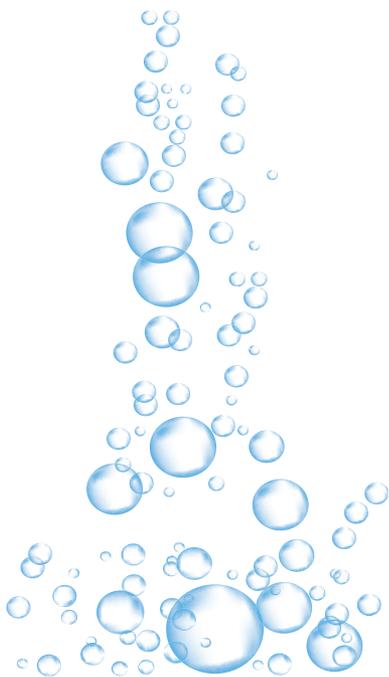




freshwater<sup>®</sup>

FreshWater<sup>®</sup>  
Salt System  
Owner's Manual



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## Safety Instructions

### Important Safety Instructions (Read, Follow, and Save All Instructions)

**WARNING:** Operate the FreshWater Salt System only according to these instructions. Do not use this device with bromide products.

**WARNING:** Do not energize or operate the unit if the cartridge housing is damaged or improperly assembled.

**WARNING:** To reduce the risk of electric shock, replace damaged cords or cartridge immediately.

**WARNING:** Remove power from the spa before performing any maintenance or troubleshooting.

**CAUTION:** To avoid damage, DO NOT insert any objects into the housing.

**CAUTION:** Prior to using the spa, check water parameters and adjust if necessary.

**CAUTION:** NOT compatible with bromine or BaquaSpa® (biguanide).

**CAUTION:** Do not use Calcium Hypochlorite or Trichlor tablets with system.

**CAUTION:** Do not use splash-free or scented liquid chlorine or bleach.

**NOTE:** The system is compatible with chlorine, Monopersulfate (MPS), and silver. When using the spa, the chlorine level must be maintained between 1-5 ppm. Supplement sanitizer generation with Sodium Dichlor (chlorine), liquid Sodium Hypochlorite (chlorine), or (MPS) as needed.

**DISCLAIMER:** This is not an automatic water care system. The system is sized for the typical user. Frequent users, on occasion may need to supplement sanitizer generation with chlorine or MPS.

### THE SPA OWNER IS ULTIMATELY RESPONSIBLE FOR MAINTAINING PROPER SANITARY WATER CONDITIONS.

Carefully review the entire Owner's Manual before using the FreshWater Salt System, and keep this manual available for reference. If you have any questions about your FreshWater Salt System setup, operation, or maintenance, contact your authorized dealer.

# Overview of the FreshWater System

Congratulations on the purchase of your FreshWater Salt System. This system generates chlorine to simplify water care while providing better quality water that's softer, clearer, and cleaner to enhance your spa experience. With proper care of your spa and FreshWater Salt System, the life of your spa water can last up to 12 months\*.

**Salt System Plug** - This is the factory insert for the Salt System Housing and should not be removed until a Salt Cartridge is installed.

**Salt System Housing and Cap** - The bartop accessible housing holds the Salt System Plug or the Salt System Cartridge and allows for easy replacement.

**Salt System Cartridge** - Installed in the housing, easily accessible from the top of your spa, the cartridge contains electrodes that generate active chlorine. Depending upon your spa usage, and with proper water care, the cartridge life span is a minimum of four months.

## Start-up Kit

Your Start-up Kit includes the following products:

- Vanishing Act<sup>®</sup> Calcium Remover
- FreshWater Salt Test Strips
- FreshWater 5-Way Test Strips
- FreshWater Spa Salt
- Salt System Cartridge
- Salt System Controller (installed by your dealer)
- FreshWater Salt System Owner's Manual
- FreshWater Salt System Start-up Guide

Recommended products sold separately:

- FreshWater Clean Screen<sup>®</sup> Pre-Filter
- FreshWater pH/Alkalinity Up
- FreshWater pH/Alkalinity Down
- FreshWater Concentrated Chlorinating Granules
- FreshWater Mineral Spa Sanitizer

Consult your dealer to determine if these additional products are needed.

