

# Bestway®

## LAY-Z-SPA®



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# LAY-Z-SPA®

## OWNER'S MANUAL

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#### SAFETY INFORMATION

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- Carefully read over the important safety instructions and warnings before operating and keep this manual for future reference. Failure to follow safety information can result in serious injury or death to users.

#### PRODUCT DESCRIPTION

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- Carefully read all product information provided in this manual, including the specifications of the heater. The hot tub heater must be used with an outlet that has the corresponding voltage and rating.

#### PARTS & TOOLS NEEDED

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- To check the parts included in the box, consult the part list on the package. Verify that the equipment components represent the model that you had intended to purchase.
- In case of any damaged or missing parts at the time of purchase, visit our website [bestwaycorp.com/support](http://bestwaycorp.com/support).

#### SETUP INSTRUCTIONS

PAGE 8

- For the installation instructions, refer to the illustration steps on the package. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- Bestway will not be responsible for any damage caused to the hot tub due to mishandling or failure to follow these instructions.

#### USAGE INSTRUCTIONS

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- For the usage instructions, refer to the illustration steps in this manual. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- Bestway will not be responsible for any damage caused to the hot tub due to mishandling or failure to follow these instructions.

#### MAINTENANCE INSTRUCTIONS

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- Liner, cover, filter cartridge, water and chemical maintenance must be performed for the health of your hot tub. Not adhering to the guidelines in this section might put you and your family's health at risk.

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### DISASSEMBLY & STORAGE INSTRUCTIONS

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- Be sure that your hot tub is completely clean and dry before storage. If all parts are not completely dry, mold may result.
- Store in a dry place with a moderate temperature between 15°C (59°F) and 38°C (100°F).

### TROUBLESHOOTING

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- For help with issues with your hot tub, please consult the Troubleshooting section of this manual.

### ERROR CODES

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- For help with issues with your hot tub, please consult the Error Codes section of this manual.

### WARRANTY INFORMATION

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- For information concerning warranty terms, visit our website at [www.bestwaycorp.com](http://www.bestwaycorp.com).

## SAFETY INFORMATION

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### READ AND FOLLOW ALL INSTRUCTIONS.

Carefully read, understand, and follow all information in this user manual before installing and using the spa. These warnings, instructions, and safety guidelines address some common risks of water recreation, but they cannot cover all risks and dangers in all cases. Always use caution, common sense, and good judgment when enjoying any water activity. Retain this information for future use. In addition, the following information can be supplied depending on the spa type. Keep these instructions in a safe place. If instructions are missing, please search for them on our website, [www.bestwaycorp.com](http://www.bestwaycorp.com).

### WARNINGS – SAFETY INSTALLATION

- The spa must be supplied through an isolating transformer or supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30mA.
  - The spa must be supplied by an earthed power source.
  - The power source on the wall of the building should be kept more than 4 m (13.1 feet) away from the pool.
  - The spa must be connected to a grounded main supply socket with a supply cord fitted with a plug and PRCD with a tripping current of 10mA.
  - The spa must only be plugged directly into an earthed socket-outlet of the fixed wiring.
  - After installing the spa, the pump plug must be accessible for connection to the power supply and should be easy to plug in and unplug.
  - Electric installations should follow national wiring rules. Consult a qualified electrician with any questions.
  - Do not bury cord. Locate cord to minimize abuse from lawnmowers, hedge trimmers, and other equipment.
- CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

### WARNINGS - RISK OF ELECTRIC SHOCK

**TO AVOID ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING, THUNDERING OR LIGHTNING.**

- Do not use extension cord to connect unit to electric supply; provide a properly located outlet.
- Do not plug or unplug the appliance with wet hands.
- Always keep the plug dry and never use on damp surfaces or where water may accumulate.
- Do not coil the cord when in use.
- Never operate any electrical appliance when in your spa or when your body is wet. Never place any electric appliance, such as a light, telephone, radio, or television, within 2 m (6.6 feet) of the spa.

## SAFETY INFORMATION

- Install at least 2 m (6.6 feet) from all metal surfaces.
- No part of the appliance is to be located above the bath during use.
- Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in spa pool; Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa pool.
- For electric safety, a PRCD is incorporated in the power cord. If the current leakage is detected more than 10mA, the device will operate and cut off the power supply. In such a case, please unplug and stop using the spa at once. Do not repair the product by yourself. Visit our website [www.bestwaycorp.com](http://www.bestwaycorp.com) to get the necessary information.
- Check the supply cord regularly for damage. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

## WARNING - RISK OF FIRE AND OVERHEATING

- Do not use extension cord or multi-plug adapter with spa heater. Plug directly into grounded socket.
- Do not cover the pump with materials such as waterproof or sun-shade cloth. The pump requires continuous heat dissipation during operation, and wrapping it can lead to poor heat dissipation, which may cause equipment damage and even pose a risk of fire.
- Keep all flammable materials and other potential ignition sources away from the hot tub.

## WARNINGS- TO REDUCE THE RISK OF INJURY

- The water in a spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°F) is considered safe and comfortable for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.
- Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperature to 38°C (100°F). Limit use to 10 minutes at a time.
- If you feel the water is too hot, before entering a spa, the user should measure the water temperature with an accurate thermometer. If the water temperature is above 45°C (113°F), stop use of the spa until the temperature is reduced to under 40°C (104°F). When using an external thermometer, the temperature shown on the control panel and the external thermometer may be different. The difference should be around 3 degrees. This situation is normal due to the different locations where the two instruments read the temperature.
- The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
- Obese people and people with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.
- People using medication should consult a physician before using a spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.
- Avoid putting your head under the water at all times.
- Avoid swallowing spa water.
- Consider that the comfortable temperature range during use may be lower than the maximum safe temperature.
- Never operate the spa if the inlet/outlet pipes are broken or missing. Never attempt to replace the inlet/outlet pipes. Visit our website [www.bestwaycorp.com](http://www.bestwaycorp.com) to get the necessary information.
- Never pour water with a temperature higher than 40°C (104°F) into the spa pool directly.
- Do not use the spa alone.
- People with infectious diseases should not use a spa.
- Do not use the spa immediately following strenuous exercise.
- Immediately leave the spa if you feel uncomfortable or sleepy.
- Always enter and exit the spa slowly and cautiously. Wet surfaces are slippery.
- Always unplug the appliance during rainy weather, prior to cleaning or performing maintenance, and when leaving it unattended for extended periods, such as holidays.
- Never wear your contact lenses when in your spa.

**DANGER** - Risk of Injury. The suction fittings in this spa 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 spa 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.

**CAUTION:** After using your spa for 3-5 years, to ensure the safety and performance of the spa, the main components, such as the heating element, air blower motor and non-return valves have to be checked by a professional electrician. If the electrician finds problems during the inspection, visit our website [www.bestwaycorp.com](http://www.bestwaycorp.com) to get the necessary information.

