

Riptide Swim Spa Owner's Manual



Riptide
Swim Spas & Exercise Pools

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IMPORTANT SAFETY INFORMATION

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

1. READ AND FOLLOW ALL INSTRUCTIONS.

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

3. In standard form the Riptide swim spa requires only one supply of 240volts 32amp. Please consult with a qualified electrician to verify current legislation

ALWAYS USE A QUALIFIED ELECTRICIAN TO CONNECT THIS Swim spa TO YOUR ELECTRICITY SUPPLY

4. **DANGER - risk of accidental drowning.** Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use the Riptide swim spa unless they are supervised at all times.

5. **DANGER - risk of injury.** The suction fittings in the Riptide swim 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 Riptide swim 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.

6. **DANGER - risk of electric shock.** Do not permit any electric appliance, such as a light, telephone, radio, or television, within 5 feet (1.5m) of the unit. These units have an integral ground fault circuit interrupter, but this only covers the pools own electrics.

7. WARNING - to reduce the risk of injury:

- Before entering the swim spa check the temperature.
- Since excessive water temperatures have a high potential for causing foetal damage during the early months of pregnancy, pregnant or possibly pregnant women should seek advice before using pool and should maintain safe water temperatures.
- The counter-current of the Riptide swim spa is extremely powerful and could cause injury if used incorrectly. Do not stand next to the counter-current nozzles when the motor is running. Ideally you should be placed at least 1 meter from the nozzles. Never attempt to adjust the swim jet nozzles whilst the motor is running
- The use of alcohol, drugs, or medication before or during swim spa use may lead to unconsciousness with the possibility of drowning.
- Persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using swim spa.
- Persons using medication should consult a physician before using the swim spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure and circulation.

ADDITIONAL SAFETY INSTRUCTIONS:

1. WARNING - risk of fatal hypothermia.

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

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

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

2. WARNING - risk to infants, the elderly, and women planning pregnancy or during pregnancy.

Please consult your physician if the above applies to you or anyone using your swim spa.

3. **WARNING - risk of children drowning.** Although your Riptide swim spa cover is not rated as a safety cover, it is wise to always keep the swim spa cover securely fastened when not in use. This will help discourage children from attempting to enter the swim spa when not supervised by an adult.

4. **WARNING - risk of drowning.** Use caution when bathing alone. Overexposure to hot water may cause nausea, dizziness, and fainting.

5. **WARNING - risk of injury.** Always use extreme caution while entering or exiting the swim spa. Surfaces can be very slippery when wet. Do not step on or sit on head rests. Keep all breakable objects out of the swim spa area.

6. **WARNING - risk of injury.** Never use the swim spa immediately after strenuous exercise.

7. **WARNING - risk of injury.** Individuals with infectious diseases should not use the swim spa

8. **WARNING - risk of injury.** Maintain water chemistry in accordance with chemical manufacturer's instructions.

9. **WARNING - risk of shock.** The swim spa shall not be operated in severe weather conditions, i.e. electrical storms.

10. **CAUTION - unauthorised access.** Secure the swim spa area against unauthorised access. Make sure all barriers meet local codes. Keep the swim spa cover on swim spa when not being used.

11. **CAUTION - risk of damage to pool or equipment.** By performing maintenance as described later in this Owner's Manual, the chance of damage to your swim spa and it's equipment will be greatly reduced. Never block the air vents that lead to the equipment compartment. Doing so may cause the swim spa equipment to overheat.

12. **CAUTION - non-approved accessories.** Using accessories not approved by the manufacturer could void your guarantee or cause other problems. Please consult with your authorised Riptide dealer.

13. CAUTION - location of your riptide swim spa.

Locate your Riptide swim spa on a surface that can withstand the weight bearing requirements of the swim spa (see Selecting a Site for your Riptide swim spa in this Manual). Also, locate your swim spa in an environment that can withstand repeated exposure to water and the possibility of a major spill.

INSTALLATION & SET-UP

SELECTING A SITE FOR YOUR RIPTIDE SWIM SPA

Your Riptide swim spa was designed for either indoor or outdoor use. Whether indoors or outdoors, please adhere to the following guidelines:

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

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

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

Outdoor Considerations: When selecting an outdoor site, several things should be considered. Firstly, avoid selecting a site where excessive water may contact the swim spa such as from sprinklers or a roof edge without rain gutters. If possible, avoid areas of direct, prolonged sunlight. The ultraviolet rays of sunlight will tend to fade and damage your Riptide swim spa cover and cabinet. Lastly, avoid locating your swim spa in an area where debris could be blown into the swim spa. If sinking your Riptide swim spa into the ground a suitable drainage system must be installed to avoid the risk of hydrostatic pressure from rising ground water.

Note: Typical outdoor surfaces include, but are not limited to: concrete, brick, non-slip tile, wood-decking, pea shingle or sand.

