



USER MANUAL

RANGE WAVE



WAVE SMALL



WAVE HALFMOON



WAVE BIG

PLEASE READ CAREFULLY!

Read the instructions in the user manual carefully.

For your safety and that of your appliance, please follow these instructions. Read the following instructions and follow them when using the spa to avoid damage and risk of injury.

Do not leave the spa in its original packaging and empty in the sun.
Always use the cover.

Protection from direct sunlight

Direct sunlight can damage the acrylic surface of the spa. The spa cover must always be in place when the spa is not in use to avoid any risk of damage caused by exposure to direct sunlight, which is not covered by the guarantee.

Risk of electric shock!

Never attempt to repair the control panel yourself.
In the event of a malfunction, contact your dealer or the repair service.

Disconnect the spa from the power supply before carrying out any repairs.

Residual current and earth leakage circuit breaker protection.

Installation must be carried out by a professional electrician.

The spa must be connected to a circuit protected by a class A residual current circuit breaker and an earth leakage circuit breaker.

To protect against the risk of electric shock, use only genuine repair and replacement parts and components. Repairs should only be carried out by a qualified technician.

All earth connections must be made correctly.

It is recommended that the spa owner regularly check and reset the Residual Current Circuit Breaker (RCCB) and the Earth Leakage Circuit Breaker (ELCB) to ensure that they are functioning properly.

Consult a doctor before using the spa. There are contraindications, in particular: People suffering from infectious diseases, heart problems or high blood pressure should not use the spa.

Installation:

- DO NOT place any electrical appliances within 3m of the spa.
- A suitable drainage system must be provided for any spa installed underground.

On use:

- Do not allow children to use the spa alone without constant supervision by a responsible adult.
- Maintain good water quality using chemicals recommended by the manufacturer.
- Excessively long periods in the spa can have harmful effects on health.
- **Water temperatures above 38°C can be harmful to your health.**

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Safety instructions

1 / RESPECT FOR SAFETY RULES

WARNING

Check the earth leakage and residual current circuit breakers before using the spa.

Read the instructions in the user manual carefully.

A suitable drainage system must be provided for all spas installed underground.

Only connect the spa to a circuit protected by a class A residual current circuit breaker and an earth leakage circuit breaker.

To protect against the risk of electric shock, use only genuine repair and replacement parts and components. Repairs should only be carried out by a qualified technician.

Install a residual current circuit breaker rated for maximum electrical current.

WARNING

Water temperatures above 38°C (100.4°F) may be harmful to your health.

Disconnect the spa from the power supply before carrying out any repairs.

2 / RISK PREVENTION FOR CHILDREN

- a) Never allow children to use the spa without constant supervision by a responsible adult.
- b) Set the water temperature lower for small children. Check the water temperature by hand before allowing children into the spa.
- c) Wet surfaces can be slippery. Remind children to take care when entering and leaving the spa.
- d) Do not allow children to climb on the thermal cover or play with the control panel.

3 / RISK PREVENTION FOR ADULTS

- a) Do not remove any air or water inlets. Do not start the spa if any air or water inlet is missing or broken.
- b) Wet surfaces can be slippery. Enter and exit the spa with care to avoid any risk of accident.
- c) Persons suffering from an infectious disease should avoid using the spa.
- d) Do not approach rotating parts of the spa with loose clothing or jewelry that may become entangled.
- e) **The use of drugs, alcohol or medication in the spa may cause you to faint with the risk of drowning. People taking prescription medications should consult their physician: some drugs may cause drowsiness or affect the heart, blood pressure and circulation.**
- f) Pregnant women should consult their doctor before using the spa.

4 / PREVENTION OF ELECTRIC SHOCK

ONLY A DULY QUALIFIED ELECTRICIAN IS AUTHORIZED TO INSTALL THE SPA!!!

Please note that your spa is equipped with electrical equipment. It is therefore extremely important that it is installed in accordance with current standards (NF C15-100 art.702).

The spa must be connected to the electrical supply by a qualified and approved electrician, otherwise the manufacturer's guarantee will be void.

A 30mA earth leakage circuit breaker should be installed if it is not already present or undersized on your home's electrical panel. Install a residual current circuit breaker sized for maximum electrical current.

Tighten all the electrical connections in the cabinet before powering up the spa.

Check the residual current circuit breaker and the earth leakage circuit breaker before using the spa.

