

# *Riptide*

*Exercise Pools and Swim Spas*

## **Owner's Manual**

**2007**

For All UK Edition  
Exercise Pools and Swim Spas  
Except 'Trident Pro'

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# **IMPORTANT SAFETY INSTRUCTIONS**

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

## **1. READ AND FOLLOW ALL INSTRUCTIONS.**

**2. WARNING - To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.**

**3.** In standard form Swim Spa units require a minimum of two electricity supplies - 1x 240Volts/32amps and 1 x 240volts/25amp. Exercise Pools require only one supply of 240volts 32amp. Each incoming power supply must be fused at 32amp and have an earth leakage detector [RCCB /Differential] of at least 30mA sensitivity . Please consult with a qualified electrician to verify current legislation .

**ALWAYS USE A QUALIFIED ELECTRICIAN TO CONNECT THIS SWIM SPA / EXERCISE POOL TO YOUR ELECTRICITY SUPPLY**

**4. DANGER - Risk of Accidental Drowning.** Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use the swim spa / exercise pool unless they are supervised at all times.

**5. DANGER - Risk of Injury.** The suction fittings in the swim spa / exercise pool 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 swim spa / exercise pool 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.

**6. DANGER - Risk of Electric Shock.** Do not permit any electric appliance, such as a light, telephone, radio, or television, within 5 feet (1.5 m) of the unit. (These units DO NOT have an integral ground fault circuit interrupter. The installation of a integral ground fault circuit interrupter MUST be done by a qualified Electrician and must meet all local and national codes).

**7. WARNING - To reduce the risk of injury:**

a) The water in a spa section should never exceed 40°C (104°F). Water temperatures between 36°C and 39°C are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa section use exceeds 15 minutes. (Before entering the spa or pool check the temperature.)

b) Since excessive water temperatures have a high potential for causing foetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa section water temperatures to 37°C (98.6°F).

c) The jetstream motor in the pool section of a swim spa and in the exercise pool is extremely powerful and could cause injury if used incorrectly. Do not stand next to the Jetstream nozzles when the motor is running. Ideally you should be placed at least 1 meter from the nozzles. Never attempt to adjust the Swimjet nozzles whilst the motor is running

d) The use of alcohol, drugs, or medication before or during swim spa / exercise pool use may lead to unconsciousness with the possibility of drowning.

e) Persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a swim spa / exercise pool.

f) Persons using medication should consult a physician before using a swim spa / exercise pool since some medication may induce drowsiness while other medication may affect heart rate, blood pressure and circulation.

## **ADDITIONAL SAFETY INSTRUCTIONS:**

**1. WARNING - Risk of Fatal Hypothermia.**

a) The use of alcohol, drugs, or medication can greatly increase the risk of fatal Hypothermia in a swim spa / exercise pool.

b) The causes, symptoms, and effects of Hypothermia may be described as follows:

Hypothermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 37°C (98.6°F). The symptoms of Hypothermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of Hypothermia include:

- Unawareness of impending hazard;
- Failure to perceive heat;
- Failure to recognize the need to exit the spa ;
- Physical inability to exit the spa ;
- Foetal damage in pregnant women; and
- Unconsciousness and danger of drowning.

- 2. WARNING - Risk to Infants, the Elderly, and Women Planning or Experiencing Pregnancy.** Please consult your physician if the above applies to you or anyone using your swim spa / exercise pool .
- 3. WARNING - Risk of Children Drowning.** Although your swim spa / exercise pool cover is not rated as a safety cover, it is wise to always keep the swim spa / exercise pool cover securely fastened when not in use. This will help discourage children from attempting to enter the swim spa / exercise pool while not supervised by an adult.
- 4. WARNING - Risk of Drowning.** Use caution when bathing alone. Overexposure to hot water may cause nausea, dizziness, and fainting.
- 5. WARNING - Risk of Injury.** Always use extreme caution while entering or exiting the swim spa / exercise pool . Surfaces can be very slippery when wet. Do not step or sit on head rests. Also, keep all breakable objects out of the swim spa / exercise pool area.
- 6. WARNING - Risk of Injury.** Never use the swim spa / exercise pool immediately after strenuous exercise.
- 7. WARNING - Risk of Injury.** Prolonged use of the spa section of the swim spa may be injurious to your health.
- 8. WARNING - Risk of Injury.** Individuals with infectious diseases should not use the swim spa / exercise pool .
- 9. WARNING - Risk of Injury.** Maintain water chemistry in accordance with chemical manufacturer's instructions.
- 10. WARNING - Risk of Shock.** Swim spa / exercise pool shall not be operated in severe weather conditions, i.e. electrical storms.
- 11. CAUTION - Unauthorized Access.** Secure the swim spa / exercise pool area against unauthorized access. Make sure all barriers meet local codes. Keep the swim spa / exercise pool cover on swim spa / exercise pool when not being used.
- 12. CAUTION - Risk of Damage to Spa or Equipment.** By performing maintenance as described later in this Owner's Manual, the chance of damage to your swim spa / exercise pool and it's equipment will be greatly reduced. Never block the air vents that lead to the equipment compartment. Doing so may cause the swim spa / exercise pool equipment to overheat.
- 13. CAUTION - Non-Approved Accessories.** Using accessories not approved by the manufacturer could void your guarantee or cause other problems. Please consult with your authorized Riptide Dealer.
- 14. CAUTION - Location of Your Swim Spa / Exercise Pool .** Locate your swim spa / exercise pool on a surface that can withstand the weight bearing requirements of the swim spa / exercise pool (see "Selecting a Site for your Swim Spa / Exercise Pool " in this Manual). Also, locate your swim spa / exercise pool in an environment that can withstand repeated exposure to water and the possibility of a major spill.

# **INSTALLATION & SET-UP**

## **SELECTING A SITE FOR YOUR SWIM SPA / EXERCISE POOL:**

Your Riptide Swim Spa / Exercise Pool was designed for either indoor or outdoor use. Whether indoors or outdoors, please adhere to the following guidelines:

1. Select a site that is stable and capable of supporting the weight of your swim spa / exercise pool , its water, and the people using it (refer to the “Model Brochure” or contact an authorized Riptide Dealer for the Filled Weight of your spa). If installed on a suspended floor/deck, the floor/deck should be capable of supporting your swim spa / exercise pool . If you have concerns on this matter, please contact a qualified Licensed Contractor.
2. Select a surface that is flat and level. This surface must provide continuous support for the entire bottom of the swim spa / exercise pool structure. Do not shim or block up the swim spa / exercise pool creating voids below the base framework. If you do not intend to use a pit please ensure you have adequate drainage or a soak away.
3. Avoid installing the swim spa / exercise pool in a pit or low area where water may accumulate and damage the swim spa / exercise pool or its equipment. Choose a site where water will drain away from the swim spa / exercise pool and not towards it.
4. Important: With all installations, the swim spa / exercise pool must be located at least 150 cm [5 feet] from all electrical outlets, switches, and other permanently installed electrical devices.

