

Spa Owner's Manual



TABLE OF CONTENTS

INTRODUCTION	3
MAIN FUNCTION AND PRODUCT CHARACTERISTICS	3
IMPORTANT SAFETY INFORMATION	4
Drainage requirement	4
Risk of electric shock	4
Temperature	4
Medical conditions	4
Soak and cool time	4
Alcohol use and medication	4
Child safety	4
Preventing slips	4
Electrical appliances	4
Wether conditions	4
Ventilation	5
Chemicals	5
SPA INSTALLATION	6
Outdoor Location	6
Indoor Location	6
ELECTRIC INSTALLATION	7
SPA MAINTENANCE	8
Filling your SPA	8
Draining your SPA	8
SPA control panel instruction	8
Jet instruction	8
Air Controls instruction	9
Water Diverter instruction	9
Aromatherapy canister instruction (Option)	10
Multimedia system instruction (Option)	10
SPA WATER MANAGEMENT & MAINTENANCE	11
The effect and adjustment of PH	11
PH adjustment	11
Disinfection of the water	11
The application of other special Chemical products	12
SPA CLEAN AND MAINTENANCE	13
SPA surface clean and maintenance	13
Control panel maintenance	13
Pillow maintenance	14
SPA cover maintenance	14

Filter maintenance	14
When your SPA is not in use	14
TROUBLES SHOOTING	15
THE LIMITED WARRANTY AND AFTER SALES SERVICE	16

Introduction

- Welcome to your new spa. With the correct preparation and care, your new spa will provide you with many years of fun and relaxation. Please find the “User Manual” and “Quick Start Guidance” in the product attachment.
- This manual has been developed to provide you with the information of the preparation, installation care and operation of your new spa. Please take the time to carefully read the entire manual to ensure that your spa preparations are carried out correctly. Also make sure that you familiarise yourself with the important safety instructions before using your spa.

MAIN FUNCTION AND PRODUCT CHARACTERISTICS:

- **Hydrotherapy function:** The product comes with special hydrotherapy seats which are designed according to ergonomic engineering, different kinds of jets in the seat to help to achieve body therapy. Adjust the massage power through adjusting the massage, water diverter and air regulator.
- **Air blower therapy function:** Turn on the air blower, special designed air jets will blow a lot of air bubbles to provide you bubble therapy and fun.
- **Heating function:** SPA comes with heater, once the user sets the temperature, the heater will start to maintain the temperature to the set temperature and ensure the spa is available for all seasons.
- **Filter and circulation function:** SPA comes with filter which can clean the impurities inside efficiently, meanwhile, the system will run the filter cycle programming automatically, to kill the bacteria via the ozone released by the ozone generator.
- **Aromatherapy function:** SPA comes with aromatherapy canister, put essence into it, the perfume mix with the water through special plumbing to make you feel comfortable.
- **Lighting:** SPA comes with waterproof underwater light, to switch the colour and mode via the control panel, the underwater light not only provides the lighting function but also makes you feel romantic.
- **Multimedia:** You may mount the optional DVD/TV/IPOD to the SPA, allow you to enjoy the video and audio while exercising in the swim SPA or massaging in the SPA.
- **Swimming (swim SPA):** Running the swim jet to gain strong surf.

Important Safety Information

READ AND FOLLOW ALL INSTRUCTIONS BEFORE OPERATING THE SPA.

It is essential to familiarize yourself with general spa pool safety and water treatment procedures. Please make sure to familiarize below contents:

- **Drainage requirement:** Ensure that the spa is not in a low or floodable position: as we could use electrical equipment shortage or be dangerous to spa users.
- **Risk of electric shock:** As with all electrical appliances there is a risk of electrocution. The engine room within the cabinet, houses the control unit that operates the spa. The door enclosing the unit should always remain shut. If water happens to enter the engine room, turn the spa off and make sure all the components are dry before attempting to power the spa back up.
- **Temperature:** Keep your spa water temperature at no higher than 40 °C . Higher water temperature can cause strain on the cardiovascular system. If the water temperature is higher than 40 °C , pls get out of the spa and contact the dealer as soon as possible. It is recommended that the water temperature should be not higher than body temperature i.e. 37.5 °C .

