

**H2X OWNER'S MANUAL**



**Welcome To Ultimate Relaxation!**

Thank you for choosing your new swim spa built by Master Spas. Please read the entire Owner's Manual before installing and using your new swim spa. The goal of this manual is to provide you with safety and operational information plus some tips that will help you enjoy your H2X swim spa to its fullest.

At the time of print, this manual is accurate in its information. Master Spas reserves the right to change or improve its product without prior notice. To check on updates or for other information, please visit [www.masterspas.com](http://www.masterspas.com) and follow the links to the customer service section.

**Record Of Ownership**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Date Purchased \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Model \_\_\_\_\_ Serial # \_\_\_\_\_

Dealer Name \_\_\_\_\_

Phone # (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Service Tech Rep \_\_\_\_\_

**\*Serial Number Location**

The serial number for your swim spa is located in the filter area, on the spa system pack, or on the listing plate on the skirting. It will start with "H" followed by a 5-digit number. Ex. H70501



**MASTER SPAS®**

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WATER TO THE EXTREME.

**Do Not Dive.**

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## SAFETY INSTRUCTIONS



### Save These Instructions

Included with your new swim spa is a safety sign. The sign is for you and your guest's protection and is suitable for outdoor use in wet locations. The sign should be placed in a location visible to all users of the swim spa.

Please take time to point out the physical location of the safety sign and the importance of the safety precautions displayed on the safety sign to all of your guests. Remember your safety and the safety of anyone who enjoys the use of your swim spa is our utmost concern.

The sign should be mounted with screws or another type of permanent fastener. Additional or replacement signs can be obtained from your dealer or direct from the factory.

### Introduction

It's time to relax! You now have your very own H2X swim spa by Master Spas, Inc. By fully understanding the operation of each of the features of your new swim spa, you will be assured of many years of hassle-free, exercise therapy and fun.

Your safety is of paramount importance to the MasterSpas family. We urge you to read and become thoroughly familiar with all safety aspects addressed in this manual.

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## SAFETY INSTRUCTIONS

**NO DIVING** **DANGER: DIVING MAY RESULT IN SERIOUS INJURY OR DEATH.**



### Important Safety Instructions

When installing and using this electrical equipment, basic safety precautions should be observed including the following:

#### Read And Follow ALL INSTRUCTIONS

1. **WARNING.** To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.
2. **DANGER - RISK OF CHILD DROWNING.** Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, insure that children cannot use a swim spa unless they are closely supervised at all times.
3. **WARNING.** A pressure wire connector is provided on the surface of the control box inside the swim spa to permit connection of a minimum No. 8 AWG solid copper bonding wire between this point and any metal equipment, metal enclosures of electrical equipment, metal water pipe or conduit within 5 feet (1.5M) of the unit.
4. **DANGER - RISK OF ELECTRIC SHOCK.** Install swim spa at least five (5) feet (1.5M) from all metal surfaces. A swim spa may be installed within five (5) feet (1.5M) of metal surfaces if, in accordance with the National Electrical Code, each metal surface is permanently connected by a No. 6 AWG (8.4mm) solid copper conductor attached to the wire connector on the terminal box. A grounding lug is provided for this purpose.
5. **DANGER - RISK OF INJURY.** The suction fittings in this swim spa are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fitting or the pump be sure that the flow rates are compatible.
 

**\*NOTE:** Never operate the swim spa if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.
6. **DANGER -** To reduce the risk of injury to persons, do not remove the suction grate. Suction through drains and skimmers is powerful when the jets in the swim spa are in use. Damaged covers can be hazardous to small children and adults with long hair. Should any part of the body be drawn into these fittings, turn off the swim spa immediately. As a precaution, long hair should not be allowed to float in the swim spa.

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## SAFETY INSTRUCTIONS



**NO DIVING** DANGER: DIVING MAY RESULT IN SERIOUS INJURY OR DEATH.



### Important Safety Instructions (cont.)

**7. WARNING.** Install the swim spa so that water can be easily drained out of the compartment containing electrical components so as not to damage equipment. Also, when installing spa, allow at least 2 feet of clearance around the perimeter of the swim spa to provide enough room to access for servicing. Contact your local dealer for their specific requirements.

### 8. WARNING - TO REDUCE THE RISK OF INJURY:

- (A) Reminder - Never allow anyone to dive into a swim spa. Always enter feet first.
- (B) If the suction or return grates for the propulsion system should become damaged, immediately turn the swim spa off and contact your dealer to schedule service. You should never operate the swim spa if these grates are damaged or removed.
- (C) Always enter and exit a swim spa slowly.
- (D) Do not use the swim spa alone.
- (E) Before entering the swim spa, always measure the water temperature with an accurate thermometer. Tolerance of water temperature regulating devices can vary as much as plus/minus 5° F (3° C).
- (F) Persons suffering from obesity or with a medical history of heart disease, diabetes, high or low blood pressure or circulatory system problems should consult with their physician before using the swim spa.
- (G) Since excessive water temperature has a high potential for causing fetal damage during early months of pregnancy, pregnant or possibly pregnant women should limit swim spa water temperatures to 100° F (38° C).
- (H) Excessive water temperature can be dangerous. The water in the swim spa should never exceed 104° F (40° C). Water temperatures between 100° and 104° F are considered safe for a healthy adult. Lower water temperatures are recommended for extended use (exceeding 10 minutes) and for young children. Long exposures at higher temperatures can result in hyperthermia.

**\*NOTE:** Should the No Diving Label come off the swim spa, please contact your local dealer immediately for a free replacement label.

WATER TO THE EXTREME.

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## SAFETY INSTRUCTIONS



|           |   |  |
|-----------|---|--|
| NO DIVING | DANGER: DIVING MAY<br>RESULT IN SERIOUS<br>INJURY OR DEATH. |  |
|-----------|---|--|

### Important Safety Instructions (cont.)

#### HYPERTHERMIA

Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6° F.

#### THE SYMPTOMS OF HYPERTHERMIA INCLUDE:

Dizziness • Fainting • Drowsiness • Lethargy • Increase in Internal Body Temperature

#### THE EFFECTS OF HYPERTHERMIA INCLUDE:

Unawareness of Impending Hazard • Failure to Perceive Heat  
Failure to Recognize the Need to Exit Swim Spa • Physical Inability to Exit Swim Spa  
Fetal Damage in Pregnant Women • Unconsciousness Resulting in a Danger of Drowning

- (I) Children's body temperature can increase more rapidly than adults in the same water with elevated temperatures (above 99° F). Children should spend less time in water above body temperature than adults.
- (J) The use of a swim spa while under the influence of alcohol, drugs and/or medication may lead to unconsciousness with the possibility of drowning.

**\*NOTE:** Persons on medication should consult with their physician before entering the swim spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure and circulation.

9. Reminder: A safe temperature for swimming or aquatic exercise is around 80° F.
10. People with infections, sores or the like should not use the swim spa. Warm and hot water temperatures may allow the growth of infectious bacteria if not properly disinfected.
11. **DANGER - RISK OF ELECTRIC SHOCK.** Do not permit any electric appliance, such as a light, telephone, radio or television, within five (5) feet of the swim spa. Never operate any electrical appliances from inside the swim spa or while wet.

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## SAFETY INSTRUCTIONS



|           |   |  |
|-----------|---|--|
| NO DIVING | DANGER: DIVING MAY<br>RESULT IN SERIOUS<br>INJURY OR DEATH. |  |
|-----------|---|--|

## Important Safety Instructions (cont.)

**12. WARNING - RISK OF SUFFOCATION.** If this swim spa is equipped with a gas heater, it is intended for outdoor use only, unless proper ventilation can be provided for an indoor installation.

**13. "CAUTION - RISK OF ELECTRIC SHOCK.  
Do not leave the CD compartment open."**

**"CAUTION - RISK OF ELECTRIC SHOCK.  
Replace components only with identical components."**

The CD player controls are not to be operated while inside the swim spa.

**"WARNING - PREVENT ELECTROCUTION. Do not connect any  
auxiliary components (for example, additional speakers, headphones,  
additional audio/video components etc.) to the system."**

These units are not provided with an outdoor antennae.

Do not service this product yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

If the power supply/supply cord(s) are damaged, water is entering the speaker, CD compartment, or any other component in the electrical equipment compartment area, the protective shield is showing signs of deterioration, or there are signs of other potentially hazardous damage to the unit, turn off the circuit breaker from the wall and refer servicing to a qualified service personnel.

The unit should be subjected to periodic routine maintenance once every quarter to make sure that the unit is operating properly.

