



# USER MANUAL

RANGE CELTIC



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# Safety instructions

## WARNING

People suffering from an infectious disease should avoid using the spa. Care should be taken when entering and leaving the spa to avoid any risk of accident. Excessively long periods in the spa can have harmful effects on health. Maintain good water quality with chemicals recommended by the manufacturer.

### **Residual current and earth leakage circuit breaker protection.**

It is recommended that the spa owner regularly checks and resets the residual current circuit breaker and earth leakage circuit breaker to ensure that they are working properly.

### **Risk of electric shock!**

Never attempt to repair the control panel yourself. In the event of a malfunction, contact your retailer or the repair service. Follow the instructions in the user manual regarding connection to the power supply. Installation must be carried out by a professional electrician. All earth connections must be correctly made.

## 1 Compliance with safety rules

### WARNING

Check the earth leakage and residual current circuit breakers before using the spa. Read the instructions in the user manual carefully.

A suitable drainage system must be provided for all spas installed underground. Only connect the spa to a circuit protected by a class A residual current circuit breaker and an earth leakage circuit breaker.

To protect against the risk of electric shock, use only genuine repair and replacement parts and components. Repairs should only be carried out by a qualified technician. Install a residual current circuit breaker rated for maximum electrical current.

### WARNING

Water temperatures above 38°C (100.4°F) may be harmful to your health. Disconnect the spa from the power supply before carrying out any repairs.

## 2 Risk prevention for children

- a) Never allow children to use the spa without constant supervision by a responsible adult.
- b) Set the water temperature lower for small children. Check the water temperature by hand before allowing children into the spa.
- c) Wet surfaces can be slippery. Remind children to take care when entering and leaving the spa.
- d) Do not allow children to climb on the thermal cover or play with the control panel.

## 3 Risk prevention for adults

- a) Do not remove any air or water inlets. Do not start the spa if any air or water inlet is missing or broken.
- b) Wet surfaces can be slippery. Enter and exit the spa with care to avoid any risk of accident.
- c) Persons suffering from an infectious disease should avoid using the spa.

## Safety instructions

- d) Do not approach rotating parts of the spa with loose clothing or jewelry that may become entangled.
- e) The use of drugs, alcohol or medication in the spa may cause you to faint with the risk of drowning. People taking prescription medications should consult their physician: some drugs may cause drowsiness or affect the heart, blood pressure and circulation.
- f) Pregnant women should consult their doctor before using the spa.

### 4 Prevention of electric shock

#### **ONLY A DULY QUALIFIED ELECTRICIAN IS AUTHORIZED TO INSTALL THE SPA!!!**

Please note that your spa is equipped with electrical equipment. It is therefore extremely important that it is installed in accordance with current standards (NF C15-100 art.702). The spa must be connected to the electrical supply by a qualified and approved electrician, otherwise the manufacturer's warranty will be void.

A 30mA residual current device must be installed if it is not already present or undersized on your home's electrical panel.

Tighten all the electrical connections in the cabinet before switching on the spa.

### **WARNING**

**WARNING!** Do not leave the spa in its original packaging and empty in the sun! Always use the cover!

Cleaning the body of the acrylic spa with detergent containing alcohol or acetate is strictly **FORBIDDEN!** The manufacturer cannot be held responsible for damage caused by the use of prohibited detergents. In this case, the spa warranty is invalid. People suffering from infectious diseases, heart problems or high blood pressure must not use the spa. Do not allow children to use the spa alone without constant supervision by a responsible adult. **DO NOT** place any electrical appliances within 3m of the spa.

#### **IMPORTANT: CHECK PIPE CONNECTIONS**

Before filling the spa with water, check that the connections between the plumbing and the pumps, and the connections between the plumbing and the heater, are tight.

#### **IMPORTANT: PROTECTION FROM DIRECT SUNLIGHT**

Direct sunlight can damage the acrylic surface of the spa. The spa cover must always be in place when the spa is not in use to avoid any risk of damage caused by exposure to direct sunlight, which is not covered by the warranty.

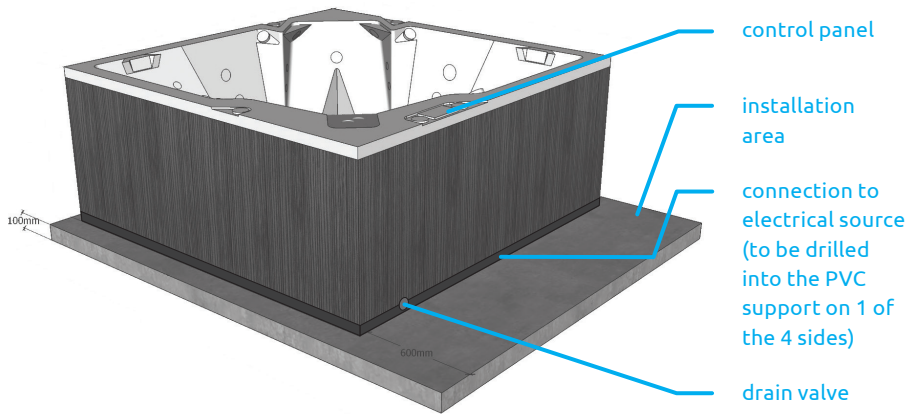
**NOTE:** Fill the spa with water through the skimmer to prevent air from entering the pumps.

