



OWNER'S MANUAL

MAPLE & MAPLE PURE LINE

OWNER'S MANUAL

MAPLE M321 & M421

Maple  
SPAS

&

**PURE**  
*Line*



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## GLOSSARY

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**ANTIFOAM AGENT** – Eliminates foam accumulation on the water's surface. In most cases, this solution is only temporary, as excessive foam generally indicates improper water balance (typically high organic residue and/or elevated pH levels).

**SEQUESTERING AGENTS (STAIN AND SCALE CONTROL)** – Prevent dissolved metals and minerals in the spa water from damaging the spa shell and protect the equipment components.

**TOTAL ALKALINITY (TA)** – The amount of carbonate, bicarbonate, and hydroxide compounds in the water that determine its ability to resist changes in pH. Also referred to as buffering capacity.

**BROMAMINES** – Formed when bromine oxidizes nitrogen-containing organic matter. Unlike chloramines, bromamines do not irritate the eyes, but if poorly controlled, they can cause an unpleasant odor.

**TWO-PART BROMINE SYSTEM** – Consists of a liquid or powdered component added weekly and a granular component added daily or when the spa is in use.

**ONE-PART BROMINE SYSTEM** – Available in granular or tablet form; also acts as an oxidizer and biocide. Bromine is introduced into the spa water through a brominator.  
Recommended bromine residual level: 3.0 to 5.0 mg/L.

**CHLORINE** – Available in liquid, granular, or tablet form; an oxidizer and biocide. It is highly effective and fast-acting.  
Recommended chlorine residual level: 3.0 to 5.0 mg/L.

**CHLORAMINES** – Form when chlorine combines with nitrogen or ammonia in the water. If not properly controlled, chloramines can cause eye and skin irritation and produce a strong chlorine odor.

**SHOCK TREATMENT** – The practice of adding an oxidizing agent to the spa water to destroy ammonia and nitrogen-based organic contaminants (chloramines and bromamines).

**CALCIUM HARDNESS** – The calcium portion of total alkalinity represents 70–75% of total hardness. Calcium concentration determines whether the water is considered "soft" (too little calcium) or "hard" (too much calcium).

**SPA FLOAT DISPENSER** – A floating plastic device used to dispense chemicals. Its use is not recommended. Maintenance tablets should be placed in the skimmer basket to ensure safe and controlled product diffusion (see page 20).

**TOTAL DISSOLVED SOLIDS (TDS)** – A measurement of the total amount of dissolved material in the water (calcium, carbonates, bicarbonates, magnesium, metallic compounds, etc.).  
mg/L – Abbreviation for milligrams per litre, a common water chemistry measurement unit, equivalent to ppm (parts per million).

**FILTER CARTRIDGE CLEANER** – Removes oils and debris and cleans filter cartridges.

**pH** – A logarithmic scale expressing how acidic or alkaline the water is, based on hydrogen ion concentration. The scale ranges from 0 to 14: 0 = most acidic; 7 = neutral; 14 = most alkaline. The ideal pH level for spa water is 7.4 to 7.6 mg/L.

**pH REDUCER** – Used to lower the pH level in the water.

**ALKALINITY INCREASER** – Raises total alkalinity.

**CALCIUM INCREASER** – Raises calcium hardness.

**pH INCREASER** – Used to raise the pH level in the water.

**TRICHLOR (trichloroisocyanurate)** – A highly chlorinated chemical used primarily for swimming pool disinfection, typically in slow-dissolving tablets or granules.  
Using trichlor in a spa will permanently damage the acrylic surface.

**WATER TEST KIT** – Used to check chemical levels and water balance. May be available as test strips or liquid drop kits.



## QUICK REFERENCE SHEET

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To assist you with the installation, use, and maintenance of your spa, please complete the information below and keep it for future reference.

The warranty for your spa takes effect on the date of purchase. It is your responsibility to review and follow the recommendations in your Owner's Manual in order to maintain the validity of your warranty. To submit a warranty claim, you will need to provide your retailer with the spa information (see the Quick Reference Sheet), along with a photo of the part concerned.

### Spa Information

Model : \_\_\_\_\_

Color : \_\_\_\_\_

Serial Number\* : \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Date of Delivery: \_\_\_\_\_

Dealer : \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

Phone : \_\_\_\_\_

Contact : \_\_\_\_\_

\*The unique serial number of your spa is located on the identification plate on the outside of the cabinet, on the black frame near the ground, directly below the control panel. When contacting your dealer or the manufacturer, please have this serial number available.



## IMPORTANT SAFETY INSTRUCTIONS

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### PLEASE KEEP THESE INSTRUCTIONS

The physiological response to hot water exposure is subjective and may vary depending on your age, health condition, and medical history.

If you are unsure of your tolerance to hot water, or if you experience headaches, dizziness, or nausea while using your spa, please exit the spa and cool down immediately.



- DO NOT ALLOW CHILDREN TO USE THE SPA WITHOUT SUPERVISION.
- NEVER SIT ON THE VOLCANO JET, WHETHER IT IS OPERATING OR NOT.
- TO PREVENT HAIR OR BODY PARTS FROM BEING DRAWN INTO THE SUCTION SYSTEM, DO NOT USE THE SPA IF ANY SUCTION GRATES ARE MISSING OR NOT IN PLACE.
- INDIVIDUALS TAKING MEDICATION OR SUFFERING FROM HEALTH CONDITIONS SHOULD CONSULT A PHYSICIAN BEFORE USING THE SPA.
- INDIVIDUALS WITH INFECTIOUS DISEASES SHOULD NOT USE THE SPA.
- TO AVOID INJURY, USE CAUTION WHEN ENTERING OR EXITING THE SPA.
- TO PREVENT FAINTING AND A POTENTIAL RISK OF DROWNING, DO NOT USE DRUGS OR ALCOHOL BEFORE OR DURING SPA USE.
- PREGNANT WOMEN, WHETHER THEIR PREGNANCY IS CONFIRMED OR SUSPECTED, SHOULD CONSULT A PHYSICIAN BEFORE USING THE SPA.
- **HYPOTHERMIA CAN BE DANGEROUS. HYPOTHERMIA OCCURS WHEN THE BODY'S INTERNAL TEMPERATURE DROPS SEVERAL DEGREES BELOW THE NORMAL BODY TEMPERATURE OF 37°C (98.6°F). SYMPTOMS OF HYPOTHERMIA MAY INCLUDE, BUT ARE NOT LIMITED TO: SHIVERING, SLURRED SPEECH OR MUMBLING, SLOW AND SHALLOW BREATHING, WEAK PULSE, CLUMSINESS, DROWSINESS, CONFUSION, LOSS OF CONSCIOUSNESS, AND BRIGHT RED, COLD SKIN (ESPECIALLY IN INFANTS). THE EFFECTS OF HYPOTHERMIA MAY INCLUDE: FAILURE OF THE NERVOUS, RESPIRATORY, AND CARDIOVASCULAR SYSTEMS; INABILITY TO RECOGNIZE THE NEED TO EXIT THE SPA OR COLD BATH; LACK OF AWARENESS OF IMMINENT DANGER; FETAL HARM IN PREGNANT WOMEN; PHYSICAL INABILITY TO EXIT THE SPA OR COLD BATH; AND LOSS OF CONSCIOUSNESS RESULTING IN A RISK OF DROWNING. WARNING: THE USE OF ALCOHOL, DRUGS, OR MEDICATIONS MAY GREATLY INCREASE THE RISK OF FATAL HYPOTHERMIA.**
- BEFORE USING THE SPA, MEASURE THE WATER TEMPERATURE WITH AN ACCURATE THERMOMETER.
- DO NOT USE THE SPA IMMEDIATELY AFTER INTENSE PHYSICAL EXERCISE.
- PROLONGED USE OF THE SPA CAN BE HAZARDOUS TO YOUR HEALTH.
- DO NOT PLACE ANY ELECTRICAL APPLIANCE (LAMP, TELEPHONE, RADIO, TELEVISION, ETC.) WITHIN 5 FEET (1.5 M) OF THE SPA.

- WHEN THE SPA IS NOT IN USE, IT IS IMPORTANT TO LOCK THE COVER TO PREVENT UNAUTHORIZED ACCESS, ESPECIALLY BY CHILDREN. EVEN IF YOU DO NOT HAVE YOUNG CHILDREN, A SPA CAN PRESENT A RISK TO OTHERS IN THE NEIGHBOURHOOD. **IMPORTANT: CHECK THE LOCAL MUNICIPAL REGULATIONS IN EFFECT.**
- CHILDREN SHOULD NOT USE A SPA WHEN THE WATER TEMPERATURE EXCEEDS NORMAL BODY TEMPERATURE (98.6°F OR 36.6°C).
- DO NOT ALLOW CHILDREN TO SUBMERGE THEIR HEADS UNDER WATER.
- DO NOT OPERATE THE SPA PUMP ON HIGH SPEED UNLESS ALL SUCTION AND CIRCULATION FITTINGS ARE PROPERLY INSTALLED.
- WHEN THE SPA IS NOT IN USE, ENSURE THAT THE HARD COVER IS PROPERLY IN PLACE AND LOCKED.
- TEST THE GFCI CIRCUIT BREAKER BEFORE EACH USE.
- POST EMERGENCY PHONE NUMBERS FOR POLICE, FIRE, AND AMBULANCE SERVICES NEAR THE PHONE CLOSEST TO THE SPA.
- TO REDUCE THE RISK OF INJURY: THE WATER TEMPERATURE IN A SPA SHOULD NEVER EXCEED 104°F (40°C). A TEMPERATURE BETWEEN 100°F AND 104°F (38°C TO 40°C) IS CONSIDERED SAFE FOR A HEALTHY ADULT. WATER TEMPERATURE SHOULD BE LOWERED FOR YOUNG CHILDREN AND WHEN SPA USE EXCEEDS 10 MINUTES. DUE TO THE SIGNIFICANT RISK OF FETAL HARM CAUSED BY ELEVATED TEMPERATURES DURING THE FIRST MONTHS OF PREGNANCY, PREGNANT WOMEN OR THOSE WHO SUSPECT THEY MAY BE PREGNANT SHOULD LIMIT SPA TEMPERATURE TO 100°F (38°C). BEFORE ENTERING THE SPA, ALWAYS CHECK THE WATER TEMPERATURE, AS REGULATION DEVICES MAY VARY IN ACCURACY. THE USE OF ALCOHOL, DRUGS, OR MEDICATIONS BEFORE OR DURING SPA USE MAY RESULT IN LOSS OF CONSCIOUSNESS, INCREASING THE RISK OF DROWNING. INDIVIDUALS WHO ARE OVERWEIGHT, OR WHO HAVE A HISTORY OF HEART DISEASE, HYPERTENSION, HYPOTENSION, DIABETES, CIRCULATORY PROBLEMS, OR SKIN CONDITIONS SHOULD CONSULT A PHYSICIAN BEFORE USING THE SPA. ANY PERSON UNDER MEDICAL TREATMENT SHOULD CONSULT THEIR DOCTOR, AS CERTAIN MEDICATIONS MAY CAUSE DROWSINESS OR AFFECT HEART RATE, BLOOD PRESSURE, OR CIRCULATION.
- CHECK THE CONDITION OF YOUR SPA REGULARLY. FREQUENT MAINTENANCE WILL ALLOW YOU TO IDENTIFY DAMAGED OR MISSING COMPONENTS QUICKLY. ENSURE THAT ALL SUCTION AND FILTRATION GRATES ARE SECURELY FASTENED AT THE BOTTOM OF THE SPA. NEVER USE THE SPA IF ANY SUCTION FITTING COMPONENT IS DAMAGED, BROKEN, CRACKED, MISSING, OR IMPROPERLY INSTALLED.

 **Note**

\*ALSO CHECK THE LOCAL MUNICIPAL REGULATIONS THAT APPLY TO YOUR INSTALLATION: FENCES, BARRIERS, PERMITS, ETC. EACH MUNICIPALITY MAY HAVE ITS OWN REQUIREMENTS.\*

## INSTRUCTIONS TO KEEP

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### IMPORTANT – KEEP THESE INSTRUCTIONS

The physiological response to hot water exposure is subjective and may vary depending on your age, health condition, and medical history.

If you are unsure of your tolerance to hot water, or if you experience headaches, dizziness, or nausea while using the spa, exit the spa immediately and cool down.



## CAUTION

MAINTAIN THE CHEMICAL BALANCE OF THE SPA WATER ACCORDING TO THE MANUFACTURER'S INSTRUCTIONS.

# WARNING!

**NO FLOATING DISPENSER**



**NO TRI-CHLOR!**

Tri-Chlor is very corrosive to the spa surface - above and below the water - and can affect pumps and jets.

**OPTIX<sup>XL</sup>**

Visit [plaskolite.com](http://plaskolite.com) for more information



# WARNING

RISK OF DROWNING. TAKE ALL NECESSARY PRECAUTIONS TO PREVENT UNAUTHORIZED ACCESS. ENSURE THAT CHILDREN CANNOT USE THE SPA WITHOUT CONSTANT SUPERVISION.

- RISK OF INJURY. THE SUCTION FITTINGS IN THIS SPA ARE SIZED TO MATCH THE WATER FLOW RATE SPECIFIED BY THE PUMP. NEVER OPERATE THE SPA IF THE SUCTION FITTINGS ARE DAMAGED OR MISSING. NEVER REPLACE A SUCTION FITTING WITH ONE THAT HAS A LOWER FLOW RATING THAN THE ORIGINAL FITTING.
- RISK OF ELECTRIC SHOCK. INSTALL THE SPA AT LEAST 5 FEET (1.5m) AWAY FROM ALL METALLIC SURFACES. AS AN ALTERNATIVE, A SPA MAY BE INSTALLED WITHIN 5 FEET (1.5m) OF A METALLIC SURFACE IF EACH METALLIC SURFACE IS PERMANENTLY BONDED TO THE SPA EQUIPMENT GROUNDING TERMINAL USING AT LEAST 8 AWG (8.4mm<sup>2</sup>) COPPER WIRE.
- DANGER OF ELECTROCUTION. DO NOT PLACE ANY ELECTRICAL APPLIANCE (LIGHTING FIXTURE, TELEPHONE, RADIO, TELEVISION, ETC.) WITHIN 5 FEET (1.5 m) OF THE SPA.

## HYPERTHERMIA

Since your spa can be set to reach a temperature of 104°F (40°C), users should be aware that prolonged immersion in water above normal body temperature can cause hyperthermia. The causes, symptoms, and effects of hyperthermia may be described as follows:

Hyperthermia occurs when the body's internal temperature rises several degrees above the normal body temperature of 98.6°F (36.5°C). Symptoms of hyperthermia may include drowsiness, lethargy, and an increase in internal body temperature.

The effects of hyperthermia may include:

**Unawareness of imminent danger, an inability to perceive heat, an inability to recognize the need to exit the spa, and a physical inability to leave the spa. Hyperthermia may also cause fetal harm in pregnant women, and may lead to loss of consciousness with a risk of drowning.**

**If you experience any symptoms of hyperthermia, exit the spa immediately and do so safely.**



## CAUTION

**THE USE OF ALCOHOL, DRUGS, OR MEDICATION CAN SIGNIFICANTLY INCREASE THE RISK OF FATAL HYPERTHERMIA.**

## IMPORTANT ELECTRICAL SAFETY INSTRUCTIONS

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**SAFETY FIRST: WHEN INSTALLING AND USING ANY ELECTRICAL EQUIPMENT, BASIC SAFETY INSTRUCTIONS MUST ALWAYS BE FOLLOWED!**

**1. PLEASE READ AND FOLLOW ALL INSTRUCTIONS.**

2. Electrical installations must be performed by a qualified electrician, in accordance with all applicable national, regional, and local electrical codes in effect at the time of installation.
3. Connect the electrical supply only to a dedicated circuit protected by a Class "A" two-pole Ground Fault Circuit Interrupter (GFCI).
4. Use copper conductors only.
5. The spa equipment, as well as any outlets, plugs, or lighting fixtures located within 5 ft (1.5m) of the spa, must be protected by a Ground Fault Circuit Interrupter. For more details, consult your electrician or your local electrical regulatory authority.
6. A green grounding terminal or a terminal marked "G", "GR", "Ground" or "Grounding" is located inside the power supply box or compartment. To reduce the risk of electric shock, this terminal must be connected to the grounding system of your electrical panel using a solid copper conductor of the same gauge as the power supply conductors feeding the equipment.
7. At least two bonding lugs marked "BONDING LUGS" are located on the outside or inside of the power supply box or compartment. To reduce the risk of electric shock, connect the bonding grid near the spa to these lugs using an insulated or bare copper conductor of at least 6 AWG (Canada).
8. All metallic components installed within 5 ft (1.5m) of the spa (such as rails, ladders, drains, or similar objects) must be bonded to the spa's electrical grounding system using a copper conductor of at least 6 AWG.

**9. KEEP THESE INSTRUCTIONS.**



### CAUTION

This guide applies to standard installations where the wiring length does not exceed 50 feet (15m). For wiring runs longer than this, consult a qualified electrician.

The minimum wire size for systems requiring a 40 A GFCI breaker is #8/3 with ground (also referred to as #8 AWG / 4-conductor cable).

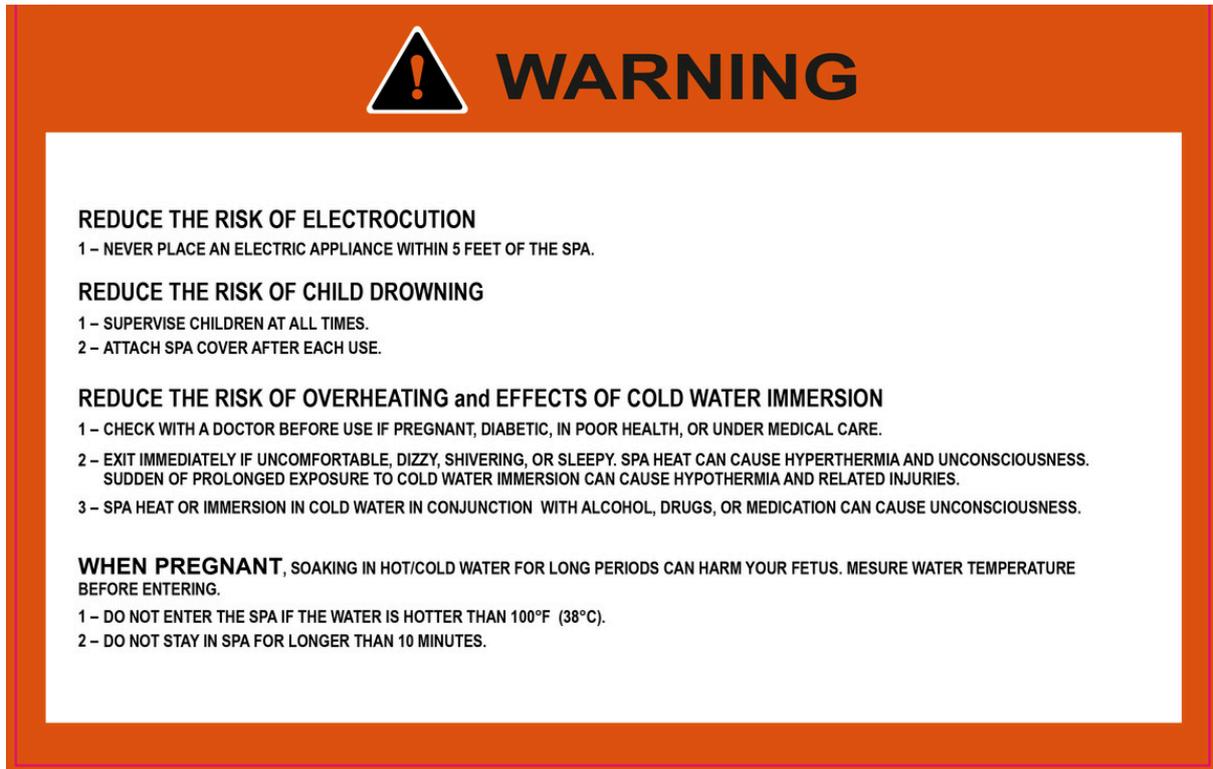
The minimum wire size for systems requiring a 50 A or 60 A GFCI breaker is #6/3 with ground (also referred to as #6 AWG / 4-conductor cable).

## WARNING LABEL

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A warning sign must be installed – an orange **WARNING** sign, like the one shown on this page, is provided with your spa.

This sign must be placed in a clearly visible location near the spa as soon as the installation is complete.



**Important:** It is very important that this sign be placed permanently in a highly visible location for all spa users. Occasional spa users may not be aware of the risks associated with hot water for pregnant women, young children, seniors, individuals with certain medical conditions, and those who have consumed alcohol, drugs, or certain medications.  
If you did not receive a warning sign, or if your sign is damaged, contact your local dealer to obtain a replacement sign.

## LOCATION AND INSTALLATION

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Proper planning is important when installing your new spa. Choosing the installation site is a crucial step and requires careful consideration. Good planning will make the installation process easier. The following information is provided to help you prepare your installation site.

