



INSTALLATION AND  
OPERATING INSTRUCTIONS



**DROP SPA**

**drop.**

*These instructions contain important information on the installation, operation, and servicing of the spa. Please read through the instructions carefully before installing and starting up a new spa. Keep the instructions for future reference. If you are uncertain, please contact Drop's customer service department.*

## **CONTENTS OF THE DELIVERY**

- Drop spa
- Insulation cover
- Chemical starter kit

The manufacturer retains the right to change the product's assembly or structure without separate notice and without any obligation arising from this.

## SAFETY

Use of the spa pool requires compliance with the safety instructions set out in these user instructions. Be vigilant, use your common sense and make sensible decisions in all actions related to water.

- In order to prevent drowning and serious injury, the access of children under the age of 5 to the spa must be restricted.
- Children may not use the spa without adult supervision.
- When using the spa with small children, check the suitability of the water temperature.
- Diving is not allowed in the spa. Never jump into the spa. It may lead to a serious injury or even death.
- Remove the spa cover fully before entering the spa.
- Do not heat up the water too much. The recommended water temperature is 37 °C.
- It is recommended that people with heart problems keep the water temperature below 37 °C.
- Do not use the spa under the influence of alcohol or medications that may jeopardize the safe use of the spa. Use of the spa under the influence of the substances mentioned above is at the user's own risk.
- Do not bring electrical devices closer than 2.5 meters from the spa. Neglecting to keep a safe distance increases the risk of electric shock and may cause a serious injury or even death.
- We recommend that a continuous bathing session be no longer than 30 minutes in length, after which you should cool down for 5–10 minutes.
- The surface of the spa may be very slippery. Be careful when entering and exiting the spa.
- Do not remove or plug the suction drains or use the spa without the drains or if the drains are broken.
- Keep the chemicals (e.g., water treatment or cleaning chemicals, or disinfectants) out of the reach of children.
- Keep the spa cover closed and locked when the spa is not in use.
- Do not stand, sit, lean, or place weight on the cover.
- The filter located on the step absorbs small debris from the water. Do not block or sit on top of the filter.

## **CONSIDERATIONS BEFORE RECEIVING YOUR SPA**

Carefully familiarize yourself with the spa's dimensions and, if necessary, ask our customer service department for assistance with planning your spa site. The spa's placement must be planned well with regard to the comfort and safety of use. The spa should be placed in an open spot if possible. Otherwise, leaves falling from trees and other dirt may easily end up in the spa water during bathing sessions. In densely populated areas, you should take your neighbors into account.

The spa must be installed and stored in such a way that it rests on its frame. Do not lower the spa to rest on its top edge or have the spa resting against a terrace, for example, in such a way that the top edge carries the spa's weight. The plans are indicative examples of the installation.

*Please take into consideration the effect of frost when designing the base.*

*The manufacturer is not liable for damage caused by an incorrectly installed spa.*