**14. SAVE THESE INSTRUCTIONS.**

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**GLOSSARY OF SWIM SPA TERMINOLOGY**



- 1. THERAPY JETS** - Your new swim spa features a variety of jet styles. All jets, regardless of style return the water to the swim spa. Air is mixed with the water by using the air controls creating a gentle to most vigorous massage. Water flow is adjusted by simply turning the outer face of the jet.



Extreme Seat

- 2. JET DIVERTER VALVE** - Located on the topside of the swim spa, this valve physically diverts the flow of water from one jet zone of the swim spa to another jet zone.

Be sure that no sand or particles are brought into the swim spa as they will cause the diverter to seize up. It is best to turn the diverter valve only when the pump is turned off.



Jet Diverter

- 3. CASCADE WATERFALL VALVE** - Located on the topside of the swim spa, this valve adjusts water flow to the cascade waterfalls.



Cascade Waterfall Valve

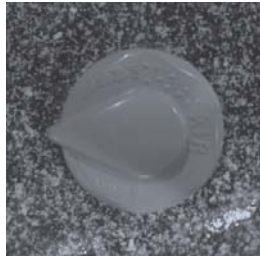
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## GLOSSARY OF SWIM SPA TERMINOLOGY



- 4. AIR CONTROL VALVES** - These are located around the top of your swim spa. You may increase or decrease the force of your jets by opening or closing the air control valves. Typically, one dial controls the air to water ratio and mix to one group of jets. When not in use the air controls should be kept in the closed position, as air bubbles tend to cool the water.



Air Control Valve

- 5. TOPSIDE CONTROL PANEL** - You may safely control all functions from inside or outside your swim spa using the Topside Control Panel. This Panel is used to control the water temperature, pumps, the spa light, automatic filtration cycles and other advanced functions. The digital display will give you a constant temperature readout and will notify you in case of certain malfunctions. Several user programmable functions are also available.

- 6. PROPULSION SYSTEM CONTROL PANEL** - You may safely control the speed of the propulsion system from the inside of your swim spa. This panel is used to turn the propulsion system on and off and to adjust the intensity of the water flow.

- 7. PERSONAL REMOTE CONTROL** - Your swim spa has an additional remote which allows the user to control the stand up jet therapy zone. By pressing the control one time, you will activate the pump. Press the pad again to turn the pump off.



Personal Remote Control

- 8. EQUIPMENT ACCESS PANEL** - Located behind the side panel below the Topside Control Panel, this area houses the major components responsible for the swim spas operation. Those components include the pumps, heater, control panel box, Ozonator, and LED light system (if applicable). Pump and equipment placement may vary by model.

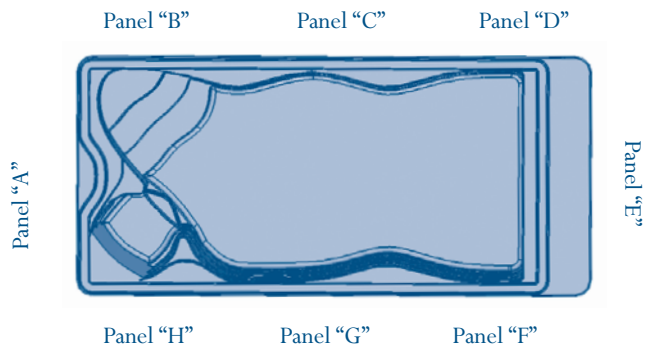
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**GLOSSARY OF SWIM SPA TERMINOLOGY**



- 9. **PROPULSION SYSTEM CONTROLS ACCESS** - Located behind the skirt directly beneath the propulsion system control panel (panel “E”). This is where you will find your propulsion motor, propulsion control pack, and pulleys for your propulsion system.
- 10. **ACCESS PANELS** - These are located on all four sides of the swim spa. All of the panels are removable should service be required.



**WARNING: Do Not Remove Access Panels Without Turning Off Power To The Swim Spa.**

- 11. **DRAINING YOUR SWIM SPA**- Due to the physical size of the swim spa, we recommend draining your swim spa with a submersable sump pump. Draining your swim spa with a conventional spa drain is not a reasonable option.
- 12. **WEIR GATE** - The weir gate is the horizontal door located in front of the filters that trap debris in the filter area.
- 13. **SPA LIGHT** -Your spa light is designed for safety and is located in the interior wall of your swim spa. The on/off switch is located on the topside control panel.
- 14. **EQUIPMENT CONTROL SYSTEM** - This houses the wiring and electrical components necessary to operate the swim spa.
- 15. **SWIM SPA HEATER** - This element is an electric heater housed in a stainless steel tube. It is thermostatically controlled and equipped with a high-limit temperature safety shut-off sensor. The high-limit sensor cannot be reset until the temperature within the heater assembly drops several degrees below the shut-off temperature of 108° - 110° F. Should the high-limit switch trip repeatedly, contact your dealer or qualified service

**Do Not Dive.**

## GLOSSARY OF SWIM SPA TERMINOLOGY



- 16. SLICE VALVES** - These valves are used by service personnel to shut off water to the heater, main pump system and secondary pump system so that the water does not need to be drained should the swim spa require service.

**\*NOTE:** Slice valves must be completely open during normal operation.



Slice Valve  
and Pump Union

- 17. MAIN PUMP** - This produces water flow through the extreme seat jets in the swim spa. The first pump may be operated on two speeds. Low speed will produce efficient water circulation during filtration and gentle jet action. High speed should be used for maximum jet action. The main pump is controlled by the “Jets” or “Jets I” button on the Topside Control Panel.

- 18. SECONDARY PUMP** - This produces water flow through the stand up jet system in the swim spa. The second pump operates similar to the main pump and is controlled by the personal remote control on the surface of the swim spa.

- 19. PUMP UNION** - These are used by service personnel to easily service the pumps.

- 20. HEATER UNION** - These are used by service personnel to easily service the heater.

- 21. OZONATOR** - Your ozonator will operate in conjunction with your filtration system. An ozone is a gas or U.V. light that kills bacteria, etc.



Ozonator

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## ELECTRICAL INSTALLATION REQUIREMENTS



### HAVE YOUR ELECTRICIAN READ THE FOLLOWING INFORMATION BEFORE INSTALLATION BEGINS

#### ***ELECTRICAL INSTALLATION REQUIREMENTS***

#### ***HAVE YOUR ELECTRICIAN READ THE FOLLOWING INFORMATION BEFORE INSTALLATION BEGINS***

*Electrical connections made improperly, or the use of wire gauge sizes for incurring power which are too small, may continually blow fuses in the electrical equipment box, may damage the internal electrical controls and components, may be unsafe and in any case will void your warranty.*

*It is the responsibility of the spa owner to ensure that electrical connections are made by a qualified electrician in accordance with the National Electrical Code and any local and state electrical codes in force at the time of installation.*

*These connections must be made in accordance with the wiring diagrams found inside the control box. This equipment has been designed to operate on 60Hz. alternating current only, 240 volts are required. Make sure that power is not applied while performing any electrical installation. A copper bonding lug has been provided on the electrical equipment pack to allow connection to local ground points. The ground wire must be at least 10 AWG copper wire and must be connected securely to a grounded metal structure such as a cold water pipe. All MasterSpas equipment packs are wired for 240 VAC only. The only electrical supply for your spa must include a 50 AMP switch or circuit breaker to open all non-grounded supply conductors to comply with section 422-20 of the National Electrical Code. The disconnect must be readily accessible to the spa occupants, but installed at least five feet from the spa. A Ground-Fault Circuit Interrupter (GFCI) must be used to comply with section 680-42 of the National Electrical Code. A ground fault is a current leak from any one of the supply conductors to ground. A GFCI is designed to automatically shut off power to a piece of equipment when a current fault is detected.*