■ Medical Conditions:

People with diabetes, high blood pressure, heart disease or other cardiovascular conditions should consult their physician before using a spa.

To reduce the risk of contaminating spa water and minimize health risks, shower with soap and water prior to using the spa.

People with open sores and any type of infection should not use the spa.

Hot water is an ideal environment for spreading infection, especially if sanitizer levels are not properly maintained.

Women who are pregnant should consult their physician before using a spa.

- **Soak and Cool Time:** Limit spa use to no more than 30-40 minutes at a time.
- **Alcohol use and medication:** The consumption of alcohol in and around the spa pool is a hazardous practice. Never use glass drinking vessels near the spa pool. Alcohol can cause drowsiness and lead to drowning. Any person taking medication should consult their physician before entering the spa pool.
- **Child safety:** Children should not be permitted to use the spa without adult supervision.
- **Preventing slips:** Always take care when entering and exiting a spa due to slippery, uneven surfaces. Handrails and non-slip surfaces will help to minimize the risk of slipping and falling. In some cases steps may be needed to make entering the spa easier.
- **Electrical appliances:** Never have any electrical devices within 2 meters of the spa.
- **Weather conditions:** Do not operate or soak in a SPA during severe weather conditions i.e. thunderstorms, cyclones or electrical storms.
- **Ventilation:** If the SPA pool is not sufficiently ventilated some people may experience throat irritations. Make sure that the SPA pool is properly ventilated if you are installing it in an enclosed area.

- **Chemicals:** SPA chemicals are necessary to control bacteria, prevent infection and maximize the life of your SPA and its equipment. However, in concentrated form these chemicals, like other household chemicals, can be hazardous. Always handle and use them with care. Refer to the product's label for safety and handling information. A more in-depth explanation on how to use chemicals in your SPA can be found in the Water management & maintenance.

SPA INSTALLATION

Please always find a professional to install your SPA, The manufacturer shall not be responsible for any damage caused by an improper installation or an installation performed by non-qualified personnel.



IMPORTANT: Because of the combined weight of the spa, water and users, it is extremely important that the base upon which the spa rests be smooth, flat, level and capable of uniformly supporting this weight, without shifting or settling, for the entire time the spa is in place. If the spa is placed on a surface which does not meet these requirements, damage to the skirt and/or the spa shell may result. Damage caused by improper support is not covered under warranty. It is the responsibility of the spa owner to assure the integrity of the support at all times.

We recommend a poured, reinforced concrete slab with a minimum thickness of 4 inches (10cm). Wood decking is also acceptable provided it is constructed so that it meets the requirements outlined above. The spa must be installed in such a manner as to provide drainage away from the spa. Placing the spa in a depression without provisions for proper drainage could allow rain, overflow and other casual water to flood the equipment and create a wet condition in which it would sit. For spas which will be recessed into a floor or deck, install so as to permit access to the equipment, either from above or below, for servicing. Make sure that there are no obstructions which would prevent removal of the cabinet side panels and access to the jets components, especially on the side with the equipment bay doors.

4.1 Outdoor Location

In selecting the ideal outdoor location for your spa, we suggest that you take into consideration:

1. The proximity to changing area and shelter (especially in colder weather).
2. The pathway to and from your spa (this should be free of debris so that dirt and leaves are not easily tracked into the spa).
3. The closeness to trees and shrubbery (remember that leaves and birds could create extra work in keeping the spa clean).
4. A sheltered environment (less wind and weather exposure can result in lowered operation and maintenance costs).
5. The overall enhancement of your environment. It is preferable not to place the spa under an unguttered roof overhang since run-off water will shorten the life expectancy of the spa cover.

4.2 Indoor Location

For indoor installations, be certain to make provisions for proper ventilation.

When the spa is in use, considerable amounts of moisture will escape. This can damage certain surfaces over time. If you have any questions regarding the placement or installation of your spa, consult your authorized Jacuzzi Premium dealer.