## **SAFETY INFORMATION**

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### **WARNINGS – NON-SWIMMERS SAFETY**

- Continuous, active, and vigilant supervision of weak swimmers and non-swimmers especially in exercise spas, by a competent adult is required at all times (remembering that children under five years of age are at the highest risk of drowning).
- Designate a competent adult to supervise the spa each time it is being used.
- Weak swimmers or non-swimmers should wear personal protection equipment, especially when using the exercise spa.
- When the spa is not in use, or unsupervised, remove all toys from the spa and its surrounding area to avoid attracting children to the spa.

### **WARNINGS – SAFETY DEVICES AND EQUIPMENT**

- A safety cover or other safety protection device shall be used, or all doors and windows (where applicable) shall be secured to prevent unauthorized access to the spa.
- Barriers, covers, alarms, or similar safety devices are helpful aids, but they are not substitutes for continuous and competent adult supervision.
- It is recommended to keep rescue equipment (e.g. a ring buoy) by the spa (if appropriate).
- Keep a working phone and a list of emergency phone numbers near the spa.
- It is recommended to consult experts and/or local authorities to apply local or national laws/regulations relating to childproof fencing, safety barriers, lighting, and other safety requirements.

### **WARNINGS – SAFE USE OF THE SPA**

- Encourage all users especially children to learn how to swim.
- Learn Basic Life Support (Cardiopulmonary Resuscitation - CPR) and refresh this knowledge regularly. This can make a life-saving difference in the event of an emergency.
- Instruct all spa users, including children, what to do in case of an emergency.
- Never dive into any shallow body of water. This can lead to serious injury or death.
- Do not use the spa when using alcohol or medication that may impair the bather's ability to safely use the spa.
- When covers are used, remove them completely from the water surface before entering the spa.
- Protect spa occupants from water related illnesses by advising them to keep water treated and practicing good hygiene. Consult the water treatment guidelines in the user's manual.
- Store chemicals out of the reach of children.
- Use the signage provided on the spa or within 2 meters of the spa in a prominent visible position.
- Removable ladders, when removed, shall be stored safely where children cannot climb on it.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- Water attracts children; always attach a spa cover after each use.

**DANGER** - Risk of Accidental Drowning (especially children under 5 years). Caution shall be exercised to prevent unauthorized access to the spa by children. This can be reached by adult supervisor securing the means of access or installing a safety protection device to the spa. To avoid accidents during spa use, ensure that children are kept under constant adult supervision.

### **WARNINGS - SAFE WATER MAINTENANCE AND CHEMICAL USE**

- Regarding the information pertaining to cleaning and water maintenance, refer to the MAINTENANCE INSTRUCTIONS section of the manual.
- Do not use spa during chemical maintenance.
- Any manual dosing of chemicals shall not be performed while bathers are present in the spa.
- Consult your local government authority for water regulations related to convenient water supply for filling the spa.

## SAFETY INFORMATION

### WARNINGS - SAFE SETUP AND STORAGE

- We strongly recommend not to unfold and inflate the spa if the ambient temperature is below 15°C (59°F). We suggest inflating the spa indoors, and then continuing to set up outdoors. If the outdoor temperature is lower than 6°C (42.8°F), the spa heater must always be on. In this mode, the Freeze Shield® system can keep the internal temperature between 6°C (42.8°F) and 10°C (50°F) to prevent damage, such as water freezing in the pipes or the circulation system.

**CAUTION:** If alarms pop up on the display screen, the Freeze Shield® system will stop working. Be sure to check the status of your spa if the outdoor temperature is below 6°C (42.8°F). In case of a long-term absence from home when there is a risk of temperatures falling below 6°C (42.8°F), we strongly suggest disassembling the spa and storing it following the storage procedure.

- When the appliance will not be used for a long time, such as in the winter, the spa or pool set should be disassembled and stored indoors.
- Do not place the spa on a slippery surface and make sure the surface is free of sharp objects before installation.
- To avoid damage to the pump, the spa must never be operated unless the spa is filled with water.
- For safety reasons, only use the accessories provided or approved by the spa manufacturer.
- Regarding the information pertaining to the installation, refer to the SETUP INSTRUCTIONS section of the manual.
- Whenever the spa is emptied, the filter should be cleaned (and drained/dried, where applicable).
- Always keep the spa cover on to minimize heat loss during heating of the spa between uses (but not while it is being used). Ensure the cover is fitted tightly, as per instructions to maximize insulation. It shall be recommended that the cover, when not in use, should be kept off the ground to retain its cleanliness (particularly the surface in close proximity to the water spa water surface). The cover should be stored in an appropriate location, where it cannot be damaged, or cause damage.
- Check the set water temperature and consider lowering it for the times when the spa will typically not be in use.
- Depending on external conditions, consider turning off the heater entirely if not using the spa for an extended period of time (where the spa provides this option, but still maintains residual disinfection/pH-values).
- It is recommended to use an insulating ground cloth underneath the spa to minimize heat loss through the bottom of the spa.
- Maintain clean filters to preserve appropriate working conditions for the pump and avoid unnecessary water replacement and re-heating.
- Keep the spa away from the rest area to minimize noise disturbance.
- Do not put the cover on the ground or any other dirty surface when not in place on the spa.
- When the spa is being used, the cover should be placed in a clean, dry area, otherwise it can pick up dirt and bacteria. Covers should not be put on wooden tables or wooden decking because of the risk of bleaching the wood. A cover lifter, or similar device, is useful for ensuring that the cover does not come into contact with the ground. A cover lifter is strongly recommended for spas in rental settings.
- It is recommended to ask a qualified contractor or a structural engineer to verify if the support material is strong enough to support the maximum design load of the spa, spa water and bathers. Read the filled weight information on the package.

**NOTE:** This product is not intended for commercial use.

### WARNINGS – ONLY FOR SPA EQUIPPED WITH WI-FI

- Transmitter working frequency of Wi-Fi: 2412~2472MHz
- Transmitter maximum output power of Wi-Fi: 18dBm
- Transmitter working frequency of Bluetooth LE: 2402~2480MHz
- Transmitter maximum output power of Bluetooth LE: 8dBm



## PRODUCT DESCRIPTION

### HOT TUB HEATER SPECIFICATIONS:

| Power Rate               |
|--------------------------|
| 220-240V AC, 50Hz, 2050W |

## PARTS & TOOLS NEEDED

Compare the parts in your box to the parts listed on the top of the package. Verify that the equipment components represent the model that you had intended to purchase. If any parts are damaged or missing at the time of purchase, visit our website [bestwaycorp.com/support](http://bestwaycorp.com/support).