ELECTRICAL REQUIREMENTS and CONNECTIONS

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

WIRING DIAGRAMS

Please reference the wiring diagram that is specific to your Riptide swim spa's control system:

- Standard Riptide swim spa 32amp model control system
 - one input 240V 32amp single phase.
- Special Riptide swim spa 40amp model control system
 - one input 240V 50amp single phase.

220/240 VOLT INSTALLATION

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

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

The 220/240V Riptide swim spa 40amp model requires one fused and dedicated electrical circuit of 40amp and a minimum supply wire size of 6mm. It is important that these circuits are dedicated (not being used by any other electrical appliance) or your swim spa may not function properly.

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

ELECTRICIAN'S INSTRUCTIONS

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

INSTALLATION & SET-UP

CHECKLIST BEFORE FILLING YOUR SWIM SPA

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

1. Installing your cover: Your Riptide swim spa cover comes with tie-down straps and locking hardware to attach the cover to the swim spa cabinet or decking.

2. Check drain valves: Check that the swim spa drain valve is fully closed.

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

4. Check Valve: Verify that all valves aside from the drainage valves described previously are in the fully open position. A valve that is half closed will result in a noisy pump due to lack of water flow.

5. Fill the pool: Fill the swim spa to approximately the halfway point on the skimmers.

Note 1: The higher the water level, the less pool users it will take to cause the water to overflow the pool edge. Also, water will splash out more easily whilst swimming in the pool if it is over filled.

Note 2: If you live in a hard water area you can fill the pool with a 50/50 mix of hard and soft water. The calcium balance should be between 250 and 500 parts per million.

6. Check for leaks: After the Riptide swim spa is full, but before turning the power on, check all the fittings and equipment in the equipment compartment for signs of leakage. If a leak is detected, except from fittings that can be hand-tightened, call your authorised Riptide dealer.

CONTROL PANEL OPERATIONS

CONTROL SYSTEM FEATURES

The fully programmable computer based control system on Riptide swim spas allows total control of the water temperature, blower and jet power at the touch of a button. Also included is an automatic timer switch and operational safety features to ensure a safe and relaxing swim spa experience.

Heater control

You can set the water temperature to suit the activity: hot for just relaxing, cooler for exercise. You can also set the water temperature in advance ensuring your swim spa is ready for use anytime you wish.

Jet and blower control

The speed of the jets and the power of the blower are fully adjustable via the simple to operate buttons on the control panel.

Audio system (optional)

The integrated audio system features 4 pop-up speakers, a sub woofer speaker and an iPod dock.

Safety features

The control system has multiple safety features including water flow protection, high and low voltage protection, high and low temperature protection and anti dry heating protection to guarantee the swim spa operates safely. The control box is fully waterproof with International Protection Rating (IP) 55.

MAIN CONTROL PANEL OPERATING INSTRUCTIONS



KEY	SYMBOL	FUNCTION
Power		ON/OFF/STANDBY
Jets 1		ON/OFF Jet Pump 1
Jets 2		Turn ON/OFF Jet Pump 2
Blower		ON/OFF Air Blower Pump
Light		ON/OFF LED Lighting / change LED Lighting mode
Mode		Function 1. Sleep / Economy / Standard mode Function 2. YES/NO
Time		Time setting
Temp° +		Adjust Temperature (+) / Time / select modes
Temp° -		Adjust Temperature (-) / Time / Select modes
Time and Temp° +		Forward/ reverse time and temperature display
Temp° and Temp° -		Panel lock (PL) / unlock
Time & Blower		Restore factory settings

CONTROL PANEL OPERATIONS

STAND-BY / POWER ON



Stand by

Your Riptide swim spa will automatically go into stand-by mode when it is connected to the power supply. In the stand-by mode the current temperature will appear on the LCD screen and the thermostatic function and filtration cycle will begin as per the default setting. There will be no back light on the screen.

*Note: In the stand-by mode, only the **Power** and **Time** function buttons will be active.*

Power on

Press the **Power** button and the screen will be illuminated and all the buttons will become active.

Note: if you leave the swim spa running without touching any of the control panel's buttons, after 60 minutes the screen will automatically go into stand-by mode and the screen light will switch off.

Stand-by



Power on



TEMPERATURE SETTING



In the POWER ON mode, the screen displays the actual water temperature. When either the **Temp° +** or **Temp° -** button is pressed the digital number showing the current temperature will flash. Press either the **Temp° +** or **Temp° -** button again to change to the temperature you require. If the water is cooler than the set temperature the thermostatically controlled heater will automatically turn on to heat the spa water. The temperature setting can be adjusted from between 10°C to 40°C.

After 5 seconds the digital numbers will stop flashing and revert back to display the current water temperature.

Note: the cooling function will only operate if the swim spa is equipped with a heat pump.

SETTING THE TIME

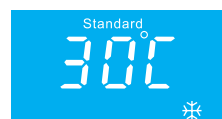


To set the time press the **Time** button and then the **Mode** button and the digital display window will display a digital clock with the HOUR setting flashing. Use the **Temp° +** or **Temp° -** buttons to change to the correct hour. When the HOUR is correct, press the **Mode** button to save changes and the MINUTES setting will flash. Use the **Temp° +** or **Temp° -** buttons to change to the correct minutes. Press the **Mode** button to save changes and complete the time setting.