**Indoor Considerations:** There are several considerations when installing your swim spa / exercise pool indoors: First, the environment both around and below the swim spa / exercise pool should be water resistant. It must be capable of handling water splashed out from the swim spa / exercise pool as well as the possibility of a leak from the vessel ( A catch basin equivalent to the volume of your swim spa / exercise pool is recommended); Second, it is recommended that the room you install the swim spa / exercise pool in has proper ventilation. Proper ventilation can usually be achieved by an exhaust fan or a dehumidifier, if swim spa / exercise pool is used for less than one hour per day.

**Note:** *Typical indoor surfaces include, but are not limited to: concrete, wood, non-slip tile, or linoleum.*

**Outdoor Considerations:** When selecting an outdoor site, several things should be considered: First, avoid selecting a site where excessive water may contact the swim spa / exercise pool , such as from sprinklers or a roof edge without rain gutters; Second, and if possible, avoid areas of direct, prolonged sunlight. The ultraviolet rays of sunlight will tend to fade and damage your swim spa / exercise pool cover and cabinet; Last, avoid locating your swim spa / exercise pool in an area where debris could be blown into the swim spa / exercise pool . If sinking the swim spa / exercise pool into the ground a suitable drainage system must be installed to avoid the risk of hydrostatic pressure from rising ground water. **Note:** *Typical outdoor surfaces include, but are not limited to: concrete, brick, non-slip tile, wood-decking, pea shingle or sand.*

## **ELECTRICAL REQUIREMENTS & CONNECTION**

All Riptide swim spas / exercise pools must be wired in accordance with all local & national electric codes. Always use a qualified electrician to perform the electrical installation.

### **WIRING DIAGRAMS**

Please reference the wiring diagram that is specific to your swim spa / exercise pool 's Control System:

- Standard Swim Spa Control System Dual control systems. Two inputs — one 32amp for the pool end and one 25amp for the spa end, both 240V Single Phase.
- Standard exercise pool only Control system. One input 240V 32amp single phase.

### **220/240 VOLT INSTALLATION**

Use only a qualified Licensed Electrician to make 240 Volt electrical installations.

Your 220/240 Volt Riptide Swim Spa requires two fused and dedicated electrical circuits 32amp for the pool end and one 25amp for the spa end and a minimum supply wire size of 4mm. It is important that these circuits are dedicated (not being used by any other electrical appliance) or your swim spa may not function properly.

Your 220/240 Volt Riptide Exercise Pools requires one fused and dedicated electrical circuit of 32amp and a minimum supply wire size of 4mm. It is important that these circuits are dedicated (not being used by any other electrical appliance) or your swim spa may not function properly.

Position your Riptide swim spa / exercise pool at least (1.5m) from all electrical outlets or devices.

### **ELECTRICIAN'S INSTRUCTIONS:**

We strongly recommend that a suitable seal cable guide is installed to retain the water tight seal of the control boxes. The incoming power line must be suitably fused and protected to a C.E. minimum standard and any local specific regulations required.

## CHECKLIST BEFORE FILLING YOUR SPA

**Important:** The equipment should **never** be operated without water in the swim spa / exercise pool . Serious damage to the equipment will occur.

01. **Installing Your Cover:** Your swim spa / exercise pool cover comes with tie-down straps and locking hardware to attach the cover to the swim spa / exercise pool cabinet or decking.

02. **Check drain valves:** Swim Spa — Check that the two drain valves are closed completely. Exercise Pool — Check that the one drain valve is closed completely (see figure C)

03. **Tighten Equipment Fittings:** In the equipment compartment, hand-tighten all PVC pipe unions and pump drain plugs (Fig. D) to prevent the possibility of leakage (sometimes these fittings loosen during shipment). Check also that all fittings on the filter are closed (HAND TIGHT ONLY!)

04. **Check Valve :** Verify that all valves aside from the drainage valves described above are in the fully open position. A red Valve Keeper (Fig.E) is installed on most of the slice valves. Valve keepers prevent the valve from vibrating shut during shipment or operation. A slice valve that closes will result in a noisy pump due to a lack of water flow to the pump.

05. **Fill the Spa:** Fill the swim spa / exercise pool to approximately the halfway point on the skimmer. There is one skimmer per section pool and spa on the swim spa.

**Note 1:** *The higher the water level, the less spa users it will take to cause the water to overflow the top of the spa and water will splash out more easily whilst swimming in the pool.*

**Note 2:** *Do not fill the swim spa with soft water unless the mineral content is raised immediately (see your Dealer).*

06. **Check for Leaks:** After the swim spa / exercise pool is full, but before turning the power on, check all the fittings and equipment in the equipment compartment for signs of leakage. If a leak is detected, except from fittings that can be hand-tightened, call your authorized Riptide Dealer.



Figure C



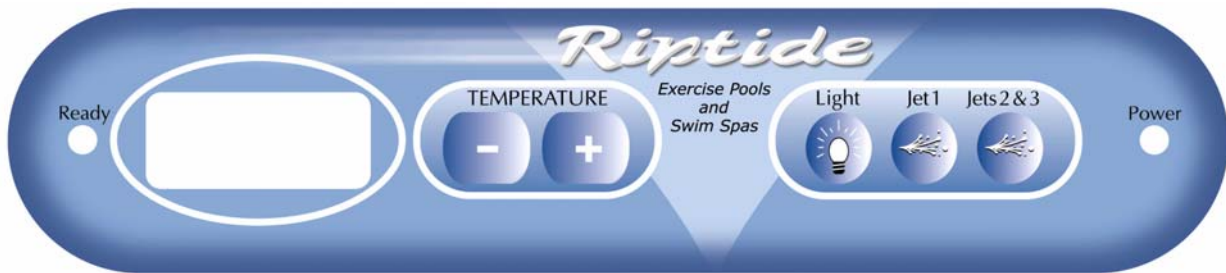
Figure D



Figure E

# CONTROL PANEL OPERATIONS

## Exercise Pool



## Spa End of Swim Spa



## INDICATOR LIGHTS

At a glance, the indicator lights are readily visible on the main control panel. The two indicator lights (POWER and READY) work independently from the rest of the control panel display. That way, even if the control panel is off, you can simply glance at the "READY" indicator light to determine whether or not your spa is within the range of your set temperature.

**Power indicator:** The POWER indicator is 'on' when the unit is properly supplied with power. It also provides a diagnostic function – a blinking POWER indicator indicates that the heater high-limit has tripped, meaning that either the water is above its acceptable temperature range, or a malfunction has occurred within the unit (such as low circulation due to a clogged filter). An 'off' POWER indicator means that there is a problem with the control panel or the power supplied.

**Ready indicator:** The READY indicator will light when the water temperature is within 2-1/2°F of the set temperature, and will turn off when the temperature is outside of that range. If you increase or decrease the temperature setting, the READY indicator will turn off until the water temperature reaches the acceptable range for the new set temperature. Additionally, a blinking READY indicator indicates that a problem exists with the temperature sensor.