Applicable standards:

- NF EN 60335-2-60 - Requirements for whirlpool baths and whirlpool spas.
- EN 62233 - Methods for measuring electromagnetic fields from household appliances with regard to human exposure.
- NF EN 55014-1 - Emissions & NF EN 55014-2 - Immunity requirements for household equipment, electric and electronic toys...
- NF EN 61000-3-2 - Limits for harmonic current emissions
- NF EN 61000-3-3 - Limitation of voltage variations, voltage fluctuations and flicker in public low-voltage systems

5 / WARNING

WARNING

Do not leave the spa in its original packaging and empty in the sun! Always use the cover! Cleaning the body of the acrylic spa with detergent containing alcohol or acetate is strictly **FORBIDDEN!** The manufacturer cannot be held responsible for damage caused by the use of prohibited detergents. In this case, the spa guarantee is invalid.

TIP

Fill the spa with water through the skimmer to prevent air from entering the pumps.

IMPORTANT

PROTECTION FROM DIRECT SUNLIGHT

Direct sunlight can damage the acrylic surface of the spa. The spa cover must always be in place when the spa is not in use to avoid any risk of damage caused by exposure to direct sunlight, which is not covered by the guarantee.

IMPORTANT

CHECK PIPE CONNECTIONS

Before filling the spa with water, check that the connections between the plumbing and the pumps, and the connections between the plumbing and the heater, are tight.

WARNING

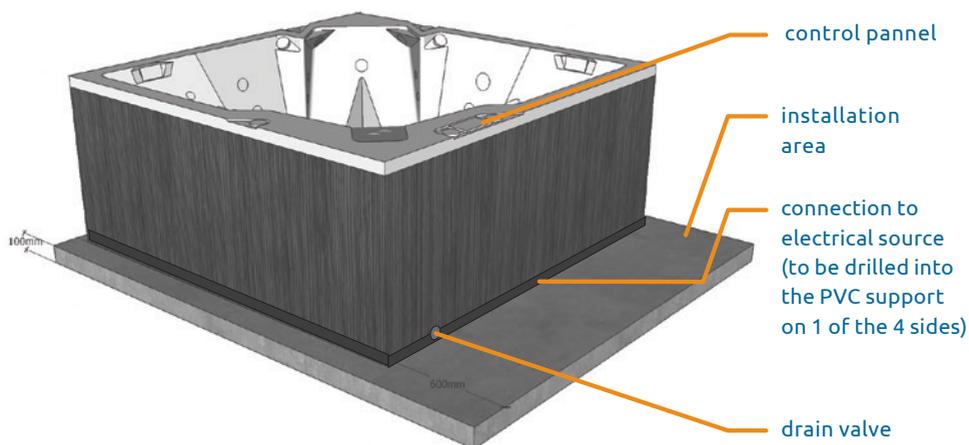
People suffering from infectious diseases, heart problems or high blood pressure must not use the spa. Do not allow children to use the spa alone without constant supervision by a responsible adult. **DO NOT** place any electrical appliances within 3m of the spa.

Spa characteristics

Dear customer,

thank you for your confidence in our product and our company.

We sincerely hope that you will be satisfied with the use of your spa. We would strictly follow the steps below to ensure a complete and error-free spa installation.



1 / PERFORMANCE CHARACTERISTICS

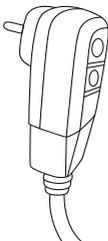
Rated voltage	Single-phase 230V 50/60Hz
Maximum working voltage	1x16A
Voltage resistance	1 250 V/min. without perforation
Insulation resistance	$\geq 200 \text{ M } \Omega$
Water resistance	IPX5
Protection against electric shock	first level

NOTE: the 230V 25A connection means that the heater cannot operate at the same time as the massage pumps.

Spa characteristics

2 / TECHNICAL DATA FOR EACH MODEL

MODEL	WAVE SMALL	WAVE HALF-MOON	WAVE BIG
Connection type	230V ~		
Dimensions (in cm)	166 x 215 x 78	215 x 195 x 78	216 x 216 x 85
Water volume	790 L	900 L	1 200 L
Number of sun loungers	2		
Number of seats	0	3	
Weight	250kg	260kg	315kg
Circulation pump	DUAL 2,2 KW		
Titan heater	3 kw (Balboa) – 13,6 A		
Filtration	cartridge CMP, USA		
Safety suction	1 suction cover		no
Protection class	I.		
Lighting	LED 12 V/10 W		
Hull material	ABS acrylate (Lucite/Aristech, USA) + Green Shield		
Blower jets	6 jets		
Hydromassage jets	18 jets	23 jets	28 jets
Rated voltage	three-phase 400 V 50/60 Hz 80 mA		
Maximum power	20 W		
Moisture-resistant speakers	yes		



