



# OWNER'S MANUAL



SUMMER 2019

# CONTENTS

The Heritage model range	3
<b>IMPORTANT SAFETY INFORMATION</b>	6
<b>INSTALLATION AND SET-UP</b>	
Selecting a site for your spa	7
Electrical requirements and connections	7
Checklist before filling your spa	8
<b>CONTROL PANEL OPERATIONS</b>	
Control System Features:	
Heater control	9
Jet control	9
Audio system	9
Safety features	9
Main control panel	9
Keypad functions:	
Power	10
Main screen	10
Start or stop accessories	10
Water temperature	10
Settings	10
Water Care	11
Modifying schedules	11
Bluetooth Audio	12
Maintenance	12
Maintenance reminders	12
Standby	12
Date and time	13
Keypad settings	13
WIFI (optional extra)	14
in.stream 2 Audio operation	15

## FUNCTIONS

Jets	16
Light	16
Bar Top Controls	16
Freeze Protection	16
Compartment Door	16
Clean Cycle	16
Circulation Pump	16
Ozone generator	16
Install optional hand held massage jet	16

## TROUBLESHOOTING GUIDE

Diagnostics - Operation	17
Diagnostics - Error Codes	18

## MAINTENANCE

Water chemistry	19
Overview of water chemistry	19
Starting your spa with new water	20
Maintaining spa water	20
Water chemistry troubleshooting	20
Riptide Spa total alkalinity (TA) adjustment chart	21
Changing your spa water	22
Drain operation	22
Cleaning your filters	22
Spa shell care	22
Cleaning and protecting the headrests	22
Cover care	23
Miscellaneous care	23
Low-use or no-use periods	23
Spa winterisation	23
Spa de-winterisation	23

## The Heritage model range

### LEGACY 3 PERSON



### TRIBUTE 5 PERSON



### ESTEEM 5 PERSON





## The Heritage model range

### JUBILEE 7 PERSON



### STRATUM 7 PERSON



## The Heritage model range

### OVATION 5 PERSON



### ACCLAIM 8 PERSON



# 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. Electrical Supply.** Please provide a dedicated waterproof outdoor socket power supply, terminated at a consumer unit fitted with a Type C breaker. Alternatively, you could fit a rotary isolator and have your own electrician hardwire directly into the hot tub control box.

## ALWAYS USE A QUALIFIED ELECTRICIAN TO CONNECT THIS 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 Heritage spa unless they are supervised at all times.

**5. DANGER - risk of injury.** The suction fittings in the Riptide 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 spa 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 spas' own electrics.

## 7. WARNING - to reduce the risk of injury:

- a) Before entering the spa 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 spa and should maintain safe water temperatures.
- d) The use of alcohol, drugs, or medication, before or during spa 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 spa.
- f) Persons using medication should consult a physician before using the 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 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 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 recognise the need to exit the spa
- Physical inability to exit the spa
- Foetal damage in pregnant women
- 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 spa.

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

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

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

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

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

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

**11. CAUTION - risk of damage to spa or equipment.** By performing maintenance as described later in this Owner's Manual, the chance of damage to your spa and its equipment will be greatly reduced.

**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 spa.** Locate your Riptide spa on a surface that can withstand the weight bearing requirements of the spa (see Selecting a Site for your Riptide spa in this Manual). Also, locate your 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 SPA

Your Riptide spa 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 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 spa). If installed on a suspended floor/deck, it should be capable of supporting your spa. 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 spa structure. Do not shim or block up the 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 spa in a pit or low area where water may accumulate and damage the spa or its equipment. Choose a site where water will drain away from the spa and not towards it.
4. **Important:** with all installations, the Riptide spa 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 spa indoors: the environment both around and below the spa should be water resistant. It must be capable of handling water splashed out from the spa as well as the possibility of a leak from the vessel ( a catch basin equivalent to the volume of your spa is recommended); it is recommended that the room you install the spa in has proper ventilation. This can usually be achieved by an exhaust fan or a dehumidifier if 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 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 spa cover and cabinet. Lastly, avoid locating your spa in an area where debris could be blown into the spa. If sinking your Riptide 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 spas must be wired in accordance with all national electric codes. Always use a qualified electrician to perform the electrical installation.

### Wiring installation

Please provide a dedicated commando socket power supply fitted with an RCD and a Type C breaker. Alternatively, you could fit a rotary isolator and have your own electrician hardwire directly into the hot tub control box.

### 220/240v Installation

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

Your 220/240v standard Riptide spa model requires one fused and dedicated electrical circuit supply with a wire size of 1.5mm-2.5mm. It is important that these circuits are dedicated (not being used by any other electrical appliance) or your spa may not function properly.

Position your Riptide spa at least 150cm [5ft] 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.

**16 amp hot tub - please use a 16 amp wall mounted commando socket.**

**20-32 amp hot tub - please use a 32 amp wall mounted commando socket.**

### IMPORTANT INFORMATION

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

# INSTALLATION & SET-UP

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## CHECKLIST BEFORE FILLING YOUR SPA

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

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

**2. Check drain valves:** Check that the 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 spa:** Fill the spa to approximately the halfway point on the skimmer.

