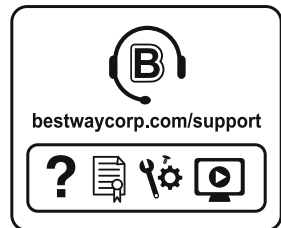


# Bestway®



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# OWNER'S MANUAL

S100101/S100201



Visit the Bestway YouTube channel

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## IMPORTANT SAFETY INSTRUCTIONS

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### READ AND FOLLOW ALL INSTRUCTIONS.

Carefully read, understand, and follow all information in this user manual before installing and using the spa. These warnings, instructions, and safety guidelines address some common risks of water recreation, but they cannot cover all risks and dangers in all cases. Always use caution, common sense, and good judgment when enjoying any water activity. Retain this information for future use. In addition, the following information can be supplied depending on the spa type. Keep these instructions in a safe place. If instructions are missing, please contact the manufacturer or search it on the website [www.bestwaycorp.com](http://www.bestwaycorp.com).

## **WARNINGS – SAFETY INSTALLATION**

- The spa must be supplied through an isolating transformer or supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30mA.
- The spa must be supplied by an earthed power source.
- The power source on the wall of building should be more than 4m away from the pool.
- The spa must be connected to a grounded mains supply socket with a supply cord fitted with a plug and PRCD with a tripping current of 10mA.
- The SPA must only be plugged directly into an earthed socket-outlet of the fixed wiring.
- It is necessary to have the plug accessible after installation of the spa.
- Electric installations should follow national wiring rules, consult a qualified electrician with any questions.
- Do not bury cord. Locate cord to minimize abuse from lawnmowers, hedge trimmers, and other equipment

**CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

- Read the instructions before using the appliance and installation or reassembly every time.

## **WARNINGS- RISK OF ELECTRIC SHOCK**

**TO AVOID ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING, THUNDERING OR LIGHTNING.**

- Don't use extension cord to connect unit to electric supply; provide a properly located outlet.
- Don't plug or unplug the appliance if your hand is wet.
- Never operate any electrical appliance when in your spa or when your body is wet. Never place any electric appliance, such as a light, telephone, radio, or television, within 2m of the spa.

- Install at least 2m from all metal surfaces.
- No part of the appliance is to be located above the bath during use.
- Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in spa pool; Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa pool.
- For electric safety, a PRCD is incorporated in the power cord. If the current leakage is detected more than 10mA, the device will operate and cut-off the power supply. In such case, please unplug and stop using the spa at once. Don't repair the product by yourself. Visit our website [www.bestwaycorp.com](http://www.bestwaycorp.com) to get the necessary information.
- If the supply cord is damaged, it must be replaced by the manufacture, service agent or similarly qualified persons in order to avoid a hazard.
- To reduce the risk of electric shock, do not use extension cord to connect unit to electric supply; provide a properly located outlet.

## **WARNINGS- TO REDUCE THE RISK OF INJURY**

- The water in a spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°F) is considered safe and comfortable for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.
- Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperature to 38°C (100°F). Limit use to 10 minutes at a time.
- If you feel the water is too hot, before entering a spa, the user should measure the water temperature with an accurate thermometer. If the water temperature is above 45°C, stop use of the spa until the temperature is reduced

to under 40°C. When using an external thermometer, the temperature showed on the control panel and the external thermometer may be different. The difference should be around 3 degrees. This situation is normal due to the different location where the two instruments read the temperature.

- The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
- Obese people and people with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.
- People using medication should consult a physician before using a spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.
- Avoid putting your head under the water at all times.
- Avoid swallowing spa water.
- Consider that the comfortable temperature range during use may be lower than the maximum safe temperature.
- Never operate the spa if inlet/outlet pipes are broken or missing. Never attempt to replace the inlet/outlet pipes. Visit our website [www.bestwaycorp.com](http://www.bestwaycorp.com) to get the necessary information.
- Never pour water with a temperature higher than 40°C (104°F) into the spa pool directly.
- Do not use the spa alone.
- People with infectious diseases should not use a spa.
- Do not use the spa immediately following strenuous exercise.
- Immediately leave the spa if you feel uncomfortable or sleepy.
- Always enter and exit the spa slowly and cautiously. Wet surfaces are slippery.
- The pump must be tested before each use. To test, follow the instructions of pump.

- Always keep plug dry, plug in with wet plug is definitely forbidden.
- Always unplug the appliance:
  - Before cleaning or other maintenance.
  - If leaving it unattended on holidays.
- Never wear your contact lenses when in your spa.

**DANGER** - Risk of Injury. The suction fittings in this spa are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible. Never operate the 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.

**CAUTION:** After using your spa for 3-5 years, to ensure the safety and performance of the spa, the main components, such as the heating element, air blower motor and non-return valves have to be checked by a professional electrician. If the electrician finds problems during the inspection, visit our website [www.bestwaycorp.com](http://www.bestwaycorp.com) to get the necessary information.

## **WARNINGS – NON-SWIMMERS SAFETY**

- Continuous, active, and vigilant supervision of weak swimmers and non-swimmers especially in exercise spas, by a competent adult is required at all times (remembering that children under five years of age are at the highest risk of drowning).
- Designate a competent adult to supervise the spa each time it is being used.
- Weak swimmers or non-swimmers should wear personal protection equipment, especially when using the exercise spa.
- When the spa is not in use, or unsupervised, remove all toys from the spa and its surrounding area to avoid attracting children to the spa.