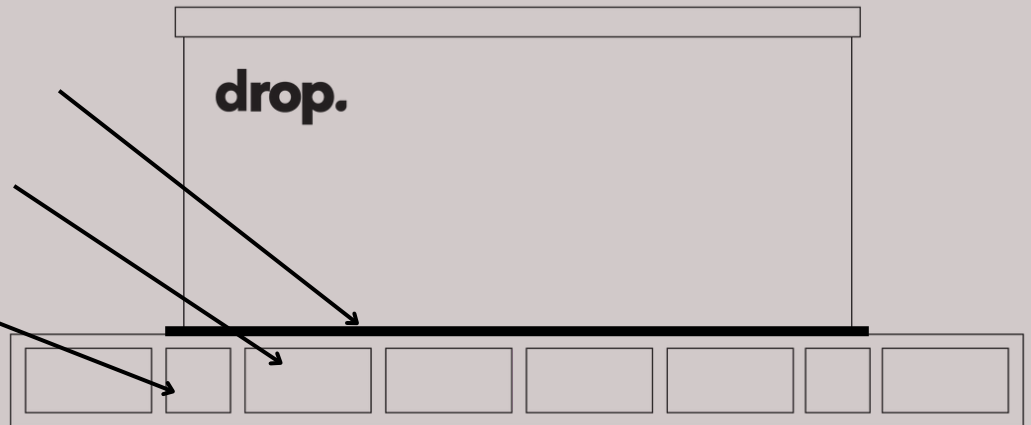
# ALTERNATIVES FOR THE FOUNDATION

Insulation ABS base with tracks for slings on the base of the spa

20mm watertight plywood can be added on to top of the wood beans

Sturdy wooden beam above ground

Adequate cross support



Insulation ABS base with tracks for slings on the base of the spa

20mm watertight plywood can be added on to top of the wood beans

Concrete casting / tiling

Compressed crushed stone

Filter fabric

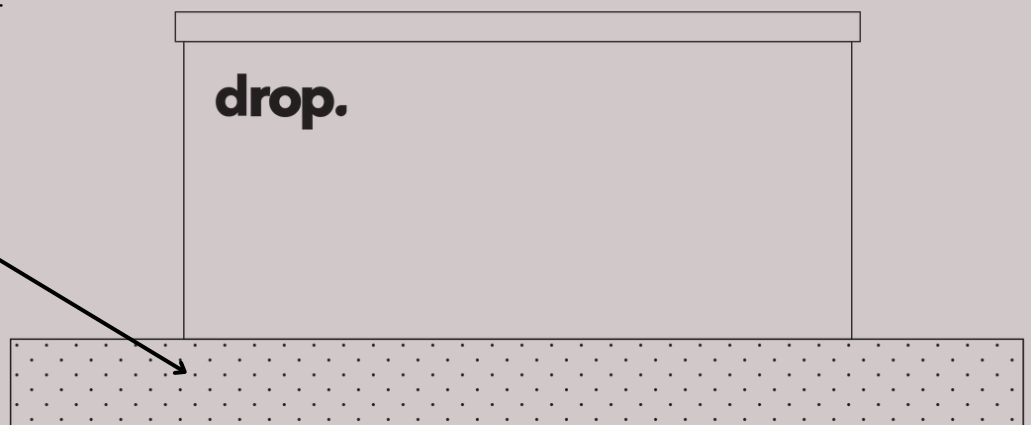


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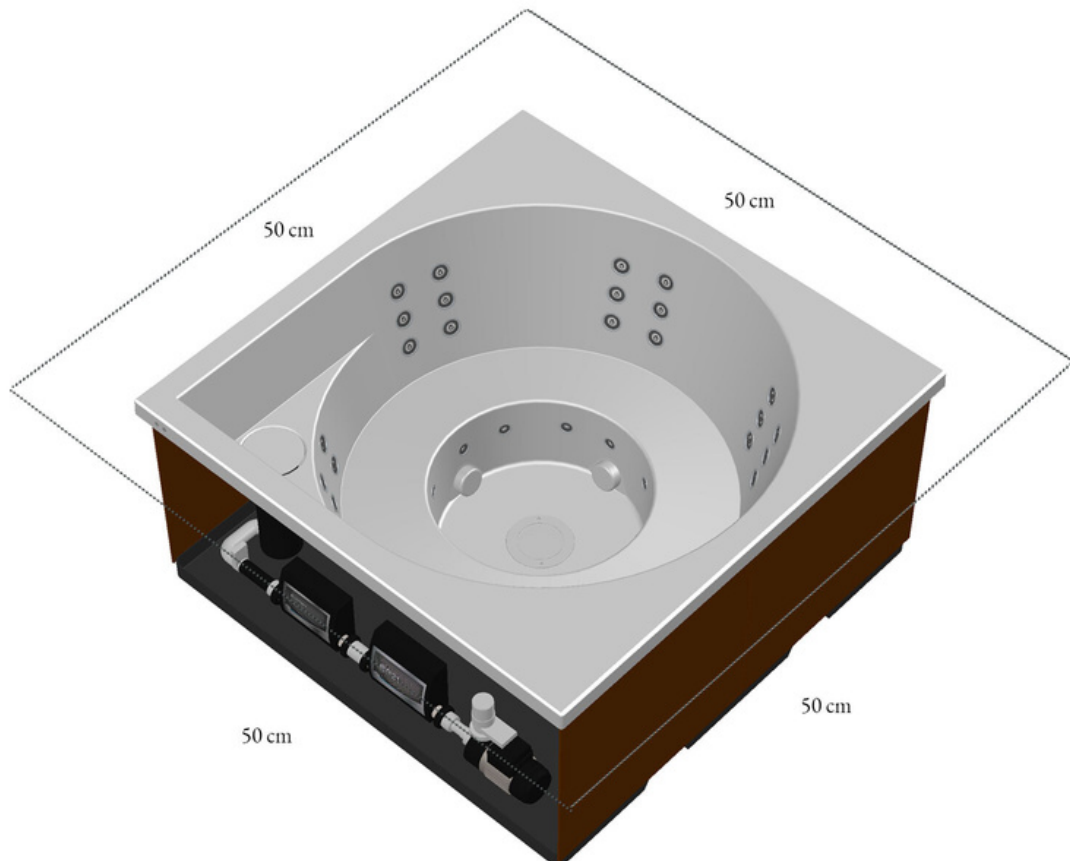
## SERVICE HATCH

Each site must be designed according to the situation and place. Special attention must be paid to the realization of the spa base. The base must be level, load-bearing, and horizontal. The most suitable bases are made of **concrete, gravel, wood, or some other hard base material**. The base must be able to withstand a weight of 2,500 kg without sinking or deforming.

There must be no less than 50 cm of space around the outdoor spa for any required servicing measures. It must be possible to open the service hatches located on the side of the spa without impediment. If you want to sink the spa into a terrace, you will need to make a separate service hatch in the terrace. The service hatch must allow the side panels to be opened and provide enough room to work next to the spa if necessary.

In case you surround the spa with skirting, all side doors must be accessible to enable service maintenance.

