

# Master Pool & Spa

*Thank you for your spa purchase*

Before getting started, check your materials for the following items:

- Master Pool and Spa start-up packet (in your hand)
- Spa owner's manual
- Blue warranty card with model and serial number
- TV, DVD or stereo manuals (if applicable)
- Spa filters and filter cover (in spa)
- Spa pillows (in some seats)
- Start-up chemical kit, including:

*1 Natural*

*1 Sea-Klear Shock*

*1 Protect Plus*

*1 Chlorinating Concentrate Granular*

*1 AquaCheck test strip bottle*

*1 Sea-Klear Natural Clarifier*

*1 PH-UP*

*1 PH-Down*

Please read your packet of info and look over your owner's manual before filling your spa. Your delivery crew will give you a brief summary on how to operate your spa.

# Getting Started

If you have well water or extremely hard water, please refer to the "Well & Hard Water Maintenance" on page 5, before continuing.

While the front skirt is off, check to make sure all pump and heater unions (where components attach to plumbing) are tight. Also, make sure all gate valves are pulled out or open. Gate valves are white T-type handles with steel rods and are held open by a red retainer. *Please refer to your owner's manual if you have questions.*

1. Remove the filters from your spa.
2. Place water hose into the filter well and start filling your spa. By filling your spa in this manner you will be helping to prevent airlocks when priming the pump lines. *DO NOT fill your spa with soft water. If you have soft water, the outside spigot will generally not be. Also, we strongly suggest the use of an Eco-Pur Charcoal pre-filter, which attaches to the end of your garden hose, and removes heavy metals and minerals from your water.*
3. **Once the spa is half full pour in 6 ounces of Protec Plus.**
4. After the spa has been filled to the recommended level, remove the hose and insert filters. *DO NOT over-tighten filters to the point that you won't be able to remove them.*
5. Now you are ready to flip the GFCI switch on. Once the spa has power it will go into a "pump priming" mode, which lasts several minutes. If your panel readout displays IC, ICE or FREEZE COND that just means your water is extremely cold.
6. Troubleshooting tips:
  - a. If after flipping the switch, your spa control panel is not on or the breaker is tripped, STOP. Your spa may not be wired or grounded properly. Contact your electrician. He or she needs to check the GFCI and the wiring using the instructions provided in the owner's manual and the spa system packet.
  - b. If your panel displays an error message, STOP. Refer to your owner's manual and customer spa maintenance guide to interpret message and resolve.
  - c. If the panel display reads "Flow, FL, LF, DR, DY, Heater Dry or Sensor Sync", this means your pumps may not be primed. You have two potential cures after you flip the breaker off or put spa in standby mode (Legend Series only) and take out the filters:
    - i. The first option is to remove the filters, and using a plunger, plunge the filter holes multiple times. Look for air bubbles

leaving the jets inside the spa. Replace the filters and flip the breaker on.

- ii. The surest method is to manually prime the pump. Refer to "priming pumps" on page two of your Customer Spa Maintenance Guide (the last handout in your packet).
7. Once your spa has completed priming mode pump one will automatically filter water for two hours. Once the spa has circulated for one hour, **add 2 heaping tablespoons of granular chlorine** to "shock" your spa water thoroughly.
  8. Wait until your spa has heated to at least 90 degrees then **add the entire bottle of the Natural and 4 ounces of Sea-Klear clarifier**. Turn jets on to circulate for about a half hour.
  9. **Test your water's PH and Alkalinity (ALK)** with the AquaCheck test strips in your start-up kit. Dip the end of the strip with the squares into the spa water and remove immediately. Count to ten and then holding the strip between thumb and forefinger align the squares vertically to the bottle of strips and compare the color of the strip to the color chart on the bottle.
    - a. If pH and ALK are high, add 4 heaping tablespoons of pH Down to your spa water and circulate water for about a half hour.
    - b. If pH and ALK are low, add 2 heaping tablespoons of PH Up and a tablespoon of baking soda to your spa water and circulate for about a half hour.
    - c. For an accurate reading, wait at least one hour before re-testing pH and ALK.
    - d. Just a reminder: **the pH and ALK levels are very important.** Maintaining these levels properly will keep your spa running smoothly for years to come.

