

Riptide Pools Owner's Manual



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Riptide Pool Range



Hydros



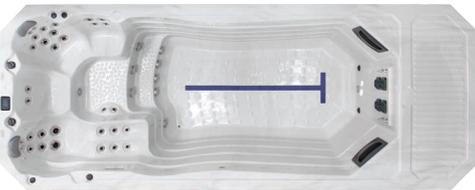
Neptune



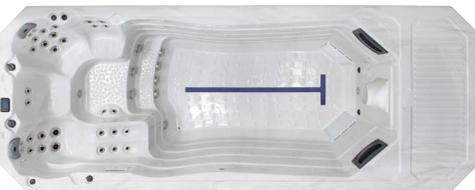
Oceana



Titan / Titan Pro



Manta / Manta Pro



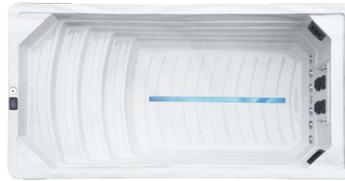
Manta Super Pro



Poseidon / Poseidon Pro



Atlantis 4.6 Freestyle



Atlantis 4.6 / Atlantis 4.6 Pro



Atlantis 5.8 / Atlantis 5.8 Pro



Nautilus Freestyle



Nautilus / Nautilus Pro



Nautilus Super Pro

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 pool requires only one supply of 240 volts 32 amp or 45 amp, except the Poseidon model which is 21 amp and 45 amp. Please consult with a qualified electrician to verify current legislation

ALWAYS USE A QUALIFIED ELECTRICIAN TO CONNECT THIS POOL 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 pool unless they are supervised at all times.

5. **DANGER - risk of injury.** The suction fittings in the Riptide pool are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible. Never operate the Riptide pool if the suction fittings are broken or missing. Never replace a suction fitting with one rated lower than the flow rate marked on the original suction fitting.

6. **DANGER - risk of electric shock.** Do not permit any electrical 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:

a) Before entering the pool check the temperature.

b) Since excessive water temperatures have a high potential for causing foetal damage during the early months of pregnancy, pregnant or possibly pregnant women should seek advice before using a pool and should maintain safe water temperatures.

c) The counter-current of the Riptide pool 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

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

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

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

ADDITIONAL SAFETY INSTRUCTIONS:

1. WARNING - risk of fatal hypothermia.

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

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

- Unawareness of impending hazard;
- Failure to perceive cold;
- 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 pool.

3. **WARNING - risk of children drowning.** Although your Riptide pool cover is not rated as a safety cover, it is wise to always keep the pool cover securely fastened when not in use. This will help discourage children from attempting to enter the pool 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 pool. Surfaces can be very slippery when wet. Do not step or sit on head rests. Keep all breakable objects out of the pool area.

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

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

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

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

10. **CAUTION - unauthorised access.** Secure the pool area against unauthorised access. Make sure all barriers meet local codes. Keep the pool cover on pool 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 pool and its equipment will be greatly reduced. Never block the air vents that lead to the equipment compartment. Doing so may cause the pool 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 pool.

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

INSTALLATION & SET-UP

SELECTING A SITE FOR YOUR RIPTIDE POOL

Your Riptide pool is designed for either indoor or outdoor use. In either case, please adhere to the following guidelines:

1. Select a site that is stable and capable of supporting the weight of your pool, its water, and the people using it (refer to the model brochure or contact an authorised Riptide dealer for the filled weight of your pool). If installed on a suspended floor/deck, it should be capable of supporting your pool. If you have concerns on this matter, please contact a qualified, licensed contractor.

2. The surface needs to be flat and level as it must provide continuous support for the entire bottom of the pool structure. Do not shim or block up the pool creating voids below the base framework. If you do not intend to use a pit please ensure you have adequate drainage or a soak away.

3. Avoid installing the pool in a pit or low area where water may accumulate and damage the pool or its equipment. Choose a site where water will drain away from the pool and not towards it.

4. **Important:** with all installations, the Riptide pool must be located at least 150cm [5ft] from all electrical outlets, switches, and other permanently installed electrical devices.

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

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

Outdoor Considerations: When selecting an outdoor site, several things should be considered. Firstly, avoid selecting a site where excessive water may contact the pool 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 pool cover and cabinet. Lastly, avoid locating your pool in an area where debris could be blown into the pool. If sinking your Riptide pool into the ground a suitable drainage system must be installed to avoid the risk of hydrostatic pressure from rising ground water.

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

ELECTRICAL REQUIREMENTS and CONNECTIONS

All Riptide pools 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 specific to your Riptide pool's control system:

- Standard Riptide pool 32 amp / 45 amp model control system
 - one input 240V 32 amp / 45 amp single phase
- Poseidon Riptide pool 21 amp spa end, 45 amp pool end
 - two inputs 240V, one 45 amp and one 21 amp single phase
- Riptide Oceana requires a 40 amp supply

220/240 VOLT INSTALLATION

Use only a qualified, licensed electrician to make 240 Volt electrical installations.

Your 220/240 Volt standard Riptide pool 32 amp / 45 amp model requires one fused and dedicated electrical circuit of 32 amp / 45 amp 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 pool may not function properly.

The 220/240V Riptide pool 45 amp model requires one fused and dedicated electrical circuit of 45 amp 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 pool may not function properly.

Position your Riptide pool at least 150cm [5ft] from all electrical outlets or devices.

IMPORTANT INFORMATION

Never, under any circumstances, install your Riptide pool on an electrically heated floor.

INSTALLATION & SET-UP

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.

CHECKLIST BEFORE FILLING YOUR Pool

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

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

2. Check drain valves: Check that the pool 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 pool to approximately the halfway point on the skimmers.