Important Note: DO NOT leave your SPA in direct sunlight for extended periods of time. Doing so, it may void your warranty. The SPA has closed cell insulation over the shell and pipe work. If left exposed to direct sunlight will causing damage to your SPA. It is suggested that you not only have the hard cover over your SPA while not in use but also have the SPA in an area which is sheltered from extreme and harsh weather conditions. Leaving the SPA uncovered and exposed may void your warranty on your SPA and its accessories.

■ Electric installation

- How to connect your spa with home power supply

Step 1: You can find a tag “POWER SUPPLY CONNECT” on the cabinet. That is where the control box is installed. Then open the door.



Step 2: After opening the door, you will see the control box, then open the cover of control box.

Before open the cover



after open the cover



Step 3: Then connect your home power supply to Live Wire and Neutral Wire location on the control box.



- The electrical supply to your new spa will require a dedicated circuit with no other appliances or sockets sharing the power. Electrical burnout due to incorrect amperage WILL NOT be covered by warranty. Ask for qualified electrician for electrical connection.
- Ensure your new SPA is safely earthing. Ensure the main power supply has installed high sensitive leakage protectors. Recommend leakage protectors as below.

- Please select suitable wiring:

Rate power(KW)	2.1	2.5	2.8	3.2	3.5	4.4	5.3	6.2	7.0	7.9	8.8
Recommended leakage protector	10	16	16	16	16	25	25	32	32	40	40
Product distance	Cable core area(square mm)										
6-11 meters	2.5	2.5	2.5	4	4	4	6	10	10	10	10
11-15 meters	2.5	2.5	4	4	4	6	6	10	10	10	10
15-20 meters	4	4	4	6	6	6	10	10	10	16	16

- Please refer the control system instruction manual before electrical installation.

SPA MAINTENANCE

Owning a spa is fun, relaxing and therapeutic, but more important we must look after our investment to keep it healthy and economical, thus avoiding unnecessary premature repair costs. Detailed below is a simple step-by-step procedure to follow.

■ Filling your spa

- Before filling your spa, please check and tighten all the live connectors, they may go loose during transportation.

- Please check and make sure all the check valves are all in the open position.

The required water level

- Check that the drainage valve is shut off.

- Check that all jets are in the open position. Turn clockwise to turn your jets on.

- Fill your SPA with water. Must fill the water through the filter in order to prevent air block in the pumps.

Fill the water till reach the required water level.

Put the water into the filter.



Note: To avoid any damage to the components, DO NOT fill hot water over over 40°C into your SPA.

■ Safety Check

- Open the plastic cabinet access panel and check all pump unions to make sure they are hand tight. Loosening can occur during shipping and handling.

■ Turn on Power

Turn on power to spa at the home's circuit breaker. The heater will automatically activate when the circulation time starts.

■ Place Cover On Spa

Keeping the insulating cover in place anytime the spa is not in use will reduce the time required for heating, thereby minimizing operating costs.

The time required for initial heat-up will vary depending on the starting water temperature and the capacity of your spa. Smaller spas heat at a rate of approximately 8 to 10 degrees per hour; larger spas heat at about 4 to 6 degrees per hour.

■ Draining your SPA

- If you use your SPA say once or twice a week, the need to drain your sap will be less frequent than a SPA owner who uses their SPA three or more tiimes a week .Therefore,it would be recommended that a SPA be drained at least every 3 months,but it depends the quality of the water.

- Your drainage valve is positioned at the front of the bottom base.Details for drainage are as follows:



1, take off the cover of drainage valve



2, Connect your hose with the drainage



3, Pull out and screw the valve by anti-clockwise



4, Turn the drainage valve and your spa begin to drain

SPA control panel instruction

The spa control panel instruction please refer to the User's Manual of the control system and the Quick Operation Guidance.

■ Jet instruction

Jets are the main parts in which massage come to affect. You can adjust the water flow through rotating the jet face.

- Turn the jet cover clockwise about 1/4, the jets are turned on.

