

Spa Information

My Spa

Model Name: _____ **Serial Number:** _____

Date Purchased: _____ **Date Installed:** _____

Gallons/Liters: _____

Notes: _____

Dealer Information:

Dealer’s Name: _____

Address: _____

City: _____ **State, Zip:** _____

Telephone: _____ **Fax:** _____

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IMPORTANT SAFETY INSTRUCTIONS

READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY

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

- **Risk of Accidental Drowning.** Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use or approach the spa unless they are supervised at all times.
- **Risk of Serious Injury or Death.** The suction fittings in this spa are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible. Never operate the spa if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.
- **Risk of Electric Shock.** Install at least 5 FEET (1.5 m), from all metal surfaces. As an alternative, a spa may be installed within 5 feet of metal surfaces if each metal surface is permanently connected by a minimum No. 8 AWG (8.4 mm²) solid copper conductor attached to the wire connector on the grounding lug, inside the equipment compartment on the equipment can.
- **Risk of Electric Shock.** Do not permit any electrical appliance, such as a light, telephone, radio, television, etc. within 5 feet (1.5 m) of a spa. Never operate any electrical appliances from inside the spa or when you are wet.
- The electrical supply for this spa must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with section 680-42 of the National Electrical Code, ANSI/NFPA 70-1993. The disconnect must be readily accessible and visible to the spa occupant but installed at least 5 feet (1.5 m), from the spa water.
- A grounding wire connector is provided on this spa to connect a minimum No. 8 AWG (8.4 mm²) solid copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 5 feet (1.5 m) of the spa.
- Do not attempt to remove the light housing cover without lowering the water level below the light housing cover.
- **To Reduce the Risk of Injury:** The water in a spa should never exceed 104° F (40° C). Water temperatures between 100° F (38° C) and 104° F (40° C) are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.
- **To Reduce the Risk of Injury:** Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 100° F (38° C).
- **To Reduce the Risk of Injury:** Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature-regulating devices may vary as much as +/- 5° F (2° C).
- **To Reduce the Risk of Injury:** The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
- **To Reduce the Risk of Injury:** Pregnant women, the elderly, infants, or persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes, should consult a physician before using a spa. People with infectious diseases should not use a hot tub.
- **To Reduce the Risk of Injury:** Persons using medication should consult a physician before using a spa since some medication may induce drowsiness, while other medication may affect heart rate, blood pressure, and circulation.

Observe a reasonable time limit when using the spa. Long exposures at high temperatures can cause high body temperature. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could result in possible drowning.

- Enter and exit the spa slowly. Wet surfaces can be very slippery.
- Proper chemical maintenance of spa water is necessary to maintain safe water and prevent possible damage to spa components.
- Use the spa straps and clip tie downs to secure the cover when not in use. This will help to discourage unsupervised children from entering the spa and keep the spa cover secure in high wind conditions. There is no guarantee that the cover, clip tie downs, actual locks will prevent access to the spa.

SAVE THESE INSTRUCTIONS



IMPORTANT SAFETY INSTRUCTIONS (CANADA) (CSA SAFETY INFORMATION)

In addition to the preceding safety instructions, Canadian owners should read and understand the following information from the Canadian Safety Association:

READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY

- A green colored terminal or a terminal marked G, GR, Ground, Grounding, or the symbol * is located inside the supply terminal box or compartment. To reduce the risk of electric shock, this terminal must be connected to the grounding means provided in the electric supply service panel with a continuous copper wire equivalent in size to the circuit conductors supplying this equipment.
 - IEC Publication 417, Symbol 5019.
- At least two lugs marked “BONDING LUGS” are provided on the external surface or on the inside of the supply terminal box/compartment. To reduce the risk of electric shock, connect the local common bonding grid in the area of the hot tub or spa to these terminals with an insulated or bare copper conductor not smaller than No. 6 AWG.
- All field-installed metal components such as rails, ladders, drains or other similar hardware within 3 meters of the spa or hot tub shall be bonded to the equipment grounding bus with copper conductors not smaller than No. 6 AWG.
- Children should not use spas or hot tubs without adult supervision.
- **AVERTISSEMENT:** NE PAS LAISSER LES ENFANTS UTILISER UNE CUVE DE RELAXATION SANS SURVEILLANCE.
- Do not use spas or hot tubs unless all suction guards are installed to prevent body and hair entrapment.
- **AVERTISSEMENT:** POUR ÉVITER QUE LES CHEVEUX OU UNE PARTIE DU CORPS PUISSENT ÊTRE ASPIRÉS, NE PAS UTILISER UNE CUVE DE RELAXATION SI LES GRILLES DE PRISE D'ASPIRATION NE SONT PAS TOUTES EN PLACE.
- People using medications and/or having adverse medical history should consult a physician before using a spa or hot tub.
- **AVERTISSEMENT:** LES PERSONNES QUI PRENNENT DES MÉDICAMENTS OU ONT DES PROBLÈMES DE SANTÉ DEVRAIENT CONSULTER UN MÉDECIN AVANT D'UTILISER UNE CUVE DE RELAXATION.
- People with infectious diseases should not use a spa or hot tub.
- **AVERTISSEMENT:** LES PERSONNES ATTEINTES DE MALADIES INFECTIEUSES NE DEVRAIENT PAS UTILISER UNE CUVE DE RELAXATION.
- To avoid injury, exercise care when entering or exiting the spa or hot tub.
- **AVERTISSEMENT:** POUR ÉVITER DES BLESSURES, USER DE PRUDENCE EN ENTRANT DANS UNE CUVE DE RELAXATION ET EN SORTANT.
- Do not use drugs or alcohol before or during the use of a spa or hot tub to avoid unconsciousness and possible drowning.
- **AVERTISSEMENT:** POUR ÉVITER L'ÉVANOUISSEMENT ET LA NOYADE ÉVENTUELLE, NE PRENDRE NI DROGUE NI ALCOOL AVANT D'UTILISER UNE CUVE DE RELAXATION NI QUAND ON S'Y TROUVE.
- Pregnant or possibly pregnant women should consult a physician before using a spa or hot tub.
- **AVERTISSEMENT:** LES FEMMES ENCEINTES, QUE LEUR GROSSESSE SOIT CONFIRMÉE OU NON, DEVRAIENT CONSULTER UN MÉDECIN AVANT D'UTILISER UNE CUVE DE RELAXATION.
- Water temperature in excess of 38° C may be injurious to your health.
- **AVERTISSEMENT:** IL PEUT ÊTRE DANGEREUX POUR LA SANTÉ DE SE PLONGER DANS DE L'EAU À PLUS DE 38°C.
- Before entering the spa or hot tub, measure the water temperature with an accurate thermometer.
- **AVERTISSEMENT:** AVANT D'UTILISER UNE CUVE DE RELAXATION MESURER LA TEMPÉRATURE DE L'EAU À L'AIDE D'UN THERMOMÈTRE PRÉCIS.
- Do not use a spa or hot tub immediately following strenuous exercise.
- **AVERTISSEMENT:** NE PAS UTILISER UNE CUVE DE RELAXATION IMMÉDIATEMENT APRÈS UN EXERCICE SATIGANT.
- Prolonged immersion in a spa or hot tub may be injurious to your health.
- **AVERTISSEMENT:** L'UTILISATION PROLONGÉE D'UNE CUVE DE RELAXATION PEUT ÊTRE DANGEREUSE POUR LA SANTÉ.

- Do not permit electric appliances (such as a light, telephone, radio, television, etc.) within 1.5m of this spa or hot tub.
- **AVERTISSEMENT:** NE PAS PLACER D'APPAREIL ÉLECTRIQUE (LUMINAIRE, TÉLÉPHONE, RADIO, TÉLÉVISEUR, ETC.) À MOINS DE 1.5 M DE CETTE CUVE DE RELAXATION.
- Maintain water chemistry in accordance with manufacturer's instructions.
- **ATTENTION:** LA TENEUR DE L'EAU EN MATIÈRES DISSOUTES DOIT ÊTRE CONFORME AUX DIRECTIVES DU FABRICANT.
- The use of alcohol or drugs can greatly increase the risk of fatal hyperthermia in hot tubs and spas.
- **AVERTISSEMENT:** LA CONSOMMATION D'ALCOOL OU DE DROGUE AUGMENTE CONSIDÉRABLEMENT LES RISQUES D'HYPERTHERMIE MORTELLE DANS UNE CUVE DE RELAXATION.

SAVE THESE INSTRUCTIONS

Hyperthermia

Prolonged immersion in hot water may induce hyperthermia. A description of the causes, symptoms, and effects of hyperthermia are as follows: Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6° F, or 37° C. The symptoms of hyperthermia include dizziness, drowsiness, lethargy, and fainting. The effects of hyperthermia include:

- Failure to perceive heat,
- Failure to recognize the need to exit spa,
- Unawareness of impending hazard,
- Fetal damage in pregnant women,
- Physical inability to exit spa,
- Unconsciousness resulting in the danger of drowning.

Safety Do's and Don'ts

Do

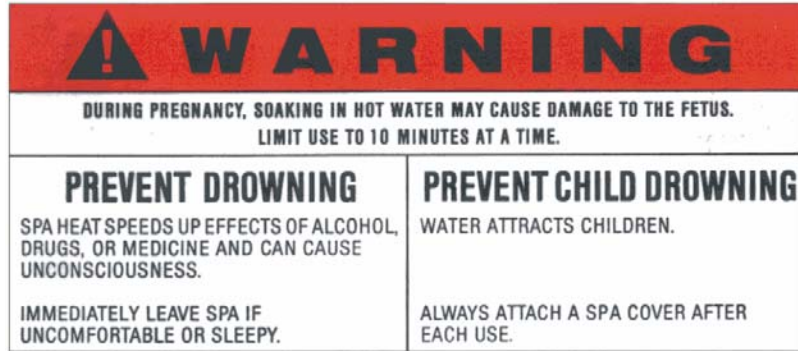
- **DO** read all operating instructions.
- **DO** read, understand and follow all Safety, Danger and Warning instructions before use.
- **DO** test water temperature with your hand before entering to be sure that it's comfortable.
- **DO** keep the spa cover closed when the spa is not in use. This is important for safety and for economical spa operation.

