



*The Perfect Choice*

[www.freeflowspas.com](http://www.freeflowspas.com)

## ***OWNER'S MANUAL***

DECEMBER 1, 2009

### ***PREMIER SERIES***

***PASSPORT***

***EXCURSION***

***ACCENT***

***SOLSTICE***

### ***SPORT SERIES***

***AZURE***

***TRISTAR***

***TROPIC***



## TABLE OF CONTENTS

	Page
Table of Contents	2
Owner's Record	3
Planning a Location For Your Hot Tub	4
A Good Foundation	5
Placing the Hot Tub	5
Important Safety Instructions	6
Safety Precautions	7
Electrical Requirements	8
Input Voltage Supply (Configuring VS300-120VAC/240VAC)	9
Control Reference Guide (VS300 System)	10-12
Frequently Asked Questions	13
Featured Operations – How to Operate: (Air Control valve, Hydrotherapy Jets, LED lite, Ozonator, Whirlpool Jet and Waterfall)	14
Fill Up and Start Instructions	15
Adding Start-Up Chemicals	16
Cleaning or Winterizing	17
Spa Maintenance	18-19
Troubleshooting Procedures	20
Limited Warranty Premier Series	21
Limited Warranty Sport Series	22
Replacement Part Numbers	23

- Most cities, counties, states, and countries require permits for exterior construction and electrical circuits. In addition, some communities have codes requiring residential barriers such as fencing and/or self-closing gates on the property to prevent unsupervised access to a pool or hot tub by children. Be sure to check with your local agencies for specific requirements.



*The Perfect Choice*

**Thank you for choosing a Freeflow Spa.  
Visit our web site at: [www.freeflowspas.com](http://www.freeflowspas.com)**

**Owner's Record**

**DATE PURCHASED:**

**DATE INSTALLED:**

**DEALER:** **PHONE:**

**ADDRESS:**

**TELEPHONE:**

**SPA MODEL / SERIAL NUMBER:** \_\_\_\_\_, \_\_\_\_\_  
Premier and Sport Series: Silver Label located in the equipment area behind the pump/equipment-pack on the spa shell.

*Please read this "Owner's Manual" carefully, as it is designed to provide you with the information you will need to ensure the safe, secure use of your new hot tub.*

**IMPORTANT: Freeflow Products Incorporated reserves the right to change specifications or design without notification and without any obligation.**

**SPA DIMENSIONS**

<b>Premier Model</b>	<b>Length</b>	<b>Width</b>	<b>Height</b>	<b>Dry Weight</b>
Passport	75" (191cm)	75" (191cm)	34" (86cm)	370lbs (168kg)
Excursion	86" (218cm)	77" (196cm)	34" (86cm)	450lbs (204kg)
Accent	80" (203cm)	62" (158cm)	32" (81cm)	375lbs (170kg)
Solstice	86" (218cm)	77" (196cm)	34" (86cm)	450lbs(204kg)
<b>Sport Model</b>	<b>Length</b>	<b>Width</b>	<b>Height</b>	<b>Dry Weight</b>
Azure	80"(203cm)	62" (158cm)	32" (81cm)	335lbs (152kg)
Tristar	72" (183cm)	72 (183cm)	31" (79cm)	295lbs (134kg)

## PLANNING A LOCATION FOR YOUR HOT TUB

**Consider these things when determining where to place your new hot tub.**

### **SAFETY FIRST:**

Do not place the hot tub within 10 feet (3m) of overhead power lines. Make sure your hot tub is positioned so access to the equipment compartment and side panels will not be blocked. Be certain your installation will meet all city and local safety codes and requirements.

### **PLANNED USE OF HOT TUB:**

How you intend to use your hot tub will help you determine where you should position the hot tub. For example, will you use it more for recreational or therapeutic purposes? If your hot tub is mainly for family recreation, leave plenty of room around it for activity and lawn furniture. If you will use it more for relaxation and therapy, you will probably want to create a specific mood around the tub.

### **ENVIRONMENT:**

If you live in a climate with a snowy winter and hot summer, a place to change clothes or a house entry near the hot tub is convenient. A warmer climate may require shade from the hot sun. Consider placement of trees, shrubs, patio cover or perhaps a gazebo structure to provide what you will need. Indoor installations require adequate ventilation. When the hot tub is in use, considerable amounts of moisture are produced. This moisture can damage walls and ceiling surfaces over time. Special paint is available to resist moisture damage. Remember that hot tubs periodically require drainage, so plan your environment accordingly.

### **PRIVACY:**

Think of your surroundings during all seasons to determine your best privacy options. Consider the view of your neighbors when you plan the location of your hot tub.