Congratulations! You've made it to the best part! All you need do now is wait for the water temperature you like and get in. Happy relaxing!

## Chemical Maintenance

The following guidelines for maintaining your spa water, safely, were designed by Master Pool and Spa to work with the features of your Master Spa. Our goal is to provide you with a relatively chemical-free spa experience. Utilizing features of your tub, such as eco-pur filters and ozonators, we have successfully done so. Please note that the chemical maintenance described in your spa owner's manual is geared toward chlorine only. You will not get a Chlorine reading on the test strip using the Non-Chlorine Shock!

1. Add a full bottle of the **Natural** every 90 days. The Natural is an enzyme that is constantly working to break down organics in spa water. In addition, the Natural is helping to balance your spa's pH level.
2. Add 2 heaping tablespoons of **Sea-Klear** non-chlorine shock each time you are done using the spa. **Proper shocking is crucial to keeping your spa free from bacterial!** Don't forget! By shocking the water each time you have used it, organics are oxidized and unable to grow. The Natural is an enzyme and works slowly on your spa water, oxy-brite helps it out by zapping those organics right off the bat.
3. Add 2 heaping tablespoons of **granular chlorine** to your spa water if you have had a larger than usual amount of people in it. When **planning a party**, family gathering or children's get together, plan on using chlorine at the end of the day to help oxidize organics. If you anticipate the party will be going on for several hours, add a capful of **Sea Klear Shock** to your spa water before the party gets started.
4. Each week add 2 ounces of **Protect Plus** to help keep your tub lubricated and running smoothly. If you don't add this on a regular basis, metals and minerals such as calcium will oxidize, resulting in cloudy, rough water. If prolonged, jets will stop spinning and spa components may become damaged.
5. Add 2 ounces of **Sea-Klear clarifier** once a week or as needed, to help keep your water clear of debris and cloudiness. When adding the clarifier it's a good idea to turn all of your jets on high, open up the air valves and allow suds and organics to gather on the surface of the spa water. Using a skimmer net, remove unwanted debris.
6. Once your spa's **PH** and **ALK** are stable, be sure to check it at least once a week to ensure stability. Adjust as needed.
7. Remove **filters** every other week or every week, depending on frequency of spa use, and spray filters down the **Easy Clean 6000** spray nozzle. When removing filters be sure to turn off power at the breaker or if your spa is a Legend Series, put the spa in standby mode by pressing cool then therapy one. Cutting power when removing filters protects your spa from sucking unwanted debris down into the filter holes.
8. Once a month soak **white filters** in a filter degreaser/cleaner. There are different kinds of filter cleaners, please consult us regarding which one works best for your environment. DO NOT let your filters dry out unless they have been thoroughly cleaned in a solution.
9. Change your **Eco-Pur filters** every six months. DO NOT soak the Eco-Pur filters in cleaner, ever. Just rinse with water regularly.

## Well Water & Hard Water Maintenance

Whether you have well water or city water, we strongly recommend using an Eco-Pur charcoal pre-filter when filling your spa. We use it to fill our tubs in the showroom to help cut down the amount of metals and minerals in our spas. Removing metals and minerals from spa water can be costly and time consuming, thus, the use of the pre-filter will save you time and money.

Spa manufacturers recommend that you DO NOT use soft water in your spa. The outside spigot generally is not, but double check before filling.

When filling your spa, follow the instructions starting on page two. If you have hard well water, the only thing you need to be doing differently is to **use a pre-filter** and **add 10 ounces of Protect Plus** instead of the suggested 6 ounces.

Once your spa is full and you are ready to balance the pH and ALK levels, you may need to purchase a product called Total ALK Minus. If you are having a tough time getting your alkalinity in good range please contact us so we can get you what you need.