## SETUP INSTRUCTIONS

### OVERVIEW

#### CHOOSING THE CORRECT LOCATION:

The location chosen where the hot tub will be installed must adhere to the following conditions:

- Because of the combined weight of the water inside the hot tub and the users, the surface chosen must be capable of uniformly supporting the total weight for the entire time the hot tub is installed.
- The location selected must be no more than the length of the hot tub cord from the wall socket. The hot tub plug must be plugged directly into the wall socket.
- For both indoor and outdoor installations, adequate drainage must be present.
- When setting up the hot tub, ensure it is placed on consistent ground. Do not construct the hot tub across different surfaces, such as half on concrete and half on soil. Make sure the hot tub base remains level. If the surface is inclined or uneven, it can create an unbalanced load on the structure of the hot tub. This can damage the welding points of the liner. In the worst cases, the hot tub can collapse, causing serious personal injury and/or damage to personal property.
- The surface must be clear of any type of object. Due to the weight of the water, any object under the hot tub could damage or perforate the bottom of the hot tub.
- The selected location must not have overhead power lines or trees. Be sure the location does not contain underground utility pipes, lines or cables of any kind.
- The selected location must be far from house entrance. Do not position any equipment or other furniture around the hot tub. The water that comes out of the hot tub during use or due to product malfunctions can damage furniture surrounding the hot tub.
- Do not assemble the hot tub on carpet or other floor materials (ex. untreated cork, timber or other porous materials) that have the potential to harbor moisture and bacteria or that could be affected by water treatment chemicals used in the hot tub.
- Consult your local government authority for installation regulations.

**Suggested surfaces:** grass, ground, concrete and all other surfaces that respect the above set-up conditions.

**Surfaces to avoid:** mud, sand, gravel, deck, balcony, driveway, platform, soft/loose soil or other surface that does not meet the above set-up conditions.

#### FOR WI-FI ENABLED HOT TUBS ONLY:

To choose the correct location for an app-controlled hot tub, read the hot tub Wi-Fi instruction leaflet included in the package and these instructions.

#### INDOOR INSTALLATION:

Be aware of these special requirements if you install the hot tub indoors.

- Humidity is a natural side effect of hot tub use that could cause damage to property without proper precaution.
- Determine the effects of moisture on exposed wood, structural materials, or surrounding objects in the proposed location.

## SETUP INSTRUCTIONS

- To minimize these effects in an indoor environment, provide plenty of ventilation to the selected area. Consult an expert to confirm the installation area is properly ventilated prior to use.
- To avoid home or property damage, only install the hot tub in an area with an adequate drainage system. Water may flow out of the hot tub during filling, draining, or when in use.

### OUTDOOR INSTALLATION:

Be aware of these special requirements if you install the hot tub outdoors.

- The selected surface must be clear of aggressive plants and weed species. Types of strong vegetation could grow through the liner and create water or air leakage. Grass or other vegetation that may cause odor or slime to develop must be eliminated from the chosen location.
- Do not leave the hot tub's surface exposed to direct sunlight for long periods of time. We recommend protecting the hot tub from direct sunlight exposure with a cover when not in use.
- Consult a local professional installer for environmental conditions, such as ground water and risk of frost. Follow the important requirements above to choose the correct surface and location to set up your hot tub.

**NOTE:** If parts become damaged because the set-up surface and location do not adhere to these instructions, it will not be considered a manufacturer defect and will void the warranty and any service claims. It is the owner's responsibility to ensure the site meets the requirements at all times.

### ASSEMBLY INSTRUCTIONS

For installation instructions, scan the QR code printed on the front cover or follow the drawings printed on the top of the package. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.

- Do not use an extension cord or multi-plug adapter with the hot tub heater. It is dangerous and can cause the plug to overheat, potentially damaging the equipment and surrounding items.
- Keep at least 1 m (3 ft. 3 in.) of clearance around the hot tub.
- Do not use saltwater to fill the hot tub. High concentrations of salt can corrode the internal metal components.
- The filtration system of the hot tub is designed to be used only with the filter cartridge. Any other component added inside the filter set can cause damage to the filtration system. This will not be covered by the warranty.

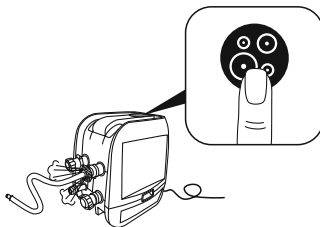
**NOTE:** Before assembling the hot tub, lay the liner in the sun to help soften the material and make it easier to set up.

### INFLATION INFORMATION

- When inflating, you will notice that air will be expelled from the area where the air hose connects to the pump. This is normal.
- Do not cover the holes on the base of the inflation hose, as the inflation hose is designed to inflate the hot tub to the correct pressure. This will over-inflate the liner and damage the structure.
- To prevent bursting from over-inflation, use the original pump for inflation. Do not use an air compressor to inflate the hot tub.
- Do not drag the hot tub on rough ground as this may cause damage to the liner.
- Please inflate the hot tub when the ambient temperature is above 15°C (59°F).

### FOR INFLATABLE COVER:

- It is normal for the inflatable insert to appear slightly smaller than the hot tub cover upon initial installation. The material will gradually stretch and conform to the shape over time.
- When the inflatable insert reaches the correct pressure, it should be slightly stiff to the touch. Overinflating the inflatable insert can cause permanent deformation or damage due to the high elasticity of the PVC material.
- During the first two weeks of use, limit inflation to no more than two times per week to allow the inflatable insert to stretch and achieve optimal elasticity. To increase the lifespan of the inflatable insert, we recommend adding air as few times as possible during the season unless a significant pressure drop has occurred.



# USAGE INSTRUCTIONS

## CONTROL PANEL



**ON/OFF BUTTON:** After activating the RCD/PRCD, press and hold the button  for 2 seconds. The button  will light up green and the control panel can now be used. Press and hold the button  for 2 seconds to turn off all activated functions.



**CELSIUS/FAHRENHEIT TOGGLE:** The temperature can be displayed in either Fahrenheit or Celsius.



**LOCK/UNLOCK BUTTON:** To lock or unlock the pump, press this button for 2 seconds. The pump also has a 5-minute auto-lock, and this light will turn on.



**POWER-SAVING TIMER BUTTON:** Helps to avoid wasting power by setting the time and duration of the heating cycle for the hot tub. Follow these steps to activate the POWER-SAVING function:

Press the button  and the LED  starts to flash.

Press the button  or  to adjust the heating time (1-999 hours).

Press the button  again to confirm the heating time.

After setting the heating time, the LED  starts to flash.

Press the button  or  to set the timer (0-999 hours). This is the amount of time before the activation of the heating function. If the timer is set to 0 hours, the heating system will activate immediately.

Press the button  again or simply touch nothing for 10 seconds to confirm the setting. The LED  turns on, and the timer for the activation of the heating function begins. The screen flashes the current temperature and time alternately.

To modify the timer settings, press the button  and use the button  or  to adjust.

To cancel the settings, hold the button  for 2 seconds.

If the POWER-SAVING function is activated and in the waiting period, the other pump functions can still be used before the heating function is powered on.

The POWER-SAVING function is not an automatic function. After one complete cycle (timer and heating duration), this function must be set again.



**HEAT BUTTON:** Press the button  to activate the heating system. When the light of the button  is red, the heating system is activated. When the light is green, the water has reached the set temperature.