1 Reset
2 Test

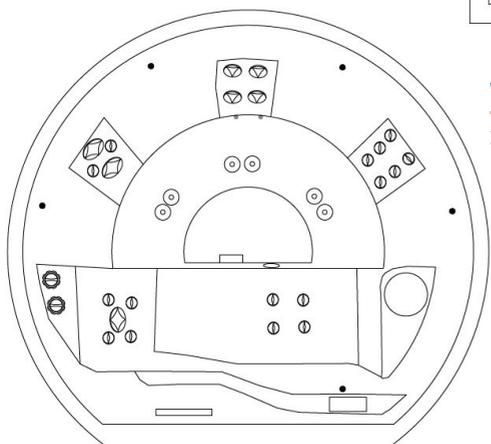
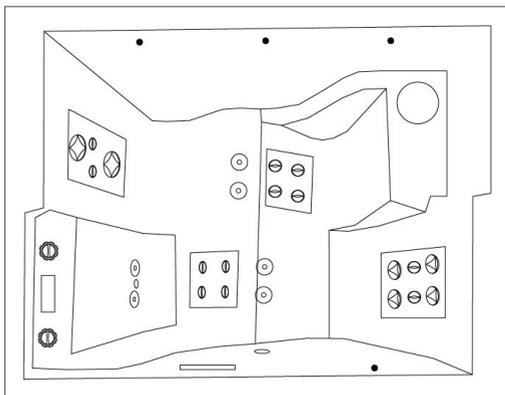


3 Reset

Spa characteristics

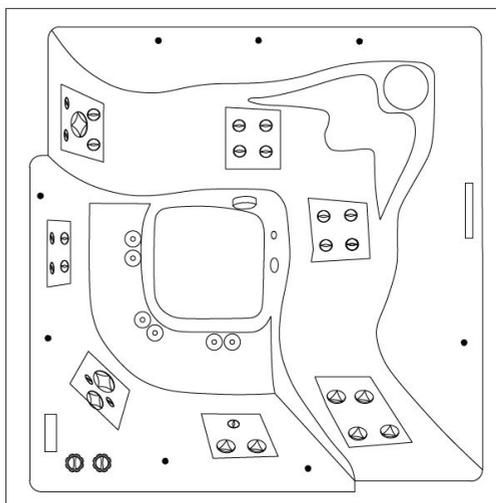
WAVE SMALL

166 x 215 x 78 cm



WAVE HALFMOON

215 x 195 x 78 cm



WAVE BIG

216 x 216 x 85 cm

Preparation for installation

1 / SPA INSTALLATION AREA

The spa must be installed on a reinforced flat surface. This reinforcement must take into account the dimensions and weight of the spa. Ideally, we recommend preparing a 10 cm thick concrete slab. The weight of the spa depends on the model. The weight of the spa + the water + the number of people (between 1,100 kg and 3,300 kg) must be taken into account. Allow for a load of between 350 kg/m² and 630 kg m². Ask your installation supervisor for advice. If you wish to install the spa on a plot of land or if you wish to bury it, a water drainage system must be provided, but this must not be placed directly under the spa. In the case of an underground installation, a space of 60 cm must be provided around the perimeter of the spa for maintenance and repairs. This space must be perfectly dry, watertight and ventilated.

2 / PREPARING THE ELECTRICAL CONNECTION

Connecting a 230 V spa

PLUG & PLAY spas are designed for connection to 230V alternating current, so the 30mA earth leakage circuit breaker is built into the wiring to protect the spa and people. However, the socket used must incorporate a 30mA earth leakage circuit breaker as well as 2x16A (P+N) magnetic-thermal protection.

3 / FURTHER INFORMATION

Fill the spa with water through the skimmer using a garden hose, and empty the spa every three months (depending on the frequency of use). Before emptying the spa, be sure to reduce the concentration of chemical products to avoid any risk of contaminating the water treatment facilities and the organisms living in the water. If in doubt, seek advice from the water treatment plant.

Never discharge water into a septic tank or domestic water purification system!

For the thermal cover, allow a space of 20 cm along the longest panels of the spa and a further 60 cm on the side where it will be tilted.

If the spa is buried in the ground, allow a space of 60 cm all around the perimeter of the spa; in this case, a thermal cover cannot be installed.

