

USER MANUAL

SPA Pool



Thank you for your trust.

Please follow all security measures in this user's manual to ensure a secure use.



Thank you for choosing our product! We're thrilled to have you as a customer. Before you get started, we just ask that you read through the operating instructions. This way, you'll know exactly how to get the most out of your product from the very beginning. If you're sharing the product with someone else, be sure to pass along the instructions too. And don't forget to keep the manual handy for future reference!

1. Safety Instructions

1.1 Explanation of the symbols



Warning! Read the safety instructions carefully. Failure to follow the safety precautions can result in serious injury or damage. Keep the operating instructions in a safe place.



Use with caution when using this article.



Caution! Make sure the product is grounded!



Warning of electrical voltage!



Note: Pull out the mains plug!



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



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



Do not leave children unattended when using the spa. Ensure that children are not left unsupervised near the spa. Always cover the spa with the supplied insulation cover after use.



Do not jump into the spa. Risk of serious injury!



No open flame or fire!

The exterior and the interior shell of the spa may incur irreparable damage if it is closed to high temperatures.

1.2 Specific safety instructions

- This device was built according to the current state of the art and taking into account the existing safety regulations. Nevertheless, this whirlpool can pose a hazard to people and property if it is used improperly or not for the intended purpose or if the safety and warning instructions are not followed.

1.2.1 Private Use

- This whirlpool is intended for private use only.
- **Caution!** As a pool owner, you must comply with local and state laws regarding child safety, safety barriers and other safety requirements. Please contact the local building authority for further details.

1.2.2 Child safety

- **Risk of drowning!** It is important to ensure that children do not have access to the whirlpool without supervision.
- To avoid accidents, ensure that children are always supervised when using the spa.
- **Warning!** Make sure that children are not left near the spa unsupervised.
 - Attach a self-closing door or lockable gate, fence or child grille.
 - Always cover the whirlpool after use.
- **Warning!** Do not leave children unsupervised when using this hot tub to minimize the risk of injury.

1.2.3 Electricity and electric shock hazard

- **Warning!** Maintenance and repair work on the electrical components and any replacement of the power cable may only be carried out by a qualified electrician.
- **Warning!** The pool is equipped with a residual current device or residual current circuit breaker (RCCB) at the end of the power cable. The RCCB must be checked before each use. Do not use the pool if the RCCB is not working properly. Pull the mains plug until the error has been found and rectified. Contact a qualified electrician to correct the error. Do not bypass or open the RCCB. The RCCB must be easily accessible and visible, with a minimum distance of 1.5 m to the whirlpool.
- **Warning!** The whirlpool must not have an external switching device, e.g. a timer, or connected to a circuit that is switched on and off by a power supply at certain times.
- **Warning!** The power supply must meet the product specifications. Do not connect the device if the power supply does not meet the specified regulations! Contact your local qualified electrician for more information. The circuit for the device must be protected via a residual current device with a rated residual current of max. 30 mA.
- **Warning!** This whirlpool has an earthed connection for an earthed solid copper wire with a minimum diameter of 4 mm². A ground connection must be made between this device and any metal ground at a distance of 4.92 ft (1.5 m).
- **Warning risk of electric shock!** Do not use an extension cord to connect the pool to the power supply.
- **Warning risk of electric shock!** Install the pool at a distance of at least 4.92 ft (1.5 m) from all metal surfaces. Metal parts must be permanently connected to the ground connection using a solid copper cable.
- **Warning risk of electric shock!** It is not permitted to set up or operate lighting devices, telephones, radios, televisions or other electrical devices within a 4.92 ft (1.5 m) radius of the whirlpool.
- **Warning risk of electric shock!** Do not use the whirlpool when it is raining.
- **Warning!** Always pull out the power plug before cleaning, removing, servicing or making any other adjustments.
- **Warning!** The power cable must not be buried. Place the cable so that it cannot be damaged

by lawn mowers, hedge trimmers or other devices.

- **Warning!** If the connection cable of this device is damaged, it must be replaced by a qualified electrician.

1.2.4 Cartridge filter and suction power

- If the cartridge filter is missing or defective, long hair or parts of the body can be sucked in and get into the supply line, which can lead to serious accidents. Children in particular are at risk of injury and must be protected from the dangers. Prevent risk of injury:
 - Never operate the whirlpool if the filter cartridge is defective or not attached.
 - A defective filter cartridge must be replaced immediately. Make sure that only an original part is used when replacing.