1. Always comply with the building codes in effect in your area and obtain any required permits. You may need to consult an engineer for specific requirements related to your base design.
2. Contact a qualified electrician who can assess your electrical power requirements, install the wiring, and ensure safe operation.
3. Position your spa to allow easy access to the water supply, drainage components, and electrical connection.
4. Install the spa on a flat, solid, and level surface designed to support its weight. For outdoor installations, a concrete pad with a thickness of 4 inches (10cm) is sufficient.
5. For indoor installations, verify that the floor can support the weight of the spa. Most homes meet the load requirement of 1,200 kg per m<sup>2</sup>.
6. You must ensure adequate ventilation for the humidity generated by your spa. Check with your local municipality, as regulations may vary. For additional reference, see ASHRAE HANDBOOK, HVAC APPLICATIONS, I-P EDITION, Sections 4.5, 4.6, and 4.7.
7. Protect the pump and all operating equipment from the elements by ensuring that the cabinet panels are always properly in place.
8. Leave an unobstructed clearance of 3 feet (1m) on all sides of the spa to allow access for routine maintenance. Your spa is not designed to be recessed into the ground or built into a deck.
9. Consider installing your spa in an area sheltered from the wind. Just as a person may feel cold in cool or windy conditions, the spa water can also cool more quickly in these situations. Exposure to wind can increase heat loss and significantly raise operating costs.
10. Consider using an insulating pad. In cold climates, the ground can draw heat away from the spa and increase operating costs. In such environments, the use of a suitable outdoor insulating pad is recommended.

## ELECTRICAL POWER SPECIFICATIONS

Important: All electrical connections must be performed by qualified, licensed electricians. The following specifications must be followed to ensure proper performance and safe operation of the spa.



# CAUTION

Starting a spa with improper electrical connections may cause serious mechanical damage or injury. Before starting the spa, have a licensed electrician verify the GFCI wiring by referring to the diagram provided on page 15, or contact your local dealer.



# CAUTION

Failure to follow the specified requirements may damage the equipment and will void the warranty. Test the Ground Fault Circuit Interrupter (GFCI) before each use of the spa.

All spas must be connected to a GFCI (or in accordance with IEEE wiring requirements for export models). Failure to follow this requirement will result in equipment damage, which is not covered under warranty. All spas must have an overcurrent protection device with a Ground Fault Circuit Interrupter (GFCI) integrated into the service panel.

Tension (Volts)	Freq (Hz)	Phase	Rating (A)	GFCI (A)	Wire size GFCI To main Panel	# of terminals On plug
240	60	1	32	40	8-3, plus ground (less than 130')	4
240	60	1	40	50	8-3, plus ground less than 130' 6-3, ground more than 130'	4
240	60	1	48	60	6-3, plus ground	4

**Figure 1 - Wire Gauge Chart**  
Use solid copper conductors only.

Our hot tubs are designed to deliver optimal performance and maximum flexibility when connected to a dedicated 60A electrical service with a Ground Fault Circuit Interrupter (GFCI). However, they are shipped from the factory with the most commonly used electrical configuration. If desired, a qualified electrician may perform a minor adjustment to the control board to allow the spa to operate with an alternate electrical configuration.

240V / 60Hz 50A Conversion Option:

If a 60A electrical service is not available, a licensed electrician may easily convert the spa to operate at 50A. Please note that some spas converted to 50A may have certain heating limitations.

During initial filling and start-up, and before each use, the Ground Fault Circuit Interrupter (GFCI) must be tested.

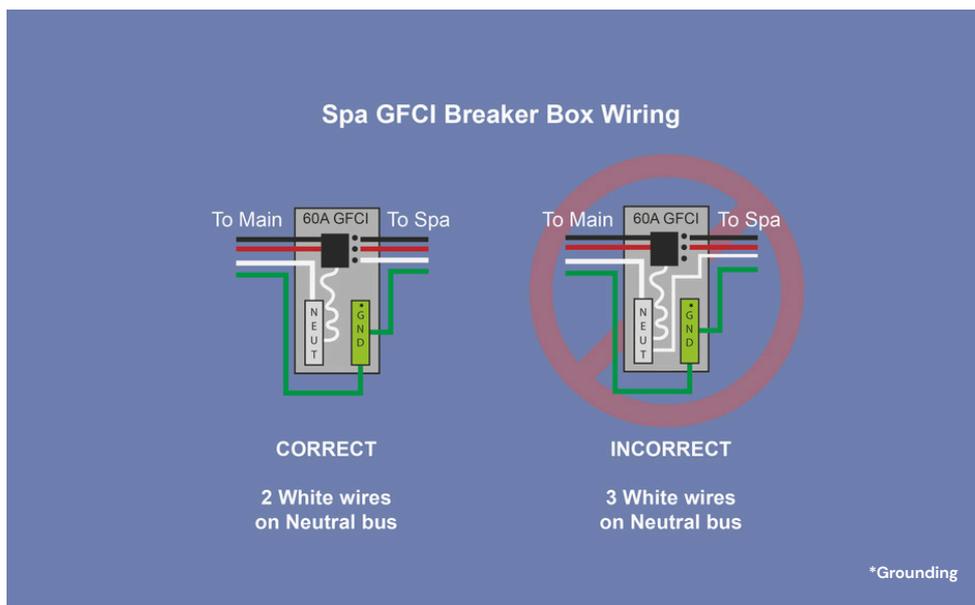


# CAUTION

Disconnect the electrical power before performing any maintenance.  
Before accessing any terminals, all power supply circuits must be disconnected.

Parts operating at extra-low voltage (maximum 12 V) must not be accessible to individuals in the spa. Grounded equipment must be permanently connected to fixed wiring. Any components containing electrical parts must be positioned or secured so that they cannot fall into the spa. A disconnecting means must be used with fixed wiring configurations, in accordance with the electrical wiring regulations applicable in your region.

**IMPORTANT:** To ensure proper operation of the Ground Fault Circuit Interrupter (GFCI), the spa's white neutral wire must be connected to the neutral terminal on the GFCI breaker, not to the neutral bus bar in the service panel. An incorrectly connected neutral wire will cause the breaker to trip.



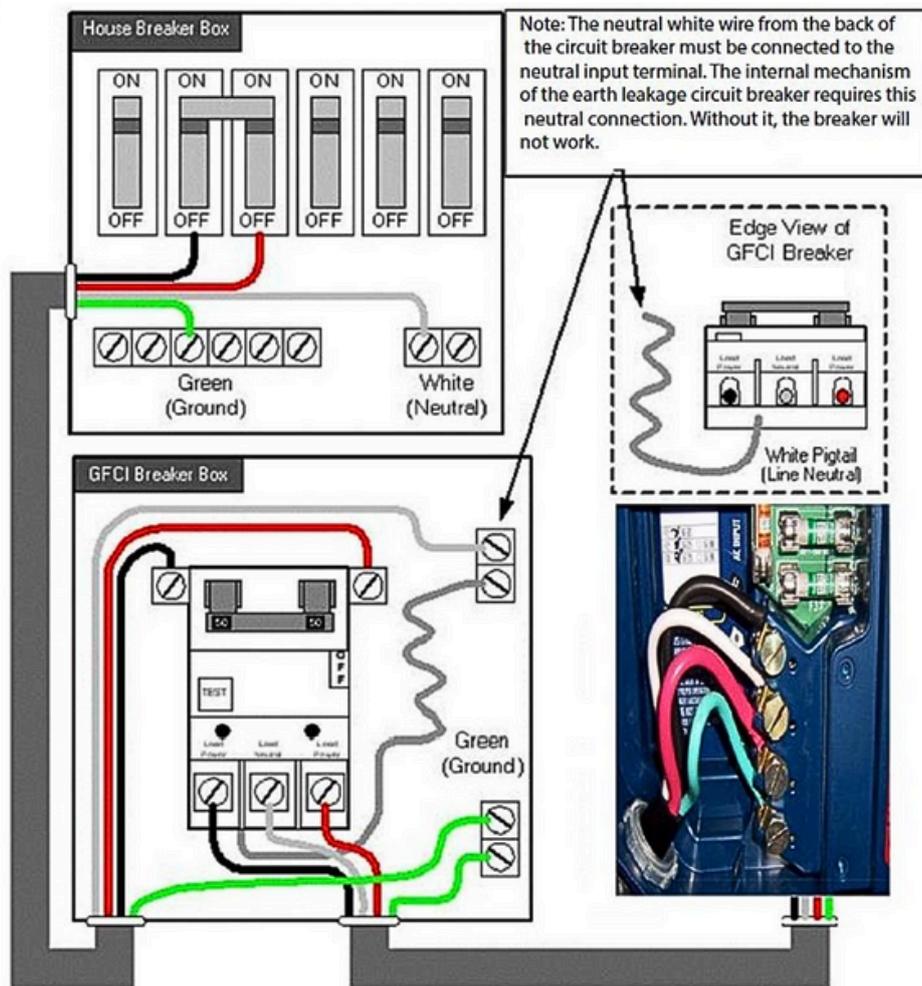
## Note

For more information  
click here

  
**GECKO**

**Figure 2 – Wiring of the Ground-Fault Circuit Interrupter (GFCI)**

**IMPORTANT:** Use only a GFCI-protected circuit breaker. The installation, including the selection of conductor size and type, must be performed by a qualified electrician. All work must comply with the National Electrical Code (NEC) or the Canadian Electrical Code (CEC), as well as all applicable federal, state/provincial, and local regulations in effect at the time of installation.



**Figure 3 – Wiring Diagram**

Refer to the wire gauge table on page 14

## SITE PREPARATION

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### SURFACE-MOUNT INSTALLATION

When the spa is to be installed as a stand-alone, surface-mounted unit in regions where ground freezing and thawing may occur, a level platform made of patio slabs or pre-cast pavers may be sufficient, provided that no adjacent deck or structure is at risk of being affected by seasonal ground movement. However, the potential drawback of this type of platform is that water splashing from the spa may destabilize the soil beneath the slabs or pavers, which could cause the base to shift and potentially damage the spa structure.

For best results, we recommend installing a level concrete platform:

- **Excavate and level the ground 8 to 12 inches (20 to 30cm) below the desired base level**
- **Add 4 to 6 inches (10 to 15cm) of gravel**
- **Then pour 4 to 6 inches (10 to 15 cm) of concrete**
- **Level the concrete and apply the required finish**
- **We recommend building the platform 6 inches (15cm) wider than the spa on three sides, and 3 feet (1m) wider on the side where the steps will be installed.**

In regions where ground freezing and thawing occur, or where a custom deck will be built adjacent to the spa, we recommend installing Sonotube® footings beneath the platform to prevent movement.

### Partially or Fully In-Ground Installation

For spas that are installed fully or partially recessed, the type of support required may vary depending on local climate conditions, particularly whether the ground is subject to freezing and thawing.

#### Backfilling Not Recommended

We do not recommend backfilling around the spa in fully or partially in-ground installations. This may lead to drainage issues, structural pressure, and may complicate maintenance.

#### Climate-Based Considerations

##### Non-Freezing Climates

In regions where the ground does not freeze, the base of the excavation should be:

- Stable, dry, and well compacted
- Equipped with an adequate drainage system

**Effective drainage is essential** to avoid water accumulation around the spa structure.

##### Freezing and Thawing Climates

In regions subject to ground freezing and thawing, a:

- Level concrete slab
- Concrete footing, in accordance with the recommendations in the **SURFACE-MOUNT INSTALLATION** section is required to ensure stability and prevent ground movement that could damage the spa.

##### High Water Table Areas

In areas with a high groundwater level, it is recommended to:

- Create a level concrete slab
- Install a retaining wall (concrete or wood) to support the surrounding soil

**This effectively forms a "bunker" into which the spa can be set.**

##### Drainage Required

It is essential to provide an effective drainage system, such as:

- A layer of dry stone
- Or a sump pump

This prevents structural or mechanical damage caused by water accumulation or flooding.

##### Conduits and Wiring

Use watertight conduits for all underground cables to protect them from moisture and water infiltration.

##### Service Access

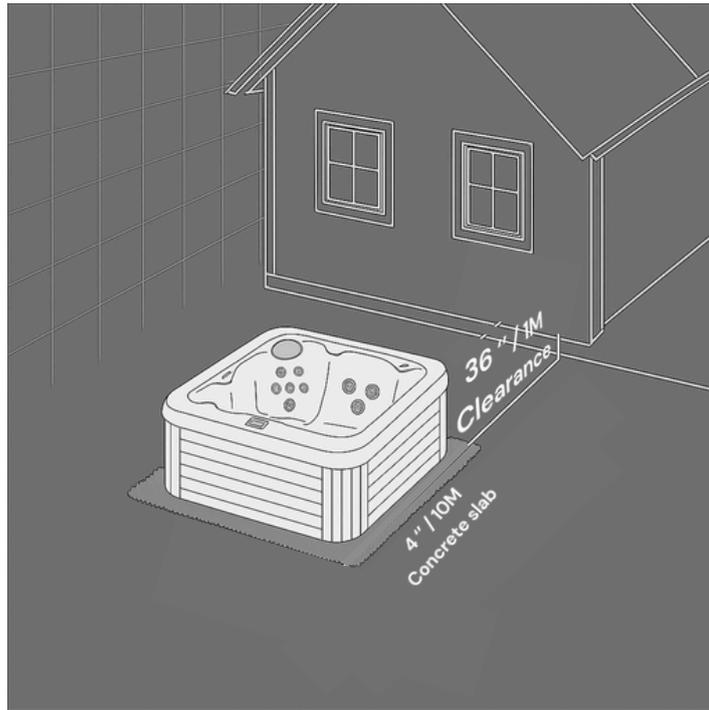
During planning and installation, ensure easy access to all sides of the spa for regular maintenance.

Limited or restricted access may result in additional labor costs not covered under the manufacturer's warranty.

##### Material Selection

Choose decking or finishing materials that can be easily removed if service or technical intervention is required. This will greatly simplify access when needed.

Figure 1 – Required Clearance and Support



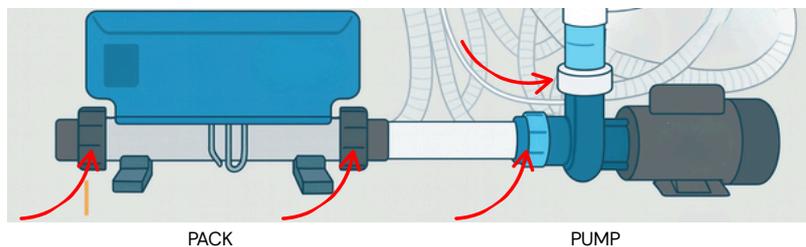
Make sure to test the spa for 48 hours before preparing any decking or finishing around it. Although all spas are tested at the factory, damage may occur during transportation or delivery. We recommend confirming that the spa is completely watertight before finalizing the installation.

### INSPECTION

Although your spa was water-tested and filled at the factory, fittings may loosen during transport. Before completing any decking, tiling, or carpeting around the installation, fill and operate the spa while checking for leaks (this way, they are easy and inexpensive to identify and correct).

Check all fittings and plumbing to ensure there are no minor leaks. If a leak is detected, ensure that the pump unions and shut-off valves are properly tightened and that the O-rings/seals are in place.

**BEFORE OPERATING THE SPA, CHECK AND TIGHTEN THE PUMP UNIONS AND THE CONTROL BOX UNIONS USING PLIERS (SEE DIAGRAM BELOW).**



### START-UP

Before energizing your spa, it is very important to understand the sequence of events that occurs when the system is powered on. This will ensure that you can properly prime the pump and prevent any damage to the system.

Turn on the power at the main electrical panel.

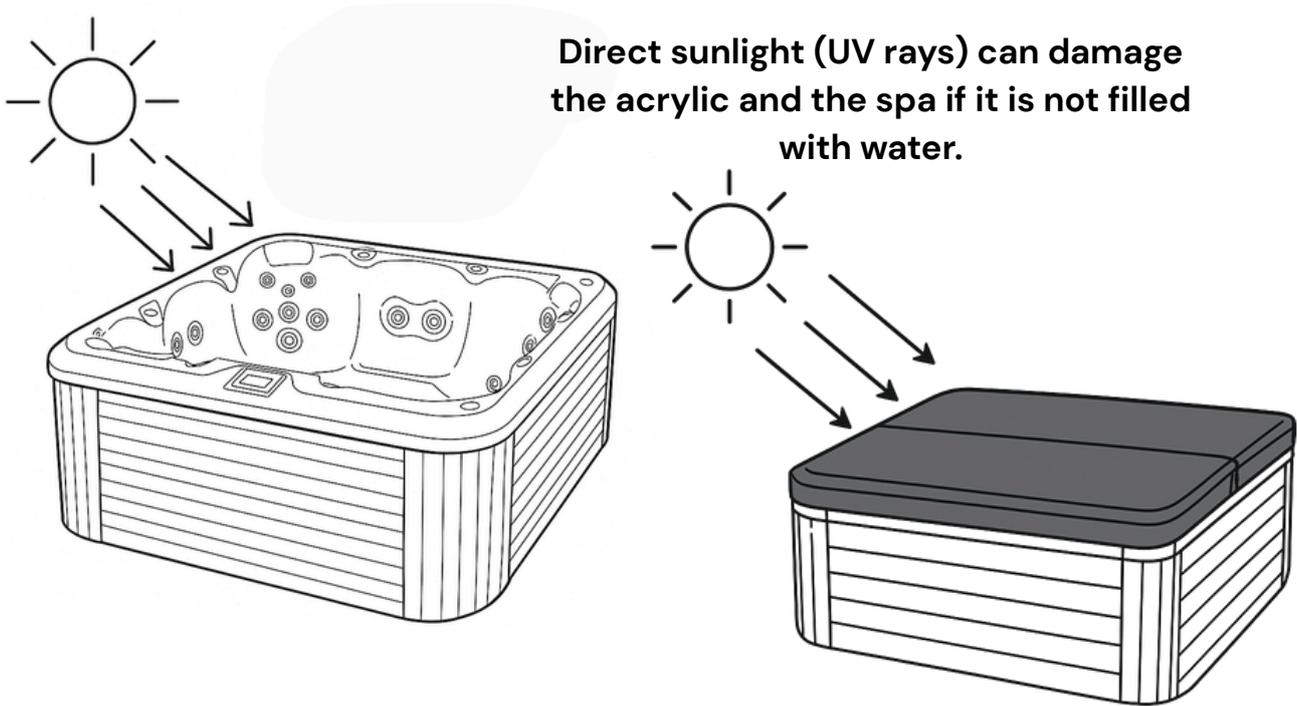
Follow the instructions specific to your spa model to start the pump on low-speed (low setting).

## Note

If your spa is not filled immediately after delivery, it is essential to keep the cover in place or retain the original packaging (protective bag).

Without protection, the spa is vulnerable to damage caused by ultraviolet rays and direct sun exposure. The heat generated by sunlight can damage the acrylic surface and compromise the integrity of the spa.

During the winter period, your spa must be connected on the day of installation. If this is not possible, you must either have your spa winterized by a specialized company or add antifreeze to the plumbing system to prevent any risk of freezing and damage to components. Alternatively, you may place a space heater inside the main equipment compartment to protect the spa components from freezing until your electrician completes the connection.



Please ensure that the spa cover fully covers the acrylic surface (see Image A). It must always completely cover the acrylic.



Image A



Image B



## CAUTION

Always keep the spa cover in place when the spa is not filled with water or not in use, and after each use, to prevent damage to the spa's acrylic surface.

## Skimmer Opening and Closing Procedure

### WARNING!



NO FLOATING DISPENSER

NO TRI-CHLOR!

Tri-Chlor is very corrosive to the spa surface - above and below the water - and can effect pumps and jets.

**OPTIX<sup>XL</sup>**

Visit [plaskolite.com](http://plaskolite.com) for more information

**1** Slide the front panel up;



**2** Remove the drawer; Put the bromine tablet in the basket;

**3** Replace the drawer; Slide the cover down;



**1** Remove and discard the yellow clip.



**2** Remove the filter cartridge; Unlock the black upper section by turning in the direction indicated by the padlock symbol.

**3** Place the sanitizer tablets in the basket.



### WARNING!



NO FLOATING DISPENSER

NO TRI-CHLOR!

Tri-Chlor is very corrosive to the spa surface - above and below the water - and can effect pumps and jets.

**OPTIX<sup>XL</sup>**

Visit [plaskolite.com](http://plaskolite.com) for more information

**4** Lock the upper section onto the cartridge; Reinstall the cartridge in its place.



## WATER ADJUSTMENT

### SOME IMPORTANT POINTS

The reliability and longevity of your spa's operating equipment are directly linked to how well you maintain your water quality. The relatively small volume of water in your spa is easily affected by external factors such as oils, lotions, perspiration, and chemicals.

It is critical that you provide your spa with the necessary care to ensure clean, safe, and well-balanced water, in order to prevent premature damage and/or equipment failure caused by corrosion or scale buildup. It is essential to maintain proper water level and sanitizer levels. Neglected hot water allows bacteria to multiply rapidly.

The mineral content of spa water will increase over time due to evaporation, sanitizers, and other chemical products. If mineral concentration—particularly calcium—becomes too high, minerals will accumulate on the spa shell, plumbing lines, jets, filter, and heater components.

It is important to regularly check the pH level and maintain it within the recommended range shown in the Water Care Adjustment Chart for your spa. It is also very important to maintain Total Alkalinity (TA)—which determines the water's ability to resist changes in pH—within the recommended range listed in the chart.

Even when two identical spas are placed side by side, their maintenance requirements may differ depending on factors such as:

- Weight of bathers
- Frequency of use / number of bathers
- Differences in individual body chemistry
- Sun exposure or shade
- Water temperature

For these reasons, it is important to develop proper spa maintenance habits from the very beginning and to follow the water care procedures recommended by your dealer.