Note:

1. The time displayed is a 12-hour clock with AM and PM settings. Keep pressing the **Temp° +** or **Temp° -** button until AM or PM appears in the bottom right corner of the screen.

Before setting the time After setting the time



2. If either the HOUR or MINUTES don't need to be changed press the Mode button to skip it.

3. If you don't touch the **Temp° +** or **Temp° -** buttons, after 5 seconds the display will exit the time setting.

4. The time setting will remain when the swim spa is switched off.

CONTROL PANEL OPERATIONS

SETTING THE FILTRATION CYCLE



Your Riptide swim spa will run the automatic filtration cycle 2 times in 24 hours. By running the filtration system, the spa water will be filtered and sanitised with ozone O3.

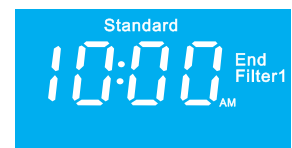
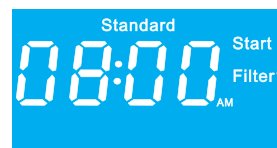
The default filtration cycle setting will operate from 8:00 AM to 10:00 AM and 8:00 PM to 10:00 PM. You can reset this through the control panel.

There are 5 steps required to change the times of the filtration cycle:

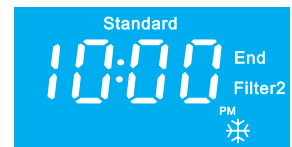
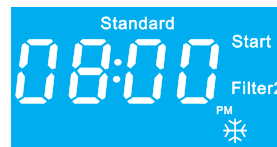
1. Press **Time** button.
2. Press the **Mode** button until the control panel shows **Start Filter 1** (1st filtering cycle). Set the start time as explained in SETTING THE TIME in previous section. You can only set the times on the hour.
3. Press the **Mode** button. The screen will now show **End Filter 1**. Enter the end time for the 1st filtration cycle.
4. Press the **Mode** button. The screen will now show **Start Filter 2** (2nd filtration cycle). Enter the start time.
5. Press the **Mode** button. The screen will now show **End Filter 2**. Enter the end time. Press the **Mode** button.

The control panel will now revert to show the water temperature. The setting of the filtration cycles is complete.

1st filtration cycle



2nd filtration cycle



Notes:

- a) The time displayed is a 12-hour clock with AM and PM settings. Keep pressing the Temp° + or Temp° – button until AM or PM appears in the bottom right corner of the screen.
- b) You can only set the filtration cycle times on the hour.
- c) If you decide you don't want to change the setting, please press Mode. If there is no operation within 5 seconds the system will exit the setting automatically.
- d) The filtration cycle will only run when the spa is in stand-by mode (the screen will show O3). When the swim spa is powered on, the filtration cycle will not operate.
- d) Ensure there are different start and end times entered otherwise the filtration cycle will only operate once in 24 hours.

MODE SETTING



There are 3 mode settings for the swim spa: Standard, Economy and Sleep modes.

Standard mode

In Standard mode the heater will constantly maintain the programmed temperature.

Economy mode

When set to Economy mode and on stand by, the control system will only heat the water during the filter cycles. Heater will automatically operate when the water temperature falls below 11°.

Sleep mode

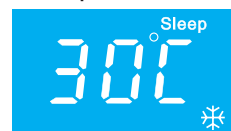
In Sleep mode the heater will only operate when the water temperature falls below 11°.

To set the mode press the **Mode** button. Then press the **Temp° +** and **Temp° –** to select the required mode, then press the **Mode** button to confirm the selection.

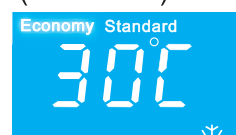
Standard mode



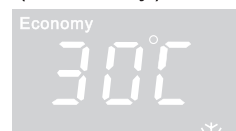
Sleep mode



Economy mode (Power on)



Economy mode (Stand-by)



Note:

How to activate economy mode: Economy mode only operates when on standby. After setting Economy mode with power on, the screen will show **Standard** signal and the **Economy** signal will flash. Press the **Power** button to go to standby and the swim spa will enter Economy mode.

CONTROL PANEL OPERATIONS

LIGHT SETTING



Press the **Light** button to turn on the LED lighting.

Press the button once again to turn off the lighting.

Press the button a third time and you can change the mode for the underwater LED lighting and Multi Point perimeter LED light system.

SPA JETS & BLOWER AUTO SLEEP FUNCTION

The jet pumps and the Blower will automatically turn off after 15 minutes. If you wish to continue their use you need to press the relevant button again.

Adjusting the spa jets auto sleep function



If you press both the **Mode** button and either the **Jets 1** or **Jets 2** button at the same time and the screen will display P30. The jet pumps and blower will then automatically turn off after 30 minutes.

Press the two buttons again and the screen will display P15. The jet pumps and blower will then automatically turn off after 15 minutes. The auto sleep function will revert to 15 minutes after the next power on.