- Turn the jet cover anti-clockwise about 1/4, the jets are turned off.

Turn the jet



Note: The 1" water jets and air jets are undjustable. Don't rotate these jets with force. It may cause damage to the jets.

■ Air controls instruction

Air controls affect the pressure of your jets by adding air. You may have more than one air control on your spa, each of which will be associated to a certain group of jets. By opening an air control when the pump is on air will be drawn into the water flow.

When the air control is turned clockwise, it will decrease the power of the massage jets.

When it is turned anti-clockwise, it will increase the power of the massage jets.

Note: For better heating efficiency, please turn the air controls off. The air blower may cooling down the spa water temperature.

■ Water diverter

The water diverter is the parts which control the water zone, through water diverter you can control the water flowing-out from one particular zone. Rotating the water diverter, you will adjust the massage power of different seats.



Rotating the water diverter

■ Water force adjuster

The water force adjuster is to adjust the power of water when comes out from the jets,through this you can control the massage power of different seats.



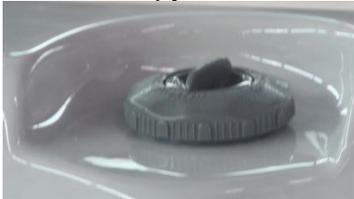
■ Aromatherapy Canister Instruction(Optional)

■ The Aromatherapy canister is the part that brings aromatherapy. The aromatherapy canister is composed by aromatherapy canister cover, canister and canister holder. Turn the canister anti-clockwise to open and increase the aromatherapy. Turn the canister clockwise to decrease the aromatherapy.

Replace the lasting scents essential oil in 2 or 3 months time accordingly. Turn the aromatherapy cover anti-clockwise, turn the canister anti-clockwise. Check if it is any lasting scents essential oil left. Replace it when it is finished. You can contact the local dealer to buy a new one for replacement.

Plastic Aromatherapy Canister. It is with scent essential oil in the canister when it manufacture.

Aromatherapy canister



Aromatherapy canister cover **Open the cover by anti-clockwise**



Aromatherapy canister knob then turn aromatherapy canister knob on



Stainless Steel Aromatherapy Canister. It is NOT with scent essential oil in the canister when it manufacture.

Aromatherapy canister



Aromatherapy canister cover. Turn the canister cover by clockwise



Then put the scent pill into Aromatherapy canister.

Note: For better and longer aromatherapy, remember to turn the aromatherapy canister off when the spa is not in use.

■ Multimedia system instruction(Optional)

The spa may obligate to connect with DVD player, CD player, Ipod ect. Pop up speakers and multimedia system. Please check before using

Which multimedia system you have for your spa.

Note: Pull off the cover of the DVD player after using. For details, please refer to the user's manual of DVD player.

■ How to install the Air Blower

Step 1: You will find a tag on the cabinet, like below picture. That is where the Air Blower should be installed. Open the cabinet door.



Step 2: After open the door,you will find the Air Blower is tied on the something.Then untire the blower.



Step 3: Then install the blower in where it should be installed with screws by necessary tools.



SPA WATER MANAGEMENT & MAINTENANCE

- Please note that these instructions are just a guide to maintain the spa's water quality. Before any actions, please consult your local SPA specialist for proper amount of sanitizer use, and take proper action depending on the capacity of the SPA.
- You should never use pool grade chemicals in your spa. Any damage to equipment caused by using pool grade chemicals or other improper chemicals will not be covered under warranty.
- Please have the water tested professionally at least once a month, and it's recommended that the water is weekly tested by the end user. When adding chemicals to the spa, please leave it to mix in for 20-30 minutes. Test the water after the chemicals are sufficiently mixed into the water.

■ The effect and adjustment of pH

- Low pH (below 7.2) causes sanitizers to dissipate more rapidly, increases corrosion of surfaces and equipment, and may make water irritating to spa users. If pH is high (above 7.6) chlorinating sanitizers are less effective, surfaces and equipment can scale, water may cloud and block filters runs may occur.

