Thank you for your spa purchase!

Before getting started, check your materials for the following items:

- Hot Tub & Swim Spa Sale start-up packet (in your hand)
- Spa owner's manual
- Spa filters and filter cover (in spa)
- Start-up chemical kit, including:
  1 Non-Chlorine Shock or
  Oxidizer 1 Water Clarifier
  1 Stain and Scale Defense
  1 Chlorinating Concentrate
  Granular 1 Test Strip Bottle
  1 PH-Up Liquid or Granular
  1 PH-Down Liquid or Granular
  1 Easy Clean Filter Cleaner

Please read your packet of info and look over your owner's manual before filling your spa. Your delivery crew will give you a brief summary on how to operate your spa.

Getting Started

If you have well water or extremely hard water, please refer to the "Well & Hard Water Maintenance" on page 6, before continuing.

Quick Chemical Tips:

NEVER COMBINE CHEMICALS TOGETHER

Always give them at least 30 min breathing room between different types of chemicals. Chlorine is the exception, always wait one hour to test accurately for Chlorine and wait to put more chemicals in after.

While the front skirt is off, check to make sure all pump and heater unions (where components attach to plumbing) are tight. Also, make sure all gate valves are pulled out or open. Gate valves are white T-type handles with steel rods and are held open by a red or white retainer. Please refer to your owner's manual if you have questions.

1. Remove the filters from your spa.

2. Place the water hose into the filter well and start filling your spa. By filling your spa in this manner, you will be helping to prevent airlocks when priming the pump lines. DO NOT fill your spa with soft water. If you have soft water, the outside spigot will generally not be. We also strongly suggest the use of a mineral pre-filter if you are on well water, which attaches to the end of your garden hose and removes heavy metals and minerals from your water.

3. Once the spa is half full pour in 6 ounces of Stain and Scale.

4. After the spa has been filled to the recommended level, remove the hose and insert filters. DO NOT fill the spa more than one inch above the recommended level because it will slowly leak the extra one inch of water out of the spa. DO NOT over-tighten your filters to the point that you won't be able to remove them. Tighten to "finger tight" so that you do not damage the threaded part of your spa and/or your filters.

5. Now you are ready to flip the GFCI switch on. Once the spa has power it will go into a "pump priming" mode, which lasts several minutes. If your panel readout displays IC, ICE or FREEZE COND that just means your water is extremely cold.

6. **Troubleshooting Tips:**

- If after flipping the switch, your spa control panel is not on or the breaker is tripped, STOP. Your spa may not be wired or grounded properly. Contact your electrician. They need to check the GFCI and the wiring using the instructions provided in the owner's manual and the spa system packet.

- If your panel displays an error message, STOP. Refer to your Owner's Manual and Customer Spa Maintenance Guide to interpret the message and resolve the issue.

- If the panel display reads "Flow, FL, LF, DR, DY, Heater Dry or Sensor Sync", this means your pumps may not be primed. You have two potential fixes after you flip the breaker off or put spa in "Hold" mode (Touch screen panels only) And take out the filters:

    A. The first option is to remove the filters. Using a plunger and plunge the filter holes multiple times. Look for air bubbles leaving the jets inside the spa. Replace the filters and flip the breaker on.

B. The best method is to manually prime the pump. Refer to "Priming The Pumps" in your owner's manual, if you cannot locate that information call Hot Tub & Swim Spa Sale at 833-SPA-SALE or Master Spas Factory at 800-860-7727.

- **Cold Weather Months:** Your spa may have been built with antifreeze in the plumbing to prevent freezing in the plumbing. If your spa has the antifreeze in it there will be a sheet explaining the steps on the outside of the spa or inside the owner's manual packet located in the main cabinet of the spa. Once your spa has been filled you will put in 2-4 tablespoons of Oxidizing Shock to burn out the antifreeze before you put in the Chlorine. The antifreeze is not harmful so do not worry about it being in the water as the Oxidizer will neutralize it.

7. Once your spa has completed priming mode pump one will automatically filter water for two hours and will continue to run until the spa reaches the desired temperature. Once the spa water is hot test your water's PH and Alkalinity (ALK) with the test strips in your start-up kit. Dip the end of the strip with the squares into the spa water and remove immediately. Count to ten and then holding the strip between thumb and forefinger align the squares vertically to the bottle of strips and compare the color of the strip to the color chart on the bottle.

- If PH and ALK are high, add 4 heaping tablespoons of PH Down or 2-4 oz of liquid to your spa water and circulate water for about 30 minutes.

- If PH and ALK are low, add 2 heaping tablespoons of PH Up or 2-4 oz of liquid and a tablespoon your spa water and circulate for about 30 minutes.

- For an accurate reading, wait at least one hour before retesting PH & ALK.

- Just a reminder: the PH and ALK levels are very important. Maintaining these levels properly will keep your spa running smoothly for years to come. You adjust both PH and ALK using PH Up and PH Down. The most important is ALK, as it is more stubborn and sometimes requires more PH Up or PH Down to adjust. PH is flexible and moves very rapidly with smaller amounts of PH Up or PH Down. It always follows wherever ALK is.

- Adjust the ALK first and get it into the correct range. Once set, test it today and then test it 24 hours from now. If the ALK still tests in the correct range then use PH Up or PH Down (in smaller quantities) to adjust the PH into the correct range.

