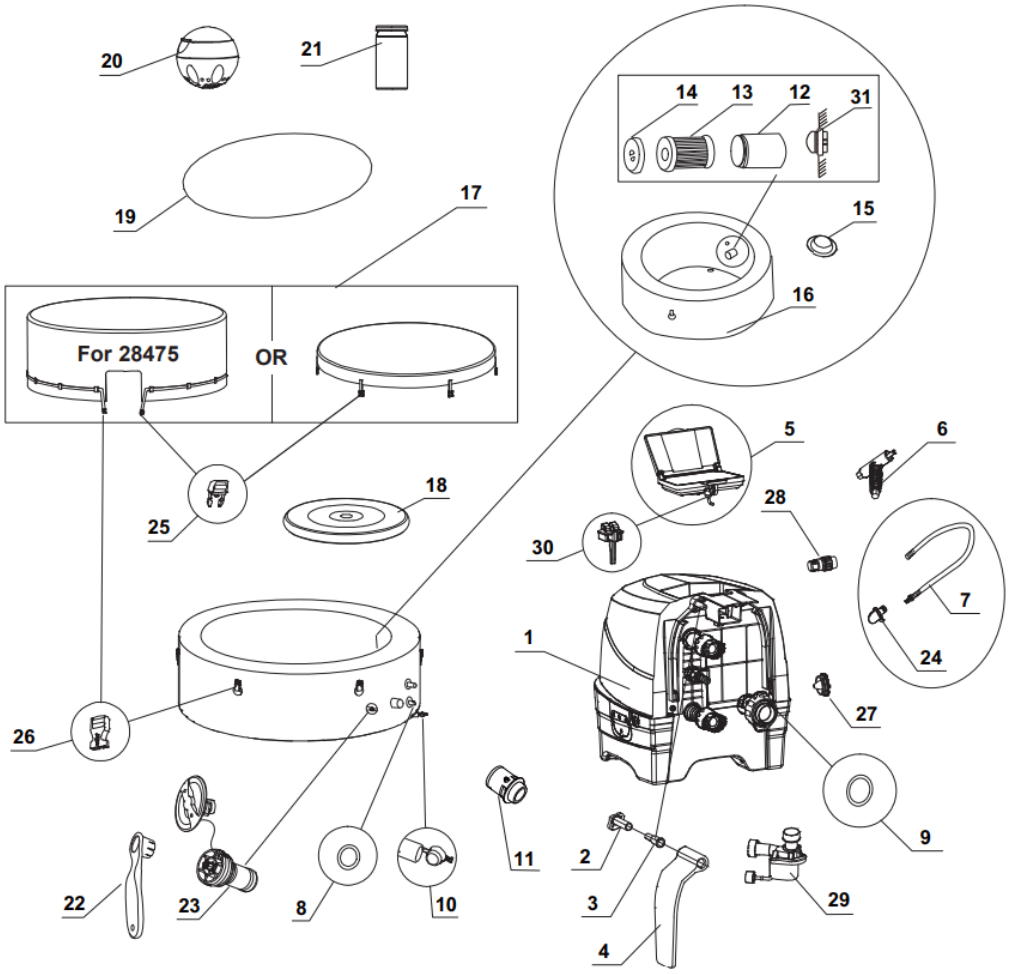
PARTS

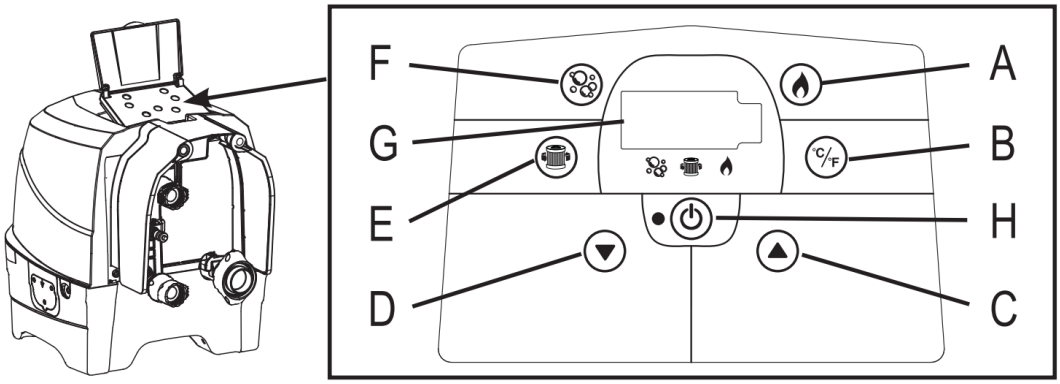


REF. NO.	DESCRIPTION	QTY.	PART NO.				
			4 ADULTS			6 ADULTS	
			28425	28429	28475	28427	28431
1	CONTROL BASE	1	12835	12835B	12835	12835	12835B
2	SIDE COVER HINGE BASE	2	12771D	12771D	12771D	12771D	12771D
3	SIDE COVER HINGE FIXER	2	12772D	12772D	12772D	12772D	12772D
4	CONTROL BASE SIDE COVER	2	12770W	12770B	12770W	12770W	12770B
5	CONTROL PANEL	1	12840	12840B	12840	12840	12840B
6	CONTROL PANEL BOLT WRENCH	1	11053	11053	11053	11053	11053
7	SPA/COVER INFLATION HOSE	1	11830	11830	11830	11830	11830
8	SPA CONTROL INLET/OUTLET O-RING	2	11699	11699	11699	11699	11699
9	SPA CONTROL AIR INLET O-RING	1	11687	11687	11687	11687	11687
10	SPA DRAIN PLUG	1	11995	11995	11995	11995	11995