**Both Flashing:** If both the POWER and READY lights flash together this could indicate a pressure problem,

- 1- The filter may be blocking. Remove the filter and clean.
- 2- The amount of water flow may be inadequate. Make sure the spa is filled to correct level.
- 3- The filter pump may have an air block. Hand loosen slightly the union on the top of the filter pump until the air is purged. Re tighten by hand the union when the water begins to flow.
- 4- A gate valve may be partially or completely closed. Check that all the valves on the filtration circuit are fully open..

You must reset the heater manually after this message. To do this simply press any button on the top side control.

## LOCKING FEATURES

The two locking features, SPA LOCK and TEMPERATURE LOCK, are enabled from the control panel by pressing a specific combination of buttons. Once enabled, a lock will remain active until the specific button combination is applied to disable the lock. Even if power is disconnected from the unit and soon thereafter reapplied (such as in a power outage) the lock will remain in place.

Spa Locked Display



## SPA LOCK

The SPA LOCK feature deactivates all of the functions of the control panel. It is generally used to pre-

vent unwanted use of the unit.

To activate the SPA LOCK, press the Riptide logo and TEMP Minus (-) buttons at the same time and hold them down until the word SPA and the lock symbol are illuminated on the display (approximately five seconds).

**NOTE:** The hidden button is under the logo. By pressing lightly and moving your finger across the logo, the depression of the button can be felt.

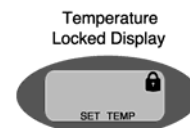
When the SPA LOCK is activated, the buttons for the jets, temperature control and light are deactivated. If a button is pressed, the control panel will display the lock symbol and the word SPA for 30 seconds, then turn off.

To deactivate the SPA LOCK, press the Riptide logo and TEMP Minus (-) buttons at the same time and hold them down until the word SPA and the lock symbol are no longer illuminated on the display (approximately five seconds).

### TEMPERATURE LOCK

The TEMPERATURE LOCK feature deactivates the temperature control function of the control panel. The jets and the light functions will operate normally. TEMPERATURE LOCK is most often used by people who do not want others to tamper with or change the set temperature of the water.

To activate the TEMPERATURE LOCK, press the Riptide logo and TEMP Plus (+) buttons at the same time and hold them down until the words SET TEMP, the numerical set temperature value and the lock symbol are illuminated on the display (approximately five seconds).



**NOTE:** The hidden button is located under the logo. By pressing lightly and moving your finger across the logo, the depression of the button can be felt.

When the TEMPERATURE LOCK is activated, the JETS and LIGHT buttons will operate normally, and the temperature setting can be viewed but can NOT be changed. If a temperature button is pressed, the control panel will display the lock symbol and the set temperature for 30 seconds, then turn off.

To deactivate the TEMPERATURE LOCK, press the Riptide® logo and TEMP Plus (+) buttons at the same time and hold them down until the lock symbol is no longer illuminated on the display (approximately five seconds).

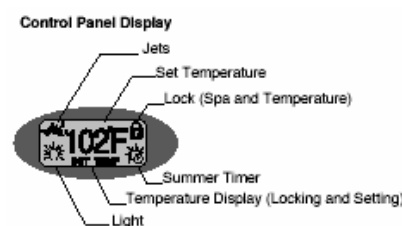
### LOCK OVERRIDE

The Lock Override feature is for users who normally keep the set temperature locked. Should the user wish to lock all controls temporarily, the spa lock can be applied over an already-applied temperature lock. Then, when the spa lock is removed, the temperature lock will remain on to prevent unwanted tampering with the set temperature.

### CONTROL PANEL BUTTONS AND DISPLAY

The control panel has buttons which the spa user presses to set the temperature, turn the light on and off, and activate or deactivate the jet pump. The control panel display responds to let you know you've pressed a button, and that the selected function has been performed. After a period of non-use, pressing any button will wake up a sleeping display, as well as performing its function.

will automatically shut off after 30 seconds.

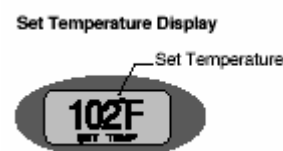


### TEMPERATURE CONTROL

The set temperature range is from 26°C to 40°C (80°F to 104°F).

The set temperature of the water will automatically be 102°F the first time power is applied. This is the setting programmed at the factory. After the unit has been set up and used, the last temperature value set by the user will be stored in memory. If power is disconnected from the unit, it will automatically revert to the last set temperature when power is reapplied.

To display the set temperature of the water, press the TEMP Plus (+) button. The set temperature will be displayed, unless the spa is locked (in which case the word SPA is displayed with the lock symbol). The set temperature display





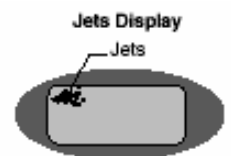
To increase the set temperature of the water, press the TEMP Plus (+) button. Each time the button is pressed, the set temperature display will increment by one degree. If the button is held down, the set temperature display will increase by one degree every half-second.

To decrease the set temperature of the water, press the TEMP Minus (-) button. Each time the button is pressed, the set temperature display will decrement by one degree. If the button is held down, the set temperature display will decrease by one degree every half-second.

If the set temperature value will not change, check the TEMPERATURE LOCK and SPA LOCK features. When either of these features is applied, the temperature control is disabled. To activate the temperature control buttons, remove all locking features applied.

## JETS CONTROL

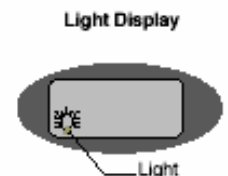
The JETS 1 button activates the centre jet pump in the exercise pool and pool end of the swim spa, and on the spa controls it activates jet pump1 in the spa end. JETS 2 and 3 activates the outer 2 jet pumps in the exercise pool and pool end of the swim spa, and on the spa controls it activates jet pump 2 in the spa end. When the JETS button is pressed, the JETS symbol will illuminate on the control panel display. The symbol will remain lit until the button is pressed to turn off the jet pump, or after two hours of continuous operation when the pump is automatically shut off by the control system.



If the jet pump will not engage, make sure SPA LOCK is deactivated.

## LIGHT CONTROL

The light control uses four positions: High, Medium, Low, and Off. To turn on the spa light, press the LIGHT button. This will place the light in the High, or maximum intensity position. When the light turns on, the light symbol will also illuminate on the control panel display. Press the LIGHT button again to lower the intensity of the light to the Medium position. Press the LIGHT button again to lower the intensity even more, placing the light intensity in the Low position. Press the LIGHT button one more time to shut the light off. When the light is deactivated, the light symbol will also turn off.



To change the colour of the pool light press the Riptide logo and light button at the same time. To change the colour again it is necessary to release both buttons and repeat the above procedure.

The colour loop sequence is as follows: blue, aqua, green, white, amber, red, loop on, loop off.

To activate the colour loop process press the Riptide logo and light button after the colour red. The colours will then run through the order listed above. To stop the loop press the Riptide logo and the light button whilst the loop is on.

If the light is left on, it will automatically be turned off by the control system after 6 hours of continuous operation. The light symbol on the panel will also turn off when the light is deactivated.