# Preparation for installation

Dear customer,

thank you for your confidence in our product and our company.

We sincerely hope that you will be satisfied with the use of your spa. We would strictly follow the steps below to ensure a complete and error-free spa installation.



## 1 Spa installation area

The spa must be installed on a reinforced flat surface. This reinforcement must take into account the dimensions and weight of the spa. Ideally, we recommend preparing a 10 cm thick concrete slab. The weight of the spa depends on the model. The weight of the spa + the water + the number of people (between 1,100 kg and 3,300 kg) must be taken into account. Allow for a load of between 350 kg/m<sup>2</sup> and 630 kg m<sup>2</sup>. Ask your installation supervisor for advice. If you wish to install the spa on a plot of land or if you wish to bury it, a water drainage system must be provided, but this must not be placed directly under the spa. In the case of an underground installation, a space of 80 cm must be provided around the perimeter of the spa for maintenance and repairs. This space must be perfectly dry, watertight and ventilated.

## 2 Technical data

Connection type	230V ~	380 V ~
Rated current	Single-phase	three-phase
	230V 50/60Hz	400 V 50/60 Hz
Maximum power kW/h	8.1 kW/h	8.1 kW/h
Differential circuit-breaker	30mA	30mA
Cable section	3 x 6mm <sup>2</sup>	5 x 2.5 mm <sup>2</sup>
Thermal-magnetic circuit-breaker	25 / 32A	4 x 25 A

# Preparation for installation

## 3 Preparing the electrical connection

**To power your spa, proceed as follows:**

**a) Connection of a spa ~ 380 V (3P+N+T) (see Annexes cablage A)**

As the spas are designed for connection to 380 V alternating current, a 3 × 16 A/C or 3 × 20 A/C earth leakage circuit breaker and a suitable earthed earth leakage circuit breaker are required. A 5 × 2.5 mm cable is also required. **Allow an additional 4 m from the spa** to avoid complications when connecting to the control system. Do not place the cable under the spa!

**b) Connection of a spa ~ 230 V (1P+N+T) (see Annexes cablage B or C)**

It is possible to connect to 230V alternating current by making the modifications shown in the appendices. A 30mA differential circuit breaker and 25 or 32A magnetothermal protection must be provided, depending on the connection. A 3x6mm<sup>2</sup> cable is also required.

**Allow an extra 4 m from the spa** to avoid complications when connecting to the control system. Do not place the cable under the spa!

**TO KNOW: the connection in 16A implies that the heater will not work at the same time as the massage pumps.**

## 4 Further information

Fill the spa with water through the skimmer using a garden hose, and empty the spa every three months (depending on the frequency of use). Before emptying the spa, be sure to reduce the concentration of chemical products to avoid any risk of contaminating the water treatment facilities and the organisms living in the water. If in doubt, seek advice from the water treatment plant.

**Never discharge water into a septic tank or domestic water purification system!**

For the thermal cover, allow a space of 20 cm along the longest panels of the spa and a further 60 cm on the side where it will be tilted. If the spa is buried in the ground, allow a space of 60 cm all around the perimeter of the spa; in this case, a thermal cover cannot be installed. If the spa is installed close to a wall or on a terrace, access must be provided to each of the panels. It is essential to provide access to all the panels for installation, repairs and winter storage of the spa, or to consider the possibility of moving it for the same reasons.

If the installation requires the use of a crane, it is up to the customer to reserve it. A crane is only required for installation on raised ground or if the location of the spa is difficult to access. The customer should plan for a sufficient number of people to carry out the installation. For small models, you should generally count on 4 people and 7 people for large spas.

## SPA PERFORMANCE CHARACTERISTICS

**For your safety and that of your appliance, please follow these instructions. Read the following instructions and follow them when using the spa to avoid damage and risk of injury.**

### 1 Spa performance characteristics

#### Performance characteristics

Rated voltage	Three phase 380 V 50/60 Hz	Single phase 230V 50/60Hz
Maximum working voltage	3 × 16 A	1x25A / 1x32A
Voltage resistance	1 250 V/min. without perforation	
Insulation resistance	>= 200 M Ω	
Water resistance	IPX5	
Protection against electric shock	first level	

**NOTE: the 230V 25A connection means that the heater cannot operate at the same time as the massage pumps.**

#### Loads

Heating:	230 V/3 kW/13.6 A
Ozone :	230 V/50–60 Hz/80 mA
Massage pump x2 :	2.2 kW
Circulation pump :	0.4kW
Total power (depending on spa type):	8.46 kW/h
Protection class :	I.
Lighting :	LED 12 V/10 W
Maximum power :	20 W

Be sure to connect the spa to a circuit protected by a 0.03 A residual current circuit breaker. If the earth leakage circuit breaker has to be replaced, it is imperative to use an earth leakage circuit breaker of the same type and rating.