11	SPA DRAIN VALVE ADAPTOR	1	11713	11713	11713	11713	11713
12	FILTER CARTRIDGE HOUSING	2	11798	11798	11798	11798	11798
13	FILTER CARTRIDGE	2	11692	11692	11692	11692	11692
14	FILTER CARTRIDGE HOUSING LID	2	11797	11797	11797	11797	11797
15	INLET/OUTLET PLUG	3	11739	11739	11739	11739	11739
16	SPA TUB	1	11843	12259	11843	12105	12257
17	SPA COVER	1	11841	12261	12752	12107	12256
18	SPA COVER INFLATABLE BLADDER (PRE-INSTALLED IN SPA COVER)	1	11689	11689	12753	12108	12108
19	GROUND CLOTH	1	11717	11717	11717	12109	12109
20	CHEMICAL DISPENSER	1	12735	12735	12735	12735	12735
21	TEST STRIPS	1	11855	11855	11855	11855	11855

22	WRENCH	1	11742	11742	11742	11742	11742
23	AIR PRESSURE RELEASE VALVE CORE	1	12589	12589B	12589	12589	12589B
24	HOSE ADAPTOR (PRE-INSTALLED WITH #7)	1	12773	12773	12773	12773	12773
25	MALE BUCKLE	6	11698	11698B	-	11698	11698B
		1	-	-	11698	-	-
26	FEMALE BUCKLE	6	11799	11799B	-	11799	11799B
		1	-	-	11799	-	-
27	DEFLATION OUTLET CAP	1	12775W	12775B	12775W	12775W	12775B
28	DEFLATION HOSE ADAPTOR	1	12774	12774	12774	12774	12774
29	SPA FILTER MOTOR	1	12777	12777	12777	12777	12777
30	PANEL FIXER	1	10064	10064B	10064	10064	10064B
31	SUCTION FITTING	3	11695	11695	11695	11695	11695

OPERATION



A: Heat Button
B: Celsius/Fahrenheit Toggle Button
C: Temperature Increase Button
D: Temperature Decrease Button
E: Water Filter Button
F: Bubble Button
G: LED Display
H: On/Off Button

	On/Off Button: Once the unit is plugged in, use this button to active the control unit panel buttons. The light next to the button is green when activated. Press this button to turn off all currently activated functions. **NOTE:** The On/Off button may appear as a black button in the center of the control panel.
	Heat Button: Use this button to activate the heating system. The pump will heat the spa water until the water temperature reaches the set temperature. When the spa water temperature drops 1.8-3.6ºF (1-2ºC) below the set temperature the heating system will restart. When the flame icon on the display is red, the heating system is activated. When the flame icon turns green, the water is at the set temperature. The heating system is at rest and the filtration system will continue working nonstop. **NOTE:** To stop the filtration system while the heater is at rest mode, press the flame button first and then the filter button. Pressing the flame button only while the heater is at rest mode will turn off the heating system only and the filtration system will operate for another 24 hours before it turns off automatically. **IMPORTANT:** The following conditions will lead to slow water heating. • The ambient temperature is lower than 50ºF (10ºC). • Outdoor wind speed is above 3.5-5.4 m/s (8-12 mph). • The air bubble function is activated when heating the spa water. • The spa is not properly covered with the spa cover when the water is heating.
	Celsius/Fahrenheit Toggle button: The temperature can be displayed in either Fahrenheit or Celsius. The system's default is Celsius. **NOTE:** The default temperature is 68°F (20°C). Temperature adjustment ranges from 68°F (20°C) to 104°F (40°C).
	filterefficiencyfloaterTemperature Adjustment Buttons: Pressing the Temperature Increase or Decrease buttons will cause the LED to flash. When flashing you can adjust to the desired temperature setting. If you hold these buttons down the values will rapidly increase

	or decrease. The new and desired temperature setting will remain on the LED display for 5 seconds to confirm the new value.
	Water Filter Button: This button turns the filter pump on and off. If the heating system is activated the filtration system will automatically start. The water filter icon on the display is green when activated. **NOTE:** the built-in hard water treatment function works automatically in conjunction with the filtration system.
	Bubble Button: Use this button to activate the massage system, which has a 30-minute auto-shutoff feature. The bubble icon on the displays is green when activated. **CAUTION:** Do not run Bubble system when the cover is attached, air can accumulate inside the spa and cause irreparable damage and bodily harm.
	LED Display: Once plugged in the LED displays the current water temperature automatically

WARNING NEVER use the spa if indicated water temperature is more than 40°C (104ºF).

LED CODE CHART

LED Reading	CAUSE	SOLUTION
E90	No water flow	• Turn off and unplug the control unit. • Ensure the outlet cover grid is clean and free from obstructions. • Clean or replace the cartridge, see Maintenance and Storage section. • Ensure the in/outlet connections on the spa tub and filter pump are not blocked. • Keep the spa water properly sanitized to ensure a clean and unclogged filter cartridge. • If problem persists, contact Intex Service Center.
E94	Water temperature too low	• If the ambient temperature is below 39°F (4°C), we recommend not to use the spa. • Turn off and unplug the control unit, add some warm water to raise the spa water temperature above 41°F (5°C), then press the © button to heat up the water to the desired temperature. • If problem persists, contact Intex Service center.
E95	Water temperature too high	• Turn off and unplug the control unit. When the water has cooled down, plug the GFCI/ RCD and restart all over again. • Turn the heater off, then press the filter and bubble buttons to lower the water temperature. • If problem persists, contact Intex Service Center.

LED Reading	CAUSE	SOLUTION
E96	System Error	• Turn off and unplug the control unit. Plug the GFCI/RCD and restart all over again. • If problem persists, contact Intex Service Center.
E97	Dry-fire Protection	• Contact Intex Service Center.
E99	Water temperature sensor broken	• Contact Intex Service Center.
END	After 72 hours of continuous heating operation, the pump will hibernate automatically. The rapid heating and water filtration functions are disabled.	• Press the © button to re-active the filter pump.

SPA WATER CHEMISTRY AND BALANCE

Water Chemistry Balance

Maintain the spa water pH level between 7.2 and 7.8, total alkalinity level between 80 and 120 ppm and free chlorine level between 2 to 4 ppm. Use the included test strips to test the spa water chemistry before each use of the spa and continue to test the water no less than once a week.