Don't

- **DON'T** block the equipment compartment vents. Blockage may cause damage to the spa equipment and will void the warranty.
- **DON'T** block or sit on the filter recess area.
- **DON'T** allow horseplay or unsupervised use of your spa.
- **DON'T** allow anyone to tamper or play with any of the safety or suction fittings of your spa.

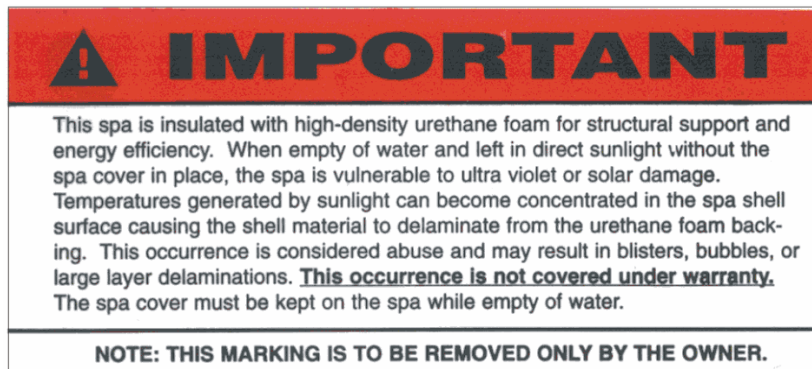
Warning Signs

Each spa has been provided with a Warning Sign and an Important Notice label.



This label outlines safety precautions. This sign should be permanently placed in a location that is visible to the spa user. Replacement signs can be obtained from:

Dimension One Spas
2611 Business Park Drive
Vista, CA 92081



Initial Startup

IMPORTANT: About the GFCI Circuit Breaker — The GFCI (Ground Fault Circuit Interrupter — also called a "circuit breaker") is an electrical safety switch that automatically shuts off power to the spa in case of an electrical malfunction. There must have a GFCI installed according to local building codes in an electrical power box near your spa. The GFCI should be OFF before the spa is filled. Manually turn off power to the spa any time by using the GFCI. Just push the switch to the OFF position. After turning off the GFCI, make sure the control panel display window is blank, to know the power is off. When the power is ready to turn back on, reset the GFCI by returning the switch to the ON position. If you have questions about the location or operation of your GFCI, ask your dealer to explain it to you. Do not use your spa unless you understand the operation of the GFCI.

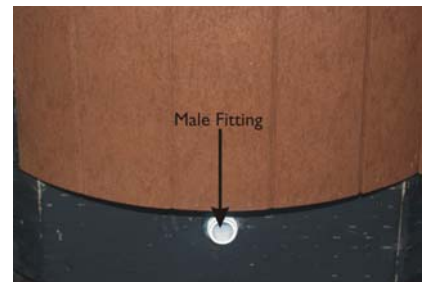
1. Locate the Topside Control Panel. Below this panel is the equipment compartment.
2. Use a Phillips screwdriver to remove the equipment compartment screws. To remove the panel, pull the panel up, then pull it towards you to expose the equipment compartment.



3. Locate the hose bib (pictured at right) included in the owner's manual packet. The packet is shipped inside the equipment compartment. This bib allows you to connect a hose to your spa to drain it.

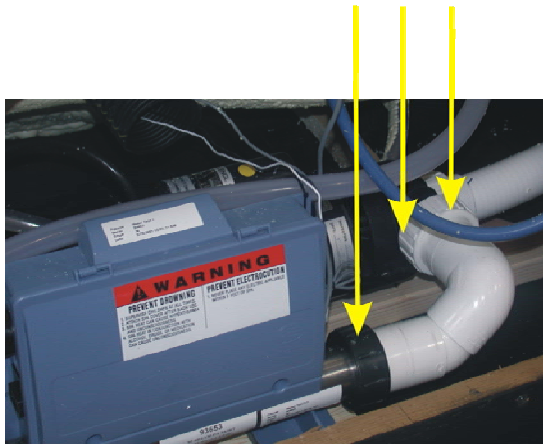


4. Screw the hose bib onto the male drain fitting located at the bottom of the hot tub, on the pedestal, to the lower right side of the equipment compartment (see arrow in the photo at right).
5. Close the valve on the side of the hose bib (if it is not already closed) by turning the valve handle perpendicular to the pipe.