1.2.5 Health risks

- **Warning!** The water temperature in the whirlpool must not be higher than 40°C. Water temperatures between 38 and 40°C are not considered harmful to healthy adults. A lower temperature is recommended for longer stays in the whirlpool (more than 10 minutes) or for small children.
- **Warning!** Before using the whirlpool, the water temperature must be measured with an accurate thermometer, as the tolerance of the thermostat is +/- 2°C.
- **Warning!** Because higher water temperatures in the first few months of a pregnancy pose a major risk to the unborn child, pregnant women (or women who may be pregnant) must set the spa water temperature to a maximum of 38°C. Pregnant women should always seek advice from their doctor before using the pool.
- **Warning!** The use of alcohol or drugs or medication before or during the use of the pool can lead to loss of consciousness and therefore drowning.
- **Warning!** People who are taking medication should seek advice from a doctor before using the pool as some medications can cause drowsiness, increased heart rate, or abnormal blood pressure or blood circulation.
- **Warning!** People who are overweight, have heart diseases, have high or low blood pressure, have circulatory disorders, or have diabetes should seek medical advice before using the pool.
- **Warning!** Leave the pool immediately if you feel uncomfortable or sleepy.
- **Warning!** Clean and change the water regularly to avoid bacterial growth.

1.2.6 Hyperthermia

- A long stay in the water can lead to hyperthermia (increased body temperature). Hyperthermia occurs when the body temperature exceeds the normal value of 37°C by several degrees. Symptoms of hyperthermia include drowsiness, indifference and an increase in body temperature. The consequences of hyperthermia can be:
 - failure to recognize impending dangers;
 - lack of heat awareness;
 - lack of feeling for the heat when leaving the bubble bath;
 - inability to leave the bubble bath;
 - damage to the fetus in pregnant women;
 - loss of consciousness and risk of drowning.

1.2.7 Other precautions

- **Warning!** This hot tub can be used by children aged 8 years and over as well as by persons with reduced physical, sensory or mental abilities or lack of experience and knowledge if they have been supervised or have been instructed on the safe use of the device and understand the resulting dangers. Children must not play with the device.
- Cleaning and user maintenance must not be performed by children without supervision.
- **Warning!** Do not turn on the pool when the water inside is frozen.

- **Warning!** Pets should be kept away from the pool to avoid damage.
- **Caution!** To avoid damaging the pump, the pool must never be operated if it is not filled with water.
- **Danger!** Enter and exit the pool slowly and carefully. There is a risk of slipping on damp surfaces.
- **Caution!** For safe bathing pleasure and to avoid damage to the components of the whirlpool, professional water cleaning is required. Use water care products in accordance with the manufacturer's instructions. Do not add bath oil or bath salts to the pool water.
- **Danger!** Cover the pool when it is not in use. This can prevent children from using the pool unsupervised.
- **Caution!** The pool should not be operated at temperatures below 4° C.
- **Caution!** The continuous filter and heating operation should not take longer than 48 hours.

2. Technical data

Model	Square Inflatable Spa		Oval Inflatable Spa	Round Inflatable Spa		Polygonal Inflatable Spa
Seating capacity	4	6	2	4	6	6
Max. water capacity	158GAL	240GAL	145GAL	211GAL	264GAL	240GAL
Number of massage jets	120	130	100	120	130	130
Power supply	AC110-120V,60HZ					
Heater	1350W(double tube)					
Temperature increasing rate	1.8-3.6°F/H					
Cable length	11.5FT/3.5M					
Filter pump	120V/30W 370GAL/H					

3. Installation

3.1 Find a safe location for the pool

- **Warning!** Do not install your pool in any of the following places:
 - Underneath electrical power lines or close to underground electrical installations (if in doubt, ask your electrician).
 - on an uneven surface.
 - on a balcony.
 - in a place where water and humidity can cause damage.
 - on carpets or other materials that are damaged by moisture.
 - on a base consisting of loose, non-loadbearing stones, wooden blocks or other materials that can shift.
- This may damage the pool that is not covered by the warranty.

The subsurface must meet the following requirements:

- **Stable**
The subsurface must be solid and able to bear a weight of at least 360 kg/m². Concrete tiles and wooden planks must be made in such a way that they can bear this weight. The total weight of the whirlpool when filled with water and four people is approximately 1200 kg.
- **Horizontal (level)**
A horizontal surface is particularly important. The water level must always be horizontal. A level and horizontal surface ensures that the weight is evenly distributed between the floor area (on which the greatest weight rests) and the outer walls, which form a self-supporting frame and ensure stability. The importance of adequate ground support cannot be overstated.
- **Drainage system**
There must be a functional drainage system for the absorption and removal of any overflowing water.

Indoor or outdoor assembly:

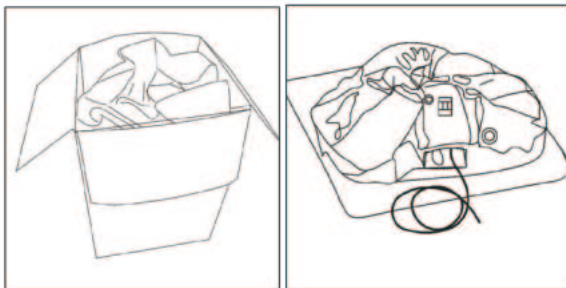
- If you would like to assemble your pool outdoor, make sure that there are no sharp objects in the vicinity of the spa.
- If you would like to assemble your pool indoor, make sure the floor is waterproof and has a non-slip surface. The room must be well-ventilated to prevent excess moisture.