## **WARNINGS – SAFETY DEVICES AND EQUIPMENT**

- A safety cover or other safety protection device shall be used, or all doors and windows (where applicable) shall be secured to prevent unauthorized access to the spa.
- Barriers, covers, alarms, or similar safety devices are helpful aids, but they are not substitutes for continuous and competent adult supervision.
- It is recommended to keep rescue equipment (e.g. a ring buoy) by the spa (if appropriate).
- Keep a working phone and a list of emergency phone numbers near the spa.
- It is recommended to consult experts and/or local authorities to apply local or national laws/regulations relating to childproof fencing, safety barriers, lighting, and other safety requirements.

## **WARNINGS – SAFE USE OF THE SPA**

- Encourage all users especially children to learn how to swim.
- Learn Basic Life Support (Cardiopulmonary Resuscitation -CPR) and refresh this knowledge regularly. This can make a life-saving difference in the event of an emergency.
- Instruct all spa users, including children, what to do in case of an emergency.
- Never dive into any shallow body of water. This can lead to serious injury or death.
- Do not use the spa when using alcohol or medication that may impair the bather's ability to safely use the spa.
- When covers are used, remove them completely from the water surface before entering the spa.
- Protect spa occupants from water related illnesses by advising them to keep water treated and practicing good hygiene. Consult the water treatment guidelines in the user's manual.
- Store chemicals out of the reach of children.
- Use the signage provided on the spa or within 2 meters of

the spa in a prominent visible position.

- Removable ladders, when removed, shall be stored safely where children cannot climb on it.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance.
- Water attracts children; always attach a spa cover after each use.

**DANGER** - Risk of Accidental Drowning (especially children under 5 years). Caution shall be exercised to prevent unauthorized access to the spa by children. This can be reached by adult supervisor securing the means of access or installing a safety protection device to the spa. To avoid accidents during spa use, ensure that children are kept under constant adult supervision.

## **WARNINGS - SAFE WATER MAINTENANCE AND CHEMICAL USE**

- Never add water to chemicals. Always add chemicals to water to avoid strong fumes or violent reactions that may result in hazardous chemical spray.
- Regarding the information pertaining to cleaning, maintenance of water, and disposal of water, please see the "MAINTENANCE" section.
- Do not use spa during chemical maintenance.
- Any manual dosing of chemicals shall not be performed while bathers are present in the spa.
- Consult your local government authority for water regulations related to convenient water supply for filling the spa.

## **WARNINGS - SAFE SETUP AND STORAGE**

- We strongly recommend not to unfolding and inflating the



spa if the ambient temperature is below 15°C (59°F). We suggest inflating the spa indoors, and then continuing to setup outdoors. If the outdoor temperature is lower than 6°C (42.8°F), the spa heater must always be on. In this mode, the Freeze Shield™ system can keep the internal temperature between 6°C (42.8°F) and 10°C (50°F) to prevent damage, such as water freezing in the pipes or the circulation system.

**CAUTION:** If alarms pop up on the spa, the Freeze Shield™ system will stop working. Be sure to check the status of your spa if the outdoor temperature is below 6°C (42.8°F). In case of a long-term absence from home when there is a risk of temperatures falling below 6°C (42.8°F), we strongly suggest disassembling the spa and storing it following the storage procedure.

- When the appliance will be not used for a long time, such as in the winter, the spa or pool set should be disassembled and stored indoors.
- Do not to place the spa on a slippery surface and make sure the surface is free of sharp objects before installation.
- To avoid damage to the pump, the spa must never be operated unless the spa is filled with water.
- For safety reasons, only use the accessories provided or approved by the spa manufacturer.
- Regarding the information pertaining to the installation, refer to the following paragraph of the manual.
- Whenever the spa is emptied, the filter should be cleaned (and drained/dried, where applicable).
- Please examine equipment before use. Notify Bestway at the customer service address listed on this manual for any damaged or missing parts at the time of purchase. Verify that the equipment components represent the models that you had intended to purchase.
- This product is not intended for commercial use.
- Always keep the spa cover on to minimize heat loss during heating of the spa between uses (but not while it is being

used). Ensure the cover is fitted tightly, as per instructions to maximize insulation. It shall be recommended that the cover, when not in use, should be kept off the ground to retain its cleanliness (particularly the surface in close proximity to the water spa water surface). The cover should be stored in an appropriate location, where it cannot be damaged, or cause damage.

- Check the set water temperature and consider lowering it for the times when the spa will typically not be in use.
- Depending on external conditions, consider turning off the heater entirely if not using the spa for an extended period of time (where the spa provides this option, but still maintains residual disinfection/pH-values).
- It is recommended to use an insulating ground cloth underneath the spa to minimize heat loss through the bottom of the spa.
- Maintain clean filters to preserve appropriate working conditions for the pump and avoid unnecessary water replacement and re-heating.
- Keep the spa away from the rest area to minimize noise disturbance.
- Do not put the cover on the ground or any other dirty surface when not in place on the spa.
- When the spa is being used, the cover should be placed in a clean, dry area, otherwise it can pick up dirt and bacteria. Covers should not be put on wooden tables or wooden decking because of the risk of bleaching the wood. A cover lifter, or similar device, is useful for ensuring that the cover does not come into contact with the ground. A cover lifter is strongly recommended for spas in rental settings.
- Recommended to ask a qualified contractor or a structural engineer to verify if the support material is strong enough to support the maximum design load of the spa, spa water and bathers. Read the filled weight information on the package.