**6.** If you live in a hard water area and have access to a water softener we recommend you fill the spa with softened water. The calcium balance of the spa water should be approximately 40-250 ppm.

**6. Check for leaks:** After the Riptide 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 Gecko YJ2 control system on Riptide spas 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 spa experience.

### Heater control

You can set the water temperature to your personal preference. You can also set the water temperature in advance ensuring your spa 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.

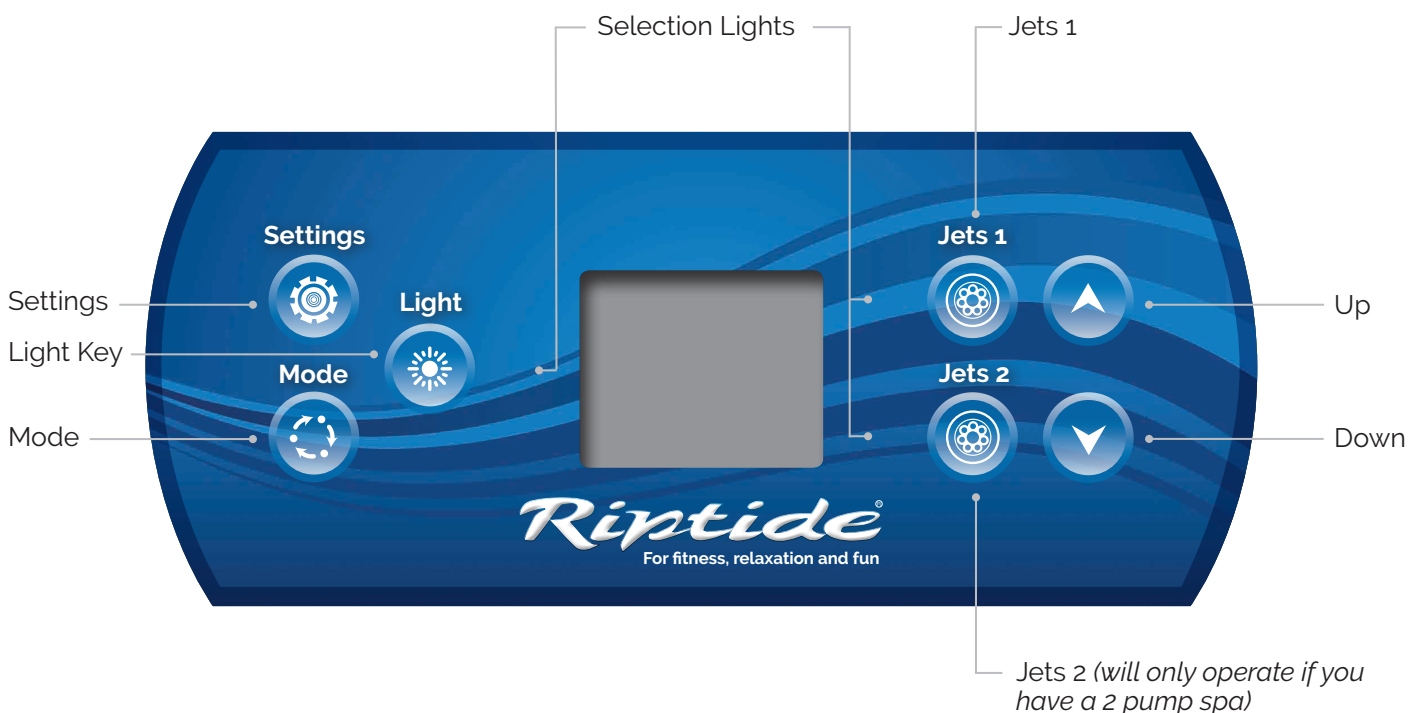
### Audio system

The integrated Gecko bluetooth audio system features 2 transducer speakers and a sub woofer speaker.

### 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 spa operates safely. The control box is fully waterproof with International Protection Rating (IP) 55.

## MAIN CONTROL PANEL keypad layout



### Settings key

One press gives you access to a menu to manage the settings of your spa.