ATTENTION! The pH level measures the acidity and alkalinity: Values above 7 are alkali and below 7, are acid. A PH index of between 7.2 and 7.6 is recommended.

WARNING: Please make sure that the correct PH level is maintained, any damage caused by an inadequate PH level is not covered by your Spa guarantee.

■ PH adjustment

Check the pH of the Spa water daily using the pH tester. (not supplied)

- If the pH is above the above-mentioned indexes, do not enter the SPA temporarily. Wait for two hours and re-do the pH test. If the pH is below the above-mentioned indexes, let the pumps prime. Wait for two hours and re-do the pH test.
- If the proper pH level can not be maintained by the above instructions, please add appropriate amount of acidity-alkalinity balance reagent into the water, uncover the spa cover, leave it mix in for 20 minutes, then re-do the pH test.

■ Disinfection of the water

Disinfection of the water is of utmost importance in order to destroy algae, bacteria and organisms that could develop in the water. However,

excessive disinfection could cause skin and eye irritation.

- **Bromide tablets:** are a suitable disinfectant for the Spa water. This product is placed in the pre-filter and gradually dissolves. Check the residual bromide level daily using the Br analyser set. The recommended level of residual bromide is between 2.2 and 3.3 ppm.
- **Disinfection with OZONE:** Ozone, O_3 , is an oxidizing chemical compound, which is very effective for disinfecting water. The main advantage of ozone is that it leaves no chemical trace and is odorless. Generally, the spa is equipped with 1~2 ozone generator, produce ozone ions from oxygen in the atmosphere. This is an automatic process and the resulting product is injected through the jets of the water. Please refer to the part "controller's function instruction". It is recommended that the ozone Disinfection is operated twice a day, and the duration is 2 hours, thus the ideal disinfection effect can be obtained and the life-span of the ozone generator can extended.

■ The application of other special chemical products

Besides the pH adjustment and the above-mentioned disinfection ways, there are some cleaning products which can be used in spa water;

- ANTI-CALCAREOUS: it can be used to prevent/reduce precipitation of calcium salts (scale), especially in hard water areas. Use it once a week and whenever the water is renewed.
- SPA ALGAECIDE: Prevent algae from growing in the water, use it once a week and whenever the water is renewed.
- ANTIFOAM: Prevent precipitation of calcium salts (scale), use it once a week and whenever the water is renewed.

WARNING!

Add the exact amounts to the water, as specified. Do not mix products, to avoid possible reactions.

Do not smoke while handling these products - they may be flammable.

Do not add chemical products to the water if there is someone in the spa.

Keep containers tightly closed in dry, well-ventilated places, and keep these products away from children.

Do not inhale chemical products, and take care not to let them come into contact with the eyes, nose or mouth. Wash hands after use.

Follow the emergency instructions on the product label in the event of an accident or ingestion.

SPA CLEAN AND MAINTENANCE

Owning a spa is fun, relaxing and therapeutic, but more importantly we must look after our investment to keep it healthy and economical, thus avoiding unnecessary premature repair costs. Detailed below is a simple step by step procedure to follow.

The spa surface is made of high-gloss acrylic, we must keep it clean, we suggest that clean the spa outside surface once a week and clean the whole spa after drain. Details steps as below:

- Clean the dirt with wet towel, we can use the neutral detergent and soft towel, can not use the detergent which with ketone or chlorine water.
- If the surface have some light scratch, please try to polish it with .
- Please do not clean the spa surface with any chemical solution/ kernel or crude tools; do not scratch the spa surface with hard material or knife.
- Please do not clean the spa surface with nail polish, nail polish remover, dry detergent, acetone, paint remover etc. It will damage the surface.
- No cigarette end or over 50 °C heat source touch your SPA .
 - Please do not touch the control panel with the hard things to avoid scratch.
 - Please avoid the direct sunshine on the control panel.
- Please keep the control panel dryness when the spa is not in use.

■ Pillow maintenance

- Clean the pillow with neutral detergent;
- The exceed chloride detergent and ozone will made the pillow fading, please take off the pillow after use the SPA, please make it carefully, it is not in guarranty.