**ONLY AN APPROPRIATELY QUALIFIED ELECTRICIAN IS ALLOWED TO INSTALL THE SPA!!!**

## PREPARING / INSTALLING THE SPA

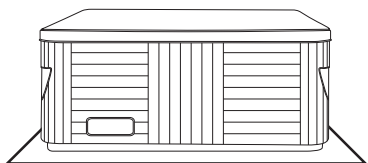
### 2 Preparing to install your spa

**Check all parts of the spa before installation. Contact your dealer immediately if any parts are broken or missing. Check that all components correspond to the order. Check the spa before use. If damaged, do not use the spa.**

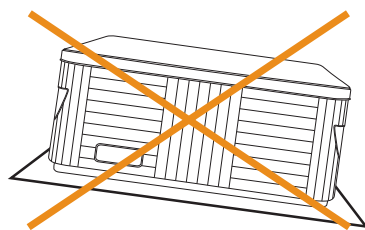
#### 2.1 Preparing the site for installation

The spa must be installed on a flat base that is strong enough to withstand the maximum load of the entire installation. For outdoor installations, a concrete slab at least 10 cm thick is recommended. In all cases, the maximum load that the base must support must be calculated according to the size and weight of the spa. Ask your installation supervisor for advice. The weight is indicated in the spa's technical description.

**YES**



**NO**



#### 2.2 Preparing for indoor spa installation

If the spa is installed indoors, the safety instructions must be followed. Basic safety requirements include a non-slip floor and a drainage system close to the installation in the event of an overflow. It's also essential to bear in mind the increase in humidity levels in the space surrounding the spa, which can damage electrical equipment. Ventilation is therefore recommended. Provide access to all sides of the spa for future repairs. It is the owner's obligation to provide sufficient access throughout the warranty period.

#### 2.3 Preparing for outdoor spa installation

If the spa is installed in an outdoor area, the safety instructions must be followed. The basic safety requirements mainly concern a non-slip floor and a drainage system close to the installation in the event of rain or overflow. It is therefore advisable to tailor the installation area to these conditions.

### 3 Installing the spa

#### 3.1 General information

It is strongly recommended that the spa is installed by trained and competent professional technicians. If you decide to install the spa yourself, please observe the following instructions.

- a) Remove carefully all packaging carefully from the spa and install it in a pre-designed location.



## SPA INSTALLATION

- b) Remove the panel on the side of the spa where the control panel is located. Open the electrical wiring cover and refer to the wiring diagram. Connection must be carried out by a qualified person.
- c) All our spas are tested under real conditions throughout the manufacturing process. Residues may remain on some parts of the spa. Clean the spa surface with lukewarm water. Clean the surface of the spa only with a soft cloth. Do not use abrasive cleaners or cloths that could permanently damage the spa surface. If a cleaning solution is used, it must not attack the surface of the spa.

### 3.2 Filling the spa with water

Fill the spa with sufficient water. The water level in the spa must never be lower than the skimmer level. In the event of a water leak, stop filling and have the cause of the leak repaired. Our spas are not equipped with a water softener and hard water can damage them. The warranty does not cover any damage caused by incorrect operation or maintenance.

- a) Fill the spa through the skimmer to prevent the circulation pumps from taking in air.
- b) Do not fill the spa with water at a temperature exceeding 40°C (104°F).
- c) Once the water level has been reached, place the filter cartridge in the skimmer. Tilt the filter during installation to avoid the formation of air bubbles. Remove all air from the filter before installing it.

### 3.3 Connecting the spa to the power supply

If the spa is connected to the electricity supply via a loose power cable, it must be kept away from any sharp objects and must not be exposed to the elements. It is recommended that it be placed in a protective jacket. Switch on the differential circuit breaker for the spa.

### 3.4 Programming the spa control unit with the control panel

You can now program the spa to operate. Follow the procedure indicated in the “Control panel” section. Once programming is complete, cover the spa with a thermal blanket and allow the water temperature to stabilise. Check the water level in the spa regularly.

### 3.5 Adjusting the massage nozzles

The flow rate of all the massage jets can be adjusted by turning the outer part.

**Warning:** Never close more than half the jets. This would cause excess pressure in the pipes and could damage the massage pumps.

## SPA MAINTENANCE

### 4 Spa maintenance

#### 4.1 General information

Do not expose the empty or uncovered spa to direct sunlight. Direct sunlight can cause discoloration and deformation of surface materials. Cover the spa with the thermal cover when not in use, whether empty or filled. Protect the spa from rain and snow. If possible, install the spa under a gazebo or roof.

- a) Do not open the control unit. It is made up of parts that cannot be repaired by the user.
- b) Regularly empty and clean the spa and fill it with clean water.
- c) Clean the filter cartridge at least once a week.
- d) The user must rinse his/her body thoroughly before and after using the spa.