6. Water overflow Built into the back of the skimmer on all models except Oceana, is a water overflow. The overflow stops rain water from over filling the pool. Excess water will flow out from the corner adjacent to the overflow.

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 and have access to a water softener we recommend you fill the pool with softened water. The calcium balance of the pool water should be approximately 40 parts per million.

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

CONTROL PANEL OPERATIONS

CONTROL SYSTEM FEATURES

The fully programmable control system on Riptide pools allows total management of the water temperature 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 pool 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 pool is ready for use anytime you wish.

Jet control

The speed of the jets is fully adjustable via the simple to operate buttons on the control panel.

Audio system (optional)

The integrated audio system features 4 transducer speakers, a sub woofer speaker and an mp3 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 pool operates safely. The control box is fully waterproof with International Protection Rating (IP) 55.

CONTROL PANEL OPERATIONS

MAIN CONTROL PANEL in.k 1000 Touch Screen Keypad

No buttons, keys and overlays! Mode and function selection wheels, all-on or all-off one touch activation key of last used settings, interactive display icons and on-screen messages are all elements of the in.k1000 user interface designed to let spa users interact intuitively with their spa and its value-added accessories.



notification icons

Notification icons at the top right-hand side of the screen show the status of connected value-added accessories.



spas functions

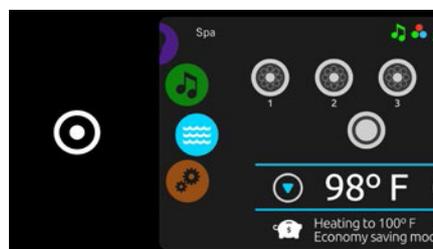
Quick and easy step-by-step instructions to control the main functions and to configure system settings of your spa from its in.k1000 main spa keypad.



turn keypad on

3 minutes after the last pump is turned off, the screen will shut off if there is no touch activity.

Touch the screen to turn on the keypad. Then follow the instructions on the screen to access the main screen.



all-on, all-off target key

in.k1000 features an all-on or all-off one touch activation key. When pressed, it tops or starts all working components and accessories at once.

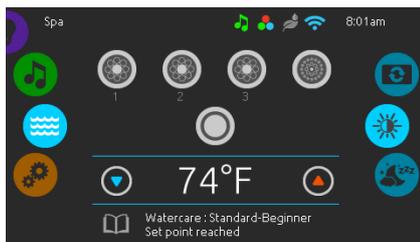
From the home page, you can access the following modes:

- sanitization (with in.clear connected)
- audio (with in.stream 2 connected)
- color (with in.mix installed)
- spa
- settings

To select a mode, slide the left wheel up or down until the desired icon menu is highlighted in the middle.

CONTROL PANEL OPERATIONS

spa mode



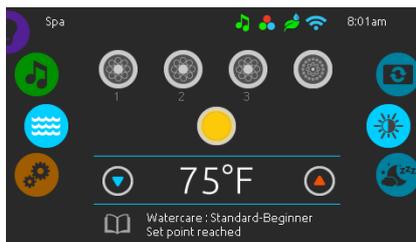
spa mode

To select the spa mode, slide the left wheel up or down until the spa icon is highlighted in the middle.

The home page will display its equipment start or stop keys, up and down buttons, water temperature, messages and quick access to display options:

- display orientation
- display contrast

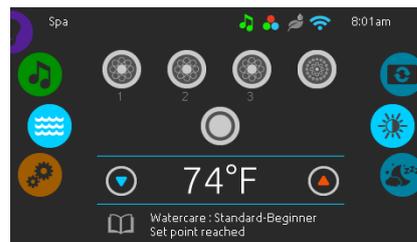
To select an option, slide the right wheel up or down until the desired icon menu is highlighted in the middle.



start or stop accessories

To start or stop an accessory (pump, blower, light), touch the associated icon. Icons will become animated when their accessory is turn on, and animation will stop when turn off.

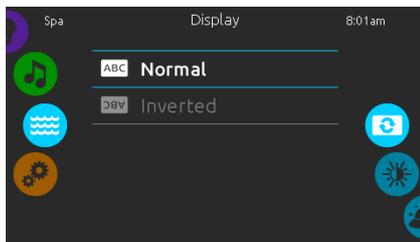
Icons on the screen will reflect the speed or state of the devices running on your spa. When an accessory has more than one speeds press the button until it reaches the desired speed.



water temperature

The temperature at the bottom of the screen shows the current water temperature. Use the Up and Down icon to set the desired temperature. The set point will appear in blue. After 3 seconds without any changes to the set temperature value, the current water temperature will reappear.

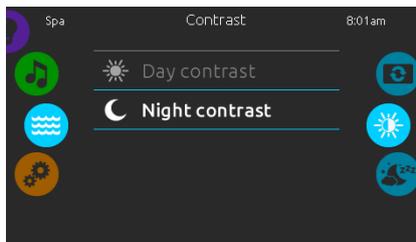
When the set value is lower than the current temperature Cooling to xx.x will appear below. When the set value is higher than the current temperature, Heating to xx.x will be indicated under the value. Normally there is a short delay before the heating starts, during which Heating Suspended is indicated under the value.



display orientation

To modify the display orientation settings, slide the right wheel until the display orientation icon is highlighted in the middle.

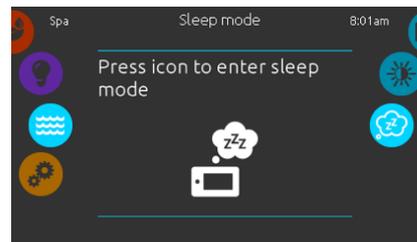
Simply touch the line of the orientation you want to select.



display contrast

To modify the display contrast settings, slide the right wheel until the display contrast icon is highlighted in the middle.

Simply touch the line of the contrast you want to select.



sleep

Press key to go directly into the sleep mode. In sleep mode, water splashing on the keypad can't inadvertently start/stop a pump.

settings

You can use the Settings mode to manage settings of your spa system.