The Test Strips can test the “Free Chlorine”, “pH”, “Total Alkalinity” and “Calcium Hardness” levels at the same time:

1. Dip the entire strip into the water and remove immediately.
2. Hold the strip level for 15 seconds. Do not shake excess water from the strip.
3. Compare the strip pad to the color chart on the packaging label. If necessary, adjust the chemical level in the pool water.

NOTE: Check the expiry date of the test kit as the test results may be inaccurate if the kit is used after that date.

Low pH will damage the spa tub and pump. Damage resulting from chemical imbalance is not covered by the warranty.

Use the included chemical floater dispenser to administer chlorine [chemical tablet size: less than 1” (2.5 cm) diameter] into the spa water. Add 1 tablet into the dispenser. Always follow the chemical manufacturer’s directions. Remove the chemical floater dispenser when the spa is in use.

Never let chlorine come in contact with the spa tub if it is not completely dissolved.

Flush all pipes with treated water by activating the bubble function for an hour a day.

IMPORTANT: Press the  button on the spa control panel to turn on the bubble air blower and help dissolve the chemicals into the water. Never mix chemicals together. Add the chemicals to the spa water separately.

Thoroughly dissolve each chemical before adding another one to the water.

Preferred Water Chemistry Reading			
	Minimum	**Ideal**	**Maximum**
Free Chlorine	2 ppm	2 - 4 ppm	5 ppm
pH	7.2	7.2 - 7.6	7.8
Total Alkalinity (TA)	60 ppm	80 ppm	120 ppm
Calcium Hardness ($CaCO_3$)	100 ppm	150–250 ppm	350 ppm
Saturation Index (SI)	–0.3	0	+0.3
Water Temperature	20°C / 68°F	20–40°C / 68–104°F	40°C / 104°F

Free chlorine: is the chlorine residual present in the spa water.

- Result if too low – Inadequate level of disinfection.
- Result if too high – cause odor problem, skin & eye irritation, corroded metals and other materials.

pH: a value that indicates how acidic or basic the spa water is.

- Result if too low – Corroded metals, eye & skin irritation, and destruction of total alkalinity.
- Result if too high – Scale formation, cloudy water, shorter filter/heater runs, eye & skin irritation, poor chlorine efficiency.

Total Alkalinity (TA): indicates the degree of the water’s resistance to pH change. It determines the speed and ease of pH change, so always adjust total alkalinity before adjusting the pH level.

- Result if too low – Corroded metals, eye & skin irritation. Low alkalinity will cause the pH to be unstable.
- Result if too high – Scale formation, cloudy water, shorter filter/heater runs, eye & skin irritation, high chlorine demand.

Calcium Hardness (CaCO3): refers to the amount of calcium and magnesium dissolved in the water.

- Result if too low – Difficulty balancing water, corrosion of metal components, eye & skin irritation and water foaming.

- Result if too high – Scale formation, cloudy water, eye & skin irritation, difficulty balancing water and filter/ heater inefficiency.

Saturation Index (SI): temperature, calcium hardness concentration, total alkalinity and pH represent the main factors influencing scale formation. The tendency of water to either form scale or corrode is indicated by the Saturation Index (SI):

$$SI = pH+TF+CF+AF-12.1$$

Where: TF = Temperature Factor; CF = Calcium Hardness Factor; AF = Total Alkalinity Factor

Water Temperature		TF	Calcium Hardness (ppm)	CF	Total Alkalinity (ppm)	AF
(ºC)	(ºF)					
8	46	0.2	75	1.5	50	1.7
12	54	0.3	100	1.6	75	1.9
16	61	0.4	150	1.8	100	2.0
19	66	0.5	200	1.9	150	2.2
24	75	0.6	250	2.0	200	2.3
29	84	0.7	300	2.1	300	2.5
34	93	0.8	400	2.2	400	2.6
40	104	0.9	500	2.3	--	--
--	--	--	1000	2.6	--	--

Test the water pH, Temperature, Calcium Hardness and Total Alkalinity levels. Use the equivalent Factors in the SI equation.

- SI = 0, Balance
- If SI > 0, Scaling or cloudy water condition.
- If SI < 0, Corrosive to metals or eye & skin irritating condition.
- The SI is considered satisfactory if the value is within -0.3 to +0.3 range. Zero being perfect

SPA Water Adjustment

How to adjust the spa water chemistry when the levels are off the range. **CAUTION**: Always follow the chemical manufacturer's directions, and the health and hazard warnings.

Total Alkalinity (TA) Adjustment

Remove the spa cover to aerate the water and use the included test strips to check the chemistry level. Ensure the chlorine level in the water is between 2-4 ppm first, as chlorine will affect the TA test result.

- If the TA level (and not the pH) is higher than 120 ppm, to lower the TA level, you add muriatic acid (hydrochloric acid) or sodium bisulfate.

- If the TA level is lower than 60 ppm, you add sodium bicarbonate.
    - For example (for 4 adults'), if the TA level is 180 ppm, the desired decrease is 60 ppm, from below chart, you need to add 0.269 Lb (121 g) of sodium bisulfate or 0.101 qt (96 ml) of muriatic acid.
- If the test strip color is between 180 ppm and 240 ppm, and close to 180 ppm, you can also add 0.269 Lb g) of sodium bisulfate or 0.101 qt (96 ml) of muriatic acid.
- If the reading is more than 240 ppm, you can add sodium bisulfate or muriatic acid to the water drop by drop until the test strip indicates a 240 ppm reading, then add 0.528 Lb (238 g) of sodium bisulfate or 0.202 qt ml) of muriatic acid.

NOTE: After adjustment, retest the water after 24 hours and adjust again if necessary.

