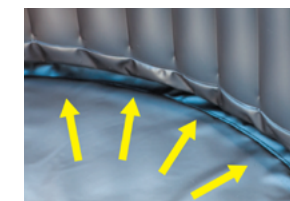
9) Attach the filter cartridge in the SPA, it can be pressed and screwed in place. Ensure filter is in filter housing.



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



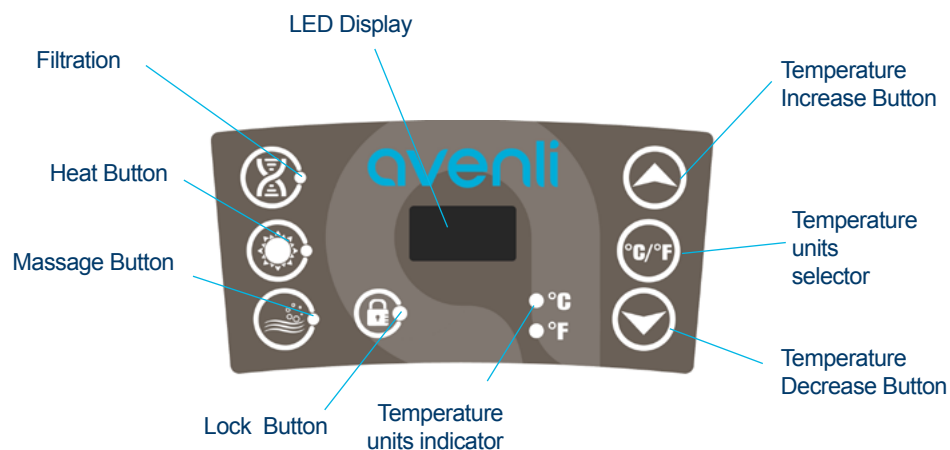
11) Fill the SPA with 10 cm of water.



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

4. USAGE

4.1. Control panel



4.2. Functions

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



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



Press the temperature adjustment buttons, then the screen will flash. When it is flashing, you can set the desired temperature. The value will increase or decrease 1 degree at once. The temperature could be set between 30°C to 40°C (86°F to 104°F).



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



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

Note :

- The massage system will stop automatically after 30 minutes of operation. Re-activate the massage function by pressing the message button again.
- When filter button is on, pressing bubble button will exchange filter mode into massage mode: filter indicator light will turn off and massage indicator light turn on. If press the bubble button again, the massage mode will be changed back to filter mode.



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

Note:

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



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

The pump does not stop heating until the current water temperature reaches the set temperature; and the heating system will restart after the current water temperature drops 2°C below the set temperature automatically.
Maximum heating temperature: 40°C (104°F)

Important :

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

Note :

- With the heating system starting, the filtration system will start working together.
- After turning off the heating system, the filtration system will still work.
- If the massage function is active, the filtration and heating functions can not be activated.

4.3. Spa cover and security

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

Each safety buckles has a lock system ; closed buckle, the latch in up position locks the buckle, the latch in down position unlocks the buckle.

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



5. MAINTENANCE

5.1. Water maintenance

WARNING : Bad spa water quality can harm your health.

CAUTION: Please use chemicals properly. Quality problems caused by overuse and improper use do not apply to our warranty.

Depending on the frequency and conditions of use:

- The filter cartridge should be regularly cleaned (150 hours max.).
- The filter cartridge should be replaced every 1 to 2 month.
- The spa water should be changed every 15 to 30 days.

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

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

Damage resulting from improper use of treatment products is not covered by warranty (overdose, shock treatment, ...).

1. Water balance

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

2. Water Sanitation

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



5.2. Cleaning and replacing filter cartridge

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

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



5.2a Disinfection

Water Sanitation:

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

If water is heavily polluted you should not use spa.

Clean spa with with specialist UV lighting equipment.

Seek professional advice and guidance before doing this.

Attention:

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

5.3. Drainage and storage

Drainage

- 1 Check the stopper on the bottom of the spa and the drain cap.
- 2 Unscrew the drain cap.
- 3 Remove the stopper on the bottom of the spa. Completely drain all water from the spa.

Once empty, the spa can be cleaned with soap and water.



Storage

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

It is recommended that store the SPA in its original package in a warm dry place.



5.4. Repair kit

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

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

6. TROUBLE SHOOTING

6.1. Troubleshooting

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

Reference



Inlet – The inlet is where the filter is attached.

