

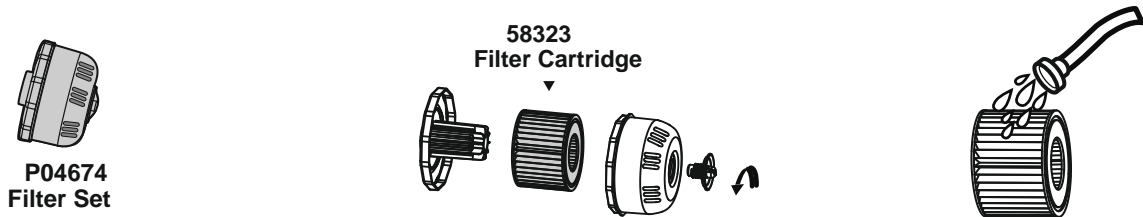
## Maintenance

**NOTE:** Your spa will require additional air to be added from time to time. Changes in temperature from day to night will change the pressure in the spa and may cause a certain amount of deflation. Please follow the Assembly instructions and drain the spa before inflating to the accurate pressure needed.

**CAUTION: YOU MUST ENSURE THE PUMP IS UNPLUGGED BEFORE BEGINNING SPA MAINTENANCE TO AVOID RISK OF INJURY OR DEATH.**

### Filter Cartridge Maintenance

**NOTE:** To ensure your spa water stays clean, check and clean your filter cartridges every day follow the steps below.



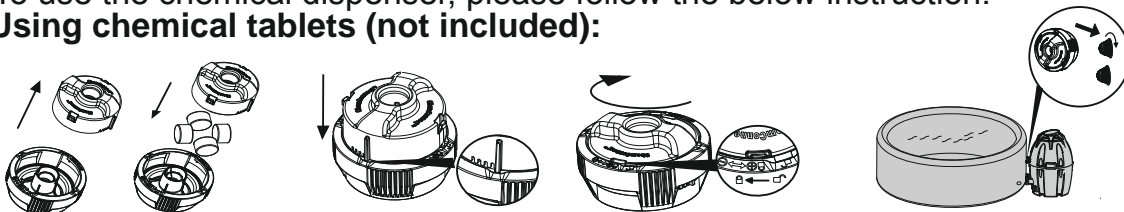
**NOTE:** We recommend changing your filter cartridges every week or, if the filter cartridges remain soiled and discolored, they should be replaced.

### Water Maintenance

Keeping your spa water clean and chemically balanced is necessary. Simply cleaning the filter cartridge is not enough for proper maintenance, we recommend you use pool chemicals to maintain water chemistry and chlorine or bromine tablets (do not use granules) with the chemical dispenser.

**NOTE:** We recommend you take a shower before using your SaluSpa, as cosmetic products, lotions, and other residues on the skin can quickly degrade water quality. To use the chemical dispenser, please follow the below instruction.

#### Using chemical tablets (not included):



#### Using chemical liquid (not included):



**NOTE:** Remove the chemical dispenser from spa when the spa is in use.

**IMPORTANT:** 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 as below table.

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

**NOTE:** Damage resulting from chemical imbalance 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 supply retailer for more information about chemical maintenance. Pay close attention to the chemical manufacturer's instructions. Spa damage resulting from misuse of chemicals and mismanagement of spa water is not covered by the warranty.

**Air-Valve Adjustment (For quick inflation/deflation valve Only)**

In case of air leakage, check the air-valve first. 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:

- With one hand, hold the backside of the air-valve from the inner side of the spa wall and turn the wrench clockwise.

**NOTE:**

1. Do not over tighten.
2. Always check the air-valve carefully before use.
3. Do not adjust the air-valve connector when the spa is in use.



**STORAGE**

**Draining the Spa**

**NOTE:** Lift up the spa when there is only a little water left. Damages to the handles are not covered under the warranty.

**NOTE:** Dry the spa pool.

**Cleaning the spa** 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.

**NOTE: DO NOT** use hard brushes or abrasive cleaners.

**DEFLATION**

**Quick inflation/deflation valve** P61725ASS18

**Safety valve** P61727ASS18

P61726ASS18		
P61725ASS18		
P61727ASS18		

**REPAIR**

**For PVC part.**

If the spa is torn or punctured, use the provided underwater adhesive repair patch.

1. Clean area to be repaired.
2. Carefully peel patch.
3. Press patch over area to be repaired.
4. Wait 30 seconds before inflation.