#### 4.2 Removing and cleaning the filter cartridge

Limescale and mineral particles can clog the spa filter causing a reduction in the flow of water to the filtration system.

**We recommend cleaning the filter cartridge at least once a week.**

Remove the cartridge and the skimmer insert. Clean the cartridge with a garden hose until all the dirt has been removed, right down to the corners of the filter. Once clean, replace the skimmer insert. Place the cartridge inside the skimmer and close. The filter cartridge should be replaced every 3 to 6 months. Replace it earlier if it is damaged or clogged; it cannot be used in this condition.

Make-up, sun creams and other lotions reduce water quality and the life of the filter cartridge.

**TIP: Always have a spare filter cartridge.**

#### 4.3 Maintaining spa water quality

**WARNING: Always add chemicals to water, not the other way round. Only add chemicals when the spa is not occupied. Operate the circulation pump to mix the chemicals with the water. Store chemicals as indicated on the product label.**

- a) Regularly use a water hardness regulator and follow the instructions on the product label.
- b) Depending on how often the spa is used, check the water quality regularly using a water quality kit.
- c) Adjust the pH of the water using the chemicals provided.
- d) Adjust the treatment with the chemicals (chlorine, bromine or active oxygen) provided. Follow the instructions on the product label.

**The pH of the water must be balanced for the treatment to be effective.**

- e) We recommend cleaning/replacing the filter cartridge before adding chemicals.

**Chlorine shock treatment** - in the event of extreme pollution, the water needs to be treated with a rapid dose of chlorine, so a chlorine shock treatment should be carried out. Ensure that the pH of the spa water is between 7.0 -7.6 and check the chlorine level. Add a dose of shock

## SPA MAINTENANCE

chlorine 10-20 g/m<sup>3</sup> (2 tbsp) to the water once a week or if a large quantity of fresh water has been added to the spa. Only add chlorine when the spa is not occupied. After adding the chlorine, run the circulation pump to mix the chemicals thoroughly with the water. If using granulated chlorine, dissolve it in a small amount of water before adding it to the spa. Allow the chlorine level to drop to 3 mg/l before using the spa.

**Shock treatment with active oxygen** - in the event of extreme pollution, the water should be treated with a large dose of active oxygen for shock treatment. Ensure that the pH of the spa water is between 7.0 and 7.6 and check the concentration of active oxygen in the water. Add a shock dose of active oxygen (2 tablets) to the water once a week or if a large quantity of fresh water has been added to the spa. Only add active oxygen when the spa is not occupied. After adding the active oxygen, run the circulation pump to mix the chemicals thoroughly with the water. Allow the active oxygen level to drop to 15 mg/l before using the spa.

**Store chemicals according to the label of the product**

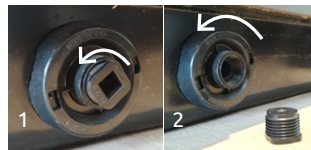
### Ideal level of chemicals

<b>Free chlorine concentration</b>	0.7–1.0 mg/l
<b>Bromine concentration</b>	3 - 5 mg/l
<b>(active oxygen concentration)</b>	(10–15 mg/l)
<b>pH</b>	7.0–7.6
<b>Calcium (hardness)</b>	100–180 mg/l
<b>Overall alkalinity</b>	80–120 mg/l

## 4.4 Changing the water

It is important to keep spa water fresh and clean. It is recommended to change the spa water every 3 months and earlier if its quality deteriorates faster. The waste water from the spa can be used for watering the garden, for example, provided that the last chemical treatment was at least a week ago.

- Disconnect the spa from the power supply (switch off the earth leakage circuit breaker).
- Check that the power cable is not wet.
- Empty the water through the drainage system, carefully close the system and fill the spa with fresh water.
- Reconnect the spa to the electrical circuit (turn on the differential circuit breaker).



## 4.5 Cleaning the spa tank

Use a mild, non-abrasive detergent and a soft cloth.

## 4.6 Spa hygiene and disinfection

It is extremely important to maintain spa hygiene to eliminate any microbes, algae and other harmful organisms that pollute the water. Check the condition of the water using a kit (pH and Cl) and treat with suitable chemicals if necessary. Carefully follow the instructions on the chemical product label.

## SPA MAINTENANCE

### 4.7 Thermal blanket

Using a thermal cover saves energy by reducing temperature loss and evaporation. The cover is also an effective way of protecting your spa from impurities and leaves that may fall onto it.

**WARNING: For safety reasons and to prevent damage, do not sit, stand or lie on the cover. Do not place any objects on the blanket. The thermal cover is not a barrier to access the space around the spa. Do not allow animals to move around on the thermal blanket. Do not allow snow to accumulate on the thermal blanket.**

### 4.8 Thermal blanket maintenance and care instructions

It is important to look after the thermal blanket properly: clean it when necessary and treat it with a product designed for this purpose, i.e. a maintenance product for eco-leather or imitation leather. The warranty does not cover damage caused by the use of an unsuitable product

- a) A good balance of chemicals is an important factor in the longevity of the spa cover.
- b) Remove the cover from the spa and place it on the ground, with the outside face down.
- c) Clean the cover with a large quantity of water from a garden hose or bucket.
- d) Clean the surface of the thermal cover with a soft brush and a washing-up liquid solution (1 tbsp washing-up liquid diluted in 8 litres of water).