AUXILIARY CONTROL PANEL



The auxiliary control panel operates the spa jet pumps (**Jets 1** and **Jets 2** buttons) and the counter current jet pumps (**Jets 2** and **Jets 3** buttons).

Note: Jet Pump 1 and Jet Pump 2 can be controlled from both the main control panel and the auxiliary control panel.

DIVERTER CONTROLS



The Diverter Controls can be found along the top face of your swim spa, one on each side. By turning these controls you can divert the water current between the spa jets and the counter current jets.

For example, you can divert more of the water current power to the counter currents creating more force to swim against.

Digital diagnostics function

If the control system perceives there is something wrong with the operation of the swim spa it will automatically turn on the protect function, shutting down the pumps and heater. An error message will also appear on the LCD display. Please refer to TROUBLESHOOTING section to help you deal with the problem. Alternatively, contact your Riptide dealer for assistance.

Memory function

The system will revert to the last setting after each power on.

Pumps and jets clearing cycle

1 minute after the filtration cycle has started, the blower and the massage pump will automatically turn on for 2 minutes to purge the pumps and jets of any residue.

Default settings

Default water temperature: 38°.

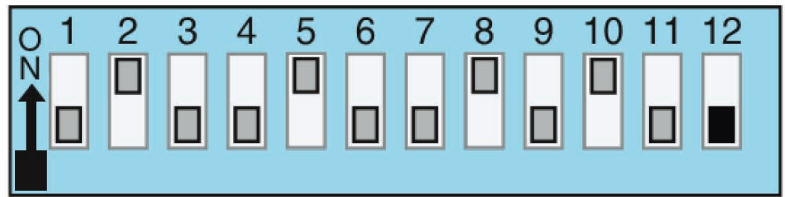
First filter cycle Filter 1: 8:00AM-10:00AM

Second filter cycle Filter 2: 8:00PM-10:00PM

CONTROL PANEL OPERATIONS

DIP SWITCH SETTINGS

The pumps, heater, temperature and power settings of your Riptide swim spa can be changed via the Dip Switch settings control panel normally found behind the skirt, below the main control panel.



WARNING: The Dip Switch settings must only be changed by Riptide authorised service technicians. Any damage to the swim spa caused by incorrect dip settings will not be covered by the warranty.

Heater & Pump Settings

Mode	DIP Settings	Default setting
Heater & Pump settings A	DIP 1: OFF / DIP 2: OFF, Heat Pump operating mode. DIP 1: OFF / DIP 2: ON, Heater operating mode.	According to fitted heating system
Heater & Pump settings B	DIP 1: ON / DIP 2: OFF, Heater operates with Heat Pump mode. DIP 1: ON / DIP 2: ON, Heat Exchanger operating mode.	According to fitted heating system
Heater & Pump settings C	DIP 11: OFF / DIP 12: OFF Any one water pump running high speed, heater not operating DIP 11: OFF / DIP 12: ON Any two pumps running high speed, heater not operating	DIP 11: OFF DIP 12: OFF
Heater & Pump settings D	DIP 11: ON / DIP 12: OFF Any three pumps running high speed, heater not operating DIP 11: ON / DIP 12: ON Any pumps and the heater operating at the same time	DIP 11: OFF DIP 12: OFF

DIP Switch settings

DIP Switch No	DIP Setting ON	DIP Setting OFF	Default setting
DIP 3	Pump 1 is two speed, low circulation pump	Pump 1 is single speed, high circulation pump	According to massage pump 1 type
DIP 4	Pump 2 is two speed pump	Pump 2 is single speed pump	OFF
DIP 5	E8 mode (compressor protection)	E8 mode (compressor protection)	ON
DIP 6	Fahrenheit temperature display	Centigrade temperature display	OFF
DIP 7	24 hour clock	12 hour clock	OFF
DIP 8	No water level sensor fitted	Water level sensor fitted	ON
DIP 9	Unlimited single phase voltage	Limited single phase voltage	OFF
DIP 10	Water flow detected by temperature sensor	Water flow detected by flow switch	ON

CONTROL SYSTEM MASTER CIRCUIT DIAGRAM

[illegible]

VOLTAGE JUMPER SET UP

Voltage Jumper set up

Power input	J1	J2	J3	J4
AC230V	J3-J15	J7-J13	J16-J19	/
AC230V/2P	J6-J10	J15-J3	J13-J7	J5-J19
AC380V	J3-J15	J6-J13	J5-J19	/

CONTROL PANEL OPERATIONS

TROUBLE SHOOTING GUIDE

Error Message E1

Water temperature sensor 1 protection.

Action: The control panel displays E1 and none of the keys respond. The circulation pump works for 1 minute and then stops.

Possible causes:

- a. The connection between temperature sensor 1 and the main printed circuit board is loose.
- b. There is a fault with temperature sensor 1.

Solutions:

- a. Tighten the temperature sensor 1 and control panel following the wiring diagram.
 - b. Replace the temperature sensor 1.
-

Error Message E2

Temperature sensor 2 protection.