- FreshWater Vanishing Act Calcium Remover XL
- On The Go<sup>®</sup> Portable Water Softener
  - Allows you to fill your spa with softened water at start-up and when you need to top the spa off. If you live in a region with high calcium hardness, we highly recommend the On the Go portable water softener.

**IMPORTANT:** Do not use Calcium Hypochlorite or Trichlor tablet with this system.

**IMPORTANT:** Please have your spa Owner's Manual available for reference.

\*Many factors affect the life of spa water, such as bather load and water chemistry. When spa water is properly maintained considering these factors, a 3-pack of FreshWater Salt System cartridges will keep water clean and clear for up to a full year.

# System Features

## Output Level

The system cleans the water throughout the day. The output level of 0-10 determines how long the system runs each day. Observe your spa usage patterns and measure the chlorine level to guide your output level. Adjust output level up or down to increase or decrease output. Keep your output level as low as possible to maintain 1-5 ppm chlorine.

### Output Level

0	No output/System off
1	Vacation
2-4	Low output mode
5-7	Normal use (recommended)
8-9	High use
10	Maximum output (system runs constantly)

## Turning the system off

By setting output level to 0, the system will stop generating chlorine. You will need to manually maintain the sanitizer level using chlorine if the system is off.

## Vacation or limited use

When the spa is not going to be in use, shock the spa by increasing chlorine to 3-5 ppm while running the automatic clean cycle. Clean or replace filter(s). Lower output level to 2. For extended vacations (two or more weeks), set output level to 1 for low output mode.

## Boost

The Boost feature activates the cartridge at output level 10 for 24 hours, overriding the current output level. The system returns to its previous output level once the Boost cycle is complete. Use the Boost function to gradually increase the chlorine level before or after high spa usage. Spa can be used while in Boost mode.

## Status Test

The status test shows you if the system is performing optimally. It reflects a number of elements that can impact performance, including the salt level, cartridge status (clean/dirty), and water temperature. The status automatically updates every 30 minutes. You can manually update the system status by activating the status test using your control panel.

## Getting Started

### Step 1 - Test Fill Water

**IMPORTANT:** Power must always be OFF when spa is empty.

Before filling your spa, take a sample of your fill water to your local dealer for testing to determine if your water contains high levels of metals, phosphates, and/or calcium. If high levels are detected, your dealer can recommend additional products to help bring your fill water into balance. Starting with balanced water is key to the success of clean, long-lasting water with the FreshWater Salt System.

**Metals** - Using well water or have high metal content in your water? Iron and manganese should be below 0.5 ppm and copper should be below 0.2 ppm. If metals are present in the water, they must be removed before startup of the FreshWater Salt System. It is strongly recommended to fill your spa using the FreshWater Clean Screen Pre-Filter. FreshWater Stain and Scale Defense can also be used following instructions on the bottle.

**IMPORTANT:** If you have used liquid products to remove metals from your spa water, you must clean your filters and wait 24 hours after treatment before turning the salt system on or adding any chlorine.

## Step 2 - Fill Spa

**NOTE:** If you are performing a drain and refill of your spa, it is recommended to clean filters prior to filling the spa.

**If you are changing your current water care program to FreshWater Salt System, you must drain and rinse your spa and clean your filters before proceeding.**

Before adding water, remove plug and insert your salt system cartridge. Using your garden hose, fill your spa through the filter compartment until the water level reaches 1-inch (2.5 cm) above the highest jet.

