

FRAME HOT TUB SPA INSTRUCTION MANUAL



RELXTIME



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This operating manual contains information necessary for the long-term enjoyment of your SPA. Before filling your SPA with water and connecting it to the power supply you should read this operating manual carefully, take note of the safety information and follow all instructions. Keep this operating manual in a safe place for future reference.



Please put the SPA on the flat ground and don't drag it to prevent damage from sharp objects.



Keep the water level above the minimum water line to ensure the water pressure device functions properly.



The spa must be used with the filter and renewed weekly.



Keep the package above 59°F(15°C) for at least 2h before unboxing. Do not install or use the spa lower than 39°F (4°C). It takes 12 to 24 hours to heat the water to the desired temperature.



Connect the leakage protection plug to an adapter rated above 12A, and avoid striking it.

HEATING GUIDE

Heating the water in your spa will usually take between 1-1.5°C / 2-3°F per hour, however this depends on starting water temperature and ambient temperature. The table below gives a guide to the approximate time required to heat the spa to 40°C / 104°F in different conditions.

AMBIENT TEMP.	WATER TEMP.	SET TEMP.	HEATING TIME
10°C / 50°F	10°C / 50°F	40°C / 104°F	23 Hours
15°C / 59°F	15°C / 59°F	40°C / 104°F	18 Hours
20°C / 68°F	20°C / 68°F	40°C / 104°F	14 Hours
25°C / 77°F	25°C / 77°F	40°C / 104°F	11 Hours
30°C / 86°F	30°C / 86°F	40°C / 104°F	8 Hours

SAFETY INFORMATION

When installing and using this electrical equipment, basic safety precautions should always be followed, including the following.

READ AND FOLLOW ALL INSTRUCTIONS

DANGER

Risk of Drowning.

- The use of alcohol before or during spa use may lead to unconsciousness with the possibility of drowning.
- Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.
- Attach and lock spa cover after each use.
- Inspect the spa cover regularly for leaks, premature wear and tear, damage, or signs of deterioration. Never use a worn or damaged cover: it will not provide the level of protection required to prevent unsupervised access to the spa by a child.

DANGER

Risk of Hyperthermia:

Exit immediately if uncomfortable, dizzy, or sleepy. Spa heat can cause hyperthermia and unconsciousness. The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.

The causes, symptoms, and effects of hyperthermia may be described as follows:

- Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F (37°C).
- The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting.
- The effects of hyperthermia include failure to perceive heat; failure to recognize the need to exit spa or hot tub; unawareness of impending hazard; fetal damage in pregnant women; physical inability to exit the spa or hot tub; and unconsciousness resulting in the danger of drowning.

DANGER

Potential Risk for certain group of People.

Check with a doctor before use if pregnant, diabetic, in poor health, or under medical care.

- Pregnant and possible pregnant women should consult a physician before using the spa. Excessive water temperatures might cause fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 100°F (38°C). Do not stay in spa for longer than 10 minutes.
- Persons taking medication should consult a physician before using a spa since certain medication may induce drowsiness, affect heart rate, blood pressure, and circulation.
- Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.

DANGER

- Never use the spa alone or allow others to use the spa alone.
- The water temperature in a spa should never exceed 104°F (40°C). Water temperatures between 100°F (38°C) and 104°F (40°C) are considered safe for a healthy adult. When young children use the spa for more than 10 minutes, it is recommended to set a lower temperature. Don't leave children alone in the SPA.

DANGER

- DO NOT use the spa if the ambient or water temperature is 39°F (4°C) or below.
- Never jump or dive into a spa.
- All users must shower before entering the spa.
- Keep all pets away from spa to avoid any damage.
- Provide adequate drainage system around the spa to deal with overflow water and splashes.