Action: The control panel displays E2 and none of the keys respond. The circulation pump works for 1 minute and then stops.

Possible causes:

- a. The connection between the temperature sensor 2 and the main printed circuit board is loose.
- b. There is a fault with temperature sensor 2.

Solutions:

- a. Tighten temperature sensor 2 and control panel following the wiring diagram.
 - b. Replace temperature sensor 2.
-

Error Message E3

Heat pump temperature sensor protection.

Action: The control panel displays E3 and none of the keys respond. The circulation pump works for 1 minute and then stops.

Possible causes:

- a. The connection between the heat pump temperature sensor and the main printed circuit board is loose.
- b. There is a fault with the heat pump temperature sensor

Solutions:

- a. Tighten the temperature sensor and control panel following the wiring diagram.
- b. Replace the temperature sensor.

Error Message E4

Water level sensor protection.

Action: The control panel displays E4 and none of the keys respond. The circulation pump works for 1 minute and then stops.

Possible causes:

- a. Water in the spa is lower than the minimum water level.
- b. The connection between the water level sensor and the main printed circuit board is loose.
- c. There is a fault with the water level sensor.

Solutions:

- a. Fill the spa water till it is over the minimum water level.
 - b. Tighten the connection between water level sensor and main printed circuit board.
 - c. Replace the water level sensor.
-

Error Message E5

High voltage or low voltage protection.

Action: The control panel displays E5 and none of the keys respond. The circulation pump works for 1 minute and then stops.

Possible causes:

- a. Power supply voltage is higher/ lower than voltage rating for the swim spa.
- b. There is a fault with the power receptor on the printed circuit board.

Solutions:

- a. Cut off the power supply and check that the power supply is the correct voltage rating for the swim spa.
- b. Contact your dealer, replace the printed circuit board.

CONTROL PANEL OPERATIONS

Error Message E6

Water flow switch protection.

Action: The control panel displays E6 and none of the keys respond. The circulation pump works for 1 minute and then stops.

Possible causes:

- a. The circulation system has an air lock.
- b. The connection between the water flow switch and main printed circuit board is loose.
- c. There is a fault with the water flow switch.

Solutions:

- a. Check and make sure all the side check valves are fully open. Open the slipknot of the circulation pump to drain out any air blocks in the plumbing.
 - b. Tighten the connection between the water flow switch and main printed circuit board.
 - c. Replace the water flow switch.
-

Error Message E8

Heat pump compressor high/low pressure protection.

Action: The control panel displays E8 and none of the keys respond. The circulation pump works for 1 minute and then stops.

Possible cause:

There is high / low pressure in the heat pump compressor.

Solution:

Shut off the power supply and disconnect the heat pump. Check if the power cables and signal cables are correctly connected. If the problem persists contact your dealer.

Error Message E9

Inadequate water flow or incorrect water level protection.

Action: The control panel displays E9 and none of the keys respond. The circulation pump works for 1 minute and then stops.

Possible cause:

Inadequate water flow or incorrect water level from heater.

Solutions:

Disconnect power. Refer to solutions for Error Messages E4 and E6. If the problem persists, contact your dealer.

Error Message C

Low temperature protection.

Action: The control panel displays C and none of the keys respond. Circulation pump and heater are working automatically.

Possible causes:

- a. The detected spa water temperature is below 7°C.
- b. There is a fault with the temperature sensor.

Solutions:

- a. The heater will increase the spa water temperature. When the water temperature reaches 9°C the message error message C will disappear.
 - b. If the heater fails to raise the water temperature above 7°C please contact your dealer.
-

Error Message H

High temperature protection.

Action: The control panel displays H, none of the keys respond. Circulation pump operates automatically but the heater shuts down.

Possible causes:

- a. The detected water temperature is above 43°C.
- b. There is a fault with the temperature sensor.

Solutions:

- a. Shut off the power supply and wait until the spa water temperature falls below 41°C.
 - b. If the problem persists please contact your dealer.
-

Error Message HH

Overheating protection.

Action: The control panel displays HH, none of the keys respond and all swim spa functions shut down.

Possible causes:

- a. The detected water temperature is above 47°C.
- b. There is a fault with the temperature sensor.

Solution:

- a. Cut off the power supply, wait until the water temperature falls below cool down 41°C.
 - b. If the problem persists please contact your dealer.
-

Error Message PL

Control panel locked

Action: The control panel displays PL, and none of the keys respond.

Cause:

The panel is locked

Solution:

Press the button **Temp° +** and **Temp° –** buttons simultaneously to unlock the panel.

MAINTENANCE

WATER CHEMISTRY

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

Proper chemical maintenance can control and help prevent the following:

1. Bacteria, algae and fungi, which can spread disease and infection to humans.
2. Staining and scale build-up on your swim spa shell, equipment, and piping.
3. Clogged filters. With the swim spa please be aware that the chemical maintenance of your hot water spa section and the cooler pool section will be different and not always proportional to the volume of water.

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

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

Note 3: Never mix chemicals.