### GLOSSARY OF KEY WATER CARE TERMS

<b>SANITIZER (ppm)</b>	<b>MIN</b>	<b>IDEAL</b>	<b>MAX</b>
Bromine	2.0	6.0 - 10.0	10.0
<b>CHEMICAL</b>			
pH	7.2	7.4 - 7.6	7.8
Total Alkalinity (TA)	80	80 - 120	180
Calcium Hardness	150	200 - 400	500 -1000

*SPA WATER BALANCING SUMMARY\*\**

*The National Spa & Pool Institute recommends these levels for residential spas.*

## TROUBLESHOOTING

Problems	Possible Causes	Solutions
Cloudy water	Dirty filters	Clean the filters.
	Microscopic particles too small to be filtered	Test and adjust all water balance elements and add a <b>flocculant / clarifier</b> to help particles combine so they can be filtered.
	Old water	Drain and refill the spa with fresh water.
Bad odor	Excessive organic material in the water	<b>Shock</b> the spa water with a sanitizer and adjust the pH. If the problem persists, drain, clean, and refill the spa with fresh water.
Discolored water	Copper, iron, or other dissolved metals from the water source or spa equipment	Add a <b>metal sequestrant</b> or <b>algaecide</b> .
Algae growth	pH level too high	<b>Shock</b> the spa water with a sanitizer and adjust the pH.
	Insufficient sanitizer level	<b>Shock</b> the spa water with a sanitizer and maintain the proper sanitizer level.
Skin or eye irritation / redness	pH level too low	Add a <b>pH increaser</b> until the pH is between <b>7.2 – 7.6</b> .
Excessive foam	Build-up of body oils or cosmetics	If no visible scum line is present, use a <b>defoamer</b> to separate contaminants, then use a <b>clarifier</b> to help filtration. If a scum line is present, the spa may need to be <b>drained and cleaned</b> . In both cases, the filter must be <b>deep cleaned</b> (soak overnight in a filter cleaning solution). To prevent recurrence, use a <b>scum-absorbing sponge</b> .
Organic build-up / mold or slime inside the spa	Accumulated oil and dust	Wipe away scum with a clean cloth. If necessary, drain the spa, use a <b>surface cleaner</b> , and refill with fresh water.
Corrosion / white scale (calcium deposits)	Low calcium hardness and/or low total alkalinity	Test calcium hardness and increase using <b>calcium increaser</b> if required.
Stained or discolored water (clear but tinted)	Presence of metals (iron, copper, etc.)	Treat water with a <b>metal sequestrant</b> .
Unstable pH	Low total alkalinity	Test <b>total alkalinity</b> , and if necessary, increase using <b>sodium bicarbonate (alkalinity increaser)</b> .
pH difficult to adjust / pH rebounds quickly	High total alkalinity	Test <b>total alkalinity</b> and, if necessary, lower using <b>sodium bisulfate</b> or <b>muriatic acid</b> .

## CHEMICAL SAFETY GUIDELINES

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# CAUTION

- Avoid mixing chemicals together before adding them to the spa water.
- Add only one chemical to the spa water at a time.
- Always add chemicals to water, never water to chemicals.
- Chemicals can be corrosive — handle with care and store them in a cool, dark place.
- Do not smoke near chemicals — many are flammable.
- Clean up any chemical spills immediately.
- Keep the telephone number of a Poison Control Center available in case of emergency.
- Keep all chemicals out of reach of children.
- Wear safety goggles and gloves when handling chemicals.

### INITIAL FILL AND WATER BALANCING

1. Make sure the water is circulating properly in the spa.
2. Add a sequestering agent (stain and scale control) if needed.
3. Allow the water to circulate for one hour before adding anything else to the spa water.
4. Add a shock/oxidizing agent.
5. Add the sanitizer (bromine or chlorine).

**WATER TREATMENT IS THE RESPONSIBILITY OF THE SPA OWNER. IT IS ESSENTIAL TO FOLLOW THE INSTRUCTIONS PROVIDED BY CHEMICAL MANUFACTURERS AND COMPLY WITH ALL APPLICABLE LOCAL REGULATIONS TO ENSURE SAFE USE.**

### Note

The ideal water level is just below the headrests.

It is important to ensure that there is always one (or two) filter(s) in the skimmer and that it is properly screwed in place.

## VALVE OPTIONS

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### Air Valve

All of our spas are equipped with one (1) or multiple valves. These valves allow you to introduce air into the jet stream to a specific jet group.

### 3-way Valve

Our spas are equipped with three-way valve(s) that can direct the flow from different zones to customize the massage experience.

#### ● Handling Instructions

To ensure the proper operation of the valve, always operate the three-way valve only when the pump is completely stopped.

Set the valve:

- Either 100% to the right,
- Or 100% to the left,
- Or exactly in the middle (for a 50% / 50% distribution)

### Waterfall / Fountain Valve

Turn the valve counterclockwise to initiate flow to the waterfall output. Turn clockwise to reduce waterfall flow.

### Volcano Valve (available on select models)

The volcano jet is controlled by the three-way valve. The three-way valve allows you to activate or deactivate the Volcano jet.

**Never sit on the Volcano jet, whether it is operating or not.**

Click on the corresponding model or scan the QR code.

MAPLE

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M320



M350



M420



M520



M550



M620



M650



M720



M750



M820



M850



M950



PL660



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**MAPLE\***

M419



M619



*\*Only available in the U.S.*

## REGULAR SPA MAINTENANCE

Tip: Check with your insurance provider to ensure that your spa is covered under your policy.

### REFER TO THE CHEMICAL SAFETY GUIDELINES

#### EVERY DAY OR AT LEAST 3 TIMES PER WEEK

1. Analyze the water and add products as needed.
2. Maintain the proper water level (just below the headrests).

#### EVERY WEEK

1. Analyze the pH and total alkalinity levels and adjust as needed.
2. Refill the chemical dispenser.
3. Add a sequestering agent (stain and scale control) if necessary.
4. Remove the filter cartridge, rinse it with a garden hose, and reinstall it.
5. Add a shock/oxidizing agent.

#### EVERY MONTH

Soak the filter cartridge in a filter cleaning solution. Rinse thoroughly and, if possible, allow the filter to dry completely before reinstalling it.

We recommend purchasing a second filter so that you have one ready to install while the other is being cleaned.

#### EVERY 3 MONTHS

Drain the spa at least once every three months and clean the acrylic shell with a non-abrasive cleaner specifically designed for acrylic surfaces (See diagram below.)

### CHANGING YOUR SPA WATER

The spa should be drained every 8 to 12 weeks, depending on its size and frequency of use.

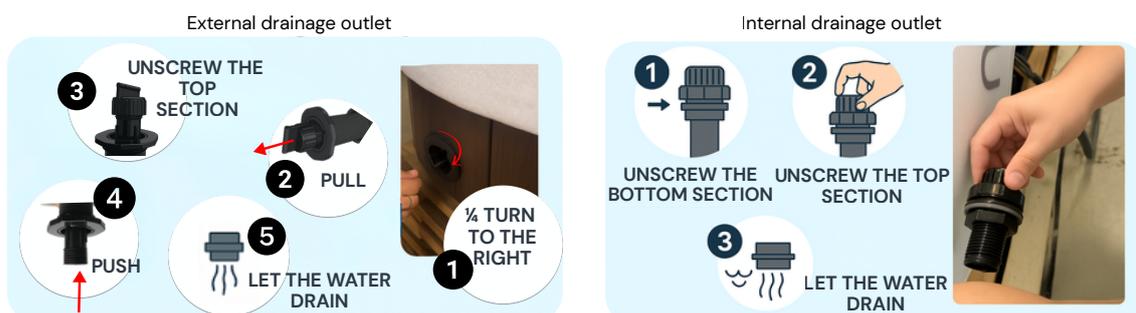
If your spa is used daily or by a large number of bathers, the water will need to be changed more frequently. A practical way to determine the appropriate interval between water changes is to: Divide the volume of water (in liters) by 13.5, then divide that result by the average number of bathers per day.

### COVER

When the spa is not in use, it must be covered and the cover locked, in order to ensure safety and to maintain the water's heat.

Always keep the spa cover in place when the spa is not filled with water or not in use, and after each use, to prevent damage to the spa's acrylic surface.

### How to Open a Spa Drain Valve



## CLOSING PROCEDURE

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If you choose not to use your spa during the winter, you must continue to maintain the water quality until the spa is fully winterized. Keeping the water clean helps minimize the accumulation of contaminants and the growth of bacteria, thereby preventing potential water quality issues.

To protect the equipment from freezing and to maintain clear water, do not turn off the filtration system before winterizing the spa.

### Step-by-Step Procedure

1. Start the pumps and pour 2 cups of Liquid shock chlorine into the spa.
2. Let the pumps run for 1 hour (restart them if they turn off automatically).
3. Disconnect the power to the spa.
4. Drain the spa using one of the following methods: Gravity drainage using the spa's drain valve or using a submersible pump
5. Remove the filter cartridge(s) from the skimmer and rinse with clean water.
6. Soak the cartridges in filter cleaner, rinse thoroughly, and allow them to air dry.
7. Store the filters for the winter.
8. If they need to be replaced, note the model/dimensions and take photos before disposal.
9. Remove all adjustable jets.
10. Leave the headrests in place.
11. Clean the acrylic shell using a non-abrasive acrylic cleaner.
12. Ensure that both shut-off valves (guillotine valves) located on each side of the heater and in front of the pumps are open.
13. If your spa is equipped with an In.Clear sanitation system, refer to the In.Clear cleaning instructions.

### Draining the Plumbing Lines

You must use a vacuum or blower to winterize the spa correctly:

1. Blow air through all plumbing lines to fully evacuate water from the jets.
2. Repeat at least twice for each line.
3. Use a wet/dry vacuum to remove any remaining water at the bottom of the spa.

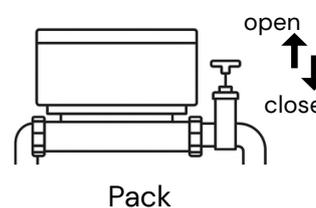
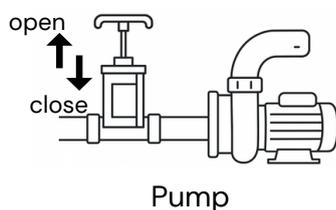
### Fountain Valves and Neck Jets

1. Unscrew the on/off valves and remove the O-rings and the pivot.
2. Blow air through the valves using the blower nozzle until all water is expelled from the waterfalls and neck jets.
3. Lubricate the O-rings and reinstall them.
4. Close the valves.
5. Vacuum the remaining water from the bottom of the spa.
6. Vacuum the drain valve for 1 to 2 minutes.
7. Vacuum each jet housing at least twice.
8. Vacuum the skimmer openings and floor drains.
9. Reinstall and secure the cabinet panels.

### Final Steps

1. Turn OFF the outdoor GFCI and the main electrical breaker inside the house.
2. Dry the spa shell.
3. Pour non-toxic antifreeze into each skimmer opening until antifreeze flows from the interior drains.
4. Add ½ cup of non-toxic antifreeze into each jet.
5. Clean the spa cover using spa cover cleaner and allow it to dry completely.
6. Place the cover back on the spa.
7. You may cover the spa with a polyethylene tarp. Ensure everything is secure for winter conditions.
8. Leave a small air gap between the tarp and the spa cabinet to prevent moisture build-up.

### Slice Valve





## Keypad functions

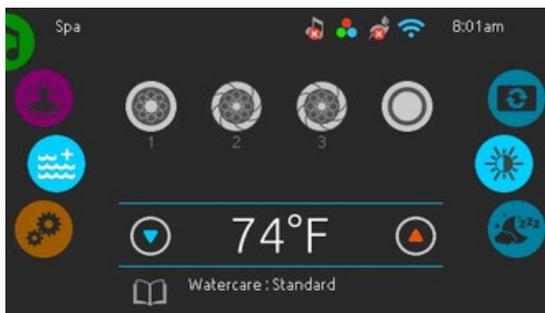
in.k1000+ keypad layout



### Sleep mode

Touch the screen to exit sleep mode. 3 minutes after the last pump is turned off, the screen will shut off if there is no touch activity.

Then Follow the instructions on the screen to access the main screen.



### Main screen

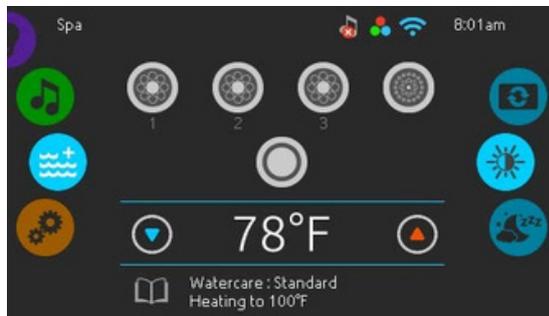
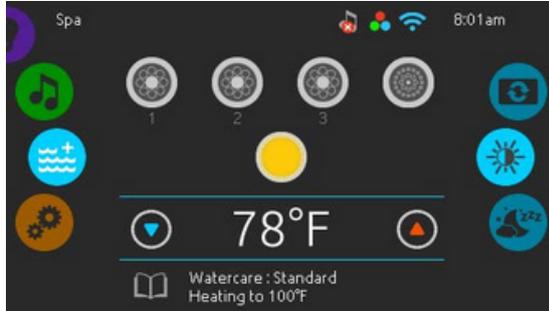
The main screen gives you access to accessories and water temperature. Error messages or maintenance notifications will be displayed at the bottom of the screen.

When the variable speed pump option is activated, the icon on the main page is different from a standard pump. In the example below:

- Pump #1 is a standard pump,
- Pumps #2 and #3 are variable speed pumps with the status closed.



## Keypad functions



### Start or stop accessories

To start or stop an accessory, touch the associated icon. Icons will become animated when their accessory is turned on and animation will stop 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 one speed press the button until it reaches the desired speed.

### Notifications

A notification area at the top right-hand side of the screen shows the state of certain installed accessories.

#### Notification icons

##### in.touch:

-  Indicates that the in.touch module is detected and connected to a Wi-Fi network.
-  A red cross indicates that the in.touch module is detected but is not connected to a Wi-Fi network.
-  An animated icon indicates that the in.touch module is connecting to a Wi-Fi network.

For more information about the in.touch, refer to the Wi-Fi section.

##### in.clear:

-  The icon is green when the in.clear is generating bromine.
-  The icon is grey when the in.clear is not generating bromine.
-  A red cross indicates that the in.clear is turned off.

For more information about the in.clear, refer to the in.clear functions section.

##### in.stream 2:

-  The icon is green when the in.stream 2 is on.
-  A red cross indicates that the in.stream 2 is turned off.

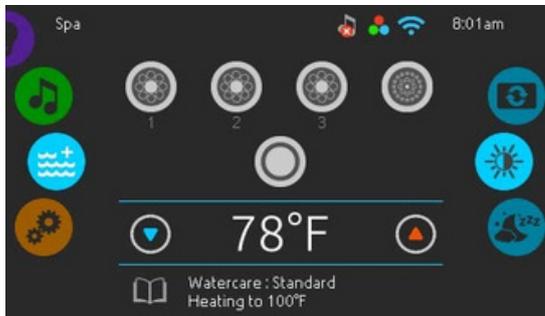
For more information about the in.stream 2, refer to the in.stream 2 functions section.

##### in.mix:

-  Indicates that an in.mix system is detected.

For more information about the in.mix system, refer to the in.mix functions section.

## Keypad functions

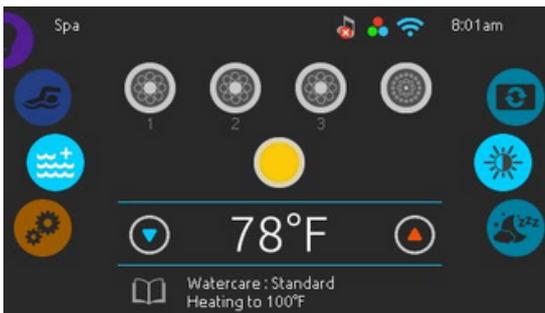


### Water temperature

The temperature shown at the bottom of the screen indicates the current water temperature. Use the Up and Down icons to set the desired temperature. The set point will appear in blue. After 3 seconds without any change to the set temperature value the current water temperature will reappear in white.

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.

**To check the temperature of a spa, you should immerse a reliable thermometer in the water and wait a few minutes. If your spa's display shows a different reading, it's possible that the spa's temperature sensor is not working properly.**



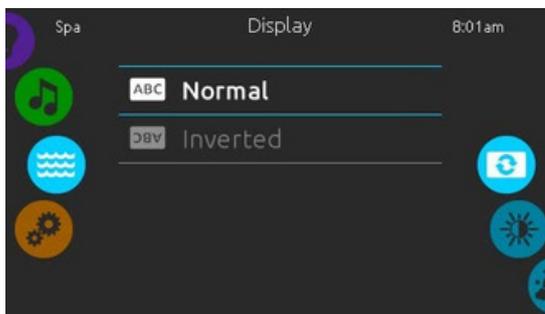
### Spa menu

From the home page you can access the following:

- *swim (if configured)*
- *in.clear (if installed)*
- *in.stream 2 (if installed)*
- *in.mix (if installed)*
- *Spa menu*
- *Settings*

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

On the right side is a menu for access to the Display and Contrast pages.

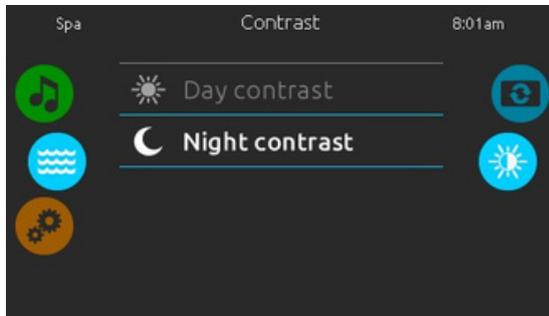


### Display page

Use this page to change the display orientation.

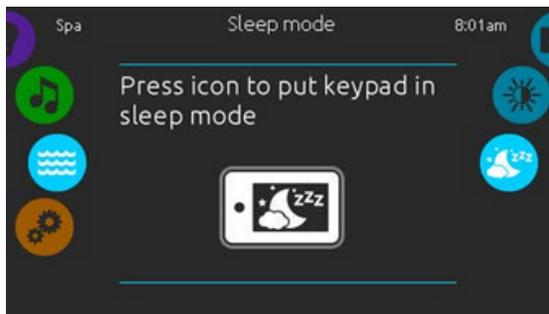


## Keypad functions



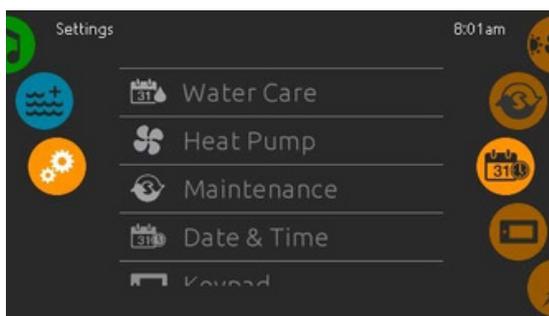
### Contrast page

Use this page to change the display contrast.



### 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.



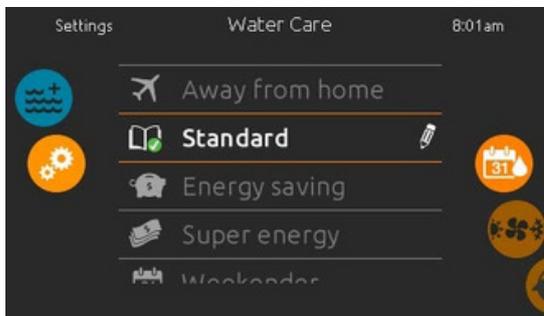
### Settings

In the Settings page you can access the following:

- *Water Care* • *Heat Pump (if installed)*
- *Maintenance*
- *Date & Time*
- *Keypad*
- *Electrical Config*
- *Wi-Fi*
- *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.

## Keypad functions



### Water Care

The Water Care page will help you set up your ideal filtration and heating settings. Choose between Away from Home, Standard, Energy Savings, Super Energy and Weekender, depending on your need. Touch the Water Care name to choose your setting. A green checkmark will appear on the selected icon to confirm your choice.

When you select another water care setting, a confirmation window appears to prevent inadvertent selection that could result in a setup modification for your spa.

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 shown on the in.k1000+ 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.

\* Default pack value

### Water care modes



#### Away from home:

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



#### Standard:

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 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.



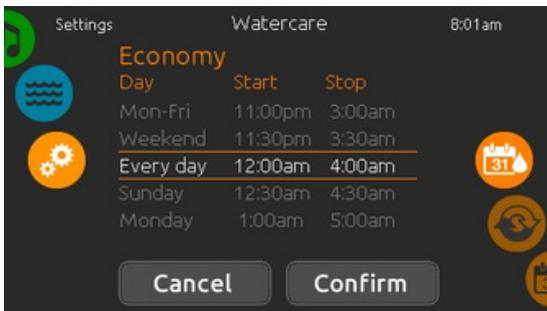
## Keypad functions



### Modifying schedules

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

Touch the Economy tab to change the economy setting and Filter cycle tab for the filtration settings (or schedules). You can add economy or filtration schedules by touching the orange line labelled « Add Filter cycle » or "Add Economy cycle".



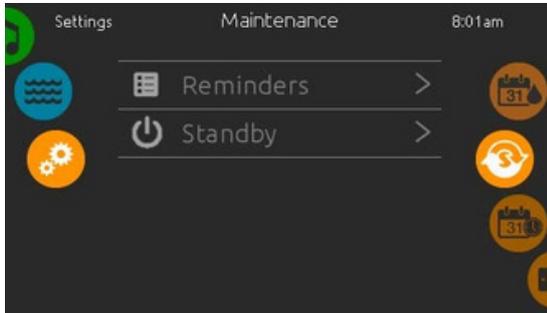
To delete a schedule, touch the garbage can icon at the right end of the desired line. Confirm your action when prompted.

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. When changes are done, press "confirm". If you don't want to keep any changes, press "cancel" or use the calendar icon to go back. Ensure that you have selected the desired Water Care mode in the main Water Care menu.