If the heating system is activated, the filtration system will automatically start.

After turning off the heating system, the filtration system will continue to operate.



**TEMPERATURE ADJUSTMENT BUTTONS:** Pressing the button  or  will activate the display, which will flash, showing the set temperature for 3 seconds. After that it will show the actual water temperature. Adjust the set temperature using the button  or .

The default set temperature is 35°C (95°F).

Temperature adjustments range from 20°C (68°F) to 40°C (104°F).



## USAGE INSTRUCTIONS



**HYDROJET™ MESSAGE SYSTEM BUTTON:** Press the button  to activate HydroJet™ massage function. The light of the button  turns red when activated. The system will shut off automatically after 1 hour. Do not run the HydroJet™ massage system without water.



**MASSAGE SYSTEM BUTTON:** Press the button  to activate the massage system, which has a 30-minute auto-shutoff feature. The light of the button becomes red when activated. Do not run the massage system when the cover is attached. Air can accumulate inside the hot tub and cause irreparable damage to the cover.



**WATER FILTER BUTTON:** The button  turns the filtration system on and off. The button  lights up red when activated.



### ATTENTION

Ensure that you have followed the provided installation instructions before using this function:

1. Install the filter cartridge before adding water.
2. Fill the hot tub to a level between the MIN and MAX lines.
3. Activate the filtration system.



**WI-FI ACTIVATION:** For Wi-Fi and smartphone app operation instructions, read the hot tub Wi-Fi instruction leaflet included in the package.

## HEATING TIMES

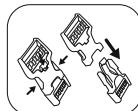
For the water to reach 40°C (104°F), the time required is based on the starting water temperature and outdoor temperature. The data below is purely for reference.

To display the current water temperature, run the filtration system for at least a minute.

| Outdoor Temperature | Water Temperature | Set Temperature | Heating Time |
|---------------------|-------------------|-----------------|--------------|
| 10°C (50°F)         | 10°C (50°F)       | 40°C (104°F)    | 16-24 hours  |
| 15°C (59°F)         | 15°C (59°F)       | 40°C (104°F)    | 12-20 hours  |
| 20°C (68°F)         | 20°C (68°F)       | 40°C (104°F)    | 10-18 hours  |
| 25°C (77°F)         | 25°C (77°F)       | 40°C (104°F)    | 8-12 hours   |
| 30°C (86°F)         | 30°C (86°F)       | 40°C (104°F)    | 5-8 hours    |

## THE WATER HEATER RATE MAY CHANGE IN THE CONDITIONS BELOW:

- When the outdoor temperature is below 15°C (59°F).
- If the cover is off or not in the correct position. Always keep the cover on the hot tub when it is heating up or is not in use; it minimizes heat loss while preventing dust from contaminating the water.
- The water temperature shown on the display may not be correct if the filtration system is not activated. To read the correct water temperature on the display, run the filtration system for at least a minute.
- The water temperature as tested by an external thermometer may vary from the temperature displayed on the hot tub panel by as much as approximately 3°C (37.4°F).



## USAGE INSTRUCTIONS

### WINTER USE INSTRUCTIONS

It is important to follow these guidelines if you are setting up the hot tub during the winter. This will prevent damage to the hot tub heater and liner material, drastically extending the life of the product.



**FREEZE SHIELD®**

- If the outdoor temperature is below 15°C (59°F), unfold and inflate the hot tub indoors using the hot tub pump to avoid damaging the liner. This will make the hot tub liner more flexible and easier to set up.
- Continue setup outdoors by positioning the hot tub liner in the desired area, then connect the hot tub pump and fill with water. The water temperature used to fill the hot tub must be above 6°C (42.8°F), otherwise when you start the hot tub heater, the E03 alarm will appear.
- If alarms pop up on the display screen, the Freeze Shield® system will stop working. Be sure to continuously check the status of your hot tub if the outdoor temperature is below 6°C (42.8°F). If you have a long-term absence from your home when there is a risk of temperatures falling below 6°C (42.8°F), we strongly suggest disassembling the hot tub and storing it following the Disassembly and Storage Instructions.
- Do not use the hot tub when the outdoor temperature reaches -10°C (14°F). Any damage due to using the hot tub in these conditions is the responsibility of the customer and will not be covered by the warranty. Follow the Disassembly and Storage Instructions for proper procedures.

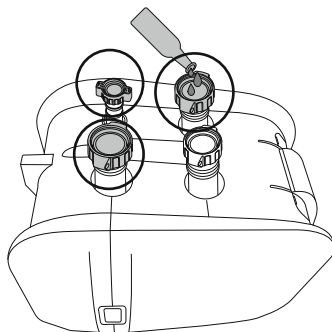
### MAINTENANCE INSTRUCTIONS

**NOTE:** Ensure the pump is unplugged before conducting any hot tub maintenance.

#### PUMP

To increase the lifespan of your pump, we recommend cleaning the PTC components (the effective element working for the heating system) 3 to 4 times a year. If the pump is inoperable due to excessive scaling or if used in areas with hard water, longer and more frequent descaling may be required. Before beginning, ensure you follow the assembly instructions in reverse to detach the pump from the liner.

- Lay down the pump with the water inlet facing upward.
- Fill the descaling solution\* into the water inlet or outlet until the level is even in both the inlet and outlet.
- Wait 5 hours to fully dissolve the mineral deposits.
- Drain the solution and use tap water to backwash the pump for 5 minutes before reassembly.



\* We recommend using vinegar plus water (50% vinegar and 50% water) or any heater cleaning products dedicated to descaling the heating elements. Using inappropriate products could damage the product and compromise its functionality. Damage caused by the use of inappropriate chemical products will not be covered by the warranty.

**Helpful Tips:** You can directly descale the pump following the guidelines provided above. If you choose to use a descaling tool, ensure it is compatible with the pump, and follow all safety and operating instructions provided with that tool.

#### LINER

- It is normal for your hot tub liner to appear as if it is losing air due to variations in ambient temperature that may change the internal air pressure in the liner. Follow the assembly instructions and inflate to the accurate pressure, when needed.
- When detaching the pump from the liner, to avoid water from coming out of the pipes, block the pipe by screwing on the cap and installing the stoppers on the debris screens.

#### COVER

- The inside and outside of the cover should be cleaned periodically by using a gentle detergent for the PVC material.

## MAINTENANCE INSTRUCTIONS

### FILTER CARTRIDGE

- To optimize the performance of the filtration system, check and clean your filter cartridge every day.
- We recommend changing your filter cartridge every week or replacing it if it remains soiled and discolored after washing.
- Ensure the filtration system is turned off before replacement. Place the filter set with a new filter cartridge under the water for 30 seconds to let out all the air from inside of the filter cartridge. If there are not any bubbles when shaken, install it onto the hot tub liner.

