



Serving Western Colorado Since 1985

Quick Tips

Filling Your Spa

1. To minimize airlocks in the equipment, put hose down the center of the gray standpipe in the filter compartment.
2. Turn hose on. This will fill the tub through the heater, pumps and jets pushing most of the air out of the lines.
3. Fill the spa to the top of the neck jets or 1/3 of the way down from top of skimmer.
4. For 240 v spas, turn on the 20 amp breaker and run jets 10 mins, then turn on the 30 amp breaker and continue to run jets 30 min. For 120 v spas, plug in and immediately turn on jets for 10 minutes. Either way, turn the diverter handle(if applicable)slowly 360° (**Vista, Grandee GG version, Envoy, Siberian & Caspian models, turn on the 30 amp breaker first, run jets for 10 mins, then the 20amp**)
5. If refilling spa, bring water sample in for analysis.
6. It is recommended to balance spa water Total Alkalinity, PH and Calcium Hardness after first use, then sanitize following use.
7. Spas on 110v may take up to 36 hours to heat.
8. Spas on 220v may take up to 12 hours to heat on average.

Spa not heating

1. The Spa will stop heating due to low flow through the heater in order to keep the heater from being damaged.
2. Check your filters to make sure they are clean, some heaters have a reset button, refer to owners manual for location or other tips. It is best to remove the filters from the spa, before resetting the heater/GFCI, because debris in the filters may be restricting the flow and causing the problem. Just remember to shut off power to the spa before removing filters. Service calls that are the results of dirty or clogged filters are **NOT** covered under warranty and we will have to charge a service call if we have to clean or replace your filters.

Blinking Red Light

1. Did you remember to put the hose down the center of the gray standpipe/filter area and clean your filters?
2. If No, the pump may have an airlock, or the filters may have tripped the hi-limit. Reset the hi-limit (Refer to Owner's Manual) and place a hose down the gray standpipe (just like when you fill your spa) to flush out the air. If you have an ozone unit, look for a steady stream of bubbles, if you do not have an ozone unit, look for the curling/rippling of the top of the water.
3. Make sure there is no foreign debris in the spa, shut power off to spa for 1 minute, pull filters out and replace caps. Turn power on and run jets 30 min.
4. If red light stops blinking the problem has been corrected.
5. If red light is still blinking, call for service.

Blinking Green light

1. Turn power to the spa off for 1 minute, then turn power back on per start up instructions based on your spa being 110 volt or 220 volt.
2. If light continues to blink, call for service

Blinking Green and Red light

- Indicates low water flow, follow procedures for Blinking Red light.

Draining Your Spa (2-4 times per year) * It is not recommended to drain your spa in temperatures below 40 degrees!!

1. Turn the power to the spa off by turning breakers off or unplug from the wall.
2. Locate drain on the front, base of spa, near equipment area. See Owners Manual.
3. Attach garden hose and drain
4. Close drain and replace cap
5. Refer to Filling procedures
6. Add Metal Gone at this time to prevent mineral build up in spa
7. If winterizing spa, follow detailed steps in Owner's Manual or contact our store for assistance. Damage caused to your spa by improper winterizing is **NOT** covered by your spa warranty.

Breakers/GFCI Tripping – If breakers or GFCI is continuously tripping, call for service.

Filters – Spray on Instant Cartridge Cleaner and rinse Filters thoroughly once a **month**, (or as needed). You may also want to soak filters in filter cleaner every 3-4 months. With Hot Spring models, rotate filters to prolong the life of the filter.

Cover - Condition cover monthly using 303 vinyl treatment. When cover gets heavy, it will need to be replaced as it will become less energy efficient. Heavy covers can be unsafe and may cause damage to cover assist and/or skirting.

Skirting – Clean as needed according to owners manual

Rodents – If your spa is going to be placed in an area known to be frequented by mice, rats, or other nocturnal creatures, the manufacturer recommends covering the access opening to the spa's equipment compartment with a heavy gauge screen material available from Hot Water Productions. Damage to the spa's equipment components or internal plumbing as a result of rodent infestation is **NOT** covered under your warranty.

HOT WATER PRODUCTIONS

These tips will work on Hot Spring, Tiger River Spas and Solana & Hot Spot Spas 2006-Current

Tips on the following pages are designed as a “quick” reference.
Always refer to your Owner’s Manual for more detailed information.

Water Care Tips

Fresh Fill

- It is recommended you bring a water sample into the store when you refill because the water sources change. Water must have Sanitizer added within 36 hrs of the spa being up to temperature and before use.

Weekly Care

1. Test Total Alkalinity, pH & Sanitizer
2. Adjust Total Alkalinity and/or pH as needed. Note: These adjustments may take up to 2 hours to fully register.
3. For Chlorine/Bromine Spas, add weekly
 - a. Defender or Stain & Scale Control
 - b. Shock (Spa Shock, Non-Chlorine Shock, Chlorine Concentrate or Bromine Concentrate)
 - c. Top off Chlorine/Bromine if needed according to test strips (It may be necessary to add Chlorine/Bromine more frequently than once per week)
4. For AG+ Silver Ion/Everfresh Spas, add weekly
 - a. Defender or Stain & Scale Control
 - b. Shock (Spa Shock, Non-Chlorine Shock or Chlorine Concentrate)
 - c. Change AG+ Silver Cartridge every 4 months, along with draining and refilling the spa.

Tips

- Always run jets 10 minutes after adding any product
- Leave cover open for 30 minutes after adding shock.
- **Water chemistry is very important as improper water chemistry can lead to corrosion or calcification of equipment which is NOT covered under warranty**

Orientation

- Orientation classes in store are available free of charge. More information is presented on how to properly test water and also more tips on calculating how much product to add. Please call for more information regarding the orientation classes and to reserve a time. We will also go over spa operations and give you more tips on taking care of the spa.

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