*Power hook-up to the spa must be 240 volt 3 wire plus ground (6 AWG copper).*

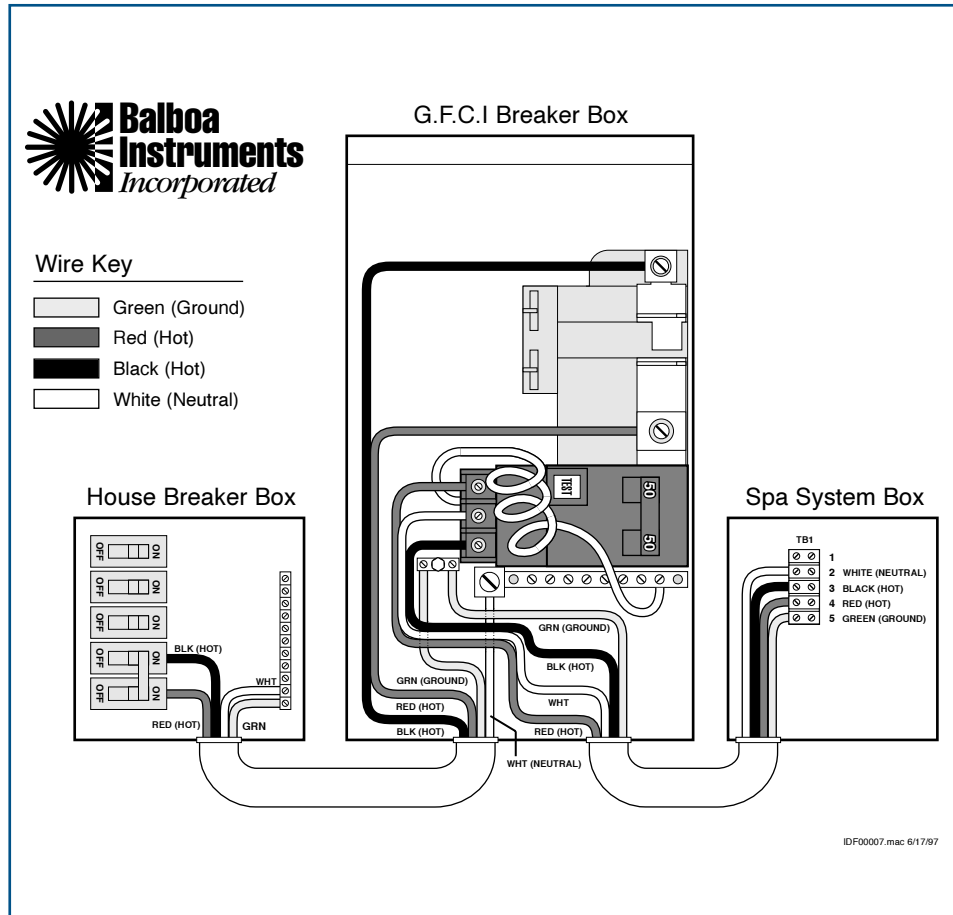
*Route the cable into the equipment area for final hook-up to terminals inside the control panel. The spa must be hooked up to a "dedicated" 240 volt, 50 amp breaker and GFCI. The term "dedicated" means the electrical circuit for the spa is not being used for any other electrical items (patio lights, appliances, garage circuits, et.). If the spa is connected to a non-dedicated circuit, overloading will result in "nuisance tripping" which requires resetting of the breaker switch at the house electrical panel.*

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**WIRING SCHEMATIC - 240 VOLT SWIM SPA HOOK-UP**



\* Actual wiring of GFCI will vary by manufacturer of GFCI. The GFCI shown is a Square D. Improper wiring of GFCI may result in permanent damage to spa system box. Repair / replacement of swim spa system box is not covered under warranty when damage results from improper wiring.

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## SITE PREPARATION / GENERAL GUIDELINES



Swim spa installation is simple when properly planned. To that end, it is important that you read the following information carefully and consult with your Master Spas dealer.

- 1) Access - The actual dimensions of your new swim spa will determine the amount of space that is needed in moving the swim spa from curbside to its final installation area. Be sure to measure side yard dimensions, gates or doors and vertical obstructions such as roof overhangs and overhead cables. Any other space limiting obstacles such as trees or shrubs must be evaluated.
- 2) Surface/Pad Requirements - When your new swim spa is filled with water and bathers, it may weigh as much as several tons. It is imperative that the base beneath the swim spa can support the actual weight. The swim spa must be on a uniformly firm, continuous, and level surface. The recommended foundation is a concrete pad with a minimum thickness of four (4) inches with steel reinforcement bars crossed throughout the pad.

### IMPORTANT

Be sure to locate your swim spa so that equipment remains above grade and is not subject to flooding.

The equipment side(s) of the swim spa must be accessible in the event that future service is needed. In the event that service is required, your dealer will need at least 2 feet of clearance around the perimeter of the swim spa. Periodical maintenance checks require entry into the equipment bay. When possible, it is wise planning for the future to leave access, to all sides of the swim spa in the event your swim spas plumbing requires maintenance. Your swim spa warranty does not cover the cost of providing access for service.

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## SITE PREPARATION / GENERAL GUIDELINES



### GENERAL CONSIDERATIONS FOR OUTDOOR INSTALLATION

Again, proper planning will increase your total enjoyment factor with your new swim spa. Listed below are some additional items to consider when planning your installation.

- How swim spa will complement landscaping and vice versa
- View from inside swim spa and view of swim spa from inside of home
- Exposure to sunlight and shading from trees
- Privacy
- Getting to swim spa from house and return
- Proximity to dressing rooms and bathrooms
- Storage for spa chemicals
- Local building codes (if applicable)
- Power cable

**NOTE:** The H2X is to be used in private, residential use only. Operating an H2X for commercial use will void the warranty.

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## INSTALLATION INSTRUCTIONS



- 1.) Put swim spa in final position that allows for access to equipment and swim spa components.
- 2.) Remove front side panel (This is the side where the main topside control panel is located) so electrical can be hooked up to the swim spa system pack.



Removing of Panels

- 3.) Be sure all pump and heater unions are secure. Each pump has 2 unions and the heater has 2 unions. A newly delivered swim spa may have loose unions caused in transporting the swim spa. Check that all slice valves are open, in the up position. Again, the slice valves may become closed during transportation of the swim spa.



Slice Valve  
and Pump Union

- 4.) Fill swim spa to the "minimum safe water level" sticker. We recommend filling the swim spa through the filter area.
- 5.) Turn the power on to the swim spa. The swim spa will go through its priming mode. This lasts approximately 5 minutes.
- 6.) Be sure the jets in your swim spa are open.

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## INSTALLATION INSTRUCTIONS

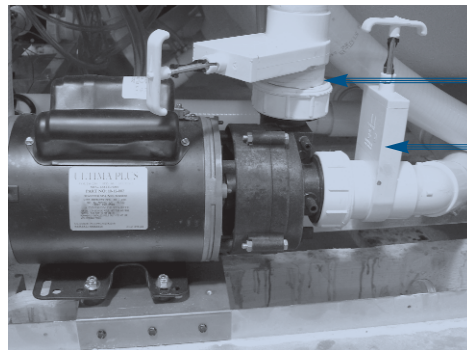


- 7.) It may be necessary to bleed air from the motor(s) on your swim spa if, after start up, your swim spa pumps do not operate.

Due to the nature of water flow and hydro-therapy pumps, please be advised that air locking of pumps may occur. Master Spas has taken measures to reduce the possibility of this, but it still may occur, especially after refilling a swim spa. This is not a service covered under warranty.

To relieve an airlock situation, loosen the pump union (see picture) on the discharge of the pump (the end of the pump that water is being pushed through). Water should leak out. Tighten the union and test the pump for proper jet flow. If needed repeat process.

- \*NOTE:** Upon power up, the propulsion system may cavitate or mix water with air for up to several minutes until all of the air is pulled from the propulsion chamber. Your propulsion system may be noisy during this time. This is normal.



Pump Union

Slice Valve

Airlock

- 8.) Adjust water chemistry according to the instructions provided in the "Swim Spa Water Quality Maintenance" Section. (page 21).
- 9.) Your swim spa water will heat approximately 1° - 2° per hour, on average. Times may vary.

WATER TO THE EXTREME.

## WATER CHEMISTRY TERMS YOU SHOULD KNOW

Before jumping into the Swim Spa Water Maintenance, here are some terms to help you.

1. **Parts per million, or ppm:** This is a form of measurement used in most pool or spa chemical readings. Best described as any one million like items of equal size and make up, next to one unlike item, but of equal size. This would be one part per million.
2. **Total Alkalinity:** This is a measurement of the ability of the water to resist changes in pH. Put another way, it is the water's ability to maintain proper pH. Total alkalinity is measured in parts per million from 0 to 400 plus, with 80 to 120 ppm being the best range for swim spas. With low alkalinity, the pH will flip, or change back and forth, and be hard to control. With high alkalinity it becomes extremely difficult to change the pH.
3. **pH or potential hydrogen:** This is a measurement of the active acidity in the water, or it is the measurement of the concentration of active hydrogen ions in the water. The greater the concentration of active hydrogen ions, the lower the pH. pH is not measured in parts per million, but on a scale from 0 to 14, with 7 being the neutral. In spas when ever possible, a measurement between 7.2 and 7.8 is best. Whenever possible, it should be between 7.4 and 7.6. With low pH, the results can be corroded metals, etched and stained plaster, stained fiberglass or acrylic, eye / skin irritation, rapid chlorine or bromine loss, and total alkalinity destruction. With high pH, the results can be cloudy water, eye / skin irritation, scale formation and poor chlorine or bromine efficiency.
4. **Shocking:** This is when you add either extra chlorine (superchlorinate) by raising the chlorine level above 8 ppm, or add a non-chlorine shock (potassium monopersulfate or potassium monopersulfate) to burn off the chloramines or bromamines. A non-chlorine shock acts by releasing oxygen in the water, which serves the same function as chlorine. The advantage to using non-chlorine shock, is you can enter the water within 15 minutes after shocking. Using chlorine, you must wait until the total chlorine reading is below 5 ppm. One thing to remember, a non-chlorine shock will not kill bacteria or disinfect.
5. **Sequestering:** This can be defined as the ability to form a chemical complex which remains in solution, despite the presence of a precipitating agent (i.e. calcium and metals). Common names for sequestering chemicals are; minquest, stain and scale control, metal-x, spa defender, spa metal gone, (etc.).