**NOTE:** Do not skip this step, or it will greatly affect the performance of the product.

### WATER

Many pollutants settle below the water line. These pollutants can cause bacterial, algal or fungal growth. After a while, tenacious stains or biofilms may develop on the accessible surfaces below the water line. It is recommended to clean your hot tub as regularly as needed.

- To keep your water clean, run the filtration system and perform chemical maintenance every day. The filtration system removes the debris in the water and the chemical maintenance sanitizes the water.  
**NOTE:** When performing the chemical maintenance, use the chemical dispenser with tablets only (do not use granules). Do not throw chemical products (tablets, granules or liquid) directly into the water; the chemicals will settle on the bottom of the hot tub, damage the material and discolor the PVC.
- Water quality will be directly related to the frequency of use, number of users and overall maintenance of the hot tub. The water should be changed every 3 days if chemical treatment is not being performed. It is highly recommended to use tap water to fill the hot tub to minimize the influence of unwanted pollutants, such as minerals.
- We recommend taking a shower before using your hot tub, as cosmetic products, lotions and other residues on the skin can quickly degrade water quality.

#### Chemical Tablets (Not Included):

- Remove the chemical dispenser from the hot tub when the hot tub is in use.
- After performing chemical maintenance and before using the hot tub, use a test kit (not included) to test the water chemistry. We recommend maintaining your water chemical balance as follows:

| Total Alkalinity | pH      | Calcium Hardness | Cyanuric Acid | Free Available Chlorine |
|------------------|---------|------------------|---------------|-------------------------|
| 80-120 ppm       | 7.4-7.6 | 200-400 ppm      | 30-50 ppm     | 2.0-4.0 ppm             |

- Hot tub damage resulting from misuse of chemicals and mismanagement of water is not covered by the warranty.
- Pool chemicals are potentially toxic and should be handled with care. There are serious health risks from chemical vapors and the incorrect labeling and storage of chemical containers.
- Please consult your local pool or chemical supply retailer for more information about chemical maintenance, and follow the chemical manufacturer's instructions closely. Note that local regulations or professional guidance may vary by region.
- Excessive use of chemicals will damage the hot tub, including but not limited to discoloration of the printing, damaged welding points in the material and liner deterioration.

## DISASSEMBLY & STORAGE INSTRUCTIONS



### DRAINING

- To drain the hot tub, follow the drawings. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- Use a hose (not included) to drain water away from the house and any objects subject to water damage.
- **IMPORTANT:** Every time you drain the hot tub, be sure to rinse the internal pipes with clean water to prevent residual chlorine from corroding the pipes and damaging the product.

## DISASSEMBLY & STORAGE INSTRUCTIONS



### DRYING

- To dry the different parts of the hot tub, follow the drawings. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- After draining the hot tub, some water may remain in the pump, liner chamber, massage chain and inflatable cover. Make sure that all of these parts of the hot tub are completely dry. This is essential to extend the life of the hot tub and to avoid mildew.
- The water inside the liner chamber and the inflatable cover is from the humidity in the air used to inflate them. The amount of water will vary depending on the amount of humidity in your area.



### CLEANING

- To clean the hot tub, follow the drawings. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- Detergent residue and dissolved solids from bathing suits and chemicals may build up on the hot tub walls. Use soap and water to clean the walls and rinse thoroughly. Do not use hard brushes or abrasive cleaners.



### DEFLATING

- To deflate the hot tub, follow the drawings. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- The hot tub is equipped with a deflation function to remove all the air from inside the chamber to make it easier to pack and store.

## REPAIRING

### When repairing the cover or interior floor:

Use the provided repair patch to repair tears or punctures.

- Clean the area, and carefully peel the patch.
- Stick the patch over the damaged area.
- Wait 30 seconds before re-inflation.

### When repairing the walls or exterior floor:

Use the provided repair patch and glue (not included) to repair tears or punctures.

- Clean and dry the area to be repaired.
- Cut the provided patch to the appropriate size. DO NOT peel the patch.
- Use glue (not included) to coat one side of the newly cut patch. Make sure the glue is evenly distributed. Wait for 30 seconds and then place the patch with the glue over the damaged area.
- Smooth out any trapped air bubbles and press down firmly for two minutes.
- Wait 30 minutes before re-inflation.

## STORAGE

- Remove all accessories and make sure the hot tub liner, inflatable cover, pump and accessories are completely clean and dry before storing. If the hot tub is not completely dry, mold may form and damage the hot tub liner during the storage period.
- Fold the hot tub liner only if the ambient temperature is above 15°C (59°F) to ensure pliability.
- Store the hot tub in a dry place with a moderate temperature between 15°C (59°F) and 38°C (100°F).
- We strongly recommend positioning the hot tub liner and inflatable cover inside a carton box to better protect the material during the winter months.

## TROUBLESHOOTING

| Problems                                                          | Probable Causes                                                                                                                                                                                                                         | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Pump stopped working</b>                                       | Power failure.                                                                                                                                                                                                                          | Check power source.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                                   | Power circuit is broken.                                                                                                                                                                                                                | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Pump is not heating properly when the hot tub is covered</b>   | Temperature set too low.                                                                                                                                                                                                                | Set the hot tub to a higher temperature; refer to the USAGE INSTRUCTIONS section.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                                                                   | Dirty filter cartridge.                                                                                                                                                                                                                 | Clean/replace the filter cartridge (refer to the MAINTENANCE INSTRUCTIONS section).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                                   | Hot tub is not covered properly with the cover.                                                                                                                                                                                         | Properly attach the cover.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                   | Heating element failure.                                                                                                                                                                                                                | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Massage system is not working</b>                              | Air pump is overheating.                                                                                                                                                                                                                | Unplug the pump, wait two hours until the pump is cool, insert the plug and press the Massage System Button.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|                                                                   | Massage stops automatically after 30 minutes.                                                                                                                                                                                           | Press the Massage System Button to reactivate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                                   | Air pump is broken.                                                                                                                                                                                                                     | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Pump adapters are not level with the hot tub adapters</b>      | The material will change shape; this is normal.                                                                                                                                                                                         | Elevate the pump with wood or another type of insulated material to bring the pump's adapters to the same level as the hot tub's adapters.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Hot tub air is leaking</b>                                     | Hot tub is torn or punctured.                                                                                                                                                                                                           | Use provided repair patch.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                   | Air valve is loose.                                                                                                                                                                                                                     | Using soapy water, cover the air valve to check if air is leaking – the soap will bubble where there is a leak. If so, fasten the air valve by turning it clockwise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Water is not clean</b>                                         | Insufficient filtering time.                                                                                                                                                                                                            | Increase filtration time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                                   | Dirty filter cartridge.                                                                                                                                                                                                                 | Clean/replace the filter cartridge (refer to the MAINTENANCE INSTRUCTIONS section).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                                   | Improper water maintenance.                                                                                                                                                                                                             | Refer to the MAINTENANCE INSTRUCTIONS section.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>RCD/PRCD test failed</b>                                       | Hot tub or RCD/PRCD is defective.                                                                                                                                                                                                       | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>The RCD/PRCD light indicator is solidly yellow</b>             | The RCD/PRCD detects a high temperature.                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• Check if there are any abnormalities or signs of overheating on the body and plug area of the RCD/PRCD or on the external surface of the wall socket, where the RCD/PRCD is connected. If there are no abnormalities or signs of overheating, unplug it and wait one hour, then plug it into the wall socket.</li> <li>- If the yellow light disappears, continue to use the product.</li> <li>- If the yellow light stays on, stop using the product, call an electrician to inspect the wall socket.</li> <li>• For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ul> |
| <b>Control panel is not working</b>                               | The control panel has an auto-lock, which is activated after 5 minutes of inactivity; if the lock icon  is highlighted, the control panel is locked. | <ol style="list-style-type: none"> <li>1. To unlock the control panel, press the button  for 3 seconds. If the control panel will not unlock, restart the pump – unplug and plug it back in.</li> <li>2. Press the button  for 2 seconds if the problem persists.</li> </ol>                                                                                                                                                                                                                                                   |
|                                                                   | Control panel is not activated.                                                                                                                                                                                                         | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Water leaks from the adapters between the pump and hot tub</b> | Seals are missing inside the pump adapters.                                                                                                                                                                                             | Insert the stopper caps on the hot tub ports to prevent the water from escaping and disconnect the pump. Check if the seals are in place.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## TROUBLESHOOTING