## **WARNINGS – ONLY FOR SPA EQUIPPED WITH Wi-Fi**

- Transmitter working frequency: 2412~2472MHz
- Transmitter maximum output power:19dBm

## **WARNINGS - PRCD**

- Before inserting plug into a power outlet, make sure the current rate of the power outlet is suitable for the pump.
- Using an extension lead or multi plug adaptor with the spa heater can cause the plug to overheat, causing damage to the equipment and surrounding items. The spa is a class I electrical appliance and must be connected directly to a grounded socket. It is recommended to only use a socket which is resistant to humidity and capable of high-power loading. Regularly check the plug and socket for signs of damage before using the spa – do not use the spa if the plug or socket is damaged. If you are unsure about the quality of the electrical supply, please consult a qualified electrician before use.
- The PRCD plug must be tested before each use to avoid risk of electric shock.
- Do not use the pump if this test fails. For assistance, please visit the support section on our website, [www.bestwaycorp.com](http://www.bestwaycorp.com).

## **SAVE THESE INSTRUCTIONS**

## **DISPOSAL**



Electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling advice.

# PRE-SETUP

---

## CHECK LIST

To check the parts printed on the package, verify that the equipment components represent the model that you had intended to purchase. In case of any damaged or missing parts at the time of purchase, visit our website [bestwaycorp.com/support](http://bestwaycorp.com/support).

## CHOOSE THE CORRECT LOCATION

Indoor and outdoor & above ground & portable wiring & portable spa.

### **Only For Spas Equipped With Wi-Fi:**

To choose the correct location for the spa equipped with Wi-Fi, read the Spa Wi-Fi instruction leaflet included in the package and the following instructions.

### **For All Spas:**

The surface chosen to install the pool must respect the following technical characteristics.

- Because of the combined weight of the water inside the spa and the users, it is extremely important that the surface chosen to install the spa is capable of uniformly supporting the total weight for the entire time the spa is installed.
- An adequate drainage system has to be provided to deal with overflow water for both indoor and outdoor installations. During filling, draining or when in use, water may flow out of the spa.
- The surface must be flat and smooth. If the surface is inclined or uneven, it can create an unbalanced loading on the structure of the spa. This situation can damage the welding point.
- The selected surface must be clear of any type of object. Due to the weight of the water, any object under the spa could damage or perforate the bottom of the spa.
- The selected location must not have overhead power lines or trees. Be sure the location does not contain underground utility pipes, lines or cables of any kind.
- The selected position must be far from the house entrance.

Do not position any equipment or other furniture around the spa. The water that comes out of the spa during the use or due to a faulty product can damage the furniture inside the house or surrounding the pool.

- Do not to install the spa on carpet or other floor materials (e.g. untreated cork, timber or other porous materials) that promote or harbor moisture and bacteria, or that could be affected by water treatment chemicals used in the spa.
- Consult your local government authority for installation regulations.

**Suggested set-up surfaces:** grass, ground, concrete, and all other surfaces that respect the above set-up conditions.

**Not suggested surfaces:** mud, sand, gravel, deck, balcony, driveway, platform, soft/loose soil or other surface that does not meet the above set-up conditions.

### **Indoor Installation:**

**Be aware of special requirements if you install the spa indoors.**

- Humidity is a natural side effect with Lay-Z-Spa installation. Determine the effects of airborne moisture on exposed wood, paper, etc. in the proposed location. To minimize these effects, it is strongly recommended to provide plenty of ventilation to the selected area. Consult an expert to determine if more ventilation is needed.
- Keep suitable air treatment in the indoor location (ventilation and dehumidification) regularly to preserve the bathers' safety and comfort.
- Empty the spa before removing it from the indoor location or building.

### **Outdoor Installation:**

- The selected surface must be clear of aggressive plants and weed species. Those types of strong vegetation could grow through the liner and create water or air leakage. The grass or other vegetation that may cause odor or slime to develop have to be eliminated from the set-up location.
- Do not leave the spa's surface exposed to direct sunlight for long periods of time. We recommend protecting the spa from

direct sun light exposure by a cover when not in use. Follow the important instructions above to choose the correct surface and location to set up your spa. Damaged parts of the spa, due to the fact that the set-up surface and location does not match the instructions, will not be considered as manufacture defect and will avoid the warranty and any service claims. It is the responsibility of the owner to ensure the site meets the requirements at all times.

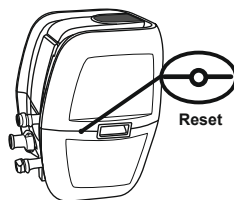
- Consult your local professional installers for environmental conditions, such as ground water and risk of frost.
- Recommended to protecting the spa from direct sunlight exposure by a cover when not in use.

### **SPA HEATER EQUIPOTENTIAL BONDING TERMINAL**

- It is recommended to arrange for a qualified electrician to connect the spa pump to an equipotential bonding terminal using a minimum 2.5mm<sup>2</sup> solid copper conductor.