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## WATER CHEMISTRY TERMS YOU SHOULD KNOW

Before jumping into the Swim Spa Water Maintenance, here are some terms to help you.



6. **Filtration:** Filters are necessary to remove particles of dust, dirt, algae, etc. that are continuously entering the water. If the swim spa is not operated long enough each day for the filter to do a proper job, this puts a burden on the chemicals, causing extra expense. A spare cartridge should be kept on hand to make it easy to frequently clean the cartridge without the need for a long shut down. This will also allow the cartridge to dry out between usages, which will increase the cartridge life span as much as twice. Replace the cartridge when the pleats begin to deteriorate. Cartridge cleaning should be done a minimum of once a month. More often with a heavy bather load.
7. **Sanitizers:** This is what kills the germs and bacteria that enter the water from the environment and the human body.
  - A. Chlorine
    1. Only one type is good for swim spa use
      - a. Sodium dichlor which is a granule, fast dissolving, and pH neutral
    2. Chlorine is an immediate sanitizer.
  - B. Bromine (Note: Bromine is not recommended for a swim spa due to its intolerances to U.V.)
    1. Two types of tablets.
      - a. Hydrotech
      - b. Lonza
    2. Bromine is a slow dissolve chemical and may take a few days to develop a reserve or reading in the water.
8. **Total dissolved solids (TDS):** Materials that have been dissolved by the water. i.e. Like what happens when you put sugar in coffee or tea.
9. **Useful life of water (in days):** Water should be drained at least once every 180 days. Useful life may vary by usage and bather load.
10. **Defoamer:** Foaming may be caused by body oils, cosmetics, lotions, surface cleaners, high pH or algeacides as well as other organic materials. Low levels of calcium or sanitizer can also cause foaming. Also, double rinse your bathing suits as they will hold residual soap after being washed.
11. **Calcium hardness:** Water that is too hard (over 250 ppm) can promote scale formation in components and on swim spa surface. Water that is too low (below 180 ppm) may also shorten the life of metal components on the swim spa.

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## WATER QUALITY MAINTENANCE SCHEDULE



- BEFORE EACH USE** - Check swim spa water with a test strip for proper sanitation levels and adjust accordingly to the proper levels.
- ONCE A WEEK** - Add 15 oz. (30 tablespoons) of a non-chlorine shock or 3 tablespoons of Dichlor to spa per 2,500 gallons.
- 3 TIMES A WEEK** - Test water using chemical test strips. Adjust sanitizer, pH and Alkalinity accordingly.
- ONCE A MONTH\*** - Soak your filter elements overnight in a bucket with spa Filter Cleaner and then rinse with clean water before re-inserting.
- EVERY 180 DAYS** - Drain and refill your swim spa.
- AFTER EACH USE** - Add 5 tablespoons of non-chlorine shock or 1 2/3 teaspoon of Dichlor to spa per 2,500 gallons.
- AS NEEDED** - If water looks hazy, shock treat with 5 teaspoons of Dichlor per 2,500 gallons.

- \* These are general recommendations for water quality maintenance that may vary by usage and or bather load. Depending on bather load and frequency of use, drain and refill times may vary as well as the frequency of cleaning your filters.
- \* Foam Gone may be used when excessive foaming occurs. Be sure to use only two to four drops at a time. Over use of Foam Gone will result in cloudy, milky water.

### NOTE:

As an alternative to non chlorine shock, Dichlor may be substituted.  
1 tsp. Dichlor = 3 tablespoons of non chlorine shock

### USE ONLY SPA CHEMICALS

(some pool chemicals are not suitable for swim spa use).

\* when cleaning filters, be sure to never have the pumps (including the circulation pump) running without the filters in place. Failure to do so may result in debris in the pumps causing unwarranted damage.

WATER TO THE EXTREME.

**Do Not Dive.**

## SWIM SPA WATER MAINTENANCE - START-UP



1. Read the swim spa owners manual first.
2. Clean the surface with a spa general purpose cleaner or wipe down with a clean wet towel.
3. Begin filling the swim spa with fresh water. If possible, do not use softened water.
4. When the swim spa has 2 to 4 inches of water on the bottom, add the recommended amount of a sequestering chemical for that size swim spa. See the chemical bottle for correct amounts.
5. When the swim spa is full, run the pump on high speed for 30 minutes without air controls open. This will give the sequestering chemical time to mix well with the water. Allow sequestering chemical 12-24 hours to properly filter in the water before proceeding with any further steps.
6. Using test strips or a test kit, test for total alkalinity, and adjust if necessary to between 80 to 150 ppm using the pH / alkalinity increaser or decreaser 5 oz. at a time. Wait 30 minutes, retest, and adjust if necessary. The pump should be running on high speed during this time without air controls open.
7. Using test strips or a test kit, test for pH, and adjust if necessary to within the 7.2 and 7.8 range using the pH / alkalinity increaser or decreaser 2.5 oz. at a time. Wait 30 minutes, retest, and adjust if necessary. The pump should be running on high speed during this time, without air controls open.
8. Add the sanitizer of choice, following label directions. If chlorine is used, broadcast the recommended amount across the surface of the water, with the pump running on high speed. Wait 30 minutes, retest, and adjust if necessary to a total chlorine reading of 1 to 3 ppm. If bromine is used, add bromine tablets to the bromine feeder following label directions. With the pump running on high speed, add 10 oz. of sodium bromide, and shock the swim spa with 10 oz. of non chlorine shock. It may take several days adjusting the bromine feeder to obtain a total bromine reading of 3 to 5 ppm. A bromine reading may not be obtained on the first day.
9. If any foam develops, add a defoamer at the base of the problem area. Use only enough defoamer to get rid of the foam. This is usually two to four drops. Do not pour large amounts of defoamer into water.
10. Wait two days, and begin a three day a week maintenance program.

WATER TO THE EXTREME.

**Do Not Dive.**

## SWIM SPA WATER MAINTENANCE - START-UP



### DAY ONE

1. Test and adjust total alkalinity if necessary to between 80 to 120 ppm using the pH / alkalinity increaser or decreaser 5 oz. at a time. Wait 30 minutes, retest and adjust if necessary. The pump should be running on high speed during this time with the air controls closed.
2. Test and adjust pH, if necessary, to within the range of 7.2 to 7.8 using the pH / alkalinity increaser or decreaser, 2.5 oz. at a time. Wait 30 minutes, retest and adjust if necessary. The pump should be running on high speed during this time with the air controls closed.
3. Test and adjust sanitizer level. Add chlorine following label directions to maintain a free chlorine level of 1 to 3 ppm. If using bromine, adjust feeder to maintain a total bromine level of 3 to 5 ppm. Add bromine tablets to the dispenser if necessary, following label directions.
4. Add a water clarifier following label directions. If the swim spa is equipped with an ozone unit, we recommend adding an enzyme product in place of the clarifier, following the label directions.
5. Use a small amount of defoamer only if necessary.

### DAY TWO SKIP

### DAY THREE

1. Test and adjust total alkalinity, if necessary, to between 80 and 120 ppm using the pH / alkalinity increaser or decreaser, 5 oz. at a time. Wait 30 minutes, retest and adjust if necessary. The pump should be running on high speed during this time with the air controls closed.
2. Test and adjust the pH, if necessary, to within the range of 7.2 to 7.8 using the pH / alkalinity increaser or decreaser, 2.5 oz. at a time. Wait 30 minutes, retest and adjust if necessary. The pump should be running on high speed during this time with the air controls closed.
3. Test and adjust sanitizer level. Add chlorine following label directions to maintain a free chlorine level of 1 to 3 ppm. If using bromine, adjust feeder to maintain a total bromine level of 3 to 5 ppm. Add bromine tablets to the dispenser if necessary, following label directions.
4. Add sequestering chemical, following label directions for maintenance.
5. If necessary, clean water line with a spa general purpose cleaner or enzyme product.
6. Use a defoamer only if necessary.