**NOTE:** If your fill water contains high levels of metal (over 0.5ppm) or calcium (over 300 ppm), use the FreshWater Clean Screen Pre-Filter and/or On The Go as required. Ensure the calcium hardness is not lower than 25 ppm by topping the spa off with a small amount of tap water as necessary. If you are filling with well water or have metal issues, see **Treating for Metals** on page 8.

If you are using a silver cartridge along with the FreshWater Salt System, insert your FreshWater Mineral Spa Sanitizer into the filter compartment now. **Silver Ions** help to *inhibit bacteria growth and will lower the amount of chlorine needed to keep the water clean.*

Once the spa is filled with water, turn the power on (see spa owner's manual for specific instructions based on the voltage of your hot tub). Set the temperature to your desired level (at least 95 degrees Fahrenheit / 35 degrees Celsius) and turn off the salt system by setting the output level to zero (recommended).

Check your jet systems by pushing the jets icon on the control panel home screen. When you've confirmed that the jets are fully operational, adjust your diverter valve to middle position and leave the jets on for adding salt.

**NOTE:** It's normal for the water care icon on the control panel and diagnostic logo light (if equipped) to flash during this step if you choose not to turn your salt system off.

## Step 3 - Add Salt (Target 1,750 ppm)

To find the correct water capacity of your spa model, check the chart in your spa owner's manual.

Make sure spa jets are on before adding salt. To avoid over salting the water, start out by adding half the recommended amount of salt (Reference Table 1), using the cup provided with your FreshWater Spa Salt. Pour the salt into the filter compartment, 1 cup at a time, with the jets running. Allow five minutes for the salt to dissolve.

Use FreshWater Salt Test Strips to verify the salt level is around 1,750 ppm. Continue to add salt, one cup at a time, as needed to reach the target level. Be careful to not exceed the recommended target of 1,750 ppm.

### Step 4 - Balance Water

Test your water using a FreshWater 5-Way Test Strip (Reference Table 2). Review pH and alkalinity levels to determine if your water is within the salt system's parameters and adjust as needed. Make note of the calcium hardness level as this will be addressed in step 6. Refer to your spa owner's manual for detailed instructions on how to bring pH and alkalinity levels into balance. Once the water has been balanced, retest the water using the 5-Way Test Strip. Repeat the process until the water is balanced.

Spa Capacity		Salt	Output Setting
Gallons	Liters	Cups	
200	760	4½	Level 5
250	950	5¾	Level 5
300	1,140	7	Level 6
350	1,330	8	Level 6
400	1,520	9¼	Level 6
450	1,710	10¼	Level 6
500	1,900	11½	Level 7
550	2,090	12½	Level 7
600	2,280	13¾	Level 7

Table 1

System Parameter	System Target	OK Range	
		Min	Max
Salt	1,750 ppm	1,500 ppm	2,000 ppm
Hardness	50 ppm	25 ppm	75 ppm
Alkalinity	80 ppm	40 ppm	120 ppm
pH	7.4	7.2	7.8
Chlorine	3 ppm	1 ppm	5 ppm

Table 2

### Step 5 - Sanitize Fill Water

With all jets on and the diverter valves turned to the middle position, add chlorine to the filter compartment (refer to the product label for instructions). Run jets for 5 minutes and measure the chlorine with a new FreshWater 5-Way Test Strip. Your target chlorine level is 5 ppm. If your level is less than 5 ppm repeat the chlorination process. Wait 5 minutes then test again. Repeat until the target level of 5 ppm is reached.

**NOTE:** If using liquid chlorine - DO NOT USE "splash free" or scented bleach of any kind.

**NOTE:** It is very important that you shock the spa water with chlorine at start-up.

**Skipping this step can prevent the system from establishing a chlorine residual.**

Shock is a process of adding doses of a quick-dissolving chlorine to oxidize non-filterable organic waste and to remove chloramines and bromamines.