### **HEATING RESET**

- When using the Lay-Z-Spa for first time, or after a long period of inactivity, be sure to press the reset button on the pump using a small and thin object.
- If the temperature on the control panel (or the water temperature) has not changed for 4-5 hours after activation of the heating system, use a thin object to press the RESET BUTTON, and restart the heating system.
- If the Lay-Z-Spa is under direct sunlight and the outside temperature is above 35°C there is a risk that the heating system will not operate, and the display will show the alarm code E08. Under these conditions, please wait until a cooler time of day before pressing the RESET BUTTON with a thin object and restarting the heating system. If the spa remains in the same position, the alarm E08 can appear again. In that case follow the same procedures.



# INSTALLATION

For the installation instructions, follow the drawings printed on the package. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.

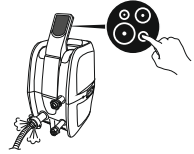
## RECOMMENDATIONS DURING THE INSTALLATION

- Keep the spa away from the rest area to minimize noise disturbance.
- Keep at least 1m clearance around the spa.
- We don't recommend using sea water to fill the pool. Sea water can corrode the internal metal components due to the high concentration of salt.
- The filtration system of the spa is designed to be used only with the filter cartridge. Any other component added inside the filter set can cause damage to the filtration system of the spa. This will not be covered by customer service.

## INFLATION INFORMATION

### Only For Inflatable Spa Liner or Cover:

- When inflating, you will notice that air will be expelled from the area where the air hose connects to the pump, this is normal for technique requirements.
- Don't cover the holes on the base of the inflation hose. This operation will over inflate the liner and damage the structure.
- Do not use an air compressor to inflate the spa.
- Do not drag the pool on rough ground as this may cause damage to the spa liner. Inflation time for reference only.



## HAND PUMP PRESSURE GAUGE

### Only For Drop Stitch Spas:

- The air pressure gauge of the hand pump only shows the air pressure higher than 5 psi, which is normal. When the air pressure in the product is lower than 5 psi, the air pressure gauge will not show a value.

## AIR VALVE CHECK

### Only For Drop Stitch Spas:

- If the air valve is loose, use the provided wrench to fasten the air valve following these steps: With one hand, hold the backside of the air valve from the inner side of the spa wall and turn the wrench clockwise.
- Do not adjust the air valve connector when the spa is in use.

# USING THE SPA

## CONTROL PANEL



**LOCK/UNLOCK BUTTON:** The pump has a 5-minute auto-lock, this light will turn on. To lock or unlock the pump, press the lock/unlock button for 3 seconds.



**POWER-SAVING TIMER BUTTON:** Designed to help avoid wasting power by setting the time and duration of the heating cycle for the spa. Follow these steps to activate the POWER-SAVING function.

Press the button and the LED starts to flash.

Press the or button to adjust the heating duration (From 1-999 hours).

Press the button again to confirm the heating duration.

After setting the heating duration, the LED starts to flash.

Press the or button to set the time (From 0-999 hours). This setting defines the waiting hours before the activation of the heating function. If the timer is set to 0 hour, the heating system will activate immediately.

Press button again or simply touch nothing for 10 seconds to confirm the setting. The LED will light steadily, and the countdown to heater activation will begin. The screen flashes the current temperature and time alternately.

To modify the timer settings: Press the button and use the or button to adjust.

Cancel the setting: Press the button for 2 seconds.

When the power saving function is activated, all other functions (massage, filtration) except the heating can be used.

The POWER-SAVING function is not an automatic function: after one complete cycle (waiting time plus heating function), this function must set again.



**HEAT BUTTON:** Press button to activate the heating system. When the light of the button is red, the heating system is activated.

When the light is green, the water reached the set temperature.

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

After turning off the heating system, the filtration system will continue to operate.



**MASSAGE SYSTEM BUTTON:** Press button to activate the massage system, which has a 30-minute auto-shutoff feature. The light of the button becomes red when activated.

Do not run the massage system when the cover is attached, air can accumulate inside the spa and cause irreparable damage to the cover. Heat and massage system can be activated at the same time.

## FOR SPA EQUIPPED WITH WI-FI ONLY

**2-LEVEL MASSAGE REGULATION:** Push once for the full power massage, push again to stop, push again for lower power massage, and push again to shut off.

When inflating the spa liner, make sure that the massage function is running at full power.



**TEMPERATURE ADJUSTMENT BUTTONS:** Pressing the or button, the display starts to flash showing the set temperature for 3 seconds, after that it will show again to the real water temperature. When it is flashing you can adjust the temperature using the or button.



The default temperature is 35°C (95°F).  
Temperature adjustment ranges from 20°C (68°F) to 40°C (104°F).



**ON/OFF BUTTON:** After activating the PRCD, press and hold the button for 2 seconds. The button turns to green and the control panel is activated. Press and hold button for 2 seconds to turn off all currently activated functions.



**CELSIUS/FAHRENHEIT TOGGLE:** The temperature can be displayed in either Fahrenheit or Celsius.



**WATER FILTER BUTTON:** The button turns the filter pump on and off. The button turns to red when activated.



**FOR SPA EQUIPPED WITH WI-FI ONLY**  
**WI-FI ACTIVATION:** For the Wi-Fi operation instruction, read the spa Wi-Fi instruction leaflet included in the package.

**The WATER HEATER rate may change in the conditions below:**

- When the outdoor temperature is below 15°C (59°F).
- If the cover is not in position. Always keep the spa cover on when the spa is not in use; it avoids dust contaminating the water and it minimizes heat loss.
- The water temperature shown on the display may not be correct, if the filtration system is not activated. To read the correct water temperature on the display, run the filtration system for at least a minute.
- The water temperature as tested by an external thermometer may vary from the temperature as displayed on the spa panel by as much as approximately 2°C (35.6°F).