## Keypad functions

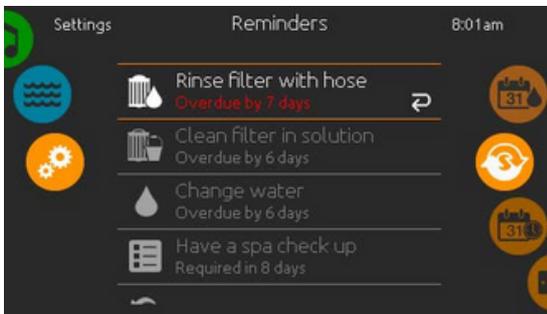


### Maintenance

From the Maintenance page you can access the following:

- Reminders
- Standby

To access the desired option simply touch the corresponding menu item.



### Reminders

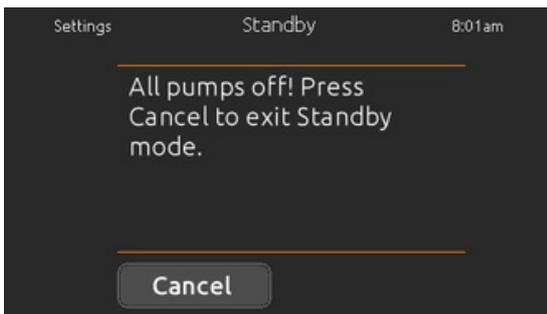
The in.k1000+ keypad will provide reminders about maintenance required on your spa, like rinsing or cleaning the filter. Every task has its own duration based on normal use.

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.

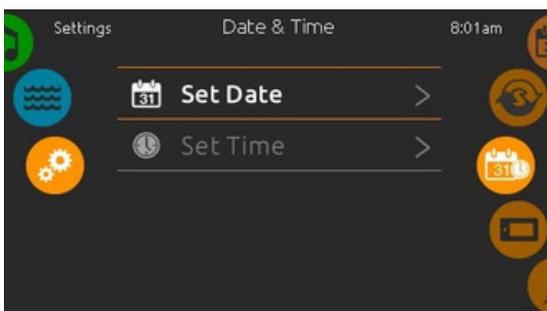
You can also use the option Reset Reminders to reset all the reminders.



### Standby

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

The normal page will return at the end, once the pumps will be restarted.



### Date and Time

Use this page to change Date/Time settings.

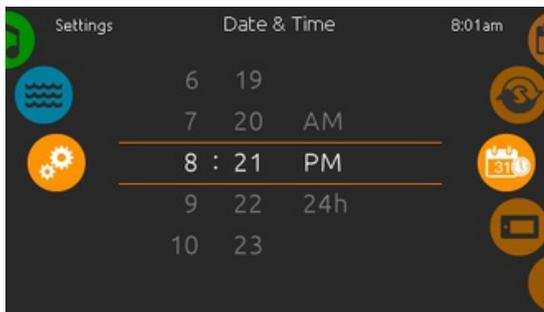
## Keypad functions



### Set date

Here you can adjust the year, month and day.

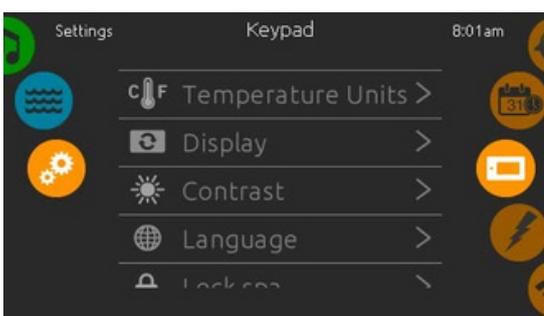
Simply swipe up and down the column you want to change and select the desired value. When you are done, touch the calendar icon at the right of the screen.



### 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

In the keypads page you can access the following:

- *Temperature units*
- *Display*
- *Contrast*
- *Language*
- *Lock spa (optional)*
- *Keypad color (optional)*

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

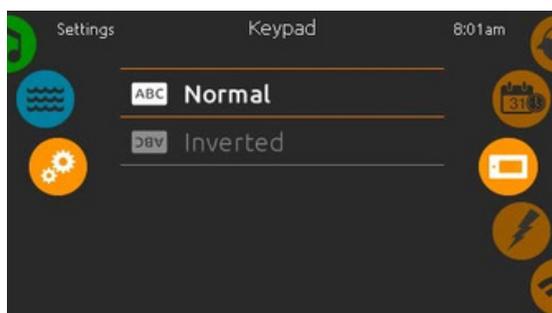


## Keypad functions



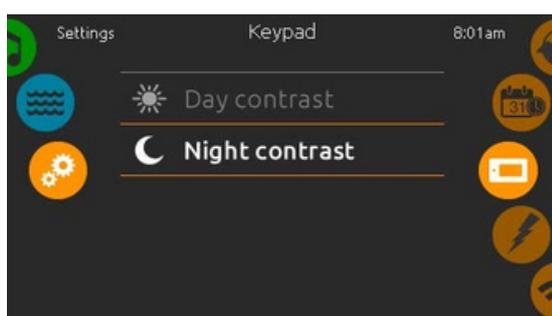
### Temperature units

Choose the desired units to display temperatures.



### Display page

Use this page to change the display orientation.



### Contrast page

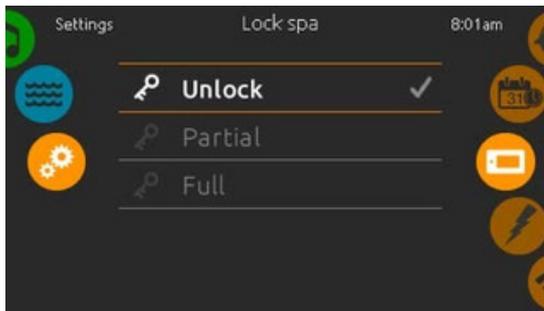
Use this page to change the keypad contrast.

## Keypad functions



### Language select

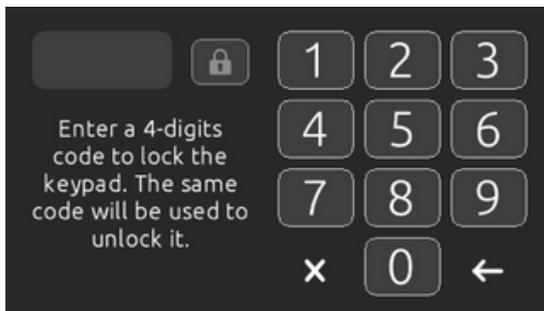
Use this page to select the display language of the in.k1000+ keypad.



### Keypad lock/unlock (optional)

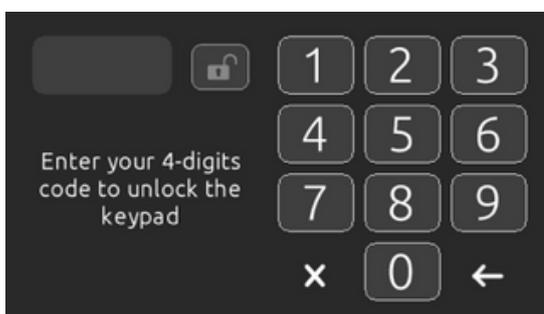
When this option is enabled, the user can partially or completely lock the keypad. When the user wants to lock the keypad he is asked to select a 4-digit code. The same code will be needed to unlock the keypad. Next time he wants to lock the keypad, he will be prompted again to select a 4-digit code (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.



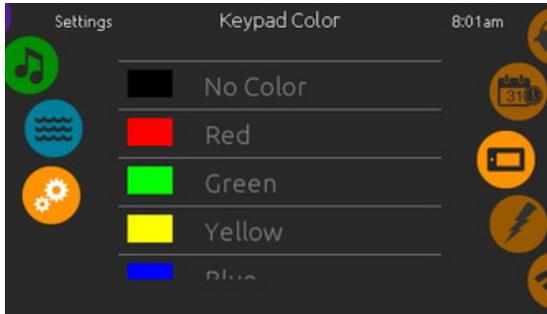
When Full Lock is selected, all functions are locked.

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



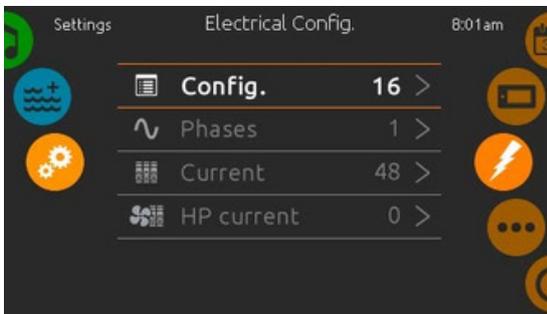


## Keypad functions



### 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.

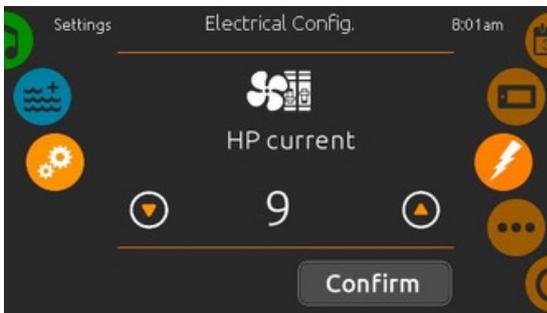


### Electrical Configuration

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

In this section, you can change the low-level configuration, modify the number of phases, change the input current value as well as change the Heat Pump current. Once the modification is done, hold the Apply button for five seconds.

Please note that if there are two spa packs in the system (i.e. a SwimSpa installation), the master's unit's chosen unit configuration must support a slave unit. If after rebooting the chosen configuration does not support SwimSpa installations, the in.k1000+ will return (after approximately 45 seconds) to this configuration menu and prompt the user to select a configuration number again.

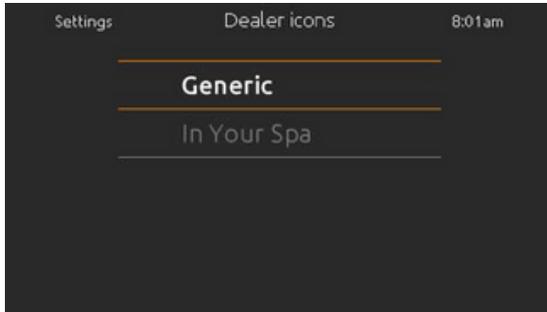


\* Depending on the pack configuration, a code may be required to modify these settings. This code is 5555.



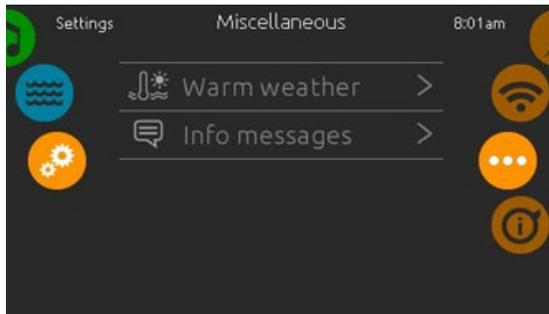


## Keypad functions



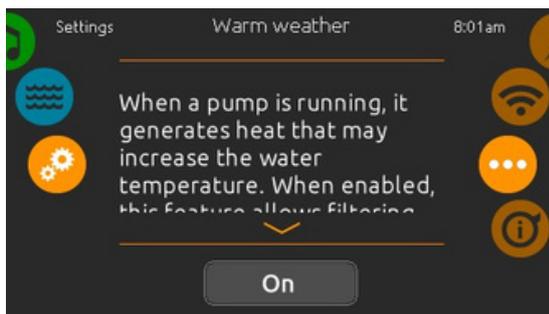
### Select logo

After confirmation, the keypad will reset to reconfigure the system. You will be asked to select the custom icons used in the sleep mode.



### Miscellaneous

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

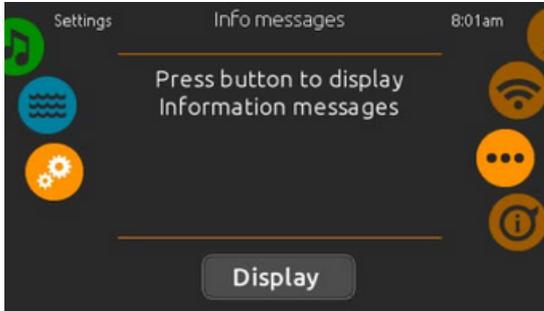


### Warm weather

When pumps are running, they produce heat that may increase your water temperature. "Warm Weather" option gives you the option to bypass the pack filtration over-temperature feature. When Warm Weather is "OFF" the filtration over-temperature is disabled and your spa filtering will continue even if the water temperature is high.

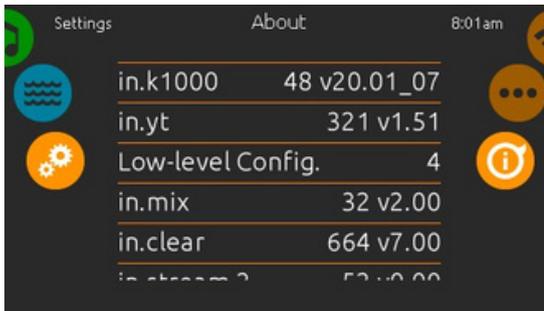


## Keypad functions



### 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.



### About

This section shows information about the in.k1000+ software number and the revision numbers of the different components of your system.



### Wipe screen

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

### Note

For more information, click here

  
**GECKO**



### in.stream 2 functions

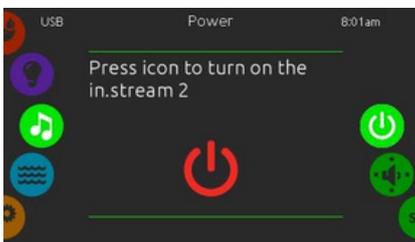
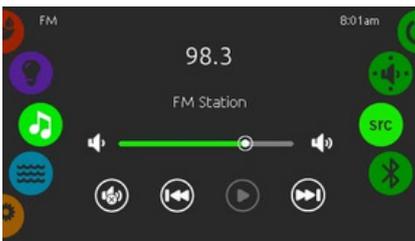
This menu is available only if the in.stream 2 audio station is detected in the spa accessories.

The audio page will allow you to control the active audio source. Note that only the functions that apply to the selected source will be available. From this page, you can also access the following:

- in.stream 2 on/off
- speaker settings
- audio source selection
- disconnect bluetooth

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

For more information about the in.stream 2 audio station, please refer to the in.stream 2 techbook.

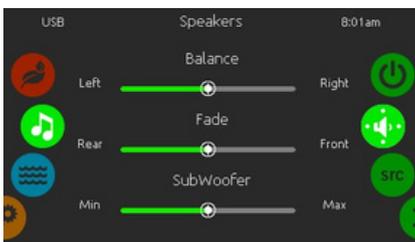


### in.stream 2 power

To turn the in.stream 2 on or off, tap the icon located in the center of the screen.



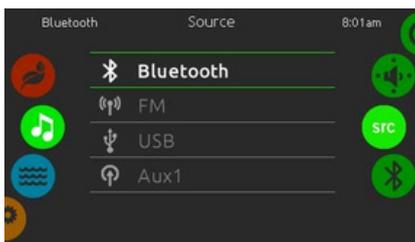
On (red)    Off (green)



### Speakers settings

Move the sliders to adjust the Balance, Fader and Subwoofer settings.

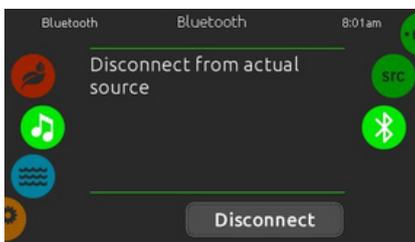
The Fader and Subwoofer sliders will only appear in the Speakers menu if the corresponding speakers are available on the in.stream 2.



### Source menu

To change the audio source, simply tap on the desired one.

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



### Disconnect Bluetooth

If a device with Bluetooth technology is connected to the in.stream 2, you can disconnect it by pressing the Disconnect button 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.

**Note**

For more information, [click here](#)

[\*\*GECKO\*\*](#)

[\*\*GECKO IN STREAM\*\*](#)



**Wi-Fi (in.touch only)**

This page allows you to connect your in.touch module to a Wi-Fi network or to change its network.

For more details about other in.touch connection methods, please see the in.touch techbook.

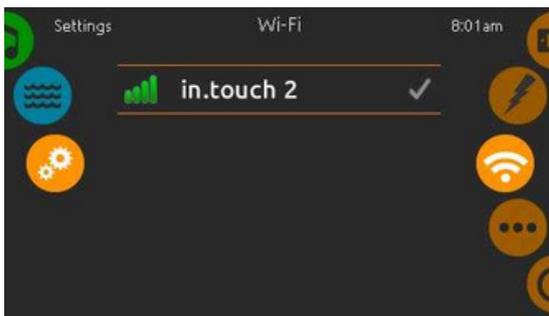
After a few seconds the available networks will appear on the screen, as well as their signal strength.

Swipe Up or Down the list to select your network. If the Wi-Fi network is password protected, enter it when prompted.



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

Once the in.touch module is connected to a Wi-Fi network, a green check mark will appear in the Wi-Fi menu and the network name will appear in the *Settings* menu.



**Wi-Fi (in.touch 2)**

When a in.touch 2 is detected, this network will appear (in.k1000+ version 12 and older).

Before using your app, go to the Wi-Fi section in your device settings. Make sure you are connected to your local network. This must be the same Wi-Fi network broadcast by the router to which your home transmitter is connected.

Wi-Fi setup on your iOS device



**Note**

For more information, click here

[IN TOUCH 2](#)

[IN TOUCH 3&3+](#)

### MS-1: 3hp – single speed



- FRAME NEMA 56 3HP 220-240V 60Hz
- Hmax: 30.5 PSI /21.5 Head M
- Qmax: 272 GPM / 1030 LPM
- Longer life capacitor with high temp. 85°C
- High ambient temperature run rated 60°C
- Insulation Class F thermally protected (155°C)
- Maximum water temperature 50°C
- High speed: PSC

### MS-1: 3hp – 2 speeds



- FRAME NEMA 56 3HP 220-240V 60Hz
- Hmax: 31.2 PSI /22 Head M – 7.4 PSI / 5.2 Head M
- Qmax: 270 GPM / 1023 LPM – 99 GPM / 375 LPM
- Longer life capacitor with high temp. 85°C
- High ambient temperature run rated 60°C
- Insulation Class F thermally protected (155°C)
- Maximum water temperature 50°C
- High speed: PSC
- Low speed: Starting Resistor

### MS-1: 3hp LE – 2 speeds



- FRAME NEMA 56 3HP 220-240V 60Hz
- Hmax: 31.2 PSI /22 Head M – 3 PSI / 2.1 Head M
- Qmax: 209 GPM / 792 LPM – 64 GPM / 242.5 LPM
- Longer life capacitor with high temp. 85°C
- High ambient temperature run rated 60°C
- Insulation Class F thermally protected (155°C)
- Maximum water temperature 50°C
- High speed: PSC
- Low speed: CSCR

 **Note**

For more information, click the pump

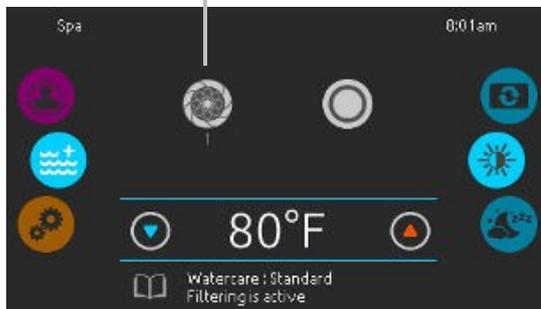
# VARIABLE SPEED PUMP\*



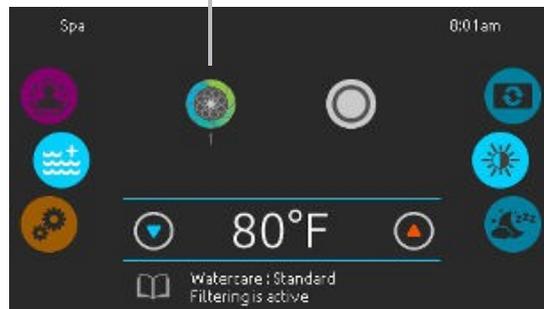
\*Only applicable to the PURE LINE serie

With an in.k1000, if the pump is detected, a special icon for the variable-speed pump will be displayed. To start the pump, tap the icon. A small slider will appear, allowing you to adjust the pump speed.

Variable-speed pump icon OFF



Variable-speed pump icon ON



Variable-speed pump slider

## WARNING

Risk of electric shock. Connect only to a branch circuit protected by a Ground Fault Circuit Interrupter (GFCI). Contact a qualified electrician if you cannot confirm that the circuit is protected by a GFCI. When powering up the control system, please wait 30 seconds before operating the VMS-1. Failure to follow these instructions may affect the pump initialization process and force a restart of the spa control system.

**CAUTION**

 **RISK OF ELECTRIC SHOCK**   
This equipment must be serviced only by qualified personnel.

After the VMS-1 is powered off, residual charge will remain in the units. Wait at least two minutes before opening the panels to allow sufficient time for the capacitor to discharge the stored energy.

## CAUTION – HOT WATER

NECESSARY PRECAUTIONS ARE REQUIRED TO PREVENT ANY INJURY WHEN USING THIS UNIT. The VMS-1 is water-cooled and recovers part of the heat generated by the control circuitry and the motor. With this demonstrator, the water temperature may rise above the safety level even if the external heater is turned off. With the beta version of the filtration and heating demonstration modes, the VMS-1 is set to operate at 800 RPM and will run as long as it is enabled. Standard safety features will be implemented with standard filtration and heating functions upon release of the first production version.