To select the settings mode, slide the left wheel up or down until the settings icon menu is highlighted in the middle.

In the Settings page you can access the following:

- water care
- maintenance
- date & time
- keypad
- electrical configuration
- wifi
- miscellaneous
- about

To select an item, slide the right wheel until the desired icon is highlighted in the middle or press on the menu name.

CONTROL PANEL OPERATIONS

water care

The Water care page will help you set up your ideal filtration and heating settings. The Water care page will help you set up your ideal filtration and heating settings. Choose, set or modify one of the 5 suggested modes depending on your needs at any given time.



Away from home

In this mode the spa will always be in economy; the set point will be reduced by 20° F.



Beginner

The spa will never be in economy mode and will be filtering according to the pack's low level configuration.



Energy Savings

The spa will be in economy mode during the peak hours of the day and resume normal mode on the weekend.



Super Energy

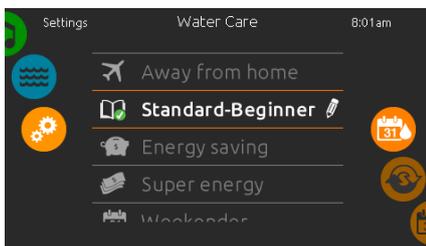
The spa will always be in economy mode during peak hours, every day of the week.



Weekender

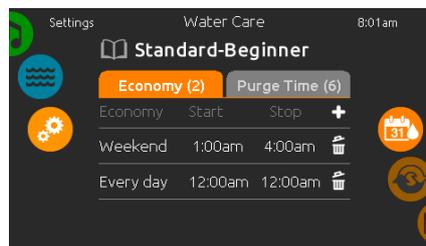
The spa will be in economy mode from Monday to Friday, and will run normally on the weekend.

modifying water care schedules



water care

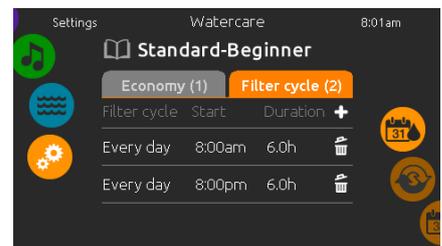
To modify a Water care category, touch the pen icon at the right end of the desired water care to open the selected Water Care menu.



economy

Touch the Economy tab to change the economy schedule. You can add economy schedules by touching the « + » symbol.

To delete a schedule, touch the garbage can icon at the right end of the desired line.



filter cycles

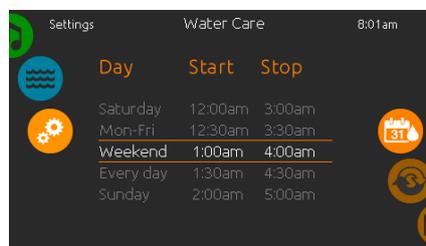
Touch the Filter cycle tab to change the filter cycle schedules. You can add filtration schedules by touching the « + » symbol.

To delete a schedule, touch the garbage can icon at the right end of the desired line.

In Economy mode, the set point will be reduced by 20°F, which means that the heating system will not be engaged unless the temperature falls to 20°F below the spa's set temperature.

The filtration schedule show on the screen will be applied to the main filtration pump, most likely pump 1. If your spa uses a circulation pump configured to run 24 hours, the screen will show you the purge setting instead of filtration.

The purges are pre-programmed for a fix number of minutes, therefore the duration will be set to N/A on the screen, and only the start time can be modified.

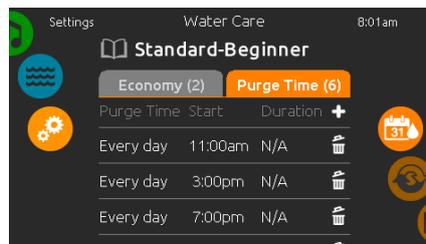


You can modify the programmed schedules by selecting one and adjusting the schedule.

You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated every week. The time and duration are set in 30 minute increments.



Once you have set the schedule, use the calendar icon to go back.



purges

Touch the Purge tab to change the purge settings. You can add purges by touching the « + » symbol.

To delete a schedule, touch the garbage can icon at the right end of the desired line.

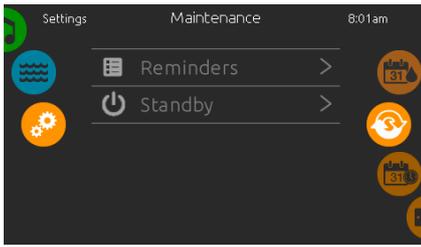


You can modify the programmed purges by selecting one and adjusting the schedule.

You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated every week. The time and duration are set in 30 minute increments. Once you have set the purge, use the calendar icon to go back.

CONTROL PANEL OPERATIONS

maintenance



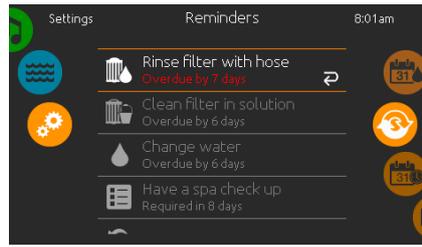
maintenance

To modify maintenance settings, slide the right wheel until the maintenance icon is highlighted in the middle.

From the Maintenance page you can access the following:

- Reminders
- Standby

Simply touch the line of the item you want to change.



reminders

The in.k1000 keypad will provide reminders about maintenance required on your spa, like rinsing or cleaning the filter. Every task has its own duration, based on normal use.

The reminders menu allows you to check the time left before maintenance is required, as well as to reset the time once a task has been completed.

To reset a task, select it by pressing the curved arrow, then confirm when prompted. Once you have confirmed, the task will be reset.



