



After-sales Service Manual

Elite, Premium, Concept Spa
(EU,UK,SW)

Oriental Recreational Products (Shanghai) Co., Ltd.



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Chapter 1 After-sales Service Center Operation and Warranty Policy

1.1 After-sales Service Center Set-up

ORPC authorizes After-sales service center in each specified country, region or territory. ORPC requests its service center have necessary staff, equipment and facilities to ensure effective, professional and cost-saving warranty services provided to MSpa customers. The service center must be eligible for the following requirements:

- 1.1.1 Have a service telephone or hotline number for customers to call for warranty services or product related inquiries. The service number must keep in service during work days and normal business hours.
- 1.1.2 The service center must have dedicated staff - customer service representatives or technician to answer phone calls, product inquiries or any other warranty related questions.
- 1.1.3 Provide a properly sized warehouse to store MSpa spare parts and returned defective parts from customers.
- 1.1.4 Have a workshop to test and repair defective spas that defects cannot be solved by telephone service. Repair service must be under valid warranty period.
- 1.1.5 Have necessary equipment or tools for a service engineer to carry out the warranty services efficiently.
- 1.1.6 Set up service procedures to guide and monitor service staffs' daily service activities, include answering customers' phone calls, providing the service, recording service details, and filling in the service report.

1.2 Obligations of the After-sales Service Center

As an ORPC authorized After-sales service center, it is responsible to take care of all after-sales service related jobs for MSpa customers in the specific territory at its own cost:

- 1.2.1 Listen to and answer customers' phone calls, inquiries, or warranty claims in a timely, polite and professional way
- 1.2.2 Verify warranty claims; decide if it's valid or not according to the warranty policy by ORPC.
- 1.2.3 Provide technical services by phone to solve simple warranty issues that are not required of returning product for testing and repair.
- 1.2.4 Test and repair the returned warranty spa products and ship back or return the repaired units.
- 1.2.5 Deliver replacement spare parts to customers if the spa is under warranty, and if customers are willing and capable of repairing the spa by themselves.
- 1.2.6 Record and summary service details by filling in the service report. ORPC requires after service center to submit the summary reports regularly for technical analysis and warranty re-verification purposes. The service report should include the following:
 - Model Number
 - Serial Number
 - Customer Name & Contact Information
 - Purchase Date
 - Claim Date
 - Defect Description

- Defective Part Name
- Repaired or Replaced Part Name and Quantity
- Warranty Service Period
- Photocopy of Customers' Purchase Invoice
- Photo of Defective Spa/Part etc.

1.2.7 For any serious quality problems or special warranty issues, the after-service center MUST report to ORPC for approval or confirmation.

1.2.8 Manage spare parts inventory effectively, do stock checking regularly and submit the stock inventory list/Consumption report to ORPC monthly.

1.2.9 Mspa service partner/distributor shall prepare monthly warranty service report in ORPC's template and submit to ORPC's After-sales service department on every second Monday of the following month.

1.3 ORPC Warranty Policy

ORPC provides warranty for MSpa bubble spa products against defects in materials or workmanship under proper usage and maintenance.

1.3.1 Warranty for Distributors/Importers

MSpa distributors and importers are entitled to manufacturer's warranty from the date of product arrival at the destination port. ORPC/MSpa is only responsible for providing parts, but not services or any labor costs.

Warranty Items:

Mspa Model: C-MO049,C-MO069;

E-BA049,E-RE049,E-BL069,P-MB049,P-MB069,P-SH069,P-CA049,P-CA069,P-EX049,P-EX069,P-TU049,P-TU069

Warranty Period:

- Fifteen(15) months (including three(3) months of storage period) for the Premium/Elite/Mono series spa pool
- Fifteen(15) months (including three(3) months of storage period) for the electric part
- Twenty-seven (27) months (including three(3) months of storage period) for the Premium Tuscany Rigid wall
- Nine(9) months (including three(3) months of storage period) for other spa components like inflatable bladder, spa cover, and other non-electric part

Warranty Starting Date: MSpa distributor/importer warranty starts from the product arrival date at the destination.

1.3.2 Warranty for Consumers

Consumers are entitled to standard consumer warranty from the date of purchase. During the standard consumer warranty, ORPC/MSpa will only provide parts to carry out the warranty repair. The distributor/importer is responsible for all the other costs, including but not limited to labor cost, shipping, and other service related cost. Under all circumstances, it is the importer/distributor's responsibilities to honor the consumer warranty.

Warranty Items:

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Mspa Model: :C-MO049,C-MO069;

E-BA049,E-RE049,E-BL069,P-MB049,P-MB069,P-SH069,P-CA049,P-CA069,P-EX049,P-EX069,P-TU049,P-TU069

Standard Consumer Warranty Period:

- Twelve(12) months for the spa pool
- Twelve(12) months for the electric part
- Twenty-four (24) months for the Premium Tuscany Rigid wall
- Six (6) months for other spa components like inflatable bladder, spa cover, and other non-electric part

Warranty Starting Date: End customer warranty starts from the date of purchase. Standard consumer warranty applies ONLY to the original MSpa owners.

1.4 ORPC Warranty Obligations to Distributors/Importers

As the manufacturer, ORPC provides sufficient support to the authorized After-sales service center to carry out the warranty service by the following activities:

- 1.4.1 Provide free spare part to the After-sales service center for valid distributor warranty claims.
- 1.4.2 Provide and update the service manual and other technical documents regularly. Provide training on warranty policies, procedures, and other technical service issues.
- 1.4.3 Provide daily technical support to solve warranty problems effectively and smoothly through email or phone calls.
- 1.4.4 Provide technical service training at Shanghai headquarter upon After-sales service center's requests.
- 1.4.5 Collect, summarize and analyze the regional/territory service reports for future improvements in regards to product quality or service.

Chapter 2. Important Information and Tips for Using Spa Products

2.1 Heating Effect -Temperature Increasing Rate or Speed

For 220-240V 50Hz Spa (EU Standard)

For 2-4 person bubble spa, the heat increasing rate is about 1.5-2.5 °C/hour. To get a better heat increasing result, put on spa inflatable bladder and top lid when the heater is on.

For 6-person bubble spa, due to larger water capacity, the heat increasing rate is lower at 1.2-1.8 °C/hour.

Heat Preservation Mat is helpful to reduce heat loss from the bottom and it provides better heat insulation results together with the inflatable bladder in use. It is recommended to have the MSpa heat preservation mats in between the SPA and ground. Consumers can also apply similar mat which is made of foam material or other material with heat insulation function.

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*It's only possible to set up and leave the spa at an outside temperature lower than 4°C as long as the spa has a constant water temperature guaranteed at above 4°C. The spa can be used under low-temperature environment and temperature down to maximum **-10°C ONLY** if it is set up properly to ensure no frozen water inside control box, pipes or spa pool.*

2.2 Filter Cartridge



Mspa filter cartridge – Item No. B0302860 120 pleats is suitable for all Mspa Premium/Elite/Mono models
Item No. B0302949 90 pleats with new B0302950 cartridge base is suitable for all Mspa Premium/Elite/Mono models

2.3 Inflate and Deflate the Spa (Except Mono/Tuscany model)



Note:

Check before inflation whether the manometer cap is screwed up tight on the valve of the pool body. If not, please tighten and then inflate. After inflation, the manometer cannot be removed, otherwise, air will be released.

When the Yellow section is pushed out, the Spa inflation is completed. You can fill the Spa with water.

After water filling is completed. Check air pressure once again to ensure the manometer reaches Green section. Always ensure the manometer is on Green section at use.

If the White section of the manometer appears, the spa is over inflated. Rotate the valve cap counter clockwise, have the air released till the Green section is pushed out, then tighten it clockwise.

To avoid over inflation caused by warm weather or sunshine when leaving spa for weeks inflated and filled with water in temperature higher than 20°C (68°F), please release some air to make sure the manometer is always on Yellow section.

Spa Deflation

1. Unscrew the manometer cap on the spa pool to deflate the spa.
2. Once the deflation is completed, screw the cap back.

2.4 Avoid Air Leakage from Spa Liner Split or Tiny Holes Due to Over-inflation (Except for Mono/Tuscany model))



Ensure to ask customers to test the spa pool air pressure with manometer. Testing air pressure is very critical during the installation process, because any air leakage, pool liner splits due to over inflation are not covered by the ORPC/Mspa warranty. It is important to advise customers to watch the Mspa DVD or follow the instruction manual carefully to check and test the air pressure every single time before inflating or using the spa.

2.5 Try to Repair the Tiny Holes or Split on Spa Liner Instead of Replacing a New Spa Liner

For pool liner air leakage caused by tiny holes or splits, it is suggested to first try to repair with glue and PVC swatches provided in the repair kit. You can also order repair swatches from the spare part list.

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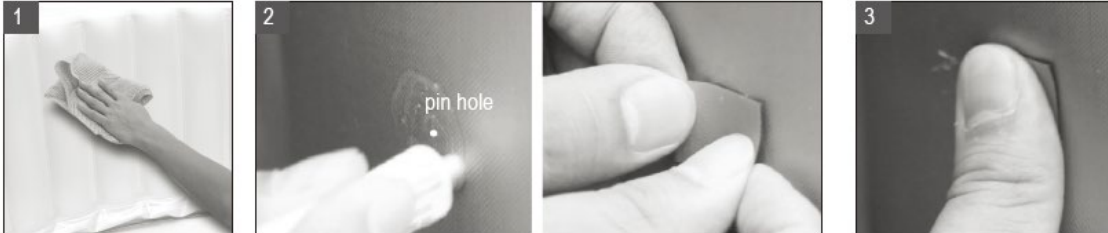
With the repair material, most pin holes and splits can be repaired easily within 10 minutes.

Spa Tub and Air Bladder Repair

Use the enclosed repair patch to repair any puncture:

1. Clean and dry the area to be repaired thoroughly
2. Apply the glue to the PVC patch and quickly attach it onto the damaged surface
3. Smooth the surface to remove any air bubbles and allow it dry for 5-10 minutes

NOTE: Glue is not included. Aquaseal & Stormsure glue is recommended for PVC inflatable items.



Glue physical and technical information:

SPECIFIC GRAVITY	0.9±0.05
SOLUBILITY	PARTIALLY
APPEARANCE	TRANSLUCENT VISCOUS
VISCOSITY	4000-5500 (CPS, 23°C)
SOLID CONTENTS	14-16%, (150°C×25)

2.6 Using Spa in the Cold Weather

It's only possible to set up and leave the spa in the environment of an outside temperature of less than 4°C as long as the spa has a constant water temperature guaranteed over 4°C. Spa can only be used for temperature down to maximum -10°C if it is properly set up to make sure no frozen water inside control box, pipes and spa pool.

Standard accessories(Except P-SH069 & E-BL069):



B9300109N/B9300492N Heat Preservation Mat is helpful to avoid heat loss from the bottom and it provides better heat insulation results.



Inflatable bladder provides better heat preservation and rain outflow.

2.7 Temperature issue

If customer asks about temperature display on the control panel cannot reach to the set temperature of 40°C (Maximum) and it indicates 38°C, 39°C, 40°C and 41°C, we may explain to the consumer that it is normal to show a minor difference from the actual temperature to the rate displays on the control panel. It's normal with a 1-2°C gap.

2.8 Broken zipper issue

Regarding broken zipper complaint, first, check if the air pressure is within the normal range. Over-inflated spa liner could

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damage the spa cover zipper.

A replaced top lid may not 100% fit to the spa pool. 3-4cm (1-2") difference is common. Because there might be a little zipper length difference between the new top lid or spa liner and the used ones. To avoid zipper claim, please recommend the customer to maintain the zipper by waxing it regularly.

In case of broken zipper on liners, we'd suggest the new buckle cover with ground mat for service support:



B9301427: Buckle cover with ground mat for 4 person zipper lid service(M-011LS/D-SC04/D-ST04/P-MB04/D-AU04)

B9301428: Buckle cover with ground mat for 6 person zipper lid service (M-021LS/D-SC06/P-MB06/D-AU06)

2.9 Water treatment

The Spa owner must regularly check and keep the spa water sanitized with scheduled maintenance(daily, if necessary). Adding sanitizer and other chemical will control bacteria and viruses present in the spa water. The maintenance of a proper water balance through appropriate use of sanitizers is the single most important factor in maximizing the life and appearance of the spa tub as well as ensuring clean, healthy and safe water. Proper technique is important for water testing and treating the spa water. See your pool/spa professional for chemical, sanitizer, test kits and testing procedures questions.