*The filter can be replaced without opening the service door.*



## RECEIPT OF DELIVERY

Please check the package externally before acknowledging receipt. Any observed external damage caused during transportation must be immediately reported to the courier or our customer service department. All damage caused during transportation must be reported within a maximum of seven (7) days in writing to [drop@drop.fi](mailto:drop@drop.fi) / Drop reseller.

If there are faults or deficiencies in the product delivered, the seller will either make the required changes to the product or deliver a new replacement product to the customer. The seller must be notified of the product's deficiency within 14 days of receipt of the product.

The spa is delivered in an upright position by a truck with a utility trailer unless otherwise agreed. Remove the plastic packaging, cardboard, and any other equipment or parts delivered inside the spa before turning the spa to its correct position. Four to six (4-6) people are needed to turn the spa to its correct position.



## INSTALLATION AND STARTUP

Roughly four to six (4-6) people are needed to move the spa. Special care must be taken when moving the spa to prevent accidents. When the spa is lowered into a hole in a terrace, for example, it is recommended that moving straps be used to ensure safe installation. Grooves for moving straps can be found on the bottom of the spa.

Don't leave the spa exposed to sun light without spa cover or without water.

***PLEASE NOTE! Do not connect power to the spa until it is filled with water!***

1. Turn the jets until they are open.
2. Before using the spa, check that all the threaded connections of the pumps are firmly secured. The threaded connections may come loose during transportation.
3. Fill the spa with water using a garden hose, for example (see page 8 for how to fill the spa), in such a way that the water level is approx. 10 cm below the edge of the spa.
4. The electrical installation may only be carried out by a licensed electrician. Do not connect power until the spa is filled with water. See Electrical installation.
5. After power is turned on, the spa display (located in the equipment compartment) will show setup data, after which the text RUN | PMPS | PURG | AIR | - - - - - will blink on the display. This initialization will last 4–5 minutes.
6. If the error message HTR | MAY | BE | DRY | - - - - - | WAIT | - - - - - shows on the display within the first few minutes, it indicates that there is air in the pump. In this case, see the instructions for clearing an airlock.
7. Turn on the pumps and check that water is coming out of all jets.



## Technology

Before filling the hot tub, make sure that all threaded connections on the pumps are tight. Threaded connections may come loose during transport.



1. Filter system
2. Balboa extra heater 3 kW
3. Balboa central unit 3 kW
4. Balboa control panel
5. Koller 200 W filter pump
6. Wavezone
7. Jet system

## Service hatch with isolation



## Electrical installation

*The electrical installation may only be carried out by a licensed electrician.*

***PLEASE NOTE! Do not turn on the power to the spa until it is filled with water!***

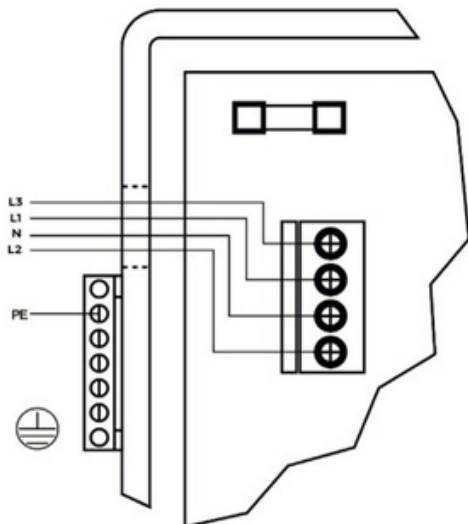
The outdoor spa must be connected to a 3 x 16 A, 400 V (current) or a 1 x 16 A, 230 V (3 kW Lähde & Lampi) electrical connection. The electrical connection must be protected with a ground fault circuit interrupter. The electric supply can be drilled through any corner of the spa's siding or a moving strap groove in the spa base. The side behind which the control panel is located is marked on the spa.

The spa must be connected to a 3 x 16 A, 400 V (current electrical connection) The electrical connection must be RCD protected. The power supply can be drilled through the outer cladding of any corner of the spa or through the lifting sling groove of the bottom spa.

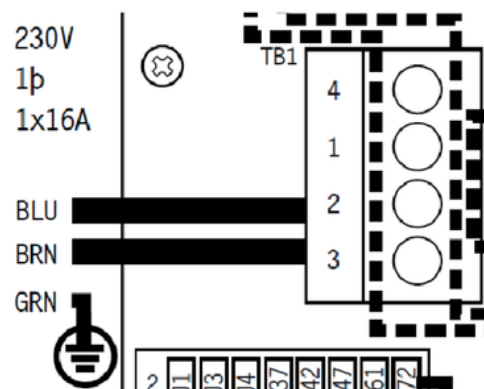
***PLEASE NOTE! The wires must be stripped to a length of approx. 20 mm, and the earth connection must be completed appropriately.***

1. Check that the spa is filled with water and that all nozzles are covered with water.
2. Open the service hatch.
3. Open Balboa Central Unit (BP21)
4. Connect the power cable to the control panel.
5. Close the service hatch.