### **VIEWS:**

Think about the direction you will be facing when sitting in your hot tub. Do you have a special landscape you will find enjoyable? Perhaps there is an area that has a soothing breeze during the day or a lovely sunset in the evening.

### **KEEP CLEAN:**

Prevent dirt and foliage from being tracked into your hot tub by utilizing concrete for paths and access areas. Check the location of spill paths from gutters, trees, and shrubs.

### **SERVICE ACCESS:**

Many people choose to install tile or custom wood around their hot tubs. If you are installing your tub with custom decorative trimming, remember to allow for access to it for service. Should you need service, a technician may need to remove the tub's side panels, or access it from beneath. It is always best to design special installations so the hot tub can still be moved, or lifted from the ground.

## Good Foundation

Your new hot tub needs a good solid foundation. The area your hot tub sits on must be able to support the tub, the water in it and those who use it. If the foundation is inadequate, it may shift or settle after the hot tub is in place, causing stress to the shell or components.

### BE AWARE:

Damage caused by inadequate or improper foundation support is not covered by the hot tub warranty. It is the sole responsibility of the hot tub owner to provide a proper foundation for the hot tub.

Make sure the foundation where the hot tub is placed drains water away from the hot tub. Proper drainage will keep components dry from rain and wet weather.

If you choose to install your hot tub indoors, pay close attention to the flooring beneath it. Always remember a hot tub is filled with water. Choose flooring that will not be spoiled or ruined from water damage. Check with your contractor to verify your flooring can support the weight and water spills or splashing from your hot tub.

Your hot tub weight must always be considered when installing your hot tub. If you are installing it on an elevated wood deck or other structure, it is advisable to consult a structural engineer or contractor to ensure the structure will support the weight.

### **IT IS STRONGLY RECOMMENDED THAT A QUALIFIED, LICENSED CONTRACTOR PREPARE THE FOUNDATION FOR YOUR HOT TUB.**

There is a 4" (10cm) minimum depth requirement for a concrete pad.

## Placing the Hot Tub

### **CHECK THE DIMENSIONS OF YOUR HOT TUB**

Compare the hot tub dimensions to the width of gates, sidewalks, and doorways along the delivery route used to bring the hot tub into your yard. It may be necessary for you to remove a gate or partially remove a fence in order to provide an unobstructed passageway to the installation location.

Also, keep in mind—if you are using special equipment to place your hot tub into an area it will be necessary to include those measurements and weights.

### **PLANNING A DELIVERY ROUTE:**

Check the width of gates, doors and sidewalks to make sure your hot tub will pass through unobstructed. You may need to remove a gate or part of a fence to allow for adequate width clearance.

If the delivery route will require a 90 degree turn, check the measurements at the turn to ensure the hot tub will fit.

Check for protruding gas meters, water meters, A/C units, etc., on your home which will cause obstructions along the delivery path to your yard.

Check for low roof eaves, over hanging branches or rain gutters that could be an obstruction to overhead clearances.

### **SPECIAL CIRCUMSTANCES**

The use of a crane for delivery and installation is primarily to avoid injury to your hot tub, your property or to delivery personnel. Your dealer may be able to assist you with the arrangements. Cranes are not considered “normal delivery” and would need to be a specialty request.

## Important Safety Instructions

*It is the hot tub owner's responsibility to read and follow all the instructions and precautions described in this manual. Failure to do so may result in personal injury. Liability rests with the hot tub owner. Please, make instructions available for reference by all hot tub users. Some warnings labels have been shipped with your new hot tub.*

**1. BEFORE OPERATING THE SPA: READ AND FOLLOW ALL INSTRUCTIONS. SAVE ALL INSTRUCTIONS.**

**2. WARNING:** A wire connector is provided on this unit to connect a minimum No. 8 AWG (8.4mm<sup>2</sup>) solid copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 5 feet (1.5m) of the hot tub.

**3. DANGER** – Risk of Accidental Drowning. **Extreme caution must be exercised to prevent unauthorized access by children.** To avoid accidents, ensure that children cannot use this hot tub unless they are supervised at all times.

**4. DANGER** – Risk of injury. 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 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.

**5. DANGER** – Risk of Electric Shock. Install at least 5 feet (1.5m) 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 8 AWG (8.4mm) sold copper conductor to the wire connector on the terminal box that is provided for this purpose.

**6. DANGER** – Risk of Electrical Shock. Do not permit any electric appliance, such as a light, telephone, radio or television, within 5 feet (1.5m) of a spa.

**7. WARNING** – To reduce the risk of injury:

**a.** The water in the spa should never exceed 104°F (40°C). Water temperatures between 100°F (38° C) & 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.

**b.** 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).

**c.** Before entering a spa, the user should measure the water temperature since the tolerance of water temperature-regulating devices varies.