If the light will not turn on, make sure SPA LOCK is deactivated. SPA LOCK disables the controls on the control panel.

## LIGHTS

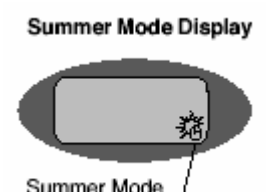
All Riptide® swim spas / exercise pools come equipped with a light to enhance night time use. The spa uses a specially designed low voltage dimmable LED light source.

## SUMMER MODE DISPLAY:

The summer mode symbol is on when the summer mode switch (on the control panel) is in the ON position. In bright sunlight, the symbol may be visible even when the main display is off (if the summer mode is on). Otherwise, the summer mode symbol will only be visible when the display is illuminated by pressing a control panel button.

## SUMMER MODE

Your Riptide is equipped with a Summer Mode timer. The Summer mode timer can be activated during extremely hot summer months if it becomes difficult to maintain water temperatures low enough for comfort. Upon switching to the ON mode, the circulation pump (which can add heat to the water through normal operation) and heater will immediately shut down for the next eight hours. Additionally, the summer mode display on the control panel will activate and remain active for as long as the summer mode is on.



Following this eight hour period, the circulation pump and heater will automatically re-start and will operate normally for the next sixteen hours. The circulation pump and heater will continue to turn off for an eight hour period every day that the timer remains in the ON position. In this way, the amount of heat transferred to the spa water will be minimized. When the outside temperatures begin to cool, the Summer Mode timer should be turned to the OFF position (the summer mode display on the main control panel will go out). This is the efficient 24 hour circulation mode that keeps the heater operation and operating costs to a minimum during colder/heavier usage months.

**NOTE:** Whenever power is disconnected and then reconnected to the spa, the Summer Mode timer will reset starting with the 8-hour shutdown mode. If a different eight-hour shut down time is desired, deactivate the Summer Mode, then reactivate at the beginning of the desired eight-hour shut down time.

**IMPORTANT:** The Summer Mode will not lower the spa's water temperature below the ambient air temperature.

To activate the Summer Mode, simply follow these steps:

1. Set the temperature control to 80°F (26°C).
2. On the control panel, simultaneously press and hold for 5 seconds Temp Plus and Temp Minus buttons to activate the Summer Timer.

The Summer Mode must be deactivated when cooler temperatures return. To do this, simply repeat step 2.

**WARNING:** Failure to deactivate the Summer Mode when the temperature drops below 32°F will result in freezing of the spa. Damage resulting from this situation is not covered under the terms of the limited warranty.

## **CLEANING CYCLE**

All Riptide swim spas / exercise pools are equipped with a "Cleaning Cycle" mode. When the mode is activated, the jet pump will turn on and run for ten minutes (used for water maintenance). To activate the "Cleaning Cycle" mode, simultaneously press the Riptide logo and JETS button, press the Riptide logo button first.

**NOTE:** The JETS symbol will flash on and off on the control panel display when the "Cleaning Cycle" is activated properly.

If the JETS symbol on the control panel illuminates but does not flash, then the jets have been activated and not the cleaning cycle. If this occurs, press the Jet Pump button to shut the jets off and repeat the procedure.

## **COUNTER CURRENTS:**

### **Jet Strength Adjustment:**

The triple exercise pool counter currents are fully adjustable to suit the differing needs of swimmers.

To adjust the strength of each jet individually first turn off the jet then put your hand into the jet mouth and turn the protruding jet. To decrease the power turn to the right, to increase jet strength turn to the left. You can also further refine the strength by turning the air valve on top of the dividing wall.

### **Jet Direction Adjustment:**

Each Counter Current can be individually directed. First turn off the jets then by holding the nozzle move the jets up or down to give you a balanced counter current to swim against.

### **Hydro-Massage Jets (Spa end of Swim Spa Only):**

The water flow of all the hydro-massage jets can be individually controlled by turning the face plate. . Turning the jet counter clockwise will increase the intensity and turning clockwise will decrease the intensity.

Please Note: It is not recommended that more than 50% of jets on either pump are shut down as this could cause irreversible damage to the plumbing or jet pump.

### **Comfort Control System (Spa end of Swim Spa Only)**

The comfort control system allows you to control the intensity of the massage by adjusting the mixture of air and water. There are three comfort control levers located on the bar top of the spa. The comfort con-

trol lever on the rear wall will adjust the centre seat only and the lever on the right will adjust the two right hand seats. Turn the comfort control lever counter clockwise to increase the intensity and clockwise to decrease the intensity.

## **MAINTENANCE**

### **WATER CHEMISTRY**

Tap water that is safe to drink is not always right for your swim spa / exercise pool . Normal tap water is usually filled with minerals and micro-contaminants that are not visible to the naked eye. Properly testing and treating your spa water is essential for the health of your spa as well as the people that use it.

Proper chemical maintenance can control and help prevent the following: 1. Bacteria, algae and fungi, which can spread disease and infection to humans; and, 2. Staining and scale build-up on your swim spa shell, equipment, and piping; and, 3. Clogged filters.

With the swim spa please be aware that the chemical maintenance of your hot water spa section and the cooler pool section will be different and not always proportional to the volume of water

**Note 1:** *When using chemicals, always follow the instructions provided on the manufacturer's labels.*

**Note 2:** *Use an accurate test kit to perform all chemistry tests.*

**Note 3:** *Never mix chemicals.*

**Note 4:** *Always add chemicals directly to the swim spa, evenly spreading the chemicals over the surface of the water. Run the Filter Pump for 15 or more minutes after applying any chemical. To help with the mixing off chemicals you can turn on your massage system as well*

### **OVERVIEW OF WATER CHEMISTRY:**

**1. Sanitation:** Sanitizers kill bacteria and keep the water clean. Effective and safe sanitizers include any of the following: STABILISED CHLORINE GRANULES (sodium dichloro isocyanurate dihydrate).

**Note:** *Trichlor chlorine tablets and/or non-dichlor granular chlorines must not be used in your swim spa / exercise pool , they may damage the swim spa / exercise pool , voiding your warranty.*

**2. Super-Chlorination:** As your swim spa / exercise pool is used, non-filterable wastes, including perspiration, oils, hair sprays, etc, will build up in the water. These substances make the water unattractive in appearance and odour, and can also interfere with sanitizer effectiveness. Normal sanitation does not eliminate these waste substances, but Super-Chlorination does. Super-Chlorination is achieved by "shocking" the spa water with a double dose of STABILISED CHLORINE GRANULES.

**3. pH Control:** Proper pH balance is extremely important in controlling bacteria, providing water that's comfortable for the user, and in preventing damage to the swim spa / exercise pool and its equipment. Using the scale of 0-14, pH is the measure of acidity and alkaline in the water. pH levels under 7.0 are acidic while pH levels over 7.0 are alkaline. The proper pH range for a spa is 7.2 to 7.6.

#### **High pH levels (over 7.6) can cause the following:**

Scale build-up on the swim spa / exercise pool and its equipment, cloudy water, a prematurely dirty filter, and less effective chlorine sanitation. To correct high pH levels, add a pH DECREASER.