DANGER

Risk of Electric Shock:

- DO NOT use the spa when it is raining,thundering or lightning.
- Ensure power outlet current & voltage is suitable for the electrical equipment.
- Connect to a grounded, grounding type receptacle only. DO NOT use extension cords,timers, plug adapters or converter plugs to connect the spa to power supply.
- Do not bury the electrical cord. Locate the cord where it will not be damaged by lawn mowers, hedge trimmers and other equipment.
- Do not attempt to plug in or unplug this product while standing in water or when your hands are wet.
- Replace the damaged cord immediately by a qualified electrician.Use only identical replacement parts when servicing.
- Install at least 5 feet (1.5 m) from all metal surfaces. As an alternative, a spa may be installed within 5 feet (1.5 m) of metal surfaces if each metal surface is permanently connected by a minimum 8 AWG (8.4 mm²) solid copper conductor to the wire connector on the terminal box that is provided for this purpose.
- DO NOT permit any electric appliance, such as a light, telephone, radio, or television, within 5 feet (1.5 m) of a spa or hot tub.

WARNING

- Assembly and disassembly by adults only.
- The plug must be accessible after product is installed.
- Always unplug this product from the electrical outlet before removing, cleaning, servicing or making any adjustment to the product.
- Always open the spa' s cover before bubbling.
- Stay off cover – will not support weight.
- Remove cover completely before entry of bathers entrapment possible.

WARNING

- DO NOT add bath oil or bath salt to the spa water.
- It is highly recommended to use tap water for spa filling to minimize the influence of unwanted content, such as minerals. DO NOT use rainwater, surface water, seawater.
- DO NOT operate the spa if water is lower than the minimum waterline.
- DO NOT allow the water in the spa to freeze. Do not turn on the spa when the water is frozen.
- Never pour water with a temperature higher than 104°F (40°C) into the spa directly.
- Always add chemicals to water, never add water to chemicals. Adding water to chemicals may cause strong fumes or violent reactions and hazardous chemical spray. Maintain water chemistry in accordance with manufacturer's instructions.
- Do not leave the spa empty for extended period of time. Do not expose the spa to direct sunlight for extended period of time.

 **WARNING**

This product is designed with a GFCI located at the end of the power cord. The GFCI should be tested before each use.

- a. Plug the power cord into a grounded electrical socket.
- b. Press the TEST button on the GFCI. The GFCI indicator should turn off and the electrical equipment should shut down.
- c. Press the RESET button on the GFCI. The indicator turns red and the spa is ready for use.

DO NOT use the spa if the GFCI does not function properly. Disconnect the power cord and contact a qualified electrician to correct the fault.

DO NOT dismantle the GFCI. There are no serviceable parts inside the GFCI. Opening the GFCI will void the warranty.

DO NOT unplug by pulling the cord. The GFCI plug might be damaged.

TECHNICAL DATA

MODEL	4-6 Places
Type	square
Number Of Persons	4-6
Water Capacity	850 Liters
Voltage/ Frequency	AC 110-120 / 60Hz
Rated Power	1350w
External Dimensions	63"x63"/160x160cm
Internal Dimensions	57"x57"/145x145cm
Height	27.6"/70 cm
Fiterpump(AC 12V/50Hz)	1400 l/h
Air Blower(AC 220-240V/50Hz)	600 w
Heater(AC 220-240V/50Hz)	1350 w
Power Cable	3.4 m H07RN-F 3*1.00mm ² with a plug fitted with an RCD
Temperature Range	68-104°F/20-40°C
Temperature Rise (per hour)	1.8-2.7 °F /1-1.5°C
Number of Air Jets	80
Weight Of Spa filled With Water (Without Persons)	1980 lb/900 kg

COMPONENT LIST

Inflatable Cover



4 X Plastic Corner



Screw Sets



2 X Filter Cartridge



2 X Filter Cover



Pool Lining



1 X Manual



Inflation Hose



1 X External chassis



1 X Hand Pump



PH Test Strip



3 X Connecting Hose



**4 X Pool Frame
(foam board included)**



2 X Floor Foam Board



4 X Flat Seal



SETUP PRECAUTION

Site preparation and requirements

- The spa can be installed indoor or outdoor. For household use ONLY.
- Ensure that the area is free of sharp objects under or around the spa.
- Provide adequate drainage system around the spa to deal with overflow water and splashes.
- Provide a properly located power outlet to connect the spa and allow easy access for periodic testing of the cord mounted GFCI.
- Make sure there is enough clearance around the spa for full access to the spa equipment for maintenance and/or service.