Warning

- Never mix chemicals together. Add the chemicals to the spa water separately. Thoroughly dissolve each chemical before adding one to the water.
- Bromine is highly recommended for good water quality.
- Please note that chlorine and bromine products should never be mixed. This is extremely dangerous. If you usually use chlorine-based products and you want to switch to bromine-based products, or vice versa, it is mandatory to completely change the spa water before any product changes.
- Do not over use the chemicals, otherwise there will be strong chemical odor and potential hazard to your skin

HTH BROMINE informations



Characteristics:

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The use of bromine is particularly recommended in spas and heated waters over 27 ° C. It remains disinfectant even at high PH. of the original product (sodium bromide), Bromine takes its disinfecting action but also its non-aggressive properties. Has no odor, stings neither the eyes, nor the skin and does not bleach the hair.

- 20 g tablet with slow dissolution, no residue
- Active ingredient content (BCDMH) greater than 96%
- Excellent disinfectant activity, regardless of the ph of the treated water (98% at ph 7.0 and still 75% at ph 8.2)

Safety with chemicals

Properly handled and used, the chemicals used in the maintenance of your spa are perfectly safe and harmless. If you use them inappropriately or do not follow the instructions on the package, the consequences can be severe.

Here are some simple rules to always keep in mind:

- Keep chemicals in their original packaging. All products in the HTH Spa range are sold in one-certified packaging.
- Keep chemicals in their closed packaging when not in use.
- Keep all chemicals out of the reach of children.
- Never mix chemicals with each other. When you mix them with water, always add the products to the water, not the water to the products.
- Store your hth SPA chemicals by following the instructions on the package.
- If you accidentally spill a product, clean immediately. If it is a solid product, use a shovel and a brush, and add it to your spa in small quantities at a time.

Do not put the products back in their original packaging and do not use a household vacuum cleaner.

Bromine Kit



Bromine spa treatment kit. The essential kit for your spa water maintenance.
Includes:

- 1kg OVY Spa Bromine 20g Tablets
- 1kg OVY Spa Bromine Shock powder
- 1.5kg OVY Spa pH-minus powder
- 1L OVY Spa Anti algae liquid
- 50 Bromine strips: Aquacheck

1 measuring cap

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Mspa clean



Spatime range by Bayrol The Spatime water line cleaner is ideal to easily clean the inside of the spa and eliminate the impurities and the greasy sediments. Condensed liquid cleaner

- how much liquid chlorine should be filled into the pool? **No liquid chlorine in an inflatable spa**
- how often should be filled in liquid chlorine? **No liquid chlorine in an inflatable spa**
- how often should be put new water into the pool if customer use NO liquid chlorine? **It depends on how many times / week they go into the spa. In peak season when they use spa every day, I suggest to change water every month**
- how often should be put new water into the pool if customer use liquid chlorine? **No liquid chlorine in an inflatable spa**
- if customer put in liquid chlorine, should the whirlpool be ON, so that chlorine can be better distribute? If yes, how long should the whirlpool be ON? **No liquid chlorine in an inflatable spa**

Liquid Chlorine is too aggressive for pvc pool, we strongly recommend to use bromine tabs for water sanitizing

2.10 Where to find MSpa serial number?

On the bottom of the control box or back of the wired controller panel near the rating label.



2.11 How is Anti-icing System working for 2020 new spas?

In most occasions, it is not suggested to leave or set up the spa when the outdoor temperature is below 4° C(39.2° F).

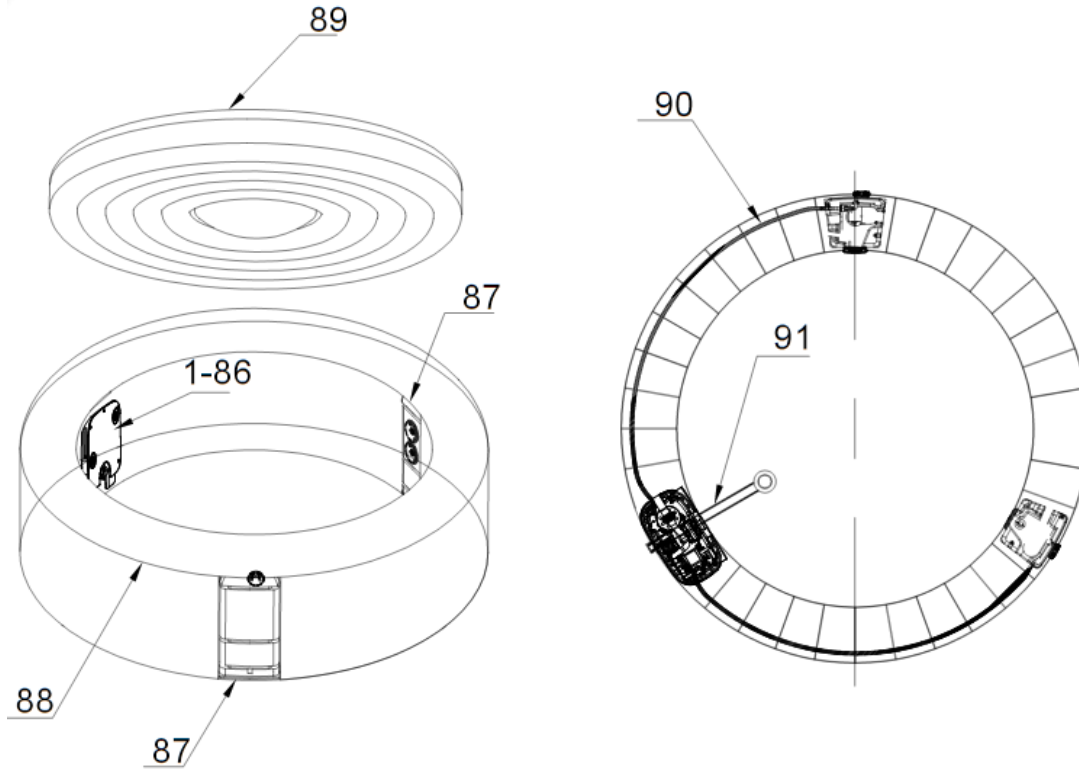
The brand new Anti-icing System will be the watcher of your spa, to guard the temperature safe line. When the water temperature is lower than 1° C(33.8° F), the heater runs automatically until the water is heated up to 3° C(37.4° F). This will help prevent water from freezing. The circulation system, pump and pipe will be saved.

It activates automatically if SPA is plugged with the power source and “reset” button is pressed on PRCD.

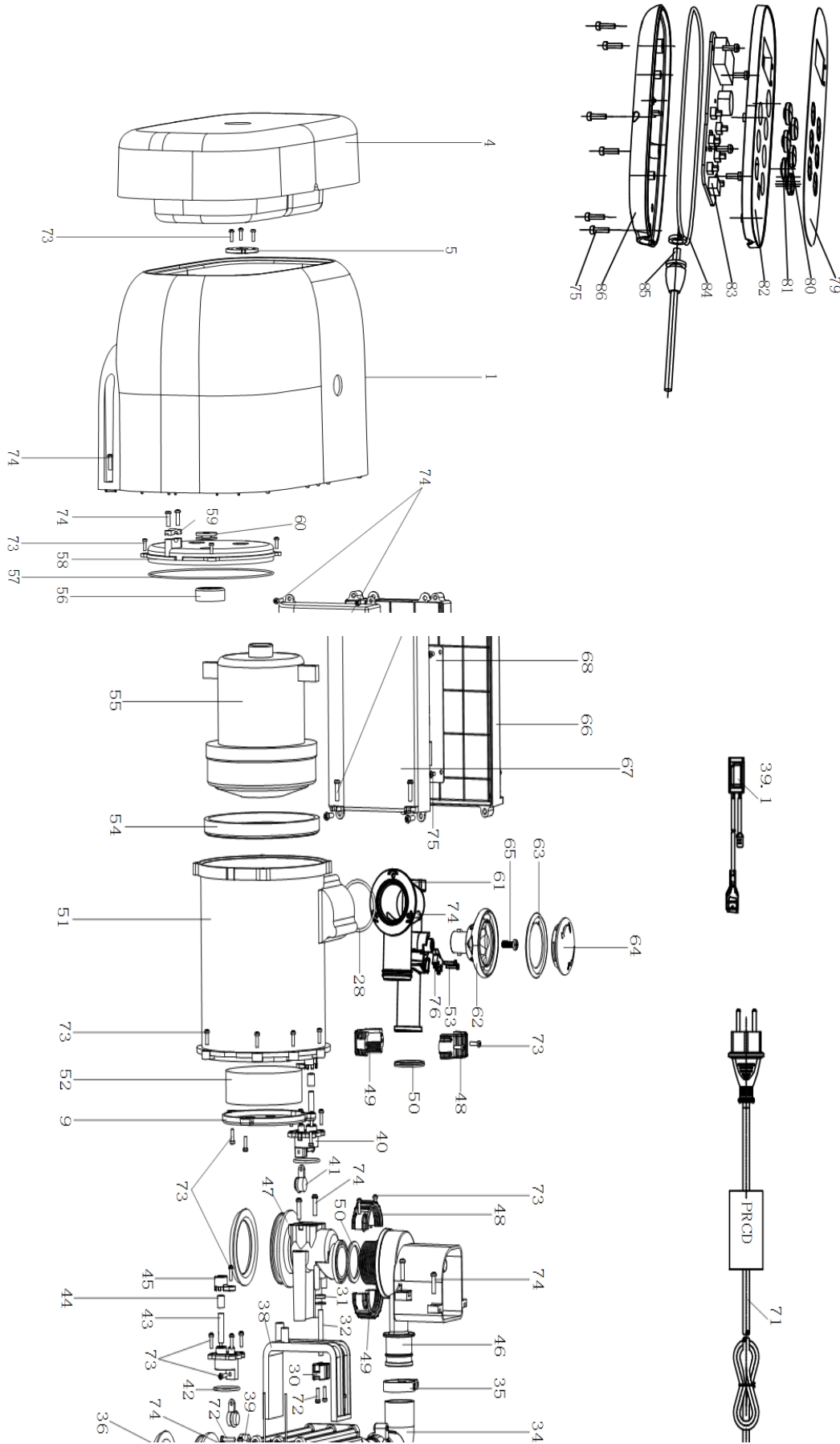
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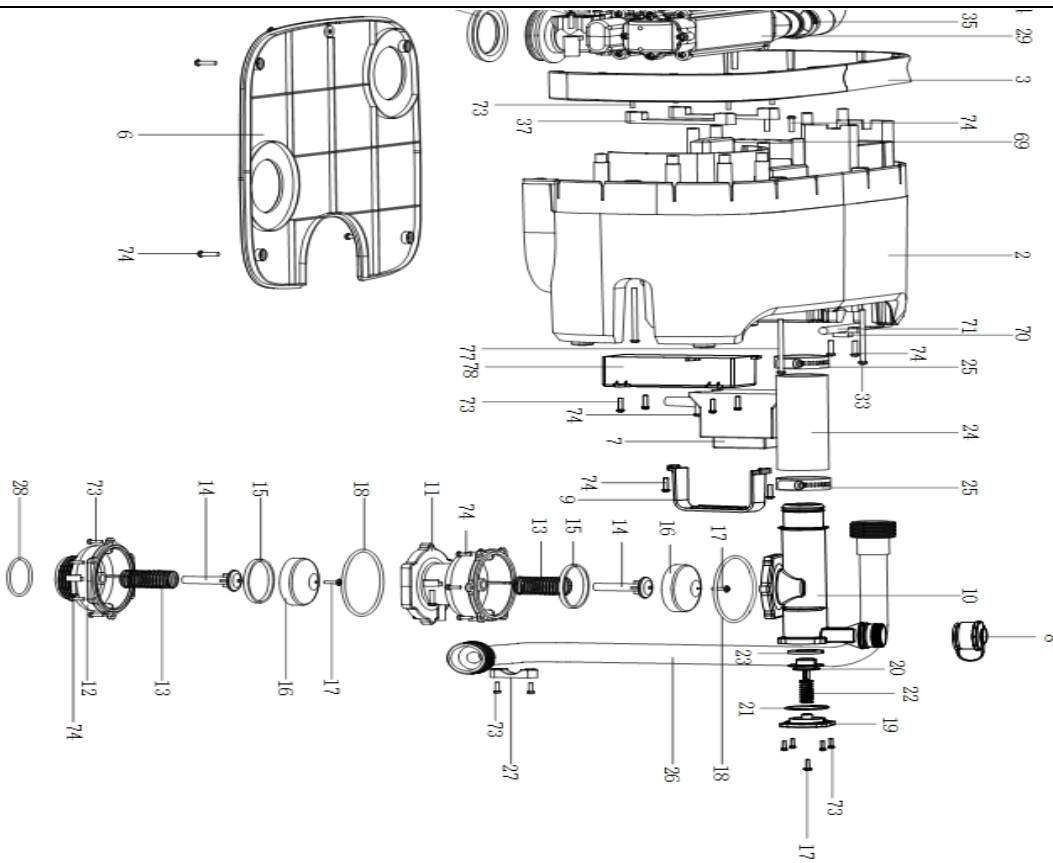
Chapter 3. MSpa Assembly, Wire Diagram & Major Electric Parts