**Warning: Do not allow the washing-up liquid solution to dry on the thermal blanket before rinsing it off!**

- e) Rinse off the cleaning solution thoroughly.
- f) Put the cover back on the spa.
- g) Open the thermal cover regularly to allow chemical vapours to disperse. Turn the thermal cover over at least twice a year for 3 to 4 hours.
- h) Failure to clean the thermal blanket regularly, ideally twice a month, can weaken the surface fabric and reduce its lifespan. Seams may come apart. The guarantee will be invalidated if the thermal cover is not cleaned correctly.
- i) If the spa is outdoors, to avoid any damage to the tank from the sun's rays, raise the cover a few centimetres on both sides to allow air to circulate.

**WARNING: Do not lift the thermal cover by the handles. A vacuum forms between the thermal blanket and the spa, and lifting the blanket by the handles may damage it. The thermal blanket must be carried by hand.**

## 5 Winter - Summer

**Winterising your spa, a process recommended by the manufacturer.**

The spa and all its technical components (circulation pumps, pipes, etc.) must be completely drained of water for the wintering process. We recommend that you call in a specialist, as improperly winterising your spa can cause irreversible damage. If you winterise your spa yourself, it is essential to do so while the air temperature is still above zero degrees. Winterizing at sub-zero ambient temperatures can be difficult to carry out, as the water in

## SPA MAINTENANCE

the pumps may have already frozen and damaged parts of the spa.

### 5.1 Winter - use of the spa, year-round operation (SLP)

If the spa is used in winter, the following should be checked regularly: short-circuit, motor and pumps not working, heating failure, clogged filter cartridge.

**Any damage to the spa resulting from failure to comply with the above instructions is not covered by the warranty.**

### 5.2 Summer

Do not expose the spa to direct sunlight; do not use cleaning products that are not suitable for spa maintenance. Avoid direct contact between the surface of the spa and chemical products and any sharp objects that could cause scratches. The safety of children in the spa must be ensured by constant supervision by a responsible adult. Only persons over 18 years of age who are familiar with all spa-related procedures may operate the spa. The same applies to the use of chemicals, which must be stored out of the reach of children.

## 6 Latest measures

### 6.1 Warranty conditions

There is a 2-year guarantee on all electrical equipment. The tank, cladding and wooden structure of the spa are guaranteed for 10 years against manufacturing defects.

### 6.2 Safe disposal of the product at end of life

The spa must be disposed of by a service professional at the end of its life. In accordance with WEEE directives, this product may not be disposed of as domestic waste.

### 6.3 Warranty claims and repair services

Any potential warranty claim complies with consumer protection legislation and the distributor's warranty claims policy.

## Spa cover maintenance

### Care and maintenance of your spa cover

To protect the outer vinyl cover, apply a product specifically designed for spa covers or leather soap.

Avoid products containing silicone, such as car care products.

Maintain a good water balance. Check water quality with your spa distributor. Poor water quality can have an adverse effect on the health and quality of the thermal blanket.

Wait 30-45 minutes after adding chemicals to the spa before replacing the cover - this will allow the vapours to disperse.

Handle the cover with care - dropping it can damage the foam.

**Do not lift the blanket by the straps or the skirt. Do not use the handles to carry the blanket; they are for opening and closing only. Our blankets close hermetically and may produce a vacuum. Put your hand under the blanket below the handle before pulling the handle. We recommend installing a cover lifter.**

Brushing and rinsing the cover well between cleanings is sufficient, but it should be thoroughly cleaned at least twice a year. Use dishwashing soap or a product designed for cleaning spa covers to clean the outer surface, rinse and leave to dry thoroughly.

Dilute approximately 240 ml of bleach in 4 litres of water to clean the inside of the cover and prevent the formation of mould.

To clean the inside of the cover, unzip and remove the foam. Brush the inside of the cover with a soft brush, wipe off the foam with a soft cloth or sponge and mild soap or spa cover cleaner, rinse and leave to dry well before reassembling. Do not expose the foam to direct sunlight - it may melt and warp.

To reassemble the cover, turn the foam inside out. Turning it inside out twice a year optimises the cover's watertightness and lifespan. If you only open one side of the cover, be sure to swap the foam from one side to the other from time to time to prevent overexposure of one side.

Snow, rain and regular wear and tear can cause the roof to sag and water to accumulate, which in turn amplifies the sagging problem. Avoid accumulating snow on the roof. Only use a brush to remove snow and ice from the cover; never use a snow shovel. Never leave a cover on an empty spa or a filled spa with the heater on for long periods without supervision. Water can cause condensation inside the cover, resulting in the cover collapsing.