If the spa is installed close to a wall or on a terrace, access must be provided to each of the panels. It is essential to provide access to all the panels for installation, repairs and winter storage of the spa, or to consider the possibility of moving it for the same reasons.

If the installation requires the use of a crane, it is up to the customer to reserve it. A crane is only required for installation on raised ground or if the location of the spa is difficult to access. The customer should plan for a sufficient number of people to carry out the installation. For small models, you should generally count on 4 people and 7 people for large spas.

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1 / SPA LOADS

Loads

Heating:	230 V/3 kW/13.6 A
Ozone :	230 V/50–60 Hz/80 mA
Circulation pump x2 :	2.2 kW
Total power (depending on spa type):	8.46 kW/h
Protection class :	I.
Lighting :	LED 12 V/10 W
Maximum power :	20 W
moisture-proof loudspeakers:	yes

2 / PREPARING TO INSTALL YOUR SPA

Check all parts of the spa before installation. Contact your dealer immediately if any parts are broken or missing. Check that all components correspond to the order. Check the spa before use. If damaged, do not use the spa.

2.1 Preparing the site for installation and electrical connection

The spa must be installed on a flat base that is strong enough to withstand the maximum load of the entire installation. For outdoor installations, a concrete slab at least 10 cm thick is recommended. In all cases, the maximum load that the base must support must be calculated according to the size and weight of the spa. Ask your installation supervisor for advice. The weight is indicated in the spa's technical description.

As the spas are designed for connection to 230 V alternating current, the 30mA earth leakage circuit breaker is included, and a suitable earth leakage circuit breaker must be provided.

Do not connect the spa to an extension lead!

Do not place the cable under the spa!

2.2 Preparing for indoor spa installation

If the spa is installed indoors, the safety instructions must be followed. Basic safety requirements include a non-slip floor and a drainage system close to the installation in the event of an overflow. It's also essential to bear in mind the increase in humidity levels in the space surrounding the spa, which can damage electrical equipment. Ventilation is therefore recommended. Provide access to all sides of the spa for future repairs. It is the owner's obligation to provide sufficient access throughout the guarantee period.

2.3 Preparing for outdoor spa installation

If the spa is installed in an outdoor area, the safety instructions must be followed. The basic safety requirements mainly concern a non-slip floor and a drainage system close to the installation in the event of rain or overflow. It is therefore advisable to tailor the installation area to these conditions.

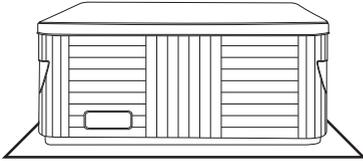
3 / INSTALLING THE SPA

3.1 General information

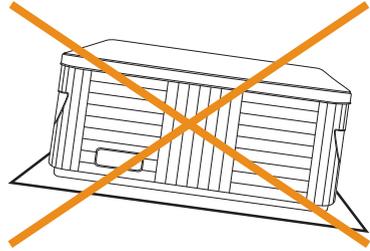
It is strongly recommended that the spa **is installed by trained and competent professional technicians**. If you decide to install the spa yourself, please observe the following instructions.

- a) Remove carefully all packaging carefully from the spa and install it in a pre-designed location.

OK



NO



- b) Remove the panel on the side of the spa where the control panel is located. Open the electrical wiring cover and refer to the wiring diagram. Connection must be carried out by a qualified person.
- c) All our spas are tested under real conditions throughout the manufacturing process. Residues may remain on some parts of the spa. Clean the spa surface with lukewarm water. Clean the surface of the spa only with a soft cloth. Do not use abrasive cleaners or cloths that could permanently damage the spa surface. If a cleaning solution is used, it must not attack the surface of the spa.

3.2 Filling the spa with water

Before filling the spa with water, check that the connections between the plumbing and the pumps, and the connections between the plumbing and the heater are tight.

Fill the spa with sufficient water. The water level in the spa must never be lower than the level of the skimmer. In the event of a water leak, stop filling and have the cause of the leak repaired. Our spas are not equipped with a water softener and hard water can damage them. The warranty does not cover any damage caused by incorrect operation or maintenance.

- a) Fill the spa through the skimmer to prevent the circulation pumps from taking in air.
- b) Do not fill the spa with water at a temperature exceeding 40°C (104°F).
- c) Once the water level has been reached, place the filter cartridge in the skimmer. Tilt the filter during installation to avoid the formation of air bubbles. Remove all air from the filter before installing it

TIP: Fill the spa with water through the skimmer to prevent air entering the pumps.