 **Note**  
For more information, click here

[GECKO](#) [TECHBOOK](#)



# Gecko waterlab Sanitation made simple



## Peace of mind

Avoid unpleasant surprises! Access to exact water measurements from anywhere without color interpretation. Continuous water monitoring with alerts and reporting allows you to minimize risk of losing water.

## Simple to use

No need for a chemistry degree! Simply receive clear and easy-to-follow instructions to maintain crystal-clear water and in a single app to control your spa.

## Set & forget solution

Don't replace one maintenance burden for another with an all-in-one 4-year probe calibrated once through the lifespan.



# Water monitoring device.....

Specially designed sensing chamber for seamless under-the-spa inline integration

High-durability probe ensures minimal under-the-spa intervention

Simple installation in deviation line allowing for multiple possibilities

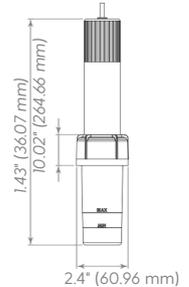
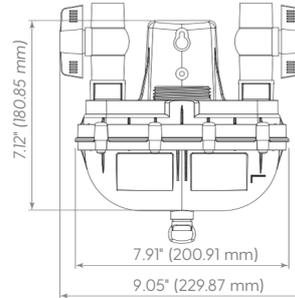
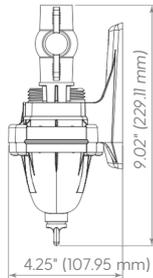
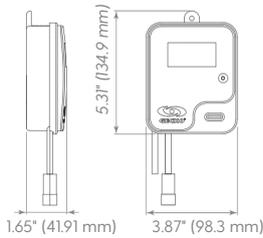
Avoid adding extra burden to regular spa maintenance such as drainage and winterization

Engineered to maximize probe life with an always-wet design and reduced water flow

Extended-life sensor minimizes replacement cycles to once every 4 years

All-in-one, high-precision sensors that monitor your water acidity, temperature and sanitation.

Minimize calibration to once over the lifetime of the probe



# Application & connectivity.....

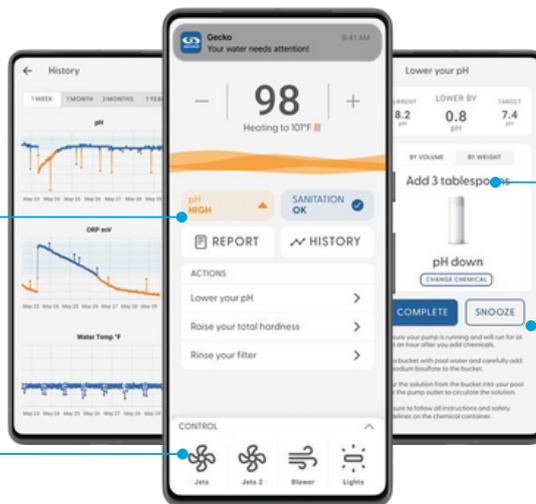
Single app to control your spa and monitor your water from anywhere

Powerful and reliable water recommendation engine reducing water chemistry confusion

Straightforward access to water quality

Accurate and reliable results thanks to strong AI-based water analysis

Control the full spa experience, from massage to maintenance, in a single app



Precise recommendations based on user's chemicals (database and crowdsourcing)

Easy-to-follow instructions to maintain crystal-clear water

Continuous evolution for more customized recommendations based on a future-proof AI-built engine



Scan the QR code to learn more about Gecko waterlab





# Sanitation made simple

A continuous water monitoring and recommendation solution integrated under the spa



## Peace of mind

Access to exact water measurement from anywhere without color interpretation. Continuous water monitoring with alerts and reporting allows you to minimize risk of losing water.



## Simple to use

No need for a chemistry degree! Simply receive clear & easy-to-follow instructions to maintain crystal clear water in a single app to control your spa.



## Set & forget Solution

Don't replace a maintenance burden for another with an all-in-one 4-year probe calibrated once through the lifespan.



## All-in-one mobile app

Stay informed and in control of your spa experience with the Gecko app. Receive essential notifications and manage your spa's settings from anywhere.



## The chamber

### Seamless under-the-spa inline integration

Our sensing chamber is designed to be so unobtrusive, you'll forget it's even there!

- No intrusive devices in your spa;
- Simple installation in deviation line allowing for multiple possibilities;
- Avoid extra burden to regular spa maintenance such as drainage and winterization;
- Engineered to maximize probe life with an always-wet design and

## The probe

### Hands-free and durable probe with 4 years of reliable performance

Don't replace one maintenance burden with another.

- Highly durable probe to limit replacement to once every four years;
- All-in-one highly precise sensors which monitors your water acidity (pH), temperature and sanitation (ORP);
- Minimize calibration to once through a four-year lifespan.

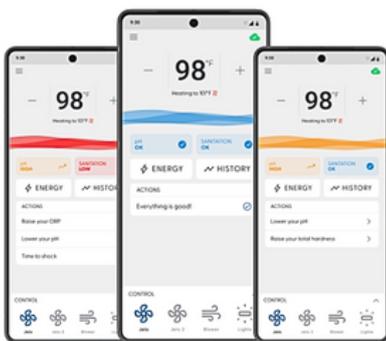


## Gecko app

### Control your spa and monitor your water from anywhere

Stay informed and in control of your spa experience with the Gecko app. Receive essential notifications and manage your spa's settings from anywhere.

- Control the full spa experience, from massage to maintenance in a single app;
- Straightforward access to water quality;
- Preventive alerts and recommendations for maintenance;
- Accurate and reliable results due to strong AI-based water analysis.



**Note**

For more information, click here

[GECKO](#)

[TECHBOOK](#)



☞ Click on the desired section

- [Techbook](#)
- [N.A. Safety Data Sheet](#)
- [Start up procedure](#)



*\*Only available in the U.S.*

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## CODE AND ERROR MESSAGES

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The list below shows the different error messages that can appear on the home screen. Refer to the troubleshooting and error codes section of the TechBook for your spa pack system.

Code	Message
HL	High Limit circuit has tripped!
FLO - L01 FLO - L02 FLO	FLO condition - Check filter, pump, blockage, air lock and water level
NO FLO	Persistent NO FLO, all off - Check filter, pump, blockage, air lock and water level
HR	A hardware error was detected (Relay stuck)
OH	Spa temperature is too high
Pr	Temp probes or detection circuit are defective
AOH	Elevated internal temperature
FLC	The pressure switch is closed
SP in	Input voltage issue
RH NC	Comm. error between in.xm2 - in.therm
RH ID	in.xm2 and in.therm incompatible
SC ER	Error detected during the learning mode
F1	in.xm2 Fuse # 1 is blown
F2	in.xm2 Fuse # 2 is blown
F3	in.xm2 Fuse # 3 is blown
ER1	SwimSpa config. : slave unit is missing
Hr	Hardware error was detected (Thermal fuse)
UPL	The spa pack does not have valid software. Please insert valid in.stick to reprogram spa pack.
CFLO	No Flow condition
HIBr	Add fresh water to the spa
HiBr	Add fresh water to the spa
LoBr	Add BromiCharge to spa water
NoBr	Add BromiCharge to spa water
Comm	Verify cable connections
Supp	Connect power cord to 240 V source
HP1-99	Heat Pump error! Service Code 1-99, Contact Dealer

 **Note**

For more information, click here

  
**GECKO**



## TROUBLE SHOOTING

Problems	Possible Causes	Corrective Actions
<b>Pulsating jets</b>	<ol style="list-style-type: none"> <li>1. Low water level</li> <li>2. Dirty filters</li> <li>3. Clogged filter intake or plumbing</li> <li>4. Closed gate valve</li> <li>5. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill the spa until the water level is 13 cm (5 in) below the top edge</li> <li>2. Clean the filters</li> <li>3. Remove blockages</li> <li>4. Open the gate valve</li> <li>5. Contact service</li> </ol>
<b>Jets not working or weak</b>	<ol style="list-style-type: none"> <li>1. Jets closed</li> <li>2. Diverter valve turned the wrong way</li> <li>3. Low water level</li> <li>4. Dirty filters</li> <li>5. Closed gate valve</li> <li>6. Airlock</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the jet face counterclockwise</li> <li>2. Turn the diverter valve to another position</li> <li>3. Fill the spa until the water level is 13 cm (5 in) below the top edge</li> <li>4. Clean the filters</li> <li>5. Open the gate valve</li> <li>6. Prime the pump</li> </ol>
<b>Spa won't start</b>	<ol style="list-style-type: none"> <li>1. No electrical power</li> <li>2. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Check the breaker and/or GFCI</li> <li>2. Contact dealer</li> </ol>
<b>Spa starts by itself</b>	<ol style="list-style-type: none"> <li>1. Filtration cycle</li> <li>2. Heating demand</li> <li>3. Freeze protection active</li> <li>4. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. No action required</li> <li>2. No action required</li> <li>3. No action required</li> <li>4. Contact dealer</li> </ol>
<b>Pump stops during operation</b>	<ol style="list-style-type: none"> <li>1. Automatic timer</li> <li>2. Motor overheating (protection active)</li> </ol>	<ol style="list-style-type: none"> <li>1. Restart a cycle by pressing the <b>Jets</b> button</li> <li>2. Allow motor to cool down. If it doesn't restart → <b>Contact dealer</b></li> </ol>
<b>Cold water / Spa not heating</b>	<ol style="list-style-type: none"> <li>1. Temperature not reprogrammed after power loss</li> <li>2. Economy mode active</li> <li>3. Dirty filters</li> <li>4. Airlock</li> <li>5. Jets closed / flow restricted</li> <li>6. Closed gate valve</li> <li>7. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Reprogram temperature</li> <li>2. Switch to standard mode</li> <li>3. Clean filters</li> <li>4. Prime the pump</li> <li>5. Open jets</li> <li>6. Open gate valve</li> <li>7. Contact dealer</li> </ol>
<b>Water too hot / Overheating</b>	<ol style="list-style-type: none"> <li>1. Temperature too high</li> <li>2. Filtration cycle too long</li> <li>3. Sensor or probe malfunction</li> <li>4. Dirty filters</li> <li>5. Faulty limit sensor / overheat switch</li> <li>6. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Lower the temperature</li> <li>2. Reduce filtration cycle duration</li> <li>3. Check sensor or temperature probe</li> <li>4. Clean filters</li> <li>5. Contact dealer</li> <li>6. Contact dealer</li> </ol>
<b>Fluctuating temperature</b>	<ol style="list-style-type: none"> <li>1. Low water level</li> <li>2. Economy mode active</li> <li>3. Dirty filters</li> <li>4. Jets closed / flow restricted</li> <li>5. Closed gate valve</li> <li>6. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill the spa until the water level is 13 cm (5 in) below the top edge</li> <li>2. Switch to standard mode</li> <li>3. Clean filters</li> <li>4. Open jets</li> <li>5. Open gate valve</li> <li>6. Contact dealer</li> </ol>
<b>Communication error (control panel / electronic board)</b>	<p>Cable or connector improperly connected Defective card or board</p>	<p>Check all connections, unplug/replug if needed. If the issue persists → <b>Contact dealer</b></p>

### Note

For more information, click here



# WARRANTY

	WARRANTY PERIOD			
	PARTS	LABOR	PARTS	LABOR
COMPONENTS	MAPLE**		PURE LINE***	
SHELL WATERTIGHTNESS (CRACK ALLOWING WATER LEAKAGE)	15 YEARS	5 YEARS	15 YEARS	5 YEARS
ACRYLIC SURFACE	5 YEARS	5 YEARS	5 YEARS	5 YEARS
STRUCTURE / FRAME	5 YEARS	5 YEARS	5 YEARS	5 YEARS
ELECTRONIC PACK	3 YEARS	3 YEARS	4 YEARS	4 YEARS
PUMP	3 YEARS	3 YEARS	4 YEARS	4 YEARS
CONTROL KEYPAD	3 YEARS	3 YEARS	4 YEARS	4 YEARS
WI-FI*	1 YEAR	N/A	1 YEAR	N/A
IN STREAM*	1 YEAR	1 YEAR	1 YEAR	1 YEAR
SPEAKERS*	1 YEAR	1 YEAR	1 YEAR	1 YEAR
PLUMBING	3 YEARS	3 YEARS	4 YEARS	4 YEARS
VALVE/JET	1 YEAR	N/A	1 YEAR	N/A
VOLCANO*	3 YEARS	3 YEARS	N/A	N/A
LIGHT	1 YEAR	N/A	1 YEAR	N/A
SPA CABINET	2 YEARS	2 YEARS	2 YEARS	2 YEARS
COVER	1 YEAR	N/A	1 YEAR	N/A
HEADREST	1 YEAR	N/A	1 YEAR	N/A
OZONE/OZONE UV*	1 YEAR	N/A	1 YEAR	N/A
WATERLAB PROBE*	1 YEAR	N/A	1 YEAR	N/A
IN CLEAR*	2 YEARS	2 YEARS	N/A	N/A
FUSE	N/A	N/A	N/A	N/A

*\*If applicable*

*\*\*Applicable models:*

M320 - M420 - M520 - M620 - M720 - M820 - M350 - M550 - M650 - M750 - M850  
- M950 - M419 - M619

*\*\*\*Applicable model: PL660*

## WARRANTY CONDITIONS AND EXCLUSIONS

The MAPLE warranty does not cover the following situations:

- Damage related to transportation, delivery, or improper handling.
- Damage caused by freezing / thawing, lack of proper winterization, or incorrect draining.
- Installation on an uneven, unstable, or non-compliant surface that does not meet the manufacturer's requirements (refer to the owner's manual).
- Leaks originating from pump unions, fittings, or the electronic control box caused by improper installation, loosening, or unauthorized intervention. (Always tighten pump unions and electronic enclosures upon receipt of your spa.)
- Deterioration of headrests caused by improper water chemistry or prolonged exposure to oxidizing products.
- Ozone / UV Ozone option not installed at the factory or installed by a third party.
- Acrylic damage caused by Trichlor or any non-recommended chemical product.
- Thermal expansion of the acrylic due to prolonged exposure to sunlight. The spa cover must be put back in place after each use.
- The use of a floating chemical dispenser voids the acrylic warranty.
- Unauthorized modifications to the structure, plumbing, wiring, electrical components, or the addition of non-approved equipment will result in loss of warranty coverage.
- Normal wear and tear of consumable parts: filters, seals, bulbs, headrests, covers.
- Damage resulting from lack of maintenance, improper water balance, insufficient water flow, neglected filters, or use contrary to the owner's manual.
- Abnormal environmental conditions: corrosive water, electrical overload, power surges, infestations, debris accumulation.
- Difficult access to the spa that prevents or complicates repairs.

## WARRANTY CLAIM PROCEDURE

For any warranty claim, please contact your authorized MAPLE dealer, who is responsible for validating your file and submitting the claim.

Please provide:

- proof of purchase
- invoice
- spa serial number
- photos and videos
- a detailed description of the issue
- any additional information or documentation requested.

Once approved, service will be carried out by an authorized technician, in accordance with the manufacturer's guidelines.

Depending on your sales agreement, additional fees may apply, including:

- Mileage charges
- Fees related to difficult access
- Travel or handling costs not covered by the warranty.



**The acrylic warranty does not cover damage caused by Trichlor.**  
**Use of a float voids the acrylic warranty.**

M321 M421

## TABLE OF CONTENTS

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## GLOSSARY

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**ANTIFOAM AGENT** – Eliminates foam accumulation on the water's surface. In most cases, this solution is only temporary, as excessive foam generally indicates improper water balance (typically high organic residue and/or elevated pH levels).

**SEQUESTERING AGENTS (STAIN AND SCALE CONTROL)** – Prevent dissolved metals and minerals in the spa water from damaging the spa shell and protect the equipment components.

**TOTAL ALKALINITY (TA)** – The amount of carbonate, bicarbonate, and hydroxide compounds in the water that determine its ability to resist changes in pH. Also referred to as buffering capacity.

**BROMAMINES** – Formed when bromine oxidizes nitrogen-containing organic matter. Unlike chloramines, bromamines do not irritate the eyes, but if poorly controlled, they can cause an unpleasant odor.

**TWO-PART BROMINE SYSTEM** – Consists of a liquid or powdered component added weekly and a granular component added daily or when the spa is in use.

**ONE-PART BROMINE SYSTEM** – Available in granular or tablet form; also acts as an oxidizer and biocide. Bromine is introduced into the spa water through a brominator.  
Recommended bromine residual level: 3.0 to 5.0 mg/L.

**CHLORINE** – Available in liquid, granular, or tablet form; an oxidizer and biocide. It is highly effective and fast-acting.  
Recommended chlorine residual level: 3.0 to 5.0 mg/L.

**CHLORAMINES** – Form when chlorine combines with nitrogen or ammonia in the water. If not properly controlled, chloramines can cause eye and skin irritation and produce a strong chlorine odor.

**SHOCK TREATMENT** – The practice of adding an oxidizing agent to the spa water to destroy ammonia and nitrogen-based organic contaminants (chloramines and bromamines).

**CALCIUM HARDNESS** – The calcium portion of total alkalinity represents 70–75% of total hardness. Calcium concentration determines whether the water is considered "soft" (too little calcium) or "hard" (too much calcium).

**SPA FLOAT DISPENSER** – A floating plastic device used to dispense chemicals. Its use is not recommended. Maintenance tablets should be placed in the skimmer basket to ensure safe and controlled product diffusion (see page 72).

**TOTAL DISSOLVED SOLIDS (TDS)** – A measurement of the total amount of dissolved material in the water (calcium, carbonates, bicarbonates, magnesium, metallic compounds, etc.).  
mg/L – Abbreviation for milligrams per litre, a common water chemistry measurement unit, equivalent to ppm (parts per million).

**FILTER CARTRIDGE CLEANER** – Removes oils and debris and cleans filter cartridges.

**pH** – A logarithmic scale expressing how acidic or alkaline the water is, based on hydrogen ion concentration. The scale ranges from 0 to 14: 0 = most acidic; 7 = neutral; 14 = most alkaline. The ideal pH level for spa water is 7.4 to 7.6 mg/L.

**pH REDUCER** – Used to lower the pH level in the water.

**ALKALINITY INCREASER** – Raises total alkalinity.

**CALCIUM INCREASER** – Raises calcium hardness.

**pH INCREASER** – Used to raise the pH level in the water.

**TRICHLOR (trichloroisocyanurate)** – A highly chlorinated chemical used primarily for swimming pool disinfection, typically in slow-dissolving tablets or granules.  
Using trichlor in a spa will permanently damage the acrylic surface.

**WATER TEST KIT** – Used to check chemical levels and water balance. May be available as test strips or liquid drop kits.



## QUICK REFERENCE SHEET

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To assist you with the installation, use, and maintenance of your spa, please complete the information below and keep it for future reference.

The warranty for your spa takes effect on the date of purchase. It is your responsibility to review and follow the recommendations in your Owner's Manual in order to maintain the validity of your warranty. To submit a warranty claim, you will need to provide your retailer with the spa information (see the Quick Reference Sheet), along with a photo of the part concerned.

### Spa Information

Model : \_\_\_\_\_

Color : \_\_\_\_\_

Serial Number\* : \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Date of Delivery: \_\_\_\_\_

Dealer : \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

Phone : \_\_\_\_\_

Contact : \_\_\_\_\_

\*The unique serial number of your spa is located on the identification plate on the outside of the cabinet, on the black frame near the ground, directly below the control panel.

When contacting your dealer or the manufacturer, please have this serial number available.



## IMPORTANT SAFETY INSTRUCTIONS

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### PLEASE KEEP THESE INSTRUCTIONS

The physiological response to hot water exposure is subjective and may vary depending on your age, health condition, and medical history.

If you are unsure of your tolerance to hot water, or if you experience headaches, dizziness, or nausea while using your spa, please exit the spa and cool down immediately.



### WARNING

- DO NOT ALLOW CHILDREN TO USE THE SPA WITHOUT SUPERVISION.
- NEVER SIT ON THE VOLCANO JET, WHETHER IT IS OPERATING OR NOT.
- TO PREVENT HAIR OR BODY PARTS FROM BEING DRAWN INTO THE SUCTION SYSTEM, DO NOT USE THE SPA IF ANY SUCTION GRATES ARE MISSING OR NOT IN PLACE.
- INDIVIDUALS TAKING MEDICATION OR SUFFERING FROM HEALTH CONDITIONS SHOULD CONSULT A PHYSICIAN BEFORE USING THE SPA.
- INDIVIDUALS WITH INFECTIOUS DISEASES SHOULD NOT USE THE SPA.
- TO AVOID INJURY, USE CAUTION WHEN ENTERING OR EXITING THE SPA.
- TO PREVENT FAINTING AND A POTENTIAL RISK OF DROWNING, DO NOT USE DRUGS OR ALCOHOL BEFORE OR DURING SPA USE.
- PREGNANT WOMEN, WHETHER THEIR PREGNANCY IS CONFIRMED OR SUSPECTED, SHOULD CONSULT A PHYSICIAN BEFORE USING THE SPA.
- **HYPOTHERMIA CAN BE DANGEROUS. HYPOTHERMIA OCCURS WHEN THE BODY'S INTERNAL TEMPERATURE DROPS SEVERAL DEGREES BELOW THE NORMAL BODY TEMPERATURE OF 37°C (98.6°F). SYMPTOMS OF HYPOTHERMIA MAY INCLUDE, BUT ARE NOT LIMITED TO: SHIVERING, SLURRED SPEECH OR MUMBLING, SLOW AND SHALLOW BREATHING, WEAK PULSE, CLUMSINESS, DROWSINESS, CONFUSION, LOSS OF CONSCIOUSNESS, AND BRIGHT RED, COLD SKIN (ESPECIALLY IN INFANTS). THE EFFECTS OF HYPOTHERMIA MAY INCLUDE: FAILURE OF THE NERVOUS, RESPIRATORY, AND CARDIOVASCULAR SYSTEMS; INABILITY TO RECOGNIZE THE NEED TO EXIT THE SPA OR COLD BATH; LACK OF AWARENESS OF IMMINENT DANGER; FETAL HARM IN PREGNANT WOMEN; PHYSICAL INABILITY TO EXIT THE SPA OR COLD BATH; AND LOSS OF CONSCIOUSNESS RESULTING IN A RISK OF DROWNING. WARNING: THE USE OF ALCOHOL, DRUGS, OR MEDICATIONS MAY GREATLY INCREASE THE RISK OF FATAL HYPOTHERMIA.**
- BEFORE USING THE SPA, MEASURE THE WATER TEMPERATURE WITH AN ACCURATE THERMOMETER.
- DO NOT USE THE SPA IMMEDIATELY AFTER INTENSE PHYSICAL EXERCISE.
- PROLONGED USE OF THE SPA CAN BE HAZARDOUS TO YOUR HEALTH.
- DO NOT PLACE ANY ELECTRICAL APPLIANCE (LAMP, TELEPHONE, RADIO, TELEVISION, ETC.) WITHIN 5 FEET (1.5 M) OF THE SPA.