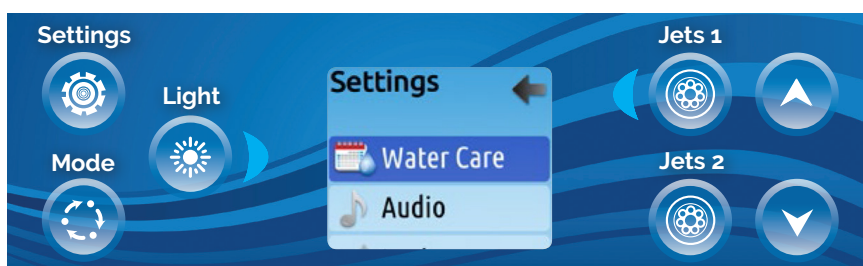
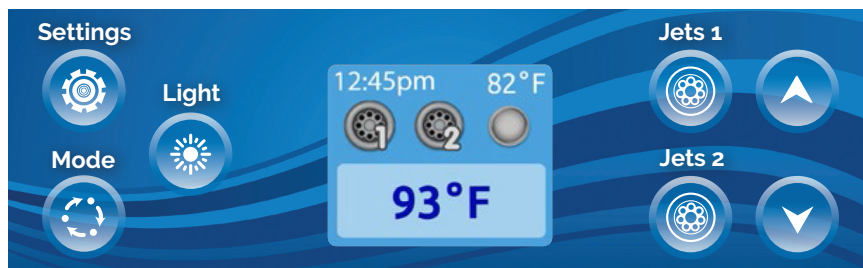
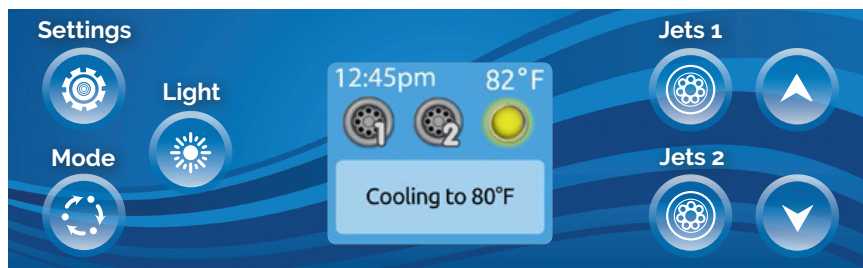
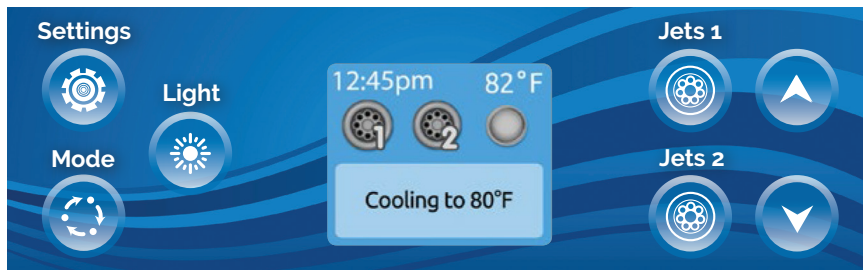
Refer to the settings section for details about the settings menu.

### Mode key

Successive presses on the Mode key will give access to control different optional accessories of your spa such as audio and others. Note that if an accessory is not present in your spa configuration, its menu will not appear.

Refer to the following section to get details about the possible accessories and their detailed functionalities. The screen will revert back to the spa mode if no key is pressed for 60 seconds.

# CONTROL PANEL OPERATIONS



Use the arrow keys to move up and down in the list. To select an option, press the lit button beside it (Light button). At any point you can press the Settings button to return to the home screen.

## KEYPAD FUNCTIONS

### Power

Press any button to turn the keypad on. After 30 minutes without activity it will shut off.

### Main screen

The main screen gives you access to your accessories and water temperature. At the bottom of the screen you will see any error or maintenance messages that are present.

### Start or stop accessories

To start or stop an accessory, press the associated button. Icons will become animated when their accessory is turned on, and inanimate when turned off. Icons on the screen will reflect the speed or state of the devices running on your spa.

When an accessory has more than two states, press the button until it reaches the desired state.

### Water temperature

The temperature shown at the top of the screen is the current water temperature. Use the Up and Down buttons to set the desired temperature.

The set point will appear in blue at the bottom. After 3 seconds without any change to the set temperature value, the keypad will resume the normal display of messages.

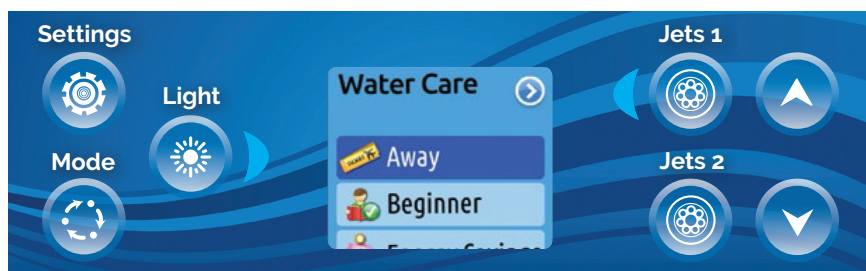
When the set value is lower than the current temperature *Cooling to xx.x* will appear. When the set value is higher than the current temperature, *Heating to xx.x* will be indicated. Normally there is a short delay before the heating starts, during which *Heating Suspended* is indicated.

### Settings

From the home page you can access the Settings, where you will find:

- Water care
- Audio
- in.clear-200 linked version
- Standby
- Maintenance
- Date & time
- Keypad
- Wi-Fi
- Config
- Restore
- About

# CONTROL PANEL OPERATIONS



## Water Care

The Water Care section will help you set up your ideal filtration and heating settings. Choose from *Away*, *Beginner*, *Energy Savings*, *Super Energy Savings*, and *Weekender*, depending on your need. Use Light key to choose your setting. A checkmark will appear on the selected icon to confirm.

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.