3.3 Connecting the spa to the power supply

If the spa is connected to the electricity supply via a loose power cable, it must be kept away from any sharp objects and must not be exposed to the elements. It is recommended that it be placed in a protective jacket. Switch on the differential circuit breaker for the spa.

User manual

3.4 Programming the spa control unit with the control panel

You can now program the spa to operate. Follow the procedure indicated in the "Control panel" section. Once programming is complete, cover the spa with a thermal blanket and allow the water temperature to stabilise. Check the water level in the spa regularly.

3.5 Adjusting the massage nozzles

The flow rate of all the massage jets can be adjusted by turning the outer part.

WARNING: Never close more than half the jets. This would cause excess pressure in the pipes and could damage the massage pumps.

4 / SPA MAINTENANCE

4.1 General information

Do not expose the empty or uncovered spa to direct sunlight. Direct sunlight can cause discoloration and deformation of surface materials. Cover the spa with the thermal cover when not in use, whether empty or filled. Protect the spa from rain and snow. If possible, install the spa under a gazebo or roof.

- a) Do not open the control unit. It is made up of parts that cannot be repaired by the user.
- b) Regularly empty and clean the spa and fill it with clean water.
- c) Clean the filter cartridge at least once a week.
- d) The user must rinse his/her body thoroughly before and after using the spa.

4.2 Removing and cleaning the filter cartridge

Limescale and mineral particles can clog the spa filter causing a reduction in the flow of water to the filtration system.

We recommend cleaning the filter cartridge at least once a week.

Remove the cartridge and the skimmer insert. Clean the cartridge with a garden hose until all the dirt has been removed, right down to the corners of the filter. Once clean, replace the skimmer insert. Place the cartridge inside the skimmer and close. The filter cartridge should be replaced every 3 to 6 months. Replace it earlier if it is damaged or clogged; it cannot be used in this condition.

Make-up, sun creams and other lotions reduce water quality and the life of the filter cartridge.

4.3 Maintaining spa water quality

WARNING: Always add chemicals to water, not the other way round. Only add chemicals when the spa is not occupied. Operate the circulation pump to mix the chemicals with the water. Store chemicals as indicated on the product label.

- a) Regularly use a water hardness regulator and follow the instructions on the product label.
- b) Depending on how often the spa is used, check the water quality regularly using a water quality kit.

- c) Adjust the pH of the water using the chemicals provided.
- d) Adjust the treatment with the chemicals (chlorine, bromine or active oxygen) provided. Follow the instructions on the product label.

The pH of the water must be balanced for the treatment to be effective.

- e) We recommend cleaning/replacing the filter cartridge before adding chemicals.

Ideal level of chemicals

Free chlorine concentration	0.7–1.0 mg/l
Bromine concentration (active oxygen concentration)	3 - 5 mg/l (10–15 mg/l)
pH	7.0–7.6
Calcium (hardness)	100–180 mg/l
Overall alkalinity	80–120 mg/l

Chlorine shock treatment - in the event of extreme pollution, the water needs to be treated with a rapid dose of chlorine, so a chlorine shock treatment should be carried out. Ensure that the pH of the spa water is between 7.0 -7.6 and check the chlorine level. Add a dose of shock chlorine 10-20 g/m³ (2 tbsp) to the water once a week or if a large quantity of fresh water has been added to the spa. Only add chlorine when the spa is not occupied. After adding the chlorine, run the circulation pump to mix the chemicals thoroughly with the water. If using granulated chlorine, dissolve it in a small amount of water before adding it to the spa. Allow the chlorine level to drop to 3 mg/l before using the spa.

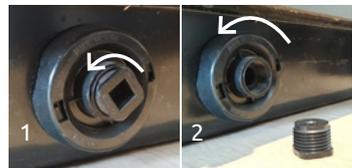
Shock treatment with active oxygen - in the event of extreme pollution, the water should be treated with a large dose of active oxygen for shock treatment. Ensure that the pH of the spa water is between 7.0 and 7.6 and check the concentration of active oxygen in the water. Add a shock dose of active oxygen (2 tablets) to the water once a week or if a large quantity of fresh water has been added to the spa. Only add active oxygen when the spa is not occupied. After adding the active oxygen, run the circulation pump to mix the chemicals thoroughly with the water. Allow the active oxygen level to drop to 15 mg/l before using the spa.

Store chemicals according to the label of the product.

4.4 Changing the water

It is important to keep spa water fresh and clean. It is recommended to change the spa water every 3 months and earlier if its quality deteriorates faster. The waste water from the spa can be used for watering the garden, for example, provided that the last chemical treatment was at least a week ago.