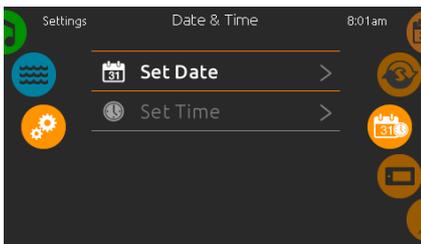
standby

The Standby mode allows you to service your spa. Pumps will stop for 30 minutes and will automatically restart after this time.

Once Standby mode is activated a screen will appear to show that pumps have stopped. The normal spa page will return at the end of maintenance.

When the Drain key is pressed, pump 1 low or circulation pump (depending on spa configuration) is activated to drain the spa.

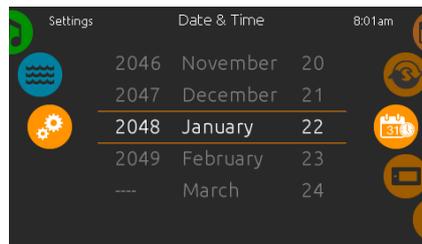
date and time



date and time

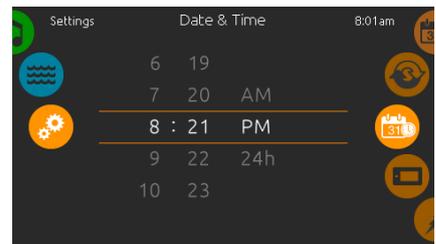
To modify date and time settings, slide the right wheel until the date and time icon is highlighted in the middle.

Simply touch the line of the item you want to change.



set date

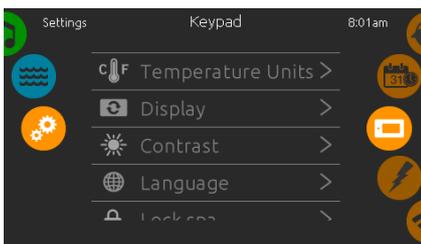
Here you can adjust the year, month and date. Simply swipe up and down the column you want to change, and select the desired value. When done, touch the calendar icon at the right of the screen.



set time

Here you can change the hour, minute and time format. Simply swipe up and down the column you want to change, and select the desired value. When done, touch the calendar icon at the right of the screen.

keypad settings



keypad settings

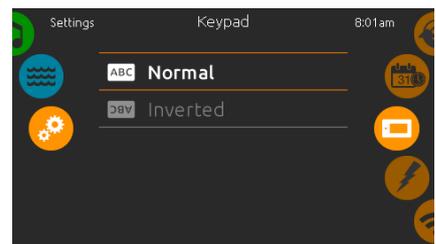
To modify keypad settings, slide the right wheel until the keypad icon is highlighted in the middle.

Simply touch the line of the item you want to change.



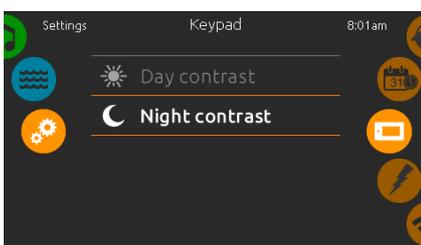
temperature units

Use this page to set or change the temperature in F° or C° units.



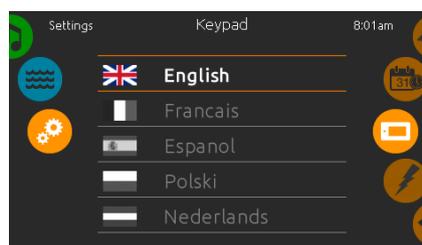
display orientation

Use this page to set or change the normal or inverted display orientation.



display contrast

Use this page to set or change the display day or night contrast.

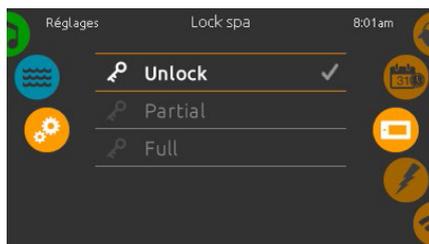


display language

Use this page to set or change the display language.

CONTROL PANEL OPERATIONS

keypad settings

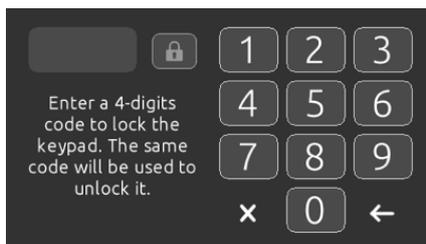


keypad lock/unlock (optional)

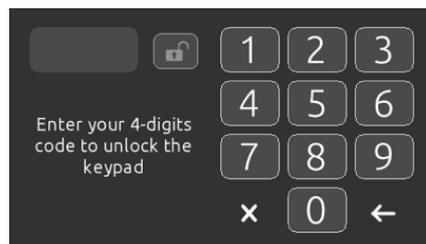
When this option is enabled, the user can partially or completely lock the keypad.

When Full Lock is selected, all functions are locked.

In Partial Lock, you may only activate accessories. Settings may not be changed in this mode.

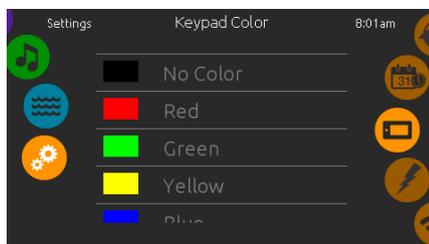


When the user wants to lock the keypad he is asked to select a 4-digit code. The same code will be needed to unlock the keypad.



Next time he wants to lock the keypad, he will be prompted again to select a 4-digit code (same functionality as a Safe in a hotel room).

The keypad can be unlocked with a universal unlock code (3732) or by a reset of the keypad.