ATTENTION!

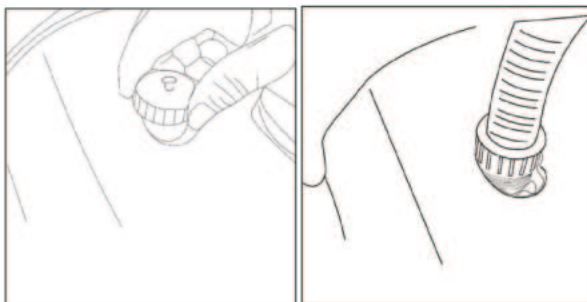
Do not expose the SPA to direct sunlight for prolonged periods. Be aware that direct sunlight can cause the outer shell of the spa to bulge and become irreversibly deformed.

3.2 Assemble the spa pool

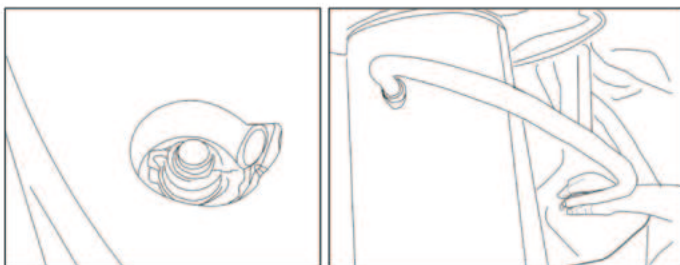
- Open the box and pull out the folded pool and accessories.
- Do not use tools with blades (knives, cutters, etc.) to open the packaging to avoid damaging the film.
- Step a. Lay the ground sheet on a flat, even surface free from sharp objects.



- Step b. Please reverse the external control box, open the blower outlet, connect the inflation hose to the outlet on the front of the control base and tighten it.



- Step c. The cover on the air valve on the outer wall of the spa should be unscrewed and the inflation hose inserted directly into it.



- Step d. Switch on the power and activate the BUBBLE button to begin the self-inflation process. During this time, assist the hot tub in unfolding. When the pool is properly inflated, press the BUBBLE button again to stop inflating.

ATTENTION!

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



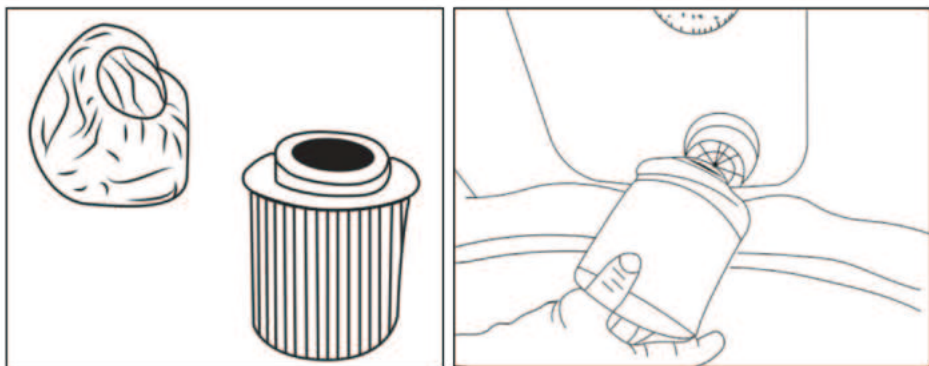
- Step e. Disconnect the inflation hose and close the air valve cover.

Note: If using the inflation hose alone to inflate the spa, it may not reach full capacity. Continue using the hand pump to achieve the desired level of inflation.

- Step f. Once the inflation process is complete, please remove the hose from the hand pump and close the air valve cover. Please tighten it in place.
- Step g. The next step is to install the three connecting tubes and connect the three interfaces between the control base and the hot tub wall. Please ensure that the blower outlet is securely fastened.

3.3 Fill the spa pool with water

- Make sure the power cord is outside the pool and is not connected to the power supply.
- Screw the filter cartridge onto the water inlet of the whirlpool wall by turning it clockwise.



- Fill the whirlpool with a garden hose until the water level printed on the whirlpool wall is reached.
- Do not fill up too much water, because the water level will still rise when people step into the pool.
- Do not use rain or surface water.
- Do not use seawater or salt water.

ATTENTION!

Make sure that the filter is not screwed on too tightly as this can cause a loud noise and/or cause the temperature gauge to fluctuate.

4. Operation

4.1 Before using the pool for the first time

- Before using the SPA for the first time make sure that:
 - there is sufficient water in the pool.
 - nothing can block the flow of water in the pipes.