WATER TO THE EXTREME.

**Do Not Dive.**

## SPA WATER MAINTENANCE - START-UP



### DAY FOUR SKIP

### DAY FIVE

1. Test and adjust total alkalinity, if necessary, to between 80 and 120 ppm using the pH / alkalinity increaser or decreaser, 5 oz. at a time. Wait 30 minutes, retest and adjust if necessary. The pump should be running on high speed during this time with the air controls closed.
2. Test and adjust the pH, if necessary, to within the range of 7.2 to 7.8 using the pH / alkalinity increaser or decreaser, 2.5 oz. at a time. Wait 30 minutes, retest and adjust if necessary. The pump should be running on high speed during this time with the air controls closed.
3. Test and adjust sanitizer level. Add chlorine following label directions to maintain a free chlorine level of 1 to 3 ppm. If using bromine, adjust feeder to maintain a total bromine level of 3 to 5 ppm. Add bromine tablets to the dispenser if necessary, following label directions.
4. Shock with 10 oz. of non chlorine shock, or superchlorinate following label directions. A swim spa should be shocked at least once a week even if it is not used. If using chlorine as the sanitizer, the swim spa should be shocked whenever a free chlorine reading of 1 to 3 ppm cannot be obtained without raising the total chlorine level above 5 ppm. Always shock a swim spa after any heavy bather load.
5. Check filter cartridge and clean if necessary. Clean with cartridge filter cleaner, following label directions. It is best to have a spare cartridge on hand, to prevent long swim spa down times while the cartridge is being cleaned. Never operate your swim spa without the filters in place.
6. Use a defoamer only if necessary.

### DAY SIX AND SEVEN SKIP

**With a swim spa, you are working with a small volume of hot water, which causes chemicals to have a shorter life span, and bacteria, along with other things, to grow faster. A swim spa is less forgiving than a pool, and requires that whatever is put into it have a pH as close to neutral as possible. That is why only chemicals made for spas should be used.**

WATER TO THE EXTREME.

**Do Not Dive.**

**SWIM SPA WATER MAINTENANCE TROUBLE-SHOOTING GUIDE**



| <b>Problem</b>          | <b>Possible Causes</b>  | <b>How To Fix It</b>  |
|-------------------------|---|---|
| Chlorine / Bromine Odor | <ul style="list-style-type: none"> <li>Excessive Chlorine or bromine levels</li> <li>Low pH</li> </ul>  | <ul style="list-style-type: none"> <li>Shock water with non-chlorine shock treatment</li> <li>Adjust pH if necessary</li> </ul>   |
| Water Odor              | <ul style="list-style-type: none"> <li>Low levels of sanitizer</li> <li>pH out of range</li> <li>Bacteria or algae growth</li> </ul>  | <ul style="list-style-type: none"> <li>Shock water with non-chlorine shock treatment or adjust sanitizer levels</li> <li>Adjust pH level if necessary</li> <li>Adjust sanitizer if necessary</li> </ul> |
| Cloudy Water            | <ul style="list-style-type: none"> <li>Dirty filters or inadequate filtration</li> <li>Water chemistry not balanced</li> <li>Suspended particles or organic materials</li> <li>Old water</li> </ul> | <ul style="list-style-type: none"> <li>Clean filters and adjust filtration times</li> <li>Adjust chemistry levels</li> <li>Add spa clarifier (see dealer)</li> <li>Change swim spa water</li> </ul>     |
| Scum Ring Around Spa    | <ul style="list-style-type: none"> <li>Build up of oils, dirt and organic elements</li> </ul>   | <ul style="list-style-type: none"> <li>Wipe off with a clean towel</li> </ul>   |
| Eye / Skin Irritation   | <ul style="list-style-type: none"> <li>Unsanitary water</li> <li>Free chlorine level above 5 ppm</li> <li>Poor sanitizer / pH levels</li> </ul>   | <ul style="list-style-type: none"> <li>Shock swim spa with non-chlorine shock</li> <li>Allow level to drop below 5 ppm</li> <li>Adjust according to spa test strip results</li> </ul>                   |
| Foaming                 | <ul style="list-style-type: none"> <li>High levels of body oils, lotions, soap, etc.</li> </ul>   | <ul style="list-style-type: none"> <li>Add small amount of defoamer</li> </ul>  |

**RECOMMENDED LEVELS OF CHEMICAL**

Chlorine 1.0 - 3.0 ppm

pH 7.2 - 7.8

Total Alkalinity 80 - 120 ppm

Calcium Hardness 180 - 250 ppm

WATER TO THE EXTREME.

**Do Not Dive.**

## WHY ARE CHEMICALS IMPORTANT IN A SWIM SPA



1. **Evaporation:** As water evaporates, only pure water evaporates, leaving the salts, minerals, metals, and any unused chemicals behind. Adding water adds more salts, minerals, and metals. In time, the water can become saturated with these dissolved solids and can cause stains or scale to form on the walls of the swim spa or a scale build up inside the equipment. Colored or cloudy water, and possible corrosion of plumbing and fittings may also occur.
2. **Heat:** Heat causes evaporation to happen faster. Heat also causes certain minerals and metals to precipitate out of solution.
3. **Air:** Dust and airborne dirt particles are introduced into the swim spa.
4. **Environment:** The environment surrounding the swim spa is also a consideration. Watch for pollen, grass, sand, dirt, lawn fertilizer, dust storms, insects, dogs, cats, etc.
5. **Consider the human next:** In a heated swim spa, the average adult sweats 3 pints per hour. This person also brings in the swim spa surface dirt, soap, body oils, deodorant, hair spray, hand and body lotion, perfume and cologne, make up, lipstick, and suntan lotion. To this you can add spit, urine, bacteria and virus germs from open sores or certain body parts. To this let's add spilled drinks, cigarette ash, and various play things. Now multiply this times 4 or 6 people in an average 2,500 gallon swim spa and then try to use the water for a few months!

### Remember:

The maintenance routines set forth in this manual may need to be adjusted depending on how much the swim spa is being used.

WATER TO THE EXTREME.

**Do Not Dive.**

## MAINTENANCE RECOMMENDATIONS



Your swim spa requires periodic draining and cleaning to ensure a safe, healthy environment. It is recommended that you clean your swim spa at least every 180 days. Heavy bather load will require cleaning it more often.

### TO DRAIN YOUR SWIM SPA

- See page 11.

### TO CLEAN YOUR SWIM SPA SURFACE

- With a soft cloth, wipe down the swim spa surface with a non-abrasive spa surface cleaner that may be purchased through your local dealer. Do not use paper towels. Be sure to rinse residue from swim spa surface.
- If your swim spa has developed an oily or chalky residue at the waterline it may require special treatment. Consult your dealer.

### TO REFILL YOUR SWIM SPA

- Fill the swim spa with water. Be sure water level is above skimmer opening to the minimum safe water level label.
- Refer to your swim spas corresponding *start-up* section with any questions.

### TO CLEAN YOUR FILTER ELEMENTS (also reference page 44)

The filter in your swim spa is one of the most important components of your swim spa. It not only is essential for clean water, but also for extending the life of the swim spa equipment. Your filter elements must be cleaned regularly (once a month on average) with normal swim spa use. With heavy use, they will need to be cleaned more often.

- Turn swim spa off. Never have the swim spa running when removing your filters as debris can be pulled through into the equipment causing unwarranted damage.
- Remove filter element(s).
- With a garden hose, spray each element under pressure. Periodically, the elements need to be soaked in a filter cleaner compound. Check with your dealer for details on cleaning and/or filter replacement recommendations.
- Replace filter elements.
- Be sure water level is adequate.
- Turn swim spa on.

### CARE OF YOUR SWIM SPA PILLOWS

- Your swim spa pillows need to be rinsed periodically to remove any chemical residue. This should help to eliminate pillows becoming stiff and discolored.
- If swim spa is not to be used for a period of time, pillows should be removed. Pillow life will be extended.

WATER TO THE EXTREME.

**Do Not Dive.**

## WINTERIZING YOUR SWIM SPA



Your swim spa is designed to be used year round in any type of climate.