## WINTER USE INSTRUCTIONS



It is important to follow these suggestions if you are setting up the spa during the winter period. This will prevent any damage to the spa heater and material of the liner, extending the life of your product drastically.

- If the outdoor temperature is below 10°C (50°F), to avoid any damage to spa liner, keep the package indoors where the temperature is above 15°C (59°F). This will make the spa liner more flexible and easier to set up.
- Open the package and inflate the spa liner using the spa heater in a room where the temperature is above 15°C (59°F).
- Position the spa liner outdoors in the desired position, then connect the spa heater and fill with water. The water temperature used to fill the spa must be above 6°C (42.8°F), otherwise when you begin to operate with the spa heater, the E03 alarm will appear.
- You can keep the spa on during winter when the temperature is lower than 6°C (42.8°F). The Freeze Shield™ system automatically keeps the water temperature between 6°C (42.8°F) and 10°C (50°F), and it will prevent the water from freezing.
- If the water temperature is below 6°C (42.8°F), the spa heater must always be on. In this mode, the Freeze Shield™ system can keep the internal temperature between 6°C (42.8°F) and 10°C (50°F) to prevent damage, such as water freezing in the pipes or the circulation system.
- If any alarms appear on the display, the Freeze Shield™ system isn't working. Be sure to check the status of your spa if the outdoor temperature is below 6°C (42.8°F). In case of a long-term absence from home when there is a risk of temperatures falling below 6°C (42.8°F), we strongly suggest disassembling the spa and storing it following the storage procedure.
- Any damage as a result of using the spa in these conditions is the responsibility of the customer. Do not use the spa when the ambient temperature reaches -10°C (14°F).

**HEATING TIME**

- To reach 40°C (104°F), the heating duration required is based on the starting water temperature and ambient temperature, the data below is purely for reference. To display the current water temperature, run the filter system for at least a minute.

Ambient Temperature	Water Temperature	Set Temperature	Heating Duration
10°C (50°F)	10°C (50°F)	40°C (104°F)	16-24h
15°C (59°F)	15°C (59°F)	40°C (104°F)	12-20h
20°C (68°F)	20°C (68°F)	40°C (104°F)	10-18h
25°C (77°F)	25°C (77°F)	40°C (104°F)	8-12h
30°C (86°F)	30°C (86°F)	40°C (104°F)	5-8h

- Be sure to cover the spa with the spa cover whenever the heating function is activated. Leaving the spa uncovered will increase the heating duration required. When the spa is assembled with water, do not switch off the spa heater if the temperature is lower than 6°C (42.8°F).



## SPA HEATER SPECIFICATION

Power Rate	Massage Tube Power	Heat Element Power	Water Pump Power
220-240V AC, 50/60Hz, Single Phase 2,050W at 20°C	800W	2,000W at 20°C	50W



# MAINTENANCE

**CAUTION:** You must ensure the pump is unplugged before beginning spa maintenance to avoid risk of injury or death.

## LINER

- It is normal that your spa liner may appear as if it is losing air. Changes in ambient temperature may change the internal air pressure in the liner.
- When detaching the pump from the liner, to avoid water coming out from the pipes, block the air pipe by screwing on the cap and installing the stoppers on the debris screens.

## COVER

- The cover shall be cleaned inside and outside periodically, using a gentle detergent for the PVC material.

## FILTER CARTRIDGE

- To optimize the performance of the filtration system, check and clean your filter cartridge every day.
- We recommend changing your filter cartridge every week or replacing it if after washing, the filter cartridge remains soiled and discolored.

## WATER

Many pollutants in the water settle on surfaces below the water line. These pollutants can cause bacterial, algal or fungal growth. It is recommended that spas are cleaned as regularly as necessary. After a time, tenacious stains or biofilms may develop on the accessible surfaces below the water line or high concentrations of salts or unwanted reaction by-products may also occur. Depending on hygienic condition, cleanliness, visibility, odour, debris and stains, it is recommended to change the water completely and clean/disinfect the spa. When emptying the spa, the regulations and the instructions for draining the water shall be observed.

- Keeping your spa water clean and chemically balanced is necessary. Simply cleaning the filter cartridge is not enough for proper maintenance, we recommend to use using pool chemicals to maintain water chemistry and chlorine or bromine tablets (do not use granules) with the chemical dispenser.
- Water quality will be directly related to frequency of use, number of users and overall maintenance of the spa. The water should be changed every 3 days if there is no chemical treatment being performed with the water. It is highly recommended to use tap water for spa filling to minimize the influence of unwanted contents, such as minerals.
- We recommend you take a shower before using your Lay-Z-Spa, as cosmetic products, lotions, and other residues on the skin can quickly degrade water quality.
- Don't throw chemical products directly in the water; the chemical will deposit on the bottom of the spa and damage the material and discolor the PVC.