Electrical installation diagram 6 kW 3 x  
16 A, 400 V



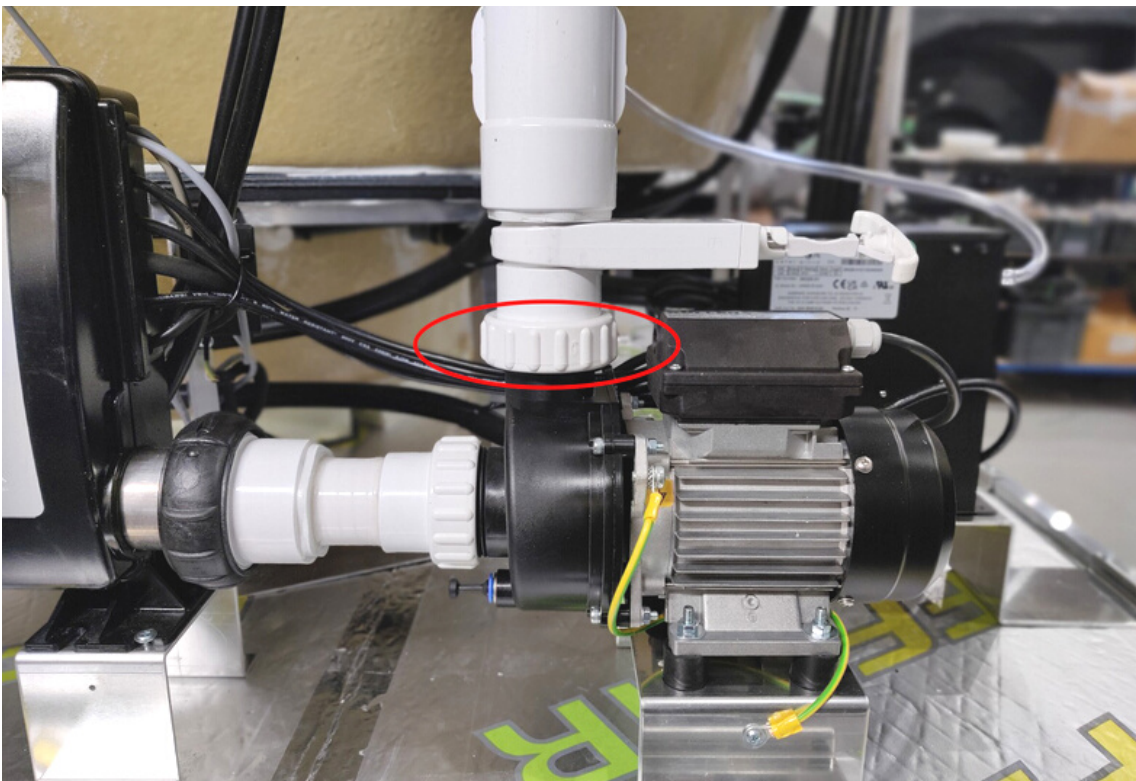
Electrical installation diagram 3 kW 1 x 16  
A, 230 V



### Instructions for clearing an airlock

An airlock causes the jets to malfunction. An airlock is often caused by filling the spa too quickly, which results in air being trapped in the piping. This prevents the pump from prefilling and the water from circulating properly.

1. Open the service hatch and turn the threaded connection on top of the pump slightly open.
2. When water starts coming out, tighten the connection and turn on the pump. The pump will pump for a moment, after which the water will start to flow properly.
3. Dry any spilled water and close the service hatch. Your outdoor spa is ready for use.



## ControlMySpa™ (additional product)

You can use the remote control to adjust the spa's settings from anywhere and check the status and functions of the spa. The new generation of CMS™ remote control also sends notifications to your mobile phone about any issues with the spa. The remote control requires a Wi-Fi connection near the spa to function.

The spa can also be controlled by using the control panel located in the spa's equipment compartment.

1. Connect the CMS Gateway Ultra unit to a modem with a network cable and connect the power cable to the unit.
2. Download the CONTROLMYSPA application via your phone's app store. Create a new account with your email.
3. Stand next to the spa and make sure that the power to the spa is turned on. PLEASE NOTE! CMS can be found 15 minutes after the spa is turned on. If necessary, turn off the power to the spa, wait for 20 seconds and then turn the power back on.
4. Open the CONTROL MY SPA application on your phone, press "SETUP" and follow the instructions on the screen.
5. The CMS code is PDS-26134

## TROUBLESHOOTING

PROBLEM	CAUSE
Red light in the CMS Gateway Ultra unit	The unit and the spa are not connected
Blinking red light in the CMS Gateway Ultra	The unit and the spa are connected, but there is no connection to the control panel.
Blinking blue light in the CMS Gateway Ultra unit	Software update in progress. Do not turn off the power.
Blinking green light in the CMS Gateway Ultra	The unit and the spa are connected, but there is no Internet connection.
Green light in the CMS Gateway Ultra unit	The unit and the spa are connected and an Internet connection has been established. No errors.