#### **Low pH levels (under 7.4) can cause the following:**

Discomfort to the user and corrosion to the swim spa / exercise pool and its equipment. To correct low pH levels, add a pH INCREASER.

**Note:** *Never use muriatic or hydrochloric acid to adjust pH as it can damage your swim spa / exercise pool shell and surroundings.*

**4. Total Alkalinity (TA):** Total Alkalinity (TA) is the measure of carbonates and bicarbonates in the water. Low TA can cause pH to be unstable, bouncing from one level to another, causing the water to be corrosive or scale forming to the swim spa / exercise pool and it's equipment. To correct low TA, add a TOTAL ALKALINITY INCREASER. High TA can cause scale build-up, cloudy water, as well as other pH problems. To correct high TA, contact your authorized Riptide Dealer.

**5. Calcium Hardness (CH):** Calcium Hardness (CH) is the measure of dissolved calcium in the water. Low CH (soft water) can result in staining to the swim spa / exercise pool's surface as well as corrosion to the

swim spa / exercise pool and it's equipment. To correct low CH, add a CALCIUM HARDNESS IN-CREASER. High CH (hard water) can cause cloudy water as well as rough scale build-up on the spa's surface and equipment. To correct or manage high CH, contact your authorized Riptide Dealer.

**6. Stain & Scale Control:** Stain and scale problems are common in hot water environments. To help prevent and control staining and scaling, add a STAIN & SCALE INHIBITOR.

**7. Foam Control:** Water that is polluted with body oils and lotions, combined with high water temperatures, can cause excessive surface foaming. To prevent and control foam on the surface of the spa water, add a FOAM REDUCER.

**8. Clearing Cloudy Water:** There are two basic reasons that swim spa / exercise pool water becomes cloudy. First, non-filterable liquid wastes (perspiration, etc.) have contaminated the water. To remove these waste substances, Super-Sanitize the water (as described above). Second, non-filterable micro-particulate wastes (dust, etc.) have contaminated the water. To remove these wastes substances, use a WATER CLARIFIER.

**9. Sanitising with Non-Chlorine Shock (Potassium Peroxymonosulfate):** When sanitising your swim spa or exercise pool with Non-Chlorine Shock you should add the correct dose directly to the swim spa/ pool water with the jets running.

Non-Chlorine Shock will give up to, two hours of safe bathing. If you use the spa/pool for more than two hours it will be necessary to redose.

On a weekly basis it is important to super chlorinate your spa/pool as non chlorine shock are unable to deal with non filterable wastes.

*Note: Use only Branded HotSpring Spa chemicals to ensure premium performance.*

## **STARTING YOUR SWIMSPA / EXERCISE POOL WITH NEW WATER:**

1. As your swim spa / exercise pool fills with tap water, add 10 teaspoons of STABILISED CHLORINE GRANULES to the pool end and in a swim spa add 2 and a half teaspoons to the spa end. This will provide the initial protection against bacteria in your pipes.

*Note: Do not use soft water unless the mineral content is raised immediately.*

2. When the swim spa / exercise pool is completely filled with water complete the following.

3. If possible, have your authorized Riptide Dealer test the Calcium Hardness (CH) of your water and adjust as per your dealer's recommendation (the correct level of CH depends on your overall water conditions).

4. Test and adjust the Total Alkalinity (TA) to the range of 125-150 PPM (parts per million).

5. Test and adjust the pH to the range of 7.4-7.6.

6. After the water has circulated for approximately a quarter of an hour, retest the chlorine level in your water and add the correct amount to raise the level to between 3—5 PPM.

Start-up water chemistry is now complete. However, it may take several days for the filter to completely clear the water.

## **MAINTAINING SWIM SPA / EXERCISE POOL WATER**

### **Sanitizer and pH Levels:**

It is important to test and adjust the sanitizer and pH levels of your swim spa / exercise pool on a frequent basis. If your swim spa / exercise pool is used 0 to 3 times weekly, then we recommend that you test your water a minimum of 2 times that week. For each additional use you should test your water one additional time.

Always test the pH level before you test the sanitizer level. If the pH level is not in the range of 7.4-7.6,

then make the necessary adjustment. Use the dosage prescribed on the label.

With each sanitizer test, use STABILISED CHLORINE GRANULES to maintain the following levels:

**With Ozone**

Chlorine Level: 3—5 PPM

To maintain the above sanitizer level with CHLORINE, please refer to your authorized Riptide Dealer for assistance.

**Super-Chlorination:**

Once a week, and when the swim spa / exercise pool is not in use, Super-Chlorinate the spa water by adding the following:

- Five teaspoons of STABILISED CHLORINE GRANULES in the spa end and Ten teaspoons of STABILISED CHLORINE GRANULES in the pool end.

**Stain & Scale Control:**

Use a STAIN & SCALE INHIBITOR as per the instructions on the manufacturer's label.

**Foam Control:**

As needed, use a FOAM REDUCER as per the instructions on the manufacturer's label. (Not required in the pool section).

**Cloudy Water Prevention & Control:**

Use a WATER CLARIFIER as per the instructions on the manufacturer's label.

**WATER CHEMISTRY TROUBLESHOOTING**

Prior to each swim spa / exercise pool use, check the water. If the water appears cloudy or off-colour, has significant surface foam or smells of chlorine, then there is a problem with the water and it needs to be treated or drained. Using the spa of the swim spa section in these conditions could result in a skin rash or other irritation.

For assistance in handling water chemistry problems, consult your authorized Riptide Dealer or another service centre capable of performing a detailed Water Analysis.

## CHANGING YOUR SWIM SPA / EXERCISE POOL WATER

Depending on usage, your spa section water will need to be changed approximately every 4 months or whenever your spa water becomes difficult to manage. For the pool section we recommend that you replace 1/3 rd of your pool water every 4 months

### Steps to Drain Your Swim Spa / Exercise Pool :

1. Disconnect electrical power supply.
2. Open door to Equipment Compartment.
3. Drain water from spa by completing the following:
  - a. Locate drain valve at floor level next (next to left hand filter stack on the swim spa) . (Fig. N ) .
  - b. Using the adaptor connect one end to the valve and 1 1/2" lay-flat blue hose to the other.
  - c. Locate the free end of the lay-flat blue hose in a drainage area.
  - d. Open drain valve by twisting and then lifting the gate valve stop.
  - e. Allow to drain by gravity only.
  - f. At the end of the procedure recluse the gate valve by reversing the instructions in section d.
  - g. Swim Spa only: to drain the spa end of the swim spa follow the same procedures as above but using the drain valve located at floor level to the right hand filter stack.

**Note 1:** Drain water to an area that can handle the water volume of your swim spa.

**Note 2:** If draining water onto vegetation, make sure that the sanitizer level (chlorine level) of your spa water is less than .5 PPM.

4. Clean the Swim Spa shell (refer to "Swim Spa Shell Care" in this Owner's Manual).

### Steps To Refill Your Swim Spa / Exercise Pool:

1. Check that the drain valves are fully closed and locked in the closed position
2. Close door to Equipment Compartment.
3. Refill swim spa with tap water. Fill the swim spa to the mid-way level of the skimmer in each section. The depth should be approximately 6-7½" down from top rim of the swim spa.