| Problems                                                          | Probable Causes                                                        | Solutions                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Water leaks from the adapters between the pump and hot tub</b> | Seals are not in the correct position.                                 | If the seals are not in the correct position, open the gears and place the seals in the correct position.                                                                                                                                                                                                                                                    |
|                                                                   | Seals are damaged.                                                     | If the seals are damaged, they must be replaced. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                                                                             |
|                                                                   | Adapters are not tightened correctly.                                  | If the seals are in the correct position, then the adapters are not tightened correctly. Connect the pump to the hot tub, hand-tighten the adapters and remove the stopper caps from the hot tub ports. If it is still leaking, tighten the adapter until it is not.                                                                                         |
| <b>The HydroJet™ massage system is not working</b>                | The button light is on, but the water does not flow out from the jets. | The thermofuse cut off the power due to a high temperature being reached by the motor. Power off the hot tub heater for about 3 hours, wait for the temperature to drop, and restart the HydroJet™ massage function. If the problem remains, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> . |
|                                                                   | The HydroJet™ massage system shuts off automatically after 1 hour.     | Restart the HydroJet™ massage function again to enjoy your hot tub.                                                                                                                                                                                                                                                                                          |

## ERROR CODES

| Error Code                                                                                                                                                                                     | Probable Causes                                                          | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>The water flow sensors work without pressing the filter or heat button.</b><br>                          | The water flow sensor flags did not fall back into the correct position. | Unplug the plug gently, strike the side of the pump but not violently, and plug it back in.                                                                                                                                                                                                                                                                                                                                                                             |
|                                                                                                                                                                                                | The water flow sensors are broken.                                       | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                                                                                                                                                                                                                                         |
| <b>The water flow sensors do not detect enough water during the filtering and/or heating functions.</b><br> | The 2 stopper caps are still inside the hot tub.                         | Remove the 2 stopper caps before heating. Refer to the Assembly section for more information.                                                                                                                                                                                                                                                                                                                                                                           |
|                                                                                                                                                                                                | The filter cartridge is dirty.                                           | Remove the filter set from inside the hot tub and push the filter or heat button. If no alarm appears, clean or change the filter cartridge.<br><b>NOTE:</b> Before changing the filter cartridge, ensure the filtration system is turned off. Place the filter set with a new filter cartridge under the water for 30 seconds to let out all the air from inside of the filter cartridge. If there are not any bubbles when shaken, install it onto the hot tub liner. |
|                                                                                                                                                                                                | The filter is blocked.                                                   | <ol style="list-style-type: none"> <li>1. Clean the filter and check for damage. Replace or re-install as necessary.</li> <li>2. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ol>                                                                                                                                                                                              |

## ERROR CODES

| Error Code                                                                                                                                                                                       | Probable Causes                                                                                                                                                                                                                                                                                                                                           | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>The water flow sensors do not detect enough water during the filtering and/or heating functions.</b></p>  | <p>Activate the filter or heat system and put your hand in front of the outlet pipe inside the hot tub to check if you can feel water flowing out.</p> <ul style="list-style-type: none"> <li>• If no water flows out, the water pump is broken.</li> <li>• If water flows out but the alarm still appears, the water flow sensors are broken.</li> </ul> | <p>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</p>                                                                                                                                                                                                                                                                                                     |
|                                                                                                                                                                                                  | <p>The pipes in the liner are bent or have poor water flow.</p>                                                                                                                                                                                                                                                                                           | <p>Check the hot tub connection to see if the pipes are bending. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</p>                                                                                                                                                                                                                                       |
|                                                                                                                                                                                                  | <p>The debris screens are blocked by hard water due to calcium build-up.</p>                                                                                                                                                                                                                                                                              | <ol style="list-style-type: none"> <li>1. Empty the hot tub and place a garden hose inside the pipes to wash away the debris. To be sure all the debris is removed, do this from the outside and inside of the hot tub.</li> <li>2. Use a toothbrush to remove any stubborn debris.</li> <li>3. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ol> |
|                                                                                                                                                                                                  | <p>The washers are worn or damaged.</p>                                                                                                                                                                                                                                                                                                                   | <ol style="list-style-type: none"> <li>1. Check the washers inside the coupling for damage. Unscrew the couplings and remove the washer for further inspection.</li> <li>2. For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</li> </ol>                                                                                                                     |
| <p><b>The pump's thermometer reads the water temperature below 4°C (39°F).</b></p>                              | <p>The water temperature is lower than 4°C (39°F).</p>                                                                                                                                                                                                                                                                                                    | <p>The hot tub is not designed to operate with water temperatures lower than 4°C (39°F). Unplug the pump and only re-start the pump when the water temperature reaches 10°C (50°F).</p>                                                                                                                                                                                                                                                   |
|                                                                                                                                                                                                  | <p>If the water temperature is higher than 4°C (39°F), the pump's thermometer is broken.</p>                                                                                                                                                                                                                                                              | <p>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</p>                                                                                                                                                                                                                                                                                                     |
| <p><b>The pump's thermometer reads the water temperature as over 50°C (122°F).</b></p>                        | <p>The water temperature is over 50°C (122°F).</p>                                                                                                                                                                                                                                                                                                        | <p>The hot tub is not designed to operate with water temperatures greater than 40°C (104°F). Unplug the pump and restart it when the water temperature reaches 38°C (100°F) or lower.</p>                                                                                                                                                                                                                                                 |
|                                                                                                                                                                                                  | <p>The ambient temperature is higher than 40°C (104°F) or the hot tub has been exposed to direct sunlight for an extended period.</p>                                                                                                                                                                                                                     | <p>Unplug and detach the pump and drain the hot tub. After 15 minutes, reattach the pump, plug it back in and restart the heating function. If the alarm appears again, consider moving the hot tub to another location without direct sunlight.</p>                                                                                                                                                                                      |
|                                                                                                                                                                                                  | <p>If the water temperature is lower than 40°C (104°F), the pump's thermometer is broken.</p>                                                                                                                                                                                                                                                             | <p>For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</p>                                                                                                                                                                                                                                                                                                     |
| <p><b>The pump's thermometer connection has issues.</b></p>                                                   | <p>The connection between the temperature sensor and the PCB may have an issue.</p>                                                                                                                                                                                                                                                                       | <p>Unplug the hot tub, wait 5 minutes, and then plug it back in while switching the pump on. If the alarm appears again, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a>.</p>                                                                                                                                                                                               |