3.1 MSpa Assembly

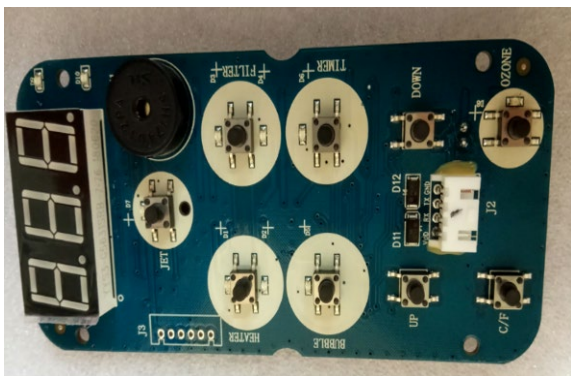


No.	Parts name	Parts qty	Material	Remark
1-86	Control box	1SET	Metal parts + silica gel parts + plastic parts	Exploded drawing as below
87	JET Assembly element	2 (3) SET	Foam + metal + plastic parts	For Elite series only (Elite 4 person model- 2 Sets of jets, 6 person model- 3 Sets of jets)
88	Pool liner	1SET	PVC	
89	Pool cover and inflatable bladder	1SET	PVC	
90	JET cable	1	Rubber+Cu	For Elite series only
91	Bottom drain assembly	1	plastic component	





3.2 MSpa Major Electric Parts



Wired control panel power board (PCB)



Main Power board (PCB)



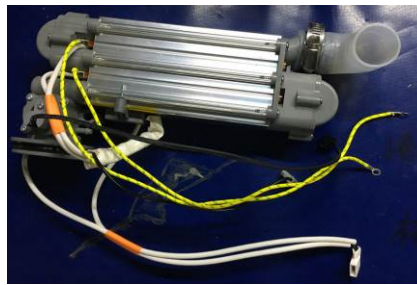
Transformer



Filter pump



Bubble generator



PTC heater



Ozone generator

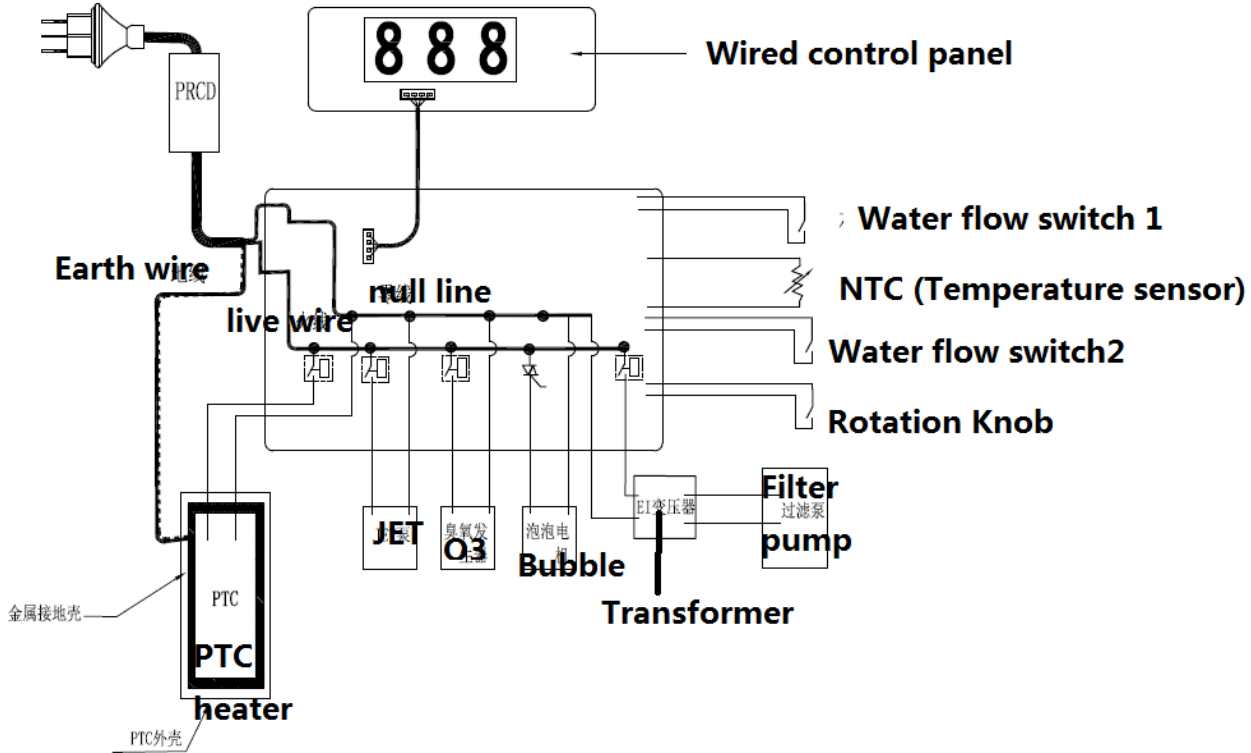


JET Pump

3.3 Wiring Diagram

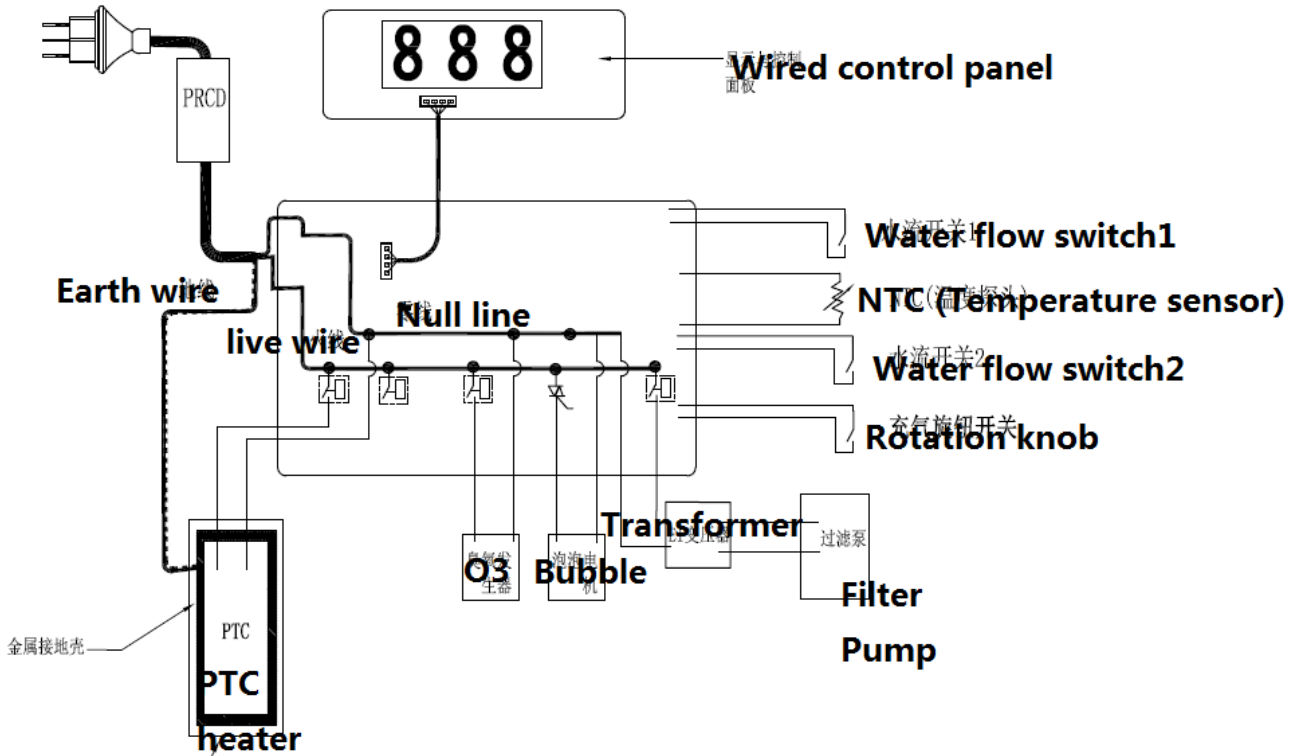
Input: 220VAc/50Hz

Wiring Diagram For Elite



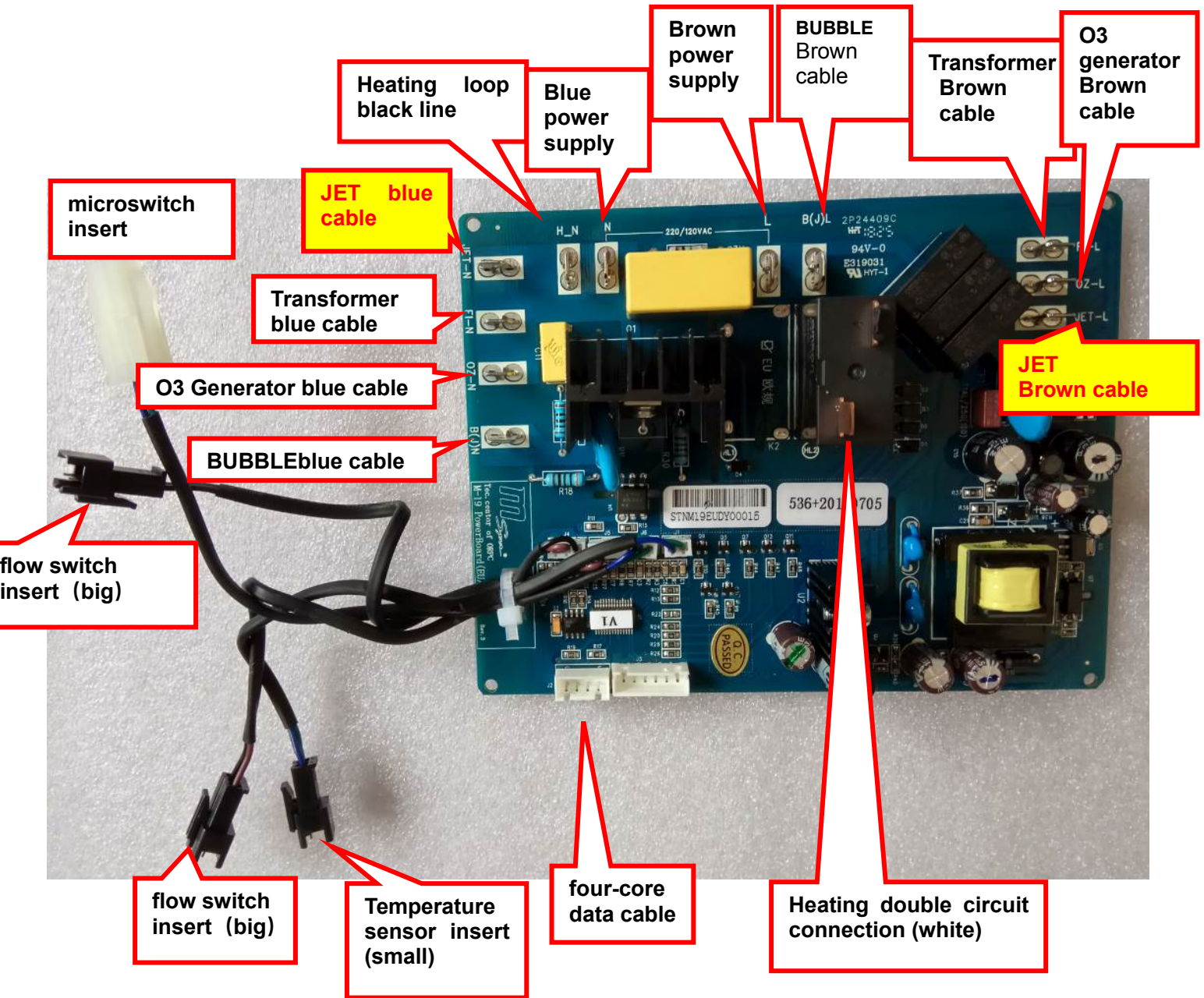
Input: 220VAc/50Hz

Wiring Diagram For Premium



Chapter 4 How to Replace Mspa Parts

4.1 Power Board Assembly and Wire Terminal Connection



Elite series with JET brown cable and jet blue cable connected

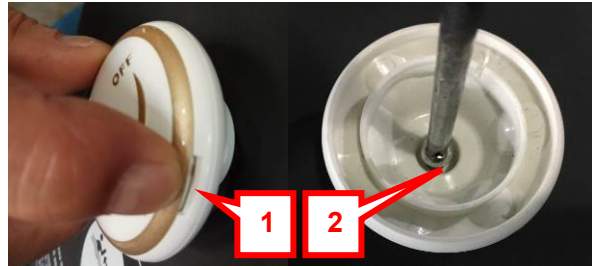
Premium series without JET brown cable and jet blue cable due to no Jet function