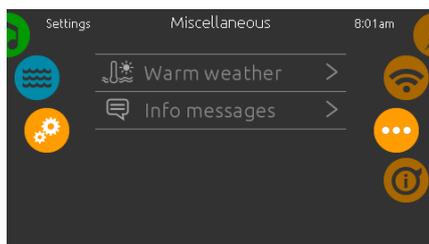


keypad color (optional)

If this option is available (depending on the spa configuration), the keypad rim color can be changed.

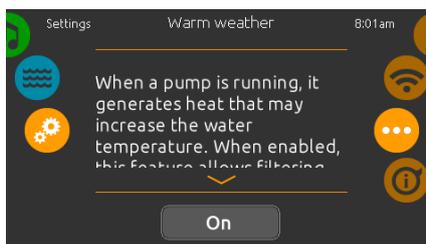
8 pre-defined colors are available. If the in.mix is installed, the keypad rim color can also be associated to an in.mix zone.

miscellaneous



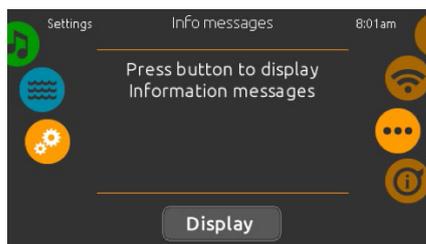
miscellaneous

This menu gives access to modify the Warm Weather option and info messages in the media center.



warm weather

The Warm weather option allows you to bypass the pack filtration over-temperature feature. When Warm weather is On, the filtration over-temperature is disabled. This feature allows the spa to continue filtering even though the water temperature is high.



info messages

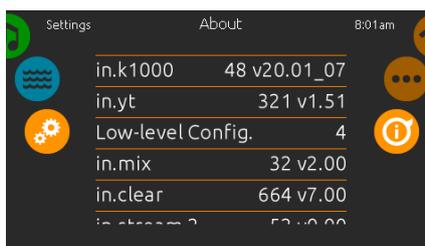
Press display/hide key to modify message display:

If hide option is selected, smart winter mode message will only appear when a SWM purge is in action. Otherwise the message will always appear when the spa is in a SWM condition.

If hide option is selected, heating suspended and filtering suspended messages will not appear.

CONTROL PANEL OPERATIONS

about your spa system



about

To get info about your spa system, slide the right wheel until the about icon is highlighted in the middle.

Information about the in.k1000 software number and the revision numbers of the different components of your system will be displayed.

wifi

(This function is available only if an in.touch module is connected to your system.)



wifi settings

To modify wifi network settings, slide the right wheel until the wifi icon is highlighted in the middle.



wifi networks

After a few seconds the available networks will appear on-screen, as well as their signal strength.

Select network will be identified by a green check mark.

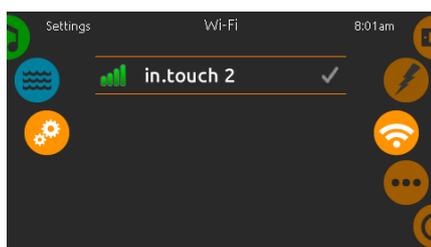
Swipe Up or Down the list to select your network.



wifi network password

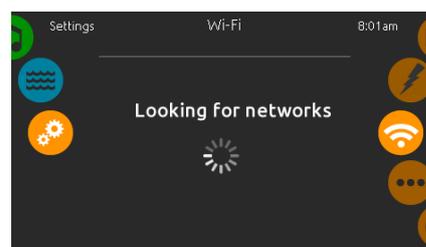
If the wifi network is password protected, enter it when keyboard prompts. Use Enter key to validate the password.

If no password is required the in.touch will connect automatically.



wifi (in.touch 2)

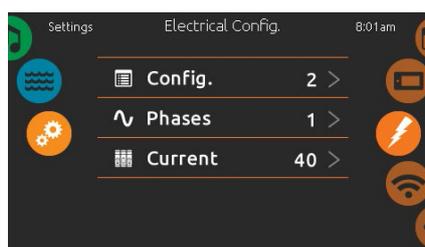
When a in.touch 2 is detected, this network will appear.



in.touch module not connected

If the in.touch module of your spa system is not connected, this message will be displayed.

electrical configuration



Please do not make changes in this section unless you are a qualified electrician.

CONTROL PANEL OPERATIONS

audio mode

(only available if the system detects a connected in.stream 2 audio station)



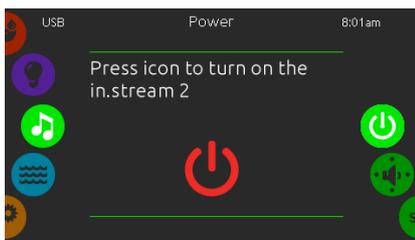
To select the audio mode, slide the left wheel up or down until the audio icon menu is highlighted in the middle.

In the Audio page you can access the following:

- in.stream 2 on/off
- speaker calibration
- audio source selector
- disconnect bluetooth

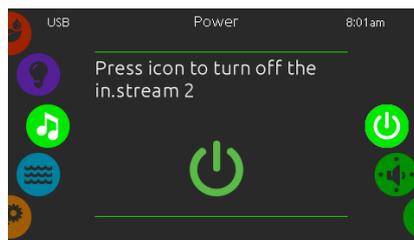
To select an item, slide the right wheel until the desired icon is highlighted in the middle.

on/off



turn in.stream 2 ON (icon red)

Slide the right wheel until the power on/off icon is highlighted in the middle. Press the icon at the center of the screen to turn in.stream 2 on.



turn in.stream 2 OFF (icon green)

Press the icon at the center of the screen to turn in.stream 2 off.