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

OVERVIEW OF WATER CHEMISTRY

1. Sanitation

Sanitisers kill bacteria and keep the water clean. Effective and safe sanitisers include any of the following: STABILISED CHLORINE GRANULES (sodium dichloro isocyanurate dihydrate).

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

2. Weekly shock dose

As your swim spa is used, non-filterable wastes, including perspiration, oils, hair sprays, etc, will build up in the water. These substances make the water unattractive in appearance and odour, and can also interfere with sanitizer effectiveness. Normal sanitation does not eliminate these waste substances but shock dosing does. Shock dosing is achieved by 'shocking' the spa water with a weekly dose of NON CHLORINE SHOCK.

3. pH Control

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

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

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

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

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

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

4. Total alkalinity (TA)

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

5. Calcium hardness (CH) 250-500 PPM

Calcium hardness (CH) is the measure of dissolved calcium in the water. Low CH (soft water) can result in staining to the swim spa's surface as well as corrosion to the swim spa and its equipment. To correct low CH, add a CALCIUM HARDNESS INCREASER. High CH (hard water) can cause cloudy water as well as rough scale build-up on the spa's surface and equipment. To correct or manage high CH, contact your authorised Riptide dealer.

6. Stain & scale control

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

7. Foam control

Water emulsifies shampoo, soap and detergents, and combined with high water temperatures, can cause surface foaming. To prevent and control foam on the surface of the swim spa water add a small amount of FOAM REDUCER.

MAINTENANCE

8. Clearing cloudy water

There are two basic reasons that swim spa water becomes cloudy. First, non-filterable liquid wastes (perspiration, etc.) have contaminated the water. To remove these waste substances, shock the water (as described previously). Second, non-filterable micro-particulate wastes (dust, etc.) have contaminated the water. To remove these waste substances, use a WATER CLARIFIER.

9. Sanitising with non-chlorine shock (potassium peroxymonosulfate)

When sanitising your swim spa with Non-Chlorine Shock you should add the correct dose directly to the swim spa/pool water with the jets running.

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

On a weekly basis it is important to shock your spa/pool with NON CHLORINE SHOCK.

Note: Use only branded Hot Tub Barn chemicals to ensure premium performance.

STARTING YOUR SWIM SPA WITH NEW WATER

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

Note: If you live in a hard water area you can fill the pool with a 50/50 mix of hard and soft water. The calcium balance should be between 250 and 500 parts per million.

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

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

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

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

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

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

MAINTAINING SWIM SPA WATER

Sanitizer and pH Levels

It is important to test and adjust the sanitizer and pH levels of your swim spa on a daily basis.

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

With ozone

Chlorine Level: 3–5 PPM

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

Shock dose

Once a week, and when the swim spa is not in use, shock dose the spa water by adding the following:

Add four tablespoons of NON CHLORINE SHOCK to the spa end and eight tablespoons of NON CHLORINE SHOCK to the pool end, or if only one volume of water, eight tablespoons of NON CHLORINE SHOCK into the pool.

Stain and scale control

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

Foam control

As required, use FOAM REDUCER as per the instructions on the manufacturer's label.

Cloudy water prevention and control

Use a WATER CLARIFIER as per the instructions on the manufacturer's label. If the swim spa water is cloudy call your Riptide dealer for advice.

WATER CHEMISTRY TROUBLESHOOTING

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

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

RIPTIDE TOTAL ALKALINITY (TA) ADJUSTMENT

Additions based upon:

2.4kg Sodium Bisulphate reducing the TA by 20.00 mg/L per 50.00 cubic metres

2.0kg Sodium Bicarbonate Increasing the TA by 20.00 mg/L per 50.00 cubic metres

Volume (Metre ³)	Alkalinity Effect	Chemical Addition	Total alkalinity adjustment required in mg/L									
			10	20	30	40	50	60	70	80	90	100
HYDROS												
4.602	Reduce	Sodium Bisulphate 'pH Reducer'	110.45g	220.90g	331.34g	441.79g	552.24g	662.69g	773.14g	883.58g	994.03g	1104.48g
4.602	Increase	Sodium Bicarbonate 'Alkalinity Increaser'	92.04g	184.08g	276.12g	368.16g	460.20g	552.24g	644.28g	736.32g	828.36g	920.40g
NEPTUNE												
4.981	Reduce	Sodium Bisulphate 'pH Reducer'	119.54g	239.09g	358.63g	478.18g	597.72g	717.26g	836.81g	956.35g	1075.90g	1195.44g
4.981	Increase	Sodium Bicarbonate 'Alkalinity Increaser'	99.62g	199.24g	298.86g	398.48g	498.10g	597.72g	697.34g	796.96g	896.58g	996.20g
TITAN PRO												
7.475	Reduce	Sodium Bisulphate 'pH Reducer'	179.40g	358.80g	538.20g	717.60g	897.00g	1076.40g	1255.80g	1435.20g	1614.60g	1794.00g
7.475	Increase	Sodium Bicarbonate 'Alkalinity Increaser'	149.50g	299.00g	448.50g	598.00g	747.50g	897.00g	1046.50g	1196.00g	1345.50g	1495.00g
POSEIDON Pool End												
4.981	Reduce	Sodium Bisulphate 'pH Reducer'	119.54g	239.09g	358.63g	478.18g	597.72g	717.26g	836.81g	956.35g	1075.90g	1195.44g
4.981	Increase	Sodium Bicarbonate 'Alkalinity Increaser'	99.62g	199.24g	298.86g	398.48g	498.10g	597.72g	697.34g	796.96g	896.58g	996.20g
POSEIDON Spa End												
1.491	Reduce	Sodium Bisulphate- 'pH Reducer'	35.78g	71.57g	107.35g	143.14g	178.92g	214.70g	250.49g	286.27g	322.06g	357.84g
1.491	Increase	Sodium Bicarbonate 'Alkalinity Increaser'	29.82g	59.64g	89.46g	119.28g	149.10g	178.92g	208.74g	238.56g	268.38g	298.20g