4.2 Control panel



4.2.1 FILTER button

- **ON/OFF button for the filter system.**
- Press this button and the filter pump starts to work and the red indicator lamp lights up. Press again and the pump stops working and the lamp goes out.
- **NOTE:** The filter pump does not switch off automatically. If the water temperature falls below the pre-set temperature, the heating system switches on again.
 - If the heating system does not switch on automatically, switch the heating off by pressing "HEATER", then the filter will be switched off automatically after 2 minutes to prevent dirt from clogging the filtration system.
- The "FC" display and the warning tone should remind you to replace the filter cartridge.
- Only by pressing the 'FILTER' button will the control lamp for the filter operation go out and the warning ("FC" on the display and the warning tone) switch off again. All buttons then return to their normal working status and the current water temperature is displayed.

4.2.2 BUBBLE button

- **ON/OFF button for the jet system.**
- Press this button and the jet system starts to work and the red indicator lamp lights up. The jet system stops automatically after 20 minutes of operation. If there is still a need, wait 10 minutes and then press the BUBBLE button again.
- Air jets can be stopped or started again at any time during the 20-minute cycle.

4.2.3 HEATER button

- **ON/OFF button for the heating system.**
- Press this button and the heating system starts working and the red indicator LED lights up. At the same time, the red light of the Filter button lights, and the filter pump starts working. This is normal because heating is not possible without the filter pump.
- To switch off the heating system, press the HEATER button again and the red indicator lamp goes out.
- When the pre-set temperature has been reached, the heating system stops working, while the heating indicator light stays on. At the same time, the filter pump keeps working.
 - When the water temperature drops below the pre-set temperature, the heating system and filter pump will start working again. The filter control LED comes on again.
 - If the heating system does not restart automatically, switch off both the heating system and the filter pump by pressing the "HEATER" and "FILTER" buttons and both red indicator lights go out.
- **Important!** Always install the cover firmly on the spa after use to minimize heat loss when heating the water for good heat insulation. Store the cover in a suitable place where it is free from contamination or damage.
- **Note:** The integrated temperature sensor works with an accuracy of $\pm 2^{\circ}\text{C}$. Depending on the set water temperature, it may therefore be the case that the heater / pump does not switch on immediately but with a delay. This is not a malfunction.
- **Note:** If the ambient temperature is below 10°C , the heater works slower than normal. All SPA functions are blocked at an ambient temperature below 0°C . Operating the heating system or other functions at sub-zero temperatures can cause irreversible damage to water pipes and electrical components inside the motor block.

4.2.4 SET TEMP button

- **Temperature setting button.**
- The current water temperature is displayed on the screen.
- Press the SET TEMP button and the numbers on the screen will start to flash. To set the desired temperature, press the corresponding arrow button.
TEMP UP: button to increase the temperature.
TEMP DOWN: button for lowering the temperature.
- **Note:** It may take between 12 and 24 hours before the water has heated up to the required temperature. The ambient temperature and the temperature of the mains water affect how long it takes for the water to be heated up. The water temperature drops every time when the heater is switched off on the SPA. please wait some time for the water to warm up before using the SPA next time.

4.2.5 Lock button

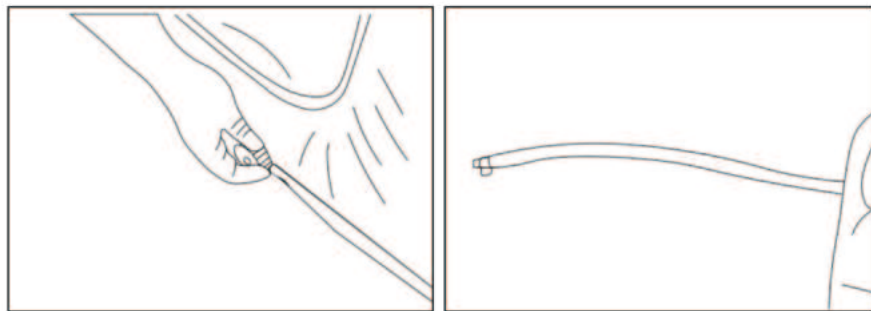
The spa is designed with child lock function to prevent unauthorized operation, especially child misusing.

- If no more operation in 10 seconds, the control base will enter the LOCK mode. In this case all the other buttons will not work. Press the LOCK button to quit the LOCK mode before proceeding to any other operation.
- To enter the LOCK mode manually, just press the LOCK button.

5. Cleaning, maintenance and storage

5.1 Draining the water

- You have the following options to drain the water from the whirlpool.
- **Method 1:**
Turn off the power.
Let a submersible pump into the whirlpool and use it to pump out the water.
Do not reconnect the pool to the power supply until it is filled with water.
- **Method 2:**
Turn off the power.
Unscrew the end cap of the water outlet located below on the filter heating element of the whirlpool and screw on the filling hose.



Then pull off the plastic plug on the inside. Now the water can flow out.