\* Default value

**Water Care modes**

**Away from home:** In this mode the spa will always be in economy; the set point will be reduced by 20° F\*.

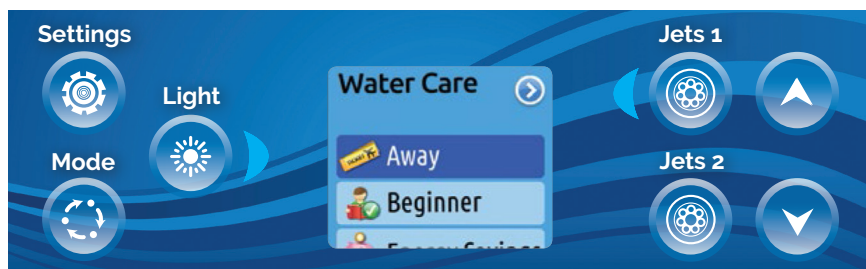
**Beginner:** The spa will never be in economy mode, and will run a normal 8 hours of filtration a day.

**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 Savings:** 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\*.

\*Filtration will be reduced when the economy mode is active.

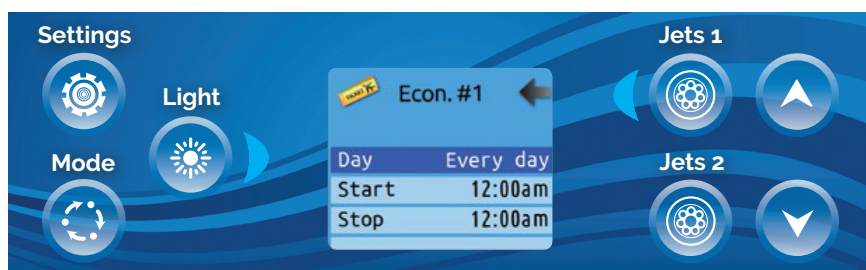


## Modifying schedules

To see and/or modify a Water Care category, use the lit button to the right (Jets 1) to open the selected Water Care menu.

Use the arrow keys to choose a schedule to modify (choice of economy and filtration schedules). Use the Light key to move between parameters.

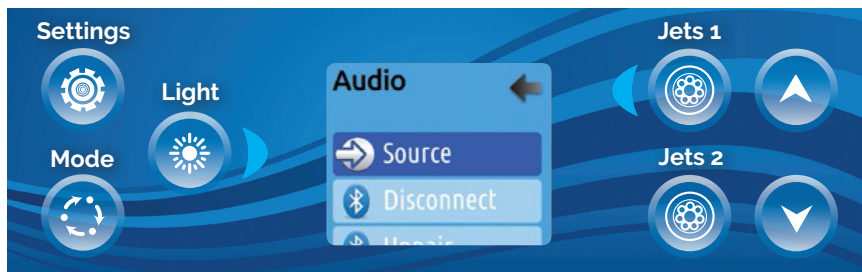
You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated every week. The time and duration are set in 30 minute increments. Once you have set the schedule, use Jet 1 to go back. Ensure that you have selected the desired Water Care option in the main Water Care menu.



The filtration schedule shown on the screen will apply 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 fixed number of minutes, therefore the duration will be set to N/A on the screen, and only the start time can be modified.



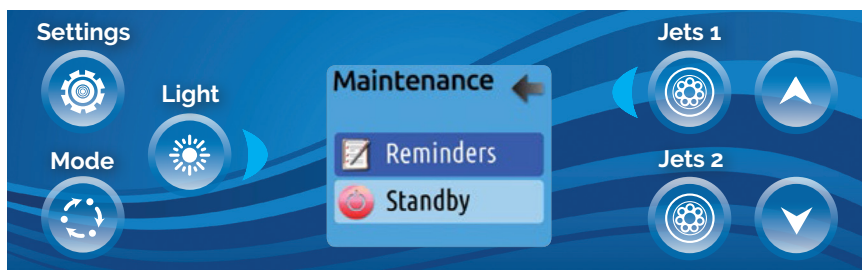
# CONTROL PANEL OPERATIONS



## Bluetooth Audio

The keypad can be used with the in.stream 2 audio system. The in.stream 2 Settings menu gives you a Source selector, a Bluetooth disconnect option, an On/Off switch and an audio control on fader, balance and subwoofer. For more information on audio functions, see the in.stream 2 operation section.

The in.stream 2 is automatically detected at power-up.



## Maintenance

From the Settings page you can access the Maintenance menu, which gives you access to the following options:

- *Maintenance reminders*
- *Standby*

Use the Up and Down keys to make a selection, and Light key to confirm.



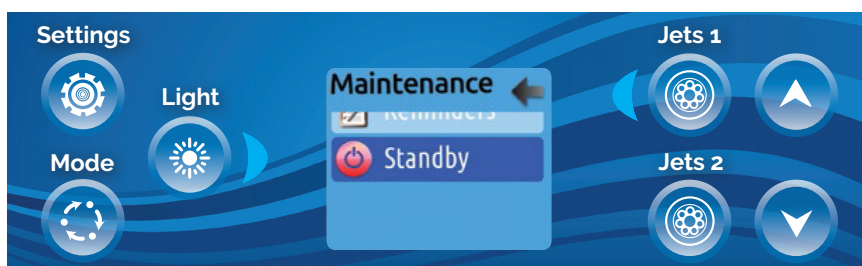
## Maintenance reminders

The keypad will remind you of maintenance required on your spa, like rinsing or cleaning the filter. Each task has its own duration, based on normal use.