**d.** The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.

**e.** Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.

**f.** 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.

**g.** Heat stroke is a dangerous condition brought about by excessive heat. It especially affects the very young, elderly, individuals under the influence of alcohol or drugs, and those using certain medications. The symptoms include: sweating, dizziness, nausea, light-headedness, convulsions, increased pulse rate, shallow breathing, and in the extreme, unconsciousness. If you suspect heat stroke, get medical help immediately. Lay the victim on his back, with the head slightly elevated for easier breathing, and apply ice packs to the head.

**h.** Emergency telephone numbers, such as: hospital, physician, ambulance, paramedics, and the police should be readily available and posted next to a close-by telephone.

## **SAFETY PRECAUTIONS**

### **DANGER – RISK OF INJURY – READ AND FOLLOW ALL INSTRUCTIONS**

1. *Read, keep, and make these instructions available!*
2. *Children should be CLOSELY supervised at all times.*
3.  **WARNING** – Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use a spa or hot tub unless they are closely supervised at all times.
4. **DANGER:** *To reduce the risk of drowning from hair and body entrapment, install a suction fitting(s) with a marked flow rate that equals or exceeds the flow rate marked on the equipment assembly.*
5. **DANGER:** *To reduce the risk of injury, do not remove the suction fittings. NEVER operate the hot tub if the suction fittings are broken or missing, NEVER replace a suction fitting with one rated less than the flow rate marked on the equipment assembly.*
6. **DANGER:** *Risk of Electric Shock. DO NOT permit any electric appliance, such as a light, telephone, radio, or television, within 5 feet (1.5m) of a spa or hot tub.*
7. **WARNING:** *Risk of Electric Shock. Install at least 5 feet (1.5m) from inside wall of hot tub using nonmetallic plumbing.*
8. **WARNING:** *To reduce the risk of injury:*
  - a *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.
- b). *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).*
- c) *Before entering a spa, the user should measure the water temperature since the tolerance of water temperature-regulating devices varies.*
- d) *The use of alcohol, drugs, or medication before or during spa or hot tub use may lead to unconsciousness with the possibility of drowning*
- e) *Obese person and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.*
- f) *Persons using medication should consult a physician before using a spa or hot tub since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation*
9. **A safety sign has been included with the owner's packet. This sign can be attached to the front access panel on all Freeflow Spas or in close proximity to the spa (i.e.) fence near the spa or deck rail. It is important users of the spa are aware of the message on the sign. Replacement signs or additional signs can be obtained through your dealer.**



### **Extreme Caution**

**Hyperthermia:** *Occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F (37°C). The symptoms of Hyperthermia include dizziness, fainting, drowsiness or lethargy.*

**The effects of Hyperthermia include:**

1. **Unawareness of impending hazard**
2. **Failure to perceive heat**
3. **Failure to recognize the need to exit spa**
4. **Physical inability to exit spa**
5. **Fetal damage in pregnant women**
6. **Unconsciousness resulting in a danger of drowning**

## **ELECTRIC REQUIREMENTS**

### **DANGER – RISK OF ELECTRIC SHOCK**

Installations that do not conform to the following procedures and requirements may expose users to electric shock. Non-conforming installations will not be covered under warranty.

**If installed in the United States, the electrical wiring of this hot tub must meet the requirements of the National Electric Code (NEC) and any applicable state or local codes. The electrical circuit must be installed by an electrical contractor and approved by a local building electrical inspection authority.**

1. Installations within 5 feet (1.5m) of any metal surfaces must ground the metal surfaces to the hot tub. Use an 8 AWG (8.4mm<sup>2</sup>) solid copper wire and attach it to the grounding lug on the power pack, located in the equipment compartment.
2. Only a licensed electrician may install power to the hot tub.
3. Power supply installation must include a suitably rated ground fault interrupter (GFCI) as required by NEC Article 680-42. The circuit breaker must be dedicated and should not be shared with any other appliances. It must be labeled and easily accessible to users.
4. The electrical supply for the hot tub must include a suitable rated switch or circuit breaker to open all ungrounded supply conductors to comply with Section 422-20 of the National Electric Code, ANSI/NFPA 70. The disconnecting means must be readily accessible to the hot tub's occupant but installed at least 5 feet (1.5m) from the hot tub water.
5. Power supply lines must be hard wired into the power pack. **DO NOT** use extension or plug-type cords of any kind. The use of a shut-off box near the hot tub is also recommended. This box provides a quick and convenient method to shut off power to the hot tub for emergencies and maintenance.
6. Supply lines must be properly sized as per the NEC (National Electric Code). A ground line must be provided that is as large as the largest current carrying conductor, but no less than 8 AWG (8.4mm<sup>2</sup>). Use copper wiring only.
7. Please open the front cover of the power pack, and follow the instructions and wiring diagram printed on the backside.
8. All 120 VAC powered models must use the provided 15 foot GFCI cord plugged directly into a **dedicated grounded wall outlet**. Actual exposed cord length will vary by model but never be less than 10 feet. **Never lengthen the supplied GFCI cord or use an extension cord with it for any reason!**
9. **CAUTION, 240 VAC POWERED HOT TUBS** – These hot tubs must be hard wired to your household electrical service box only. Do not use an extension cord or any other disconnect-able power cord. The use of an extension cord or a disconnect-able power cord is highly dangerous and will void all warranties!
  - Wire size must be appropriate per NEC and/or local codes.
  - Wire size is determined by length of run from breaker box to spa and maximum current draw.
  - THHN copper core wire is recommended.
  - All wiring must be copper to ensure adequate connections. Do not use aluminum wire.
  - When using wire larger than #6, add a junction box near the hot tub and reduce to short lengths of #6 wire between the junction box and the hot tub.