- a) Disconnect the spa from the power supply (switch off the earth leakage circuit breaker).
- b) Check that the power cable is not wet.
- c) Empty the water through the drainage system, carefully close the system and fill the spa with fresh water.
- d) Reconnect the spa to the electrical circuit (turn on the differential circuit breaker).



4.5 Cleaning the spa tank

Use a mild, non-abrasive detergent and a soft cloth.

WARNING!

Cleaning the body of the acrylic spa with detergent containing alcohol or acetate is strictly **FORBIDDEN!** The manufacturer cannot be held responsible for damage caused by the use of prohibited detergents. In this case, the spa warranty is invalid.

4.6 Spa hygiene and disinfection

It is extremely important to maintain spa hygiene to eliminate any microbes, algae and other harmful organisms that pollute the water. Check the condition of the water using a kit (pH and Cl) and treat with suitable chemicals if necessary. Carefully follow the instructions on the chemical product label.

4.7 Thermal blanket

Using a thermal cover saves energy by reducing temperature loss and evaporation. The cover is also an effective way of protecting your spa from impurities and leaves that may fall onto it.

WARNING: For safety reasons and to prevent damage, do not sit, stand or lie on the cover. Do not place any objects on the blanket. The thermal cover is not a barrier to access the space around the spa. Do not allow animals to move around on the thermal blanket. Do not allow snow to accumulate on the thermal blanket.

4.8 Thermal blanket maintenance and care instructions

It is important to look after the thermal blanket properly: clean it when necessary and treat it with a product designed for this purpose, i.e. a maintenance product for eco-leather or imitation leather. The guarantee does not cover damage caused by the use of an unsuitable product. A good balance of chemicals is an important factor in the longevity of the spa cover.

- a) Remove the cover from the spa and place it on the ground, with the outside face down.
- b) Clean the cover with a large quantity of water from a garden hose or bucket.
- c) Clean the surface of the thermal cover with a soft brush and a washing-up liquid solution (1 tbsp washing-up liquid diluted in 8 litres of water).

WARNING: Do not allow the washing-up liquid solution to dry on the thermal blanket before rinsing it off!

- d) Rinse off the cleaning solution thoroughly.
- e) Put the cover back on the spa.
- f) Open the thermal cover regularly to allow chemical vapours to disperse. Turn the thermal cover over at least twice a year for 3 to 4 hours.
- g) Failure to clean the thermal blanket regularly, ideally twice a month, can weaken the surface fabric and reduce its lifespan. Seams may come apart. The guarantee will be invalidated if the thermal cover is not cleaned correctly.
- h) If the spa is outdoors, to avoid any damage to the tank from the sun's rays, raise the cover a few centimetres on both sides to allow air to circulate.

WARNING: Do not lift the thermal cover by the handles. A vacuum forms between the thermal blanket and the spa, and lifting the blanket by the handles may damage it. The thermal blanket must be carried by hand.

5 / WINTER - SUMMER

5.1 Winterising your spa, a process recommended by the manufacturer.

The spa and all its technical components (circulation pumps, pipes, etc.) must be completely drained of water for the wintering process. We recommend that you call in a specialist, as improperly winterising your spa can cause irreversible damage. If you winterise your spa yourself, it is essential to do so while the air temperature is still above zero degrees. Winterizing at sub-zero ambient temperatures can be difficult to carry out, as the water in the pumps may have already frozen and damaged parts of the spa.

5.2 Winter - use of the spa, year-round operation (SLP)

If the spa is used in winter, the following should be checked regularly: short-circuit, motor and pumps not working, heating failure, clogged filter cartridge.

Any damage to the spa resulting from failure to comply with the above instructions is not covered by the guarantee.

5.3 Using the spa in summer

Do not expose the spa to direct sunlight; do not use cleaning products that are not suitable for spa maintenance. Avoid direct contact between the surface of the spa and chemical products and any sharp objects that could cause scratches. The safety of children in the spa must be ensured by constant supervision by a responsible adult. Only persons over 18 years of age who are familiar with all spa-related procedures may operate the spa. The same applies to the use of chemicals, which must be stored out of the reach of children.

6 / AQUATIC AUDIO SYSTEM

AQUATIC/MY MUSIC audio system (only for spas with audio system)

If you wish to play music from an external device, it must be connected to the spa (phone, tablet, computer). Activate the external device's Bluetooth system and search for the AQUATIC device. The connection does not require a code, but only one connection at a time can be activated. The music is ready to play as soon as the equipment has been successfully paired. All audio system functions can be controlled from the external device.