## USE, CARE AND SERVICE

A Drop spa can be filled with approx. 1,500 liters of water. Please note that the water level rises as the number of bathers increases. The spa is filled with clean water by using a garden hose, for example.

*Never turn on the equipment or keep it running when the spa is empty of water.*

Only turn on the equipment when:

1. the required amount of water has been reached (water level approx. 10 cm below the spa's edge)
2. the spa is in READY mode (control panel in the equipment compartment).

Keep the spa's insulation cover closed during heating and always when the spa is not in use. Make sure that the spa always has enough water and that all jets are below the water surface.

### Using the spa

You can set the desired temperature using the control panel. There are two switches on top of the spa that can be used while bathing.

1. Aeration/massage system (Drop X, Vuolle, S, and Lähde) —press the button to turn the massaging bubbles on/off. The bubbles run for 15 minutes.
2. Light switch—by pressing the button, you can change the color of the spa's LED lights to the color of your choice. The same button turns the lights on/off.



## INSULATION COVER

The cover is made of polyvinyl chloride (PVC). Avoid vinyl conditioners that contain silicone or oils or that are waxy, as they are very harmful to the vinyl.

*To avoid damaging the leather insulation cover, do not use sharp objects to remove extra weight.*

Regular cleaning with mild household all-purpose cleaners lengthens the spa's service life and maintains the cover's general appearance. When you add vinyl conditioner, the cover must be clean. In the winter, it is important to remove any snow that has piled up on the cover. Remember to keep the cover locked when the spa is not in use.

*PLEASE NOTE! The outdoor spa's insulation cover is not made to withstand human weight.*

### Cleaning the spa and water treatment

The spa requires care and services in order to stay fresh, attractive, and hygienic. The filtration and UV system alone is not sufficient to keep out all bacteria, which is why chemicals must also be used in the spa.

### General

- Wash yourself carefully before entering the spa.
- If sand enters the spa, it may clog the equipment.
- Keep the water's pH value between 7.0 and 7.4.
- Follow the chemical dosing instructions.
- The spa's water level should be cleaned with a microfiber cloth regularly or after each use, for example.
- Empty and clean the spa regularly.
- Always fill the spa with clean water
- Replace the filter approximately once a year.

The Drop spa can be filled with approx. 1,500 liters of water. The amount of water filled also depends on how many people bathe at the same time. Spa care and cleaning are easy and effortless. Chlorine or some other water treatment chemical must always be added into the spa after bathing, or at least once per week, even when no one has bathed in the spa.

The condition of the water largely depends on how frequently the spa is used, what season it is (in the summer, the water must be disinfected more often), what temperature the water is kept at and what the general water quality is (whether the spa is located in a city or a rural area or whether it is filled with lake water).

It is difficult to provide instructions that would be applicable to all cases, as water quality varies a great deal, depending on the examples provided above. Once you have used the spa for some time, you become familiar with “your own” water. After the first filling, you can put 20 grams of chlorine tablets in the water and then 1-2 tablets per week, depending on use.

See the chemical packaging for the correct dosage.

*Important facts about chemicals and water treatment*

Adhere to the dosages of chemicals closely. Excessive use of chemicals may damage the equipment, whereas using too little causes algae and other bacterial growth that may clog the piping, breaking the spa equipment as a result. The warranty does not cover damage or breakdowns caused by erroneous use of chemicals or neglect of other care instructions.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Cloudy water	<ul style="list-style-type: none"> <li>• Dirty filter</li> <li>• The pH value is not within the recommended range</li> <li>• Insufficient use of cleaning chemicals</li> <li>• Excessive use of the same water or the water is too old</li> </ul>	<ul style="list-style-type: none"> <li>• Clean the filter</li> <li>• Adjust the water pH level to the recommended range</li> <li>• Add a cleaning chemical to the water</li> <li>• Replace the water in the spa</li> </ul>
Smell of water	<ul style="list-style-type: none"> <li>• The water contains too much organic matter</li> <li>• Insufficient use of cleaning chemicals</li> <li>• Water pH level too low</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the water pH level to the recommended range</li> <li>• Add a cleaning chemical to the water</li> </ul>
Chlorine odor	<ul style="list-style-type: none"> <li>• Chlorine level too high</li> <li>• Water pH level too low</li> </ul>	<ul style="list-style-type: none"> <li>• Wait for the chlorine level to decrease</li> <li>• Adjust the water pH level to the recommended range</li> </ul>
Musty smell	<ul style="list-style-type: none"> <li>• Bacterial or algae growth</li> </ul>	<ul style="list-style-type: none"> <li>• Add a cleaning chemical to the water</li> <li>• Empty, clean and refill the spa</li> </ul>
Organic layer	<ul style="list-style-type: none"> <li>• Accumulated oil and dirt</li> </ul>	<ul style="list-style-type: none"> <li>• Wipe the dirt away with a clean sponge</li> </ul>
Algae growth	<ul style="list-style-type: none"> <li>• Water pH level too high</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the water pH level to the recommended range</li> <li>• Add a cleaning chemical to the water</li> </ul>
Patches on the surface	<ul style="list-style-type: none"> <li>• Total alkalinity of water too low</li> <li>• Water pH level too low</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the water pH level to the recommended range</li> <li>• Adjust the total alkalinity to the correct value</li> </ul>
Calcification	<ul style="list-style-type: none"> <li>• Too much calcium in the water</li> <li>• Total alkalinity of water too low</li> <li>• Water pH level too low</li> </ul>	<ul style="list-style-type: none"> <li>• Adjust the water pH level to the recommended range</li> <li>• Empty, clean and refill the spa</li> </ul>

### Emptying the spa

Replace the water in the spa 2–3 times per year, depending on use. If you wish to empty the spa for the winter. Turn off the power to the spa before emptying it. The spa is emptied into the wastewater drain with a submersible pump.