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

Use the Up and Down keys to move through the list.

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



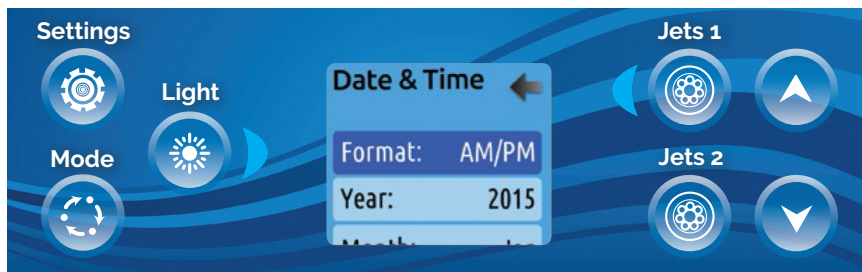
## Standby

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

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

Press Jet 1 to leave Standby mode and restart the spa.

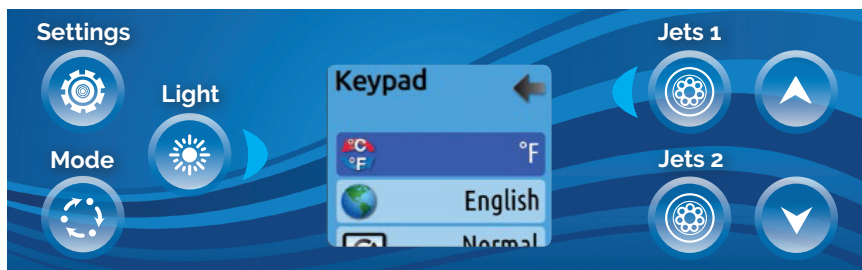
# CONTROL PANEL OPERATIONS



## Date and time

Here you can adjust the time format, change the year, date and time. Use the arrows to choose the setting that you want to adjust, and select it by pressing the Light key.

Use the arrow buttons to change the parameters, and the Light key to move between parameters. Key 1 will take you back to the main Settings menu.

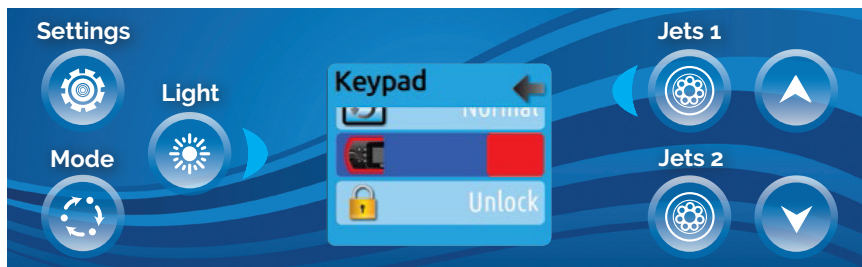


## Keypad settings

In this section, you can change the temperature unit, language, display orientation, rim light colour and keypad security.

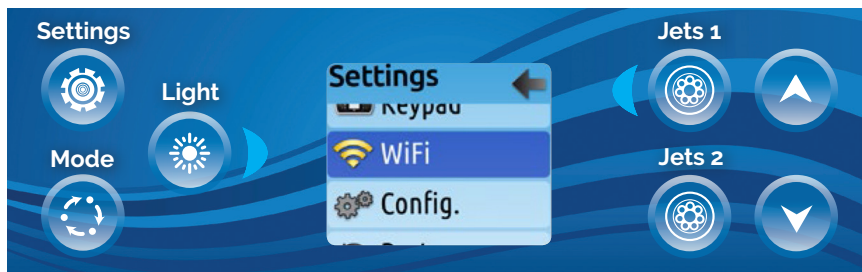
When you change the display orientation, the contextual options and arrow keys adjust to the chosen orientation. The Mode and Menu keys remain unchanged, as well as the accessory keys in the main Spa menu.

With the keypad equipped with a selectable rim light colour module: If the "RGB backlight" option is enabled in the spa configuration an option will appear to allow selection of the keypad rim light colour.



You can lock the keypad by selecting one of 3 security levels: Unlock, Partial or Full. The Partial level locks the set point adjustment and many options in the settings menu. The Full level locks all keypad functions. To unlock the keypad (either Partial or Full), press and hold the top right key for 5 seconds.

# CONTROL PANEL OPERATIONS



## WiFi (optional extra)

For the WiFi menu to appear in the Settings menu your in.touch module must be equipped with software version 11.00 or higher. This menu allows you to connect your in.touch module to a WiFi network or to change its network.

To connect your in.touch module to a wireless network, use the Up/Down keys to go to the WiFi option in the Settings menu and Light key to select it.

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

Use the Up/Down keys to move through the list. Select your network by pressing on Light key.

If the WiFi network is password protected enter it when prompted.