■ SPA cover maintenance

- Clean the cover with soap water, please make sure do not let the soap water go inside the spa
- Please do not catch or pull the link in the middle of the cover, it is easy to break;
- Please do not seating, lie and jump on the cover, damage it may cause is not covered under guarranty.

Note: Please cover the spa cover after use or clean. Leaving the spa uncovered and exposed may void your warranty on your spa and its accessories

■ Filter maintenance

You should clean your filters regularly. Once two week you should remove your filters and clean them.

Filter Cleaning

Turn off the power

Remove the cartridge. please read the filter remove instruction before doing so.

Take off with filter from the cartridge on clockwise.

Clean the cartridge with water until not any leftover

Spray the filter with water, from up to down at an angle of 45° (Attached the photos in the right side)

Install the filter and cartridge after clean

Turn on the power



■ Filter remove and install

Remove the RD cartridge and filter

- Life up the RD cartridge filter, turn the screener on counter-clockwise.
- Turn the filter on counter-clockwise, and take off on the up side.
- Go opposite to install the cartridge filter.



Remove the cartridge and filter

- Open the cartridge cover on up side.
- Turn the filter on counter-clockwise, and take off on the up side.
- Take out the screener over the filter and counter-clockwise take off the paper filter.
- Go opposite to install the cartridge filter.

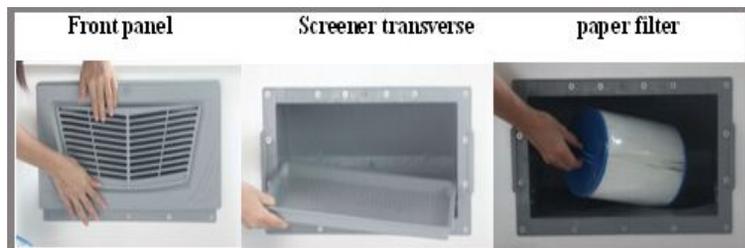
Remove the double front access filters

- Pull up the front panel, pull the screener transverse out.
- Go counter-clockwise to remove the paper filter.
- Go opposite to install the double front access filters.



Remove big size front access stopper filter

- Take off the top cover.
- Go counter-clockwise to remove the paper filter.
- Go opposite to install the front access stopper filter.



■ When your spa is not in use

If you are going away for a period longer than 2 months, it is recommended that you turn your spa off and empty it. It is important to remember to leave the cover on even while empty to protect the shell. If you are going away for a few days or weeks, do not turn your spa off completely. Maintain your spa according to below instruction.

- 3-5 days :Adjust the PH and water treating (for details please check the water maintenance) cover the spa cover, adjust the PH and water treating when you reuse the spa;
- 5-14 days :Setting the lowest temperature or sleep pattern. Adjust the PH and water treating (for details please check the water maintenance) cover the spa cover, adjust the PH and water treating when you reuse the spa;
- More than 15 days:Turn off the power, open the drain valve and drain the spa clean, take off the filter, keep the spa dry and cover the spa cover
- When you don't use the spa for a long time or to prevent freezing in Winter season: please disassemble the pumps and electronic control box(according to below instruction). And put them away. Then drain and clean your spa.

How to disassemble pumps.

Step 1: take off the stick on both side of check valves



Stick

Step 2: press both check valves, and close it. It will look like this after you closed it completely.



Step 3: then you can disassemble the pumps with necessary tools.



How to disassemble the control box.

Loose the connector between control box and pipe, then take out the control box, and put it away.