Lowering Total Alkalinity

Amount of Sodium Bisulfate to lower Total Alkalinity

Desired level	60 ppm	80 ppm	100 ppm	120 ppm	140 ppm
Volume: 210 gal / 795 L	0.269 Lb	0.358 Lb	0.448 Lb	0.528 Lb	0.627 Lb
	121 g	161 g	202 g	238 g	283 g
Volume: 290 gal / 1098 L	0.368 Lb	0.492 Lb	0.614 Lb	0.737 Lb	0.860 Lb
	168 g	224 g	279 g	335 g	391 g

Amount of Muriatic Acid to lower Total Alkalinity

Desired level	60 ppm	80 ppm	100 ppm	120 ppm	140 ppm
Volume: 210 gal / 795 L	0.101 qt	0.135 qt	0.169 qt	0.202 qt	0.234 qt
	96 mL	128 mL	160 mL	192 mL	223 mL
Volume: 290 gal / 1098 L	0.139 qt	0.185 qt	0.232 qt	0.278 qt	0.324 qt
	132 mL	176 mL	220 mL	264 mL	308 mL

(Muriatic acid: 31.45%)

Raising Total Alkalinity

Amount of Sodium Bicarbonate to raise Total Alkalinity

Desired level	20 ppm	40 ppm	60 ppm	80 ppm
Volume: 210 gal / 795 L	0.059 Lb	0.118 Lb	0.178 Lb	0.237 Lb
	27 g	53 g	80 g	107 g
Volume: 290 gal / 1098 L	0.081 Lb	0.162 Lb	0.244 Lb	0.326 Lb
	37 g	74 g	111 g	148 g

pH Adjustment

After the total alkalinity has been lowered to 120 ppm or raised to 80 ppm and the pH is still high or low, you can adjust it using the following chart.

Lowering pH

Lowering pH Using Muriatic Acid

Volume		210 gal (795 L)		290 gal (1098 L)	
Total Alkalinity		120 ppm	80 ppm	120 ppm	80 ppm
From→To	8.4→7.2	0.028 qt	0.018 qt	0.038 qt	0.025 qt
		26 mL	18 mL	36 mL	24 mL
	7.8→7.2	0.019 qt	0.013 qt	0.026 qt	0.017 qt
		18 mL	12 mL	22 mL	16 mL

Lowering pH Using Sodium Bisulfate

Volume		210 gal (795 L)		290 gal (1098 L)	
Total Alkalinity		120 ppm	80 ppm	120 ppm	80 ppm
From→To	8.4→7.2	0.071 Lb	0.047 Lb	0.095 Lb	0.063 Lb
		32 g	21 g	43 g	29 g
	7.8→7.2	0.047 Lb	0.032 Lb	0.064 Lb	0.043 Lb
		21 g	14 g	29 g	20 g

Raising pH

Raising pH Using Sodium Bicarbonate

Volume		210 gal (795 L)		290 gal (1098 L)	
Total Alkalinity		120 ppm	80 ppm	120 ppm	80 ppm
From→To	6.8→7.2	0.541 Lb	0.361 Lb	0.737 Lb	0.491 Lb
		243 g	163 g	335 g	224 g

Calcium Hardness Adjustment

Use the included test strips to check the water hardness level and adjust it following below chart.

Lowering Calcium Hardness

If your household water supply is treated with a softener, mix the spa hard water with the soft water according to the water volume ratio chart to lower the calcium hardness:

Lowering Calcium Hardness Using Soft Water

Initial level	1000 ppm	500 ppm	350 ppm	250 ppm
Desired level: 100 ppm	Water Volume Ratio **(Vhard water:Vsoft water)**			
	1:9	1:4	2:5	2:3

Raising Calcium Hardness

If the calcium hardness level in the spa water is lower than 100 ppm, add calcium chloride into the spa water.

Volume	210 gal (795 L)		290 gal (1098 L)	
m ($CaCl_2$)	0.197 Lb	89 g	0.269 Lb	122 g

WARNING Muriatic acid is a caustic chemical and liquid solution of sodium bisulfate (NaHSO4) is highly acidic. Handle all chemicals with care and wear extra personnel protective equipment including goggle and gloves. It is very important not to splash acid onto your skin or clothing, or into your eyes.

MAINTENANCE

WARNING Always unplug this product from the electrical outlet before removing, cleaning, servicing or making any adjustment to the product.

Water Sanitation

The spa owner must regularly check and keep the spa water sanitized with scheduled maintenance (daily, if necessary). Adding sanitizer and other chemical will control bacteria and viruses present in the spa water.

The maintenance of a proper water balance through appropriate use of sanitizers is the single most important factor in maximizing the life and appearance of the spa tub as well as ensuring clean, healthy and safe water.

Proper technique is important for water testing and treating the spa water. See your pool/spa professional for chemical, sanitizer, test kits and testing procedures questions.

CAUTION: ALWAYS FOLLOW THE CHEMICAL MANUFACTURER'S DIRECTIONS, AND THE HEALTH AND HAZARD WARNINGS.

Do not add chemicals if the spa is occupied. This can cause skin or eye irritation. Concentrated chlorine solutions can damage the spa tub. In no event is Intex Recreation Corp., Intex Development Co. Ltd., their related companies, authorized agents and service centers, retailers or employees liable to the buyer or any other party for costs associated with the loss of spa water, chemicals or water damage.