Additional requirements for indoor installation

- Make sure the floor can support the full weight of the filled spa with the maximum number of occupants. Check with a qualified contractor or a structural engineer to verify this requirement.
- Make sure the floor is water resistant and non-slip surface. Do not install the spa on carpet or other materials that will be damaged by moisture, condensation.
- Do not install the spa indoors on a second floor above finished living space due to the possibility of water and humidity damage.
- Humidity is a natural side effect of indoor spa installation. The room shall be properly ventilated to allow moisture to escape. Install a ventilating system to prevent excess condensation, moisture in the room.

Additional requirements for outdoor installation

- Spa owners may need to comply with local or states laws relating to childproof fencing, safety barriers, lighting, and other safety requirements. Contact your local building code enforcement office for further details.
- DO NOT setup the spa on grass or dirt, as this increases the amount of debris entering the spa, and damage the spa floor.
- DO NOT expose the spa to direct sunlight for extended period of time. Provide protection from the sun such as sunshade, tent, awning or gazebo.
- DO NOT install or leave the spa outside at a temperature lower than 39°F (4°C) (the water inside the circulation system, pump, pipe might freeze). For better heat retention, it is suggested to put a temp barrier cushion between the spa floor and the ground.
- In case of a long-term absence from home when there is a risk of temperatures falling below 42.8°F(6°C), we strongly suggest disassembling the spa and storing it following the storage procedure.

ASSEMBLY & OPERATION

Tip: Please make sure put the product and parts on clean flat floor before installation

1. Take out all the parts from 3 boxes, check the quantity and situation of parts.



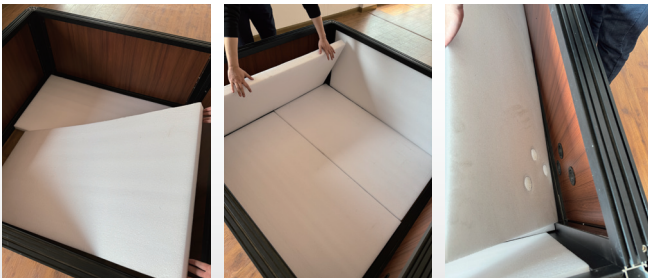
2. Use tools to take the foam out of pool wall, make up the pool wall to square.



3. Install the screws, starting with one screw on each corner to set up the frame, then install the remaining screws.



4. Install the floor foam board and wall foam. Please notice every hole on the wall and foam board must be aligning exactly.



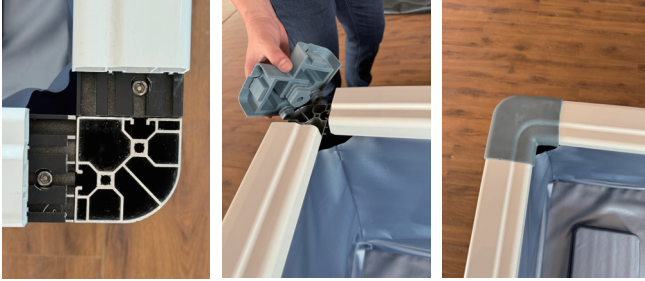
5. Install pool lining, connect the joint hose to each hole until the water inlet fit the pool wall tightly. Put the lining top to the crevice between walls, and then tidy up the lining face.



6. Install top white flat seal. Squeezing it from one end and push it until fitting well. Take gloves to avoid hands hurting.