The other wire connections are the same for Elite and Premium series

4.2 How to replace the control box (Premium/Elite)



1. Empty water in the spa pool and deflate the spa and then screw off water inlet and outlet fittings with a plastic wrench that was supplied in the spa package;



2. Remove the knob switch (as shown in the video)



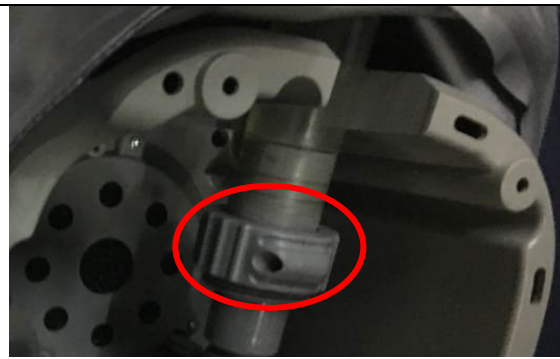
3. Remove the fixed ring of the water drainage assembly ;



4.1. Remove the fixed pressure plate of JET power cord ; (For Elite series only, video available: How to disconnect Jet cable before taking out control box)



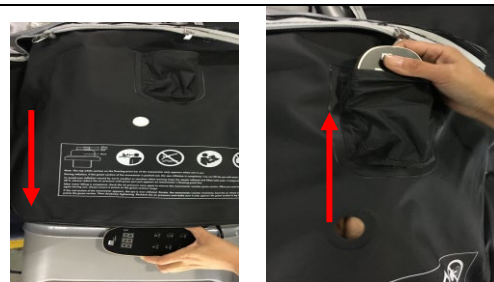
4.2. Disconnect two pairs of JET inserts from JET cable insertion hole (For Elite series only)





4.3 Unscrew the PE air pipe ;










5. Unscrew the check valve's connection plastic nut ;



6. Take out the control box from the pool liner; pull out the smart control panel from the hole of pool liner.

	
<p>7. Disassemble the plug and upper foam from the original control box, then mount to the new replaced control box.</p>	<p>8. Assemble back new replaced control box into pool liner in reverse order. (Video available)</p>

4.3 Replace the bubble generator(B9301054)

	
<p>1. Take out the control box</p>	<p>2. Loosen four screws (ST4*60) from the bottom of the cabinet</p>
 	
<p>3. Loosen five screws(ST4*15) from the rear cover of the cabinet; Loosen two screws (ST4*15) from the bottom of the cabinet</p>	<p>4. Take out the internal cabinet and power board</p>
	
<p>5. Loosen screws and disassemble the top cover from the bubble generator</p>	<p>6. Remove the connection of leading wire and take out the bubble generator</p>



7. Put the new bubble generator; assemble the heat shrinkable sleeving; connect the leading wire from the bubble generator and power cable.



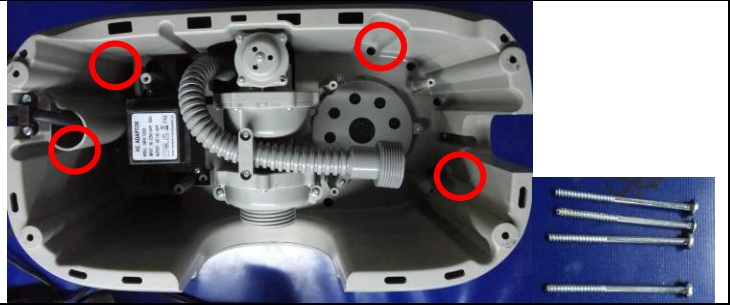
8. Connect the transparent protective suit on the lead to the joint, assemble the heat shrinkable sleeving; Tie-binding after fusing shrinkage

9. Assemble the control box in reverse order. (Video available)

4.4 How to replace heating element(B9301283 + B9301284)



1. Take out the control box



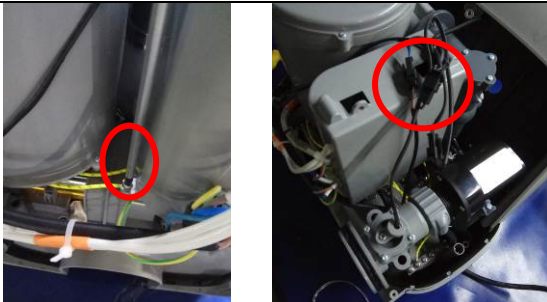
2. Loosen four screws (ST4*60) from the bottom of the cabinet



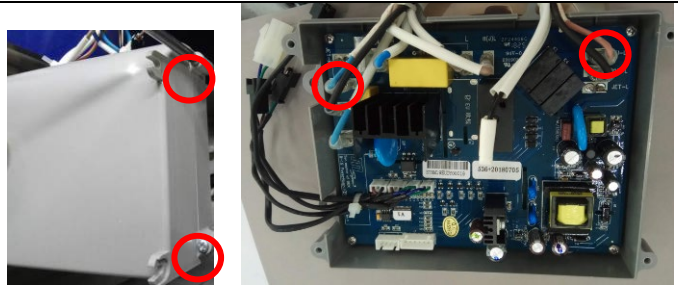
3. Loosen five screws (ST4*15) from the rear cover of the cabinet; Loosen two screws (ST4*15) from the bottom of the cabinet



4. Take out the internal cabinet and power board;



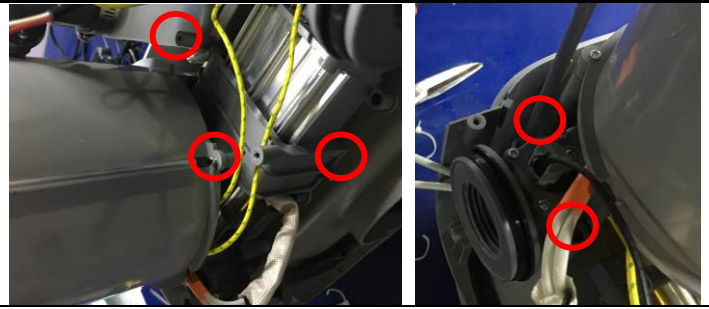
5. Loosen three screws from the fixed junction box; disassemble 4 sets black pin-cables;



6. Remove 4 screws and open the wire connection box; cut off the bindings and take out the 2 heating wires,



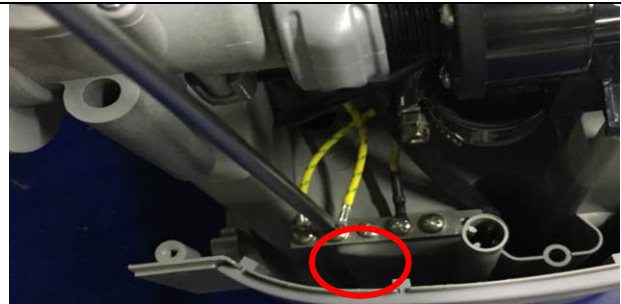
7、 Loosen 6 screws from the filter pump



8、 Loosen 1 screw from the bubble generator to PTC heater; 2 screws from the fixed mount; 2 screws from the outlet of PTC heater

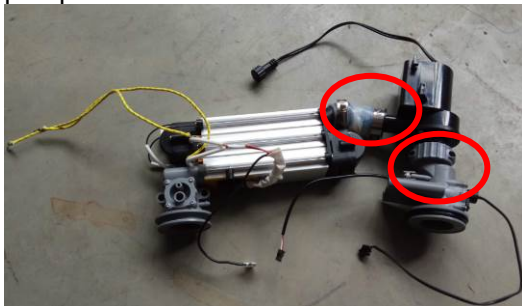


9. Remove the binding band of the O3 inlet pipe on the PTC assembly and remove the O3 inlet pipe;



10、 Use cross screwdriver to disassemble the 2 heating earth wire

11、 Take out the PTC heating element and filter pump; disassemble the metal band from the outlet of the filter pump.

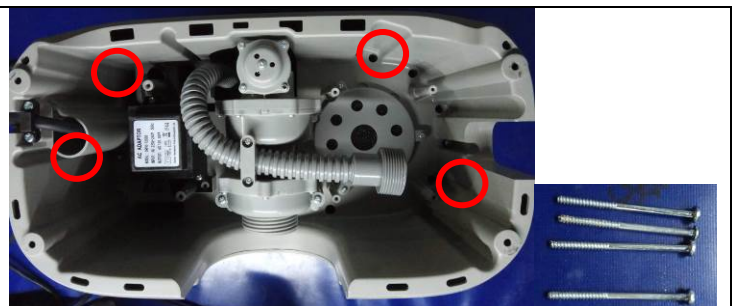


12、 Assemble the new PTC heater back into the control box in reverse order. (Video available)





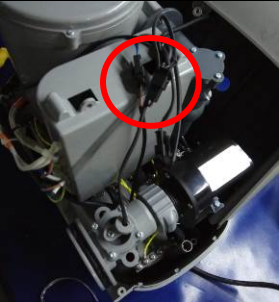
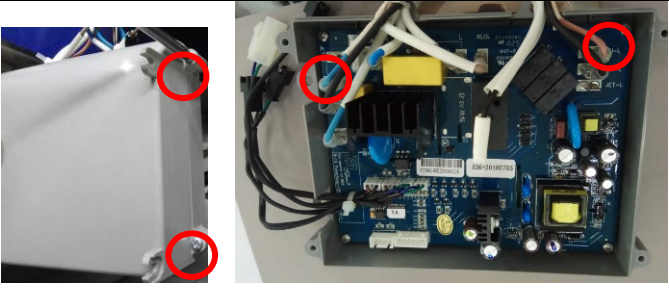


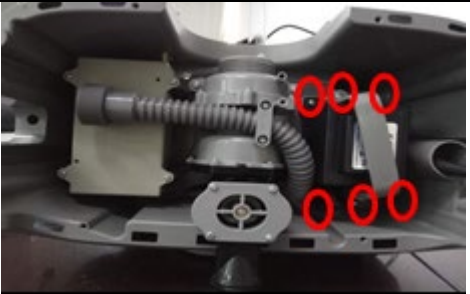
4.5 How to replace transformer (B9300933)




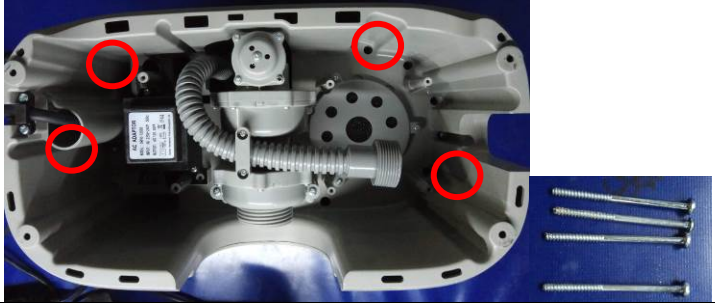


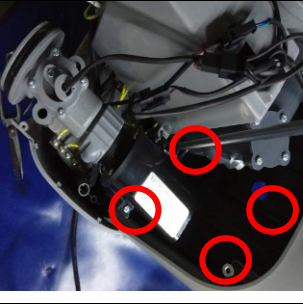



1、 Take out the control box;




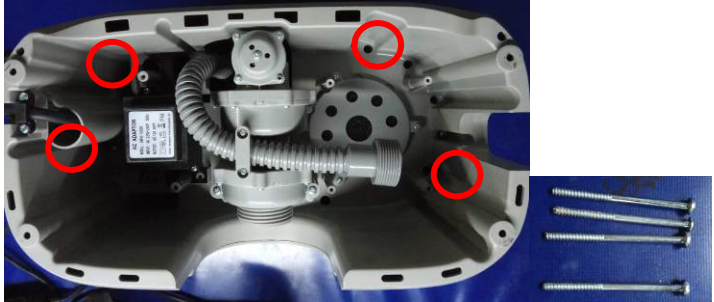




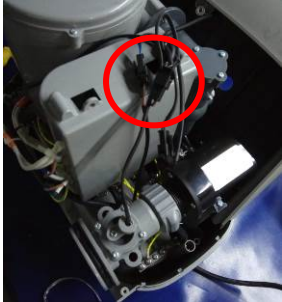
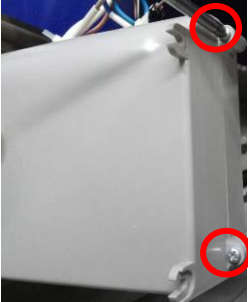