7 / END OF PRODUCT LIFE

7.1 Safe disposal of the product at end-of-life

The spa must be disposed of by a service professional at the end of its life. In accordance with WEEE directives, this product may not be disposed of as domestic waste.

7.2 Guarantee claims and repair services

Any potential guarantee claim complies with consumer protection legislation and the distributor's guarantee claims policy.

Spa cover maintenance

To protect the outer vinyl cover, apply a product specifically designed for spa covers or leather soap.

Avoid products containing silicone, such as car care products.

Maintain a good water balance. Check water quality with your spa distributor. Poor water quality can have an adverse effect on the health and quality of the thermal blanket.

Wait 30-45 minutes after adding chemicals to the spa before replacing the cover - this will allow the vapours to disperse.

Handle the cover with care - dropping it can damage the foam.

Do not lift the blanket by the straps or the skirt. Do not use the handles to carry the blanket; they are for opening and closing only. Our blankets close hermetically and may produce a vacuum. Put your hand under the blanket below the handle before pulling the handle. We recommend installing a cover lifter.

Brushing and rinsing the cover well between cleanings is sufficient, but it should be thoroughly cleaned at least twice a year. Use dishwashing soap or a product designed for cleaning spa covers to clean the outer surface, rinse and leave to dry thoroughly.

Dilute approximately 240 ml of bleach in 4 litres of water to clean the inside of the cover and prevent the formation of mould.

To clean the inside of the cover, unzip and remove the foam. Brush the inside of the cover with a soft brush, wipe off the foam with a soft cloth or sponge and mild soap or spa cover cleaner, rinse and leave to dry well before reassembling. Do not expose the foam to direct sunlight - it may melt and warp.

To reassemble the cover, turn the foam inside out. Turning it inside out twice a year optimises the cover's watertightness and lifespan. If you only open one side of the cover, be sure to swap the foam from one side to the other from time to time to prevent overexposure of one side.

Snow, rain and regular wear and tear can cause the roof to sag and water to accumulate, which in turn amplifies the sagging problem. Avoid accumulating snow on the roof. Only use a brush to remove snow and ice from the cover; never use a snow shovel. Never leave a cover on an empty spa or a filled spa with the heater on for long periods without supervision. Water can cause condensation inside the cover, resulting in the cover collapsing.

A thermal spa cover can be added to the water surface to optimise heat retention and protect the underside of the spa cover.

Make sure that nothing prevents the underside of the cover from coming into contact with the top of the sides of the spa. Particularly the cushions in the folds. Centre the cover on the spa, make sure the Seal-Tight sealing cushions are correctly positioned and fasten the straps to prevent the cover losing its seal.

Guarantee conditions

The guarantee is only valid for the first consumer, i.e. the first owner of the spa, to whom the spa was invoiced and delivered. The guarantee period begins on the first day of use and ends on expiry of the period during which the owner may assert his rights relating to the quality of guarantee claims. Or before the expiry of this period if the owner transfers his rights to another person.

1 / THERMAL BLANKET: 2-YEAR GUARANTEE

The manufacturer guarantees the thermal blanket against all material and process quality defects. Wear and tear and discolouration that occur naturally with exposure to direct sunlight are not guaranteed.

2 / SPA PARTS: 2-YEAR GUARANTEE

Parts of the spa's motors, circulation pumps, jets and air regulators are guaranteed against all material and process quality defects. Parts that generally wear out with use (sealing elements, filter cover, etc.) are guaranteed for a period limited to 6 months

3 / BALBOA CONTROL UNIT AND CONTROL PANEL: 2-YEAR GUARANTEE

The BALBOA control unit and the BALBOA control panel are guaranteed for 2 years. This guarantee covers defects in material and process quality. The guarantee period for fuses, bulbs, sealing elements and heating is limited to their lifetime, which depends on the intensity of use and proper maintenance of the spa. Wear of the BALBOA control panel screen is not a guarantee.

4 / SPA TANK: 10-YEAR GUARANTEE

The spa tank is guaranteed for a period of 10 years against leaks caused by a manufacturing or material defect.

5 / HANSCRAFT WOODEN SPA STRUCTURE: 10-YEAR GUARANTEE

The wooden structure of the spa is guaranteed for a period of 10 years against the risk of collapse due to a defect in material.