### Chemical Tablets (Not Included):

- Remove the chemical dispenser from spa when the spa is in use.
- After performing chemical maintenance and before using the spa, use a test kit (not included) to test the water chemistry. We recommend maintaining your water chemical balance as the following:
- Spa damage resulting from misuse of chemicals and mismanagement of spa water is not covered by the warranty.
- Pool chemicals are potentially toxic and should be handled with care. There are serious health risks from chemical vapors and the incorrect labeling and storage of chemical containers.
- Please consult your local pool or chemical supply retailer for more information about chemical maintenance. Pay close attention to the chemical manufacturer's instructions.
- Over usage of chemicals will discolor the printing and all points of the spa material; in the worst case, it will damage the structure of the spa liner.

pH	Total Alkalinity	Free Chlorine
7.4-7.6	80-120ppm	2-4ppm

# DISASSEMBLY AND STORAGE

## DRAINING

- To drain the spa, follow the drawings inside the manual. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.

## DRYING

- After draining the spa, some water remains inside the spa pump, liner chamber, massage chain and inflatable cover. Make sure that all above parts of spa are completely dry. This is essential to extend the life of the spa and to avoid creation of mildew.
- The water inside the liner chamber and the inflatable cover come from the humidity in the air used to inflate them. The quantity of water may vary depending on the percentage of humidity in your area.
- To dry the different parts of the spa, follow the drawings inside the manual. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.

## CLEANING

- Detergent residues and dissolved solids from bathing suits and chemicals may build up on the spa walls. Use soap and water to clean the walls and rinse thoroughly. Do not use hard brushes or abrasive cleaners.

## DEFLATING

### Only For Inflatable Spas:

- Your spa is equipped with a deflation function to remove all the air from inside the chamber to make it easier to pack and store.
- To deflate the spa, follow the drawings inside the manual. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.

## REPAIRING

### For PVC Material:

If the spa is torn or punctured, use the provided PVC repair patch and follow the below steps:

- Clean the area to be repaired. Carefully peel patch.
- Press patch over the area to be repaired.
- Wait 30 seconds before inflation.

### For Duraplus™ PVC Material:



If the spa is torn or punctured, use the provided PVC patch and glue (not included) and follow the below steps:

- Clean and dry the area to be repaired.
- Cut the provided PVC patch to appropriate size.
- Use glue (not included) to coat the one side of the newly cut patch. Make sure the glue is evenly distributed. Wait for 30 seconds and then place the cut patch with glue over the damaged area.
- Smooth out any bubbles of air that may be trapped underneath, and press firmly for two minutes.
- Wait 30 minutes before inflation.

## STORAGE

- Remove all accessories and make sure that spa liner, inflatable cover, pump and accessories are completely clean and dry before storing. If spa is not completely dry, mold may result and will damage the spa liner during the storage period.
- Fold the spa liner only if the environment temperature is above 10°C / 50°F. If spa is not completely dry, mold may result and will damage the pool liner.
- Store the spa in a dry place with a moderate temperature between 10°C (50°F) and 38°C (100°F).
- We strongly recommend positioning the spa liner and inflatable cover inside a carton box, to better protect the PVC material during winter months.

# TROUBLESHOOTING

Problems	Probable Causes	Solutions
Pump does not operate	<ul style="list-style-type: none"> <li>- Power failure</li> <li>- Power circuits is broken</li> </ul>	<ul style="list-style-type: none"> <li>- Check power source</li> <li>- For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a></li> </ul>
Pump does not heat properly	<ul style="list-style-type: none"> <li>- Temperature set too low</li> <li>- Dirty filter cartridge</li> <li>- The thermal cut-out cut off</li> <li>- Spa is not covered</li> <li>- Heating element failed</li> </ul>	<ul style="list-style-type: none"> <li>- Set spa to a higher temperature; refer to pump operation section</li> <li>- Clean/replace the filter cartridge; refer to section filter cartridge cleaning and replacement section</li> <li>- Unplug the pump, and put the plug in a dry, cool place. Only restart the pump when the water temperature reaches 35°C (95°F) or lower</li> <li>- Attach the cover</li> <li>- For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a></li> </ul>
Massage System does not work	<ul style="list-style-type: none"> <li>- Air pump is overheating</li> <li>- The massage stops automatically</li> <li>- Air pump is broken</li> </ul>	<ul style="list-style-type: none"> <li>- Unplug the pump and wait two hours until the pump has cooled. Insert the plug and press the Massage System Button</li> <li>- Press the Massage System Button to reactivate</li> <li>- For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a></li> </ul>
Pump adapters are not level with the spa adapters	One characteristic of PVC is that it changes shape, which is normal	<ul style="list-style-type: none"> <li>- Elevate the pump with wood or another type of insulated material to bring the pump's adapters level with the spa's adapters</li> </ul>
Spa pool leakage	<ul style="list-style-type: none"> <li>- Spa is torn or punctured</li> <li>- Air valve is loose</li> </ul>	<ul style="list-style-type: none"> <li>- Use provided repair patch</li> <li>- Using soapy water, cover the air-valve to check if air is leaking, if so,               <ol style="list-style-type: none"> <li>1. Screw valve: fasten the air-valve by tuning the valve clockwise.</li> <li>2. For Drop stitch SPA: Deflate the spa. With one hand, hold the backside of the air valve from the inner side of the spa wall and turn the wrench clockwise.</li> </ol> </li> </ul>
Water is not clean	<ul style="list-style-type: none"> <li>- Insufficient filtering time</li> <li>- Dirty filter cartridge</li> <li>- Improper water maintenance</li> </ul>	<ul style="list-style-type: none"> <li>- Increase filtration time</li> <li>- Clean/replace the filter cartridge (refer to Filter Cartridge Cleaning and Replacement section)</li> <li>- Refer to the chemical manufacturer's instructions</li> </ul>
PRCD test failed	Something is wrong with the spa	<ul style="list-style-type: none"> <li>- For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a></li> </ul>
Control panel is not working	<p>The control panel has an auto-lock, which is activated after 5 minutes of inactivity. The LED display has one icon: . If the lock icon is highlighted, the control panel is locked.</p> <ul style="list-style-type: none"> <li>- Control panel is not activated.</li> </ul>	<ul style="list-style-type: none"> <li>- To unlock the control panel, press the  button for 3 seconds. If the control panel will not unlock, restart the pump – unplug and plug in the pump</li> <li>- Press the on/off button for 2 seconds if the problem persists.</li> <li>- For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a></li> </ul>
What kind of chemicals should be used for water maintenance?	Please consult your local chemical supplier for information about chemical maintenance. Pay close attention to the chemical manufacturer's instructions	
Water leaks from the adapters between the pump and spa	<ul style="list-style-type: none"> <li>- Seals are missing inside the pump adapters</li> <li>- Seals are not in the correct position</li> <li>- Seals are damaged</li> <li>- Adapters are not tightened correctly</li> </ul>	<ul style="list-style-type: none"> <li>- Insert the stopper caps on the spa ports to prevent the water from escaping and disconnect the pump. Check if the seals are in place.</li> <li>- If the seals are not in the correct position, open the gears, and place the seals in correct position.</li> <li>- If the seals are damaged, they must be replaced. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> <li>- If the seals are in correct position, the adapters are not tightened correctly. Connect the pump to the spa, hand-tighten the adapters, and remove the stopper caps from the spa ports. If there is leakage, tighten the adapter until there is no leakage.</li> </ul>