\*However, if you decide you don't want to use your swim spa in the winter, you must drain it and follow the winterizing steps listed below:

- 1.) Due to the physical size of the swim spa, we recommend draining your swim spa with a submersable sump pump. Draining your swim spa with a conventional spa drain is not a reasonable option.
- 2.) Use a shop vac to get all standing water out of your unit.
- 3.) Remove access panels from equipment area.
- 4.) Loosen all pump unions
- 5.) Remove winterizing plug from the face of the pump(s).
- 6.) Using your shop vac in a blowing mode, insert the hose into the nozzle of each jet and blow the trapped water from the lines into the interior of the swim spa.
- 7.) After this is completed, use the shop vac to remove any standing water in the swim spa and in the equipment area.
- 8.) Clean the swim spa with a soft cloth and a non-abrasive spa surface cleaner.
- 9.) Replace access panels.
- 10.) Cover swim spa to prevent water from entering the swim spa.

\*If you decide to winterize your swim spa, we recommend that you periodically check the swim spa throughout the winter to assure water is not entering the swim spa through or around the swim spa cover.

*\*Disclaimer: Master Spas does not recommend winterizing your swim spa. If you choose to do so, any damage that may result is not covered under the swim spa warranty.*

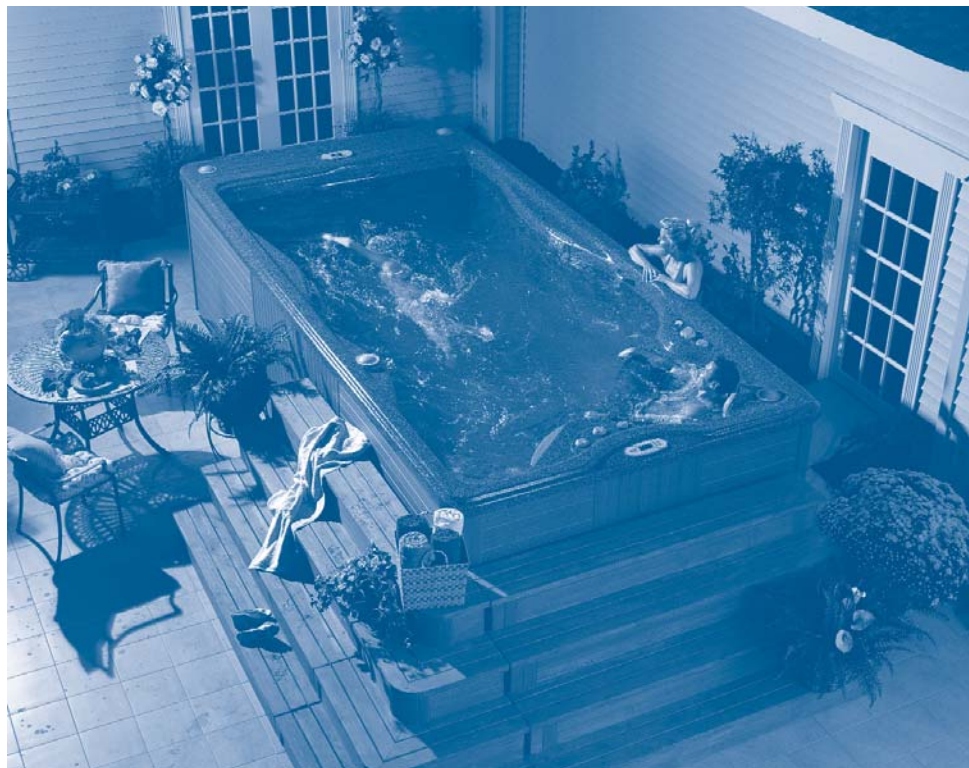
WATER TO THE EXTREME.

**Do Not Dive.**

**H2X - SPECIFICATIONS**



| Model | Dimensions   | Electrical Required | Water Capacity | Weight Dry/Full    | Number of Pumps               | Jet Count |
|-------|--------------|---------------------|----------------|--------------------|-------------------------------|-----------|
| H2X   | 201"x94"x52" | 240 volt 50 amp     | 3,000 gallons  | 3,500lbs/25,000lbs | 2 pump<br>1 Propulsion System | 35        |



WATER TO THE EXTREME.

**Do Not Dive.**

## MASTER SPA - H2X



### Initial Start-up

When your swim spa is first actuated, it will go into Priming mode, indicated by "Pr." The Priming mode will last for less than 5 minutes (press "Warm" or "Cool" to skip Priming Mode) and then the swim spa will begin to heat and maintain the water temperature in the Standard mode.



### Warm/Cool (80°F - 104°F / 26°C - 40°C)

The start-up temperature is set at 100°F/37°C. The last measured temperature is constantly displayed on the LCD.

**Note that the last measured swim spa temperature displayed is current only when the low speed pump has been running for at least 2 minutes.**

To display the set temperature, press the "Warm" or "Cool" pad once.

To change the set temperature, press the pad a second time before the LCD stops flashing. Each press of the "Warm" or "Cool" pad will continue to either raise or lower the set temperature.

After three seconds, the LCD will stop flashing and display the current swim spa temperature.

**Note: As a general rule, your swim spa will heat 1-2° F per hour.**

### Jets

Touch the round auxiliary button once to activate the pump. Press the round auxiliary button again to turn off the pump. If left running, the pump will automatically turn off after 15 minutes. The pump may activate for at least 2 minutes every 30 minutes to detect the swim spa temperature and then to heat to the set temperature if needed, depending upon mode.

### Jets 2

Touch the "Jets" button once to activate the low speed of the pump. Press it again to activate the high speed of the pump. Press the "Jets" button again to turn off the pump. If left running on high speed, the pump will automatically turn off after 15 minutes.

WATER TO THE EXTREME.

**Do Not Dive.**

## MASTER SPA - H2X



### Light

Press the “Light” button to turn the light on and off. If left on, the light automatically turns off after 4 hours.

Your swim spa’s L.E.D. lighting functions in the following manner: Press the “Light” button to turn the light on and off. If you wish to change the “function” of the lights, turn the lights off, then on within 5 seconds. If you wish to leave the lights in the same “function” setting for the next use, turn the lights off and do not turn back on for at least 5 seconds.

### Mode

Mode is changed by pressing the “Warm” or “Cool” button, then pressing the “Light” button.

**Standard mode** is programmed to maintain the desired temperature. Note that the last measured swim spa temperature displayed is current only when the pump has been running for at least 2 minutes. “St” will be displayed momentarily when you switch into Standard mode.

**Economy mode** heats the swim spa to the set temperature only during filter cycles. “Ec” will display solid when the temperature is not current, and will alternate with the temperature when the temperature is current.

**Sleep mode** heats the swim spa to within 20°F / 10°C of the set temperature only during filter cycles. “SL” will display solid when the temperature is not current, and will alternate with temperature when temperature is current.

### Preset Filter Cycles

The first filter cycle begins 6 minutes after the swim spa is energized. The second filter cycle begins 12 hours later. Filter duration is programmable for 2, 4, 6, 8 hours or for continuous filtration (indicated by “FC”). The default filter time is 2 hours. To program, press “Warm” or “Cool”, then “Jets.” Press “Warm” or “Cool” to adjust. Press “Jets” to exit programming.

The low speed of the pump runs during filtration and the ozone generator (if installed) will be enabled.

### Freeze Protection

If the temperature sensors detect a drop to below 44°F / 6.7°C within the heater, the pump automatically activates to provide freeze protection. The equipment stays on until 4 minutes after the sensors detect that the swim spa temperature has risen to 45°F / 7.2°C or higher. In colder climates, an optional additional freeze sensor may be added to protect against freeze conditions that may not be sensed by the standard sensors. Aux freeze sensor protection acts similarly except with the temperature thresholds determined by the switch and without a 4-minute delay in turnoff. See your dealer for details.

WATER TO THE EXTREME.

**Do Not Dive.**

**MASTER SPA - H2X**



**Diagnostic Messages**

**Message Meaning**

No message on display.  
Power has been cut off to the spa.

-- Temperature is unknown.

**HH** "Overheat" - The swim spa has shut down. One of the sensors has detected 118°F/48°C at the heater.

**OH** "Overheat" - The swim spa has shut down. One of the sensors has detected that the swim spa water is 110°F/43°C.

**IC** "Ice" - Potential freeze condition detected.

**SA** Swim spa is shut down. The sensor that is plugged into the Sensor "A" jack is not working.

**Sb** Swim spa is shut down. The sensor that is plugged into the Sensor "B" jack is not working.

**Sn** Sensors are out of balance. If alternating with swim spa temperature, it may just be a temporary condition. If flashing by itself, spa is shut down.

**HL** A significant difference between the temperature sensors has been detected. This could indicate a flow problem.

**LF** Persistent low flow problems. (Displays on the fifth occurrence of "HL" message within 24 hours.) Heater is shut down, but other swim spa functions continue to run normally.