### Step 6 - Soften Water

**NOTE:** Include this step if you did not use a calcium remover during the fill process (in Step 2).

Hard water can damage your hot tub equipment and may hinder the effectiveness of the salt system, so it's important to make sure your water is soft. Your target calcium level is 50 ppm. Use the following guidelines if your calcium hardness is over 75 ppm:

- 75-150 ppm - Use the Vanishing Act pillow provided in your start up kit (refer to owner's manual for instructions).
- 150-300 ppm - Use the Vanishing Act XL™ or an On The Go portable water softener (available at your local dealer).
- Over 300 ppm - Use an On The Go portable water softener (used during fill process).

After 24 hours, test spa water with a FreshWater 5-Way Test Strip. If calcium hardness level still reads above 75 ppm, repeat the process until you get close to 50 ppm. Discard Vanishing Act in your normal trash after recommended amount of time and before continuing to next step.

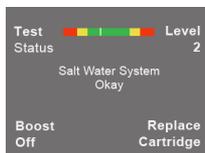
## Step 7 - Set Salt System Output Level and Monitor

### NOTE: The following is typically performed on Day 2 of start-up

Access the water care menu on your control panel. Set salt system output to the recommended level indicated in Table 3.

To change the Output Level, one of the three screens below on your spa's control panel will be displayed.

Output level 0=system off, 10=maximum output



Button Display



Touch Screen Display



Touch Screen Display

Using a FreshWater 5-Way Test Strip, check the water to ensure a residual chlorine level of a minimum of 3 ppm has been maintained over the past 24 hours. If the chlorine level has dropped below 3 ppm, repeat the chlorination process to achieve 5 ppm and press the Boost button. Check the chlorine level again in 24 hours, and continue the chlorination and Boost process each day until the salt system can independently maintain the target 3 ppm chlorine residual. Over the next few days, continue to test your water using a FreshWater 5-Way Test Strip and adjust the salt system output level as needed.

**IMPORTANT:** The salt system cleans the water before it produces a chlorine residual that is visible on a test strip. If there is not a measurable amount of chlorine in the spa water after 24 hours, this is an indication that the salt system is still cleaning the water. If there are contaminants in the water, or you use the spa often initially, it may take the salt system a few days to clean the spa water and keep up with your chlorine demand. Use Boost to generate additional chlorine during this process. This is perfectly normal and does not mean that your Freshwater Salt System is not working.

Salt System Output Level	
Level 0	System Off
Level 1	Vacation
Level 2-4	Low Output
Level 5-7	Normal Use (recommended)
Level 8-9	High Use
Level 10	Maximum Output
Boost	Level 10 for 24 Hours

Table 3

# Ongoing Maintenance

## 1. It is recommended to test and balance your spa water before each use.

- The pH level may increase during the first few weeks after start-up. Add FreshWater pH/ Alkalinity Down if needed. Ensure that pH and alkalinity levels stay within the OK range.
- Keep total calcium hardness between 25-75 ppm. Use a new Vanishing Act Calcium Remover when calcium hardness is above 75 ppm.
- The recommended chlorine level is 3 ppm. Adjust the output level up or down to maintain the target chlorine level. Boost to supplement chlorine generation after prolonged use. Supplemental chlorine can be added as required to achieve 3 ppm chlorine target if the spa is set to the maximum output level 10. You can reduce the chlorine level in the spa water by adding hydrogen peroxide (see High Chlorine on page 10).

## 2. 10-day system check - Test the spa water & confirm output level

You should test your spa water and confirm output level at least once every 10 days. A system check reminder will appear on your spa control panel.