### **CIRCUIT BREAKER REQUIREMENTS**

A new GFCI circuit breaker must be used for your hot tub installation. Do not use an existing breaker, as its condition is unknown.

<u>BREAKER</u>	<u>240 VAC</u>	<u>120 VAC</u>
Capacity	40 amps	15 amps
# of wires	4	3

On 240 VAC systems always use a 4 wire system. ON all systems, the hot tub must be connected to a dedicated GFCI circuit breaker that is not shared with any other equipment. Do not use extension or plug type cords of any kind.

**For 120 VAC to 240 VAC or 240 VAC to 120 VAC conversion instructions see backside of spa pack cover plate for your spa's specific instructions.**



**CONVERSION MUST BE PERFORMED BY A QUALIFIED LICENSED ELECTRICIAN  
120 VAC GFCI BREAKERS HAVE AN AUTOMATIC RESET (WHEN EQUIPPED)—IF GFCI DOES  
NOT RESET PLEASE CONTACT YOUR DEALER FOR REPAIRS**

# CONFIGURING VS300 SYSTEM -120VAC/240VAC

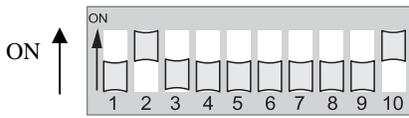
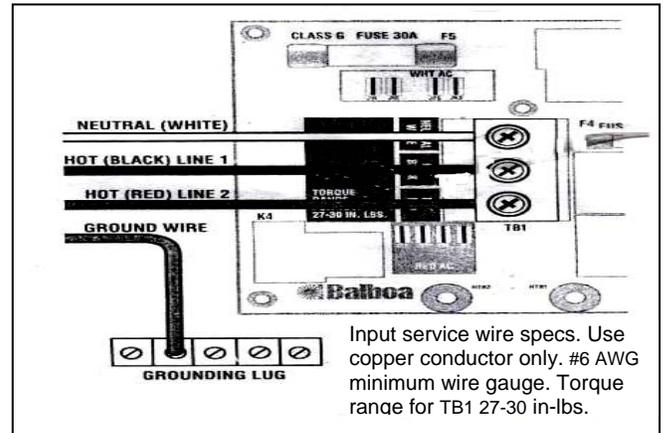
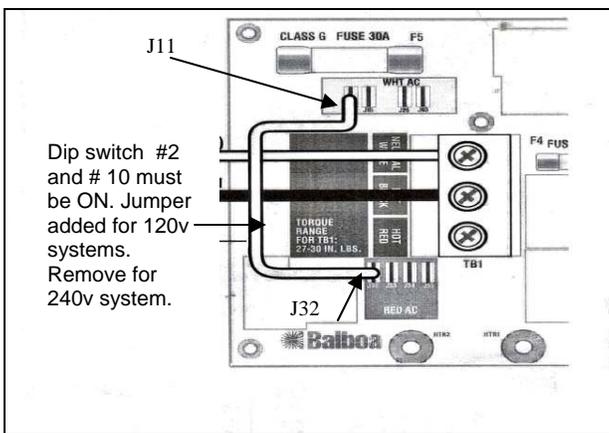
## Input Voltage (120VAC/240VAC Convertible VS300 Packs)

This Power System is supplied to utilize a 240V power supply (2 hot wires, a neutral wire, and a ground wire). If conversion to 120V is required, a jumper wire supplied with the system must be installed between J-11 and J32. Also, dip switch # 2 and #10 must be set to the “On” position. A 120V power supply (1 hot wire, 1 neutral wire, and a ground wire) can then be hard wired to the power input terminal block labeled TB1. Attach the black wire to the terminal marked “Black” then the white wire to the terminal marked “White,” and the green wire to the terminal marked “Ground.” See conversion instructions on the wire schematic attached to the back of the power system enclosure cover. When configured to operate at 120V, the heater is rated at 1.5kW and will heat only during Pump low operation. When configured to operate at 240V, the heater is rated at 4.0kW and will heat whenever heat is required.