## ERROR CODES

| Error Code                                                                                                                                                          | Probable Causes                                                                                                                | Solutions                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The pump's thermometer reads the water temperature as over 52°C (125.6°F).</p>  | The water temperature is over 52°C (125.6°F).                                                                                  | The hot tub is not designed to operate with water temperatures greater than 40°C (104°F). Unplug the pump and restart it when the water temperature reaches 38°C (100°F) or lower.                                                                 |
|                                                                                                                                                                     | The ambient temperature is higher than 40°C (104°F) or the hot tub has been exposed to direct sunlight for an extended period. | Unplug and detach the pump and drain the hot tub. After 15 minutes, reattach the pump, plug it back in and restart the heating function. If the alarm appears again, consider moving the hot tub to another location without direct sunlight.      |
|                                                                                                                                                                     | If the water temperature is lower than 40°C (104°F), the pump's thermometer is broken.                                         | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                    |
| <p>Wi-Fi module connection failed.</p>                                             | The Wi-Fi module is damaged.                                                                                                   | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .<br><b>NOTE:</b> Press any button to remove the alarm and continue to use the hot tub without the Wi-Fi connection. |
| <p>Electricity is detected from the ground wire.</p>                               | An appliance in your home may have an electric leak.                                                                           | Call an electrician immediately to understand if power is flowing inside the grounding connection. If the problem continues, to use your hot tub safely, we strongly recommend connecting the hot tub plug to a socket with independent grounding. |
|                                                                                                                                                                     | The pump has a problem.                                                                                                        | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                    |
| <p>The power board temperature is too high.</p>                                    | The power board has a problem.                                                                                                 | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                    |
| <p>Ground connection failed.</p>                                                 | The ground system of the wall socket where the hot tub is connected has a problem.                                             | Connect the hot tub pump to a new socket or call an electrician to check the wall socket. If the problem continues, we suggest creating an independent grounding connection to the wall socket.                                                    |
|                                                                                                                                                                     | The pump has a problem.                                                                                                        | For assistance, please visit the support section on our website, <a href="http://www.bestwaycorp.com">www.bestwaycorp.com</a> .                                                                                                                    |

## WARRANTY TERMS

- Bestway Manufacturer Warranty does not cover products that have been opened and/or tampered with, without Bestway's consent (for example but not limited to, opening a pump).
- For support and product registration, please visit [bestwaycorp.com/support](http://bestwaycorp.com/support).

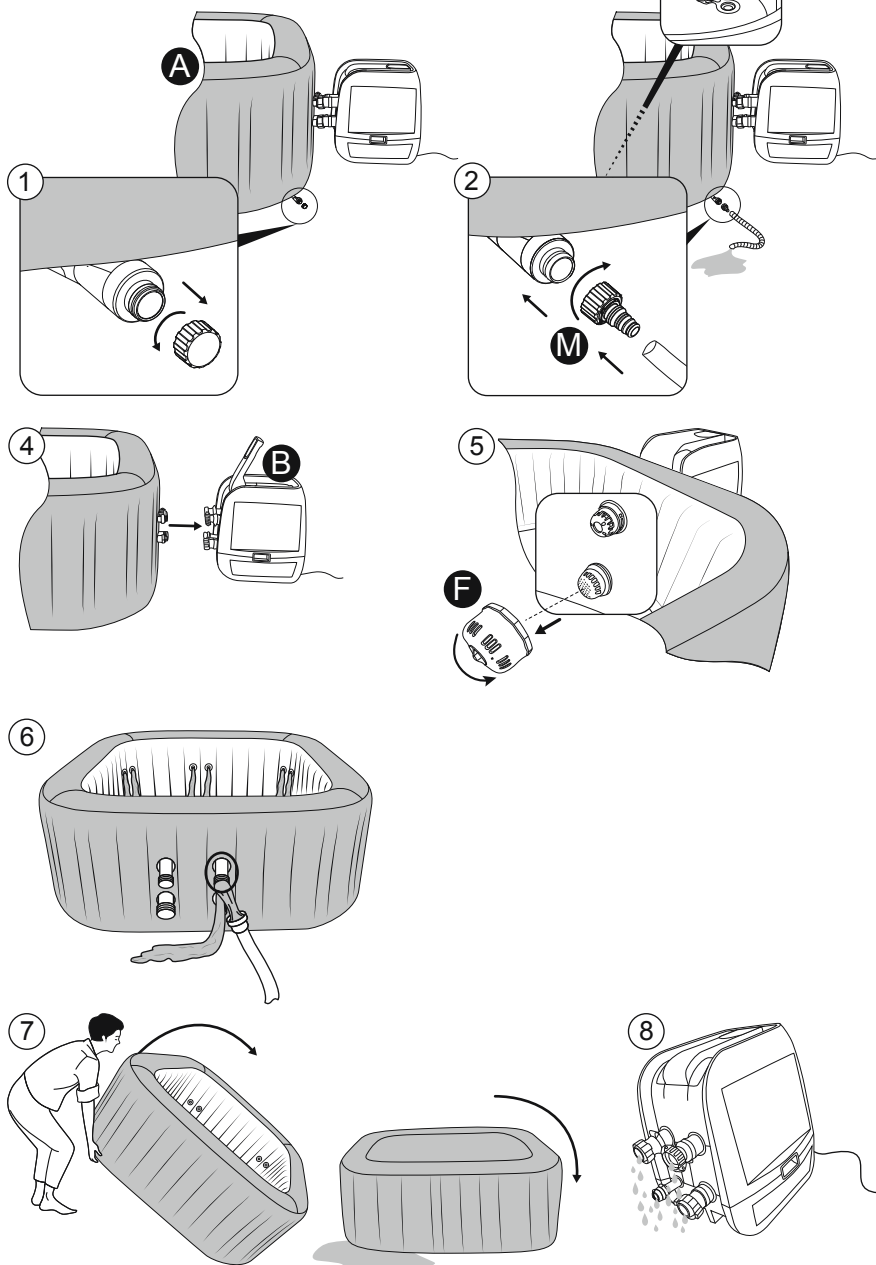
**The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 Statements of Compliance**