**For Tritech PVC material.**

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



1. Clean and dry area to be repaired.
2. Cut the provided PVC patch to appropriate size.
3. Use glue (not included) to coat the one side of the newly cut patch. Make sure the glue is evenly distributed.
4. Wait for 30 seconds and then place the cut patch with glue over the damaged area.
5. Smooth out any bubbles of air that may be trapped underneath, and press firmly for two minutes.
6. The product is once again ready for use. Repeat this process should further leaks occur.
7. Wait 30 minutes before inflation.

Make sure the spa and pump are completely dry. This is essential to extend the life of the spa. It is recommended you store the spa in its original package in a warm dry place.

**NOTE: Plastic becomes brittle and susceptible to breaking when exposed to subzero temperatures. Freezing can severely damage the spa. Improper winterization of your spa can void your warranty.**

## TROUBLESHOOTING

Bestway strives to provide the most trouble-free Spas on the market. If you experience any problems whatsoever, do not hesitate to contact Bestway or your authorized dealer. Here are some helpful tips to help you to diagnose and rectify some common sources of trouble.

Problems	Probable Causes	Solutions
Pump does not operate	<ul style="list-style-type: none"> <li>- Power failure</li> <li>- GFCI 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 or fuse cutout</li> </ul>	<ul style="list-style-type: none"> <li>- Set to a higher temperature refer to section pump operation</li> <li>- Clean/replace the filter cartridge refer to section filter cartridge cleaning and replacement</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 system 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	<ul style="list-style-type: none"> <li>- One characteristic of PVC is that it changes shape, which is normal</li> </ul>	<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, use the provided wrench to fasten the air-valve following these steps:               <ol style="list-style-type: none"> <li>1. Deflate the SPA.</li> <li>2. 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>
Control panel 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, for assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a></li> </ul>
GFCI test failed	There is a defect in your SPA	For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>
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 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>

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 WIFI signal. In case the strength of the signal on your phone is too low, check where the strength of the WIFI signal is full and place the spa in that position.
	Set up the wrong Network Name	Start the connection procedures again and be sure that the network name is typed correctly.
	The WIFI password used during the connection is wrong	Start the connection procedures again and be sure that the password is correct.
	The strength of the WIFI signal is not stable	1) Check if the router works correctly. 2) Go near the spa and check the signal on your phone. In case the signal strength is not stable, check the condition of your router. In case 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.



For support please visit us at:  
[bestwaycorp.com/support](http://bestwaycorp.com/support)

**©2019 Bestway Inflatables & Material Corp.**

All rights reserved/Tous droits réservés/Todos los derechos reservados/Alle Rechte vorbehalten/Tutti i diritti riservati

®™ Trademarks used in some countries under license to/

Marques ®™ utilisées dans certains pays sous la licence de/

Marcas comerciales ®™ utilizadas en algunos países bajo la licencia de/

®™ Die Warenzeichen werden in einigen Ländern verwendet unter Lizenz der/

®™ Marchi utilizzati in alcuni paesi concessi in licenza a

**Bestway Inflatables & Material Corp., No.3065 Cao An Road, Shanghai, 201812, China.**

Manufactured, distributed and represented in the European Union by/

Fabriqués, distribués et représentés dans l'Union Européenne par/Fabricado, distribuido y representado en la Unión Europea por/

Hergestellt, vertrieben und in der Europäischen Union vertreten von/Prodotto, distribuito e rappresentato nell'Unione Europea da

**Bestway (Europe) S.r.l., Via Resistenza, 5, 20098 San Giuliano Milanese (Milano), Italy**

Distributed in North America by/Distribués en Amérique du Nord par/Distribuido en Norteamérica por

**Bestway (USA) Inc., 3411 E. Harbour Drive, Phoenix, Arizona 85034, United States of America**

Tel: +86 21 69135588 (For U.S. and Canada)

Distributed in Latin America by/Distribués en Amérique latine par/Distribuido en Latinoamérica por/Distribuido na América Latina por

**Bestway Central & South America Ltda, Salar Ascotan 1282, Parque Enea, Pudahuel, Santiago, Chile**

Distributed in Australia & New Zealand by **Bestway Australia Pty Ltd, 98-104 Carnarvon Street, Silverwater, NSW 2128, Australia**

Tel: Australia: (+61) 29 0371 388; New Zealand: 0800 142 101

Exported by/Exporté par/Exportado por/Exportiert von/Esportato da

**Bestway (Hong Kong) International Ltd./Bestway Enterprise Company Limited**

**Suite 713, 7/Floor, East Wing, Tsim Sha Tsui Centre, 66 Mody Road, Kowloon, Hong Kong**

**[www.bestwaycorp.com](http://www.bestwaycorp.com)**

Made in China/Fabriqués en Chine/Fabricado en China/Hergestellt in China/Prodotto in Cina