- Use the arrow keys to choose your letters and change the type of character (uppercase, lowercase, number, symbol).
- Use Key 2 to move the cursor forward
- Use Key 1 to backspace
- Use Light key to confirm

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

Once the in.touch module is connected to a WiFi network a check mark in a green circle will appear in the WiFi menu, and the network logo will change to green in Settings menu.

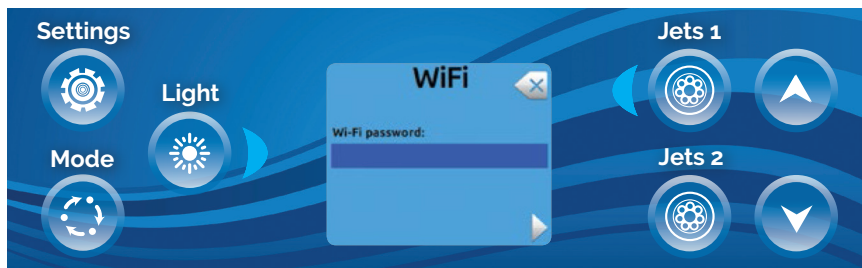
Note: WiFi logo colour in Settings menu corresponds to the in.touch connection state.

Yellow = not connected

Green = connected to a network

Yellow with wait icon = connection attempt to a network

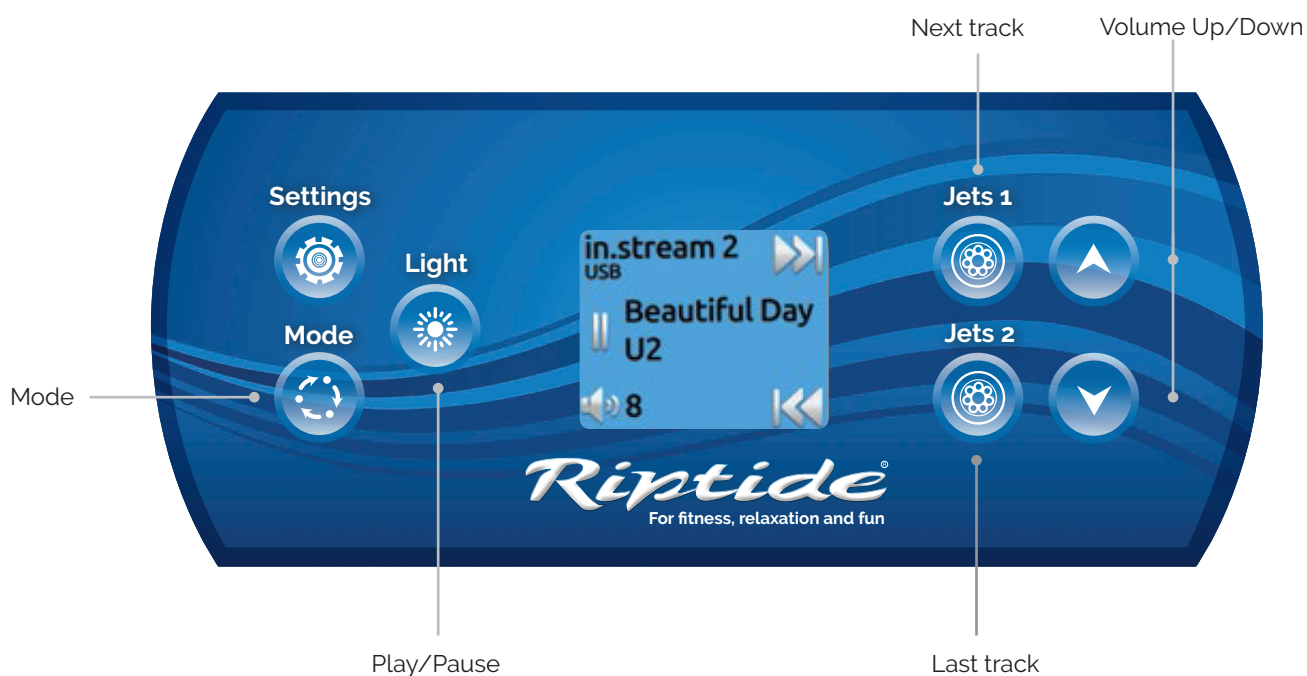
Red with wait icon = in.touch no longer detected (in.touch must be reset before next connection attempt).





# CONTROL PANEL OPERATIONS

## in.stream 2 Audio Operation



### Press the Mode key to access your in.stream 2

If you are using a device with Bluetooth technology, it must be connected for functions to work.

### Connecting your spa audio to your Bluetooth

Stand near your spa and select Bluetooth on your device, Instream2 will come up as an option. Select this and enter pin 5555, choose your music and press play.

The audio on the spa may well be set to low volume so press the mode button and then using the up down arrows increase/decrease the volume.

### Play/Pause audio

Press the Play/Pause button to start or pause the audio. This button is available for Bluetooth and USB only.

### Adjusting the volume

Press the Up or the Down key to increase or decrease the volume.

### Turn power On/Off

This option can be found under the Audio section in the Settings menu.

### Changing tracks

Use the Last Track and Next Track keys to change tracks or FM stations. This is not available with Aux source.