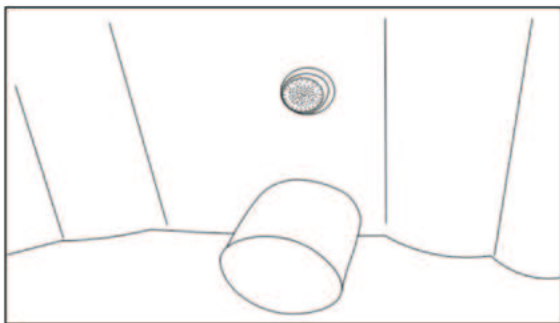
When the spa is out of water, press the BUBBLE button for 2-3 minutes to drain the water in the air line.

When the water is completely drained, remove the filling hose and close both outlets again.

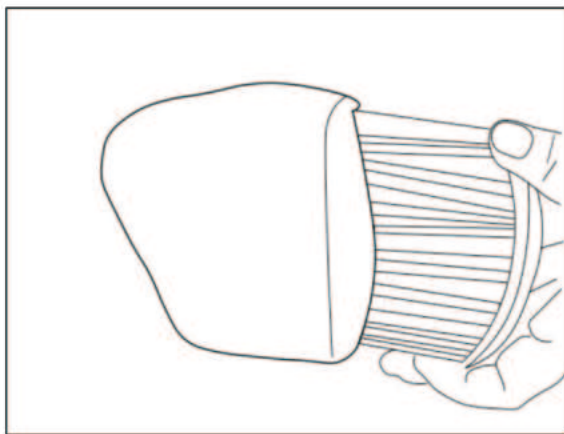
- **Caution!** The drained water can contain chemical residues and/or other unhygienic components, that can have a negative impact on health and the environment. Check your local authority regulations to find out how you can safely and responsibly dispose of the wastewater.
To prevent the growth of undesirable bacteria, make sure there is no more water in the pool.

5.2 Filter cartridge

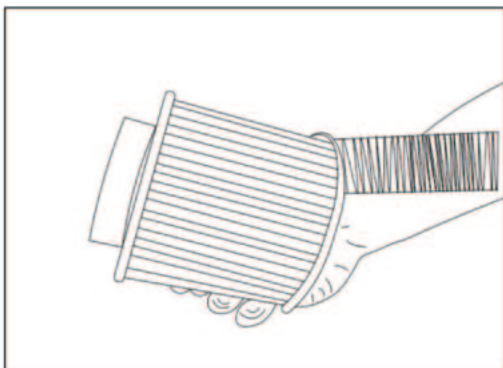
- For optimum performance of your hot tub, check and clean the filter cartridge after each use of the SPA to remove any small particles and residue.
- To continue to enjoy your hot tub, we suggest you to have 2-3 filter cartridges available.
- Change the filter cartridge every 3 days. The same applies if the SPA is not used for several days. The filter cartridge should be regularly cleaned or removed for the period of non-use, as the addition of chemicals could cause the paper of the filter cartridge to flocculate.
- **How to Change the filter cartridge:**
 - Make sure that the mains plug has been disconnected from the power supply.
 - Unscrew the filter cartridge by turning it counterclockwise.



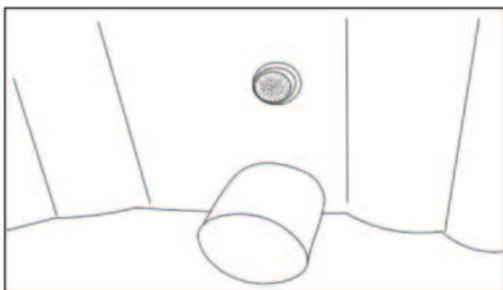
- Remove the filter cartridge cover.



- The filter cartridge can be rinsed off with a garden hose and reused. However, if the filter cartridge is dirty and discoloured, the filter cartridge should be replaced.



- Place the filter cartridge cover on the new filter cartridge and screw it in by turning it clockwise.



- **TIPS:** Filter cartridge will need changed eventually. However, dirty or contaminated filters do not need to be disposed right away. To extend the life of the filter:
 - **in an empty dishwasher:** by placing on a quick cycle using a dishwasher tablet.
 - **in a washing machine:** Place your filters inside a pillowcase or towel and run the machine on a quick cycle using normal detergent. The purpose of putting the filter inside a pillowcase /towel is to reduce noise.
- **TIPS:** Smaller particles (pollen, dust, etc.) can be deposited on the surface of the water, which do not sink and can be drawn up by the filter cartridge. Switch the BUBBLE on for approx. 5-10 seconds so that the particles can disperse in the water and then be drawn up by the filter cartridge.

5.3 Water treatment

- To ensure the comfort and safety of pool users, the water parameters must be well-balanced. The mineral content of water is constantly changing and can be directly affected by persons in the water, water treatment products and by evaporation. Deviations from the desired values can cause deposits that can damage the pool.
- As the volume of water is relatively small, it is difficult to maintain constant values. It is therefore important to observe the following points:

- Start water treatment immediately after filling the pool. The power supply has to be ensured from this moment on, so that filtration can be started immediately.
- Check the following water parameters and adjust them as follows:
 pH value: 7.2 – 7.8
 Free chlorine 3 – 5 ppm
 Total alkalinity: 80 – 120 mg/l
- The stated values must be regularly checked, at least twice a week, and before each time the pool is used.
- Use a good and clearly legible testing set for these tests.
- Use water treatment products to correct and adjust the values.
- If the pool is being used regularly, the water must be completely changed at least every two months.
 If the pool is used more intensively, the water must be changed more frequently.
- **Caution!** If the pH and chlorine content are not corrected, this can have a negative impact on the life of the components.
- **Caution!** Never use fragrances. These oil-based agents can cause deposits and leaks.