Maintenance of Spa Water and Cartridge

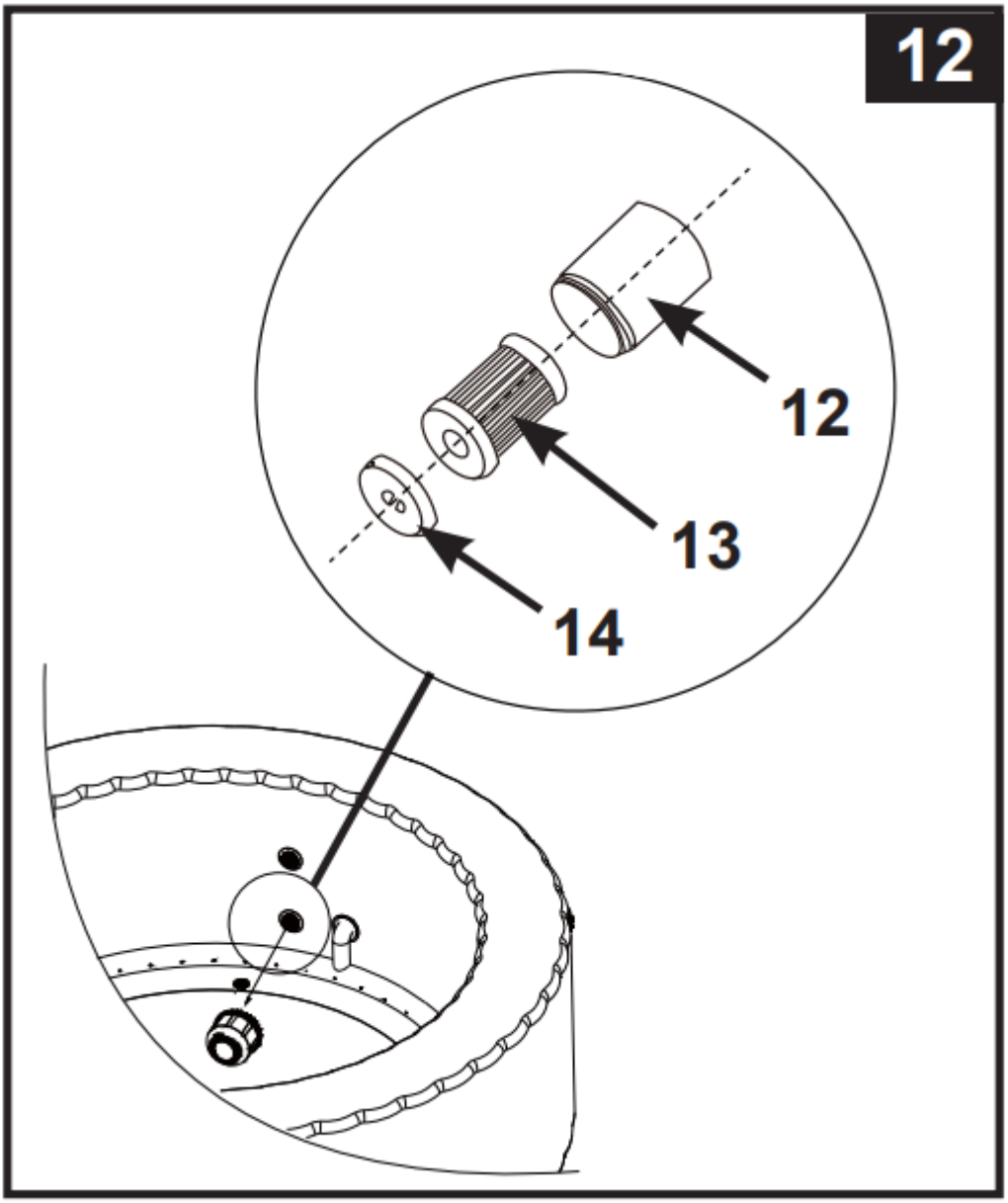
Protect all the spa occupants from possible water-related illnesses by keeping the spa water clean and sanitized.

Always practice good hygiene. To ensure proper spa water quality follow these procedures:

1. Inspect and clean the filter cartridge once a week, and change the filter cartridge as needed.
    1. Unscrew the cartridge housing assembly from the spa tub wall and remove the cartridge (see drawing 12).
    2. Use a garden hose to rinse off the cartridge. If the cartridge remains soiled and discolored it should be replaced. Keep spare cartridges on hand.

3. Reinstall the clean cartridge back into the cartridge housing and replace the cartridge housing assembly back onto the spa tub wall.

2. Change the spa water every 2~3 months, or it becomes cloudy and proper water chemistry does not clear it up. See “Spa Tub Drainage” and “Spa Tub Cleaning” sections for details.
3. Use spa chemicals to maintain proper water chemistry. Spa damage resulting from misuse of chemicals and mismanagement of spa water is not covered by the warranty.
4. All occupants must shower before entering the spa.

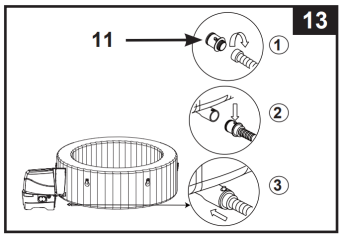


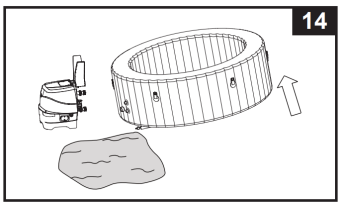
Spa Tub Drainage

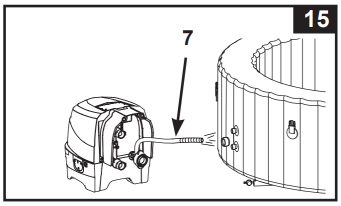
1. Turn off the spa control unit.

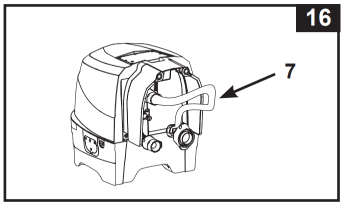
2. Connect the drain valve adaptor to a garden hose and point the other end of the garden hose to a suitable draining area (see drawing 13).
3. Remove the drain valve cap from outside of the spa tub and attach the drain valve adaptor to the drain valve (see drawing 13).
4. From inside of the spa tub, open the drain valve cap, water will start flowing out from the garden hose.
5. When the water stops draining, disconnect the spa control unit from the spa tub wall. Lift the spa tub wall from the side opposite the drain, leading any remaining water to the drain and emptying the spa completely see drawing 14).
6. Attached the inflation hose (7) to the air blower inflation outlet on the control unit.
7. Turn on the spa and press the button, aim the inflation hose at the inlet/outlets on the spa tub and spa control unit to dry out any water in the piping system (see drawings 15 & 16).
8. Use a clean towel to wipe up any remaining water and moisture on the spa tub and spa control unit.
9. Ensure the spa tub and spa control unit are thoroughly dried.