***PLEASE NOTE! Do not use a metal submersible pump.***

After the spa has been emptied, clean the inner surface thoroughly with a mild disinfectant. Use a soft and lint-free cloth or sponge.



## Replacing the filter

1. Lift the filter lid. The lid is removed by turning the lid counterclockwise to release the lock.
2. Open the filter compartment float by turning it counterclockwise.
3. Lift the float brackets and the coarse filter from their exhaust gases.
4. Lift up the fiber filter and replace it with a clean one.
5. Replace the parts.



You can clean and reuse the filter. To achieve the best result, replace the filter whenever you replace the water. You can use two filters in turns. When one is being cleaned, the other is ready for use.

The fabric filter recovers small debris from the water. The fabric filter of an outdoor hot tub might get blocked by lime particles from hard water, which makes the flow of water weaker. In order to prolong the useful life of the fabric filter and improve its performance, rinse the filter under running water 2–4 times a month. The filtering system is fully automated.

### **Cleaning a filter**

- Remove the filter from the spa.
- Put water in a bucket and soak the filter for at least three hours.
- Then rinse the filter with clean water.
- Let the filter dry.
- In this way, the filter is always clean and ready to be put in the spa.

### **Using the spa in winter**

The Drop spa is intended for year-round use, which is why we recommend that spas equipped with maintenance heating be used in summer and winter alike. If the spa is emptied for the winter, the warranty does not cover any damage caused by the freezing of the spa.

The spa cover should be cleared of snow at regular intervals. At worst, a thick layer of snow may even cause the cover to break. Additionally, the spa's surroundings and the access route to the spa should be kept clear of snow to allow you to make it ready for use quickly and to ensure safe access to the spa. In the winter, the area around the spa may be particularly slippery when water that has spilled from the spa freezes over.

The Drop spa can be kept always ready for use in the winter, in which case the equipment is kept warm inside the frame and there is no risk of the spa freezing.

Please secure the supply of power to the spa, as long-term power outages may cause the spa to freeze and damage the equipment.

***In the event of a power outage, DO NOT OPEN THE INSULATION COVER!***

The spa will turn back on automatically when power is restored. After a power outage, check the functions and water temperature of the spa. Short power outages ranging from a few minutes to a few hours do not affect the functionality of the spa.

The spa is well-insulated, which prevents it from freezing in this amount of time, even in freezing temperatures. It takes a power outage of longer than a few days for the spa to freeze. In the event of a longer power outage, please contact the seller or your service agent.

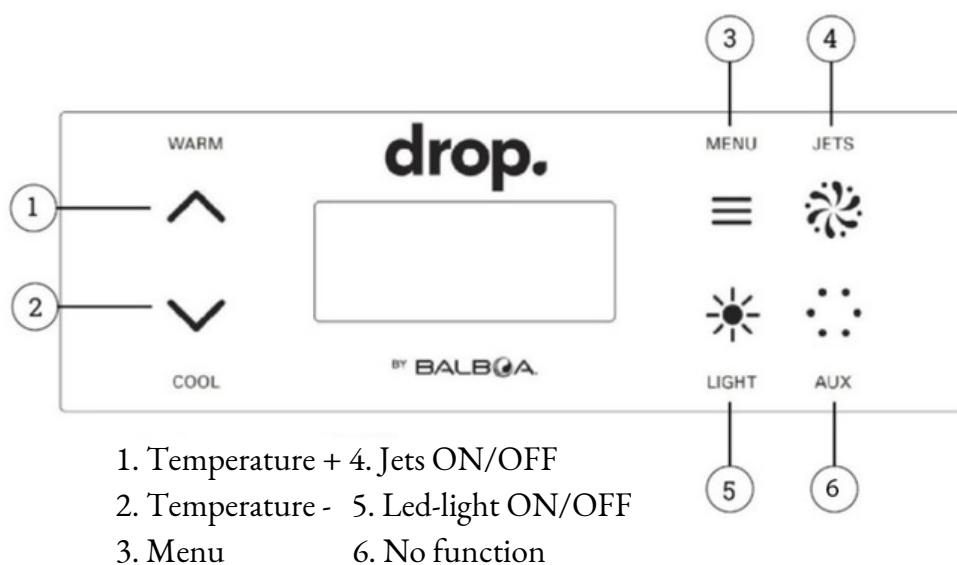
Before the weather drops well below freezing point, you should service the spa:

- replace the water
- clean the spa
- replace the filter

If you want to empty the spa for the winter, we recommend that you contact our customer service department. When emptying the spa, you must make sure that there is no water left in the piping. The piping cannot be fully emptied with the drainage pump alone – the piping must be vacuumed. Additionally, the filter must be removed from the filter tank to allow the filter to dry and prevent them from mildewing or freezing.

