

## Hot Tub Orientation

### **Start Up Instructions**

1. Listen to your spa delivery team, ask questions, and take notes.
2. Have a licensed electrician connect your spa to appropriate power (120v or 240v) before filling.
3. Once the spa is filled to the appropriate level, turn on the breaker to energize the spa.
4. The hot tub will enter priming mode usually indicated by a “PR” code on topside display.
5. The hot tub may take up to 15 minutes after this priming mode to begin heating.
6. If an air lock occurs, please refer to “Removing an Airlock” section on page 3
7. Average time to heat up can vary based on model, size, and power supply. You should see approx. 4 degrees per hour increase with 240v power (or approx. 1 degree with 120v power.)

### **General Spa Maintenance Schedule**

**If you use your spa <3 uses per week, then perform the steps below every other week. If you use your spa >3 per week, then perform the steps below each week.**

1. Use test strips to check pH and sanitizer levels. Add either pH up or pH down as necessary. (NOTE: Always turn your pump(s) on when adding chemicals to your spa.)
2. Check the sanitizer part of your @Ease system by separating the silver part and shaking to determine that there are granules remaining inside. (NOTE: The blue side will always sound like there are granules remaining inside because the mineral coating is applied to silicon beads. The mineral coating will eventually dissolve, but the beads will remain.)
3. Add shock oxidizer 1 time per week at the ratio of 2 oz. per 300 gallons.

### **Monthly**

1. Remove filters, spray with Revive Filter Cleaner per mfr. instructions, and thoroughly rinse at least twice. (Foam will be present if filter is not rinsed properly.)
2. Replace silver side of @Ease cartridge system every 3-4 weeks. If you have the ball, it will flip over when time to replace.

### **Quarterly**

1. Replace blue mineral part of @Ease system every 4 months
2. Clean the inside of your spa cover with 303 Mold and Mildew Remover.
3. It is also advised to apply 303 UV Protectant to the cabinet panels to prevent fading caused by Colorado’s high UV index.
- 4.

### **Approx. Every 4 – 8 months**

1. Drain and refill your spa per the manufacturer’s instructions. Call us if you have questions.

Here are some tips and tricks for keeping your spa clean, clear, and properly maintained.

### Tips and Tricks

1. Keep your cover open for 20-40 minutes after you use shock oxidizer and chlorine granules. These chemicals will produce a gas that is acidic and usually sits above the water and under the cover eating away at your pillows and cover. Keeping the cover open will preserve your pillows. We understand that this is not always feasible, but it will help to do so when you can.
2. Mr. Clean Magic Eraser is the most useful cleaning tool to remove the 'scum line' along the water line of your hot tub.
3. After you become accustomed to the specific conditions of your water care, you will learn approx. how much pH up and down it takes to balance your hot tub. But, after a period of a few months, you may notice that you need to add more pH adjusters and/or sanitizer. This is the sign that your water is reaching the "saturation" point with chemicals and TDS (Total Dissolved Solids), and it is time to drain and refill your spa.
4. The spa shell can become damaged if left in direct sunlight without the water to disperse the heat from the shell. Sun damage can cause blisters, micro-crazing, or tears in the acrylic that are not covered under warranty.

There are 'extra' chemicals that you should have on hand in case of an abnormality in your water condition.

1. Clarifier is helpful to reduce cloudy water oils, scum and excess metals. Be sure to clean your filter a few days after using clarifier.
2. Enzyme is helpful to remove oil, lotions and organics which can cause cloudy water.
3. Chlorine granules are important to have on hand in case you are out of extra silver cartridges of @Ease system. If you have cloudy water, add a healthy dose of chlorinating granules and a small amount of clarifier.

**Most spa manufacturers no longer provide owners' manuals in order to comply with environmental regulations. However, you can find these manuals on [www.ColoradoCustomSpas.com](http://www.ColoradoCustomSpas.com) under resources.**

We recommend purchasing a submersible pump for draining the spa. It will make the process much quicker. A submersible pump is also valuable in the advent of a heater failure during the cold months. It can be used to prevent the water from freezing. See store for details.

### Avoiding an Airlock

Air locks are pockets of trapped air that are common occurrences with owning a spa. You should fill up your spa by putting the fill hose directly into the filter compartment. This will help fill your plumbing lines with water and purge the air out. This will also help prime your pumps and avoid air locks.