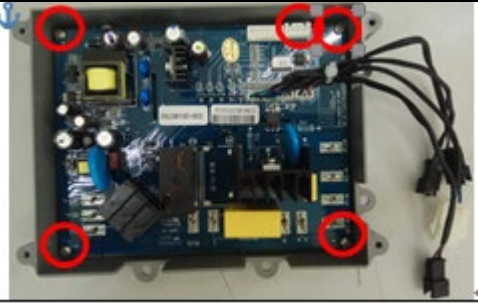
2、 Loosen four screws(ST4*60) from the bottom of the cabinet

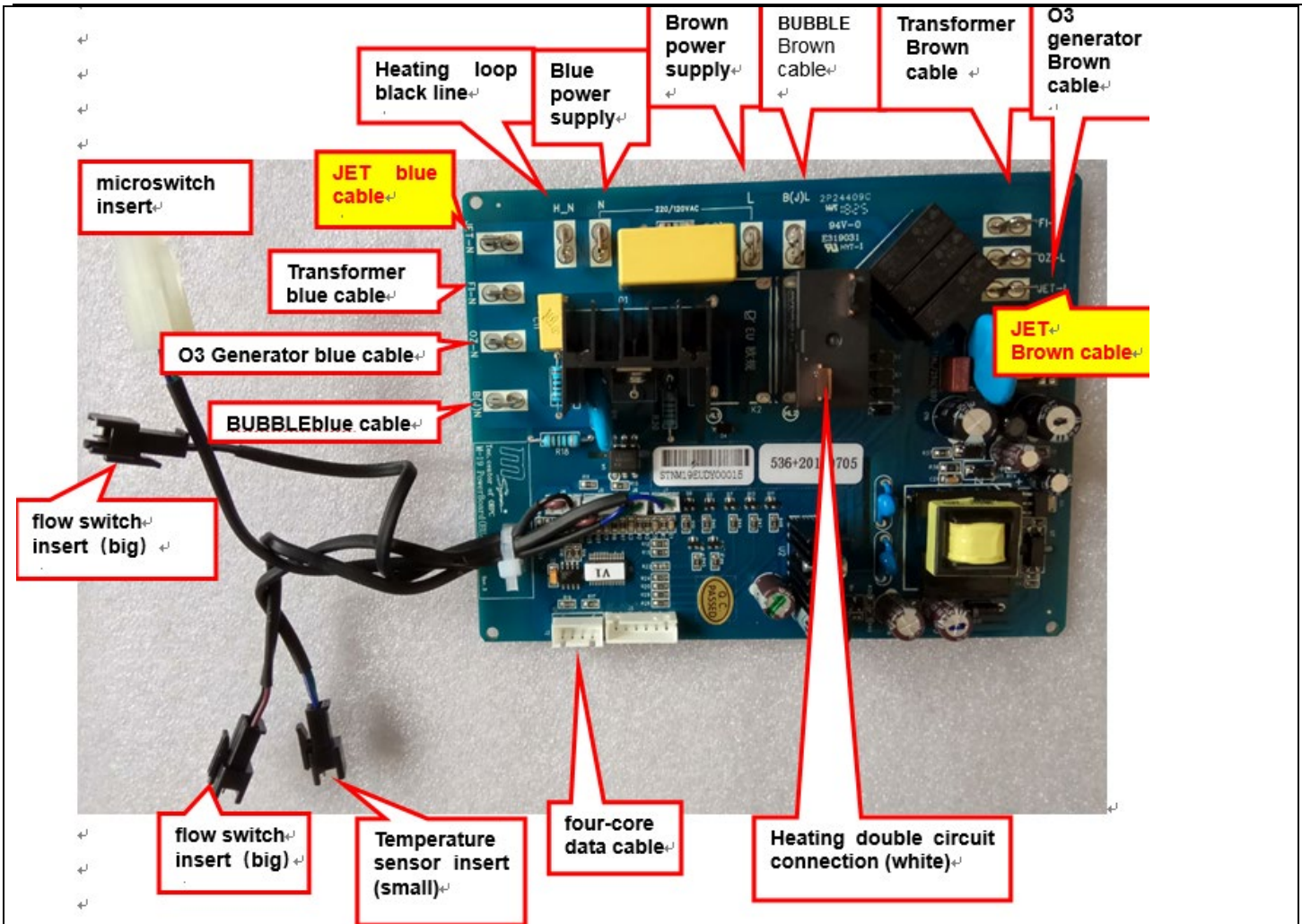
		
<p>3、 Loosen five screws (ST4*15) from the rear cover of the cabinet; Loosen two screws (ST4*15) from the base of the cabinet</p>	<p>4、 Take out the internal cabinet and power board;</p>	
		
<p>5、 Loosen three screws from the fixed junction box; disassemble 4 sets black pin-cable;</p>	<p>6、 Remove 4 screws and open the power board; cut off the bindings and take out the 2 lead wires for transformer</p>	
		
<p>6、 Take out insertion from the filter pump support ;</p>	<p>8、 Disconnect the insertion ;</p>	
		
<p>9、 Loosen 2 screws from transformer support; Then loosen the 4 screws and take out the original transformer. Assemble the new transformer into the control box in reverse order.</p>	<p>10. Video available</p>	

4.6 How to replace filter pump (B9300929)

	
<p>1、 Take out the control box;</p>	<p>2、 Loosen four screws (ST4*60) from the bottom of the cabinet</p>
	
<p>3、 Loosen five screws (ST4*15) from the rear cover of the cabinet; Loosen two screws (ST4*15) from the base of the cabinet</p>	<p>4、 Take out the internal cabinet and power board;</p>
	
<p>7、 Loosen 4 screws from the filter pump</p>	<p>6、 Loosen the plastic connection nut from inlet and filter pump;</p>
	
<p>7、 Use a screwdriver to remove the metal clamp in the connection between the filter pump and the water pipe;</p>	<p>8、 Take down the filter pump; Loosen the signal cable between filter pump and transformer; Assemble the new filter pump into the control box in reverse order. (Video available)</p>

4.7 How to replace the power board (B9301291)

	
<p>1. Take out the control box;</p>	<p>2. Loosen four screws (ST4*60) from the bottom of the cabinet</p>
 	
<p>3. Loosen five screws (ST4*15) from the rear cover of the cabinet; Loosen two screws (ST4*15) from the base of the cabinet</p>	<p>4. Take out the internal cabinet and power board;</p>
 	 
<p>5. Loosen three screws from the junction box; Loosen 4 black insertion pins</p>	<p>6. Loosed four screws on the junction box and cut off the tie binding. Remove all leads on the circuit board</p>
	
<p>7. Loosen the fixed screws on circuit board; Take out the circuit board; Remove the tie and insertion between Circuit board and data cable.</p>	



8. Assemble the new power board into the control box in reverse order. (Video available)

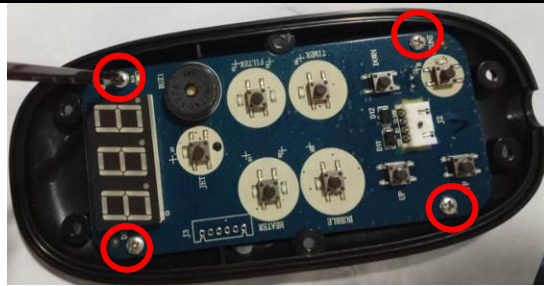
4.8 How to replace PCB in the control panel (B9301286/ B9301397 Internal circuit board + B9301287 Premium control panel+ B9301288 Elite control panel)



1. Loosen 6 screws from the rear cover of control panel



2. Remove the rear cover of the panel



3. Take down the data cable and Transparent buttons (8 buttons for Premium/Concept version, 9 buttons for Elite version)

4. Remove 4 fixed screws from internal PCB



5. Assemble the new power board into the control box in reverse order. (Video available) ;

6. Make sure the data cable; 9 transparent silica gel button in correct place (Premium/Concept series without the red circled button)

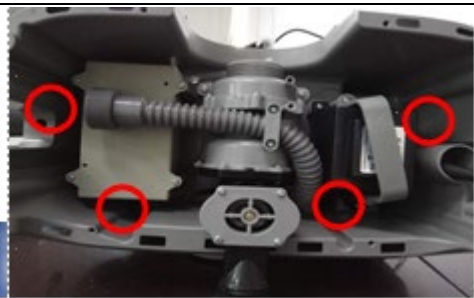


5. Install the upper cover, check all the buttons are flexible and free of any abnormality, and then tighten them with screws from the back.





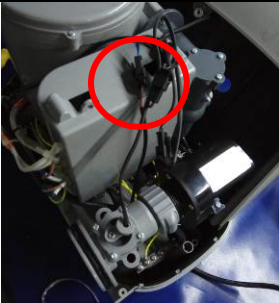
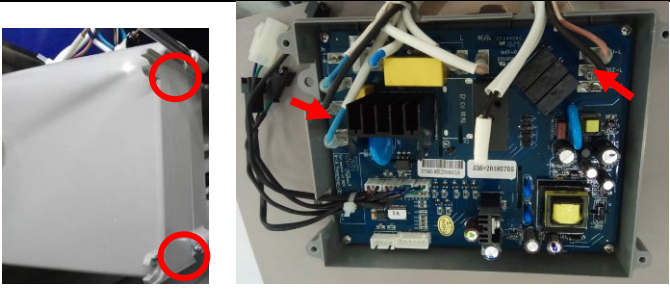

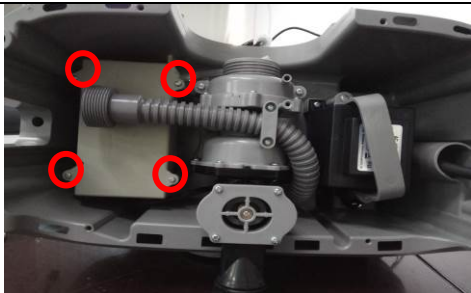
4.9, How to replace the O3 generator




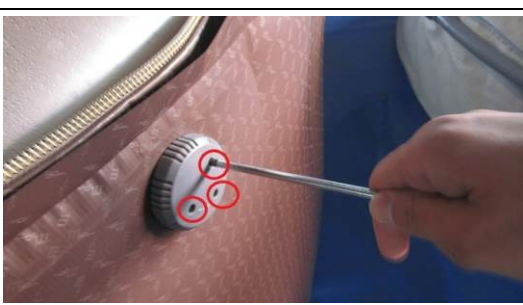
1. Take out the control box;




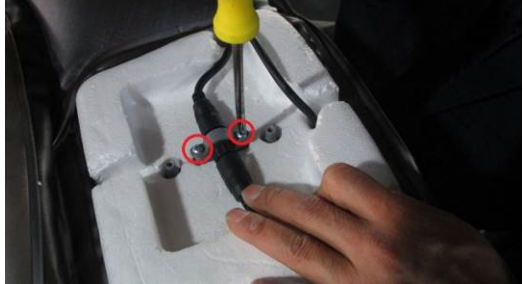

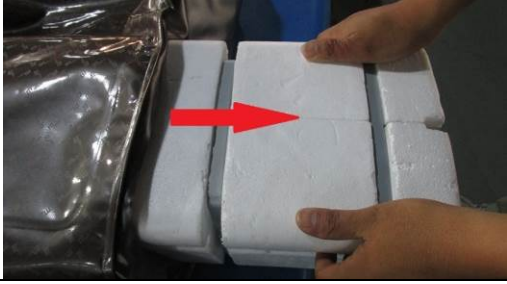



2. Loosen four screws (ST4*60) from the bottom of the cabinet


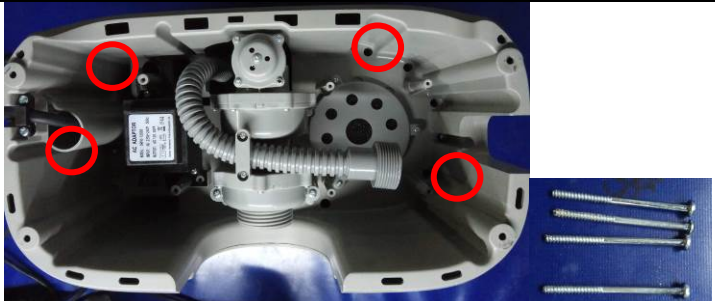
		
<p>3、 Loosen five screws (ST4*15) from the rear cover of the cabinet; Loosen two screws (ST4*15) from the base of the cabinet</p>	<p>4、 Take out the internal cabinet and power board;</p>	
		