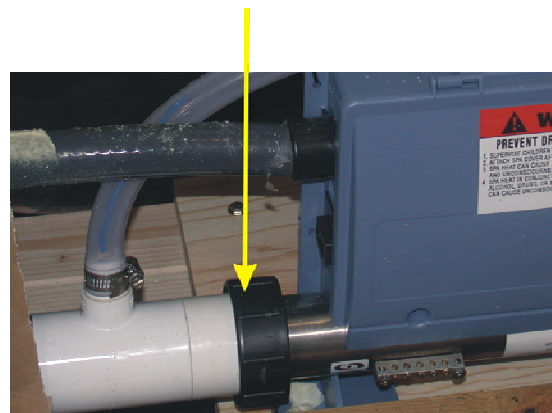


6. Check that the pump unions (circled in illustration) are hand tight to prevent the possibility of leakage.

Typical Pipe Unions



Typical Pipe Union



7. Remove the two shipping bolts located on the front of the pump mount (circled in illustration).



8. If the spa has a bleeder valve in the skimmer area (see picture at right) remove it to allow air to escape from the pump(s) while filling the spa. To remove the bleeder, unscrew it until it comes all the way out of the spa wall.

Note: Don't forget to replace the bleeder valve later after the pumps are operational.



9. Remove the skimmer canister lid and then remove the foam blocks securing the filter (see photo at right). Remove the filter and fill the spa with a hose placed in the empty filter canister. (For a detailed description of opening the skimmer canister and removing the filter, see the Filter Cleaning section in the Routine Equipment Maintenance section of this manual).



10. Fill the spa until the water level is about 6 inches (15 cm) below the top of the spa.
11. Once the spa is filled, replace the filters and turn on the power at the GFCI circuit breaker. Push the JETS Button twice (use the JETS 1 Button on multi-pump spas) on North American 60Hz models to turn the pump on to high speed. (Push it once on European 50Hz models for High Speed). Let the system run for 30 to 45 seconds to prime the pump. Then push the button again to shut the pump off. If the spa has two jet pumps, repeat the process by pushing the JETS 2 Button once to run it at high speed and prime that pump.

If the jets do not start, there is air trapped in the plumbing lines. To eliminate the trapped air, turn the pumps on and off several times to force the trapped air through the pumps. If the jets still do not start, and the bleeder valves have been open for some time, turn off the pumps and loosen the top pump unions (see illustration in step 6) slightly to let any trapped air escape. Re-tighten the pump unions and turn the pumps on again. Turn the pumps on and off several times until jets function properly.

12. One minute after the power is turned on, the spa will automatically begin its first one-hour filtration cycle (this cycle may be interrupted if the Jet pumps are being turned on and off at the time). On two-pump models, Pump 2 will operate on high speed for the first minute of each filter cycle. If there is no jet action during the filter cycle, repeat the pump priming steps described in Step 11 above. Once the Jets are working properly, turn the power off and on again at the GFCI to reset the Start Time of the filtration cycle, which will begin one minute after the power is turned on.
13. The spa will automatically filter itself twice each day. At the beginning of each filter cycle, the pump will run on high speed for 5 minutes and then on low-speed for the remainder of the filter cycle. The second filter cycle will begin twelve hours after the start of the first. The Filter Cycle light on the control panel will glow when a filter cycle is running. To set a different start time for the cycles, you can turn the power to the spa off then back on using the GFCI breaker at the time of day you want to cycle to start (the filter cycle always starts one minute after the spa power is turned on).
14. Now set the water temperature by pushing the UP/DOWN Buttons until the desired water temperature (called the "Set Temperature") appears in the Display Window. The spa will not allow the temperature to be set above 104°F (40° C). After a few seconds, the screen will revert to showing the current spa water temperature. The spa will heat at the rate of 1° F ($\approx 0.5^{\circ}\text{C}$) to 8° F ($\approx 4^{\circ}\text{C}$) per hour. Whenever the temperature falls below the Set Temperature, the spa will turn on the heater and run the pump at low speed to bring it back up to the Set Temperature.

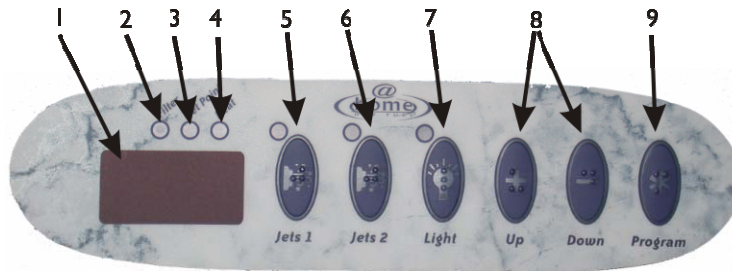


To confirm that the heater is on by checking that the Heat Indicator light on the control panel is glowing.

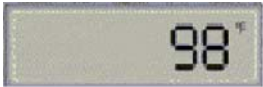


15. Once the spa has begun heating, reinstall the equipment compartment panel removed in Step 2.
16. After completing the above steps, see the Water Care Guide (provided separately) to ensure proper water chemistry.
17. Place the thermal cover on the spa to conserve energy and to keep it ready for use.