- a. **Every 10 days**, if you have not adjusted your output level, the water care icon on the control panel will flash as a reminder to check your spa by testing and balancing your spa water and confirming your output level. The 10-day timer will reset any time you adjust your output level. If you do not perform the 10-day maintenance routine, the system will default to Low Output Mode (level 3 after 15 days and level 1 after 20 days).
- b. **Test and balance spa water** using a FreshWater 5-Way Test Strip. Measure chlorine, pH, alkalinity, and calcium hardness levels to determine if your water is in the OK ranges specified for the system. Adjust as needed. Reduce calcium hardness if necessary to maintain a range between 25-75 ppm by using the FreshWater Vanishing Act Calcium Remover.
- c. **Confirm output level.** Adjust your output level as needed to maintain a 3 ppm chlorine target level. Press the Confirm or OK button to clear the 10-day system check reminder.

## 3. Replace FreshWater Salt System cartridge

The chlorine-generating cartridge in the system will typically need replacement after four months of operation. Once your cartridge has been in service for 4 months the spa will notify you that it may be time to change your cartridge. The cartridge can be changed at any time.

1. Follow instructions on control panel to replace cartridge.
2. Remove cap.
3. Press button (on top of cartridge) to remove cartridge.
4. Insert new cartridge. Press button on top of cartridge and push into place.
5. Secure cap. Follow instructions on control panel.

## System Test

The system status test shows you if the system is performing optimally. It reflects a number of elements that can impact performance, including the salt level, cartridge status (clean/dirty), and water temperature. The status automatically updates every 30 minutes. You can manually update the system status by activating the status test using your control panel. Table 4 lists system status messages with meaning or action required.

Green - System is optimal.

Yellow OK - System is OK but should be monitored (see Troubleshooting on page 8).

Red LOW - The system needs your attention and is NOT generating chlorine. The cartridge may be expired, or the salt level may be low (see Troubleshooting on page 8).

Red HIGH - The system needs your attention and is NOT generating chlorine. The salt level is high (see Troubleshooting on page 9).

Status Message on Screen (Actual Message may vary Depending on Spa)	Meaning or Action Required
Okay	Operating normally
Inactive-System Off	System Off Output level is set to 0
System Testing	System test initiated/in progress
24-Hour Boost Cycle On	Increasing chlorine level Output level is set to 10 for 24 hours
1. Dip Test Strip 2. Balance Water 3. Soften Water 4. Adjust Level & Confirm	5-Way Test Strip 10-day verification Test water, adjust output level, confirm Salt test strip
Inactive-Summer Timer On	System is disabled for eight hours when Summer Timer is active
Inactive-High Status 1. Dip Salt Strip 2. Check/Replace Cartridge	Non-operational <b>high salt</b> level detected - correct salt level; check/replace cartridge
Inactive-Low Status 1. Dip Salt Strip/Clean Filter 2. Check/Replace Cartridge	Test water with salt test strips and add salt if needed. Check/clean filter. Replace cartridge.
Cartridge Reached 4 Months Replace Cartridge?	Replace cartridge now or postpone 7 days
Remove Cartridge Now	Step 1 of cartridge change process
Insert New Cartridge	Step 2 of cartridge change process
Press System Restart	Step 3 of cartridge change process
Salt System Restarting...	Step 4 of cartridge change process
Service Required Contact Dealer Error #	Contact dealer for service

Table 4

# Troubleshooting

## Treating for Metals

High metal content can cause staining and discolored water. It is important that metals are removed before starting up the Salt System.

1. Fill the spa with the FreshWater Clean Screen Pre-Filter per instructions.
2. Ensure that there is no ozone unit installed and that the Salt System is turned to zero.
3. If needed, add FreshWater Stain and Scale Defense according to the instructions on the bottle. You must turn off your Salt System (Output Level 0) for 24 hours and thoroughly clean your filters before Step 3 of start-up process.
4. Use a new FreshWater Vanishing Act Calcium Remover (following the instructions).
5. DO NOT add chlorine for at least 24 hours.

**NOTE:** Do not use the spa until metal treatment is complete and chlorine is added.

## System Status OK (Yellow)

The system continues to generate chlorine and operate normally when status reading is yellow. Monitor the following:

- Salt Level. High or low salt level will shift the status reading, high salt (yellow right) or low salt (yellow left).
- Low water temperature will lower the status reading (yellow left).
- Dirty filter(s) will lower the status reading (yellow left).
- Cartridge wear will lower the status reading (yellow left).