MAINTENANCE

CHANGING YOUR SWIM SPA WATER

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

Steps to drain your swim spa:

1. Disconnect electrical power supply.
2. Open door to Equipment Compartment.
3. Drain water from spa by completing the following:
 - a). Locate drain valve at floor level.
 - b). Open drain valve by twisting ball valve.
 - c). Allow to drain by gravity only.
 - d). At the end of the procedure reclose the ball valve by reversing the instructions.
 - e). For swim spas with two volumes of water, to drain the spa end of the swim spa follow the same procedures as above but using the ball valve dedicated to the spa end.

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

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

4. To clean the swim spa shell refer to 'SWIM SPA SHELL CARE'.

Steps to refill your swim spa:

1. Check that the drain valves are fully closed.
2. Close door to Equipment Compartment.
3. Refill swim spa with tap water. Fill the swim spa to the midway level of the skimmer in each section. The depth should be approximately 150mm -190mm (6-7½") down from top rim of the swim spa.

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

Note 2: If you live in a hard water area you can fill the pool with a 50/50 mix of hard and soft water. The calcium balance should be between 250 and 500 parts per million.

4. Restore electrical power supply.
5. See 'Starting Your Swim spa with New Water' under 'Water Chemistry'.

CLEANING YOUR FILTERS

The filters are located inside the skimmer. Put your hand into the skimmer and remove each filter one at a time. On a regular basis it is important to remove excessive pollution and organic matter from the filters.

It is recommend that on a regular basis the filters are either cleaned with INSTANT FILTER CLEANER or allowed to soak overnight in CARTRIDGE CLEANER. In either case after degreasing use a high pressure hose or pressure cleaner to remove cleaner residue and calcium.

Filter replacement:

Replace the filters ever two years or when necessary. Only use genuine Riptide filter cartridge replacements.

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

SWIM SPA SHELL CARE

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

Swim spa shell surface:

For normal cleaning use WATERLINE CLEANER solution. For surface marks, use SURFACE CLEANER. To apply these cleaners, use a soft, damp cloth or sponge. Rinse well and dry with a clean cloth.

General cleaning:

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

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

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

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

CLEANING AND PROTECTING THE HEADRESTS

Clean on a regular basis with soap, water and a clean cloth. Use 303® Protectant or it's equivalent once per month. This will maintain water resistance and lustre of the product. Between uses it is recommended to remove the headrests and store in a dry place.

Note: if headrests are left in the swim spa you must expect colour loss and gradual breakdown of headrest material due to the corrosive effect of chlorine and ozone.

MAINTENANCE

COVER CARE

Your cover has a one year warranty.

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

Cleaning and conditioning your cover:

On a monthly basis, complete the following:

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

MISCELLANEOUS CARE

Vacuuming the swim spa:

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

Cleaning the scum line:

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

See your authorised Riptide dealer for this product.

LOW-USE OR NO-USE PERIODS

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

Low-use:

If your swim spa is being used less than once per month, then you may wish to lower the temperature

setting of the spa section by approximately 5°C. Lowering the temperature on your spa will cut your cost of operation if you are not using the swim spa for extended periods, however, you will need to adjust the temperature setting approximately 120 minutes before each use to heat the spa section to the desired level.

No use for 1-2 weeks:

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

No use for 2-6 weeks:

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

No use for over 6 weeks:

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

SWIM SPA WINTERIZATION

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

SWIM SPA DE-WINTERIZATION

De-Winterisation is completed by reversing the above procedure and then refilling the swim spa (see 'Steps to refill your swim spa' under 'Changing your spa water' in this owner's manual).

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

SERVICE

Before requesting service from your dealer, refer to the TROUBLE SHOOTING GUIDE in this owner's manual to determine the necessary course of action. If you are not able to solve the problem using the trouble shooting guide, please contact your authorised Riptide dealer.

GUARANTEE SERVICE

If your Riptide swim spa fails within the guarantee period and within the scope of its guarantee, contact your authorised dealer and schedule a service call.