- WHEN THE SPA IS NOT IN USE, IT IS IMPORTANT TO LOCK THE COVER TO PREVENT UNAUTHORIZED ACCESS, ESPECIALLY BY CHILDREN. EVEN IF YOU DO NOT HAVE YOUNG CHILDREN, A SPA CAN PRESENT A RISK TO OTHERS IN THE NEIGHBOURHOOD. **IMPORTANT: CHECK THE LOCAL MUNICIPAL REGULATIONS IN EFFECT.**
- CHILDREN SHOULD NOT USE A SPA WHEN THE WATER TEMPERATURE EXCEEDS NORMAL BODY TEMPERATURE (98.6°F OR 36.6°C).
- DO NOT ALLOW CHILDREN TO SUBMERGE THEIR HEADS UNDER WATER.
- DO NOT OPERATE THE SPA PUMP ON HIGH SPEED UNLESS ALL SUCTION AND CIRCULATION FITTINGS ARE PROPERLY INSTALLED.
- WHEN THE SPA IS NOT IN USE, ENSURE THAT THE HARD COVER IS PROPERLY IN PLACE AND LOCKED.
- TEST THE GFCI CIRCUIT BREAKER BEFORE EACH USE.
- POST EMERGENCY PHONE NUMBERS FOR POLICE, FIRE, AND AMBULANCE SERVICES NEAR THE PHONE CLOSEST TO THE SPA.
- TO REDUCE THE RISK OF INJURY: THE WATER TEMPERATURE IN A SPA SHOULD NEVER EXCEED 104°F (40°C). A TEMPERATURE BETWEEN 100°F AND 104°F (38°C TO 40°C) IS CONSIDERED SAFE FOR A HEALTHY ADULT. WATER TEMPERATURE SHOULD BE LOWERED FOR YOUNG CHILDREN AND WHEN SPA USE EXCEEDS 10 MINUTES. DUE TO THE SIGNIFICANT RISK OF FETAL HARM CAUSED BY ELEVATED TEMPERATURES DURING THE FIRST MONTHS OF PREGNANCY, PREGNANT WOMEN OR THOSE WHO SUSPECT THEY MAY BE PREGNANT SHOULD LIMIT SPA TEMPERATURE TO 100°F (38°C). BEFORE ENTERING THE SPA, ALWAYS CHECK THE WATER TEMPERATURE, AS REGULATION DEVICES MAY VARY IN ACCURACY. THE USE OF ALCOHOL, DRUGS, OR MEDICATIONS BEFORE OR DURING SPA USE MAY RESULT IN LOSS OF CONSCIOUSNESS, INCREASING THE RISK OF DROWNING. INDIVIDUALS WHO ARE OVERWEIGHT, OR WHO HAVE A HISTORY OF HEART DISEASE, HYPERTENSION, HYPOTENSION, DIABETES, CIRCULATORY PROBLEMS, OR SKIN CONDITIONS SHOULD CONSULT A PHYSICIAN BEFORE USING THE SPA. ANY PERSON UNDER MEDICAL TREATMENT SHOULD CONSULT THEIR DOCTOR, AS CERTAIN MEDICATIONS MAY CAUSE DROWSINESS OR AFFECT HEART RATE, BLOOD PRESSURE, OR CIRCULATION.
- CHECK THE CONDITION OF YOUR SPA REGULARLY. FREQUENT MAINTENANCE WILL ALLOW YOU TO IDENTIFY DAMAGED OR MISSING COMPONENTS QUICKLY. ENSURE THAT ALL SUCTION AND FILTRATION GRATES ARE SECURELY FASTENED AT THE BOTTOM OF THE SPA. NEVER USE THE SPA IF ANY SUCTION FITTING COMPONENT IS DAMAGED, BROKEN, CRACKED, MISSING, OR IMPROPERLY INSTALLED.

 **Note**

\*ALSO CHECK THE LOCAL MUNICIPAL REGULATIONS THAT APPLY TO YOUR INSTALLATION: FENCES, BARRIERS, PERMITS, ETC. EACH MUNICIPALITY MAY HAVE ITS OWN REQUIREMENTS.\*

## INSTRUCTIONS TO KEEP

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### IMPORTANT – KEEP THESE INSTRUCTIONS

The physiological response to hot water exposure is subjective and may vary depending on your age, health condition, and medical history.

If you are unsure of your tolerance to hot water, or if you experience headaches, dizziness, or nausea while using the spa, exit the spa immediately and cool down.



## CAUTION

MAINTAIN THE CHEMICAL BALANCE OF THE SPA WATER ACCORDING TO THE MANUFACTURER'S INSTRUCTIONS.

# WARNING!

**NO FLOATING DISPENSER**



**NO TRI-CHLOR!**

Tri-Chlor is very corrosive to the spa surface - above and below the water - and can affect pumps and jets.

**OPTIX<sup>XL</sup>**

Visit [plaskolite.com](http://plaskolite.com) for more information



# WARNING

RISK OF DROWNING. TAKE ALL NECESSARY PRECAUTIONS TO PREVENT UNAUTHORIZED ACCESS. ENSURE THAT CHILDREN CANNOT USE THE SPA WITHOUT CONSTANT SUPERVISION.

- RISK OF INJURY. THE SUCTION FITTINGS IN THIS SPA ARE SIZED TO MATCH THE WATER FLOW RATE SPECIFIED BY THE PUMP. NEVER OPERATE THE SPA IF THE SUCTION FITTINGS ARE DAMAGED OR MISSING. NEVER REPLACE A SUCTION FITTING WITH ONE THAT HAS A LOWER FLOW RATING THAN THE ORIGINAL FITTING.
- RISK OF ELECTRIC SHOCK. INSTALL THE SPA AT LEAST 5 FEET (1.5m) AWAY FROM ALL METALLIC SURFACES. AS AN ALTERNATIVE, A SPA MAY BE INSTALLED WITHIN 5 FEET (1.5m) OF A METALLIC SURFACE IF EACH METALLIC SURFACE IS PERMANENTLY BONDED TO THE SPA EQUIPMENT GROUNDING TERMINAL USING AT LEAST 8 AWG (8.4mm<sup>2</sup>) COPPER WIRE.
- DANGER OF ELECTROCUTION. DO NOT PLACE ANY ELECTRICAL APPLIANCE (LIGHTING FIXTURE, TELEPHONE, RADIO, TELEVISION, ETC.) WITHIN 5 FEET (1.5m) OF THE SPA.

## HYPERTHERMIA

Since your spa can be set to reach a temperature of 104°F (40°C), users should be aware that prolonged immersion in water above normal body temperature can cause hyperthermia. The causes, symptoms, and effects of hyperthermia may be described as follows:

Hyperthermia occurs when the body's internal temperature rises several degrees above the normal body temperature of 98.6°F (36.5°C). Symptoms of hyperthermia may include drowsiness, lethargy, and an increase in internal body temperature.

The effects of hyperthermia may include:

**Unawareness of imminent danger, an inability to perceive heat, an inability to recognize the need to exit the spa, and a physical inability to leave the spa. Hyperthermia may also cause fetal harm in pregnant women, and may lead to loss of consciousness with a risk of drowning.**

**If you experience any symptoms of hyperthermia, exit the spa immediately and do so safely.**



## CAUTION

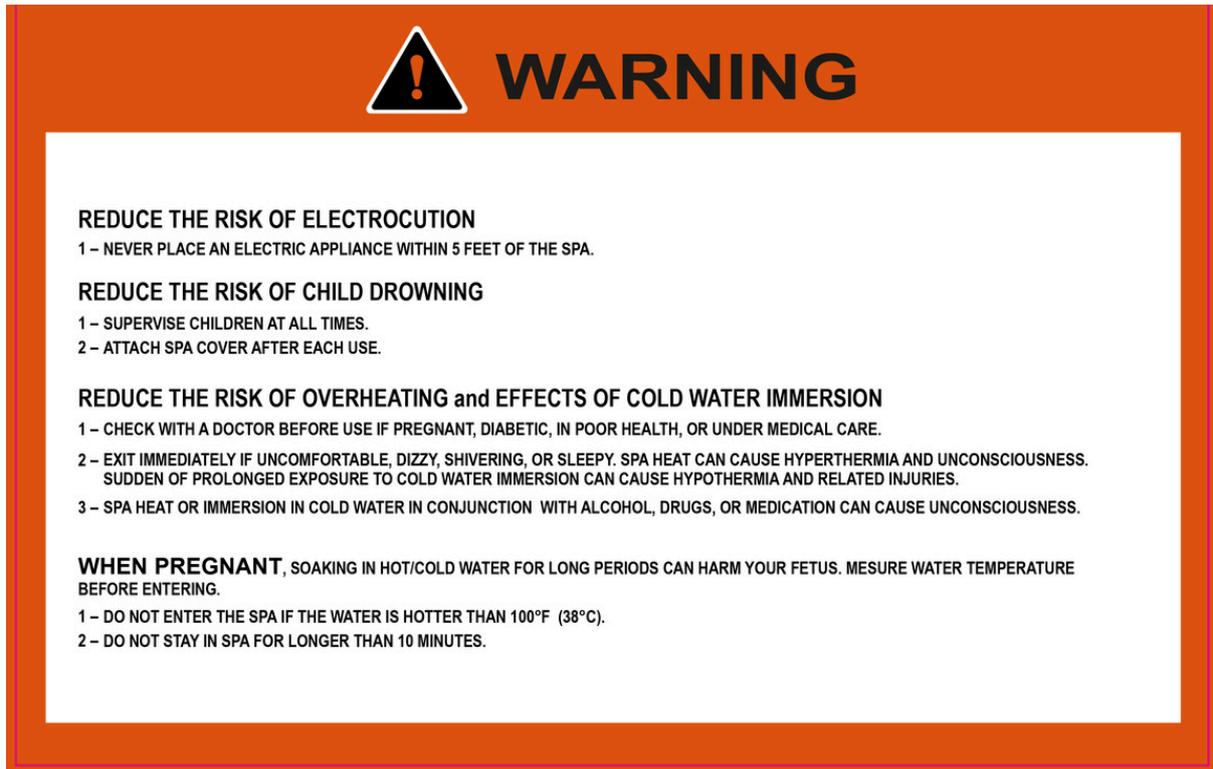
**THE USE OF ALCOHOL, DRUGS, OR MEDICATION CAN SIGNIFICANTLY INCREASE THE RISK OF FATAL HYPERTHERMIA.**

## WARNING LABEL

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A warning sign must be installed – an orange **WARNING** sign, like the one shown on this page, is provided with your spa.

This sign must be placed in a clearly visible location near the spa as soon as the installation is complete.



**Important:** It is very important that this sign be placed permanently in a highly visible location for all spa users. Occasional spa users may not be aware of the risks associated with hot water for pregnant women, young children, seniors, individuals with certain medical conditions, and those who have consumed alcohol, drugs, or certain medications.  
If you did not receive a warning sign, or if your sign is damaged, contact your local dealer to obtain a replacement sign.

## LOCATION AND INSTALLATION

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Proper planning is important when installing your new spa. Choosing the installation site is a crucial step and requires careful consideration. Good planning will make the installation process easier. The following information is provided to help you prepare your installation site.

1. Always comply with the building codes in effect in your area and obtain any required permits. You may need to consult an engineer for specific requirements related to your base design.
2. Contact a qualified electrician who can assess your electrical power requirements, install the wiring, and ensure safe operation.
3. Position your spa to allow easy access to the water supply, drainage components, and electrical connection.
4. Install the spa on a flat, solid, and level surface designed to support its weight. For outdoor installations, a concrete pad with a thickness of 4 inches (10cm) is sufficient.
5. For indoor installations, verify that the floor can support the weight of the spa. Most homes meet the load requirement of 1,200 kg per m<sup>2</sup>.
6. You must ensure adequate ventilation for the humidity generated by your spa. Check with your local municipality, as regulations may vary. For additional reference, see ASHRAE HANDBOOK, HVAC APPLICATIONS, I-P EDITION, Sections 4.5, 4.6, and 4.7.
7. Protect the pump and all operating equipment from the elements by ensuring that the cabinet panels are always properly in place.
8. Leave an unobstructed clearance of 3 feet (1m) on all sides of the spa to allow access for routine maintenance. Your spa is not designed to be recessed into the ground or built into a deck.
9. Consider installing your spa in an area sheltered from the wind. Just as a person may feel cold in cool or windy conditions, the spa water can also cool more quickly in these situations. Exposure to wind can increase heat loss and significantly raise operating costs.
10. Consider using an insulating pad. In cold climates, the ground can draw heat away from the spa and increase operating costs. In such environments, the use of a suitable outdoor insulating pad is recommended.

## IMPORTANT ELECTRICAL SAFETY INSTRUCTIONS

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**SAFETY FIRST: WHEN INSTALLING AND USING ANY ELECTRICAL EQUIPMENT, BASIC SAFETY PRECAUTIONS MUST ALWAYS BE FOLLOWED!**

### **⚠ IMPORTANT SAFETY INSTRUCTIONS**

**1. READ AND FOLLOW ALL INSTRUCTIONS.**

2. Do not use an extension cord to connect the Ground Fault Circuit Interrupter (GFCI) to the Gecko electrical system.
3. This device protects only against current leakage caused by ground faults.
  - It does not protect against overcurrents or short circuits.
  - Plug this device directly into a wall outlet.
  - Do **NOT** plug it in using an extension cord.
4. For use only on a standard 120 VAC / 15 A / 60 Hz maximum distribution system.
5. The GFCI included with your spa is a safety device—do not use it as an ON/OFF switch.
6. Check its proper operation frequently and before each use.
7. Do not modify or immerse the GFCI plug.
8. **KEEP THESE INSTRUCTIONS.**



# CAUTION

**Never use an extension cord or power bar. The spa's power cord must always be plugged directly into a wall outlet.**

**Your spa may be connected to a 240 VAC power installation.  
When converted, only the heater will operate at 240 VAC  
For 240 VAC connection, refer to control system diagram.  
For 240 VAC heater conversion, move the brown wire from P44 to P17.**

## ELECTRICAL POWER SPECIFICATIONS

Important: All electrical connections must be performed by qualified, licensed electricians. The following specifications must be followed to ensure proper performance and safe operation of the spa.



# CAUTION

Starting a spa with improper electrical connections may cause serious mechanical damage or injury. Before starting the spa, have a licensed electrician verify the GFCI wiring by referring to the diagram provided on page 67, or contact your local dealer.



# CAUTION

Failure to follow the specified requirements may damage the equipment and will void the warranty. Test the Ground Fault Circuit Interrupter (GFCI) before each use of the spa.

All spas must be connected to a GFCI (or in accordance with IEEE wiring requirements for export models). Failure to follow this requirement will result in equipment damage, which is not covered under warranty. All spas must have an overcurrent protection device with a Ground Fault Circuit Interrupter (GFCI) integrated into the service panel.

Tension (Volts)	Freq (Hz)	Phase	Rating (A)	GFCI (A)	Wire size GFCI To main Panel	# of terminals On plug
240	60	1	32	40	8-3, plus ground (less than 130')	4
240	60	1	40	50	8-3, plus ground less than 130' 6-3, ground more than 130'	4
240	60	1	48	60	6-3, plus ground	4

**Figure 1 - Wire Gauge Chart**  
Use solid copper conductors only.

Our hot tubs are designed to deliver optimal performance and maximum flexibility when connected to a dedicated 60A electrical service with a Ground Fault Circuit Interrupter (GFCI). However, they are shipped from the factory with the most commonly used electrical configuration. If desired, a qualified electrician may perform a minor adjustment to the control board to allow the spa to operate with an alternate electrical configuration.

240V / 60Hz 50A Conversion Option:

If a 60A electrical service is not available, a licensed electrician may easily convert the spa to operate at 50A. Please note that some spas converted to 50A may have certain heating limitations.

During initial filling and start-up, and before each use, the Ground Fault Circuit Interrupter (GFCI) must be tested.

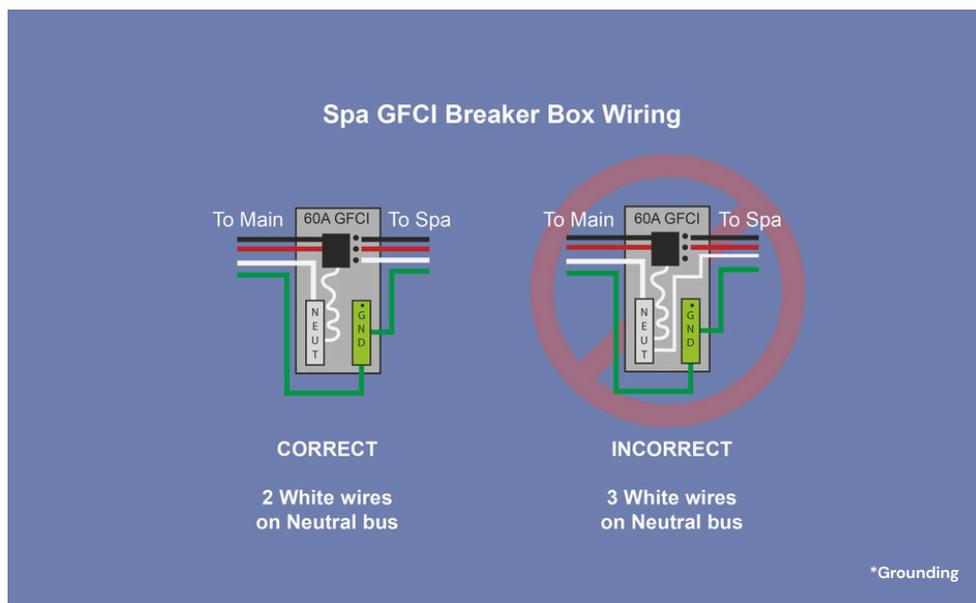


# CAUTION

**Disconnect the electrical power before performing any maintenance.  
Before accessing any terminals, all power supply circuits must be disconnected.**

Parts operating at extra-low voltage (maximum 12 V) must not be accessible to individuals in the spa. Grounded equipment must be permanently connected to fixed wiring. Any components containing electrical parts must be positioned or secured so that they cannot fall into the spa. A disconnecting means must be used with fixed wiring configurations, in accordance with the electrical wiring regulations applicable in your region.

**IMPORTANT: To ensure proper operation of the Ground Fault Circuit Interrupter (GFCI), the spa's white neutral wire must be connected to the neutral terminal on the GFCI breaker, not to the neutral bus bar in the service panel. An incorrectly connected neutral wire will cause the breaker to trip.**



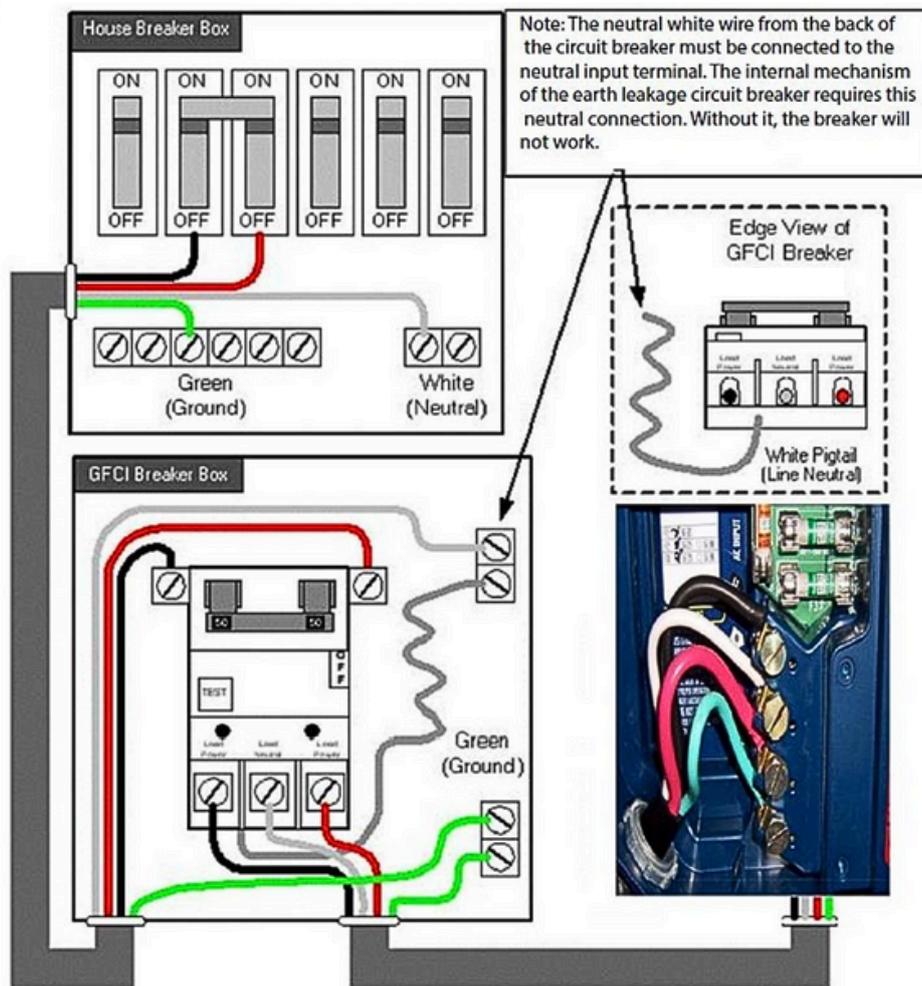
## Note

For more information  
click here

  
[GECKO](#)

**Figure 2 – Wiring of the Ground-Fault Circuit Interrupter (GFCI)**

**IMPORTANT:** Use only a GFCI-protected circuit breaker. The installation, including the selection of conductor size and type, must be performed by a qualified electrician. All work must comply with the National Electrical Code (NEC) or the Canadian Electrical Code (CEC), as well as all applicable federal, state/provincial, and local regulations in effect at the time of installation.