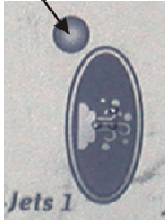
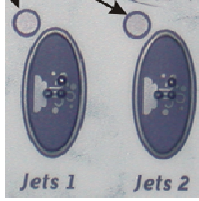

Operation

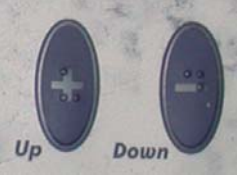

Control the functions of your spa using the topside Control Panel. Understand the following information before starting up the spa.



The Control Panel

Control	Function
1 	1. Display Window The Display Window shows the current status of the hot tub: its monitoring functions, self-diagnostics, or programming messages. By default it shows the spa water temperature.
2 	2. FILTER Indicator Light This light glows when a filter cycle is in progress.
3 	3. SETPOINT Indicator Light This light glows when setting the Set Temperature, to indicate that the number currently shown on the display is the desired “set point,” not the actual water temperature.

Control	Function
<p>4</p> 	<p>4. HEAT Indicator Light This light glows when the heater is on.</p>
<p>5</p> <p>Jets Status Light</p> 	<p>5. JETS 1 Button On American models, pushing the JETS 1 Button once starts the pump on LOW speed. Pushing it a second time turns on HIGH speed. Pushing it a third time turns the pump off. (European models have only one jet speed: High).</p> <p>NOTE: A built-in timer will automatically shut the pump off after 30 minutes (60 minutes on some models), unless it is turned off manually. A new 30-minute cycle begins for each pump when its JETS button is pushed. Use this function to cause the spa to filter immediately after use—just push the Jets button once when you get out.</p> <p>The indicator light will glow when the jet pump is running.</p>
<p>6</p> <p>Jets Status Lights</p> 	<p>6. JETS 2 Button If the spa is equipped with a second jet pump then there will be a JETS 2 button. Pushing the button once starts the secondary (single speed) pump. Pushing it again stops the secondary pump.</p> <p>The Jets 2 indicator light will glow when the secondary jet pump is running.</p>
<p>7</p> <p>Light Status Light</p> 	<p>7. LIGHT Button and Status Light Push the LIGHT button once to turn the light on. Push it again to turn it off.</p> <p>The light will automatically turn off after 1 hour of continuous operation.</p> <p>NOTE: If the spa has the optional Dynamic L.E.D. Light installed, then the Light button changes the color sequences. See the section on the Dynamic L.E.D. light later in this manual.</p>

Control	Function
<p>8</p> 	<p>8. TEMPERATURE Buttons</p> <p>Control the water temperature with the Up (+) and Down (-) Buttons. Push a button once to change the temperature by one degree, or hold it down to rapidly change it by many degrees. The temperature can be set no higher than 104 ° F (40° C).</p> <p>While setting the temperature, the Set Point light on the Control Panel will glow to indicate that the display is showing the desired Set Temperature and not the actual temperature.</p> <p>After the desired temperature is set, the Display Window will revert to showing the actual water temperature. The hot tub will heat to the new Set Temperature automatically.</p>
<p>9</p> 	<p>9. PROGRAM Button</p> <p>Push PROGRAM to begin the process of programming the spa functions. See the section on “Programming the Spa Functions” for details.</p> <p>To initiate the programming sequence at any time, hold PROGRAM for 3 seconds. If within 10 seconds no button is pushed, the spa will automatically exit the programming sequence and revert to the pre-set factory default settings. To exit the programming sequence at any time, do not press any button for 10 seconds. Any programming changes made up to that point are saved.</p>

Programming the Spa Functions

To initiate the programming sequence at any time, hold PROGRAM for 3 seconds. If within 10 seconds no button is pushed, the spa will automatically exit the programming sequence and revert to the pre-set factory default settings. To exit the programming sequence at any time, do not press any button for 10 seconds. Any programming changes made up to that point are saved.

Filter Cycle Duration

Pressing PROGRAM sets the Filter Cycle Duration. This tells the spa how long to run during each filter cycle. Use the UP or DOWN to choose from 60, 90, 120, 150, or 180 minutes. The factory default is 60 minutes. After setting the desired duration, press the Program button again to move to the next step.

Number of Filter Cycles

After setting the Filter Cycle Duration set the Number of Filter Cycles the spa will run each day. Use UP and DOWN to choose 1, 2, 3, or 4 cycles per day. The factory default is 2 times per day. Then press PROGRAM to move on to the next step.

NOTE: The spa considers the “Start Time” of the first filter cycle to be one minute after its power is turned on. To change the starting time of the first filter cycle and all following cycles, turn the spa power off and then on at the desired time of day to reset it. All other programs will need to be reset because they will revert to factory settings.



Long and/or numerous filter cycles could cause overheating of the hot tub, especially in hot climates.

Temperature Unit Selection (°F or °C)

Pressing the Program button again brings you to the setting for the Temperature Units. Use UP and DOWN to choose Fahrenheit (°F) or Celsius (°C). The factory default setting is Fahrenheit on American models and Celsius on European models.

Press the Program Button again to finish and exit the programming sequence.