# ONLY FOR SPA EQUIPPED WITH Wi-Fi

Problems	Probable Causes	Solutions
The Wi-Fi setup is not successful	The pump has been connected to the wrong band	If the router your pump is connected to is dual-band and currently not connecting to a 2.4GHz network, please switch to another band of the same router (2.4GHz) and try to pair pump heater again. 5GHz networks are not supported.
	The spa pump location is too far from the router.	Check with your cell phone to see if there is full Wi-Fi signal. In case the strength of the signal on your phone is too low, check where the strength of the Wi-Fi signal is full and place the spa in that position.
	Set up with the wrong network name	Start the connection procedures again and be sure that the network name is typed correctly.
	The Wi-Fi password used during the connection is wrong	Start the connection procedures again and be sure that the password is correct.
	The strength of the Wi-Fi signal is not stable	1. Check that the router works correctly. 2. Go near the spa and check the signal on your phone. If the signal strength is not stable, check the condition of your router. If the signal strength is full, repeat the operation to connect the spa to the network.
	There is an appliance near the spa pump or the router that creates signal interference	The Wi-Fi connectivity can be interrupted by electromagnetic or other interferences. Keep the appliance away from other electronic devices that may cause interferences.
	Your phone will not connect to the Wi-Fi network during the registration	Check if the mobile device is in airplane mode. Make sure to have the airplane mode deactivated when connecting to the Wi-Fi network.
	APP Feedback	Consult the help section in the APP for extensive and up-to-date troubleshooting tips.

## Wi-Fi LED Status

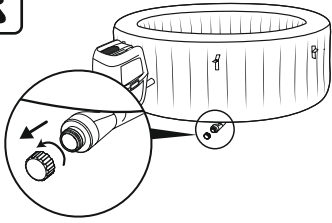
Indicator light flashes slowly	Waiting to connect to the router	The pump is ready to connect to your phone
Indicator light is on	Connected to the router	The pump already connected to your phone
Indicator light flashes quickly	Lost Wi-Fi signal	Check the status of your router. The spa lost the Wi-Fi signal.
Indicator light is off	Light damaged / Wi-Fi module has problem	For more information, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .

# ERROR CODES

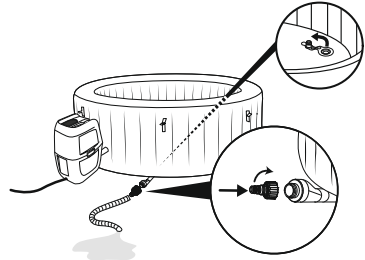
CAUSES	REASONS	SOLUTIONS
<p>The water flow sensors work without pressing the filter or heat button.</p> 	<ol style="list-style-type: none"> <li>The water flow sensor flags didn't fall back into the correct position.</li> <li>The water flow sensors are broken.</li> </ol>	<ol style="list-style-type: none"> <li>Unplug the plug gently, strike the side of the pump but not violently, and plug it back in.</li> <li>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ol>
<p>After starting or during the functions of filtering or/and heating, the water flow sensors do not detect water flow.</p> 	<ol style="list-style-type: none"> <li>You forgot to remove the 2 stopper caps from inside the pool.</li> <li>Filter cartridges are dirty.</li> <li>Activate the filter or heat system and put your hand in front of the outlet pipe inside the pool to check if you can feel water flowing out.             <ol style="list-style-type: none"> <li>If no water flows out the water pump is broken.</li> </ol> </li> <li>Water flows out but the alarm  appears, the water flow sensors are broken.</li> <li>Filter blockage</li> <li>Bent pipes or poor water flow through the plastic pipes of the liner</li> <li>Debris screens are blocked: Debris screens can become blocked by hard water due to calcium build-up.</li> <li>Perished washers The washers within the spa couplings may have become perished or worn.</li> </ol>	<ol style="list-style-type: none"> <li>Remove the 2 stopper caps before heating. Refer to the Assembly section in the User's Manual.</li> <li>Remove the filter set from inside the pool and push the filter or heat button. If no alarm appears, clean or change the filter cartridges installed inside the pool.</li> <li>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> <li>Clean the filter and check for damage. Replace or re-install as necessary. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> <li>Please check through the spa connection to see if the pipes are bending. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> <li>Empty the spa and place a garden hose inside the pipes to wash the debris. To be sure all debris are removed, perform the operation from the outside and inside of the spa. Use a toothbrush to remove any stubborn debris. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> <li>Check the washers inside the coupling for damage. Unscrew the couplings and remove the washer for further inspection. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ol>
<p>The pump's thermometer reads the water temperature below 4°C (40°F).</p> 	<ol style="list-style-type: none"> <li>The water temperature is lower than 4°C (40°F)</li> <li>If the water temperature is higher than 7°C (44.6°F), the pump's thermometer is broken.</li> </ol>	<ol style="list-style-type: none"> <li>The spa is not designed to operate with water temperatures lower than 4°C (40°F). Unplug the pump and only re-start the pump when the water temperature reaches 6°C (43°F).</li> <li>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ol>
<p>The pump's thermometer reads the water temperature over 50°C (122°F).</p> 	<ol style="list-style-type: none"> <li>The water temperature is over 50°C (122°F)</li> <li>The ambient temperature is higher than 40°C (104°F) or the spa is exposed to direct sunlight for an extended period of time.</li> <li>If the water temperature is lower than 45°C (113°F), the pump's thermometer is broken.</li> </ol>	<ol style="list-style-type: none"> <li>The spa is not designed to operate with water temperatures greater than 40°C (104°F). Unplug the pump and only re-start the pump when the water temperature reaches 38°C (100°F) or lower. <b>IMPORTANT:</b> Before you re-start the pump, push the pump's reset button.</li> <li>Disconnect the plug, detach the pump and drain the spa. After 15 minutes, reattach the pump, reconnect the plug and restart the heating function. If the alarm appears again, consider moving the spa to another location without direct sunlight.</li> <li>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ol>
<p>The pump's thermometer connection has issues.</p> 	<ol style="list-style-type: none"> <li>The pump's thermometer connectors don't work properly.</li> <li>The pump's thermometer is broken.</li> </ol>	<p>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</p>
<p>The thermal cut-out cut off.</p> 	<p>The manual reset thermal cut-out trips off.</p>	<ol style="list-style-type: none"> <li>Unplug the pump and push the reset button, then plug the pump back in.</li> <li>In case the alarm still remains, check the RESET BUTTON section in manual.</li> <li>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ol>
<p>Wi-Fi module connection failed.</p> 	<p>Wi-Fi module is damaged</p>	<p>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>. NOTE: Press any button to remove alarm and continue to use the spa.</p>
<p>Ground connection failed.</p> 	<ol style="list-style-type: none"> <li>The ground bonding of your home has some problem.</li> <li>The pump has some problem.</li> </ol>	<p>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</p>



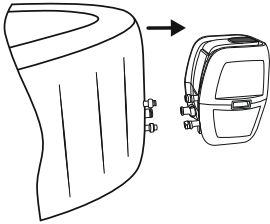
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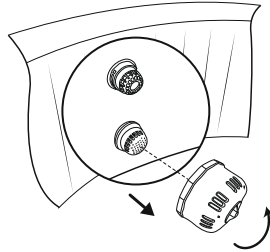
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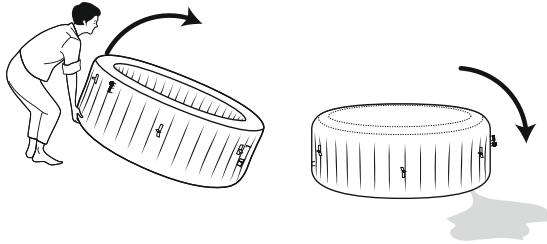
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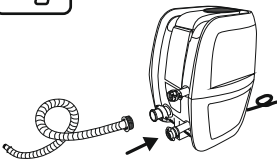
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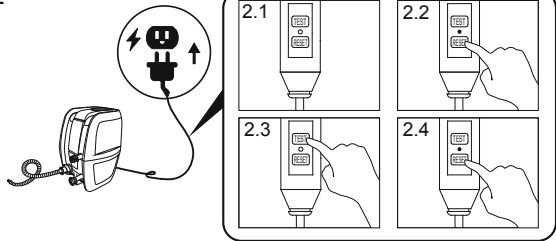
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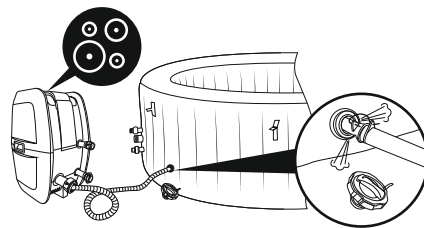
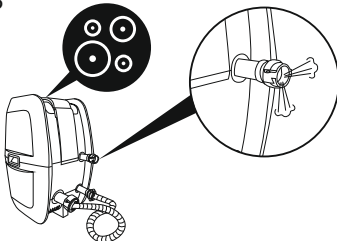
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