6 / SPA TREATMENT: 2-YEAR GUARANTEE

The manufacturer guarantees the treatment of the spa against any defect for a period of two years. This guarantee explicitly covers shrinkage, cracks and spalling of the spa liner. Discoloration and external wear of the cladding are natural consequences of use and are not considered defects.

7 / WATER LEAK: 2-YEAR GUARANTEE

The internal piping and the installation of the jets are guaranteed against defects of material. The manufacturer is not responsible for material damage caused by water leaks.

8 / LED LIGHTING: 2-YEAR GUARANTEE

The manufacturer guarantees the operation of the LED lighting for a period of two years against all material defects.

Guarantee conditions

9 / AQUATIC AUDIO SYSTEM COMPONENTS: 2-YEAR GUARANTEE

The elements (speakers, power supply, cables, subwoofer, etc.) are guaranteed by the manufacturer against all defects in material and process quality. This guarantee does not include poor signal reception due to a bad spa location.

10 / OZONATOR SANITIZER AND UV LAMP (DEPENDING ON MODEL): 2 YEARS GUARANTEE

The manufacturer guarantees the ozonator and the UV lamp for a period of two years against all defects in material and process quality. The UV lamp bulb, which has a limited lifetime, is not included in this guarantee.

11 / RESTRICTIONS ON THE GUARANTEE PERIOD

- a) The guarantee does not cover defects caused by improper use or maintenance of the spa, or by the use of non-adapted/misdosed chemicals causing, for example, the formation of calcareous sediment on different parts of the spa. The guarantee does not cover damage and defects caused by weather conditions and natural forces (lightning, floods, frost, etc.).
- b) The guarantee does not cover damage caused by user changes to the spa and spa equipment.
- c) The guarantee does not cover the quality of the radio signal, which depends on the local conditions that affect the signal strength and the disturbances causing a weak or absent signal.
- d) The manufacturer is not responsible for damage caused by pets.
- e) The manufacturer disclaims any liability for damage that may be caused during the delivery of the spa, which was arranged by the user. The manufacturer is also not liable for damage caused by careless handling (brutal actions, lifting, etc.), any changes for any reason (including changes made to comply with local requirements) or a poorly performed installation (different from the one proposed by the manufacturer).
- f) The guarantee does not cover defects caused by normal wear and tear, changes to the product without the written consent of the distributor, improper installation, use of the product for commercial purposes, accessories that are not authorized by the manufacturer, non-compliance with the instructions in the user manual, repair by a non-professional individual or any person not authorized by the manufacturer's representative.
- g) The manufacturer cannot be held responsible for the following damages (for example, the effect of water on the floor, ceilings, surfaces, etc.), damages caused by the carelessness of a person (for example, improper use of chemicals, poor water quality or use of accessories not authorized by the manufacturer (whose possible defects have not been tested)).

This guarantee is only valid if the consumer/owner provides full access to all sides of the spa for service and maintenance purposes (see the user manual for the different models).

12 / GUARANTEE AFFIRMATION

This guarantee complies with the terms and conditions, as well as the distributor's guarantee policy.

FAQ water treatment

Issues	Probable causes	Solutions
Chlorine smell	Chlorine level too high	Use a shock treatment
	pH is too low	Adjust the pH
Presence of foam	pH too high, or water too hard	Readjust TAC and pH
	Presence of cosmetics	Drain spa, remove scale, fill spa and balance water
Foul smell	Presence of organic matter	Use a shock treatment
	Formation of algae	Change the water in the spa
	Insufficient disinfection	Add disinfectant
	pH is too low	Adjust the pH
Cloudy water	Waste water or too old	Change the water in the spa
	Insufficient disinfectant	Add disinfectant
	Maximum contamination	Use a shock treatment
	Clogged filter	Clean or change the filter
Skin irritation	Too much chlorine	Reduce the rate
	Incorrect sterilization level	Correct the pH
	Unbalanced water	Change part of the water
Excessive pH change	Incorrect TAC level	Test and correct the TAC
	Intensive use of the spa	Add a pH stabilizer
Spots	TAC and/or pH too low	Readjust TAC and/or pH
	Concentration of copper or iron in water	Use a metal sequestrant
	Product residues such as soap, oil Unbalanced water	Adjust the pH

Madam, Sir,

For any question, information, spare part,

Please visit our support site:

<http://assistance.poolstar.fr/>

We appreciate your confidence.

Your details may be processed in accordance with the Data Protection Act

of 6 January 1978 and shall not be disclosed to any person.



06/2024

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