For owners of Bullfrog Spas with 2 pumps, it is helpful to remove at least 1 JetPak on each side of the spa. You may also fill the second pump by removing a JetPak and flowing water into the JetPak hole.

### Removing an Airlock

2 common methods of removing an airlock that have similar preparations listed below.

**Step 1.** “Burping” the pump can remove the air trapped in the water pump and/or plumbing lines. This is done by pressing the Jets button that directly relates to the “air locked” pump on and off in quick succession pausing in the off position for a 1-second pause.

**Step 2.** If Step 1 does not work, then you will need to remove the cabinet panel located right below the topside display screen. This will give you access to the main equipment compartment. Locate the pump that is not flowing water by turning on the affected pump and listening and feeling for the motor that is creating a humming noise. (See Figure 1.) Loosen (but DO NOT entirely remove) the highest union on the pump which is a white threaded PVC nut that connects the spa’s 2-inch plumbing line to the pump. This can be done by using an oil filter wrench or a belt for leverage and grip. Chances are that you will hear a hissing noise come from the connection as you loosen it. After the hissing is done, water will start to trickle out letting you know that the air has been removed. While the nut is still loose you can proceed to “burp” the jets. Once the jets are running and can visually see the water come out of the jets in the spa you can tighten the pump union nut and put the front panel back on.



Figure 1

### “My jets are running when I did not turn them on.”

If your spa is equipped with a circulation pump, it may have the filter cycle set up to 24 hours per day. In lieu of a circulation pump, the spa will use jet pump #1 to perform the filtration cycles and heating requirements throughout the day. It is also normal for all jet pump(s) to turn on periodically throughout the day in order to circulate water through all the plumbing lines. To adjust your filtration cycles, please refer to your owner’s manual.

### “My Jets are not working.”

This may be a result of the jet being in closed position. Rotate the jet facing approx. 1/4 turn to operate each jet on or off. Some hot tubs have diverter valves that divert the water flow from one seat to another. We always recommend turning these diverters when the pump is turned off so it is easier to operate the valve.

### **“My water is cloudy.”**

The most likely cause of cloudy water is a heavy bather load and/or lack of appropriate sanitizer level. The @Ease sanitizing system is designed to be a very low-level chemical system. You may want to increase the output level to account for a higher bather load, frequency of use, duration of use, etc. However, a simple way to supplement your sanitizer level will be to add chlorine granules to the spa.

### **Service Issues**

Every spa we sell has some form of warranty that we are happy to honor. If the service call is covered under the terms of your warranty, then the manufacture will pay for labor and parts to perform the repair to OEM standards, however they do not cover travel time, tools, gas, insurance, etc. The spa owner will be responsible for the \$125 trip charge to be paid at the time of the service call. If the spa is younger than 6 months old from the time of delivery and there is a warranty issue, the trip charge may will be waived as a courtesy.

Warranties cover hourly labor and parts required for the repair, but unfortunately, warranties do not cover the extra cost of the labor and manpower to remove a spa from a vault, deck, sunroom, gazebo, or some other type of enclosure that might prevent our technicians from accessing the necessary components. The customer is ultimately responsible for providing proper access to the hot tub in order for our team to repair on the spa. If the spa is not accessible by a single repair technician, there may be an additional charge to move the spa to an area where the work can be performed.

Examples of repairs that are not covered under warranty are often caused by the following: chemical damage, uneven or improper foundation, and allowing the spa to freeze in the wintertime. See your warranty for more details about performance and exclusions.

Please direct all service calls to (303) 468 - 8827 or email [Service@coloradocustomspas.com](mailto:Service@coloradocustomspas.com)

### **Common Service Call Charges**

Trip charge = \$125 (inside the Denver metro area)

Hourly Labor = \$120 per hour

Premium for additional time/manpower to remove a spa from an enclosure = \$150+

Airlock assistance = \$125

Out of Warranty service calls = labor + parts + trip charge

In Warranty service call = trip charge

Hot tub drain & refill cleaning = \$300

Hot tub System flush (recommended at least once per year) = \$400

Spa move = average \$400 (depending on conditions, distance of move, size of spa, and accessibility)