NOTE: The enclosed plugs (15) can be used to cover the water inlet and outlet connectors from the inside of the spa tub to prevent water from flowing out.









Spa Tub Cleaning

If dirt is visible in the water or water becomes cloudy and proper water chemistry does not clear it up, change the water and clean the spa tub.

While empty, remove the cartridge housing from inside of the spa tub wall, clean and/or replace the filter cartridge. Use a sponge and mild soap solution to wipe away any soil or stains on the inside of the spa wall. Rinse thoroughly before refilling with clean water.

IMPORTANT: Do not use steel wool, hard brushes or abrasive cleaners.

Biofilm Removal

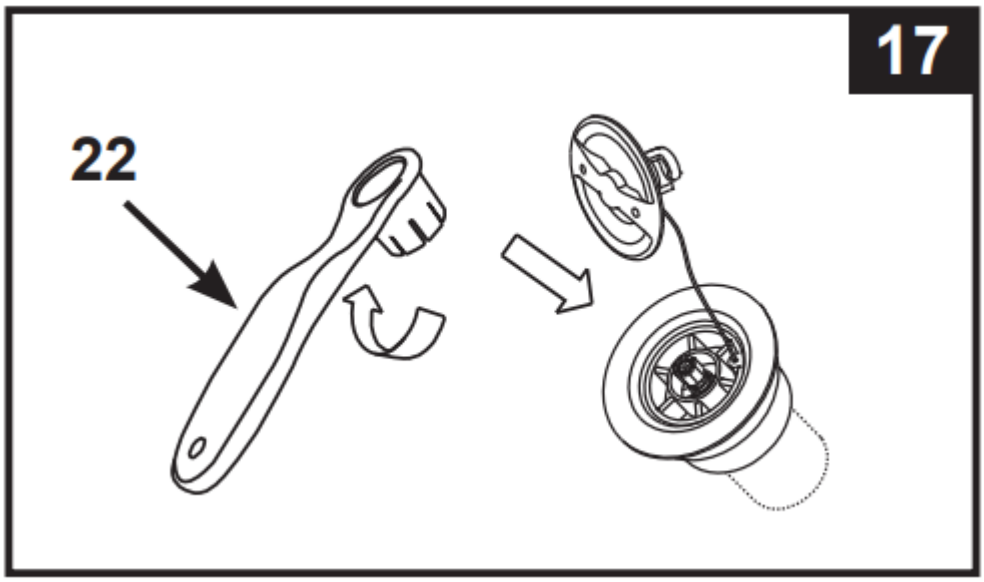
See your local spa professional for biofilm removal products and advice.

Spa Tub Air Valve Fastening

1. Check the spa tub air valve for leakage and tightness before use. If air is leaking from the air valve, use the provided wrench (22) to tighten the air valve as follow:
2. Make sure the spa tub is deflated, open the air valve cap and insert the wrench (22) into the air valve body (see drawing 17).

With one hand, hold the backside of the air valve base from the inside of the spa tub wall and turn the wrench (22) clockwise.

IMPORTANT: Never adjust the air valve base when the spa is in use or filled with water. Only use the air valve wrench if the air valve is loose or there is leakage around air valve base. Do not over tighten the air valve: over tightening can damage the valve. Just ensure the air valve is snug and not leaking.



Spa Cover

The attachment buckles of the cover are locking buckles. Two keys are provided in the plastic bag with the manual and other accessories. Each buckle is marked with “locked” and “unlocked” symbols for easy operation: put the key into the slot on the buckle and turn it to the appropriate position to lock or unlock the buckle respectively.

To assure safety from unauthorized access, always put the cover on when spa is not in use and lock all buckles. Always keep the keys out of reach of children. In case you misplace the keys, you can use any similar size flat screwdriver to lock or unlock the buckles.

Inspect the spa cover regularly for leaks, premature wear and tear, damage, or signs of deterioration. Never use a worn or damaged cover: it will not provide the level of protection required to prevent unsupervised access to the spa by a child.