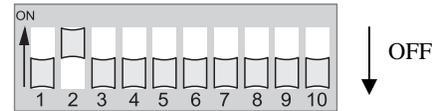
120V Input Voltage

Printed Circuit Board Layout

240V Input Voltage



Dip Switches



Dip Switches

\*Jumper wire attached to rear of power system

NOTE: All components are 120 volt- motors and ozone units. Blowers are not provided. Do not cover on circuit board for individual components.

**When configuring the output voltages on the Freeflow VS300 System, remember to also consider the amperage of each component. Be sure that the total amperage draw does not exceed the capability of the circuit supply and power to the system.**

## Output Voltage for all pumps is 120VAC on domestic units.

**NOTE:** Your spa has been configured with three operational modes. Your spa has been pre-programmed with a default of Standard Mode. To change your spas operational mode, we recommend you contact your dealer and schedule service. Dip Switch #7 on the power supply board must be moved down into the “off” position. See additional instructions to change operational mode on Page 10.

# CONTROLS REFERENCE GUIDE

(120vac/240vac Convertible pack)

**Initial Start-up:** When your spa is first actuated it will go into priming mode, indicated by “Pr”. The priming mode will last for less than 5 minutes and then the spa will begin to heat the spa and maintain the water temperature in the Standard mode.



**Temperature Adjustment** can only function between 80°F - 104°F / 26°C - 40°C

The start-up temperature is set at 100°F (38°C). The last measured temperature will constantly display on the LCD.

**Note:** The last measured spa temperature displayed is current only when the pump has been running for at least 2 minutes.

To display the set temperature, press firmly on the Temp Up or Down pad once. Each time either pad is pressed again, the set temperature will increase or decrease depending on which pad is pressed. After three seconds the LCD will automatically display the last measured spa temperature.

**Jets:** Firmly press the “Jets” button once to activate the low speed of the pump and again for the high speed. Firmly press the “Jets” button again to turn off the pump. If left running the low speed of the pump will automatically turn off after 4 hours. The high speed pump will automatically turn off after 15 minutes. The low speed of the pump may also activate for at least 2 minutes every 30 minutes to detect the spa temperature and then to heat to the set temperature if needed, depending upon mode. When the low speed turns on automatically it cannot be deactivated from the panel: However the high speed may be started.

**Light:** Firmly press the “Light” button to turn the light on and off. If left on, the light will automatically turn off after 4 hours.

**Operational Mode:** The default operational mode is preset from the factory for Standard Mode. In order to be programmed into either alternative Economy or Sleep modes as described below dip switch #7 on the power supply board must be moved downward into the “off” position as described on page 9.

**Mode:** Mode is changed by pressing the Temp Up or Down button, then pressing the “light” button.

**-Standard Mode** is programmed to maintain the desired temperature. Note: the last measured spa temperature displayed is current only when the pump has been running for at least 2 minutes.

“St” will be display momentarily when you switch into Standard mode.

**Economy Mode** heats the spa to the set temperature only during filter cycles.

“Ec” will display solid when temperature is not current and will alternate with temperature when temperature is current.

**Sleep Mode** heats the spa within 20° F (6.6° C) of the set temperature only during filter cycles.

“SL” will display solid when temperature is not current and will alternate with temperature when temperature is current.

**PRESET FILTER CYCLE PAGE 11**

## Preset Filter Cycles

The first filter cycle begins 6 minutes after the spa is energized. The second filter cycle begins 12 hours later. Filter duration is programmable for 1, 2, 3, 4, 5, 6, 7, 8 or 12 (FC) hours. The default filter time is 1 hour. **To program, press Temp/Down or Up then press "Jets"**. Press Temp/Down or Up to adjust. Press "Jets" to exit programming. Pump low speed will run for the duration.

The low speed of the pump runs during filtration and the ozone generator (if installed) will be enabled.

## Freeze Protection

If the temperature sensors detect a drop to below 44°F (7° C) within the heater, the pump will automatically activate to provide freeze protection. The equipment stays on until 4 minutes after the sensors detect that the spa temperature has risen to 44°F (7° C) or higher. In colder climates, an optional additional freeze sensor may be added to protect against freeze conditions that may not be sensed by the standard sensors. Aux freeze sensor protection acts similarly except with the temperature thresholds determined by the switch and without a 4-minute delay in turnoff. See your dealer for details.