7. Install 4 plastic corners to make sure the seals and corners fit well.



8. Fix the 3 joint hoses to the connects. Install the external chassis.



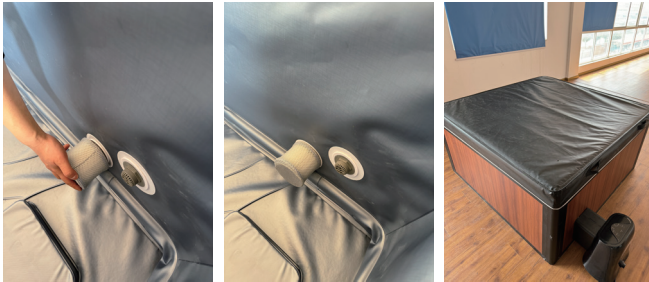
9. Install the hose dust cover, put it on two sides of the hoses, fix the bottom one firstly and upper one secondly.



10. Separate the chassis bottom lid to install the air hose and to connect the inflatable pool cover, push the BUBBLE button to inflate and use hand pump to inflate to full pressure.



11. Install the filter and filter cover.



Use the SPA

Plug the power cord into a grounded electrical socket and press the RESET button on the GFCI plug. The Control Base is ready for use. Set the desired water temperature and press the HEATER button to start heating, see "Spa Control Panel" operation section.

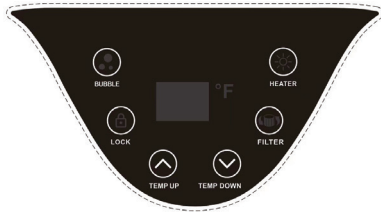
WARNING

Risk of fire:

It is suggested to provide a exclusive circuit breaker to feed the spa only. Otherwise, please make sure the circuit breaker fits well with all the appliances connected and won't trip. Never use an extension cord. Unfold the line cord prior to use. Never place the plug on combustible materials.

Control Panel (display)

Once plugged into the power supply (GFCI on TEST/ON), the control panel will light with a beep. Then the LED screen will read the current water temperature in the spa.



TEMP UP/DOWN

• Temperature set: After startup, press the "Temperature" button, adjust the temperature using the "Up" and "Down" buttons, and your temperature display will blink. Confirm your temperature by pressing the "Temperature" button again, and finally, press the "Heating" button. At this point, the "Heating" button should illuminate with a red light, and the "Filter" button should also illuminate with a light to indicate that the temperature setting has been successful, and the heating process is functioning correctly.

After setting the desired temperature, press the HEATER button to start heating.

Note: Temperature can be set from 68°F(20°C) to 104°F(40°C). The Default temperature is set at 100°F/38°C.



LOCK

The spa is designed with a child lock function to prevent unauthorized operation, especially by children.

• If there is no more action within 10 seconds, the control base will enter LOCK mode. In this case, all other buttons will not work. Press the LOCK button to exit LOCK mode before proceeding with any other operation.

• To manually enter LOCK mode, simply press the LOCK button and press and hold for 3 seconds.



HEATER

Press this button to activate the heating system. The pump will heat the spa water until the water temperature reaches the set temperature. When the spa water temperature drops around 3.6°F(2°C) below the set temperature the heating system will restart.

Note: If the heating system is activated, the filtration system will automatically start.

Note: After the heating system turned off automatically or manually, the filtration system will continue to work for 2 minutes(FILTER icon flashes).

WARNING: Never operate the heating system while the Spa is empty as this may damage the system and void the warranty.

WARNING: Never operate the heating system when the water frozen in the spa tub.

IMPORTANT: The following conditions will lead to slow water heating.

- The ambient temperature is lower than 50°F(10°C).
- Outdoor wind speed is above 3.5-5.4 m/s(8-12 mph).
- The air bubble function is activated when heating the spa water.
- The spa is not properly covered with the spa cover when the water is heating.



FILTER

Press this button to turn the filter pump on and off.