A thermal spa cover can be added to the water surface to optimise heat retention and protect the underside of the spa cover.

Make sure that nothing prevents the underside of the cover from coming into contact with the top of the sides of the spa. Particularly the cushions in the folds. Centre the cover on the spa, make sure the Seal-Tight sealing cushions are correctly positioned and fasten the straps to prevent the cover losing its seal.

# Warranty conditions

The warranty is only valid for the first consumer, i.e. the first owner of the spa, to whom the spa was invoiced and delivered. The warranty period begins on the first day of use and ends on expiry of the period during which the owner may assert his rights relating to the quality of warranty claims. Or before the expiry of this period if the owner transfers his rights to another person.

## 1. Thermal blanket: 2-year guarantee

The manufacturer guarantees the thermal blanket against all material and process quality defects. Wear and tear and discolouration that occur naturally with exposure to direct sunlight are not guaranteed.

## 2. Spa parts: 2-year warranty

Parts of the spa's motors, circulation pumps, jets and air regulators are guaranteed against all material and process quality defects. Parts that generally wear out with use (sealing elements, filter cover, etc.) are guaranteed for a period limited to 6 months

## 3. Balboa control unit and control panel: 2-year guarantee

The BALBOA control unit and the BALBOA control panel are guaranteed for 2 years. This warranty covers defects in material and process quality. The warranty period for fuses, bulbs, sealing elements and heating is limited to their lifetime, which depends on the intensity of use and proper maintenance of the spa. Wear of the BALBOA control panel screen is not a guarantee.

## 4. Spa tank: 10 years warranty

The spa tank is guaranteed for a period of 10 years against leaks caused by a manufacturing or material defect.

## 5. Structure en bois du spa Hanscraft : garantie 10 ans

The wooden structure of the spa is guaranteed for a period of 10 years against the risk of collapse due to a defect in material.

## 6. Spa treatment: 2 years warranty

The manufacturer guarantees the treatment of the spa against any defect for a period of two years. This warranty explicitly covers shrinkage, cracks and spalling of the spa liner. Discoloration and external wear of the cladding are natural consequences of use and are not considered defects.

## 7. Water leak: 2 years warranty

The internal piping and the installation of the jets are guaranteed against defects of material. The manufacturer is not responsible for material damage caused by water leaks.

## 8. LED lighting: 2 years warranty

The manufacturer guarantees the operation of the LED lighting for a period of two years against all material defects.

## 9. Aquatic Audio System Components: 2 years warranty

The elements (speakers, power supply, cables, subwoofer, etc.) are guaranteed by the manufacturer against all defects in material and process quality. This warranty does not include poor signal reception due to a bad spa location.

## Warranty conditions

### 10. Ozonator sanitizer and UV lamp (depending on model): 2 years warranty

The manufacturer guarantees the ozonator and the UV lamp for a period of two years against all defects in material and process quality. The UV lamp bulb, which has a limited lifetime, is not included in this warranty.

### 11. Restrictions on the guarantee period

- a) The warranty does not cover defects caused by improper use or maintenance of the spa, or by the use of non-adapted/misdosed chemicals causing, for example, the formation of calcareous sediment on different parts of the spa. The warranty does not cover damage and defects caused by weather conditions and natural forces (lightning, floods, frost, etc.).
- b) The warranty does not cover damage caused by user changes to the spa and spa equipment.
- c) The warranty does not cover the quality of the radio signal, which depends on the local conditions that affect the signal strength and the disturbances causing a weak or absent signal.
- d) The manufacturer is not responsible for damage caused by pets.
- e) The manufacturer disclaims any liability for damage that may be caused during the delivery of the spa, which was arranged by the user. The manufacturer is also not liable for damage caused by careless handling (brutal actions, lifting, etc.), any changes for any reason (including changes made to comply with local requirements) or a poorly performed installation (different from the one proposed by the manufacturer).
- f) The warranty does not cover defects caused by normal wear and tear, changes to the product without the written consent of the distributor, improper installation, use of the product for commercial purposes, accessories that are not authorized by the manufacturer, non-compliance with the instructions in the user manual, repair by a non-professional individual or any person not authorized by the manufacturer's representative.
- g) The manufacturer cannot be held responsible for the following damages (for example, the effect of water on the floor, ceilings, surfaces, etc.), damages caused by the carelessness of a person (for example, improper use of chemicals, poor water quality or use of accessories not authorized by the manufacturer (whose possible defects have not been tested)).