***The warranty does not cover damage caused by freezing.***

The control panel is located in the service space, but it can be moved to a more suitable location, e.g. on the outer panel. Protect the back of the control panel. Longer cables can be ordered if needed from our customer support.



### Display symbols:

- A - HEATING
- B - READY MODE
- C - REST MODE
- E - WI-FI CONNECTED
- F - LIGHTING
- G - CLEANING CYCLE
- H - JETS 1
- L - TEMPERATURE (HIGH / LOW)
- M - SETTING (PROGRAMMING)
- N - FILTRATION CYCLE (1 OR 2 OR BOTH)
- O - AM OR PM (TIME)

### **Jet pump (Drop X, S, Vuolle & Lähde)**

The pump is turned on by pressing the JETS 1 button (4). The pump starts either at filtration or massaging speed, depending on the spa's mode. If the pump starts at filtration speed, you can turn on massaging speed by pressing the JETS 1 button (4) again.

The massaging speed turns off automatically after 15 minutes and the filtration speed after 30 minutes, or you can turn them off by pressing the JETS 1 button (4). If the spa is in READY mode, the filtration speed turns on automatically when the spa checks the water temperature every 30 minutes. If the filtration speed has turned on automatically, it cannot be turned off, but you can turn on massaging speed by pressing the JETS 1 button (4).

### **Setting the temperature**

The spa temperature is factory set to 37 °C. The temperature setting is adjusted with the WARM and COOL buttons (1)(2). When the desired temperature is no longer blinking on the display, the spa starts heating the water to the set temperature if necessary.

***PLEASE NOTE! The actual water temperature will not be shown until the pump has run for at least two minutes.***

### **Setting the time**

The time must be set immediately after the spa's installation, as the correct time is important for the functionality of the filtration cycles. To set the time, first press the MENU button (3) repeatedly until you see TIME on the display. After pressing the WARM button, you can set the time with the WARM and COOL buttons (1)(2). Move on to the next phase by pressing the MENU button (3). PLEASE NOTE! If the spa loses power or the power is turned off, the time must be reset.

### **Turning the display**

To turn the display, first press the MENU button (3) repeatedly until you see FLIP on the display. After this, you can turn the display with the WARM and COOL buttons (1)(2).

### **LED lights**

The spa's LED lights can be turned on by pressing the LIGHT button (5). To turn off the lights, press the LIGHT button (5) again. The spa's LED lights have different colors and light modes. To change the light mode, turn off the LED lights and immediately turn them back on.

***The LED lights turn off automatically four (4) hours after being turned on.***

### Keylock

To lock the spa's control panel, first press the MENU button (3) repeatedly until you see LOCK on the display. After this, lock either the water temperature settings (TEMP) by pressing the WARM button (1) or the whole control panel (PANL) by pressing the MENU button (3) again. Change the setting (ON/OFF) by pressing the WARM or COOL button (1)(2). Save your choice and exit the menu by pressing the MENU button (3). To open the keylock, press the WARM button (1) while simultaneously calmly pressing the MENU button (3) twice.

### Modes

In order to keep the water warm, the pump circulates the water through heaters. In the READY mode, the spa maintains the set temperature and heats up the water as necessary. In the REST mode, the spa heats up the water only during set filtration cycles. In the REST mode, the spa display may not necessarily show the spa temperature but the text RUN | PUMP | FOR | TEMP | - - - - - instead. To change the mode, first press the MENU button (3) repeatedly until you see MODE on the display. Choose the desired mode by pressing the WARM button (1) or the COOL button (2). Exit the menu by pressing the MENU button (3).

***PLEASE NOTE! The chosen mode is shown at the bottom of the display.***

### Service mode

The service mode (HOLD) can be used to stop the pump when carrying out small-scale servicing work, for example. The service mode lasts for 60 minutes. To start the service mode, first press the MENU button (3) repeatedly until you see HOLD on the display. After this, press the WARM button (1). The display now reads HOLD | ING | FOR | 0:60 (the running timer shows the remaining time for which the pumps will be disabled).

### Lower and upper-temperature ranges

The spa has two different settings for temperature ranges. You can set a separate temperature for each of them. The selected temperature range is shown at the bottom of the display.

In the upper-temperature setting (RANGE), the temperature can be set between 27 °C and 40 °C. This setting is best suited for use when you want to keep the spa always ready for use. In the lower temperature setting (RANGE), the temperature can be set between 10 °C and 27 °C.