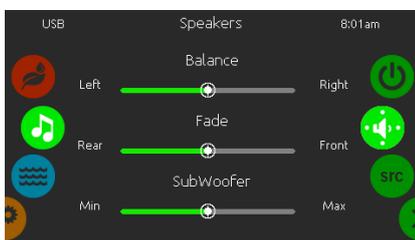
main display

Press Play / Pause to start or pause playback of audio files.

Drag the volume slider to adjust the volume or tap the mute button to mute or unmute sound.

Press the last track or next track buttons to go to the previous song or skip to the next.

speakers setting



to modify your speaker settings

Slide the right wheel until the speaker calibration icon is highlighted in the middle.

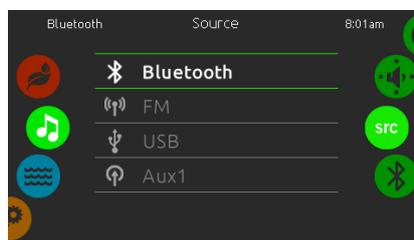
You can adjust:

- balance
- fade
- subwoofer

Use the sliders to change the speaker settings at the desired level.

The fade and subwoofer sliders will only appear on the screen if the corresponding speakers are installed on the in.stream 2.

audio source selector



to select an audio source

Slide the right wheel until the source icon is highlighted in the middle.

In the menu list, the following sources are available:

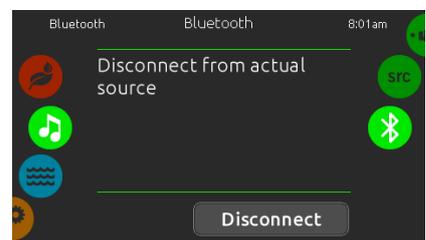
- Bluetooth
- FM
- USB
- Aux. 1

Simply select the desired one to use.

Note that only the sources installed on the in.stream 2 will be displayed in the source menu.

Please note that the Play/Pause and Change Track functions apply to devices using Bluetooth technology and USB, and will not work when AUX is selected as the source.

disconnect bluetooth



If a device with Bluetooth technology is connected to the in.stream 2, you can disconnect it by pressing the Disconnect key at the bottom of the screen.

Doing so will also prevent the in.stream 2 from automatically reconnecting to this specific device until it has been reconnected using the device itself.

CONTROL PANEL OPERATIONS

VARIABLE SPEED DRIVE CONTROL PANEL

Fitted to Pro and Super Pro models, the Variable Speed Drive Auxiliary Control Panel operates the Variable Speed Drive (VSD) jet speed.

The main control panel must first be turned on for the variable speed drive to operate. Once turned on, the current can be increased or reduced by using the up and down buttons on the control.



AUXILIARY CONTROL PANEL

Fitted to Manta models, the Auxiliary Control Panel allows pool users to control the jets and lighting from within the pool. If the pool has 4 jet pumps, Jet 3/4 button will control Jets 3 and 4. First press of Jets 3/4 button operates pump 3, second press operates pump 3 and 4, third press controls pump 4 and fourth press will turn both Jets 3 and 4 off.



OTHER FUNCTIONS

FREEZE PROTECTION

If the sensors within the heater detect a very low temperature, the pumps and blower automatically activate to provide freeze protection. The pumps and blower will run continuously or periodically depending on the conditions.

CLEAN CYCLE

At the beginning of the filtration cycle, a pump will automatically operate for 1 minute to clean the spa water.

CIRCULATION PUMP

The circulation pump operates during filtration and when the heater is in operation.

OZONE GENERATOR

The ozone generator will operate during filtration cycles.

DIVERTER CONTROLS

The Diverter Controls (if fitted) can be found along the top face of your pool, 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.



TROUBLESHOOTING GUIDE

too much water on display

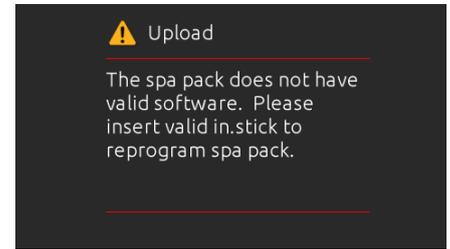
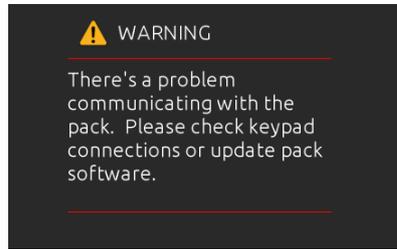


wipe screen

This message appears when too much water is detected on the touch screen. Simply wipe away excess water.

installation error messages

Upon connecting the in.k1000 to your spa system you may see one of two error messages. Please follow the instructions in the message or contact your dealer for more information.



DIAGNOSTICS - IN.K 1000 ERROR CODES

The error codes indicate a failure or problem that must be rectified to guarantee the good function of the n.YJ2 control system. The error messages listed below display on the keypad. For more information on error messages. Please refer to the IN.YE5 control system techbook at www.geckodocs.com

If this guide does not help you solve the problem please contact your dealer.