### **Warning! Shock Hazard! No User Serviceable Parts.**

Do not attempt service of this control. Contact your dealer or service organization for assistance. Follow all owner manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.

## Diagnostic Messages

### Overheat condition *OH*



### **WARNING! DO NOT ENTER HOT TUB**

Water is too hot. Overheat protection. Heater is deactivated. Spa water temperature is above acceptable limits. When the actual water Temperature is approximately 2° F (1° C) above the set temperature, the circulation pump will stop operating to reduce (frictional) heating. If the spa water temperature continues to rise and gets above 110° F (44°C), the spa will go into an "*OH*" overheat condition.

To correct Condition:

1. Remove the spa's cover and allow your spa to cool down.
2. Reduce the temperature setting.
3. When the water temperature drops below 106° F (41°C), the spa will resume normal operation.
4. If the water does not drop below 106°F (41°C), contact your authorized dealer.

\* Note: Freeflow has designed the control panel, topside, to include:

- 1) Jets button
- 2) Light button
- 3) Down heat button
- 4) Up Heat button

(Freeflow spas, currently does not have or offer air blowers.)

## Diagnostic Messages VS300 Premier and Sport Series

Message	Meaning	Action Required
	No message on display. Power has been cut off to the spa.	The control panel will be disabled until power returns. Spa settings will be preserved until next power up.
-	Temperature unknown	After the pump has been running for 2 minutes, the temperature will be displayed.
HH	“Overheat” – The spa has shut down. One of the sensors has detected 118°F at the heater.	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled reset by pushing any button. If spa does not reset, shut off the power to the spa and call your dealer or service organization.
OH	“Overheat” – the spa has shut down. One of the sensors has detected that the spa water is 110°F.	DO NOT ENTER THE SPA. Follow same instructions as “HH”
IC	“Ice” – Potential Freeze condition detected.	No action required. The pump will automatically activate regardless of spa status.
SA	Spa is shut down – The sensor that is plugged into the Sensor “A” jack is not working.	If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear at cool)
Sb	Spa is shut down. The sensor that is plugged into the Sensor “B” jack is not working.	If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear at cool)
Sn	Sensors are out of balance. If alternating with spa temperature, it may just be a temporary condition. If flashing by itself, spa is shut down.	If problem persists, contact your dealer or service organization.
HL	A significant difference between temperature sensors has been detected. This could indicate a flow problem.	Check water level in spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. If problem persists, contact your dealer or service organization.
LF	Persistent low flow problem (Displays on the fifth occurrence of “HL” message within 24 hours.) Heater is shut down, but other spa functions continue to run normally.	Follow action required for “HL” message. Heating capability of the spa will not reset automatically; you may press any button to reset.
Dr	Possible inadequate water, poor flow, or air bubbles in detected in the heater. Spa is shut down for 15 minutes.	Check water level in spa. Refill if necessary. If water level is okay, make sure the pumps have been primed. Press any button to reset, or this message will automatically reset within 15 minutes. If problem persists, contact your dealer or service organization.
dY	Inadequate water detected in heater (Displays on third occurrence of “Dr” message.) Spa is shut down.	Follow actions required for “Dr” message. Spa will not automatically reset. Press any button to reset.

# Frequently Asked Questions

## **Q. I have noticed water on the outside of my hot tub- is my hot tub leaking?**

**A.** A small puddle of water around the outside of your hot tub can be produced by water collecting and rolling off of your cover. Check to see if the water is coming off of your cover. This is normal. If this is not the problem you may want to call your dealer and have a technician come out and examine your fittings.

## **Q. My hot tub seems to be running all the time, is this normal?**

**A.** This is not a problem with your spa. There are a few reasons why your spa will run through out the day.

- 1.** Your spa checks the temperature of water approximately every 15 - 20 minutes. In order to maintain the set temperature it circulates the water in your tub for approximately 2 minutes.
- 2.** Should the spa temp sensor determine the temperature in your spa has changed an adjustment will be made, the pack will turn on the heating element for whatever duration is necessary.
- 3.** Depending on your Volts Alternating Current or VAC your hot tub will heat at either 1kw (110VAC) or 4kw (220VAC).The duration of heating time will change depending on the VAC supplied to your hot tub.
- 4.** In addition to checking water temperature, your hot tub is pre-programmed to circulate the water for filtration. It is possible for your hot tub to take a temperature reading and go into a filtration cycle at the same time. Typically, your filtration cycles occur twice in a 24 hour period (every 12 hours)

## **Q. My hot tub motor does not shut off when I push the button to turn the motor off?**

**A.** Many hot tub user turn off their hot tub when exiting, however; it is important to know - your hot tub motor must be running in order to heat the water (standard 1kw-4kw), therefore; your hot tub may continue to run if the temperature in your hot tub has dropped below the set temperature. Heating your hot tub water overrides your ability to turn off your hot tub motor. Adjust/decrease your set temperature wait a few minutes this will allow you to turn off your spa.