5.4 Water treatment products

- Always add the water treatment to the middle of the pool. The air jets and heater must be switched on to achieve an optimum treatment effect. The use of water treatment products in cold water has almost no effect. Keep the water treatment products in a cool, dry place inaccessible to children.
- For the disinfection of the SPA water there are different methods to choose from. Always use a dosing float for dosing during SPA water care – this way you avoid the risk of bleach spots or hole formations on the SPA surface.
- **Important:** Always remove the dosing float when using the SPA.
- **Test strips**
 Test strips are available which can be used to measure the pH value, chlorine content and alkalinity.
- **Chlorine granules / tablets**
 Increase the chlorine content. After using chlorine granules or tablets, you must wait at least 7 hours before you can retest the water.
 The full effects of the treatment can only be determined after this waiting period.
- **pH plus granules**
 Increases the pH value.
- **pH minus granules**
 Decreases the pH value.

5.5 Cleaning the pool

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

5.6 Repairs

- If the wall of the pool has small holes or punctures these can be securely and invisibly repaired with the repair patches supplied with the pool.
 - Thoroughly clean and dry the area to be repaired.
 - Spread the adhesive evenly over the back of the repair patch and press the patch over the damaged area.
 - Smooth the surface to remove any air bubbles.

5.7 Winter storage

- Drain all the water from the pool.
- Remove the filter cartridge.
- Clean and dry the SPA and attachments.
- Expel all the air from the pool.
- Loosely fold up the pool, avoiding sharp corners to prevent damage.
- Store the pool in a dry, frost-free place.
- The original packaging can be used for storage.

- **Caution**

Plastic can become brittle and fragile when it is exposed to sub-zero temperatures. Freezing can severely damage the pool. Improper winter storage may invalidate the warranty.

The manufacturer cannot accept liability for damage to the pool and its components resulting from the use of antifreeze agents.

Bathtub related problems and solutions

I . No heating

Here are trouble shootings for your to find the specific issue:

1. Could you please provide a video where you completely block the water outlet with your hand for approximately 1 minute , and show whether the temperature on the control panel changes? Does not rise the heating element is damaged, rise the heating system is normal, troubleshooting the next problem. This video will help us clarify your issue.

2. To understand whether your filtration system is functioning properly, could you remove both filter cartridges, open the hot tub's heating and filtration system, and use your hand to feel if there is strong suction at the water inlet?

(1) no suction: the filter system is damaged.

(2) less suction: the filter pump is clogged resulting in a reduction in the amount of water

(3) stronger suction: filtration system is fine.

Could you please try the above steps first and give us your feedback on the above troubleshooting? It's convenient for you to take a short video to show the issue? Then we will check it in depth and offer a further solution. Appreciate your understanding and cooperation.

II . Heating is slow and temperature cannot be reached

Please do not worry, we are here to help you locate the issue and address it. We suggest you check the issue first through following the below troubleshooting:

1.What is the ambient temperature when you use this product?

(1)We do not recommend using a hydrotherapy bath if the ambient temperature is below 40 degrees Fahrenheit.

(2)If the ambient temperature is around 50 degrees Fahrenheit,we recommend using the spa in a warmer environment indoors and recommend adding insulation such as air bags, floor mats, and thermal covers.

(3)If the ambient temperature is around 70 degrees Fahrenheit, we recommend adding air bags, floor mats, insulation covers and other insulation measures. The heating time may be 14 hours or even longer.

2.Could you please provide a video where you completely block the water outlet with your hand for approximately 1 minute , and show whether the temperature on the control panel changes? Does not rise the heating element is damaged, rise the heating system is normal, troubleshooting the next problem.This video will help us clarify your issue.

3.To understand whether your filtration system is functioning properly, could you remove both filter cartridges, open the hot tub's heating and filtration system, and use your hand to feel if there is strong suction at the water inlet ?

(1)no suction: the filter system is damaged.

(2)less suction: the filter pump is clogged resulting in a reduction in the amount of water intake, affecting the amount of water heated resulting in slower heating.

(3)stronger suction: filtration system is fine, check the next step.

4.Water is clean, check for dirt in the water. Filter clogged, it needs to clean the filter. Refer to instruction manual to clean the filter.

5.If the setting is 104 degrees Fahrenheit, but the maximum temperature can only reach 100, please test whether the maximum temperature is set successfully. Setting method: To set the temperature, press the "Temperature" button and use the "Up" and "Down" buttons to adjust the temperature, your temperature display will flash. Confirm your temperature by pressing the "Temp" button again and finally press the "Heat" button. At this point, the "Heat" button should light up red and the "Filter" button should also light up, indicating that the temperature has been set successfully and the heating process is functioning properly.