ERROR CODE	MESSAGE
AOH	ELEVATED INTERNAL TEMPERATURE
CFLO	NO FLOW CONDITION
COMM	VERIFY CABLE CONNECTIONS
ER1	SWIMSPA CONFIG. : SLAVE UNIT IS MISSING
F1	IN.XM2 FUSE # 1 IS BLOWN
F2	IN.XM2 FUSE # 2 IS BLOWN
F3	IN.XM2 FUSE # 3 IS BLOWN
FLC	THE PRESSURE SWITCH IS CLOSED
FLO	NO FLOW CONDITION FOR MORE THAN 2 HOURS
FLO	NO FLOW CONDITION
HIBR	ADD FRESH WATER TO THE SPA
HL	HIGH LIMIT CIRCUIT HAS TRIPPED!
HR	HARDWARE ERROR WAS DETECTED (THERMAL FUSE)
HR	A HARDWARE ERROR WAS DETECTED (RELAY STUCK)
LOBR	ADD BROMICHARGE TO SPA WATER
NOBR	ADD BROMICHARGE TO SPA WATER
OH	SPA TEMPERATURE IS TOO HIGH
PR	TEMP PROBES OR DETECTION CIRCUIT ARE DEFECTIVE
RH ID	IN.XM2 AND IN.THERM INCOMPATIBLE
RH NC	COMM. ERROR BETWEEN IN.XM2 - IN.THERM
SC ER	ERROR DETECTED DURING THE LEARNING MODE
SP IN	INPUT VOLTAGE ISSUE
SUPP	CONNECT POWER CORD TO 240 V SOURCE
UPL	THE SPA PACK DOES NOT HAVE VALID SOFTWARE. PLEASE INSERT VALID IN.STICK TO REPROGRAM SPA PACK.

TROUBLESHOOTING GUIDE

DIAGNOSTICS - OPERATION

Once commissioned, your Riptide pool should operate normally when properly set up. If, however, you encounter operating problems please use this general guide. If this guide does not help you solve the problem please contact your dealer.

OPERATING PROBLEM	ANALYSIS	ACTION REQUIRED
Spa can't start in any mode.	<ul style="list-style-type: none">• Power is off.• Electric control failure (display shows error message).	Check the power supply to the pool. Check the error message on page 16 and contact your dealer.
Water jets turns off automatically when using the pool.	<ul style="list-style-type: none">• The default time setting has switched off the jets.• The pump motor is overheating.	Press the pump button to restart the pump. Stop running pump for 1 hour until cool and then restart the pump
The water pumps are operating but no water is coming out of the jets.	<ul style="list-style-type: none">• The water pump has an air block.	Try to restart the jet. Introduce water into the filter opening to clear any possible air block.
Pool water is heating slowly and / or not reaching required temperature.	<ul style="list-style-type: none">• Filter cartridge needs cleaning• There is no cover on the spa creating heat loss.• Heater is faulty.	Re-set the temperature. Clean or replace the filter. Put the cover on the pool. Contact your dealer.
The power of the jets is low.	<ul style="list-style-type: none">• The jets are blocked.• The water pump's air valve is not fully open.	Check whether there are foreign bodies inside the jets. Check if water pump's valve is fully open.
The jet water power fluctuates.	<ul style="list-style-type: none">• Filter is blocked.• There is not enough water in the pool.	Check whether there are foreign bodies inside the filter. Add more water to the pool.

FAULT-FINDING

For fault-finding and other technical help with your in.YJ2 control system please visit the Gecko online resource at:

www.geckodocs.com

MAINTENANCE

WATER CHEMISTRY

Tap water that is safe to drink is not always right for your pool. Normal tap water usually contains 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 pool as well as the people who 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 pool shell, equipment, and piping.
3. Clogged filters. With the pool 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 pool 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

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

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

2. Weekly shock dose

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

3. pH Control

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

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

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

Low pH levels (under 7.2) can cause the following:

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

Note: Never use muriatic or hydrochloric acid to adjust pH as it can damage your pool 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 pool 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 pool's surface as well as corrosion to the pool 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 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 pool water add a small amount of FOAM REDUCER.

MAINTENANCE

8. Clearing cloudy water

There are two basic reasons that pool 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. Sanitizing with Non-Chlorine Shock (potassium peroxymonosulfate)

When sanitizing your pool with Non-Chlorine Shock you should add the correct dose directly to the pool/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 re-dose.

On a weekly basis it is important to shock your spa/pool with NON-CHLORINE SHOCK or double dose of CHLORINE GRANULES.

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

STARTING YOUR POOL WITH NEW WATER

1. As your pool fills with tap water, add 10 teaspoons of STABILISED CHLORINE GRANULES to the pool end and in a pool 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 pool 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 7.2-7.6.

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 POOL WATER

Sanitizer and pH Levels

It is important to test and adjust the sanitizer and pH levels of your pool 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 pool 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 or double dose of CHLORINE GRANULES.

Stain and scale control

Use a 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 pool water is cloudy call your Riptide dealer for advice.

WATER CHEMISTRY TROUBLESHOOTING

Prior to each pool use, check the water. If the water appears cloudy or off-colour, has significant surface foam or smells of chlorine, then there is a problem with the water and it needs to be treated or drained. Using the spa of the pool 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 20.00mg/L per 50.00 cubic metres
 2.0kg Sodium Bicarbonate Increasing the TA by 20.00mg/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
OCEANA												
6.050	Reduce	Sodium Bisulphate- 'pH Reducer'	145.20g	290.40g	435.60g	580.80g	726.00g	871.20g	1016.40g	1161.60g	1306.80g	1452.00g
6.050	Increase	Sodium Bicarbonate – 'Alkalinity Increaser'	121.00g	242.00g	363.00g	484.00g	605.00g	726.00g	847.00g	968.00g	1089.00g	1210.00g
TITAN												
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
ATLANTIS 4.6 Standard / Pro / Freestyle												
8.800	Reduce Sodium Bisulphate- 'pH Reducer'		211.20g	422.40g	633.60g	844.80g	1056.00g	1267.20g	1478.40g	1689.60g	1900.80g	2112.00g
8.800	Increase Sodium Bicarbonate – 'Alkalinity Increaser'		176.00g	352.00g	528.00g	704.00g	880.00g	1056.00g	1232.00g	1408.00g	1584.00g	1760.00g
ATLANTIS 5.8 Standard / Pro / Freestyle												
9.900	Reduce Sodium Bisulphate- 'pH Reducer'		237.60g	475.20g	712.80g	950.40g	1188.00g	1425.60g	1663.20g	1900.80g	2138.40g	2376.00g
9.900	Increase Sodium Bicarbonate – 'Alkalinity Increaser'		198.00g	396.00g	594.00g	792.00g	990.00g	1188.00g	1386.00g	1584.00g	1782.00g	1980.00g
NAUTILUS Standard / Pro / Super Pro / Freestyle												
9.560	Reduce Sodium Bisulphate- 'pH Reducer'		229.44g	458.88g	688.32g	917.76g	1147.20g	1376.64g	1606.08g	1835.52g	2064.96g	2294.40g
9.560	Increase Sodium Bicarbonate – 'Alkalinity Increaser'		191.20g	382.40g	573.60g	764.80g	956.00g	1147.20g	1338.40g	1529.60g	1720.80g	1912.00g
MANTA Standard / Pro / Super Pro												
7.500	Reduce Sodium Bisulphate- 'pH Reducer'		180.00g	360.00g	540.00g	720.00g	900.00g	1080.00g	1260.00g	1440.00g	1620.00g	1800.00g
7.500	Increase Sodium Bicarbonate – 'Alkalinity Increaser'		150.00g	300.00g	450.00g	600.00g	750.00g	900.00g	1050.00g	1200.00g	1350.00g	1500.00g