## **Q. Who do I contact for servicing?**

**A.** For servicing and troubleshooting you should contact your dealer where you purchased your spa. Your sales agreement will provide dealer information. Or you can click onto our web site @ [www.freeflowspas.com](http://www.freeflowspas.com) click onto Dealer Locator and type in your Zip Code.

## **Q. Can I use de-foam in my spa?**

**A.** You should only use recommended chemicals. Your dealer will provide you with chemicals needed to maintain your spa. Your owner's manual also provides chemical care for your spa. (**Adding Start - Up Chemicals section**)

- 1.** PH Balance for water acidity.
- 2.** Chlorine Balance to remove bacteria and other organic matter.
- 3.** Stain & Scale remover- to reduce Calcium deposits.

## **Q How often should I clean and replace my filter.**

**A.** You should clean your filter weekly and replace the filter every 3 - 6 months. To clean your filter you will need to remove the filter from the filter canister. Before you remove the filter, **TURN THE POWER TO YOUR HOT TUB OFF.** You can easily do this via your hot tub's main circuit breaker switch. Aside from general safety, turning the power off will prevent debris from being accidentally sucked into the pump should your hot tub start a normal cleaning cycle while the filter is removed. **Note:** We recommend keeping an extra filter on hand to replace the old one while waiting for your new filter to arrive. This will allow you to enjoy your hot tub without having to wait for a replacement.

- 1.** Your filter is located below the skimmer and weir basket. Remove the skimmer and weir basket. Your filter has one threaded end that is screwed in place, it will unlock in a counter-clockwise motion.
- 2.** Inspect and clean your filter thoroughly. Also clean and remove all debris in and around the filter holder. The filter can be cleaned with a variety of specialized filter cleaning products, but overnight soaking products require the least amount of work, after soaking rinse filter with your garden hose.
- 3.** If the filter is in good shape, secure it back into the holder. Install the skimmer and weir basket. Turn the power on. Your spa will begin its Priming mode ("Pr").
- 4.** If the filter is cracked, collapsed, really limp or otherwise broken, **do not operate your spa until you get a new filter.**

# Featured Operations

## **AIR CONTROL VALVE (when equipped)**

If your hot tub is installed with an Air Control Valve (Units equipped with a whirlpool will have two air control valves. The additional air control is for the whirlpool on Legend and TLX models) the location will vary depending on the model. The air control valve serves to regulate the amount of air mixed with the water when the jets are operational. Rotate the air control in one direction to achieve the maximum jet pressure and therapeutic action. Rotating the air control in the opposite direction to turn air off and allow the jets to work with water only. Turn the air controls off when the hot tub is not in use. This will prevent cold air from entering the hot tub and will keep heating cost to a minimum.

## **HYDROTHERAPY JETS**

The Hydrotherapy jets are recessed and located in the wall of the hot tub. Rotate the jet face counterclockwise to turn the jets on, clockwise to turn the jets off. Not all jets have a rotational face to turn off and on the jets. Turning off or on a jet will increase or decrease the effects of any jets “not” in the closed position.

## **LED MULTI COLOR LIGHT (when equipped)**

If your hot tub is installed with a LED Multi Color light at factory, firmly and quickly turning the light switch on and off three to four times will activate the LED Multi Color light.

## **OZONATORS (when equipped)**

If your hot tub is installed with an ozonator at the factory, your hot tub will automatically filter water at preset times. Please note that ozonator and chemicals work together to kill bacteria. An ozonator cannot totally eliminate the need for chlorine. Ozone is a bactericide. A tube links the ozone compartment with the ozone jet. During the filter cycle, when the water pump is on low speed, the water movement through the ozone jet draws the ozone out of the compartment, mixes with and purifies the water in the process.