**Action Required**

The control panel will be disabled until power returns. Time of day will be preserved for 30 days on your system. Spa settings are preserved on all systems.

After the pump has been running for 2 minutes, the temperature will be displayed.

DO NOT ENTER THE WATER. Remove the swim spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. If swim spa does not reset, shut off the power to the swim spa and call your dealer or service organization.

DO NOT ENTER THE WATER. Remove the swim spa cover and allow water to cool. At 107°F/ 42°C, the swim spa should automatically reset. If spa does not reset, shut off the power to the swim spa and call your dealer or service organization.

No action required. The pumps will automatically activate regardless of spa status.

If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear when the heater cools.)

If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear when the heater cools.)

If the problem persists, contact your dealer or service organization.

Check water level in swim spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. If problem persists, contact your dealer or service organization.

Follow action required for "HL" message. Heating capacity of the swim spa will not reset automatically; you may press any button to reset.

WATER TO THE EXTREME.

**Do Not Dive.**

**MASTER SPA - H2X**



**Diagnostic Messages (cont.)**

| Message | Meaning  | Action Required  |
|---------|--|--|
| dr      | Possible inadequate water, poor flow, or air bubbles are detected in the heater. Swim spa is shut down for 15 minutes. | Check water level in swim spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. Press any button to reset, or this message will automatically reset within 15 minutes. If problem persists, contact your dealer or service provider. |
| dy      | Inadequate water detected in heater. (Displays on third occurrence of "dr" message.) Swim spa is shut down.            | Follow action required for "dr" message. Swim spa will not automatically reset; you may press any button to reset.   |

**WARNING! SHOCK HAZARD! NO USER SERVICEABLE PARTS.**  
 Do not attempt service of this control system. Contact your dealer or service organization for assistance. Follow all owner's manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.

WATER TO THE EXTREME.

**Do Not Dive.**

## H2X PROPULSION SYSTEM



### The Propulsion System

The unique belt-driven propulsion system provides the most consistent flow of water to swim and exercise against. Used in conjunction with the convenient, LED backlit H2X control panel, this system is the most user friendly on the market today.

The H2X Control Panel also introduces the revolutionary **Swim Number System**. The **Swim Number System** allows the user to easily identify what setting they are using during their training with the number's ranging from 0-60. The **Swim Number System** allows the user to easily turn on/up the speed of the water flow by either gradually pressing the on/up button or by holding it down to achieve the highest Swim Number's. The system even has an automatic shut off feature after 30 minutes of continual usage. Otherwise, all you need to do to decrease the Swim Number or turn the system off is to press or hold the off/down button.

### Start up

When the tub is filled for the first time, make sure to turn pump two on (the pump that operates the stand up seat) in order to draw the trapped air out of the propulsion tank. The pump will automatically shut off after 15 minutes. That should be a sufficient amount of time to drain this tank of air. During this 15 minutes, do not turn the propulsion system on. If air is drawn through the propeller, it will make some noise and will not perform to specification. After pump 2 times out (15 minutes), your propulsion unit will be ready to use. If it continues to make noise, or not perform as it should, turn the propulsion unit back off and run pump 2 until it times out again.

WATER TO THE EXTREME.

**Do Not Dive.**



**MAX STEREO SYSTEM**



**WARNING:**

Never remain in your swim spa longer than 15 minutes per session when the water temperature is above 98° F. If you wish to spend more time in your swim spa, enjoying music or just lounging, be sure to keep the swim spa water at or below body temperature (98.6° F).

\* Please refer to the Stereo Owner’s Manual for specific operations.

The Max Stereo System includes a CD/FM Stereo with subwoofer, two pop up speakers, two exterior speakers transducer.

**STEP 1**



To use the pop-up speaker system, press down on the button located in the corner. This will raise the speaker.

**STEP 2**



You can control the stereo selections via an optional remote (see your local dealer for details), or on the stereo itself.

**STEP 3**



When finished using the stereo speakers, pressing on the top speaker will then lock it in the down position.

WATER TO THE EXTREME.

**Do Not Dive.**



## MAX STEREO SYSTEM - (continued)

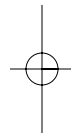
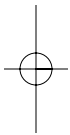


Note: Speakers should be in the down position before covering your swim spa. Failure to do so will result in damage not covered under the warranty.

Note: UV rays may interfere with the operation of the remote.

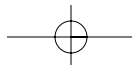
Note: Do not place wet CD's into the stereo at anytime.

Note: AM channels will be very limited in reception and in most cases be unavailable.



WATER TO THE EXTREME.

**Do Not Dive.**

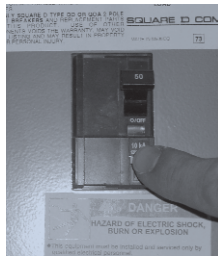


## SWIM SPA TROUBLE SHOOTING GUIDE



### NOTHING ON THE SWIM SPA OPERATES-

- 1.) Check the control panel display for any messages. If there is a message, refer to the diagnostic section. There you will find the meaning of the message and what action is to be taken.
- 2.) If there is no message on your control panel, check and reset the GFCI and house breaker.



\*The GFCI should be located in a weather proof box close to the swim spa, but no closer than 5 ft.

If the swim spa does not respond, contact your local service company.

### PUMP(S) DO NOT OPERATE -

- 1.) Press the “Jets” button on your control panel.  
If you hear the pumps trying to operate:
  - A. Check that all the slice valves are open. See photo on page 12.
  - B. Pump may need to be primed. See page 18.
  - C. Check that the air controls are open. See photo on page 10.

If you do not hear anything from the pump, contact your local service company.

### POOR JET PERFORMANCE

- 1.) Make sure pump is operating
- 2.) Check that the water level is adequate (up to minimum safe water level side)
- 3.) Make sure the jets are open and the air controls are open. See pages 9 and 10.
- 4.) Check for dirty filters. Clean if necessary.

WATER TO THE EXTREME.

**Do Not Dive.**

## SWIM SPA TROUBLE SHOOTING GUIDE



### SWIM SPA NOT HEATING

\* If the swim spas heater has failed, the majority of the time it will trip the GFCI breaker. If the swimspa is not heating and has not tripped the breaker, please follow these steps:

- 1.) Check the control panel for diagnostic messages. Refer to your swim spa's diagnostic message area in previous sections. Follow steps to alleviate message.
- 2.) Check water set temperature at control panel.
- 3.) Check for dirty filters. Clean if necessary.
- 4.) Check "heat mode" the swim spa is set in. Swim spa should be in standard mode.
- 5.) Check the control panel for heater light indicator. If the light is on, the swim spa should be heating. Wait a reasonable amount of time (approximately 6 hours) to see if the water temperature is changing.
- 6.) Check to make sure that the pump is primed and all slice valves are open.
- 7.) Reset power to the swim spa at GFCI breaker.
- 8.) If swim spa is still not heating, contact your dealer for service.

### GFCI IS TRIPPING

The Ground Fault Circuit Interrupter (GFCI) is required, by NEC code (National Electrician Code), for your protection. The tripping of the GFCI may be caused by a component on the swim spa or by an electrical problem. Such electrical problems include, but are not limited to, a faulty GFCI breaker, power fluctuations, or a miswire. It may be necessary to contact an electrician if your local dealer recommends doing so.



WATER TO THE EXTREME.

**Do Not Dive.**

## REGULAR MAINTENANCE PROCEDURES



### Note:

**These are areas that will require the swim spa owner to perform routine maintenance. These are not areas covered under the warranty of the swim spa.**

### CLEANING JETS

The majority of jets in your swim spa can individually be turned on/off. If any of these jets become hard to turn, it will be necessary to remove the jet to clean it as grit/sand and mineral deposit may be present.

Jets in the swim spa are removed by turning the collar and then pulling out the jet.



### TO CLEAN JETS

Place the jet(s) in a bucket, fully immerse in white vinegar. Let the jet(s) soak overnight and then rinse with water. Reinstall the jet(s). It may also be necessary to clean the grit/deposit from the white jet body using an old toothbrush.

### CLEANING DIVERTER VALVES

Due to mineral deposits and grit/sand that may get into the internal parts of the diverter valve, it may become hard to turn or freeze up completely. In this case, it is necessary to remove the handle and cap of the diverter valve. Before proceeding, make sure the power to the swim spa is turned off.

Turn the cap piece counter clockwise. It may be necessary to put a clean rag over the cap and turn it with a wrench.

Once loose, the cap and handle can be pulled up out of the white plumbing fitting.

Wipe down the internal piece that attaches to the cap and handle.