Control Panel Display Messages

The following messages may appear in the Display Window:

“OH” – Overheat Warning

If “OH” appears in the Display Window, the spa has overheated. **DO NOT ENTER THE WATER.** Remove the hot tub cover and allow the water to cool below 110° F (43° C). Then reset the power to the spa by resetting the GFCI breaker. If the problem recurs, turn off the power to the hot tub and contact your local Authorized Dimension One Spas Dealer, or authorized service center.

Flashing Lights on the Control Panel

DO NOT ENTER THE WATER IF THERE ARE THREE FLASHING LIGHTS ON THE CONTROL PANEL. This indicates a problem with the spa.

If there are flashing lights, but the Display Window shows the current water temperature, there may be a water flow problem. Check the water level and/or clean the filter.

The flashing lights should stop once the problem is fixed. If the problem persists, reset the power to the spa by turning the GFCI breaker off then back on.

If the problem persists after resetting the power, contact your local Authorized Dimension One Spas Dealer, or authorized service center.

Erroneous Temperature on the Display

If there is a temperature of 32° F (0° C) or 132° F (55° C), **DO NOT ENTER THE WATER.** The system has detected a problem. The actual water temperature is unknown. Contact your local Authorized Dimension One Spas Dealer, or authorized service center.

Features Unique to Certain Models

Jet Zone Selector

If the spa is equipped with the Jet Zone Selector, rotate this knob on the topside controls to change the flow of water from one group of jets to another.



Water Feature Flow Control

If the spa is equipped with certain types of water features (such as fountains), turn this topside control knob to adjust the water flow from a trickle to a full stream. Note: The valve will not shut the water feature off completely.



NeckFlex Jet Pillow

The **NeckFlex Jet Pillow** has five adjustable height positions. Gently pull the bottom of the pillow forward and slide it up or down the guide rails. Adjust the water flow from the jets by rotating their nozzles clockwise or counterclockwise.



Stereo Sound System

If the spa is equipped with the built-in stereo sound system, see the separate stereo user manual for instructions.

Dynamic L.E.D. Light (On Certain Models)

If the spa is equipped with the Dynamic L.E.D. Light feature, control the colors by pushing the Light Button:

- **Color Spectrum Mode** (the default mode): A continuous cycle through the colors of the rainbow.
- **Lock a Color:** While in Color Spectrum Mode, you can lock the current color by turning the light off for less than three seconds, then back on. Repeat that process any time to return to Color Spectrum Mode.
- **Mode Memory:** When the light has been off for more than 10 seconds, it automatically remembers its previous mode and returns to it the next time you turn the light on.

Routine Equipment Maintenance

Draining Your Hot Tub

The spa is gravity-drained, without the need for a pump. To drain the spa, locate the hose bib, which was attached to the spa in the Initial Setup operation (described earlier), on the base near the lower left side of the equipment panel. Remove the cap (if any) from the hose bib. Screw a garden hose onto the hose bib, put the other end of the hose in a safe place for water run-off (do not drain onto lawn or plants), and then turn the valve on the side of the hose bib ninety degrees to release the flow of water. Do not forget to close the valve again before re-filling the spa.

For information about how often to drain and refill the spa, refer to the Water Care Guide that came with the spa.

Filter Cleaning

IMPORTANT: To prevent debris from getting into the system during filter cleaning, shut off the power to the spa at the **GFCI circuit breaker** (see Initial Startup section of this manual for details on the GFI).



To clean the skimmer filter, remove the access lid that covers the entire filter area. Lift the center float of the skimmer assembly until it is fully extended. Hold the centerpiece of the assembly and turn it counterclockwise until the flats of the basket are aligned with the securing tabs. Then pull the basket assembly straight up to remove it.

Below the basket is the filter. Remove the filter by twisting it 1/4 turn counterclockwise to its stop (be careful not to overturn it.) Then lift the filter out of its canister. Clean the filter with a high-pressure garden hose. Every other cleaning, soak the filter in filter-cleaning solution and rinse it thoroughly.

Reinstall the filter by reversing the removal process, then replace the skimmer basket assembly and the access cover. Then turn the power back on at the GFCI breaker. Run the pump a few minutes at high speed before leaving the spa in its normal heating mode.

Light Bulb Replacement

Some models are equipped with a standard light bulb, others with an optional "Dynamic L.E.D. Light." Both are replaced in the same way. To change the bulb:

1. **Turn the power off** at the GFCI breaker and drain the water to below the level of the light.
2. Using the special tool provided in the owner's manual packet, unscrew the lens that covers the light housing.
3. Remove the old bulb and install the new bulb.
4. Use the special tool to replace the lens on the light housing.
5. Turn the light on and off to make sure it works before refilling the spa.



Do not attempt to remove the lens without turning off the power and draining the water to below the level of the light.



Do not attempt to remove the lens without the special tool. If it is lost, contact Dimension One Spas Service Department to have one sent.



Be sure the rubber O-ring behind the lens is undamaged and is properly positioned when replacing the lens. Contact Dimension One Spas if you need a replacement O-ring.