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

NON-GUARANTEE SERVICE

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

If you are not able to obtain service in your area, call us on 01245 265036.

PURCHASE INFORMATION

YOUR SWIM SPA SERIAL NUMBER

PURCHASE DATE

DELIVERY DATE

Hot Tub Barn Limited
41 Robjohns Road
Chelmsford
Essex CM1 3AG

Riptide

Swim Spas & Exercise Pools

LIMITED WARRANTY

7 Year Structural / 5 Year Surface Warranty

Riptide warrants the galvanised steel sub frame not to crack or fracture for a period of seven years from delivery date. Additionally, the Aristech surface material of the Riptide Swim Spa is warranted not to peel, crack, wrinkle, blister, yellow, efface or delaminate for a period of five years from the Exercise Pool/Swim Spa's delivery date. The Aristech surfaces are non-permeable and will not absorb odours, bacteria or pollutants.

3 Year No Leak Warranty

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

3 Year Lavaflow 3000 Warranty

Riptide warrants the Lavaflow 3000 heater against fault in manufacture or faulty workmanship.

3 Year UV Resistant Synthetic Wood Cabinet Warranty

Riptide warrants the UV Resistant Synthetic Wood cabinet material not to peel, crack, wrinkle, blister or delaminate and to be free from defects in workmanship for a period of three years from the Swim Spa's delivery date. This warranty specifically covers the cabinet's structural integrity, including all glue and integral bonded joints.

2 Year Component Warranty

Riptide warrants the electrical components, pumps, ozone generators, and other Riptide Swim Spa components against malfunction or defects in workmanship for a period of two years from its delivery date. Filter cartridges, light bulbs, spa pillows and cover locks are not included in this warranty, but are warranted to be free from defects in materials or workmanship at the time of delivery to the original consumer purchaser.

1 Year Trim (Tile) And Cover Warranty

Riptide warrants the cosmetic trim and Swim Spa cover to be free from defects in materials and workmanship for a period of one year from the Swim Spa's delivery date.

Riptide
United Kingdom

Extent of warranty

This warranty extends only to the original consumer purchaser of the Riptide swim spa when purchased and originally installed or relocated in the boundaries of the country of purchase. The Riptide swim spa warranty terminates upon any transfer of ownership or if the swim spa is installed or relocated outside the country of purchase. The customer must register their purchase with Riptide at the below address to benefit from this warranty.

Warranty performance

In the event of a malfunction or defect covered under the terms of this warranty, an authorised service agent of Riptide will repair the Riptide swim spa. To obtain service, contact the authorised service agent who sold you the swim spa. There is no charge for parts or labour to repair the swim spa or its components. Service agents reserve the right to assess reasonable call out fees or travel based upon their individual policies. If the swim spa is installed outside of the normal servicing area of the selling dealer, or if normal access to the swim spa is not possible, extra travelling expenses and costs of access will be charged. These costs are not covered by this warranty.

Riptide maintains an extensive service network. In the event the consumer purchaser should not be able to either obtain service or satisfactory service from an authorised service agent, notify the service department of Riptide. Written notice of any malfunction or defect must be given within ten (10) days of the time the malfunction is discovered, and must be accompanied by the original consumer purchaser receipt of the swim spa, which shows the date of purchase. Notice must be given Riptide, 41 Robjohns Road, Chelmsford, Essex, CM1 3AG, UK
Tel 01245 265036

Acts invalidating warranty

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

Specifically: use of the swim spa in a non-residential application; damage caused by the operation of the swim spa outside the specified voltage requirements (230V \pm 10%) or operation of the swim spa at water temperatures outside the ranges of 1°C and 42°C; damage caused by voltage spikes or "brown-out" conditions; damage caused by dirty, clogged or calcified filter cartridges; damage caused by the use of trichloro chlorine, chemical tablets in a floater, acid or by any other spa / pool chemicals or cleaners which are not recommended by Riptide; damage caused by allowing undissolved sanitising chemicals to lie on the swim spa surface (no swim spa can withstand this kind of abuse); damage to components or surface caused by improper pH balance or other improper water chemistry maintenance; and damage to the swim spa surface caused by leaving the swim spa uncovered while empty of water and in direct exposure to sunlight (causing solar heating distress) are considered abuses and will invalidate warranty.

The standard swim spa covers are not designed to support heavy weight loads and should not be used as a seat. In extreme cases the lid could crack and break. This occurrence is considered abuse and is not covered under this warranty.

Hercules™ covers (optional) are designed to take the weight of an average adult walking across it only. Excess weight may still cause damage to the cover and will not be covered under warranty.

Disclaimers

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

Riptide
United Kingdom



Warranty Registration Form

To validate your manufacturer's warranty please complete the form below and send to Riptide, 41 Robjohns Road, Chelmsford, Essex, CM1 3AG

If possible please enclose a photocopy of the original purchase contract/receipt to negate the need for inspection on service calls.

Name: _____

Address: _____

Post Code: _____

Model: _____

Serial Number: _____

Purchase Date: _____

Place of Purchase: _____