## System Status Low (Red Left)

The system status reading can be affected by cartridge age, scale buildup, cold water, high chlorine, dirty filter(s), or dirty water.

1. Verify water temperature  
The status reading will read lower in cooler water. To get an accurate status reading, ensure water is above 95° F (35° C).
2. Verify salt level  
Use a salt test strip to measure salt level. If the test strip shows salt level is low:
  - a. Add 1 cup of salt to the water and circulate for five minutes.
  - b. Retest with a salt test strip, and repeat until salt level reads in the OK range.
  - c. Press Test Status button. If System Status still reads low, check for other conditions noted above.
3. Verify chlorine level  
Use a FreshWater 5-Way Test Strip to measure chlorine level. If the test strip shows the chlorine level is high (above 5 ppm):
  - a. Add 1 cup (240ml) hydrogen peroxide with jets running. Check chlorine level after 10 minutes.
  - b. Retest with a test strip and repeat as needed.

4. Visually inspect and clean filter(s) (refer to spa Owner's Manual).
5. Check cartridge
  - a. Press Test Status button to refresh.
  - b. If the system status message continues to read low, it may be an indication that it is time to replace the cartridge. Obtain a replacement cartridge, press the Replace Cartridge button, and follow the instructions.

## System Status High (Red Right)

If the status indicator is in the red (on the right), this typically indicates that there is too much salt in the water.

1. If the status reading is less than halfway in the red, use a salt test strip to measure salt level. If the test strip shows salt level is high (above 2,000 ppm):
  - a. Drain 25% of the water from the spa and refill with clean, clear water.
  - b. Retest with a salt test strip, and repeat until salt level reads in the OK range.
  - c. Press Test Status button to refresh.
2. If the salt indicator is more than halfway in the upper red section, drain completely and refill following the **Getting Started** section on page 2.

## Cloudy Water

Cloudy water can be the result of a number of issues.

- **High pH.** Use a FreshWater 5-Way Test Strip to check spa pH level. Add pH Down as needed.
- **Low chlorine.** Use a FreshWater 5-Way Test Strip. If chlorine is low, manually add chlorine as needed to shock spa to 5 ppm.
- **Dirty filter.** Check filter(s) and clean as needed (see your spa Owner's Manual).

## No Chlorine Reading

The system cleans spa water differently than manually added chlorine. Since the water is cleaned before the chlorine residual is established, only a small chlorine residual is needed. If there appears to be no chlorine in the water:

- **Check output level.** If you are using the spa frequently or have the Summer Timer on, your use level may require you to increase the output level to a higher number.
- **Shock.** Boost system or manually add chlorine to clean the water and develop a chlorine residual.
- **Consult your dealer** about changing the internal system output level.
- **Cyanuric acid lock.** If you add dry chlorine to shock or supplement your water and your chlorine reading is back to 0 (zero) ppm, it is possibly your salt system is reacting to your specific water chemistry or metal content and is being inhibited by the cyanuric acid from dry chlorine. Consult your dealer about switching to un-stabilized liquid chlorine (sodium hypochlorite) to correct and stabilize your water chemistry.

**IMPORTANT** Shock the spa water with chlorine at start-up. Skipping this step can prevent the system from establishing a chlorine residual.

**If the system is running at the maximum output level and still cannot keep your chlorine in range, consult your dealer.**

## High Chlorine

The system will continue to produce chlorine according to the selected output level, regardless of whether you use your spa or not. If you begin to use your hot tub less frequently, it is important that you lower the output level.

If the chlorine level is too high:

- **Check output level.** You may need to decrease the output level to a lower number.
- **Reduce chlorine.** Add 1 cup (240ml) hydrogen peroxide with jets running. Check chlorine level after 10 minutes and repeat as needed.
- **Consult your dealer** about changing the internal system output level.