Note: If the heating system is activated, the filtration system will automatically start.

WARNING: Check if the filter cartridges are installed properly before start filtration.

Note: In HL mode(see ALARM CODE at the end of the Spa Control Panel section), press the FILTER button for 5 seconds to start forced filtration.



BUBBLE

Press this button to activate the air bubble system(The BUBBLE icon lights). The air bubble system is designed with a 20-minute auto shutoff feature. Wait for 10 minutes, if you would like to restart the bubbling again.

CAUTION: Do not run Bubble system when the cover is attached, air can accumulate inside the spa and cause irreparable damage and bodily harm.



ALARM CODE - FP

It means the control base entered the Freeze Protection (FP)mode.

How to enter the FP mode: set the temperature to 68°F, press the TEMP DOWN button one more time to enter the freeze protection mode(FP mode).

In the FP mode, all the other icons are unavailable except the LOCK, TEMP UP and TEMP DOWN. And the water will be heated to keep the temperature between 41°F(5°C) and 50°F(10°C).

How to quit FP mode: Press the TEMP UP button until the LED screen reads 68°F(20°C).

Note: The FP function works when the water temperature goes below 41°F(5°C) but over 32°F(0°C).

WARNING: DO NOT use the spa when the ambient temperature is 39.2°F(4°C) or below.The water temperature might drops below 0°C,in which case the internal pipes of the control box will freeze.



ALARM CODE - FC

When the filtering time reaches 168 hours on aggregate, the FC code flashes on the display panel. At this time, the filter pump will continue to work,but the filter cartridge need to be replaced immediately(unplug from the power supply)

In the FC alarm state, except for the FILTER button, others are all unavailable.

Change the filter cartridge, power on then press the FILTER button to clear the FC alarm. The filter using time will start calculating again.



ALARM CODE - HL

When the water temperature is higher than113°F(45 °C), HL code flashes and the buzzer gives an intermittent alarm. In the HL alarm state, all functions are forced off, and all buttons except FILTER are invalid.

Press and hold the FILTER button for 5 seconds to force the filter on for 30 seconds. If the HL alarm still continue, please refer to the Troubleshooting for HL alarm at the end of this manual.



ALARM CODE - SL

The low temperature alarm "SL" flashes when:

- 1.The water temperature goes 32°F(0°C) and 41°F(5 °C), ambient temperature is over 39.2°F(4 °C), but the FP mode is not set in advance.
2. The water temperature drops below 0 °C ,even with FP mode set in advance.

How to clear the SL alarm:

- 1.If the ambient temperature is over 4 °C,wait until the water temperature goes above 41°F(5°C), or add certain amount of hot water to rise the water temperature over 41°F(5 °C) before start heating.
- 2.If the ambient temperature is below 4°C, turn off the control base, drain, clean, disassemble and properly store the spa set and related components indoors.

WARNING: DO NOT use the spa when the ambient temperature is 39.2°F(4°C) or below .The water temperature might drops below 0°C,in which case the internal pipes of the control box will freeze.

MAINTENANCE & CHEMICAL

Water Treatment

It is recommended to take a shower before using the spa, as cosmetic products, lotions, and other residues on the skin can quickly degrade water quality. The spa owner must regularly check and keep the spa water sanitized with scheduled maintenance (daily, if necessary).

Adding sanitizer and other chemical to control bacteria and viruses present in the spa water as necessary.

Water Chemistry Balance

Maintain the spa water pH level between 7.2 and 7.8, total alkalinity level between 80 and 120 ppm and free chlorine level between 2 to 4 ppm. Use the included PH Test Strips to test the spa water chemistry before each use of the spa and continue to test the water no less than once a week.

1. Dip the entire strip into the water and remove immediately.
2. Hold the strip level for 15 seconds. Do not shake excess water from the strip.
3. Compare the strip pad to the color chart on the packaging label. If necessary, adjust the chemical level in the pool water.