TROUBLES SHOOTING

Description Of Trouble	Analysis	Solution
The error message appear on the LCD display. the spa stop working	Control system will have digital diagnostics function which will stop working if have something wrong in spa,and it will restart when the troubleshooting solved.	Please check the error message in the control system manual, and then contact us to do the maintaince.
SPA can't start in any model	Power off ; Control panel is locked; Electric control failure(display showed error message)	Check the power switch or contactor if turned on Check whether the control panel lock Check the fault code in control manual, then contact us do the maintenance
SPA open automatically	Filtration feature is running Heating function is running Antifreeze feature is running	Just is the automatically function for the system, without maintenance, the system will automatically stop running when the function is over.
The water pump turn off automatically when using the SPA	The pump running time is more than the system default maximum running time; The pump motor is overheat protection	Repress pump button to restart the pump Stop running pump more than 1 hour until cool and then start the pump
The spa turn on after fill full the water, then the water pumps are also on, but no water come out from the jets	The jets are closed; Water pump suck the air	Check whether the jets is closed, if not,open it Repeated several times to start water pumps, if still not working, open the union on the water pump to let the air release, and then screw tightly. Meanwhile please fill the watet through from filter so that could prevent the inside of water pump suck air
SPA slow heating	Set the temperature lower; Fifter cartridge dirty; There no cover on the SPA; make the heat loss; The jet which connect to the circulating pump is closed; Heater broken	Re-set the temperature Cleaning or replacement of filter Put the cover on spa Open the jets Contact us to do the maintenance
The massage power of the jets is small	Jets is not fully opened; Jets is clogged; Air valve turn off; Water valve closed make the jets wont come out; the water Water pump control valve is not fully opened	Open the jets Let the cover of jets counter-clockwise rotation in the end and then forced North Korea Counterclockwise rotation, can spiral jets out, then check whether there are foreign bodies inside the jets Open the air valve switch Rotary valves, regulating the water jets Check water pump's valve if fully opened
The jet spraying water sometimes big, sometimes small	Suctions or filter are clogged; Water pump control valve is not fully opened	Check whether if the suction or filter have foreign bodies inside and remove it Check water pump 's valve if both are fully opened

THE LIMITED WARRANTY AND AFTER SALES SERVICE

■ Warranty performance and coverage

1、 5 Year Structural Warranty

Your shell is warranted against water loss due to defects in workmanship and material for 5 years.

2、 5 Year Structural Warranty

The galvanized and powder coated steel frame is warranted to be free from defects in workmanship and materials against structural failure for 5 years.

3、 3 Year Surface Warranty

The spa's acrylic surface is warranted not to blister, peel or delaminate for 3 years.

4、 2 Year Equipment & Plumbing Warranty

The electronic control (spa pack and topside panel), heater assembly, jet pumps, circulation pump, hydrotherapy jets, air injectors, thru-wall fitting and glue/silicone joints are warranted for 2 years.

5、 2 Year Cabinet Warranty

The Tri Lam Eternalwood Cabinet is warranted to be free from defects in workmanship and material for 2 years.

6、 2 Year Component & Accessories Warranty

The ozonator, air blower, pump seals, LED light system components, UV sanitizer, thermal cover and cover lifter are warranted to be free of defects in materials 2 year.

■ The following items are specifically excludes from any warranty coverage

- a、 Any damages resulting from improper use or maintenance not according to user's manual.
- b、 Damaged caused by any anthropic factor.
- c、 Any amendment to the product without manufactory's authorization.
- d、 Damage or discoloration to the shell surface due to corrosive or improper cleaning agent.
- e、 Damage resulting from improper transportation or storage.
- f、 Damage due to acts of God was not covered under warranty.
- g、 Natural color fading.

■ Maintenance policy

- 1、 Our company provides the product with lifetime service. After warranty limited period ends, we only charge the basic service fee when need further maintenance or service. The charge will be based on the materials and the transportation cost.
- 2、 Consumed parts such as filter cartridges, filter lid, SPA pillows and cover locks, are not included in this warranty, unless the parts itself has defects in materials and workmanship problem.
- 3、 Our company reserves the right to revise of the above conditions and terms
- 4、 All the replaced parts belong to the property of our company.

■ Service Promise

Response to any complaints within two working days.

Note: The limited warranty is from the date of delivery.

■ Special Declaration

Production manufacturer reserved the right of final explanation.

Warrantly card

Maintenance record:

Produts name	
SPA Model name	
Serial No	
Purchase date	
Distributor	
Distributor (stamp)	

Maintenance date	Description of trouble	Maintenance place	Maintenance result