<p>6、 Loosen three screws from the junction box; Loosen 4 black insertion pins</p>	<p>6、 Remove 4 screws and open the power board; cut off the bindings and take out the 2 lead wires of O3 ;</p>	
		
<p>7、 Remove the connection strap of the O3 joint pipe and the one-way valve with inclined tongs, and remove the O3 joint pipe;</p>	<p>8、 With the cross screwdriver, remove the 4 screws that fix O3 and remove the O3 generator (pay attention to the wire and hole of O3 pipe when removing, do not reverse it).</p>	
<p>9、 Assemble the new O3 generator in reverse order (Make sure the O3 connection pipe and power cord are through the correct base hole, not inverted)</p>		







4.10 How to Replace Jet element

	
<p>1. Use wrench to screw these 3 outlets/inlet</p>	<p>2. Unscrew the screws of the air valve. ;</p>


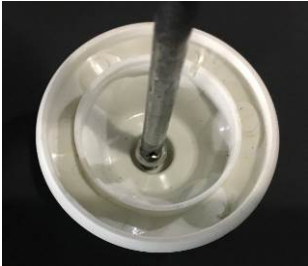
	
<p>3. Unscrew the nut of the air valve. ;</p>	<p>4. Remove the manometer cap and release the air of liner ;</p>
	
<p>5. Unscrew the screws of the base.</p>	<p>6. Unscrew the insertion screws. ;</p>
	
<p>7. Unplug cables of the JET system and control box ;</p>	<p>8. Take out the old JET element.</p>
	
<p>9. Assemble the new JET system in reverse order.</p>	

4.11 How to replace check valve (B9301364)

	
<p>1. Take out the control box;</p>	<p>2. Loosen four screws (ST4*60) from the bottom of the</p>

	<p>cabinet</p> 
<p>3、 Loosen five screws (ST4*15) from the rear cover of the cabinet; Loosen two screws (ST4*15) from the bottom of the cabinet</p>	<p>4、 Take out the internal cabinet and power board;</p>
	
<p>5、 Take out the metal tube in the air tube with a screwdriver</p>	<p>5、 Remove screws from the PE pipe of checking valve</p>
	
<p>7、 Take out the check valve, remove the metal tube in the other end.</p>	<p>8、 Assemble the new check valve into the control box in reverse order</p>

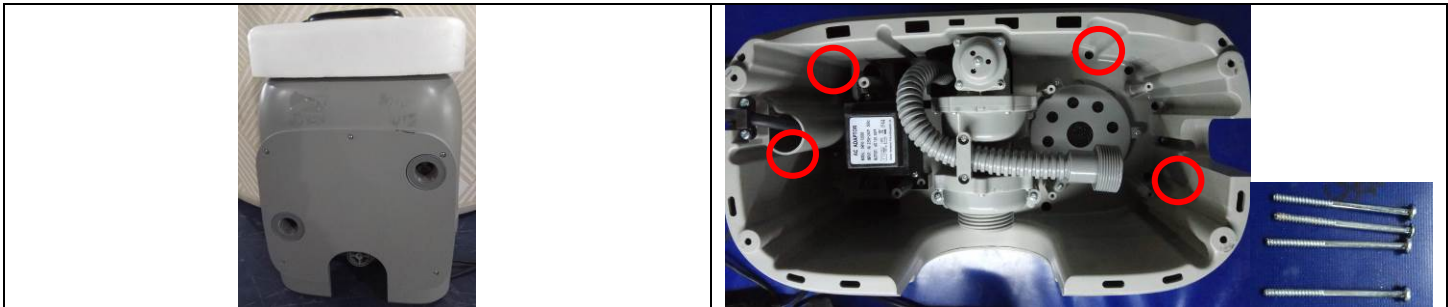
4.12 How to replace Rotation Knob (B9301267)

	
<p>1、 Turn the rotation knob to "OFF" position, open and remove the top cover by hand(as shown in photo)</p>	<p>2、 Loosen the fixed screw to remove the rotation knob</p>



3. Assemble the new rotation knob onto the spa in reverse order;

4.13 How to replace Reed/Flow switch (flow switch B9301227 + B9301234)



1. Take out the control box;

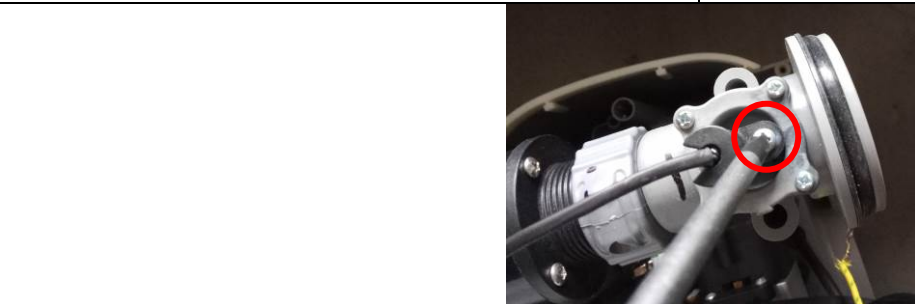
2. Loosen four screws (ST4*60) from the bottom of the cabinet



3. Loosen five screws (ST4*15) from the rear cover of the cabinet; Loosen two screws (ST4*15) from the base of the cabinet




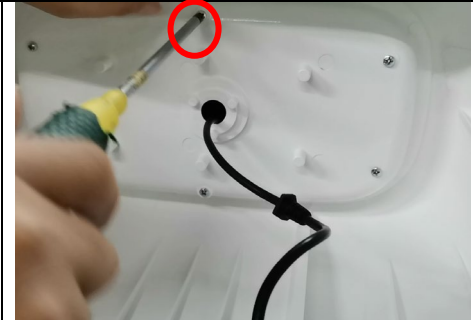
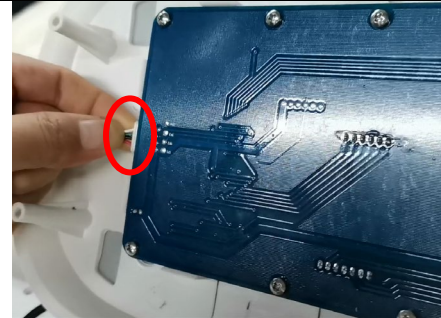
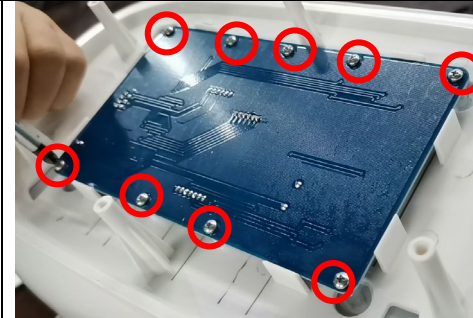
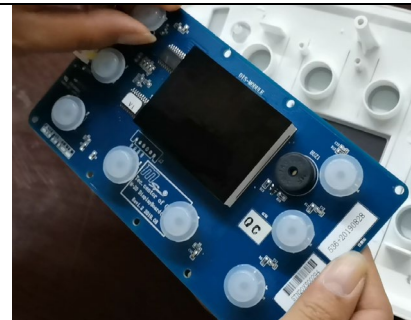


4. Take out the internal cabinet and power board;



5. Loosen the fixed screws and take out old reed switch; Assemble new reed switch into the control box. If replace the reed switch from heater element, need to remove the bubble generator and reed switch first.

4.14 How to replace internal circuit board for SS20 Mono/Tuscany integrated panel B9301426

			
<p>1、 Remove the 5 screws that secure the back cover</p>	<p>2、 Remove the 2 screws fixing the base;</p>		
			
<p>3、 Turn over the control box and remove the 4 long screws that fix the base;</p>	<p>4、 Remove the 6 screws fixing the panel;</p>		
			
<p>5、 Remove the 4-core cable connected to the circuit board;</p>	<p>6、 Remove the 9 screws holding the display board;</p>		
			
<p>7、 Take out the circuit board and remove the 8 silicone buttons;</p>	<p>9、 Assemble new circuit board into the control box in reverse order.</p>		