**Note 1:** The higher the water level, the fewer spa users it will take to cause the water to overflow the top of the spa.

**Note 2:** Do not fill your swim spa with soft water unless the mineral content is raised immediately.

4. Restore electrical power supply.
5. See "Starting Your Swim spa with New Water" under "Water Chemistry" in this Owner's Manual.



Spa Section Drain (Fig N)



Pool Section Drain (Fig N)

## CLEANING YOUR FILTER

### Cleaning the Filter Basket: in the skimmer

1. Disconnect the power to the swim spa / exercise pool. This will prevent the pump from activating while cleaning the basket.
2. Remove the basket by opening the gate weir in the skimmer. This is the white plastic flap hinged at the base of the skimmer . You will see a white plastic tray with drainage perforations. Simply lift out through the skimmer opening to remove
3. Carefully clean the basket . Avoid hitting basket against objects to knock debris loose as this can break basket.
4. Reinstall skimmer basket by reversing above operation.

### Cleaning the Filter Cartridge:

It is recommended that your Filter Cartridge(s) be cleaned every 2 weeks or as needed. Replace the Filter Cartridge(s) approximately every two years or when necessary. To maintain warranty protection, use only Riptide Filter Cartridge replacements.

1. Disconnect power to the swim spa / exercise pool . This will prevent the pump from activating while cleaning the cartridge.
2. Open equipment door to equipment cabin.
3. Locate the filter columns directly in front of you. The pool filter is to your left and the spa filter\* is to your right hand side. \*Swim Spa only.
4. Locate the isolation valves for each filter. There are two, one each side of the filter. To find these firstly follow the pipe work entering in the rear of the filter. At the rear follow the pipe work upwards until you find the first gate valve in this pipeline. Remove the red valve keeper (if fitted) by pulling off Close and lock in position the slice handle of the valve. Now follow the same procedure with the pipe work leaving the front of the filter column. This valve is normally located just before the circulation pump.

5. Unscrew completely the star shaped locking nut on the very top of the filter column. (See Fig N(a))

6. Lift off the whole of the top cover. It may be difficult to open due to a suction pressure created in the filter column under normally running. If so there is a small bleed screw in the side of the lid of the filter column. Unscrew a few turns until you hear air or water being released. Do not forget to re-tighten immediately after this procedure. You will see in the column the blue cap of the filter cartridge element.

7. Grasp cartridge and lift straight up until the whole of the cartridge element clears the stainless steel rod which centres the cartridge in the filter column. With a garden hose and nozzle or other high pressure device, hose cartridge(s) clean with jet stream of water. Work top to bottom on each pleat. To remove collected suntan lotions and body oils that hosing will not remove; soak cartridge(s) in warm water with a FILTER CLEANER . To remove calcium deposits (a white chalky material) use HotSpring's Master Blaster (patented) high pressure water lance

8. CAUTION: Using a brush to clean a cartridge could damage it. Commercially available cartridge cleaners may be used and can be obtained from your authorized Riptide Dealer.

9. Reinstall cartridge(s), basket and skimmer face-plate.

10. After installing cartridges re-open both valves and replace valve keepers (if fitted). Then unscrew the bleed screw a few turns until only water is released.

11. Make a visual check that there are no weeps or drips from the top cover of the filter stack.

12. Re-connect your power supply.



Picture of the filter column in the equipment bay



Filter locking nut ( Fig N (a) )



Filter

## SWIM SPA / EXERCISE POOL SHELL CARE

Your Riptide swim spa / exercise pool surface is durable and easy to clean:

### **White LORAN S® Swim Spa / Exercise Pool Surface:**

For normal cleaning, use a mild detergent solution (3% Soap powder in water), Household Ammonia, or Mineral Spirits. For surface marks, use Methanol. To apply these cleaners, use a soft, damp cloth or sponge. Rinse well and dry with a clean cloth.

### **General Cleaning:**

With normal use of your spa, oils, lotions and hairsprays will build up on the surface of the water, sometimes leaving a scum line around the perimeter of your shell. This scum line can easily be removed with a spa SURFACE CLEANER or its equivalent.

To remove grease, oil, paint and ink stains, use 25% isopropyl (rubbing) alcohol in water.

For hard water stains consult your authorized Riptide Dealer for acceptable cleaning agents.

To remove light scratches and/or to protect your spa's shell, see your Riptide Dealer for an acceptable repair procedure.

**Note 1:** *Never allow your swim spa / exercise pool surface to come in contact with acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, abrasive cleaners, or any other harsh chemical. These chemicals can damage your swim spa / exercise pool shell and void your warranty.*

**Note 2:** *Avoid using cleaning agents that will leave suds in your swim spa / exercise pool water.*

## COVER CARE

Your cover is warranted for 1 Year.

Basic instructions are provided below, it is important that you refer to the Sunstar information that came with your cover. Sunstar provides detailed information on caring for your cover and what to do to protect its warranty.

### **Cleaning & Conditioning Your Cover:**

#### **On a monthly basis, complete the following:**

1. Remove the cover and lay it down on a flat, clean surface near a garden hose.
2. Rinse the cover to remove any loose debris.
3. Using a soft bristle brush, clean the top (vinyl portion) of the cover with a mild solution of washing up liquid —about one teaspoon of soap to two gallons of water. Scrub the cover, using a gentle circular motion, being careful not to let any areas of the cover dry before rinsing with water.
4. Rinse the cover thoroughly and then dry with a clean cloth.
5. We recommend the use of 303 Protectant to give your cover a shiny appearance and UV protection.
6. Wipe and/or rinse any dirt from the bottom side of the cover.
7. Replace the cover and secure with cover locks.



## MISCELLANEOUS CARE

### **Cleaning & Protecting the Headrests:**

Clean on a regular basis with soap, water and a clean cloth. Use 303<sup>®</sup> Protectant or it's equivalent once per month. This will maintain water resistance and lustre of the product.

### **Vacuuming the Swim Spa / Exercise Pool :**

Debris from wind, trees, and spa users will occasionally accumulate on the bottom of your swim spa / exercise pool . Your swim spa's filtration system will remove the smaller debris. Debris that is too large or too heavy for the filtration system will have to be removed by the use of a spa vacuum, such as a Pool Buster. If you do not have a spa vacuum, please contact your authorized Riptide Dealer.

### **Cleaning the Scum Line:**

With normal use of your swim spa / exercise pool, oils, lotions and hairsprays will build up on the surface of the water, sometimes leaving a scum line around the perimeter of your swim spa / exercise pool shell. This scum line can easily be removed with waterline cleaner or its equivalent. See your authorized Riptide Dealer for this product.