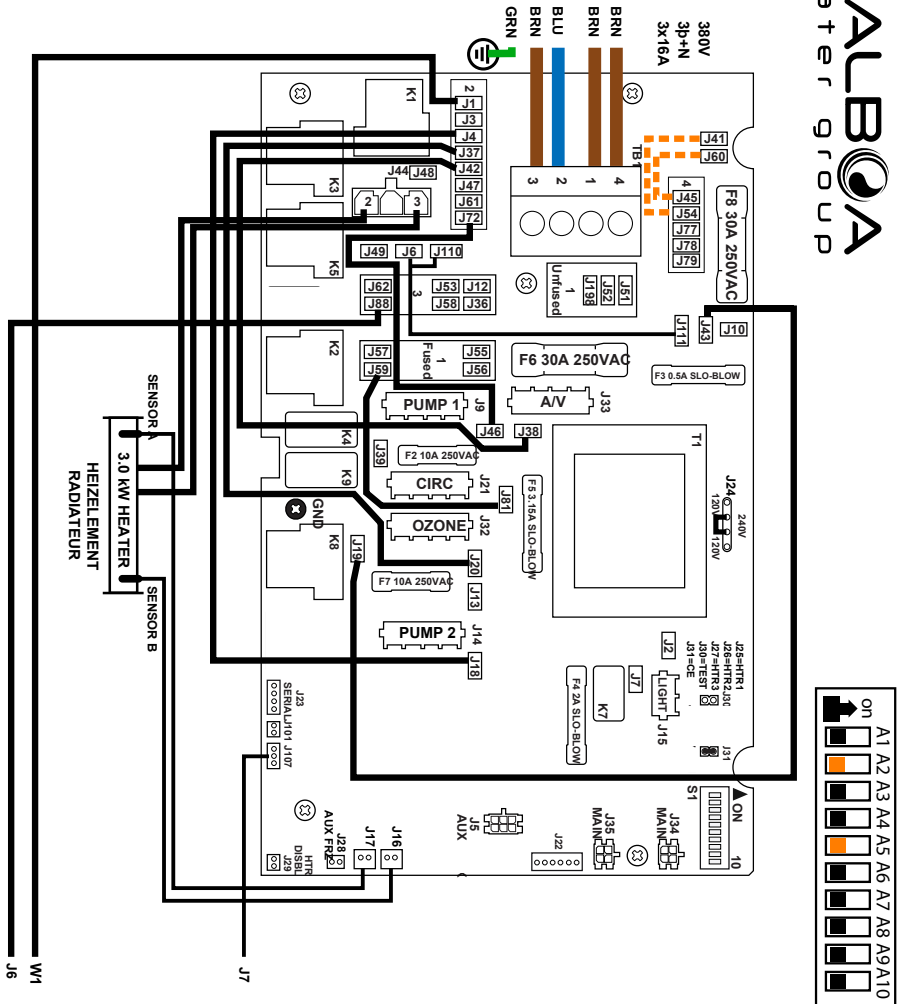
**This warranty is only valid if the consumer/owner provides full access to all sides of the spa for service and maintenance purposes (see the user manual for the different models).**

### 12. Guarantee affirmation

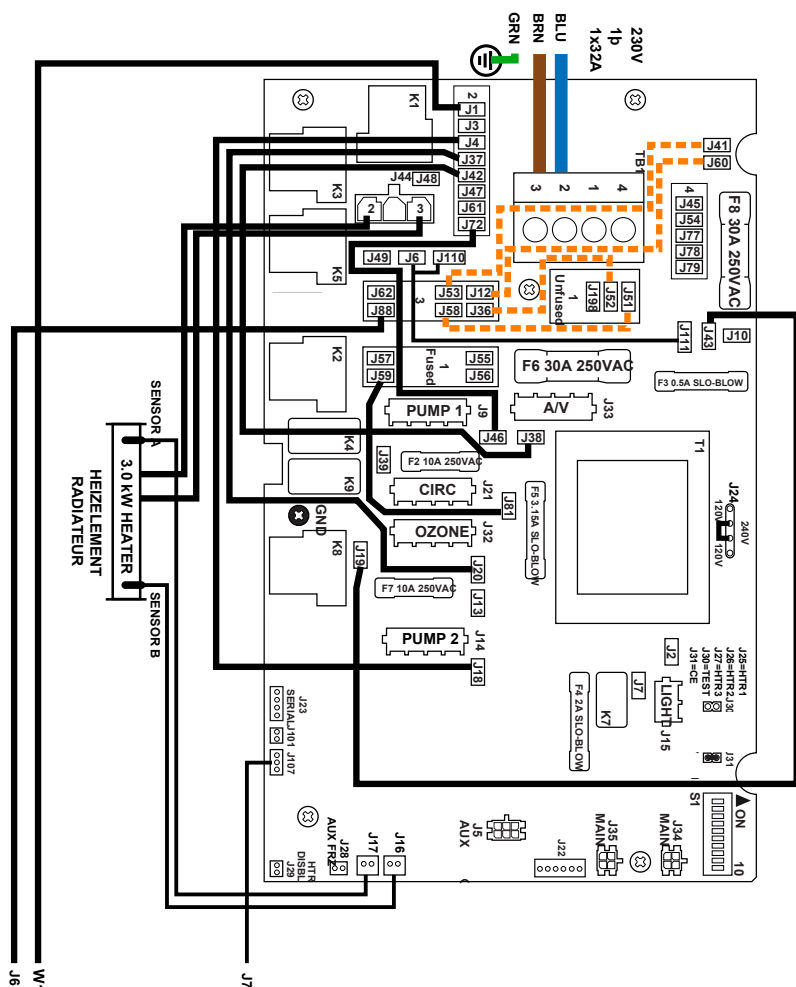
This warranty complies with the terms and conditions, as well as the distributor's warranty policy.