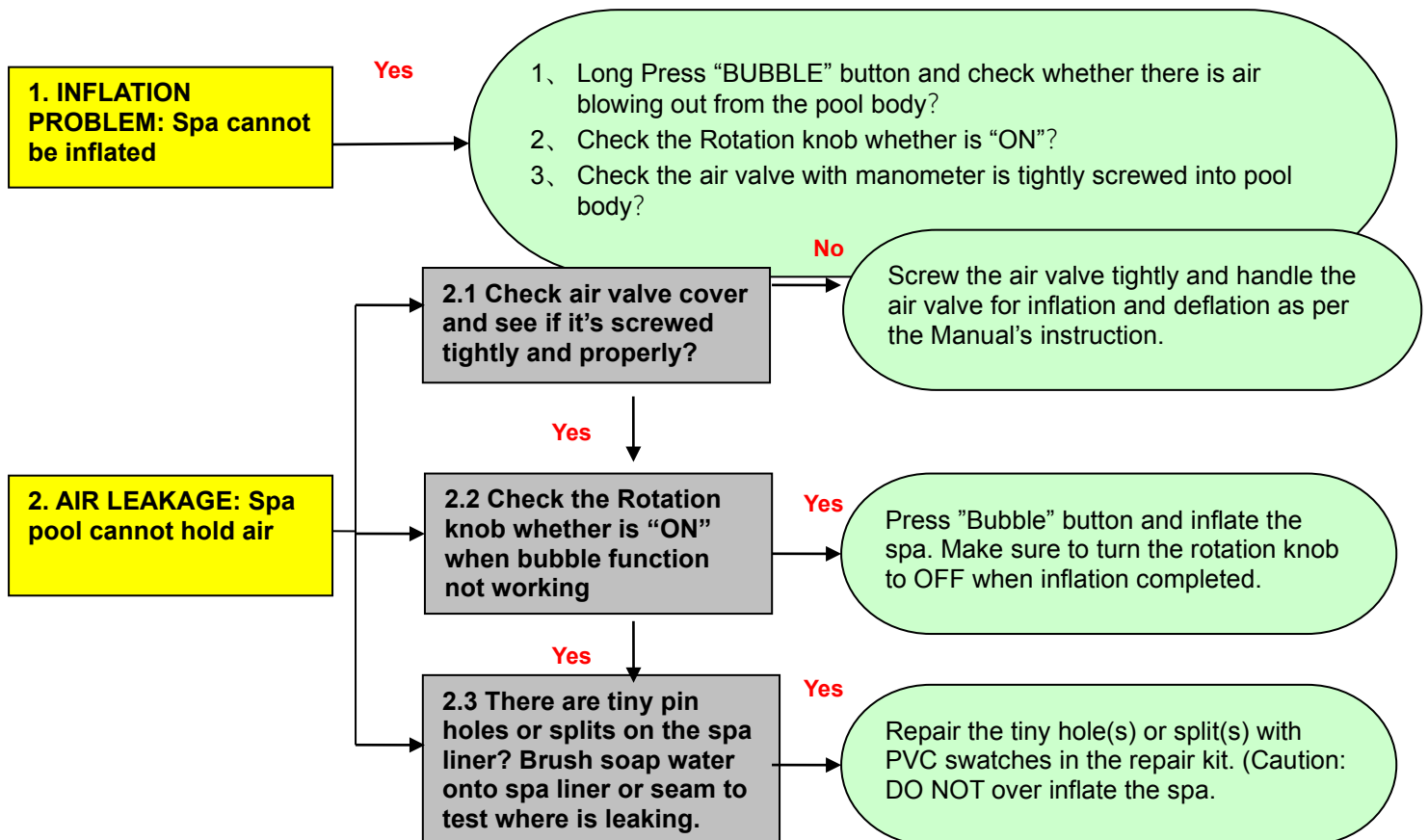
Chapter 5. Trouble Shooting Guide

5.1 The following Check Flow is as attached.

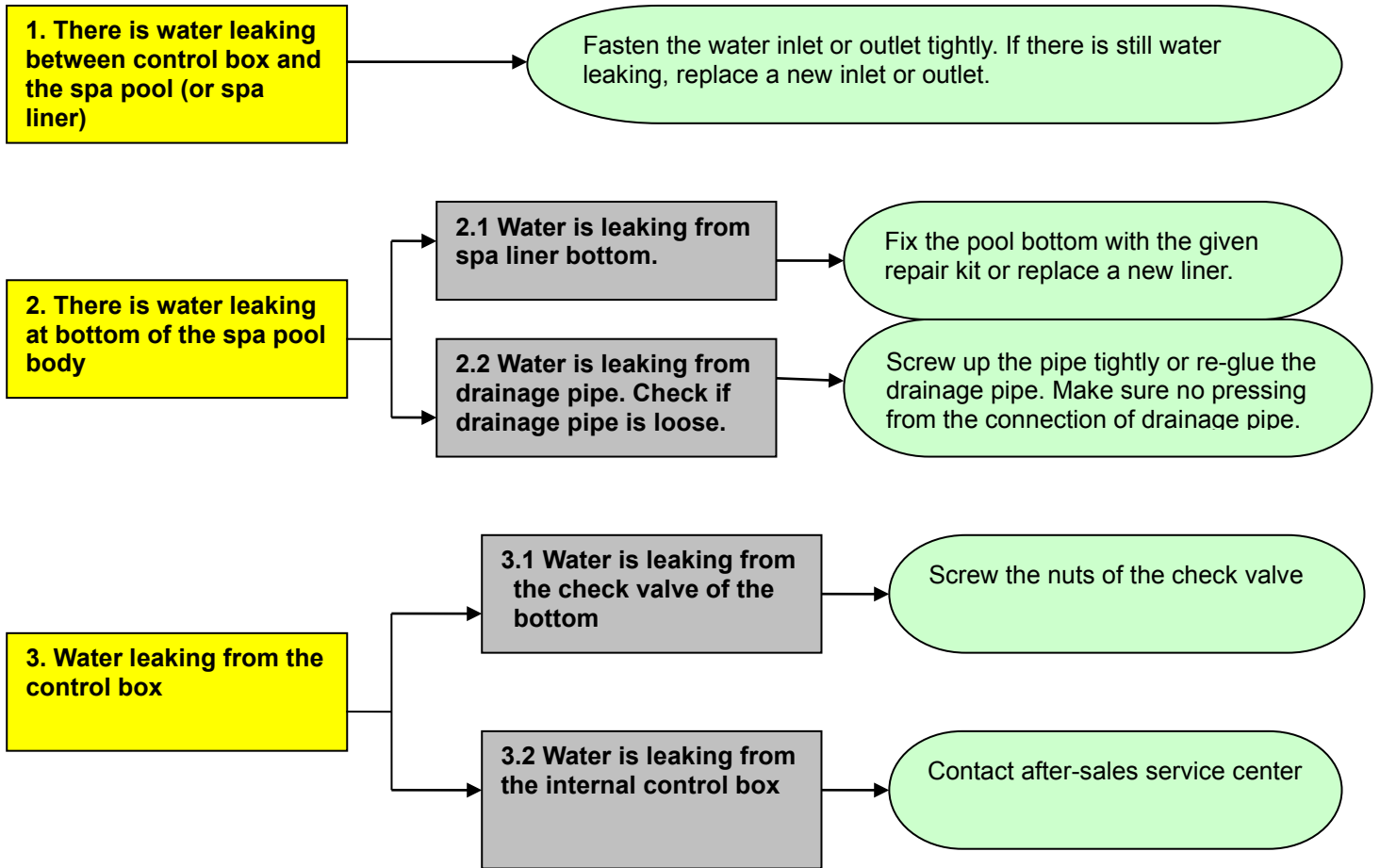
Premium Elite Delight Concept Spa Check Flow –E0-E1.pdf
 Premium Elite Delight Concept Spa Check Flow –heating failure.pdf
 Premium Elite Delight Concept Spa Check Flow -NO DISPLAY.pdf

Tips : To keep the filter pump and heater at a great performance, proper maintenance and cleaning of filter pump, paper filter cartridge, and the water inlet is highly recommended. How often to clean depends on the local water conditions and user habits. Regular fresh water and vinegar are suggested for the filter pump cleaning.

5.2 Air Leakage and Inflation Failure Checking Flow Chart



5.3 Water Leaking Problem Checking Flow Chart



Chapter 6. Frequently Asked Questions

1: Question:	Approximately, how many gallons/liters of water does the spa pool hold?
Answer:	When filled to 80% of max water capacity, as recommended, the spa pool water volume is approximate: For 4-6 person spa 1200ltr/320gal. For 4 person spa 800ltr/211gal. For 2-4 person spa 700ltr/185gal.
2: Question:	Can I set the spa up on a concrete patio?
Answer:	Yes, but a ground cloth is highly recommended, and do not drag the spa pool across the concrete patio as the abrasion may cause holes on the spa pool. The surface of the patio must be smooth, level, stable and free of any sharp objects.
3: Question:	Can the spa be left up year-round?



Answer: It depends on where you live. It is not recommended to keep your spa on if your temperature falls lower than 0 degrees Celsius or 32 degrees Fahrenheit. The spa may freeze and cracking may occur. Spa cannot withstand the weight of ice and snow. It is recommended to store the spa when you will not use it for a while.

4: Question: Do you recommend using chemicals?

Answer: Yes, contact our service partner for information on the best chemicals to use for your spa.
We recommend the inflatable spa starter kit. It is composed of bromine disinfection products, very effective for high-temperature water.

5: Question: Does the spa pool require any special care to ensure durability?

Answer: Keep sharp objects out of the spa pool or from underneath of the spa pool. Maintain proper PH level of water and keep the spa sanitary and clean.

6: Question: How do I prevent dirt and grime from getting into the spa water?

Answer: Use the top lid to keep your spa covered when not in use. This will help keep wind and other elements from depositing dirt and debris in your spa, and will also prevent excess rainwater from overflowing your spa.

7: Question: How do I protect the spa from damaging grass or fungi developing on the concrete?

Answer: It is impossible to prevent grass or lawn damage under the spa. Keep this in mind when selecting your site for setting up the spa. Keep the grass and concrete floor or patio as dry as possible.

8: Question: How do UV rays affect the materials that the spa pool is made of?

Answer: All PVCs degrade over prolonged exposure to excessive sunlight. Our Spas are manufactured with UV inhibitors to delay the degradation caused by sunlight.
However, the spa pool can get an irregular shape if the pressure is too high due to strong hot sunshine. The customers can buy a spa cover to protect the spa pool from UV and pollution.

9: Question: How much water or how high of the water level shall the consumer fills water in the spa?

Answer: There are two water lines printed on the inner wall of the spa pool: Minimum Water Level and Maximum Water Level. The customer needs to fill the water into the spa between the two water level lines.
Special Attention:
1. Fill in water into the spa pool carefully especially for the first time of use. The water must reach the minimum water line but not exceed the maximum water line, otherwise, it may cause filter pump failure.
2. Please avoid water spillage from the spa pool, the spilled water may flow into the control box and damage the components inside the control box.
3. After filling in water, please check air pressure again and make sure the indication pin reads in the green sector. When needs to inflate more air during use, please make sure the indication pin also point within the green sector in any term.
4. Please reduce the air pressure to the white sector of the manometer to avoid over inflation due to warm weather or sunshine etc. after leaving the spar pool outside under the sunshine for long.

10: Question: How long does it take to fill the spa with water?

Answer: Around 10 minutes or more, it depends on the hose size and water pressure. Remember to observe the



initial filling of the spa for several minutes in order to make sure that the spa is well set up and the bottom is flat.

11: Question: How many seasons should the spa last?

Answer: It depends on how the consumer uses, maintains and cares for the spa. Regular maintenance and proper storage of the spa in the off-season will prolong its life. Warranty on the spa liner is maximum 6 months from the date of purchase.

12: Question: How much air should the consumer inflate the spa?

Answer: The spa can be Inflated until it becomes stable with approx.85% capacity only. An overinflated spa may burst or suffer from leaks in the seam while it's filled with water and heated by the sunshine in hot summer. Always remember to use manometer to test and adjust the air pressure of the spa pool to a suitable status (make sure the air pressure indicates within the green sector after filling the water). When the spa needs to inflate more air during use, please also make sure the air pressure is in green sector at any time.

13: Question: How often should the water be changed?

Answer: The frequency to change the spa water can vary due to different usage ways of the spa and different chemical balance of the water. If properly filtered and chemically balanced, no need to change the water through the whole summer season. The frequency to change water can be reduced by keeping the spa covered when not in use, testing the water regularly to ensure proper chemical balance, operating the pump for an adequate number of hours each day, keeping the filter pump cartridge clean, and replacing the cartridge when needed.

14: Question: Is there a video available to show how to set up the spa?

Answer: Yes. The spa setup DVD is included in the spa package. You may also visit the website as www.the-mspa.com for solutions to your questions.

15: Question: Is it safe for pets to play in the spa?

Answer: No, dogs, cats, and all other household pets should be kept away from the spa to avoid possible danger of being drowned inside the pool water, and also to protect the spa side walls, inflatable ring, RCD plug cable etc from pets bites or scratches which may cause punctures, holes, opening crack and other damages to the spa pool or the RCD plug.

16: Question: Is there repair material enclosed for spa liner repair?

Answer: Yes, but only a few pieces of repair PVC swatches are included in the package. For safety reason, there's no repairing glue. But consumers can ask for the glues from the service center or can try to find a similar glue used for PVC gluing for such repair at their local shops. Small tears or holes can be repaired with the enclosed repair PVC swatches. The surface should be dry and clean while affixing the PVC swatch to the leaking tiny holes or tears.

17: Question: How often to test the spa water?

Answer: Spa water should be tested each time before using the spa. Take an easy test with the pH test strip to check alkalinity, chlorine or bromine level of water. Keep the pH level and alkalinity in a proper range, this also helps to extend the product life of filter pump and heater.

18: Should I install my spa indoor or outdoor?



Question:

Answer: Each location has its pros and cons. Outdoor installations may compromise some of your privacy, but you can add screens, shrubbery, or fencing to minimize peering eyes. The outside weather can be a deterring factor, although many people absolutely love the experience of lounging in bubbling hot water while a light rain or snowflakes are falling! It can be exhilarating. Awnings can be built to shelter the effects of weather. It should be noted for those of you who have not experienced it, hot water raises your body's core temperature, so you will normally not feel cold even when exiting a hot tub outdoors in the dead of winter. Indoor installations will add humidity to the air in your home. It is imperative that proper ventilation is maintained to control this moisture and to prevent mildew and other damage. If you decide on an inside installation, be sure to take into account the draining and filling of the unit. There are two other important questions: will it fit through your doorway, and is your flooring strength adequate? Keep in mind that a typical 3-person spa weighs about 2500 pounds filled with water. On the plus side, you will have privacy and convenience. Your unit and cover will also be fully protected from the weather.

19: Question: What could cause the spa to be lopsided?

Answer: The base or bottom of the spa is not laid out flat (without wrinkles). The spa pool liner and cover must be extended evenly around when the spa is filled with water.

20: Question: Can I use Chlorine and Bromine sanitizer products together?

Answer: NO. Chlorine and Bromine sanitizing products shall never be mixed up together. This is very dangerous. If customer usually uses chlorine but wants to switch to Bromine, or vice versa, make sure to drain out the water and refill with fresh water before switching chemicals.

21: Question: What should I do if there is a strong chemical odor or my skin is irritated when having a bath in the spa?

Answer: The spa might contain a high concentration of Chloramines. Drain out the spa water, clean the spa pool wall and re-fill with fresh water.

22: Question: How often should I wash or change the filter cartridge?

Answer: The frequency varies according to the use and maintenance of the spa. We recommend replacing the cartridge filter every 2 to 4 weeks or after continuously using for 72 hours.

26: Question: Can I use the spa during cold weather? How to use?

Answer: Yes, the spa can be used during cold weather by following the suggested ways as below:

1. Fill the spa with warm water to warm up the control box first, this will shorten the course to heat up the water.
2. Drain the spa water when the spa is not going to be used for a while or keep the heater on. Do not put the spa outside with a temperature less than minus 10 °C(14°F) even the heater is kept on

27: Question: What is needed to prepare a site for the spa?

Answer: A level, stable surface is needed and all sharp objects must be removed. A ground cloth or tarp should be placed under the spa prior to setting it up. If a site does, in fact, have hardy types of grass it is recommended to remove these grasses before initial set up. Do not set up Mspa in a place where it can be flooded with water.

28: Question: What is the approximate depth of the water for the spa?

Answer: If the spa is filled with 80% of its maximum water capacity, the depth is about 44-46cm.



29: Question: What is the steepest slope that I am able to set up my spa on?