8. Once the PH and ALK are balanced wait one hour then add 2 heaping tablespoons of Granular Chlorine.

- Sometimes after putting Chlorine in the water your water may turn green in color. This is due to Iron reacting to the Chlorine and tinting the water. Turn your jets on and take your filters out every couple of hours to wash them. Repeat this until the green tint is gone.

9. Wait two to four hours and add 2 ounces of Stain and Scale Defense. Turn jets on to circulate for about 30 minutes.

Congratulations! You've made it to the best part! Enjoy the Spa and Happy relaxing!

Chemical Maintenance:

The following guidelines for safely maintaining your spa water. Our goal is to provide you with a relatively chemical-free spa experience. Utilizing features of your tub, such as Eco-Pur filters and Ozonators, we have successfully done so. Please note that the chemical maintenance described in your spa owner's manual is geared toward Chlorine only. You will not get a Chlorine reading on the test strip using the Non-Chlorine Shock!

1. Add 2 heaping tablespoons of Non-Chlorine Shock each time you are done using the spa. Proper shocking is crucial to keeping your spa free from bacteria! **Don't forget**! By shocking the water each time organics are oxidized and unable to grow. A product called "The Natural" is an enzyme that works slowly on your spa water to prevent organic build up, Oxidizer helps it out by zapping those organics immediately.

2. Add 2 heaping tablespoons of Granular Chlorine to your spa water if you've had a larger than usual amount of people in it. When planning a party, family gathering or children's get together, plan on using chlorine at the end of the day to help deteriorate the organics you left in the water. If you anticipate the party will be going on for several hours, add a capful of non chlorine Shock to your spa water before the party gets started.

3. Each week add 2 ounces of Stain and Scale Defense to help keep your tub lubricated and running smoothly. If you don't add this on a regular basis, metals and minerals such

as Calcium will oxidize, resulting in cloudy, rough water. If prolonged, jets will stop spinning and spa components may become damaged.

- Do not be afraid of cloudy water. It happens very often and is usually a result of combining chemicals, dirty filters or outside factors brought into the spa from your body or clothes. Try to limit outside factors such as body oils, makeup, lotions, etc… Follow the guide to help combat cloudy water if needed.

4. Add 2 ounces of Clarifier once a week or as needed, to help keep your water clear of debris and cloudiness. When adding the clarifier it's a good idea to turn all of your jets on high, open up the air valves and allow suds and organics to gather on the surface of the spa water. Using a skimmer net, remove unwanted debris.

5. Once your spa's PH and ALK are stable, be sure to check it at least once a week to ensure stability. Adjust as needed.

6. Remove filters every week for daily users or every other week depending on frequency of spa use. Spray filters down with the Easy Clean 6000 spray nozzle. You can also clean them using any spray nozzle or even your sink/bathtub if they have higher pressure to get all the gunk and oil out of the filters. When removing filters be sure to turn off power at the breaker or if your spa has a touch screen panel, put the spa in "Hold" mode located in the setting menu. Cutting power or putting the spa in "Hold" mode when removing filters protects your spa from sucking unwanted debris down into the filter holes and damaging your spa.

7. If you clean your filter less frequently than once a week soak your filters in a filter degreaser/cleaner every other month. Never soak your Eco-Pur filter but always wash it out frequently. There are different kinds of filter cleaners. Please consult us regarding which one works best for your environment. DO NOT let your filters dry out unless they have been thoroughly cleaned in a solution. If you wash your filters weekly you can use a filter degreaser/cleaner solution every two or three months or every 8-10 months depending on use.

8. Change your Filters: For the best results, we recommend cleaning your filters once a week. This prolongs their life and saves you money. Most importantly, it helps keep the water clean. Never clean the Eco-Pur filter with Chemical Solution of any kind. Clean with water only.

Well Water & Hard Water Maintenance

If you are on well water we strongly recommend using a mineral pre-filter when filling your spa. We use it to fill our tubs in the showroom to help cut down the amount of metals and minerals in our spas. Removing metals and minerals from spa water can be costly and time consuming, thus, the use of the pre-filter will save you time and money.

Spa manufacturers recommend that you DO NOT use soft water in your spa. The outside spigot generally is not, but double check before filling.

When filling your spa, follow the instructions starting on the first page. If you have hard well water, the only thing you need to be doing differently is to use a pre-filter and possibly add more than 16 ounces of Metal Protectant or 10 ounces of Unique.

Once your spa is full and you are ready to balance the PH and ALK levels, you may need to purchase a product called Total Alk Minus or Spa Decreaser. If you are having a tough time getting your Alkalinity in good range please contact us at 657-295-1300 so we can get you what you need.

Spa Registration
Spa Serial Number_____
https://masterspasportal.com/resources
then go to spa registration

FAQ's: Cold Weather Startup Guide. How do I wire my spa, water maintenance, Manuals, What do the knobs do?
https://hottubandswimspasale.com/faq

Hot Tub Video Tutorials
Removing spa panel, Filling the spa, Control Panel, Filter Cleaning, Water Chemistry, and many more!
https://www.masterspas.com/video-tutorials

Spa and Swim Spa Cover Lifters, shop local!
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