**Figure 3 – Wiring Diagram**

Refer to the wire gauge table on page 66

## SITE PREPARATION

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### SURFACE-MOUNT INSTALLATION

When the spa is to be installed as a stand-alone, surface-mounted unit in regions where ground freezing and thawing may occur, a level platform made of patio slabs or pre-cast pavers may be sufficient, provided that no adjacent deck or structure is at risk of being affected by seasonal ground movement. However, the potential drawback of this type of platform is that water splashing from the spa may destabilize the soil beneath the slabs or pavers, which could cause the base to shift and potentially damage the spa structure.

For best results, we recommend installing a level concrete platform:

- **Excavate and level the ground 8 to 12 inches (20 to 30cm) below the desired base level**
- **Add 4 to 6 inches (10 to 15cm) of gravel**
- **Then pour 4 to 6 inches (10 to 15 cm) of concrete**
- **Level the concrete and apply the required finish**
- **We recommend building the platform 6 inches (15cm) wider than the spa on three sides, and 3 feet (1m) wider on the side where the steps will be installed.**

In regions where ground freezing and thawing occur, or where a custom deck will be built adjacent to the spa, we recommend installing Sonotube® footings beneath the platform to prevent movement.

### Partially or Fully In-Ground Installation

For spas that are installed fully or partially recessed, the type of support required may vary depending on local climate conditions, particularly whether the ground is subject to freezing and thawing.

#### Backfilling Not Recommended

We do not recommend backfilling around the spa in fully or partially in-ground installations. This may lead to drainage issues, structural pressure, and may complicate maintenance.

#### Climate-Based Considerations

##### Non-Freezing Climates

In regions where the ground does not freeze, the base of the excavation should be:

- Stable, dry, and well compacted
- Equipped with an adequate drainage system

**Effective drainage is essential** to avoid water accumulation around the spa structure.

##### Freezing and Thawing Climates

In regions subject to ground freezing and thawing, a:

- Level concrete slab
- Concrete footing, in accordance with the recommendations in the **SURFACE-MOUNT INSTALLATION** section is required to ensure stability and prevent ground movement that could damage the spa.

##### High Water Table Areas

In areas with a high groundwater level, it is recommended to:

- Create a level concrete slab
- Install a retaining wall (concrete or wood) to support the surrounding soil

**This effectively forms a "bunker" into which the spa can be set.**

##### Drainage Required

It is essential to provide an effective drainage system, such as:

- A layer of dry stone
- Or a sump pump

This prevents structural or mechanical damage caused by water accumulation or flooding.

##### Conduits and Wiring

Use watertight conduits for all underground cables to protect them from moisture and water infiltration.

##### Service Access

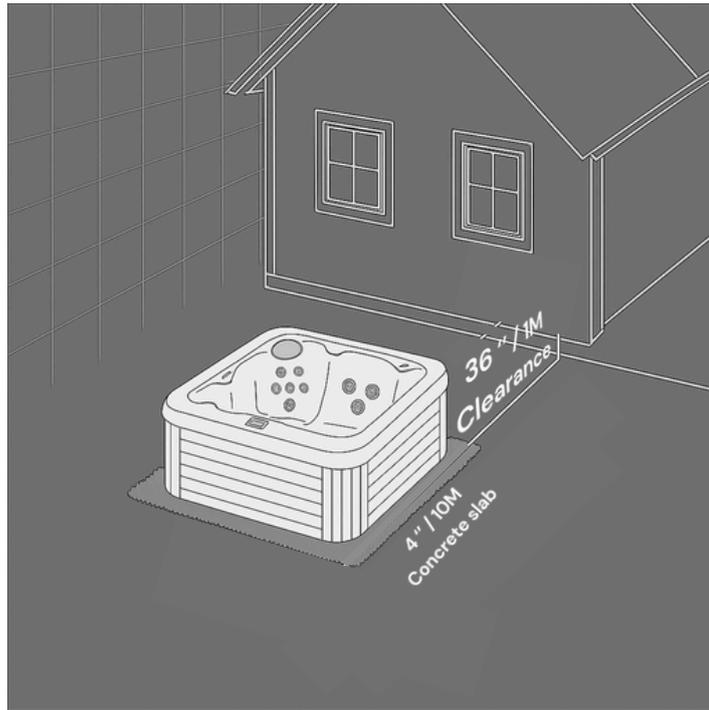
During planning and installation, ensure easy access to all sides of the spa for regular maintenance.

Limited or restricted access may result in additional labor costs not covered under the manufacturer's warranty.

##### Material Selection

Choose decking or finishing materials that can be easily removed if service or technical intervention is required. This will greatly simplify access when needed.

Figure 1 – Required Clearance and Support



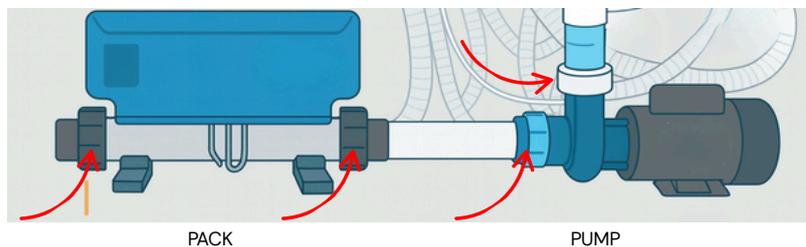
Make sure to test the spa for 48 hours before preparing any decking or finishing around it. Although all spas are tested at the factory, damage may occur during transportation or delivery. We recommend confirming that the spa is completely watertight before finalizing the installation.

### INSPECTION

Although your spa was water-tested and filled at the factory, fittings may loosen during transport. Before completing any decking, tiling, or carpeting around the installation, fill and operate the spa while checking for leaks (this way, they are easy and inexpensive to identify and correct).

Check all fittings and plumbing to ensure there are no minor leaks. If a leak is detected, ensure that the pump unions and shut-off valves are properly tightened and that the O-rings/seals are in place.

**BEFORE OPERATING THE SPA, CHECK AND TIGHTEN THE PUMP UNIONS AND THE CONTROL BOX UNIONS USING PLIERS (SEE DIAGRAM BELOW).**



### START-UP

Before energizing your spa, it is very important to understand the sequence of events that occurs when the system is powered on. This will ensure that you can properly prime the pump and prevent any damage to the system.

Turn on the power at the main electrical panel.

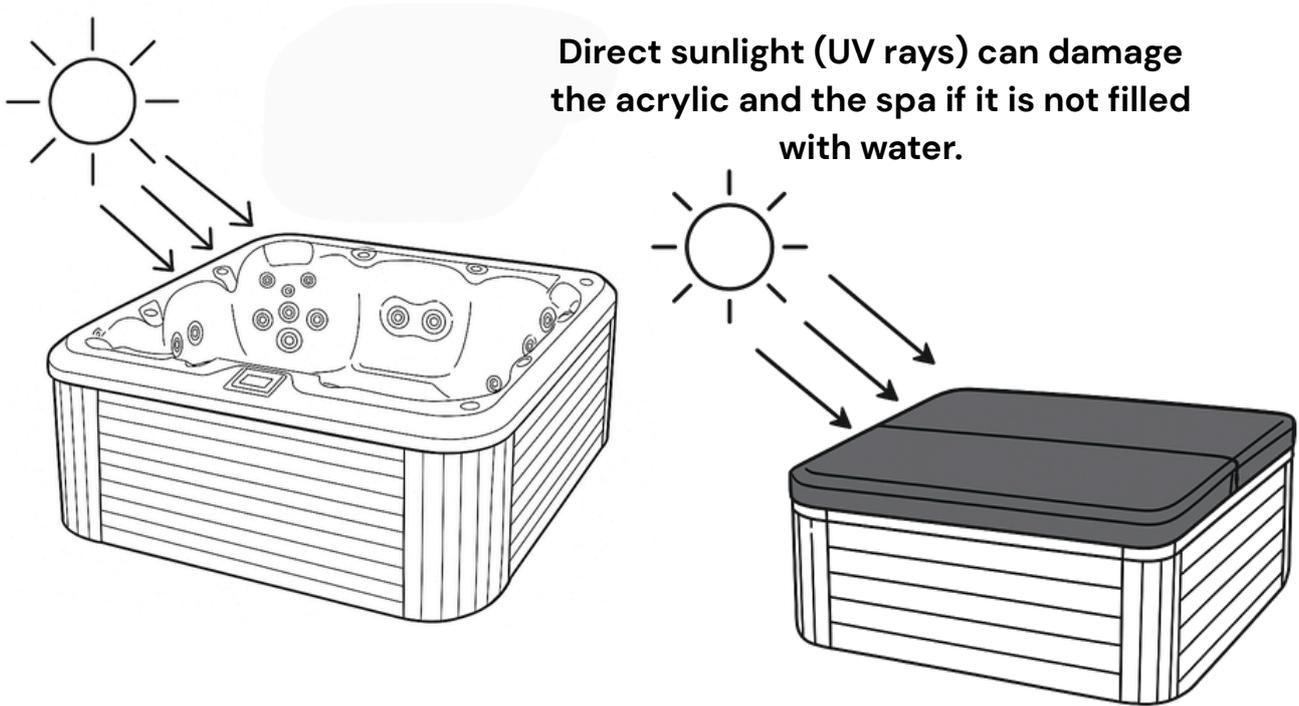
Follow the instructions specific to your spa model to start the pump on low-speed (low setting).

**Note**

If your spa is not filled immediately after delivery, it is essential to keep the cover in place or retain the original packaging (protective bag).

Without protection, the spa is vulnerable to damage caused by ultraviolet rays and direct sun exposure. The heat generated by sunlight can damage the acrylic surface and compromise the integrity of the spa.

During the winter period, your spa must be connected on the day of installation. If this is not possible, you must either have your spa winterized by a specialized company or add antifreeze to the plumbing system to prevent any risk of freezing and damage to components. Alternatively, you may place a space heater inside the main equipment compartment to protect the spa components from freezing until your electrician completes the connection.



Please ensure that the spa cover fully covers the acrylic surface (see Image A). It must always completely cover the acrylic.



Image A



Image B



# CAUTION

Always keep the spa cover in place when the spa is not filled with water or not in use, and after each use, to prevent damage to the spa's acrylic surface.

## Skimmer Opening and Closing Procedure

**1**

Remove and discard the yellow clip.



**2**

Remove the filter cartridge; Unlock the black upper section by turning in the direction indicated by the padlock symbol.

**3**

Place the sanitizer tablets in the basket.



**4**

Lock the upper section onto the cartridge; Reinstall the cartridge in its place.

**WARNING!**

**NO FLOATING DISPENSER**

**NO TRI-CHLOR!**

Tri-Chlor is very corrosive to the spa surface - above and below the water - and can effect pumps and jets.

**OPTIX<sup>XL</sup>**

Visit [plaskolite.com](http://plaskolite.com) for more information

## WATER ADJUSTMENT

### SOME IMPORTANT POINTS

The reliability and longevity of your spa's operating equipment are directly linked to how well you maintain your water quality. The relatively small volume of water in your spa is easily affected by external factors such as oils, lotions, perspiration, and chemicals.

It is critical that you provide your spa with the necessary care to ensure clean, safe, and well-balanced water, in order to prevent premature damage and/or equipment failure caused by corrosion or scale buildup. It is essential to maintain proper water level and sanitizer levels. Neglected hot water allows bacteria to multiply rapidly.

The mineral content of spa water will increase over time due to evaporation, sanitizers, and other chemical products. If mineral concentration—particularly calcium—becomes too high, minerals will accumulate on the spa shell, plumbing lines, jets, filter, and heater components.

It is important to regularly check the pH level and maintain it within the recommended range shown in the Water Care Adjustment Chart for your spa. It is also very important to maintain Total Alkalinity (TA)—which determines the water's ability to resist changes in pH—within the recommended range listed in the chart.

Even when two identical spas are placed side by side, their maintenance requirements may differ depending on factors such as:

- Weight of bathers
- Frequency of use / number of bathers
- Differences in individual body chemistry
- Sun exposure or shade
- Water temperature

For these reasons, it is important to develop proper spa maintenance habits from the very beginning and to follow the water care procedures recommended by your dealer.

### GLOSSARY OF KEY WATER CARE TERMS

<b>SANITIZER (ppm)</b>	<b>MIN</b>	<b>IDEAL</b>	<b>MAX</b>
Bromine	2.0	6.0 - 10.0	10.0
<b>CHEMICAL</b>			
pH	7.2	7.4 - 7.6	7.8
Total Alkalinity (TA)	80	80 - 120	180
Calcium Hardness	150	200 - 400	500 -1000

*SPA WATER BALANCING SUMMARY\*\**

*The National Spa & Pool Institute recommends these levels for residential spas.*

## TROUBLESHOOTING

Problems	Possible Causes	Solutions
Cloudy water	Dirty filters	Clean the filters.
	Microscopic particles too small to be filtered	Test and adjust all water balance elements and add a <b>flocculant / clarifier</b> to help particles combine so they can be filtered.
	Old water	Drain and refill the spa with fresh water.
Bad odor	Excessive organic material in the water	<b>Shock</b> the spa water with a sanitizer and adjust the pH. If the problem persists, drain, clean, and refill the spa with fresh water.
Discolored water	Copper, iron, or other dissolved metals from the water source or spa equipment	Add a <b>metal sequestrant</b> or <b>algaecide</b> .
Algae growth	pH level too high	<b>Shock</b> the spa water with a sanitizer and adjust the pH.
	Insufficient sanitizer level	<b>Shock</b> the spa water with a sanitizer and maintain the proper sanitizer level.
Skin or eye irritation / redness	pH level too low	Add a <b>pH increaser</b> until the pH is between <b>7.2 – 7.6</b> .
Excessive foam	Build-up of body oils or cosmetics	If no visible scum line is present, use a <b>defoamer</b> to separate contaminants, then use a <b>clarifier</b> to help filtration. If a scum line is present, the spa may need to be <b>drained and cleaned</b> . In both cases, the filter must be <b>deep cleaned</b> (soak overnight in a filter cleaning solution). To prevent recurrence, use a <b>scum-absorbing sponge</b> .
Organic build-up / mold or slime inside the spa	Accumulated oil and dust	Wipe away scum with a clean cloth. If necessary, drain the spa, use a <b>surface cleaner</b> , and refill with fresh water.
Corrosion / white scale (calcium deposits)	Low calcium hardness and/or low total alkalinity	Test calcium hardness and increase using <b>calcium increaser</b> if required.
Stained or discolored water (clear but tinted)	Presence of metals (iron, copper, etc.)	Treat water with a <b>metal sequestrant</b> .
Unstable pH	Low total alkalinity	Test <b>total alkalinity</b> , and if necessary, increase using <b>sodium bicarbonate (alkalinity increaser)</b> .
pH difficult to adjust / pH rebounds quickly	High total alkalinity	Test <b>total alkalinity</b> and, if necessary, lower using <b>sodium bisulfate</b> or <b>muriatic acid</b> .

## CHEMICAL SAFETY GUIDELINES

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# CAUTION

- Avoid mixing chemicals together before adding them to the spa water.
- Add only one chemical to the spa water at a time.
- Always add chemicals to water, never water to chemicals.
- Chemicals can be corrosive — handle with care and store them in a cool, dark place.
- Do not smoke near chemicals — many are flammable.
- Clean up any chemical spills immediately.
- Keep the telephone number of a Poison Control Center available in case of emergency.
- Keep all chemicals out of reach of children.
- Wear safety goggles and gloves when handling chemicals.

### INITIAL FILL AND WATER BALANCING

1. Make sure the water is circulating properly in the spa.
2. Add a sequestering agent (stain and scale control) if needed.
3. Allow the water to circulate for one hour before adding anything else to the spa water.
4. Add a shock/oxidizing agent.
5. Add the sanitizer (bromine or chlorine).

**WATER TREATMENT IS THE RESPONSIBILITY OF THE SPA OWNER. IT IS ESSENTIAL TO FOLLOW THE INSTRUCTIONS PROVIDED BY CHEMICAL MANUFACTURERS AND COMPLY WITH ALL APPLICABLE LOCAL REGULATIONS TO ENSURE SAFE USE.**

### Note

The ideal water level is just below the headrests.

It is important to ensure that there is always one (or two) filter(s) in the skimmer and that it is properly screwed in place.

## VALVE OPTIONS

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### Air Valve

All of our spas are equipped with one (1) or multiple valves. These valves allow you to introduce air into the jet stream to a specific jet group.

### 3-way Valve

Our spas are equipped with three-way valve(s) that can direct the flow from different zones to customize the massage experience.

#### ● Handling Instructions

To ensure the proper operation of the valve, always operate the three-way valve only when the pump is completely stopped.

Set the valve:

- Either 100% to the right,
- Or 100% to the left,
- Or exactly in the middle (for a 50% / 50% distribution)

### Waterfall / Fountain Valve

Turn the valve counterclockwise to initiate flow to the waterfall output. Turn clockwise to reduce waterfall flow.

### Volcano Valve (available on select models)

The volcano jet is controlled by the three-way valve. The three-way valve allows you to activate or deactivate the Volcano jet.

**Never sit on the Volcano jet, whether it is operating or not.**

## MAPLE 120V

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M321



M421



## REGULAR SPA MAINTENANCE

Tip: Check with your insurance provider to ensure that your spa is covered under your policy.

### REFER TO THE CHEMICAL SAFETY GUIDELINES

#### EVERY DAY OR AT LEAST 3 TIMES PER WEEK

1. Analyze the water and add products as needed.
2. Maintain the proper water level (just below the headrests).

#### EVERY WEEK

1. Analyze the pH and total alkalinity levels and adjust as needed.
2. Refill the chemical dispenser.
3. Add a sequestering agent (stain and scale control) if necessary.
4. Remove the filter cartridge, rinse it with a garden hose, and reinstall it.
5. Add a shock/oxidizing agent.

#### EVERY MONTH

Soak the filter cartridge in a filter cleaning solution. Rinse thoroughly and, if possible, allow the filter to dry completely before reinstalling it.

We recommend purchasing a second filter so that you have one ready to install while the other is being cleaned.

#### EVERY 3 MONTHS

Drain the spa at least once every three months and clean the acrylic shell with a non-abrasive cleaner specifically designed for acrylic surfaces (See diagram below.)

### CHANGING YOUR SPA WATER

The spa should be drained every 8 to 12 weeks, depending on its size and frequency of use.

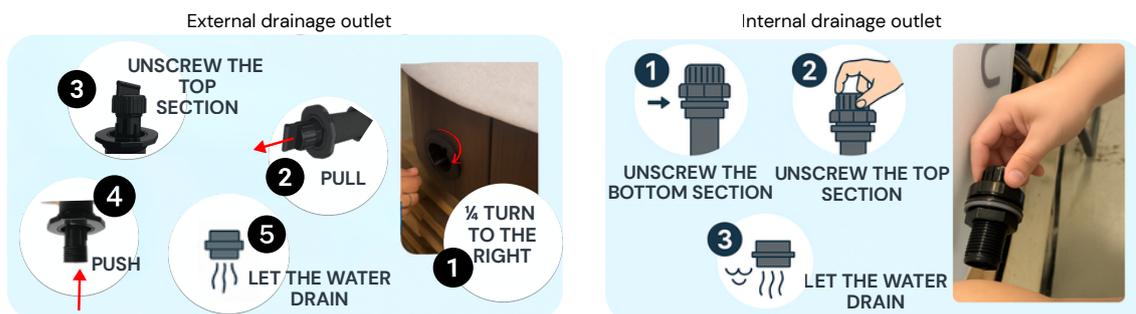
If your spa is used daily or by a large number of bathers, the water will need to be changed more frequently. A practical way to determine the appropriate interval between water changes is to: Divide the volume of water (in liters) by 13.5, then divide that result by the average number of bathers per day.

### COVER

When the spa is not in use, it must be covered and the cover locked, in order to ensure safety and to maintain the water's heat.

Always keep the spa cover in place when the spa is not filled with water or not in use, and after each use, to prevent damage to the spa's acrylic surface.

### How to Open a Spa Drain Valve



## CLOSING PROCEDURE

If you choose not to use your spa during the winter, you must continue to maintain the water quality until the spa is fully winterized. Keeping the water clean helps minimize the accumulation of contaminants and the growth of bacteria, thereby preventing potential water quality issues. To protect the equipment from freezing and to maintain clear water, do not turn off the filtration system before winterizing the spa.