Answer: For best results, the surface should be perfectly level. Pay close attention to the spa's stability and levelness in the early stages of filling your spa up with water. If after about an inch of water is accumulated, and the water is not spreading out evenly, or the spa appears to be bulging to one side, stop filling the spa, drain the water, and select a new site. If the spa is set up on a slope, the spa will be lopsided and could collapse.

Never set up the spa on slope ground.

30: Question: What material is the spa made of?

Answer: The spa pool is mainly made with a heavy gauge of PVC.

31: Question: What other surfaces can be safely used to set up my spa?

Answer: The spa can be set up on grass or pavement that is completely smooth, level and stable. A ground cloth or tarp is recommended. The spa should NOT be set up on sand or muddy ground that could possibly shift around.

32: Question: What should the customer use to clean his spa before storing it for the winter?

Answer: The customer can use mild soap and water to clean his spa. He shall clean the spa thoroughly and make sure the spa is completely dry before storing. Please refer to Q 44.

33: Question: Why sometimes can algae be found in the spa even the customer runs the filter pump regularly?

Answer: The filter pump itself will not prevent algae from growing in the spa water; this can only be done by maintaining proper chlorine and pH levels at all times. The customer can check the local pool chemical supplies store for further information.

34: Question: Would excessive spa chemicals affect / cause deterioration to the spa pool(liner)?

Answer: Excessive or concentrated chemicals may cause damage to the spa liner and the user.

35: Question: Why an extension cord should not be used as stated in the spa set up instruction?

Answer: In order to reduce the risk of electric shock, the customer can't cut off the cord and connect the cord with another one to extend the length of the power supply cord by himself since this may cause potential danger. It is important only to use a 10A power supply. If the customer has to use an extension cord/connecting cable, please make sure this is for 10A purpose and for outdoor use. For safety reasons, set up spa a few meters away from power supply.

36: Question: When the setting temperature is lower than the environment or water temperature, is the heater will be defective as the heater button does not light up?

Answer: No.

37: Question: Why does the bubbling stop working suddenly?

Answer: It is normal. As our spa is designed to have an automatic stop of the bubbling function.

For the bubble spa, the bubbling function will stop working for 10 minutes after having worked 20 minutes and needs to be restarted by pushing the bubble function button manually.

38: Question: Why is the filter function activated at the same time upon pressing the heater button?

Answer: It is normal. The heater function cannot be turned on independently when the customer pressed the heater function, the filter function also starts at the same time. At the same time, when the heater is working, the filter function cannot be turned off individually either, but can only be turned off by pressing "HEATER" button but not "FILTER" button.

39: Question: How to get a better heating result for the water inside the spa pool?

Answer: Set up your MSpa temp barrier mat to have better heat preservation result.

We strongly recommend to put on the inflatable bladder and zipper on the top lid when the heater function is on to prevent the heat loss.

40: Question: What is wrong when the control panel display such code as "E0", "E1", or "No display"?

Answer: Please see the troubleshooting guide to find out the error code checking flow steps.

41: Question: What's the maximum heating temperature will be increased after using the heater?

Answer: Maximum 40°C or 104°F while there may be some indication tolerance which will indicate about 38°C or 100°F. This is normal. And also please note that the following conditions will lead to slow and even heating without heating phenomenon:

1. An environmental temperature lower than 10°C(50°F)
2. Outdoor wind force above Gentle breeze/F 3
3. An environmental temperature lower than 10°C(50°F) and wind power above Gentle breeze/F 3
4. Activate the bubbling system when heating
5. Spa lid is not covered or improperly covered when heating

So the customer is recommended to fill the spa with warm water for quick heating and energy saving if necessary.

42: Question: Why is the temperature showing on the control panel differs from the actual water temperature?

Answer: Before entering the spa tub, users should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating devices may vary as much as +/- 2 °C (5 °F).

43: Question: I bought the second-hand spa online, can I have Mspa warranty service?

Answer: No. Standard consumer warranty applies ONLY to the original MSpa owner

44: Question: How can I dry the spa pool before storage?

Answer: After the spa is drained, operate the bubble function for another 20 or 30 minutes to dry the bottom ring. Remove the control panel from the spa tub, disassemble filter pump from the bottom of the control box so as shown in the video. Drain water and clean off any scale incrustation, like white coagulation inside the filter pump. Unscrew the complete part of the air valve on the spa pool and the spa will be deflated

45: Question: Whom should I contact to claim a warranty request ?

Answer: There is service contact information printed on the back of warranty card. Therefore, users should contact their local dealer or service partners for service requests. Mspa provides 12 months warranty for the electric parts and 6 months warranty for spa pool (liner). If users have difficulty in finding the local dealer, please contact Mspa headquarter service center and advise us of the spa serial number. We will try to help you track the right dealer.

46: Question: Where can I find the serial number of my MSpa?

Answer: The MSPA serial number can be found on the back of your spa's control panel, on its carton box, or on one of the feet of the control box.

47: Question: How much does it cost to run?

Answer: With a full function and half an hour use, the MSpa will cost approximately £5 or €3.2 per day. Each function on the pump/uses the following:
 Massage: 0.6 kW/hr
 Filter: 0.035 kW/hr
 Heater: 1.5kW/hr

48: Question: How long does it take to heat up?

Answer: The heat increase rate is maxi. 1.2 to 2.5°C(1-3°F for the US) per hour. If the water temperature starts from about 24°C (75F), and you want to warm water to 38°C (100F), it'll take about 7-10hours

49: Question: If turned off at night time, how much will the temperature drop?

Answer: From our tests about one degree per 5 hours (based on Spring season outside temperatures).

50: Question: Can I buy filters on the high street?

Answer: Please purchase filters from local authorized MSpa dealer or service partner, you may void the warranty if potential problems from faking filters using. There is Mspa logo carving on the branded filters.

51: Question: How long will my MSpa last?

Answer: If under correct operation, your MSpa should last for years.
 The blower of the bubble has a lifetime. MSpa blower is Quieter & more durable than like product for > 200 Hours – equal to 600 times of use.
 For your health concern, MSpa has the auto break design, sets the bubble function for every 20 minutes and auto stop for 10 minutes break. Soaking in the 40°C MSpa for 20 minutes, you can burn about 200 calories, which equals to
 Brisk walking of 45 minutes at speed of 5.2 km/h
 23 minutes ride or ride 4.6 miles
 29 minutes yoga exercise
 27 minutes of diving activities
 27 minutes to play sports
 4 to 7 km jogging

52: Question: Where should I install the filter cartridge? Why is there hole(s) on the surface of filter cartridge? Does the filter cartridge have a filter bag?

Answer: Please screw the filter onto the water inlet (upper fitting with two bulges) on the spa wall by turning it clockwise, through which water is drawn from the pool by a pump. The hole(s) on the surface of the filter cartridge is a security to make sure there is always minimum water flow to avoid damage to the heater and pump when filter cartridge would be blocked. MSpa does have no cover or bag for the filter cartridge

anymore

53: Question: Can I use MSpa in the rain?

Answer MSpa can leave outside in light rain as it is of IPX5, protection against harmful ingress of water. But we do not suggest people use it with bubbling open because the water may cause air pump damped and rusted which could result the air pump works improperly and will void your warranty. And also you'll need to make sure to keep the power plug dry.

54: Question: What if I already screw off the inlet and outlet when the product was full of water??? Did I hurt the engine?

Answer No, it'll not hurt the engine, but the water leakage is a big problem, which would damage or cause electric shock if there is any other electrical equipment around the spa

55: Question: Why there is red light keeps flashing or red and green lights alternately flashing?

Answer This is filter Cartridge Cleaning Reminder: When red light keeps flashing (Filter function is OFF) or red and green lights alternately flashing(Filter function is ON), the filter cartridge shall be cleaned or replaced. After that, press Filter button for 3s to delete the reminder.

Chapter 7. Attachment

Premium Elite Delight Concept Spa Check Flow –E0-E1.pdf (Same as Delight)

Premium Elite Delight Concept Spa Check Flow –heating failure.pdf (Same as Delight)

Premium Elite Delight Concept Spa Check Flow -NO DISPLAY.pdf (Same as Delight)

SS20 spare parts list EU/SW/UK version

Repairing video download link:

<https://www.adrive.com/public/Mqvf8b/2019%20Elite%20Premium%20Concept>

2019-2020 Premium/Elite/Concept trouble shooting easy checking

Problem	Cause	Solution
E0	Water temperature is lower than 0 degree or higher than 55 degree Video guide:	Change the water
	Temperature sensor failure	Replace with a new temperature sensor
E1	Water level doesn't reach the minimum water line	Add more water to the minimum line.
	Water inlet is blocked	Replace with a new filter and clean the inlet. Video guide: https://youtu.be/4-jyyfKg9xM

Visit our website at: www.the-mspa.com

	Filter failure No filtering water from the inlet	No filtering water from the inlet, take out the control box (heater/blower engine) to the local service partner, a new filter pump needs to be replaced. Video guide: https://youtu.be/ZyibpFOkGvU https://youtu.be/KZL28wpRHSc
	Flow switch is not closed	Check whether there is abnormal objects blocked the flow switch, clean it or change a new flow switch. Video guide to take out the control box: https://youtu.be/ZyibpFOkGvU
EEP/888/BBB	Memory self - check after power on	Power off the plug. Wait for 5S to see if the error code will disappear. If yes, re-start the power to use the spa as normal.
	Signal cord gets loosen	Uncsrew the control panel and tighten the singal cord
	Power boards failure	Take out the control box (heater/blower engine) to the local service partner, a new power board in the control box needs to be replaced. Video guide: https://youtu.be/ZyibpFOkGvU
No display on the control panel	Power failure	Check the power supply
	PRCD is off	Reset the PRCD following testing guidelines(press the RESET / TEST / RESET in sequence)
	PRCD is defective	Replace with a new PRCD
	Signal cord gets loosen	Uncsrew the control panel and tighten the singal cord
Spa leaking	Spa inlet connection not securely tight(if not fixed tight).	Tighten the inlet&outlet connection.
	Drainage valve is not well screwed on	Close the drainage valve.
	Water leaks from the spa pool body	Re-glue help or contact service partner to replace a new pool body: https://youtu.be/szF-4t0Ff5Q
Ozonator failure	Water level is not at miumum water line	Add more water to reach the minimum water line.
	One-way valve blocked	Contact the service partner to replace a new one-way valve or Ozone generator.
	Filter pump doesn't work	Refer to filter pump doesn't work section
No heating properly	Low water level	Add more water to the minimum line.
	Temperature is set too low.	Set a higher temperature
	Dirty filter cartridge	Clean or replace a new filter cartridge
	Heating element failure (Not heating up)	Take out the control box (heater/blower engine) to the local service partner, a new heater in the control box needs to be replaced. Video guide: https://youtu.be/ZyibpFOkGvU
	Filter pump doesn't work	Refer to filter pump doesn't work section

Bubble air blower does not work	Inflation knob is in "ON" position, not turned to "OFF"	Turn the Knob to "OFF" position and turn on the bubble button again.
	Auto-off 10 minutes after it works every 20 mins	It's normal that the spa is programmed to Auto-off 10 minutes after it works every 20 mins Wait for 10 mins to restart the bubble
	Bubble fails to inflatable	Take out the control box (heater/blower engine) to the local service partner a new power board & bubble generator needs to be replaced. Video guide: https://youtu.be/lhOkbOFGgWk
	Bubble function doesn't work while all other functions works	Take out the control box (heater/blower engine) to the local service partner a new bubble generator needs to be replaced. Video guide: https://youtu.be/lhOkbOFGgWk
Filter pump does not work	Power failure	Check power supply
	Low water level	Add more water to reach the minimum water line.
	Filter cartridge stuck by dirt or other objects	Replace with a new filter and clean the inlet. Video guide: https://youtu.be/4-jyyfKg9xM
Spa tub deformation	No liquid chlorine for water sanitizing.	Bromine is highly recommended for good water quality. No liquid chlorine for water sanitizing.
	Over-inflation or extra air pressure under strong sunshine	Release the air till the manometer shows yellow. Well-covered with a MSpa overall cover when leaving spa outside.No direct exposure under strong sunshine.
Spa looses air	Air valve got loosen	Screw up tight the air valve
	Hole or puncture on the spa tub	Re-glue help or contact service partner to replace a new pool body: https://youtu.be/szF-4t0Ff5Q
Water not clean	Insufficient filtering time	Extend the filtering time
	Dirty filter cartridge	Clean or replace a new filter cartridge
	Improper water maintenance	Use proper chemicals (HTH brand is recommended)