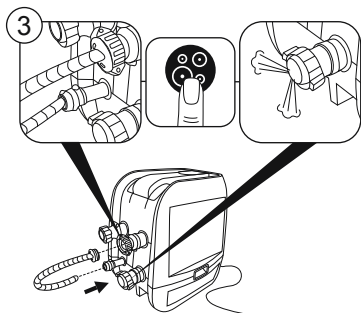
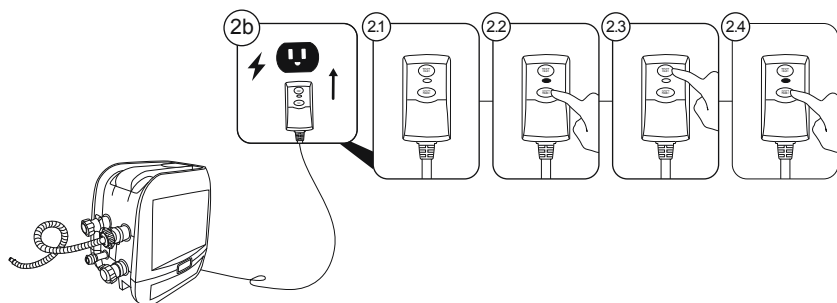
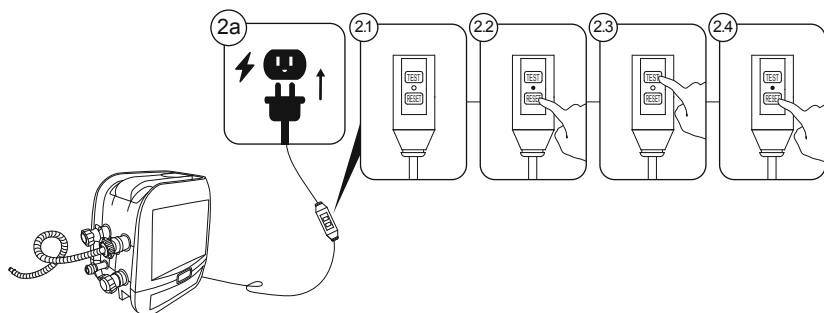
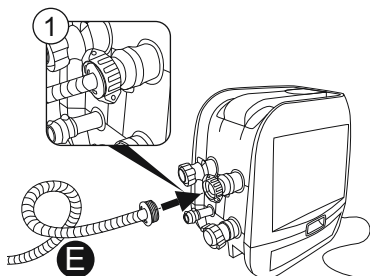
**Manufacturer Name:** Bestway (Nantong) Recreation Corp.  
**Address:** No.8, West Huimin Road, Rugao Economic Development Zone, Jiangsu, China  
**Product Name:** SPA  
**Brand name:** Bestway  
**Model:** S100202; S200202; S300202; S400202

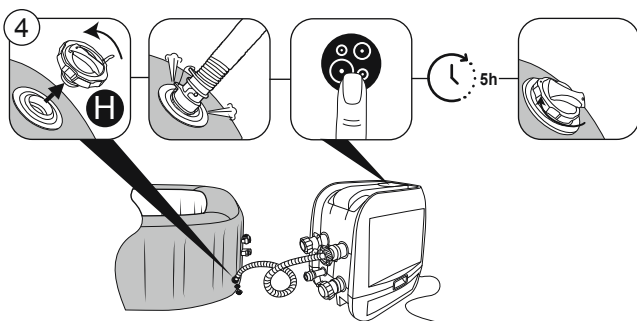
**Batch:**The batch number can be found on the spa pump.  
Based on The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023, We, Bestway (Nantong) Recreation Corp., hereby declare that the device referenced above complies with the following requirements given in the ETSI EN 303 645 V2.1.1 (2020-06) for Provision 5.1-1, 5.1-2, 5.2-1, 5.3-13 (test case as below) and we have complied with the deemed compliance conditions in Schedule 2 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. Moreover, the defined support period for the product that was determined when the manufacturer first supplied the product. It is available on [<https://www.bestwaycorp.co.uk/Policy/ProductSecurityPolicy>]

|                                                                                                                                       |                                    |
|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023 | ETSI EN 303645                     |
| Password                                                                                                                              | provision 5.1-1<br>provision 5.1-2 |
| Information on how to report security issues                                                                                          | provision 5.2-1                    |
| Information on minimum security update periods                                                                                        | provision 5.3-13                   |

Name and Function: Mi Huang, Compliance Manager  
Signature:   
Tel: 86 21 69133312      E-Mail: [mi.huang@bestwaycorp.com](mailto:mi.huang@bestwaycorp.com)  
Date: 2025/5/26      Place: Shanghai, China



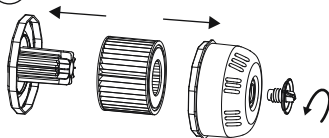




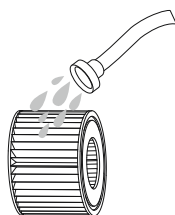
A: ①



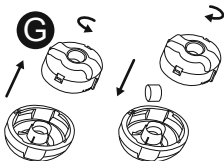
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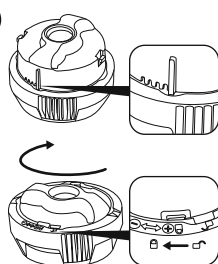
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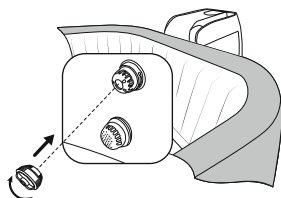
B: ①

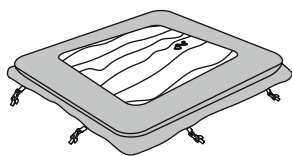
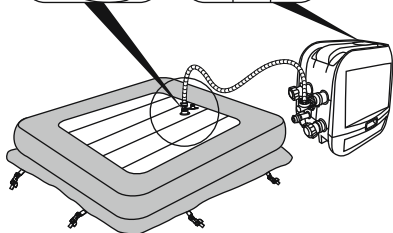
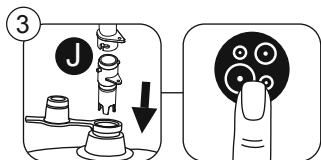
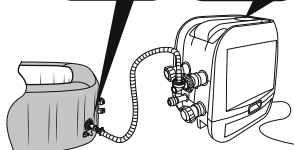
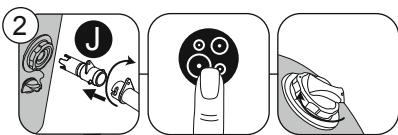
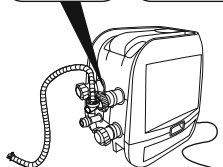
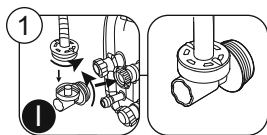


②



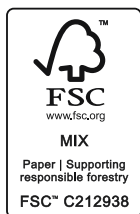
③







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