Spa Tub and Cover Air Bladder Repair

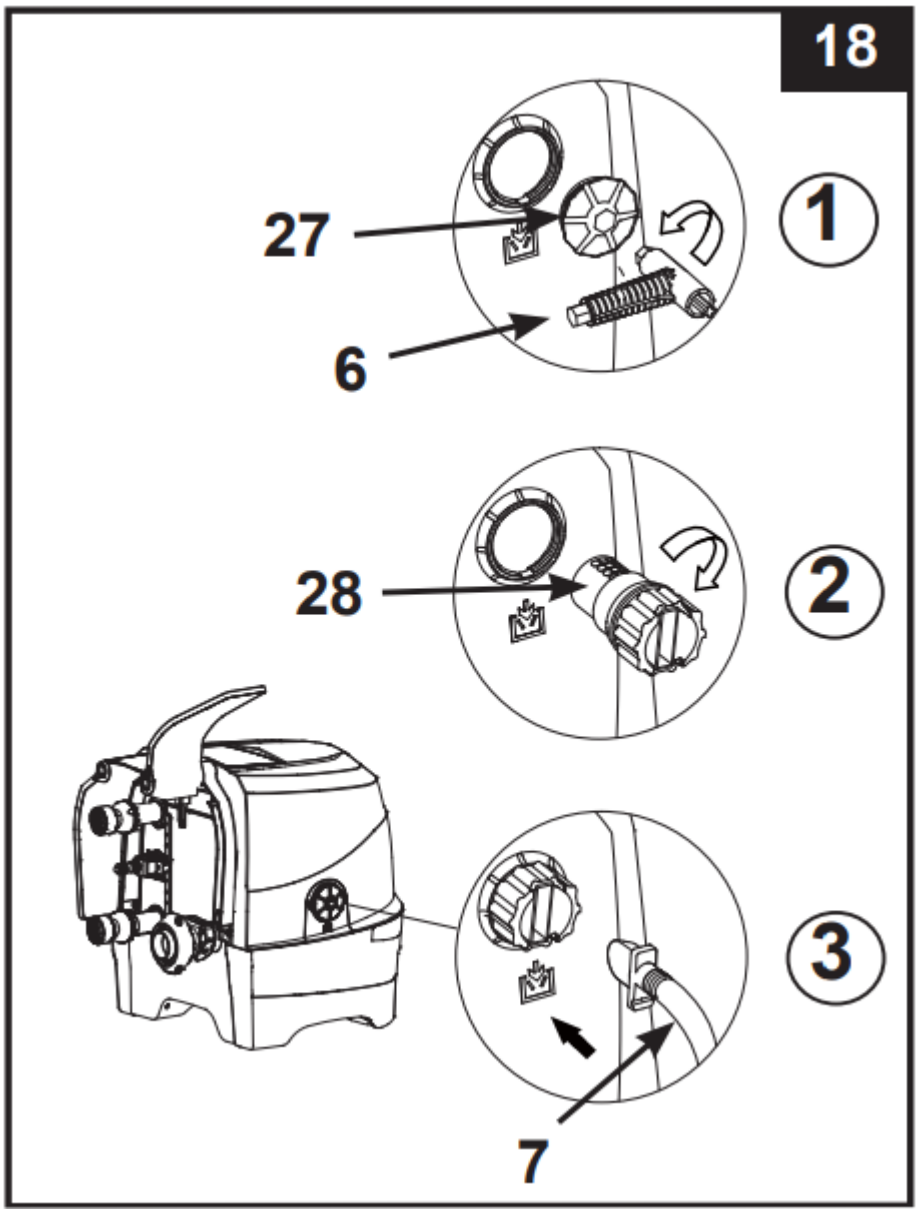
Use the enclosed repair patch to repair any puncture:

- Clean and dry the area to be repaired thoroughly.
- Remove the patch backing paper and press patch firmly over the puncture. Smooth out the surface to remove any air bubbles under the patch.

STORAGE

1. In regions subject to freezing temperatures, drain, clean, disassemble and properly store the spa set and related components indoors when the temperature drops below 39°F (4°C).
2. Drain and clean the spa following the “Spa Tub Drainage” and “Spa Tub Cleaning” sections. Reverse set up instructions to deflate and disassemble the spa tub, spa control unit and spa cover air bladder.
3. To deflate the tub and the cover air bladder:
    1. Open the defation outlet cap (27) with the included bolt wrench (6) (see drawing 18).
    2. Insert deflation hose adaptor (28) into the deflation outlet.
    3. Insert inflation hose (7) over the deflation hose adaptor (28).
    4. Insert the other end of the inflation hose into the tub air valve or cover air bladder valve.
    5. Press the air bubble button  to deflate.
    6. When deflation is completed reverse above steps and ensures the deflation outlet cap (27) is securely fastened.
        - **Caution:** Only use for the purpose described in this manual.
4. Keep the inflation hose away from water or small objects when the deflation function is activated to avoid damage to the blower motor.
5. Make sure all the spa components and accessories are thoroughly clean and dry before storage. Air-dry the spa tub in the sun for an hour before folding.

6. Fold the spa tub loosely and avoid any sharp corners to prevent damage or leakage to the spa tub liner.
7. Prepare additional new cartridges for next time use.
8. Store the spa tub and accessories indoors, temperature controlled, between 32º – 104ºF (0º – 40ºC), storage location.
9. The original packing can be used for storage.



TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
NO DISPLAY/SPA CONTROL UNIT DOES NOT WORK	• Spa is unplugged or off. • Control panel cable plug loose. • Power failure. • GFCI/RCD tripped. • GFCI/RCD broken.	• Ensure the spa is plugged and switched o • Ensure the control panel cable plug is firm attached to the control base receptacle. • Check power source. • Reset the GFCI/RCD. • Contact Intex Service Center.
HOUSEHOLD CIRCUIT BREAKER TRIPPED	• Circuit breaker under rated. • Overloaded circuit breaker. • An electrical fault in the line.	• Ensure correct circuit breaker rating. • Provide a dedicated circuit breaker feedin the spa electrical outlet only. • Contact a qualify electrician to correct the electrical fault.
NOT HEATING PROPERLY	• Temperature set too low. • Dirty filter cartridge. • Water temperature decreasing during heater STANDBY mode. • Heating element failed.	• Increase the temperature and attach the s cover. • Clean or replace the filter cartridge in time • If heater is in STANDBY mode, press the flame button twice to heat up the water to th set temperature. • Contact Intex Service Center.
BUBBLE AIR BLOWER DOES NOT WORK	• Air blower pump is too hot.	• Turn off and unplug the spa. Let it cool do and restart all over again. • If problem persists, contact Intex Service Center.
FILTRATION PUMP NOT WORKING	• Dirty filter cartridge. • Filtration inlet and/or outlet clogged. • Filter pump motor failed.	• Clean or replace the filter cartridge in time • Check and clean filtration inlet and outlet regularly. • Contact Intex Service Center.