The lower temperature range is best suited for use when the spa is not used for an extended period of time and you do not want to maintain a high temperature. To change the temperature setting, first press the MENU button (3) repeatedly until you see TEMP on the display. Choose the desired mode by pressing the WARM button (1). Save the setting and exit the menu by pressing the MENU button (3).

***PLEASE NOTE! The selected setting is shown at the bottom of the display.***

### **Filtration cycles**

Filtration cycle 1 is factory set to run from 8:00 pm to 10:00 pm. To change the filtration cycle's start time and duration, first press the MENU button (3) repeatedly until you see FLTR1 on the display. After this, press the WARM button (1) twice and then change the start time of the filtration cycle with the WARM and COOL buttons (1)(2). Move on to the next phase by pressing the MENU button (3). After setting the start time, set the duration of the filtration cycle in the same way.

Filtration cycle 2 is factory set to run from 8:00 am to 10:00 am. To change the filtration cycle's start time and duration, press the MENU button (3) repeatedly until you see FLTR2 on the display. You can change the second filtration cycle's start time and duration in the same way as the first filtration cycle.

In normal use, we recommend setting two 2-hour filtration cycles per day. In this case, the interval between the start times of the filtration cycles must be 12 hours. For example, the filtration cycles can be these factory set periods 8:00–10:00 pm and 8:00–10:00 am. PLEASE NOTE! If you use the spa more frequently than three times per week, the length of the filtration cycles must be increased.

### **Cleaning cycle**

The spa has an automatic preset cleaning cycle. The cleaning cycle starts when the pump has been turned off for at least 30 minutes.

**Timed messages**

The spa display may show various timed reminders every now and then. To ignore a message, press the WARM button (1). See the table below for the most common messages and their meanings. You can turn the reminders off in the PREF menu.

<b>MESSAGE</b>	<b>MEANING</b>
CHEK   CHEM	Check the pH of the water and adjust the chemicals if necessary.
CHEK   PH	Check the amount of chloride and add if necessary.
CLN   FLTR	Timed filter change reminder. If the spa is new or filter balls / filter cartridge is replaced lately, no action is required.
TEST   GFCI	Check that the ground fault circuit interrupter is functional.
CHNG   WATER	Replace the water in the spa.
CLN   COVR	Clean the insulation cover.
CHNG   FLTR	Replace the filter.
CHEK   OZ	Check the function of the ozonisation system.
SRVC   CHEK	Carry out servicing measures.



## Display bar codes

The table below shows the most common error codes, their meanings and the required measures.

Always take the required measures and contact your distributor or service agent if necessary.

CODE	MEANING	REQUIRED MEASURE
DARK SCREEN	The spa is not receiving power.	Turn on power to the spa / check the connection.
----°C	The temperature is not detected.	The temperature is shown on the display once the pump has been running for two minutes.
42°F   TOO   COLD	The may have frozen or water is still cold when filling.	The pumps will turn on automatically, regardless of the spa's mode. Contact your service agent if the notification continues.
WATR   TOO   HOT   ----	OVERTEMPERATURE – One of the temperature sensors has detected a temperature of 43.3 °C or higher.	<b>DO NOT ENTER THE WATER!</b> The will turn off and turn on again once the water temperature has decreased to 41.7 °C. Remove the cover to cool the water.
RUN   PMPS   PURG   AIR	Notable difference in temperatures measured by sensors A and B. Indicates a problem with the water flow.	Check that there is enough water, fill if necessary. Clean the filter and check that the pumps work. If the problem continues, contact your service agent.
HTR   FLOW   FAIL   ----	Continuous problems with the water flow. The heater will turn off if this code appears five times in a day.	Check that the filter is clean. Turn the heater on again by pressing any icon. If the problem continues, contact your service agent.
HTR   MAY   BE   DRY	The water flow in the heater is low, or there is air in the heater.	Turn the spa off for 15 minutes. Check that there is enough water and fill if necessary. If necessary, remove air according to the instructions for clearing an airlock. Return the spa to the normal mode by pressing any icon. If the problem continues, contact your service agent.
HTR   DRY   ----	Not enough water in the heater. The spa will turn itself off.	Check that there is enough water, fill if necessary. Clean the filter and check that the pumps work. If the problem continues, contact your service agent.
HTR   TOO   HOT   ----	OVERTEMPERATURE – One of the temperature sensors has detected a temperature of 47.8 °C or higher.	<b>DO NOT ENTER THE WATER!</b> Remove the cover to allow the water to cool. After the water has cooled down, reset the system by pressing any icon.
SNSR   BAL--   ANCE	Temperature sensors out of balance.	The phenomenon may be temporary. If the problem continues, contact your service agent.
SNSR   SYNC   ----	The temperature sensors have been out of balance for at least an hour.	Contact your service agent.
SNSR   A/B   ----	Temperature sensor A or B does not work. The spa has turned off.	May occur momentarily when the temperature rises too high. The message will disappear once the temperature decreases. If the problem continues, contact your service agent.
STUK   PUMP   ----	The pump will not turn off.	<b>DO NOT ENTER THE WATER!</b> The water may have overheated. Turn off power and contact your service agent.

DROP

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