(cont. next page)

**WATER TO THE EXTREME.**

**Do Not Dive.**

## REGULAR MAINTENANCE PROCEDURES



### CLEANING DIVERTER VALVES - cont.

Soak the cap and handle in white vinegar.

The white plumbing fitting should also be wiped down. If the surface of the white plumbing has become too abrasive, you can take wet, fine sandpaper and smooth it out. It is also helpful to use a lubricant (use silicone based, not petroleum based) to allow for an easier turn of the diverter handle.

Rinse the diverter internals and reassemble.

In the future, it is helpful to turn the diverter valve only when the pump is not on. Cleaning your diverter valve should occur every time you drain your swim spa.

**DRAINING YOUR SWIM SPA-** Due to the physical size of the swim spa, we recommend draining your swim spa with a submersable sump pump. Draining your swim spa with a conventional spa drain is not a reasonable option.

### REPLACING YOUR LIGHT BULB (if equipped)

If your light bulb goes out, it is very easy to replace.

Use a 12 volt, 6 watt bulb that should be available through your dealer.

First, make sure the power to the swim spa is off. You can access the swim spa light fitting by removing the swim spa panel.

Once the panel is removed, unfasten the black fitting inside the white light assembly, by turning it counter clockwise.

Attached to the black fitting is the light bulb. Replace the bulb and reinsert the fitting, by turning it clockwise.

If the white lens cap needs to be removed, insert a flat head screw driver as shown in the picture below.



This may also be necessary when installing an LED light.

WATER TO THE EXTREME.

**Do Not Dive.**

## REGULAR MAINTENANCE PROCEDURES



### CARE OF YOUR SWIM SPA COVER

Always cover your swim spa when not in use. This will greatly reduce energy consumption and will cause swim spa water to heat more rapidly. Water loss and chemical usage will also be reduced.

- Be sure to lock down all straps on cover after each use to prevent wind damage.
- Do not allow swim spa to sit uncovered in direct sunlight. This may cause damage to exposed surfaces of swim spa and possible discoloration of swim spa fittings.
- Periodically hose off both sides of swim spa cover for maximum life of cover. Once a month use a vinyl cleaner and conditioner on the vinyl portion of your cover. Rinse residue off.

NOTE: IF YOUR SWIM SPA IS GOING TO BE LEFT EMPTY FOR PROLONGED PERIODS, DO NOT REPLACE COVER DIRECTLY ON SURFACE OF SWIM SPA. PLACE 2"-3" BLOCKS BETWEEN COVER AND SWIM SPA. THIS ALLOWS FOR ADEQUATE VENTILATION OF COVER AND SWIM SPA.

NOTE: The cover warranty is provided through the cover manufacturer and not through Master Spas. You will need to mail the cover back to the cover manufacturer.

### CARE OF YOUR SWIM SPA CABINET

Your quality swim spa cabinet is made of a PVC product that will not fade due to U.V. rays. Your swim spa skirt just needs to be hosed off periodically. No other maintenance is required.

WATER TO THE EXTREME.

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## REGULAR MAINTENANCE PROCEDURES



### FILTER CLEANING

NOTE: Never operate the swim spa without filters in place. If done, damage will result to pumps and other components. We recommend having an extra set of filters to install when cleaning the filters.

- 1.) Turn power off to the swim spa.
- 2.) Remove any large or floating debris from the filter area.
- 3.) Allow the weir door to fall back towards the filters in order to remove the filter housing.
- 4.) Lift up on the plastic housing and the entire housing will pop out.

**\*NOTE:** When lifting the housing, be careful not to lift too far, as you could break the floating weir door. Damage to weir door is not warranted.

- 5.) Pull the plastic skimmer plate out from the filter basket in order to gain access to the filters.
- 6.) Unscrew the two filter cartridges located inside the filter basket and remove for cleaning.
- 7.) Both filters should be rinsed off and soaked in a cartridge cleaner. Follow applicable cartridge cleaner instructions.
- 8.) Re-install filters and replace weir housing.



WATER TO THE EXTREME.

**Do Not Dive.**

**SWIM SPA CARE AND MAINTENANCE RECORD**



|  | DATE | DATE | DATE | DATE | DATE | DATE | DATE | DATE |
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| Drain & Clean Swim Spa                         |      |      |      |      |      |      |      |      |
| Clean Filter Cartridges                        |      |      |      |      |      |      |      |      |
| Soak Filter Cartridges in Solution             |      |      |      |      |      |      |      |      |
| Test GFCI                                      |      |      |      |      |      |      |      |      |
| Clean and Condition Swim Spa Cover and Cabinet |      |      |      |      |      |      |      |      |
| Miscellaneous Service                          |      |      |      |      |      |      |      |      |
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WATER TO THE EXTREME.

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### SWIM SPA CARE AND MAINTENANCE RECORD



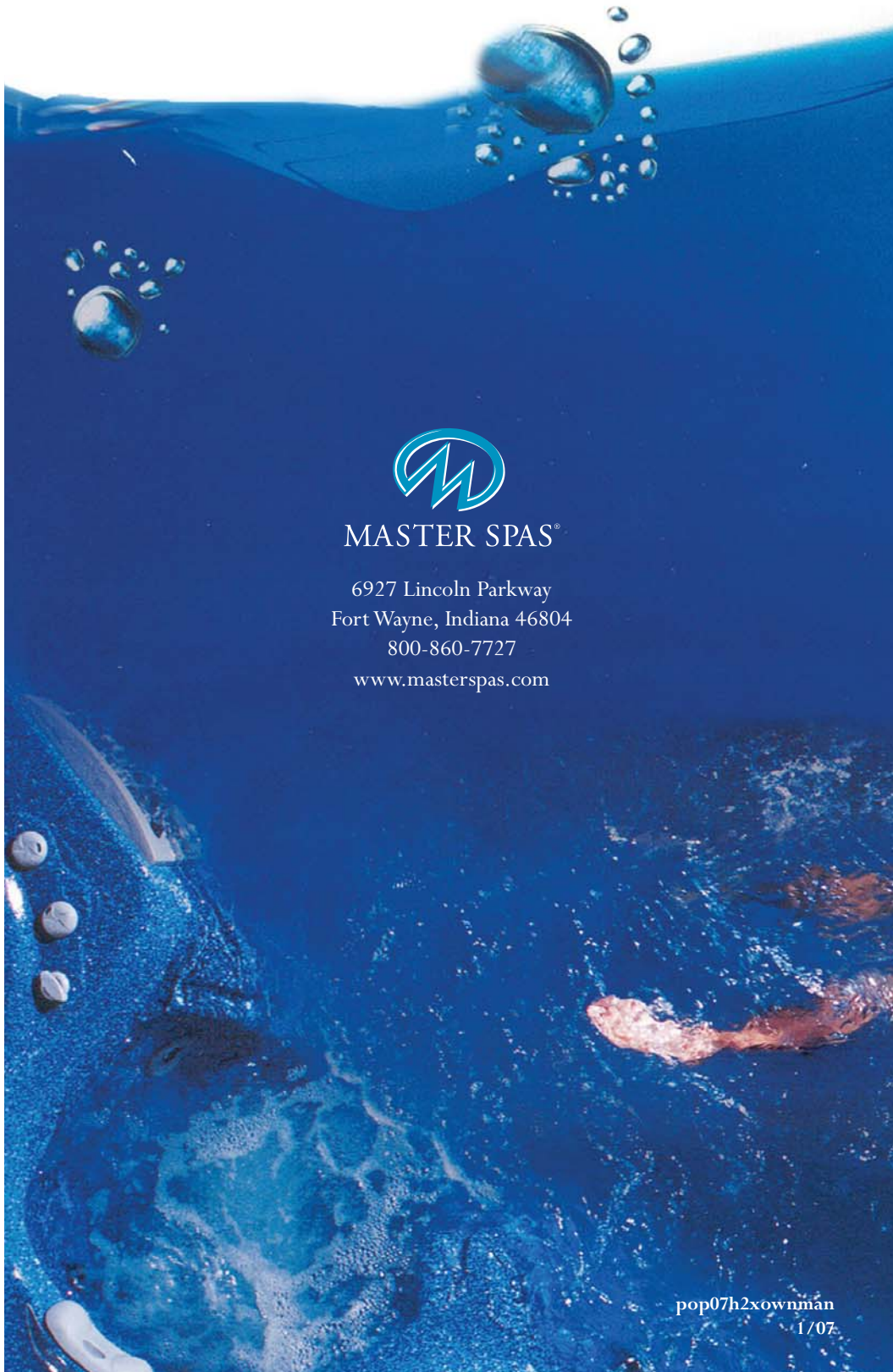
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