### Disconnect

This option can be found under the Audio section in the Settings menu.

### Fader, Balance and Subwoofer

These options can be found under the Audio section in the Settings menu.

# FUNCTIONS

## Jets

Press the Jets button once to turn the pump on or off. If left running the pumps will turn off after a time-out period.



## Light

Press the Light button to turn on the LED lighting. Press the button once again to turn it off.



Lighting In-spa and water edge LED lighting has seven colour and three sequencing options including a gentle rotation through the spectrum. Using the key pad you can permanently select your favourite colour.

## Bar Top Controls

By turning Diverter Control you can divert the water current between the different spa jets. You can also adjust the Air Control to allow more air to join the spa water, creating a stronger massage.



## 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.



## Compartment Door

For easy access, all components in Heritage Spas are positioned on the same side as the compartment door. In the event that an engineer needs to get inside your spa all that is needed is to pull away the steps and open the cabinet.

## 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.

## Install optional hand held massage jet

Select any convenient jet and using two hands, unscrew the jet fitting anti clockwise and remove. Connect hand held massage jet to jet fitting and install by turning clockwise.



# TROUBLESHOOTING GUIDE

## DIAGNOSTICS - OPERATION

Once commissioned, your Riptide Spa 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"><li>• Power is off.</li><li>• Electric control failure (display shows error message).</li></ul>	Check the power supply to the spa. Check the error message on pages 10-12 and contact your dealer.
Water jets turns off automatically when using the spa.	<ul style="list-style-type: none"><li>• The default time setting has switched off the jets.</li><li>• The pump motor is overheating.</li></ul>	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"><li>• The water pump has an airlock.</li></ul>	Try to restart the jet. Introduce water into the filter opening to clear any possible air block.
Spa water is heating slowly and / or not reaching required temperature.	<ul style="list-style-type: none"><li>• Filter cartridge needs cleaning</li><li>• There is no cover on the spa creating heat loss.</li><li>• Heater is faulty.</li></ul>	Re-set the temperature. Clean or replace the filter. Put the cover on the spa. Contact your dealer.
The power of the jets is low.	<ul style="list-style-type: none"><li>• The jets are blocked.</li><li>• The water pump's air valve is not fully open.</li></ul>	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"><li>• Filter is blocked.</li><li>• There is not enough water in the spa.</li></ul>	Check whether there are foreign bodies inside the filter. Add more water to the spa.

## 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](http://www.geckodocs.com)**

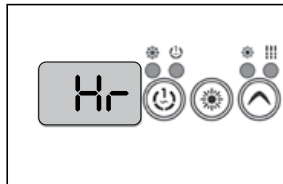


# TROUBLESHOOTING GUIDE

## DIAGNOSTICS - 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 YJ2 control system techbook at [www.geckodocs.com](http://www.geckodocs.com)

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



### Hr

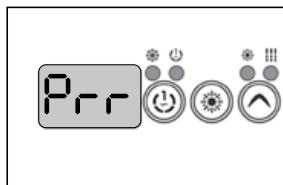
An internal error with the system hardware has been detected.



### HL

The water temperature in the water heater has reached 119 °F (48°C).

**Do not enter spa water!**



### Prr

The system detects a problem with the regulation probe. The system constantly verifies if the temperatures read by the probe are inside the normal limits.



### FLO

The system has detected no water flow during the main pumps operation.



### UPL

No low-level configuration is present in the control system memory, insert a valid in.stik to program the control unit.



### AOH

The temperature inside the spa skirt is too high and causes an increase of the internal temperature of the control system above normal limits.



### OH

The spas water temperature has reached 108°F (42°C)

**Do not enter spa water!**

# MAINTENANCE

## WATER CHEMISTRY

Tap water that is safe to drink is not always right for your spa. 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 spa 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 spa shell, equipment, and piping.
3. Clogged filters.

**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 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

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 spa, they may damage the spa, voiding your warranty.

### 2. Weekly shock dose

As your 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 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 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 spa 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 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 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 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 spa's surface as well as corrosion to the 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 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 spa water add a small amount of FOAM REDUCER.

### 8. Clearing cloudy water

There are two basic reasons that 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.

# MAINTENANCE

## 9. Sanitizing with Non-Chlorine Shock (potassium peroxymonosulfate)

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

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

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

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

## STARTING YOUR SPA WITH NEW WATER

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

**Note:** If you live in a hard water area, fill the spa with soft water if available. The calcium balance should be between 250-500 ppm.

2. When the 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 7.2-7.6.

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 SPA WATER

### Sanitizer and pH Levels

It is important to test and adjust the sanitizer and pH levels of your 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 spa is not in use, shock dose the spa water by adding the following:

Add four tablespoons of NON-CHLORINE SHOCK to the spa water.

