

Congratulations on your new spa! Quick Tips

Filling Your Spa

1. To minimize airlocks in the equipment, fill the spa components and lines first to force out air. For a Hot Spring put hose down the center of the filter with the gray standpipe in the filter compartment. On a Sundance spa take out the filter and put the hose into the hole on the wall of the filter compartment.
2. Fill the spa to above the top of the neck jets and just below the bottom of the headrests. Once full remove hose and replace cap on Hot Spring filter standpipe. For Sundance place filter in filter compartment and rock it back and forth to release trapped air inside filter (aka burping filter). Do not over tighten filter caps or filter nuts.
3. For 240 v Hot Spring spas, turn on the jet pump breaker and press the Jet1 button, run for 10 mins, then turn on the heater breaker and continue to run jets 30 min. (see owner's manual for breaker specifics). For 120 v spas, plug in and immediately turn on jets for 10 minutes. For Sundance spas turn on GFCI breaker and then depress the jet 1 button to turn on the jet pump.
4. Add 1 bottle of metal gon and balance spa water immediately after filling/refilling, then sanitize. See spa water care manual for exact directions.
5. Using the +/- button set the temp you desire- people like 100 to 104. Spas on 110v may take up to 36 hours to heat. Spas on 220v may take up to 12 hours to heat on average.

Spa not heating

1. The Spa will stop heating due to low flow through the heater in order to keep the heater from being damaged.
2. Check your filters to make sure they are clean, some heaters have a reset button, refer to owners manual for location or other tips. It is best to remove the filters from the spa, before resetting the heater/GFCI, because debris in the filters may be restricting the flow and causing the problem. Service calls that are the results of dirty or clogged filters are **NOT** covered under warranty and we will have to charge a service call if we have to clean one or all of these items.

Blinking Light/s on a Hot Spring or a FL1 or flashing FLO message on Sundance

1. The pump may have an airlock. Put hose down the center of the gray standpipe in the filter compartment in a Hot Spring spa. On a Sundance spa take out the filter and put the hose up to the hole with (grate) use a rag around the end of the hose to create a seal. Turn hose on fully for 30 sec and try to force the air out.
2. Replace filter cap and or filter and run jets 20 min.
3. If red light is still blinking, or the FLO message still showing call for service.

Blinking Green light on a Hot Spring or --- on a Sundance

1. Turn power to the spa off for 30 minutes, then turn power back on per start up instructions based on your spa being 110 volt or 220 volt.
2. If light continues to blink or dash message doesn't clear, call for service

Draining Your Spa (3-4 times per year, but never when temp outside is below 38 degrees)

1. Turn the power to the spa off by turning breakers off or unplug from the wall.
2. Locate drain on the front, base of spa, near equipment area for a Hot Spring and on the side of a Sundance. See Owners Manual.
3. Refer to "Filling" procedures above.
4. If winterizing your spa, follow detailed steps in Owner's Manual or contact our store for assistance. Damage caused to your spa by improper winterizing is **NOT** covered by your spa warranty. We recommend winterizing be done by a spa professional.

Breakers/GFCI Tripping – If breakers or GFCI is continuously tripping, call for service.

Filters – See owner's manual or contact us at 800-258-5300 or relax@nespas.com or www.nespas.com.

Cover - Condition cover monthly with 303 vinyl protectant. Do not allow anyone to sit on cover. Remove snow immediately with a "sno brum" available online at www.nespas.com (never use a shovel).

Cover Lifter –Hold onto the cover/cover lifter until the cover is in it's full upright position. Letting go will cause damage.

Skirting/cabinet – Clean as needed according to owners manual

Water Care - Water Care Products are added to the filter area with the jets running on a Hot Spring. For Sundance add chemicals into any location in spa as long as jets are all running. Always run jets for at least 10 minutes after adding a product. Water chemistry is very important as improper water chemistry can lead to corrosion or calcification of equipment which is NOT covered under warranty

Once your spa is heated and you have treated the water you can begin to enjoy it! **Make sure to take a water sample within a few days to your local showroom for testing and water care lesson.** Our water care specialists in Norwell, Auburn, and Natick are available for free water testing 7 days a week!

Be sure to have a sanitizer (chlorine or Free™) reading on your test strip before each use. Enjoy your new spa!

**Tips are designed as a "quick" reference.
Always refer to your Owner's Manual for more detailed information.**