### ELECTRICAL CONNECTION 380V 3X16A



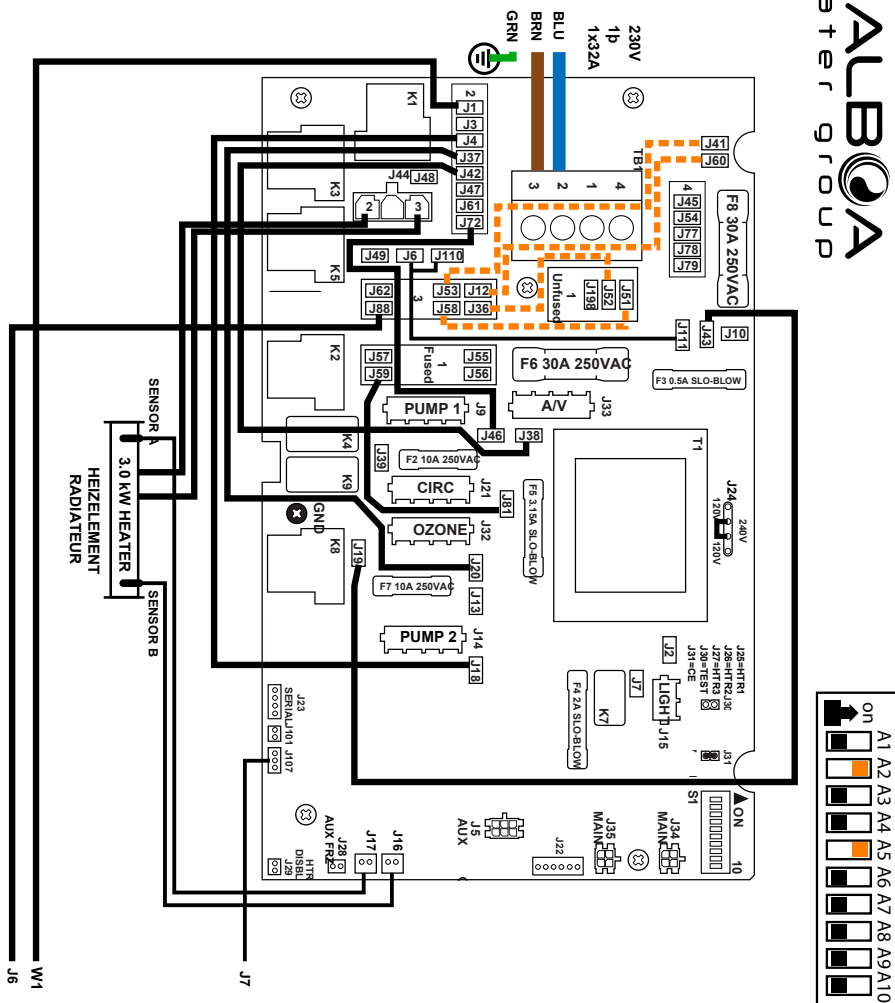
**ELECTRICAL CONNECTION E230V 1X25A**



## CABLAGE C

### ELECTRICAL CONNECTION 30V 1X32A

**BALBOA**  
water group



## FAQ water treatment

Issues	Probable causes	Solutions
Chlorine smell	Chlorine level too high	Use a shock treatment
	pH is too low	Adjust the pH
Presence of foam	pH too high, or water too hard	Readjust TAC and pH
	Presence of cosmetics	Drain spa, remove scale, fill spa and balance water
Foul smell	Presence of organic matter	Use a shock treatment
	Formation of algae	Change the water in the spa
	Insufficient disinfection	Add disinfectant
	pH is too low	Adjust the pH
Cloudy water	Waste water or too old	Change the water in the spa
	Insufficient disinfectant	Add disinfectant
	Maximum contamination	Use a shock treatment
	Clogged filter	Clean or change the filter
Skin irritation	Too much chlorine	Reduce the rate
	Incorrect sterilization level	Correct the pH
	Unbalanced water	Change part of the water
Excessive pH change	Incorrect TAC level	Test and correct the TAC
	Intensive use of the spa	Add a pH stabilizer
Spots	TAC and/or pH too low	Readjust TAC and/or pH
	Concentration of copper or iron in water	Use a metal sequestrant
	Product residues such as soap, oil Unbalanced water	Adjust the pH

**Madam, Sir,**

**For any question, information, spare part,**

**Please visit our support site:**

**<http://assistance.poolstar.fr/>**

**We appreciate your confidence.**

*Your details may be processed in accordance with the Data Protection Act*

*of 6 January 1978 and shall not be disclosed to any person.*



## Notes





CE

01/2024

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