Care for the Hot Tub Surface

It is recommended that a “cheesecloth” rag, or other soft rag, is used to clean the entire shell surface with Water Line Cleaner or a similar product from your spa dealer. Or use pH/Alkalinity Increaser or a 50/50 solution of denatured alcohol and water. Be sure to thoroughly rinse the shell after cleaning. To restore the luster of the shell after cleaning, use Poli-Gloss or a similar product from your spa dealer.



Do not use “409” type cleaners or other caustic solutions as they may damage the shell surface and void the warranty. If you are using baking soda to clean the hot tub shell, be careful not to get it on the wood skirt. It may bleach the wood.



Do not use citrus-based cleaners on the shell surface.



Protect your spa surface from the sun: Keep the spa covered even when it contains no water. Sunlight can damage the spa surface and cause it to peel or blister.

Dimension One “Envirotect”™ Skirts and Vinyl Covers

The Dimension One Envirotect skirts are unaffected by most corrosive substances, and will not absorb moisture. To maintain the original skirt finish, clean with soap and water. No sealing or painting is required. To maintain a “nearly original” appearance on your vinyl cover, it is recommended that a protectant with a high SPF (sun protection factor) is applied, obtained from your spa dealer, at least once a month if exposed to direct sunlight.

Care for the Wood Spa Cabinet

When properly cared for, the wood cabinet of the hot tub will maintain its beauty for many years. Wood reacts to the elements by expanding and contracting. To protect the wood finish, re-stain it every 3-6 months with Redwood or Coastal Gray Stain, which seals the wood. Please note that the cabinet is not warranted against reaction to natural weather conditions. Check with your spa dealer for wood maintenance products.

Special Cold Weather Instructions

All Dimension One Spas are designed for year-round use. They are insulated for energy efficiency and to protect the plumbing and equipment when the system is operational. The system has a “Smart Winter” freeze protection mode to circulate water during freezing weather, assuming the system has electrical power and the proper water level. Therefore, keeping your system operational is your best defense against freeze damage.

However, if there freezing conditions present and shutting down the spa for the winter is unavoidable, or where conditions may get too cold for the spa’s “Smart Winter” mode to prevent freezing, the spa should be Winterized by a professional Dimension One dealer or authorized service representative. **Draining the spa will not prevent freeze damage, because small amounts of water in the plumbing can expand and damage the system.**



Draining or Winterizing the spa is specifically not covered by the warranty. This is why only a professional should be allowed to Winterize your spa if it becomes necessary.

Items Required for Winterizing

- Phillips head screwdriver
- 16” (40.6 cm) Channel-lock pliers
- High pressure air blower
- Commercial grade wet-vacuum
- Protective goggles
- 3 gallons (11.37 liters) to 6 gallons (22.74 liters) of Non-Toxic, Swimming Pool or Recreational Vehicle Drinking Water Antifreeze
- Strong, able-bodied people capable of lifting the spa into upright position
- Enough time (and patience) to perform all steps.

Procedure for Winterizing

1. Shut off the power to the system and make sure that it cannot be accidentally turned back on.
2. Remove filter elements from filter assembly.
3. Drain water from the system using the drain fitting and garden hose, or a submersible pump.
4. Open the equipment compartment and locate pumps and heater.
5. Remove all of the drain plugs from each pump.
6. Loosen the unions on both sides of each pump, and on the heater if applicable.
7. If the system has a Dynamic Jet Sequencer, please remove that access panel as well and loosen all unions on each of the sequencer valves. There are 6 sequencer valves, so you need to loosen 12 unions.
8. Tip the entire spa up onto one side (not the equipment bay side or the opposite side). The system will have some water remaining, which will add to the weight. Be sure to have enough people available to safely lift the weight of your spa.
9. Close all jets, by turning the jet faces counter-clockwise.
10. Put on goggles to protect your eyes from air, water, antifreeze or debris exiting the jets or drains.
11. Insert the hose of a high-pressure air blower into the filter-element fitting. Some models may have 2 filters. Begin with the left-hand filter fitting, which will help evacuate water from the circulation pump system. Then proceed to the right-hand filter fitting. When using air blower on single-filter systems or the right-hand fitting on dual filter systems, rotate each of the jet faces clockwise to open it, and then counter-clockwise to close it after blowing that jet. Do this to each jet, one jet at a time. Be careful, as water will be coming out of each jet fitting as you blow it out. Perform this operation until no more water is coming from the jets.
12. Remove jet faces and insert the hose of a high-pressure air blower into each jet fitting. Continue this process, until no more water comes out of any jet fitting or drain fitting, and you no longer hear water gurgling within the plumbing. Place all jet faces in a plastic bag and set aside until you are ready to use your spa again.