## Tips

- **Calcium Hardness:** Use the Vanishing Act Calcium Remover to keep total calcium hardness levels low and minimize the need for antiscalant or liquid metal control products. An On The Go portable water softener is recommended for high calcium hardness areas.
- **Heavy Use:** Initiate a Boost cycle a few hours prior to heavy use. Periodically test the chlorine and add chlorine as needed.
- **MPS Use:** Granular Monopersulfate (MPS) can be used in place of chlorine to establish a sanitizer residual at start-up and for shocking the spa. Use FreshWater MPS Test Strips to measure MPS levels in the spa water if MPS is preferred. **NOTE:** MPS and MPS test strips are sold separately.
- **Metal Treatment:** If metals are present, be sure to discuss this with your dealer. Use FreshWater Clean Screen Pre-filter and/or Vanishing Act Calcium Remover. If you use FreshWater Stain and Scale Defense, wait 24 hours before adding chlorine or turning the salt system on. Excessive use of liquid metal or phosphate antiscalant products will promote high phosphate levels, which can cause scale and weaken chlorine output.
- **Ozone:** Ozone is not recommended with the FreshWater Salt System.
- **Phosphates:** High levels of phosphates (above 300 ppb) may cause reduced sanitizer output. Ask your local dealer to help you test for phosphates.
- **Salt Level:** Salt is not reduced during sanitizer production. The salt level is only reduced by adding water to the spa. Using the spa and adding chemicals will increase the salt level over time.
- **Salt Buildup:** Periodically hose off your spa, spa steps, and the deck or concrete surrounding your spa after use to prevent salt buildup that can occur from splash-out.

- **Summer Timer:** The Summer Timer mode will decrease the chlorine generation time of the system. If the Summer Timer is activated, the output level will most likely need to be increased to compensate. If chlorine level is low, adjust output level up by one each day until 1-5 ppm is maintained. Add chlorine to compensate.
- **Water Changes:** The FreshWater Salt System reduces the amount of chemicals needed to add to your spa water. You can extend the life of your spa water, up to 12 months, with proper water care. Test your water regularly to ensure spa water is properly balanced and safe.

## Important Additional Information

**WARNING:** Operating the FreshWater Salt System without water flow through the cartridge can cause a buildup of flammable gas.

**WARNING:** To reduce the risk of injury, do not permit children to operate this device.

**WARNING:** Spa usage and higher temperatures may require higher chlorine output to maintain proper free available chlorine residuals.

**WARNING:** Maintaining high salt and chlorine levels above recommended range can contribute to corrosion of spa equipment.

**IMPORTANT:** Check the expiration date of test strips as test results may be inaccurate if used after that date.

**IMPORTANT:** When replacing the cartridge, only use FreshWater replacement cartridges having a label that clearly states that it is a replacement cartridge for the chlorine-generating system.

Follow all aspects of the local and national electrical code(s) when installing the system.

Maximum spa water usage temperature is 104° F (40° C). Bathing in spa water at maximum temperature should not exceed 15 minutes.

## Specifications

- The FreshWater Salt System is designed to treat spas up to 650 gallons (2,460 liters).
- The maximum output of hypochlorous acid (chlorine) is equivalent to 17 grams of free available chlorine per day.
- Input: 12 VDC 1.67A
- Output: 12 VDC 1.67A

## Customer Service

If you have any questions about your FreshWater Salt System that have not been answered by this manual, consult your authorized dealer.

Watkins Wellness® can be reached at: 1-800-999-4688 (extension 8432) inside the USA or +1 760-598-6464 (extension 8432) outside the USA Monday through Friday, 8 am to 5 pm Pacific Standard Time (PST) or by emailing [customerservice@watkinsmfg.com](mailto:customerservice@watkinsmfg.com)

Watkins Wellness, 1280 Park Center Drive, Vista, CA 92081 USA.