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

Problem	Cause	Solution
Control panel screen does not operate	Check power source	Power failure
		Reset the GFCI / Check if the wiring system is adapted to the power of the pump unit.
		Call for service if it does not reset
SPA pump does not heat properly	Temperature set is too low	Set to a higher temperature
	Filter Cartridge is dirty	Clean or Replace the cartridge (see chapter 5.2)
	Too low water level	Fill water to minimum water level
Bubble massage system does not work	Heating element defective	Call for service
	Pump is overheating	Cut off the power and wait until the pump has cooled.
Water filtration does not work	Auto shut-down feature (30min) is activated	Press the bubble button to reactivate
	Malfunction of the pump unit	Call for service if it does not reset
	Filter Cartridge is dirty	Clean or Replace the cartridge (see chapter 5.2)
Pump leakage	Inlet and outlet blocked	Clean the inlet and outlet
	Air inside the pump	Fill water to minimum water level
	Malfunction of the pump unit	Call for service if it does not reset
Spa spa leakage	Adaptor seal improperly	Replace the seal in the right position
	Water leakage from pump body	Check the pump body, call for service
Water is not clean	Spa spa is torn or punctured	Use provided repair kit (see chapter 5.4)
	Insufficient filtering time	Increase the filtering time
	Filter Cartridge is dirty	Clean or Replace the cartridge (see chapter 5.2)
	Spa filled water quality	Change the spa water completely
CHG FIL	Improper water treatment	Refer to the chemical manufacturer's instructions
	After 150 cumulative hours of filtration operations, an audible alarm will sound and the LCD display will show the characters CHG, followed by FIL, to remind you to change or clean the filter. You can hold the filtering button 5 seconds to turn off the buzzing. The filtering system will turn off, you can press the button to active the filtering system again.	

7. WARRANTY

7.1. Error code

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

Code	Situation	Problem	Causes	Solutions
E1	Not heating Not heating properly.	Wrong temperature control sensor.	Temperature control sensor short circuit or open circuit.	Contact service center.
E3	Not heating properly.	High water temperature indicator.	The filled water is over 45°C (113°F).	· Cut off the power, make sure the pool water is between 2°C~44°C (36°F~111°F) · Cut off the power then remove the pump. After that clean the scale on the in/outlet. · If this does not solve the problem, refer to the box below
E4	All functions do not work, buzzing warn.	Low water temperature indicator.	The pool water is lower than 2°C (36°F).	· Cut off the power, make sure the pool water is between 2°C~44°C (36°F~111°F) · If this does not solve the problem, refer to the box below
E5	All functions do not work, buzzing warn.	High water temperature indicator.	The filled water is over 50°C (122°F).	· Cut off the power, turn to qualified electrician to reset the thermal cutout described in next paragraph. · If this does not solve the problem, refer to the box below
E6	Not heating and filtering properly. Buzzing warns.	Water pressure is not big enough to activate heating.	· Inlet or outlet on inner wall are blocked. · Filter cartridge is too dirty. · Pool water does not reach minimum water level. · Do not release air from pump Pump is wrong"	· Clean inlet and outlet · Clean or replace filter cartridge · Add water to reach water level · Do air release as outlined again · If this does not solve the problem, refer to the box below

E3, E4, E5, E6 error code

- Cut off electricity for 5 minutes and reconnect.

If error code is still displayed on the control Box, please do the following instructions :

1 - Check that the water line is between the high and low limits.

2 - Clean or replace the filter cartridge.

3 - Unscrew and clean the 2 nozzles (Entry and exit of water) inside the spa and remove wastes if necessary (Neaf, hairs, fur, skin...)

4 - Check that the propeller of the filter pump does not contain foreign matter.

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

7.2. Warranty

Avenli products have been inspected and found free of defects prior to leaving the factory. Avenli warrants this product against defects in material and workmanship for a period of time, 1 year for the pump and 6 months for the liner, unless local law has special requirement. Avenli warrants this product begins on the date of purchase and Avenli requires presentation of the original proof to purchase to ascertain the date. During the warranty period, Avenli will either repair or replace, at its discretion, any defective produces. Replacement products or repaired parts will be warranted for only the unexpired portion of the original warranty.

Shipping cost policy

The return of defect parts to the authorized service center is at the charge of the owner.

On warranty period, the return is at the charge of service center.

Warranty policy

This limited warranty does not apply to any defect resulting from negligence, accident, misuse, or other reason beyond Avenli's reasonable control, included but not limited to: normal wear and tear, negligence or failure to follow the product instructions, improper or inadequate maintenance; connection to improper power supply; chemical water damage, loss of spa water, unauthorized product modification or repair; use for commercial purpose; fire, lightening, flood or other external causes.

This warranty is valid only in the country of purchase in such countries where Avenli sells and services the same model with identical technical specifications.

Warranty service outside the country of purchase is limited to the terms and conditions of the corresponding warranty in the country of service. Where the cost of repairs or replacement is not covered by this warranty, Avenli will advise the owners and the cost shall be charged to the owner.

This warranty only applies to the original purchaser and terminates upon any transfer of ownership.

All repairs of which warranty claims are made must be pre-authorized by a Avenli service center.

All the authorized selling dealer is responsible for all in-field service work carried out on your Avenli product. Avenli will not be liable for results of cost of workmanship from unauthorized service person.

Online After-sales Service Center

Check out the link of After-Sales Service Center below, and submit a service ticket for further help. It is essential to fill out the submission table with all information including customer name, valid email address, date of purchase, serial number and Item number. Please describe occurred problem as detailed as possible, and attach evidence files (receipts and pictures if you have). One of our representatives will be in touch as soon as possible.

<http://service.jilong.com/support/tickets/new>

Local after-sales service center

SHANGHAI JILONG SPORT AND LEISURE PRODUCTS CO., LTD

2555 XiuPu Road, Pudong Area, Shanghai, China.

Tel: +86-21-58942200 Web: www.JLeisure-Global.com

JIANGSU JILONG SPORT AND LEISURE PRODUCTS CO., LTD

NO.1 Industrial Area South Zhongchen Road Zhongyang Town, Suqian, Jiangsu, China