### 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 spa water is cloudy call your Riptide dealer for advice.

## WATER CHEMISTRY TROUBLESHOOTING

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

Volume (Metre³)	Alkalinity Effect	Chemical Addition	10	20	30	40	50	60	70	80	90	100
Total alkalinity adjustment required in mg/L												
LEGACY												
0.870	Reduce	Sodium Bisulphate- 'pH Reducer'	20.88g	41.76g	62.64g	83.52g	104.40g	125.28g	146.16g	167.04g	187.92g	208.80g
0.870	Increase	Sodium Bicarbonate - 'Alkalinity Increaser'	17.40g	34.80g	52.20g	69.60g	87.00g	104.40g	121.80g	139.20g	156.60g	174.00g
TRIBUTE												
0.980	Reduce	Sodium Bisulphate- 'pH Reducer'	23.52g	47.04g	70.56g	94.08g	117.60g	141.12g	164.64g	188.16g	211.68g	235.20g
0.980	Increase	Sodium Bicarbonate - 'Alkalinity Increaser'	19.60g	39.20g	58.80g	78.40g	98.00g	117.60g	137.20g	156.80g	176.40g	196.00g
ESTEEM												
1.300	Reduce	Sodium Bisulphate- 'pH Reducer'	31.20g	62.40g	93.60g	124.80g	156.00g	187.20g	218.40g	249.60g	280.80g	312.00g
1.300	Increase	Sodium Bicarbonate - 'Alkalinity Increaser'	26.00g	52.00g	78.00g	104.00g	130.00g	156.00g	182.00g	208.00g	234.00g	260.00g
JUBILEE												
1.350	Reduce	Sodium Bisulphate- 'pH Reducer'	32.40g	64.80g	97.20g	129.60g	162.00g	194.40g	226.80g	259.20g	291.60g	324.00g
1.350	Increase	Sodium Bicarbonate - 'Alkalinity Increaser'	27.00g	54.00g	81.00g	108.00g	135.00g	162.00g	189.00g	216.00g	243.00g	270.00g
STRATUM												
1.600	Reduce	Sodium Bisulphate- 'pH Reducer'	38.40g	76.80g	115.20g	153.60g	192.00g	230.40g	268.80g	307.20g	345.60g	384.00g
1.600	Increase	Sodium Bicarbonate - 'Alkalinity Increaser'	32.00g	64.00g	96.00g	128.00g	160.00g	192.00g	224.00g	256.00g	288.00g	320.00g
OVATION												
1.520	Reduce	Sodium Bisulphate- 'pH Reducer'	36.48g	72.96g	109.44g	145.92g	182.40g	218.88g	255.36g	291.84g	328.32g	364.80g
1.520	Increase	Sodium Bicarbonate - 'Alkalinity Increaser'	30.40g	60.80g	91.20g	121.60g	152.00g	182.40g	212.80g	243.20g	273.60g	304.00g
ACCLAIM												
2.350	Reduce	Sodium Bisulphate- 'pH Reducer'	56.40g	112.80g	169.20g	225.60g	282.00g	338.40g	394.80g	451.20g	507.60g	564.00g
2.350	Increase	Sodium Bicarbonate - 'Alkalinity Increaser'	47.00g	94.00g	141.00g	188.00g	235.00g	282.00g	329.00g	376.00g	423.00g	470.00g

# MAINTENANCE

## CHANGING YOUR 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..

## DRAIN OPERATION



### Drain open

Locate drain valve at floor level. To empty the water from the spa 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 spa up with water, screw cap onto pipe. Push and turn clockwise to lock closed.

**Note 1:** Drain water to an area that can handle the water volume of your 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 spa shell refer to 'SPA SHELL CARE'.

### Steps to refill your spa:

1. Check that the drain is fully closed.
2. Close door to equipment compartment.
3. Refill spa with tap water. Fill the spa to the midway level of the skimmer. The depth should be approximately 150mm-190mm (6-7½") down from the top rim of the 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 spa with a 20/80 mix of hard and soft water. The calcium balance should be between 40 - 250ppm.

4. Restore electrical power supply.
5. See 'Starting Your 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 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.

## SPA SHELL CARE

The spa surface is durable and easy to clean:

**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 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 spa shell and void your warranty.

**Note 2:** Avoid using cleaning agents that will leave suds in your 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 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 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 spa:** Debris from wind, trees and spa users will occasionally accumulate on the bottom of your spa. Your 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 Grit Gitter. 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 spa as often as expected. For these Low-use or No-use periods, we recommend the following:

**Low-use:** If your spa is being used less than once per month, then you may wish to lower the temperature setting. Lowering the temperature on your spa will cut your cost of operation if you are not using the spa for extended periods. However, you will need to adjust the temperature setting before each use to heat the spa to the desired level.

**No-use for 1-2 weeks:** If you plan to not use your spa for 1-2 weeks, then we suggest that you not make any changes in operating your spa.

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

## SPA WINTERISATION

1. Drain the water from the spa (see 'Steps to drain your spa' under 'Changing your spa water' in this Owner's Manual).
2. Drain the 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 spa shell (see '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. Re-attach and secure cover to the spa

## SPA DE-WINTERISATION

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

**Note:** *If your 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 spa and its equipment. If there is no one available to take care of the spa on a weekly basis, then it is recommended that you winterize your spa 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.



**[www.riptidespas.com](http://www.riptidespas.com)**

**For UK servicing please visit  
[www.hottubbarn.co.uk](http://www.hottubbarn.co.uk)**