# FreshWater Salt System 1-Year Limited Warranty

## **One-Year Limited Warranty on FreshWater Salt System**

Watkins Wellness® Corporation (“Watkins”) warrants to you, the original consumer purchaser, that the FreshWater Salt System will be free from defects in materials and workmanship for one year from date of installation.

### **Extent of Warranty**

This warranty extends only to the original consumer purchaser of the FreshWater Salt System when installed within the country of purchase. If the FreshWater Salt System is purchased outside of the United States other warranties may apply. See your local spa dealer for details. This warranty terminates upon transfer of ownership, or if the spa containing the FreshWater Salt System is relocated outside the country of purchase prior to the expiration of the warranty period.

### **Warranty Performance**

Watkins or its Authorized Service Agent will repair or replace, free of charge, during the warranty period (as described above), any part of the FreshWater Salt System that proves defective in material and/or workmanship under normal installation, use and service. **This warranty does not apply to the cartridge used with the FreshWater Salt System. The cartridge is a consumable item and must be replaced in accordance with the instructions in the FreshWater Salt System Owner’s Manual.** In some cases, the servicing dealer may charge you a reasonable repair person travel/service charge that is not covered by this warranty. Please contact the servicing dealer for information regarding any such charges.

### **Limitations**

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installations, alteration without Watkins prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Watkins, failure to follow the FreshWater Salt Systems Owner’s Manual, or repairs made or attempted by anyone other than an Authorized Service Agent of Watkins. Alteration includes, but is not limited to, any component change, or electrical conversion.

### **Disclaimers**

**TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY DOES NOT COVER INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, LOSS OF USE, OR LABOR EXPENSES IN UNINSTALLING OR INSTALLING ANY MATERIAL OR PARTS, WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR ANY OTHER LEGAL THEORY, EVEN IF WATKINS HAS BEEN ADVISED OF THE POSSIBILITY THEREOF. WATKINS DISCLAIMS RESPONSIBILITY FOR DAMAGES IN EXCESS OF YOUR PURCHASE PRICE.** Some states and some countries do not allow limitation or exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

## Limitation on Duration of Implied Warranties

**TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE.** Some states and some countries do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you. Notice to residents of the State of New Jersey: The provisions of this warranty, including its limitations, are intended to apply to the fullest extent permitted by the laws of the State of New Jersey. This warranty gives you specific legal rights, and you may have other rights which vary from state to state or country to country.

### Warranty Claims

Please contact the dealer from whom you purchased the spa. If the dealer is not available, please write the address below or call (800) 999-4688 inside the USA or +1 760-598-6464 outside the USA and our Customer Service group will gladly assist you.

Watkins Manufacturing Company  
 Attn: Customer Service Department  
 1280 Park Center Drive  
 Vista, California, 92081 USA  
[customerservice@watkinsmfg.com](mailto:customerservice@watkinsmfg.com)

You must provide Watkins and/or your dealer written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of purchase, within thirty (30) days of the time you discover your claim. Watkins reserves the right to inspect the malfunction or defect on location.

## Appendix

Spa Capacity		Salt Addition		1 Cup (285 g) adds (ppm) to water	Initial Output Level
Gallons	Liters	Cups	Grams		
200	760	4½	1,300	382	Level 5
250	950	5¾	1,600	305	Level 5
300	1,140	7	2,000	254	Level 6
350	1,330	8	2,300	218	Level 6
400	1,520	9¼	2,600	191	Level 6
450	1,710	10¼	2,900	170	Level 6
500	1,900	11½	3,250	153	Level 7
550	2,090	12½	3,550	139	Level 7
600	2,280	13¾	3,900	127	Level 7



# Watkins Wellness®

*Feel good. Live well.™*

**IMPORTANT:** Watkins Wellness reserves the right to change specifications or design without notification and without incurring any obligation.

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