## LOW-USE OR NO-USE PERIODS

At certain times of the year you may not use your swim spa / exercise pool as often as expected. For these low-use or no-use periods, we recommend the following:

### **Low-Use:**

If your swim spa is being used less than once per month, then you may wish to lower the temperature setting of the spa section by approximately 5°C Lowering the temperature on your spa will cut your cost of operation if you are not using the swim spa for extended periods, however, you will need to adjust the temperature setting approximately 120 minutes before each use to heat the spa section to the desired level.

### **No Use for 1-2 Weeks:**

If you plan to not use your swim spa / exercise pool for one-two weeks, then we suggest that you not make any changes in operating your swim spa / exercise pool .

### **No Use for 2-6 Weeks:**

If you plan to not use your swim spa / exercise pool for two-six weeks, then you may wish to lower the temperature setting to approximately 26°C during the No-Use period.

### **No Use for Over 6 Weeks:**

If you plan to not use your swim spa / exercise pool for over six weeks, then it is suggested that you winterise your swim spa / exercise pool by taking the following steps:

## SWIM SPA / EXERCISE POOL WINTERIZATION:

1. Drain the water from the swim spa / exercise pool (see "Steps to Drain Your Swim Spa / Exercise Pool " under "Changing Your Swim Spa / Exercise Pool Water" in this Owner's Manual).
2. Drain the swim spa / exercise pool equipment. This is done by removing the drain plug from the pumps, loosening all PVC pipe unions and pump air bleed valves in the equipment compartment .On the base of the filter columns there is a drain plug which you need to unscrew
3. Clean the swim spa / exercise pool shell (see "Swim Spa / Exercise Pool Shell Care" in this Owner's Manual).
4. Remove filter cartridge(s), clean filter (see "Cleaning Your Filter" in this Owner's Manual), allow to dry, and then store inside your garage or home.
5. Reattach and secure cover to the swim spa / exercise pool .

## SWIM SPA / EXERCISE POOL DE-WINTERIZATION:

De-Winterisation is completed by reversing the above procedure and then refilling the swim spa / exercise pool (see "Steps to Refill Your Swim Spa / Exercise Pool " under "Changing Your Spa Water" in this Owner's Manual).

**Note:** *If your swim spa / exercise pool water is not emptied during periods of No-Use, you should test and chemically treat the water approximately once per week. Not doing so may lead to corrosion, staining and/or scaling to your swim spa / exercise pool and its equipment. If there is no one available to take care of the swim spa on a weekly basis, then it is recommended that you winterise your swim spa / exercise pool as described above.*

## SERVICE

Before requesting service from your dealer, refer to the Trouble Shooting Guide in this Owner's Manual to determine the necessary course of action. If you are not able to solve the problem using the Trouble Shooting Guide, please contact your authorized Riptide Dealer.

## GUARANTEE SERVICE

If your Riptide Swim Spa / Exercise Pool fails within the guarantee period and within the scope of its guarantee, contact your authorized dealer and schedule a service call. You will be required to show proof of purchase by provided your dealer with a copy of your original sales receipt.

**Note** : *Damage caused by repairs made by someone other than an authorized Riptide technician will not be covered by your warranty.*

## NON-GUARANTEE SERVICE

We recommend having an authorized Riptide technician perform all repairs on swim spa / exercise pool that fail outside of warranty coverage or beyond the warranty period. If you are not able to use an authorized Riptide technician, we encourage you to request and use genuine Riptide replacement parts.

If you are not able to obtain service in your area, call us at:

Phone:

**0870 429 4222**

## PURCHASE INFORMATION

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YOUR SWIMSPA / EXERCISE POOL SERIAL NUMBER

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PURCHASE DATE

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DELIVERY DATE

HotSpring Spas Limited  
11 Bilton Road  
Chelmsford  
Essex  
CM1 2UP

0870 429 4223

**Notes:**

## GENERAL OPERATION TROUBLESHOOTING GUIDE

PROBLEM	PROBABLE CAUSES	SOLUTIONS
<b>DOES NOT HEAT; JETS AND LIGHT OPERATE (READY, AND POWER INDICATORS ARE BLINKING)</b>	<p>Integrated pressure switch open</p> <p>Circulation pump thermal cut-off tripped</p>	<p>Check for clogged filters, integrated pressure switch will reset when the flow of water through the heater has been restored. Call for service if the heater trips frequently.</p> <p>Disconnect power to the spa, allow circulation pump to cool. Circulation pump thermal cut-off will reset when pump has cooled and power is reapplied. Call for service if circulation pump thermal cut-off trips frequently.</p>
<b>NO OZONE BUBBLES</b>	<p>Blocked filters</p> <p>Calcified ozone injector</p> <p>Old silver ions cartridge blocking circulation.</p> <p>Calcified ozone check valve</p>	<p>Take filters out and see if bubbles return. If so, thoroughly clean filters.</p> <p>Remove compartment door, locate black or red injector (T-piece), remove thick ozone pipe and see if bubbles return. If not, unscrew top of T-piece and clean.</p> <p>Remove silver ions cartridge and see if bubbles return. Replace silver ions if bubbles return or out of date.</p> <p>Remove check valve. If bubbles return, buy a new check valve.</p>
<b>READY INDICATOR BLINKING</b>	<p>Temperature sensor problem</p>	<p>Disconnect power for at least 30 seconds. If blinking continues, call for service.</p>
<b>JETS WEAK OR SURGING</b>	<p>Spa water level too low</p> <p>Filters clogged</p> <p>Comfort Control® level closed</p>	<p>Add water</p> <p>Clean filters</p> <p>Open Comfort Control lever</p>
<b>ENTIRE SPA IS INOPERATIVE</b>	<p>Power failure</p> <p>RCD tripped</p> <p>Heater high-limit thermostat tripped.</p> <p>Spa lock activated.</p>	<p>Check power source</p> <p>Reset, call for service if it will not reset.</p> <p>Disconnect power for at least 30 seconds to reset heater high limit. If it will not reset, check for clogged filters. If tripping continues, call for service.</p> <p>Deactivate spa lock</p>
<b>POWER INDICATOR BLINKING (ENTIRE UNIT INOPERATIVE)</b>	<p>Heater high-limit thermostat tripped</p>	<p>Disconnect power for at least 30 seconds to reset heater high limit. If it will not reset, check for clogged filters or air locks, if tripping continues, call for service</p>
<b>MOTO-MASSAGE® JET INOPERATIVE OR ERRATIC</b>	<p>Comfort Control valves closed.</p> <p>Filters clogged</p>	<p>Open Comfort Control levers.</p> <p>Clean filters</p>
<b>LIGHT INOPERATIVE</b>	<p>Spa lock inactivated</p> <p>Light wiring or assembly is faulty</p>	<p>Deactivate spa lock</p> <p>Replace light assembly.</p>

## **VOLUMES**

### 19' 6" Swim spa

Pool end            8700 ltrs

Spa End            1900ltrs

### 19"6 Olympic Exercise Pool

Pool                11500 ltrs

### 15' AquaSwim

Pool                8500 ltrs

### 15' Aquasizer

Pool                8500 ltrs

# RIPTIDE UK WARRANTY

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## **7** Year surface/structural warranty\*

HotSpring Spas Limited warrants the Loren-S® surface material of the Riptide Exercise Pool / Swim Spa not to peel, crack, wrinkle, blister, yellow, efface, or delaminate for a period of seven years from the Exercise Pool / Swim Spa's delivery date. Additionally, the Loren-S® surface material is structurally warranted not to leak for a period of seven years from the Exercise Pool / Swim Spa's delivery date. The Loren-S® surfaces are non-permeable and will not absorb odours, bacteria or pollutants.