NOTE: Check the expiry date of the test kit as the test results may be inaccurate if the kit is used after that date.

Low pH will damage the spa tub and pump. Damage resulting from chemical imbalance is not covered by the warranty.

Adjusting the Chemical Level: DO NOT use granulate tablet or throw the tablet directly in the water, the chemical will deposit on the bottom and damage the material and discolored the PVC.

IMPORTANT: Always follow the chemical manufacturer's directions. Press the BUBBLE button on the spa control panel to turn on the bubble air blower and help dissolve the chemicals into the water.

Never mix chemicals together. Add the chemicals to the spa water separately. Thoroughly dissolve each chemical before adding another one to the water.

Flush all pipes with treated water by activating the bubble function.

Check the following water parameters and adjust them as follows:

	Minimum	Ideal	Maximum
Free chlorine	2 ppm	2 - 4 ppm	5 ppm
pH	7	7.2 - 7.6	7.8
Total alkalinity(TA)	60 ppm	80 ppm	120 ppm
Calcium hardness (CaCO ₃)	100 ppm	150-250 ppm	350 ppm
Active oxygen	5 mg/l	6 - 7 mg/l	8 mg/l
Bromine	3 mg/l	3.5 - 4.5 mg/l	5 mg/l

WARNING

DO NOT add chemicals if the spa is occupied.

DO NOT add water to chemical but add chemical to water.

DO NOT let chlorine come in contact with the spa tub if it is not completely dissolved.

Filter Cartridge Maintenance

To ensure your spa water stays clean, check and clean your filter cartridges every day.

1. Unscrew the filter assembly from the spa tub wall and remove the cartridge.
2. Use a garden hose to rinse off the filter. If the filter remains soiled and discolored it should be replaced. Keep spare filters on hand.
3. Attach the filter cover onto the clean cartridge and replace the cartridge assembly back onto the spa tub wall.

WARNING

Always unplug this product from the power supply before removing, cleaning, servicing or making any adjustment to the product.

DISASSEMBLY & STORAGE

Drain, clean, disassemble and properly store the spa set and related components indoors when the temperature drops below 39°F (4°C).

WARNING

Always unplug this product from the power supply before removing, cleaning, servicing or making any adjustment to the product.

CAUTION

The drained water may contain chemical residues and/or other unhygienic components, which can have a negative impact on health and the environment.

Check your local authority regulations to find out how you can safely and responsibly dispose of the waste water. In order to prevent unwanted bacterial growth, make sure there is no water or moisture in the spa.

Make sure all the spa components and accessories are thoroughly clean and dry before storage. Air-dry the spa tub in the sun for an hour before folding.

Store the spa tub and accessories indoors, temperature controlled, between 32° – 104°F (0° – 40°C)
The original packing can be used for storage.

TROUBLESHOOTING

Here you will find useful tips to help you identify and remedy some of the most frequent faults.