PROBLEM	CAUSE	SOLUTION
WATER NOT CLEAN	• Cartridge assembly not properly attached. • Insufficient filtering time. • Dirty filter cartridge. • Improper water maintenance. • Filtration inlet and outlet clogged.	• Ensure the cartridge assembly is properly attached. • Increase filtration time. • Clean or replace the filter cartridge in time • Keep the spa water properly sanitized. Re to the chemical manufacturer's instructions. • Check and clean filtration inlet and outlet regularly.
PUMP CONNECTORS ARE NOT LEVEL WITH THE SPA CONNECTORS	• One characteristic of PVC is that it changes shape, which is normal.	• Elevate the pump with wood or another typ of insulated material to bring the pump's connectors level with the spa's connectors.
TUB HAS A STRANGE SHAPE	• Expanded internal air pressure by strong sunshine.	• Do not expose the spa to direct sunlight fo extended period of time. • Check the air pressure and release air if necessary. During very hot weather, you mu check to see whether it is necessary to release some air. This is to avoid any possil damage to the tub.
TUB LOSES AIR PRESSURE	• Air valve cap loose. • Air valve base loose. • Hole, cut or split on spa tub.	• Ensure air valve cap is securely closed. • Fill up the spa tub with air then make sure the air valve base is tighten, see “Spa Tub A Valve Fastening” section. • Put liquid soap and water in a squirt bottle and spray on seams. If there is a leak it will bubble. After you find the leak, clean and dr the leaking area, then apply the repair patch that comes with your spa.

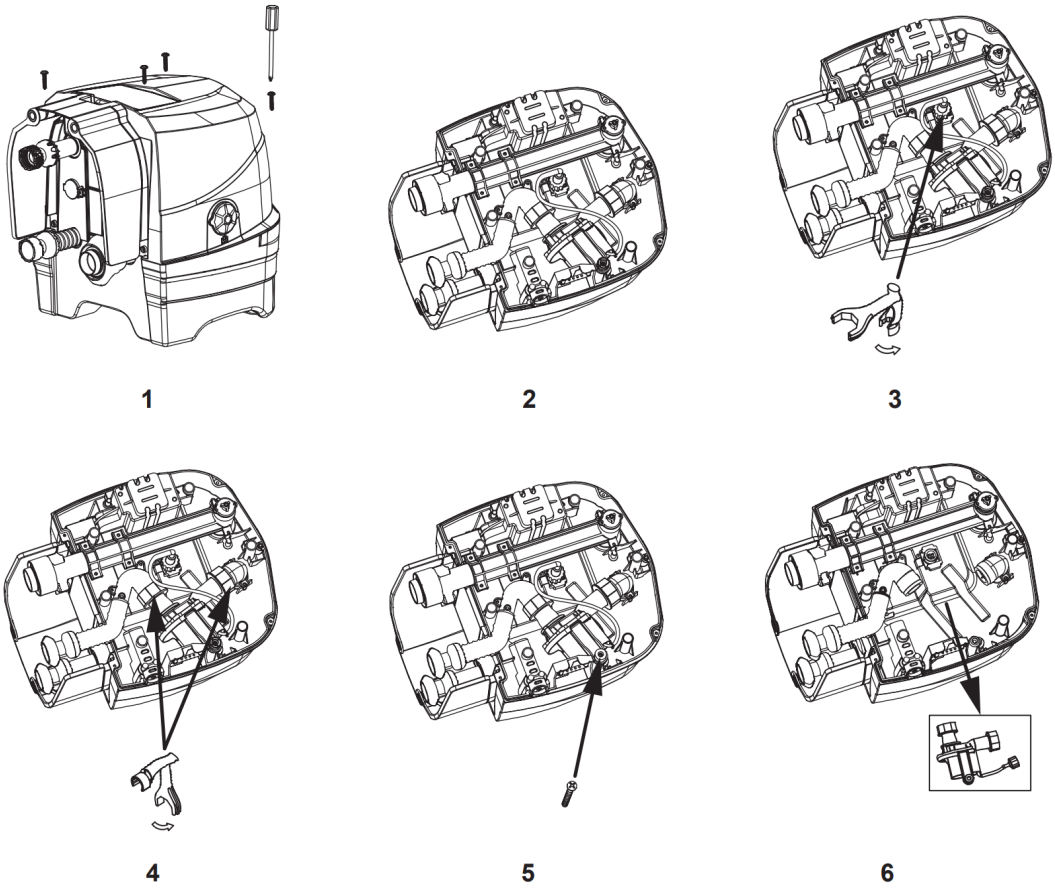
PROBLEM	CAUSE	SOLUTION
LEAKING BETWEEN SPA TUB CONNECTORS AND CONTROL UNIT CONNECTORS	• Spa control base inlet/outlet connections not securely tight. • Spa control base inlet/outlet o-ring missing/dirty.	• Tighten inlet and outlet connections. • Coat the o-ring with petroleum jelly for wat proof. • Remove grid from inside spa with a screwdriver, ensure inlet/outlet O-ring is in place, clean and not damaged.
SPA IS TOO NOISY IN FILTRATION MODE ONLY	• Control base components not securely attached. • Control base ground not level and firm. • Spa filter motor failed.	• Ensure control panel, back cover and all inlet/ outlet are securely connected. • Ensure ground is level, firm and smooth. • Replace the failed filter motor with a new one.
AIR PRESSURE IS WEAK DURING INFLATION	• Hose adaptor o-ring missing. • Inflation hose adaptor not securely tighten. • Connection between the hose adaptor and blower inflation outlet, and between the inflation hose and inflation valve are loose. • Air blower failure.	• Ensure the o-ring is in place. • Tighten/reinstall hose adaptor. • Finger tighten during inflation. • If problem persists, contact Intex Service Center.
AIR BUBBLES ARE NOT AS STRONG AS BEFORE	• O-ring missing between the control base air outlet and spa tub air inlet connections. • Air connection nut is not securely tight. • Air bubble channel passage inside the tub broken or leaking. • Air blower failure.	• Ensure the o-ring is in place. • Finger tighten all nuts. • Use repair patch to repair any puncture. • If problem persists, contact Intex Service Center.

FILTER PUMP MOTOR DISASSEMBLY

If there is a need to replace the filter motor (for qualified technician only), follow below steps to disassemble it:

IMPORTANT: You must drain out any remaining water inside the piping system of the control base before replacing any parts.

Tools required: One adjustable wrench and one Philip screwdriver.



NOTE: The “special wrench tool” is included with the new filter pump motor replacement and not with the spa set.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.