13. Remove both bleeder valves from the top of the filter canister area. Place hose of a high-pressure air blower into the rear-most bleeder fitting first. Confirm that water mist is blowing from one or both of the circulation system return jets in the footwell of the system. You may also get some water mist blowing from the filter canister. Repeat this process with the front-most bleeder fitting. Confirm that water mist is blowing from the drain fittings of the jet pumps.
14. Place the hose of a commercial grade, wet-vacuum over each jet fitting, bleeder valve fitting, and drain fitting to draw out as much remaining standing water as possible.
15. Remove drain hose bib assembly from the outside bottom of the system.
16. Use the wet-vacuum to remove standing water from the pumps and any other fittings within the equipment compartment.
17. Once you are sure that all water is evacuated from the plumbing and equipment of the system, put the system back down in its normal position and repeat Step 10 and Step 11
18. Read all Directions and Safety Precautions on the Swimming Pool or Recreational Vehicle antifreeze bottle before opening and using. Ensure that it is non-toxic and safe for this use. Beware of and follow all safety precautions.
19. Using a long funnel, begin pouring non-toxic swimming pool or recreational vehicle water system antifreeze into the filter canister fittings, bleeder valve fittings and jet fittings of your system. Continue adding antifreeze until it comes out of the drain fittings or from the opening you are pouring it into. You must complete this task for every jet fitting in the system. Some of the antifreeze will seep into the system from the drain or jet fittings, which is okay, the goal is to have anti-freeze collect in the areas of the plumbing that would normally trap water. Use the funnel to also place antifreeze into the pump housing(s).



When pouring antifreeze into the rear-most bleeder valve fitting, you may see antifreeze pouring from one or both of the circulation system return fittings. This is normal.



DO NOT USE AUTOMOTIVE COOLING SYSTEM ANTIFREEZE IN YOUR SYSTEM. IT IS TOXIC AND HARMFUL TO HUMANS AND ANIMALS. CHECK WITH YOUR LOCAL SPA DEALER OR RV DEALER TO PURCHASE NON-TOXIC ANTIFREEZE THAT IS COMPATIBLE WITH DRINKING WATER SYSTEMS!

20. Replace all equipment access panels onto the system.
21. Replace thermal cover and secure locking tabs. If the system is located in an area of high snowfall, take one more extra precaution to safeguard the life of the system cover. Span the cover with (2 or more) 2x4's cut to length to reach the outside edges of your cover. Place a sheet of plywood, cut to fit each half of the cover, over the 2x4's; this will support the load of a heavy snowfall and prevent the cover from warping or breaking. Also cover the entire system with a tarp at this point for maximum protection.

Springtime Startup of a Winterized Spa

In the spring, or when it is time to restart a Winterized spa, follow these instructions:

- Make sure o-rings for pumps are in place and undamaged.
- Make sure all the fittings that loosened are re-tightened.
- Replace all jet fittings, pump drain plugs, hose bib drains, and bleeder valves
- Fill the system up, as you would normally do.
- Turn the power back on.
- Run the jets on high speed for about 15 minutes.
- Drain the water.
- Put your filter(s) back in.
- Refill spa and treat chemically as you would during a normal water change.



The system is equipped with automatic freeze protection. However, power outages can cause the system equipment to freeze quickly. During freezing conditions, check the system frequently to ensure proper operation. Always check the system after any power failure to ensure that it is operational. Draining and discontinuing the operation of the system disables the freeze protection feature and may result in freeze damage.

For more information about winterizing your spa, please contact your local Authorized Dimension One Spas dealer.

Troubleshooting Guide

Heating System

Symptom	Problem	Corrective Action
Does not heat	1. Temperature setting is too low	1. Turn up the “set temperature” on the control panel
	2. Dirty filter	2. Clean filter.
	3. Pressure switch malfunction	3. Call your dealer for service.
Too hot	1. Temperature setting is too high	1. Turn down the “set temperature” on the control panel
	2. High limit tripped	2. Call your dealer for service
Flashing temperature of 34°F or 134°F appears on the display	Possible temperature sensor failure	Call your dealer for service
Hot Tub Temperature erratic	Water level	Fill hot tub to about 6 inches (15 cm) below the top of the spa.

Electrical System

Symptom	Problem	Corrective Action
Will not turn on – in any mode	No power	Check circuit breaker and/or GFCI.
Turns on by itself	Normal automatic daily power filtration, or anti-freeze cycle	No action required.
Light is out	Burned out bulb	Replace bulb.
Pump shuts down unexpectedly while in use	1. Automatic timer has shut pump off	1. Push JETS button again to start another cycle.
	2. Motor over-heated and automatic protective device has shut down pump(s)	2. If pump(s) will not restart when JETS button is pushed, call for service. Make sure that the equipment panel vent area is not blocked. Vent blockage can cause serious damage to your equipment.
3 flashing lights on the Topside Control	Possible sensor errors	1. Check water level, adjust if needed.
		2. Clean filter.
		If problem persists:
		1. Turn power off at GFCI breaker, then back on
		If problem persists: Call your dealer for service.

Water System

Symptom	Problem	Corrective Action
Pulsating jets	Water level too low	Fill spa to proper water level.
No Jet Action, or action is poor	1. Jet is turned off	1. Turn jets on by turning jet face clockwise
	2. Selector Valve turned	2. Turn the Selector Valve (sometimes called Diverter Valve) to the proper position
	3. Dirty Filter	3. Clean Filter.
	4. Air lock	4. Loosen pump union to allow air to bleed.