Problems	Cause	Solution
The display does not respond/does not switch on	The safety switch is deactivated	Perform a reset (in accordance with Installation)
	The water temperature is above 116.6°F(47°C)	Wait until the water temperature has dropped below 104°F(40°C) and press the "manual reset button"
Air jet system stop working	Overheating of the air fan motor	Wait until the motor cool down, then press the bubble button and confirm that the bubble function is working again
	Problem with the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
Massage jet system stop working	Overheating of the massage jet motor	Wait until the motor has cooled down, then press the JET button to activate the function
	Problem with the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
Heater stop working	Temperature sets too low	Set a higher temperature 68°F-104°F(20-40°C)
	The water temperature is still within the tolerance range of the temperature sensor <+/- 35.6°F (2°C)>	Once the set water temperature reached, the heater will stop working until the water temperature drops 35.6(2°C) below the set temperature. In this case just wait for a few minutes and the heater will start working automatically.
	Spa is not covered	Attach the cover
	The filter cartridge is dirty	Replace the filter cartridge
	Water level is too low	Top up the water between min and max line
	Problem with the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
Filter system stop working	Dirt deposits inside the motor block (Heating pipe with incrustant, Filter pump blocked, Plugged filter cartridges)	Remove the filter cartridge and flush the motor block using a water hose by placing the water hose at the water outlet and collecting particles of dirt at the filter connection using a cloth bag
	The filter cartridge is dirty	Replace the filter cartridge
	Water level is too low	Top up the water between min and max line
Filter pump running too loud	Problem with the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
	The filter cartridge is dirty	Replace the filter cartridge
Filter pump running too loud	Water level too low	Top up the water between min and max line
	Dirty cover (on filter cartridge)	Clean the cover
Problem with the filter/air and massage jets/ heater unit	Power voltage too low or incorrect frequency	Contact a qualified electrician
	Fault in the filter/air and massage jets/heater unit	Disconnect the power supply, wait 10 minutes before switching the power back on
The tub has a strange shape	Additional air pressure due to strong sunlight	Check the air pressure (using barometer, the pointer points to the green range) and deflate to the normal shape

Problems	Cause	Solution
The SPA is losing air pressure	Air valve cap is too loose	Using soapy water, cover the air-valve to check if air is leaking, if so, use the provided wrench to fasten the Air valve following these steps: 1. Deflate the spa. 2. With one hand, hold the backside of the Air valve from the inner side of the spa wall and turn the wrench clockwise.
	Tear (seam) or spot damage	Perform a test to locate the affected area
	Ambient temperature drops drastically.	It is normal that the air sink in low temperature environment. Fill more air into the spa, refer to Inflation on page 12.
The SPA is losing water	The sealing plug of the water drain at the bottom of the SPA is loose	Press the drainage bung tightly.
	Spa is torn or punctured	Use provided repair patch. (Put liquid soap and water in a squirt bottle and spray on seams. If there is a leak it will bubble. After you find the leak, clean and dry the leaking area, then apply the repair patch that comes with your spa.)
The water is not clean	Insufficient filtering time	Increase the filtering time
	The filter cartridge is dirty	Replace the filter cartridge
	Poor or insufficient water treatment	Read the instructions of the chemicals manufacturer

ERROR MESSAGES

The following error codes may be shown on the display:

Error code	Cause	Solution
SL	The water temperature is 41°F(5°C) or less	Wait until the water temperature is >41°F(5°C), or add a certain amount of hot water to keep the water temperature up before starting the heating.
SH	Malfunction of the circuit board or the temperature sensor.Heating tube overheat and perform a reset (in accordance with Installation).	After unplugging the power, wait 30 minutes to start up again.
		Replace the display and/or the motor block.
HL	Malfunction of the filter pump	Check the water level in accordance with Installation)
FC (with warning sound)	The filtration and heating have been in operation for 168 hrs. Before replacing the filter cartridge, neither the filtration pump nor the heater are ready for operation.	Replace the filter cartridge and press the HEATER button to restart the filtration and heater.
OC	Malfunction of the temperature sensor	Replace the temperature control probe
FP	Wrong operation into FP mode	Press "temperature" button, Press the "up" button, Panel show 20, then the spa returns to the normal state.

If you continue to experience difficulty, please contact our Consumer Service Department for assistance.

Every time the spa is reused after a power off, the temperature needs to be reset, otherwise the spa can only be heated to 100°F, the spa cover needs to be covered during heating and the lock button needs to be inserted. Adding floor mat to the spa will provide better heating and insulation effects.

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

1. When setting the target temperature of 104 degrees Fahrenheit, the following situations may occur. The heating program is completed within ten hours, and when the water temperature reaches 104, the heating tube automatically shuts down and enters insulation mode.

In insulation mode, the heating button only lights up and the heating tube does not work. When the water temperature drops below the set temperature by 2 degrees Celsius (approximately 3.6 degrees Fahrenheit), the heating mode will be automatically restarted.