The stainless steel sub frame is warranted not to crack or fracture for a period of seven years.

## **5** Year no leak warranty\*

HotSpring Spas Limited warrants the Riptide Exercise Pool / Swim Spa not to leak for a period of five years from its delivery date. This warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints, freeze drains and all bonded parts including the filter compartment, light lens counter currents.

## **5** Year volcano 3000® heater warranty\*

HotSpring Spas Limited warrants the Volcano 3000® heater against fault in manufacture or faulty workmanship.

## **5** Year eternawood® cabinet warranty\*

HotSpring Spas Limited warrants the Eternawood® cabinet material not to peel, crack, wrinkle, blister, or delaminate and to be free from defects in material and workmanship for a period of five years from the Exercise Pool / Swim Spa's delivery date. This warranty specifically covers the cabinet's structural integrity, including all glue and integral bonded joints.

The Eternawood® cosmetic finish is warranted to be free from defects at the time of initial delivery to the original consumer purchaser. Fading and weathering of the surface will naturally occur over time and are not considered warrantable defects.

## **5** Year limited component warranty\*<sup>1</sup>

HotSpring Spas Limited warrants the electrical components, pumps, ozone generators and other Riptide Exercise Pool / Swim Spa components against malfunction, leaking or defects in materials and workmanship for a period of five years from the Exercise Pool / Swim Spa's delivery date. Filter cartridges, light bulb, spa pillows, and cover locks are not included in this warranty, but are warranted to be free from defects in materials or workmanship at the time of delivery to the original consumer purchaser. The Exercise Pool / Swim Spa cover is a depreciable item. Natural fading and aging can occur. It is not covered under this warranty.

## **1** Year trim (tile) and cover warranty\*

HotSpring Spas Limited warrants the cosmetic trim (tile) and Exercise Pool / Swim Spa cover to be free from defects in materials and workmanship for a period of one year from the Exercise Pool / Swim Spa's delivery date.

\* Please refer to warranty limitations and explanations above and overleaf

**Riptide**  
Exercise Pools and Swim Spas

[www.hotspring.co.uk](http://www.hotspring.co.uk)

HotSpring Spas Ltd, 41 Robjohns Road, Chelmsford CM1 3AG

## Extent of Warranty

This warranty extends only to the original consumer purchaser of the Riptide Exercise Pool / Swim Spa when purchased and originally installed or relocated within the boundaries of the country of purchase. The Riptide Exercise Pool / Swim Spa warranty terminates upon any transfer of ownership or if the Exercise Pool / Swim Spa is installed or relocated outside the country of purchase.

## Warranty Performance

In the event of any malfunction or defect covered under the terms of this warranty, an Authorised Service Agent of HotSpring Spas Limited will repair the Riptide exercise Pool / Swim Spa. To obtain service, contact the Authorised Service Agent who sold you the Exercise Pool / Swim Spa. If the Exercise Pool / Swim Spa is installed outside the normal servicing area of the selling dealer, or if normal access to the Exercise Pool / Swim Spa is not possible, travelling expenses and costs of access will be charged. These costs are not covered under this warranty.

For components only - years one and two: all parts and labour paid, years three to five: parts provided at 50% of retail price with full labour cost chargeable.<sup>1</sup>

HotSpring Spas Limited maintains an extensive service network. In the event the consumer purchaser should be unable to either obtain service or satisfactory service from an Authorised Service Agent, notify the Service Department of HotSpring Spas Limited. Written notice of any malfunction or defect must be given within ten (10) days of the time the malfunction is discovered, and must be accompanied by the original consumer purchase receipt of the Exercise Pool / Swim Spa, which shows the date of purchase. Notice must be given to HotSpring Spas Limited, 41 Robjohns Road, Chelmsford CM1 3AG Tel 01245 490056.

## Acts Invalidating Warranty

This warranty is void if this Riptide Exercise Pool / Swim Spa has been improperly installed, subjected to alteration, misuse or abuse, or if any repairs on the Exercise Pool / Swim Spa are attempted by anyone other than an authorised representative of HotSpring Spas Limited. Alteration shall include any component or plumbing change, electrical conversion, or the addition of any non-approved sanitation or water purification device or heating system which contributes to a component or unit failure or unsafe operating system. Misuse and abuse shall include: Any operation of the Exercise pool / Swim Spa other than in accordance with HotSpring Spas Limited's printed instructions, or use of the Exercise Pool / Swim Spa in an application for which it is not designed. Specifically: Use of the

Exercise Pool / Swim Spa in a in an application for which it is not designed. Specifically: Use of the Swim Spa in a non-residential application; damage caused by operation of the Swim Spa outside the specified voltage requirements (230v ± 10%) or operation of the Exercise Pool / Swim Spa at water temperatures outside the range of 0°C and 48°C; damage caused by voltage spikes or "brown-out" conditions; damage; caused by dirty, clogged or calcified filter cartridges; damage to the Exercise Pool/ Swim Spa surface caused by the use of trichloro chlorine, chemical tablets in a floater, acid, or any other Exercise Pool / Swim Spa sanitising chemicals or Exercise Pool / Swim Spa surface cleaners which are not recommended by HotSpring Spas Limited; damage caused by allowing un-dissolved Exercise Pool / Swim Spa sanitising chemicals to lie on the Exercise Pool / Swim Spa surface (no Exercise Pool / Swim Spa material can withstand this kind of abuse); damage to components or Exercise pool / Swim Spa surface caused by improper pH balance or other improper water chemistry maintenance; and damage to the Exercise Pool / Swim Spa surface caused by leaving the Exercise Pool / Swim Spa uncovered while empty of water and in direct exposure to sunlight (this may cause solar heating distress) are considered abuses and may invalidate this warranty. The Exercise Pool / Swim Spa cover are not designed to support heavy weight loads and should not be used as a seat. In extreme cases the lid could crack and break. This occurrence is considered abuse and is not covered under this warranty.

## Disclaimers

HotSpring Spas Limited shall not be liable for loss of use of the Riptide Exercise Pool / Swim Spa or other incidental, consequential, special, indirect, or punitive costs, expenses or damages, which may include but are not limited to the removal of a permanent deck or other custom fixture or the necessity for crane removal. Any implied warranty shall have a duration equal to the duration of the applicable warranty stated above. Under no circumstances shall HotSpring Spas Limited or any of its representatives be held liable for injury to any person or damage to any property, however arising.

**Riptide**  
Exercise Pools and Swim Spas

[www.hotspring.co.uk](http://www.hotspring.co.uk)

HotSpring Spas Ltd, 41 Robjohns Road, Chelmsford CM1 3AG