### Step-by-Step Procedure

1. Start the pumps and pour 2 cups of Liquid shock chlorine into the spa.
2. Let the pumps run for 1 hour (restart them if they turn off automatically).
3. Disconnect the power to the spa.
4. Drain the spa using one of the following methods: Gravity drainage using the spa's drain valve or using a submersible pump
5. Remove the filter cartridge(s) from the skimmer and rinse with clean water.
6. Soak the cartridges in filter cleaner, rinse thoroughly, and allow them to air dry.
7. Store the filters for the winter.
8. If they need to be replaced, note the model/dimensions and take photos before disposal.
9. Remove all adjustable jets.
10. Leave the headrests in place.
11. Clean the acrylic shell using a non-abrasive acrylic cleaner.
12. Ensure that both shut-off valves (guillotine valves) located on each side of the heater and in front of the pumps are open.
13. If your spa is equipped with an In.Clear sanitation system, refer to the In.Clear cleaning instructions.

### Draining the Plumbing Lines

You must use a vacuum or blower to winterize the spa correctly:

1. Blow air through all plumbing lines to fully evacuate water from the jets.
2. Repeat at least twice for each line.
3. Use a wet/dry vacuum to remove any remaining water at the bottom of the spa.

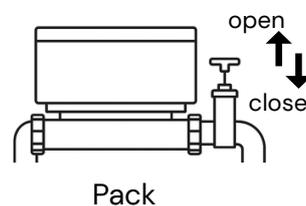
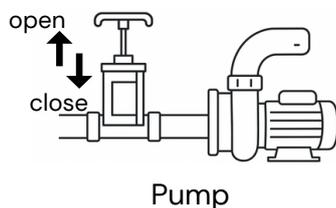
### Fountain Valves and Neck Jets

1. Unscrew the on/off valves and remove the O-rings and the pivot.
2. Blow air through the valves using the blower nozzle until all water is expelled from the waterfalls and neck jets.
3. Lubricate the O-rings and reinstall them.
4. Close the valves.
5. Vacuum the remaining water from the bottom of the spa.
6. Vacuum the drain valve for 1 to 2 minutes.
7. Vacuum each jet housing at least twice.
8. Vacuum the skimmer openings and floor drains.
9. Reinstall and secure the cabinet panels.

### Final Steps

1. Turn OFF the outdoor GFCI and the main electrical breaker inside the house.
2. Dry the spa shell.
3. Pour non-toxic antifreeze into each skimmer opening until antifreeze flows from the interior drains.
4. Add ½ cup of non-toxic antifreeze into each jet.
5. Clean the spa cover using spa cover cleaner and allow it to dry completely.
6. Place the cover back on the spa.
7. You may cover the spa with a polyethylene tarp. Ensure everything is secure for winter conditions.
8. Leave a small air gap between the tarp and the spa cabinet to prevent moisture build-up.

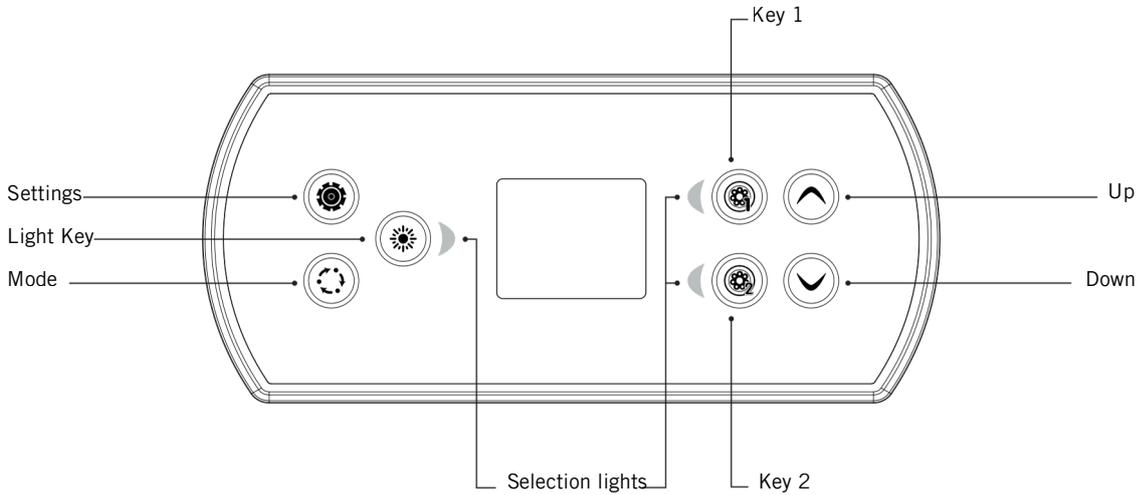
### Slice Valve





## Keypad functions

in.k500 keypad layout



\*Functions for keys 1 and 2 will depend on your system's low level configuration.

### 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.

If you don't have any accessories on your spa, the Mode key can be used to directly change your display orientation.



### 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.

## Keypad functions



### 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.

**Note** (version 14.00 and higher):

A special buttons and icons mapping may be used when the spa configuration has 4 accessories\* (3 pumps and a blower or 4 pumps and no blower). In this case only, buttons and icons are divided in 2 sets of accessories. Button #1 starts or stops pump #1 and pump #2. Button #2 starts or stops Pump #3 and Pump #4/blower.

Corresponding icons will be animated when one or more accessories are on.

\* Only Pump #1 can have a dual speed.



### Water temperature

The temperature shown at the top of the screen is the current water temperature. Use the «Up/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.

**To check the temperature of a spa, you should immerse a reliable thermometer in the water and wait a few minutes. If your spa's display shows a different reading, it's possible that the spa's temperature sensor is not working properly.**



## Keypad functions



### Settings

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

- Water care
- Heat Pump (if installed)
- Audio (if installed)
- in.clear-200 (linked version)
- Standby
- Maintenance
- Date & time
- Keypad
- Wi-Fi
- Config
- Restore
- About

Use the arrow keys to move «Up/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



### Water care

The «Water Care» section will help you set up your ideal filtration and heating settings. Choose from «Away», «Standard», «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 pack value

### Water care modes



#### Away:

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



#### Standard:

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 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.



## Keypad functions



### Modifying schedules

To see and/or modify a «Water Care» category, use the lit button to the right (Key «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.

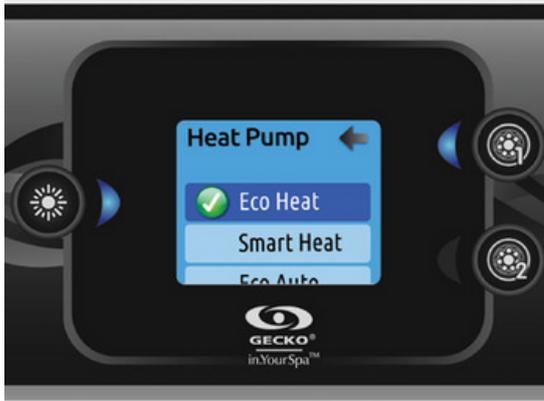
You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated every week. The time and duration are set in 30 minute increments. Once you have set the schedule, use Key «1» to go back. Ensure that you have selected the desired Water Care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

## Keypad functions



### Heat pump

This menu allows you to change the regulation mode of your heat pump. You can choose from «Eco Heat», «Smart Heat», «Eco Auto», «Smart Auto», «Cool» and «Electric».

A green checkmark indicates the currently selected regulation mode. To change the setting, simply navigate the menu using the arrow key and press the «Light» Key to choose the desired regulation mode.

### Heat pump modes

#### Eco Heat



In this mode, the heat pump is used as the unique source of heating. The heating element is kept off and the heat pump is not used to cool the water should its temperature rise above the current set point.

#### Smart Heat



This mode uses the heat pump as the main heating source. The heating element is turned on only if there is a large temperature difference between the water and the set point. The heat pump is not used to cool the water in this mode.

#### Eco Auto



This mode borrows functionality from both Eco Heat and Cool modes and has the ability to select the proper Heat or Cool mode automatically according to the water temperature. The heating element is never activated in this mode.

#### Smart Auto



This mode borrows functionality from both Smart Heat and Cool modes and has the ability to select the proper Heat or Cool mode automatically according to the water temperature. The heating element is activated only if there is a large temperature difference between the water and the set point.

#### Cool



This mode uses the heat pump in cooling mode only. The heat pump is not used as a heating source and the heating element is never activated.

#### Electric



This mode keeps the heat pump off and uses only the heating element to regulate water temperature.

## Keypad functions



### 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/Down» keys to make a selection, and Light key to confirm.



### Maintenance reminders

The in.k500 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/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 pumps are stopped. The normal spa page will return at the end of maintenance.

Press the Key «1» to leave «Standby» mode and restart the spa.

#### Note:

In version 6.00 only, «Standby» mode is accessible directly from the «Settings» page.

### Note

For more information, click here





## Keypad functions



### 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.

**Note:**

In version 6.00 and earlier, only the day of the week can be changed, and not the year or date.



### Keypad settings

In this section, you can change the temperature unit, language, display orientation, rim light color and keypad security. Note the spa pack must be configured accordingly to be able to change the rim light color.

When you change the display orientation, the contextual options and arrow keys adjust to the chosen orientation. If you don't have any accessories installed on your spa, the «Mode» key can be used as a display orientation key. Simply press on it to change your orientation from normal to inverted, and vice versa.

Whether the display is inverted or not, the «Mode» and «Menu» keys remain unchanged, as well as the accessory keys in the main Spa menu.



With the in.k500 equipped with a selectable rim light color modul: If the "RGB backlight" option is enabled in the spa configuration an option will appear to allow selection of the keypad rim light color.

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 «Light» key for 5 seconds.



## Keypad functions



### Config

**Please do not make changes in the electrical configuration section unless you are a qualified electrician.**

In this section you can change the low-level configuration, number of phases, input current and heat pump current.

Use «Up/Down» to move between parameters, and the «Light» key to select a parameter to change. Please refer to the techbook of your specific control system for spa for details about the low level settings.

Once you have changed the Number of Phases in the menu, you will be unable to use the «Up/Down» keys to return to the Low-level Configuration menu. Please go back and re-enter the «Config» menu.

**Note** with version 15.00 and higher: Depending on the pack configuration, a code may be required to change these settings. This code is "5555".

The table below shows the key assignment based on the accessories selected in your pack's low level configuration. Please refer to the Quick Start Card (QSC) for specifications to identify the low level configuration for your spa.

#### Possible key mappings

Low level configuration	Key «1»	Key «2»	«Light»
1 pump	Pump 1	---	Light
2 pumps	Pump 1	Pump 2	Light
2 pumps + blower	Pump 1	Pump 2 + Blower	Light
4 pumps*	Pump 1 & Pump 2	Pump 3 + Pump 4	Light
3 pumps + blower*	Pump 1 & Pump 2	Pump 3 + Blower	Light

\* Only pump 1 can have a dual speed.



## Wi-Fi (in.touch only)

For the «Wi-Fi» 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 Wi-Fi network or to change its network.

For more details about other in.touch connection methods please see the in.touch techbook.

To connect your in.touch module to a wireless network, use the «Up/Down» keys to go to the Wi-Fi 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 Wi-Fi 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 Wi-Fi network a check mark in a green circle will appear in the «Wi-Fi» menu, and the network logo will change to green in «Settings» menu.

### Note:

Wi-Fi logo color 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)



### Note

For more information, click here



[IN TOUCH 2](#)

[IN TOUCH 3](#)

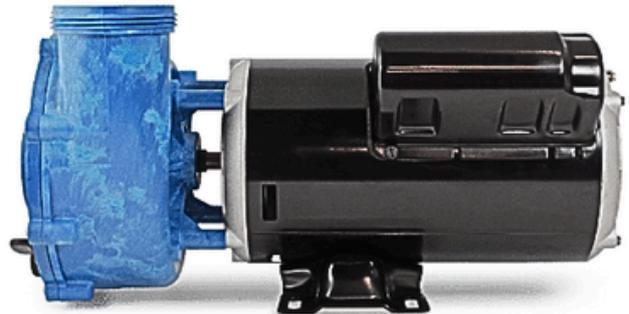
# Made to stand out!

The Flo-Master XP2 outperform any other 48 frame pumps. With a shut-off head of more than traditional 48 frame pumps, they are perfect for all types of spas. Enjoy the same performance as if it was a 56 frame pumps!



- FRAME NEMA 48 or Nema 56 Based on ratings
- 1.5 – 2.0 – 2.5 – 3.0 HP 220-240V 60Hz Single or dual speed
- 1.0- 1.5 – 2.0 HP 120V 60Hz Single or dual speed
- Hmax: Up to 31 PSI /22 Head M Based on nominal rating
- Qmax: Up to 250 GPM / 946 LPM Based on nominal rating
- High ambient temperature run rated (Based on nominal rating)
- Insulation Class F thermally protected (Based on nominal rating)
- Maximum water temperature 50°C

- 2" intake and discharge
- UL approval E62386
- Sealed bearing Seal: Gecko high-quality Universeal
- Hi-Flow jet pump



- 2x white 2" union nuts with 2" slip tail pieces and O-rings
- Three wing nut drain plugs
- 2.4 m (96") cable with AMP plug
- Standard wet end position 12 o'clock

## Note

For more information, click here



[\*\*FLO MASTER XP2\*\*](#)

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## CODE AND ERROR MESSAGES

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The list below shows the different error messages that can appear on the home screen. Refer to the troubleshooting and error codes section of the TechBook for your spa pack system.

Code	Message
HL	High Limit circuit has tripped!
FLO - L01 FLO - L02 FLO	FLO condition - Check filter, pump, blockage, air lock and water level
NO FLO	Persistent NO FLO, all off - Check filter, pump, blockage, air lock and water level
HR	A hardware error was detected (Relay stuck)
OH	Spa temperature is too high
Pr	Temp probes or detection circuit are defective
AOH	Elevated internal temperature
FLC	The pressure switch is closed
SP in	Input voltage issue
RH NC	Comm. error between in.xm2 - in.therm
RH ID	in.xm2 and in.therm incompatible
SC ER	Error detected during the learning mode
F1	in.xm2 Fuse # 1 is blown
F2	in.xm2 Fuse # 2 is blown
F3	in.xm2 Fuse # 3 is blown
ER1	SwimSpa config. : slave unit is missing
Hr	Hardware error was detected (Thermal fuse)
UPL	The spa pack does not have valid software. Please insert valid in.stick to reprogram spa pack.
CFLO	No Flow condition
HIBr	Add fresh water to the spa
HiBr	Add fresh water to the spa
LoBr	Add BromiCharge to spa water
NoBr	Add BromiCharge to spa water
Comm	Verify cable connections
Supp	Connect power cord to 240 V source
HP1-99	Heat Pump error! Service Code 1-99, Contact Dealer

 **Note**

For more information, [click here](#)

  
**GECKO**

## TROUBLE SHOOTING

Problems	Possible Causes	Corrective Actions
<b>Pulsating jets</b>	<ol style="list-style-type: none"> <li>1. Low water level</li> <li>2. Dirty filters</li> <li>3. Clogged filter intake or plumbing</li> <li>4. Closed gate valve</li> <li>5. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill the spa until the water level is 13 cm (5 in) below the top edge</li> <li>2. Clean the filters</li> <li>3. Remove blockages</li> <li>4. Open the gate valve</li> <li>5. Contact service</li> </ol>
<b>Jets not working or weak</b>	<ol style="list-style-type: none"> <li>1. Jets closed</li> <li>2. Diverter valve turned the wrong way</li> <li>3. Low water level</li> <li>4. Dirty filters</li> <li>5. Closed gate valve</li> <li>6. Airlock</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn the jet face counterclockwise</li> <li>2. Turn the diverter valve to another position</li> <li>3. Fill the spa until the water level is 13 cm (5 in) below the top edge</li> <li>4. Clean the filters</li> <li>5. Open the gate valve</li> <li>6. Prime the pump</li> </ol>
<b>Spa won't start</b>	<ol style="list-style-type: none"> <li>1. No electrical power</li> <li>2. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Check the breaker and/or GFCI</li> <li>2. Contact dealer</li> </ol>
<b>Spa starts by itself</b>	<ol style="list-style-type: none"> <li>1. Filtration cycle</li> <li>2. Heating demand</li> <li>3. Freeze protection active</li> <li>4. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. No action required</li> <li>2. No action required</li> <li>3. No action required</li> <li>4. Contact dealer</li> </ol>
<b>Pump stops during operation</b>	<ol style="list-style-type: none"> <li>1. Automatic timer</li> <li>2. Motor overheating (protection active)</li> </ol>	<ol style="list-style-type: none"> <li>1. Restart a cycle by pressing the <b>Jets</b> button</li> <li>2. Allow motor to cool down. If it doesn't restart → <b>Contact dealer</b></li> </ol>
<b>Cold water / Spa not heating</b>	<ol style="list-style-type: none"> <li>1. Temperature not reprogrammed after power loss</li> <li>2. Economy mode active</li> <li>3. Dirty filters</li> <li>4. Airlock</li> <li>5. Jets closed / flow restricted</li> <li>6. Closed gate valve</li> <li>7. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Reprogram temperature</li> <li>2. Switch to standard mode</li> <li>3. Clean filters</li> <li>4. Prime the pump</li> <li>5. Open jets</li> <li>6. Open gate valve</li> <li>7. Contact dealer</li> </ol>
<b>Water too hot / Overheating</b>	<ol style="list-style-type: none"> <li>1. Temperature too high</li> <li>2. Filtration cycle too long</li> <li>3. Sensor or probe malfunction</li> <li>4. Dirty filters</li> <li>5. Faulty limit sensor / overheat switch</li> <li>6. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Lower the temperature</li> <li>2. Reduce filtration cycle duration</li> <li>3. Check sensor or temperature probe</li> <li>4. Clean filters</li> <li>5. Contact dealer</li> <li>6. Contact dealer</li> </ol>
<b>Fluctuating temperature</b>	<ol style="list-style-type: none"> <li>1. Low water level</li> <li>2. Economy mode active</li> <li>3. Dirty filters</li> <li>4. Jets closed / flow restricted</li> <li>5. Closed gate valve</li> <li>6. Equipment malfunction</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill the spa until the water level is 13 cm (5 in) below the top edge</li> <li>2. Switch to standard mode</li> <li>3. Clean filters</li> <li>4. Open jets</li> <li>5. Open gate valve</li> <li>6. Contact dealer</li> </ol>
<b>Communication error (control panel / electronic board)</b>	<p>Cable or connector improperly connected Defective card or board</p>	<p>Check all connections, unplug/replug if needed. If the issue persists → <b>Contact dealer</b></p>

### Note

For more information, click here



## WARRANTY

	WARRANTY PERIOD	
	PARTS	LABOR
COMPONENTS	M321 & M421	
SHELL WATERTIGHTNESS (CRACK ALLOWING WATER LEAKAGE)	15 YEARS	N/A
ACRYLIC SURFACE	2 YEARS	N/A
STRUCTURE / FRAME	2 YEARS	N/A
ELECTRONIC PACK	2 YEARS	N/A
PUMP	2 YEARS	N/A
CONTROL KEYPAD	2 YEARS	N/A
WI-FI*	1 YEAR	N/A
PLUMBING	2 YEARS	N/A
VALVE/JET	1 YEAR	N/A
LIGHT	1 YEAR	N/A
SPA CABINET	2 YEARS	N/A
COVER	1 YEAR	N/A
HEADREST	1 YEAR	N/A
OZONE	1 YEAR	N/A
GFCI	1 YEAR	N/A
FUSE	N/A	N/A

## WARRANTY CONDITIONS AND EXCLUSIONS

### The MAPLE warranty does not cover the following situations:

- Damage related to transportation, delivery, or improper handling.
- Damage caused by freezing / thawing, lack of proper winterization, or incorrect draining.
- Installation on an uneven, unstable, or non-compliant surface that does not meet the manufacturer's requirements (refer to the owner's manual).
- Leaks originating from pump unions, fittings, or the electronic control box caused by improper installation, loosening, or unauthorized intervention. (Always tighten pump unions and electronic enclosures upon receipt of your spa.)
- Deterioration of headrests caused by improper water chemistry or prolonged exposure to oxidizing products.
- Ozone / UV Ozone option not installed at the factory or installed by a third party.
- Acrylic damage caused by Trichlor or any non-recommended chemical product.
- Thermal expansion of the acrylic due to prolonged exposure to sunlight. The spa cover must be put back in place after each use.
- The use of a floating chemical dispenser voids the acrylic warranty.
- Unauthorized modifications to the structure, plumbing, wiring, electrical components, or the addition of non-approved equipment will result in loss of warranty coverage.
- Normal wear and tear of consumable parts: filters, seals, bulbs, headrests, covers.
- Damage resulting from lack of maintenance, improper water balance, insufficient water flow, neglected filters, or use contrary to the owner's manual.
- Abnormal environmental conditions: corrosive water, electrical overload, power surges, infestations, debris accumulation.
- Difficult access to the spa that prevents or complicates repairs.

## WARRANTY CLAIM PROCEDURE

For any warranty claim, please contact your authorized MAPLE dealer, who is responsible for validating your file and submitting the claim.

Please provide:

- proof of purchase
- invoice
- spa serial number
- photos and videos
- a detailed description of the issue
- any additional information or documentation requested.

Once approved, service will be carried out by an authorized technician, in accordance with the manufacturer's guidelines.

Depending on your sales agreement, additional fees may apply, including:

- Mileage charges
- Fees related to difficult access
- Travel or handling costs not covered by the warranty.



**The acrylic warranty does not cover damage caused by Trichlor.**  
**Use of a float voids the acrylic warranty.**

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