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

2. When the target temperature is set to 100 (the default heating target temperature is 100), the above situation will still occur, and the final displayed temperature may be around 96.

The above two situations do not mean that the heating cannot reach the target temperature, but rather enter the insulation state. That is to say, if the water temperature continues to naturally cool down, the heating will automatically restart until the target temperature is reached. Due to the insulation effect of the pool cover, the cooling rate is relatively slow, and it will stay for a long time at a certain temperature.

The temperature sensor is located inside the water outlet of the spa. During the static heating process, the overall flow of the water slows down, so the water temperature near the water outlet will be slightly higher. On the contrary, the water temperature at the far end of the outlet will be slightly lower.

When you enter the spa and the heating process, if you turn on the bubble, which accelerates the water flow in the pool and dissipates heat faster. In addition, the previously distant low-temperature water flows back to the vicinity of the water inlet.

At this point, a significant decrease in water temperature is a normal phenomenon.

CLEAN THE FILTER CARTRIDGES

1. Remove the Spa electrical plug from the mains.
2. Unscrew filter cartridge in anticlockwise direction.
3. Remove the protective cover and take out the filter cartridge.
4. After every use rinse the filter using a hose, it can then be reused. If the filter cartridge stays discoloured or is damaged in any way it must be replaced. If the paper inside the cartridge is torn or worn it should be replaced.
5. Ensure that the filter protective cover is replaced after cleaning the filter.
Order Chemicals & filter cartridges for your Spa available online.



The spa is provided with a safety sign in the package. The safety sign is suitable for outdoor use in wet locations and should be permanent installed were visible to the users of the spa.

The installation of safety sign:

1. Take the safety sign out of package;
2. Fixed it to a place near the spa which users can read it clearly.

It is very important to provide warnings to occasional users of the spa. Make sure the users are aware of the measures to reduce the potential risks.

To obtain additional or replacement copies of the safety sign, please contact your local sales service.

WARRANTY

WE GIVE ALL OUR SPA'S WARRANTY ON THE HEATING ELEMENT (12 MONTHS), COVER & POOL WALLS (6 MONTHS)

After-sales contact

1、 Users can contact the after-sales service center by email, and Relxtime will arrange the customer service specialist to reply within 1 working day.

contact@relxtime.com

service@sunshine-shanghai.com

If you need maintenance or technical support, we recommend you to write the email following this format below to speed up the after-sales process.

***Order number:**

***Problem description:**

***Photo:**

2、 Users can contact the after-sales service center by telephone

Phone number: +1 (626) 589-2505

US Western Time: Monday – Friday AM8:30 -PM17:00

Warranty term

1. SPA pool walls, Warranty is 6 months from receiving the product.

2. SPA pool control box, Warranty is 12 months from receiving the product.

3. SPA pool accessories missing or broken, Warranty is 3 days from receiving the product.

*Out of warranty, If the user needs to replace or maintenance. The cost of shipping and spare parts will be afforded by the Users.

*After opening an after-sale case, Free after-sales service requires the user to provide the real order number and photos of showing malfunctions.

*If users return the product directly without starting the after-sales case, the shipping cost for returning will be afforded by the sender.

After-sales standard

1. Within 60 days from receiving goods, fault of the control box. RELXTIME will provide a new SPA with same model.

2. Between 61 - 365 days from receiving goods, fault of the control box, RELXTIME will provide a new control box.

3. Within 180 days from receiving goods, fault of the SPA pool walls, and it cannot be repaired. RELXTIME will provide a new pool wall of same model for free.

4. Within 3 days from receiving goods, SPA pool accessories missing or broken, RELXTIME will provide free accessories.

SERVICE SUPPORT :

Amazon : service@sunshine-shanghai.com

Official : contact@relxtime.com

IF YOU NEED ASSISTANCE, PLEASE CALL US :

PDT 8:30AM-17:00 PM

+1 (626) 589-2505.