Tips:The situation that may be encountered in the setting of the temperature.

Generally, the heating was slow initially, so we suggest you be patient and wait.

Firstly, confirm the following basic operations are correct:

1. Filling water beyond the minimum water level line.
- 2.Remove the black protective cover from the water inlet and outlet.
3. Cover the pool cover and air bladder.
- 4.The power remains on all the time.
- 5.Set a higher temperature 68°F-104°F(20-40°C).
- 6.Activate the heating key.

When filling the water, it is necessary to fill it above the lowest water level line, otherwise it may cause the spa not to heat up. Every time the spa is reused after a power off, the temperature needs to be reset, otherwise the spa can only be heated to 100°F, and the spa cover needs to be covered during heating.

In addition, other factors can also be mistaken for not heating:

When setting the target temperature of 104 degrees Fahrenheit, the following situations may occur. The heating program is completed within ten hours, and when the water temperature reaches 104, the heating tube automatically shuts down and enters insulation mode. In insulation mode, the heating button only lights up and the heating tube does not work. When the water temperature drops below the set temperature by 2 degrees Celsius (approximately 3.6 degrees Fahrenheit), the heating mode will be automatically restarted.

1. Therefore, when you see the setting of 104, you may see a water temperature of around 100.

2. When the target temperature is set to 100 (the default heating target temperature is 100), the above situation will still occur, and the final displayed temperature may be around 96. The above two situations do not mean that the heating cannot reach the target temperature, but rather enter the insulation state. That is to say, if the water temperature continues to naturally cool down, the heating will automatically restart until the target temperature is reached. Due to the insulation effect of the pool cover, the cooling rate is relatively slow, and it will stay for a long time at a certain temperature.

Kindly please allow us to explain again.

The temperature sensor is located inside the water outlet of the spa. During the static heating process, the overall flow of the water slows down, so the water temperature near the water outlet will be slightly higher. On the contrary, the water temperature at the far end of the outlet will be slightly lower. When you enter the spa and the heating process, if you turn on the bubble, which accelerates the water flow in the pool and dissipates heat faster. In addition, the previously distant low-temperature water flows back to the vicinity of the water inlet. At this point, a significant decrease in water temperature is a normal phenomenon.

When you open the cover and press the bubble, the entire pool dissipates heat, and the heating speed is lower than the heat dissipation speed of the bubble. This may cause a feeling of the heater not heating up. If you want to increase the temperature, before continuing to heat up, please turn off the "bubble" and cover the lid. Only by keeping it warm can you continue to heat up. Adding an air bladder and mat will provide better heating and insulation effects.

May we know whether your issue was addressed? Could you please try the above steps first and give us your feedback on the above troubleshooting? It's convenient for you to take a short video to show the issue? Then we will check it in depth and offer a further solution. Appreciate your understanding and cooperation.

III. Gas Leakage

To check for leaks in the spa, you can first inflate it and then spray soapy water on the surface of the spa (Make sure the check valve is tight). If there is a leak, it will produce bubbles at the leak point. Could you please give this method a try? You can refer to the operating instructions in the following link:

(1)<https://www.dropbox.com/scl/fi/dmgjt78n05t09rvk1pqm2/The-usag-e-of-the-one-way-valve.mp4?rlkey=oapm1ndj97ziy02dqmggtzt&dl=0>

(2)<https://www.dropbox.com/scl/fi/zg0k4pk9vbhm30z8tu28b/Check-f-or-air-leaks-using-soapy-water..mp4?rlkey=qqnt1fytrn9wr1bi9o5ymI4ax&dl=0>

If you find the hole in the spa, could you please use the PVC repair tools provided by us and glue (not included) to perform the repair as follows?

1. Deflate the spa.
2. Clean and dry the area to be repaired.
3. Cut the provided PVC patch to the appropriate size.
4. Apply glue (not included) to one side of the newly cut patch to ensure uniform distribution of glue.
6. Press firmly on the patch for two minutes to ensure that bubbles that may appear below the patch are eliminated.
7. After waiting for 30 minutes, the product is inflated again.
8. If the product leaks again, please repeat the above process.

May we know whether your issue was addressed or not? If the issue exists or any other questions you have, please feel free to contact us, and we will do our best to assist you.

IV. Water Leakage

Please do not worry, we are here to help you locate the issue and address it. We suggest you check the issue first through following the below troubleshooting:

First, ensure that the spa's internal drain plug is pressed firmly and the external drain cap is tightly closed.

Second, observe the location of the leak.

(1)The water is coming from near the chassis.