MAINTENANCE

CHANGING YOUR POOL WATER

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

DRAIN OPERATION

Drain open

Locate drain valve at floor level. To empty the water from the pool remove the screw-cap from pipe. Twist anti clockwise and pull pipe out. Water will now drain out - allow to drain by gravity only.



Drain closed

To fill the pool up with water, screw cap onto pipe. Push and turn anti clockwise to lock closed.



For pools with two volumes of water, there is a drain dedicated to each end.

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

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 pool shell refer to 'POOL SHELL CARE'.

Steps to refill your pool:

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

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 Pool 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 recommended 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 every year or sooner if necessary. Only use genuine Riptide filter cartridge replacements.

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

POOL SHELL CARE

The pool surface is durable and easy to clean:

Pool 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 pool surface to come in contact with acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, abrasive cleaners or any other harsh chemical. These chemicals can damage your pool shell and void your warranty.

Note 2: Avoid using cleaning agents that will leave suds in your pool 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 pool 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 it 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 pool: Debris from wind, trees and spa users will occasionally accumulate on the bottom of your pool. Your pool'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.

LOW USE OR NO-USE PERIODS

At certain times of the year you may not use your pool as often as expected. For these Low-use or No-use periods, we recommend the following:

Low-use: If your pool 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 pool 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 pool for 1-2 weeks, then we suggest that you not make any changes in operating your pool.

No-use for 2-6 weeks: If you plan to not use your pool for 2-6 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 pool for over 6 weeks, then it is suggested that you winterize your pool by following the steps below.

Pool WINTERIZATION

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

Pool DE-WINTERIZATION

De-Winterization is completed by reversing the above procedure and then refilling the pool (see 'Steps to refill your pool' under 'Changing your spa water' in this Owner's Manual).

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

Before requesting service from your dealer, refer to the TROUBLESHOOTING GUIDE in this Owner's Manual to determine the necessary course of action. If you are not able to solve the problem using the troubleshooting guide, please contact your authorised Riptide dealer.



LIMITED WARRANTY

8 Year Structural and 5 Year Surface Warranty

Riptide warrants the galvanised steel sub frame not to crack or fracture for a period of eight 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 swim spa's delivery date. The Aristech surfaces are non-permeable and will not absorb odours, bacteria or pollutants.

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.

2 Year LED Light Warranty

Riptide warrants the LED lighting chains and bulbs to be free from defects of materials and workmanship for two years.

5 Year Gecko Hi Flow Heater Warranty

Riptide warrants the Gecko Hi Flow heater against fault in manufacture or faulty workmanship.

5 Year No Leak Warranty

Riptide warrants your swim spa not to leak for a period of five years from its delivery date. This warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints, freeze drains and all bonded parts including the filter chamber and light fittings.

5 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 five years from the swim spa's delivery date. This warranty specifically covers the cabinet's structural integrity, including all glue & integral bonded joints.

5 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 five years from its delivery date. Filter cartridges, swim 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.

No-Nonsense Warranty

Riptide will make no call-out or labour charges or ask for part payment of parts for the entire warranty period, provided that your swim spa has had an annual service within the last 12 months to validate the warranty.



Extent of warranty

This warranty extends only to the original consumer purchaser of the Riptide pool when purchased and originally installed or relocated in the boundaries of the country of purchase. The Riptide pool warranty terminates upon any transfer of ownership or if the pool 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 pool. To obtain service, contact the authorised service agent who sold you the pool. There is no charge for parts or labour to repair the pool or its components. Service agents reserve the right to assess reasonable call out fees or travel based upon their individual policies. If the pool is installed outside of the normal servicing area of the selling dealer, or if normal access to the pool 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 pool, which shows the date of purchase. Notice must be given Riptide Pools Limited, 41 Robjohns Road, Chelmsford, Essex, CM1 3AG, UK
Tel 01245 265036

Acts invalidating warranty

This warranty is void if this Riptide pool has been improperly installed, subjected to alteration, misuse or abuse, or if any repairs on the pool 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 pool other than in accordance with Riptide's printed instructions, or use of the pool in an application for which it is not designed. Specifically: use of the pool

in a non-residential application; damage caused by the operation of the pool outside the specified voltage requirements (230 +/- 10%), operation of the pool 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 sanitizing chemicals to lie on the pool surface (no pool 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 pool surface caused by leaving the pool uncovered while empty of water and in direct exposure to sunlight (causing solar heating distress) are considered abuses and will invalidate warranty.

The standard pool 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.

Disclaimers

Riptide shall not be liable for loss of use of the Riptide pool 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 Pools Limited
United Kingdom



www.riptidepools.co.uk