

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-usage-of-the-one-way-valve.mp4?rlkey=oapm1ndj97ziy02zdqmggwtzt&dl=0>

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

If you find the hole in the spa, could you please use the PVC (part J) 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 (part J) 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/f9xef2tekeqs4slin48u0/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. These connections are indicated as "pic 1," "pic 2," and "pic 3". Here is the video for your reference:

<https://www.dropbox.com/scl/fi/icqbw2k18k0k25um2sf1/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=kr5i99wdf36vj39eplbeur6qb&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=h1a4ncycr2hfosgko28qrh8ff&dl=0>

7.Use of inlet check valve.

<https://www.dropbox.com/scl/fi/dmgjt78n05t09rvk1pqm2/The-usage-of-the-one-way-valve.mp4?rlkey=oapm1ndj97ziy02zdqmaggwtzt&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=5qaa7puindveyykflgdtgpqz6&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/icqbw2k18k0k25um2sf1/Bubble-one-way-valve-installation.mp4?rlkey=nzyimu88sje1idk5s2nexaz12&dl=0>