<https://www.dropbox.com/scl/fi/f9xef2tekeqs4sln48u0/Pic-1-6.docx?rlkey=6x4ss3u7oh0ibkwr3auz4kxb5&dl=0>

1. If water is leaking from the vicinity of the bottom of the chassis, please check if the two connections at the bottom of the chassis are properly tightened. Here is the video for your reference:

<https://www.dropbox.com/scl/fi/icqbzw2k18k0k25um2sf1/Bubble-one-way-valve-installation.mp4?rlkey=nzyimu88sje1idk5s2nexaz12&dl=0>

(2)If you notice bubbles coming out of the water after filling, it may indicate that the hot tub has holes or cracks in the inner wall. Would you mind fixing it by referring to the video? Here is the operation video for your reference:

<https://www.dropbox.com/scl/fi/116dgz7hlwstfww14k46u/Repairing-damaged-operation.mp4?rlkey=93snhgcd0140294r3ozqi5rvs&dl=0>

May we know whether your issue was addressed? If not, would you mind taking a short video to show the issue you encountered? Then we will check it in depth and offer a further solution. Appreciate your understanding and cooperation.

V. The lid does not completely cover the bathtub

Possible cause: Over-inflation, let out a little air.

Tips:

It is not recommended to use the hot spring pool under direct sunlight. The air in the pool will expand. Improper inflation will cause the pool to expand too much and damage the pool.

VI. Charger (leakage protection) does not work

Replace the new charger.

After connecting to the power supply, check whether the charger lights up, whether the control panel buttons light up, and whether the pool responds.

VII. What chemicals can be used to maintain a hot tub?

You can use chlorine tablets. Do not throw them directly into the pool. They must be fully dissolved before use. It is recommended to use according to the instructions.

VIII. Instructional Video Link

1.Filter replacement.

<https://www.dropbox.com/scl/fi/5aws9tbfq9vcc3cf6rz0n/change-filter.mp4?rlkey=kr5i99wdf36vj39epIbeur6qb&dl=0>

2.Replacement of all pool components (disassembly and installation) including disassembly and replacement of the chassis.

<https://www.dropbox.com/scl/fi/2wg942jcrzvs87v3biu3j/replace-the-chassis.mp4?rlkey=41pnr0gd8au45ylp6mtulxbil&dl=0>

3.Filling holes.

<https://www.dropbox.com/scl/fi/116dgz7hlwstfww14k46u/Repairing-damaged-operation.mp4?rlkey=93snhgcd0140294r3ozqi5rvs&dl=0>

4.Deflate and store the pool.

<https://www.dropbox.com/scl/fi/j3mzqao8mpq0vj7dp1714/Storage-hot-tub.mp4?rlkey=wld3hdfyghacq7nyy2wvyifw5&dl=0>

5.Replace the control panel.

<https://www.dropbox.com/scl/fi/b9ugym9av45vycwin0uws/replace-control-panel.mp4?rlkey=iat9u22o1so0dhl3r3cdjvvgg4&dl=0>

6.Install the water inlet and outlet (if there is water leakage) or use the wrench.

<https://www.dropbox.com/scl/fi/ykfv9ek7evkhv56leb5g1/Spanner-usage.mp4?rlkey=h1a4ncycr2hfosgko28qhr8ff&dl=0>

7.Use of inlet check valve.

<https://www.dropbox.com/scl/fi/dmgjt78n05t09rvk1pqm2/The-usage-of-the-one-way-valve.mp4?rlkey=oapm1ndj97ziy02zdqmggwtzt&dl=0>

8.Opening and installing the pool.

<https://www.dropbox.com/scl/fi/odvj892q4mav3yt9m5djj/Install-hot-tub.mp4?rlkey=214i7e71396s1xyyi9yctpoxb&dl=0>

9. Use soapy water to find leaks.

<https://www.dropbox.com/scl/fi/zg0k4pk9vbhm30z8tu28b/Check-for-air-leaks-using-soapy-water..mp4?rlkey=qqnt1fytrn9wr1bi9o5yml4ax&dl=0>

10. Heating Operations in Spas.

<https://www.dropbox.com/scl/fi/mdmd4ul0m38lie54nak0g/Operate-hot-tub.mp4?rlkey=x04d3tbqo4ewfo3fq1ez2o2nu&dl=0>

11. How to use the inflation hose?

<https://www.dropbox.com/scl/fi/ydkgcjr6jcd8uuv1tcl0d/The-usage-of-the-inflation-hose.mp4?rlkey=9t9n1z5owtug3a73zd55k0p69&dl=0>

12. Violent chassis disassembly (cutting off the chassis).

<https://www.dropbox.com/scl/fi/7yx9e348w3nb520t1ek3k/How-to-disassemble-the-pump.mp4?rlkey=5qaa7puindveyykflgdtgppqz6&dl=0>

13. Reinstall the one-way valve under the leaking chassis (the valve connected to the bottom of the chassis).

<https://www.dropbox.com/scl/fi/icqbzw2k18k0k25um2sf1/Bubble-one-way-valve-installation.mp4?rlkey=nzyimu88sje1idk5s2nexaz12&dl=0>