## **WHIRLPOOL JET (when equipped)**

If your hot tub is installed with a whirlpool jet at the factory it will be located below the water line at or near the control panel area, in the wall. This jet is a combination valve or diverter valve and high capacity jet, and has a larger diameter than the hydrotherapy jets. The whirlpool jet is turned on and off by rotating the jet face. Because, there is a substantial amount of water pressure when the jet is in operation, you must turn the pump off or to low speed before attempting to rotate the jet face. As the whirlpool jet open position is increased it will begin turning off all of the hydrotherapy jets. Units installed with a whirlpool will have an additional air control valve dedicated to the whirlpool. *The whirlpool must be in the completely off or completely on position to provide accurate heating or when the spa is unoccupied.*

## **WATERFALL (when equipped)**

If your hot tub is installed with a waterfall from the factory there will also be a control valve to operate the amount of flow through the waterfall from no flow to a steady stream. This valve will be located in various positions on the tub depending on the model. **\*note:** The air control valve and the waterfall flow valve may look and function exactly the same and may operate in the same way, however; they will be separate components. If the flow of your water fall seems uneven there is a clean out located under the water fall. This clean out can be slid from one side to the other to evacuate any foreign objects that may have entered into the flow of the water fall. Never run your spa without the filter in place as this helps to prevent foreign objects from entering your system. Any clogging in system due to foreign objects will not be covered under warranty.

# Fill Up and Start Instructions

*The following procedures should be followed on initial startup and whenever the hot tub is drained for routine maintenance.*

## FILLING THE HOT TUB WITH WATER

1. Clear all the debris from your hot tub.
2. Use a garden hose to fill your hot tub with water. **NOTE: do not use home water heater or softened water.**
3. As the water level rises, check inside the equipment compartment for water leaks. It may be necessary to tighten unions and/or fittings that may have loosened during delivery. There is no need to call for service; this can easily be done by you. If assistance is required, your dealer or service organization may charge a small fee.
4. Under normal circumstances keep the water level at the texture level mark, where the rough texture meets the smooth texture on the inside of the spa, at all times. Keep in mind that every person who enters the spa will create a certain amount of water displacement, depending on their size and weight—as a result you may need to reduce the amount of water you normally have in the tub, so as to prevent the water from hitting your topside control or flowing over the top of the hot tub. All jets must be under water at all times.

## APPLYING POWER

Please review the following procedures and power-up events before applying voltage to the Power System:

### STEP I

1. Check the voltage at the main power panel to be sure you have the correct voltage for the Power System being used. Also, be sure the voltage is within + or – 10% of the mean voltage. For 120 VAC it should be between 108 VAC and 132 VAC. For 240 VAC it should be between 216 VAC and 264 VAC.
2. Test and reset the GFCI. If it does not operate properly, do not apply voltage to the Power System until the problem has been corrected.
3. Fill the hot tub to its correct operating level. Be sure to open all jets in the plumbing system before filling to allow as much air as possible to escape from the plumbing and the Power System during the filling process.

### STEP II

Apply power by turning on your dedicated GFCI circuit breaker (120 VAC or 220 VAC). Your hot tub has been specifically designed so by simply applying power, it will automatically heat to the factory default temperature of 100° F (38° C).

1. Press the Jets pad on the topside control panel to activate the spa. Rotate the air control valves to “Max” and observe the increased jet action.

**NOTE: Let the high-speed pump run for 10 minutes. This helps purge the air from the water lines.**

2. While the pump is running, check again for water leaks at the drain spigot, unions, or fittings in the equipment compartment. If water is leaking from one of these areas, there is no need to call for service. Simply tighten the fitting. If assistance is required, your dealer or service organization may charge a small fee.
3. After checking your spa for leaks it is now time to adjust your preferred temperatures and turn off the high-speed pump.

## Adding Start-Up Chemicals

You should have an adequate supply of chemicals on hand for your hot tub. You should familiarize yourself with the necessary types and amounts of chemicals to maintain your water at clean and healthy levels. Your dealer should stock the necessary chemicals and is a good source of information on chemicals, procedures, and testing conditions in your area.

**NOTE: The importance of the chemical balance in the hot tub can not be over-emphasized.**

### WATER MAINTENANCE

It may be necessary to replace the hot tub's water every 3 to 6 months. The frequency depends on a number of variables including the frequency of use, number of users, attention paid to water quality maintenance, if equipped with an ozone unit, etc. You will know it is time for a change when you cannot control studding and/or you can no longer get the normal feel or sparkle to the water, even though the key water balance measurements are all within the proper parameters.



**CAUTION: Never store spa chemicals inside the spa's equipment bay!**

### PH BALANCE

PH is a measure of water acidity. On a scale of 0 to 14, 7.6 is the ideal point of balance. A measurement below 7.2 indicates that your water is more acidic. This water condition results in corrosion of the equipment's metal components. A measurement above 7.8 indicates that your water is more alkaline. This water condition causes calcium deposits and scaling in the equipment and hot tub. Both conditions are detrimental and cause damage.

**NOTE: Calcium deposits can also cause a restriction of air and water through your jets. Using a stain & scale remover regularly, will greatly reduce the chance of this occurring.**

### CHLORINE

Granulated chlorine must be used to remove bacteria and other organic matter from the water. Little or no chlorine causes water to turn green and unhealthy. Too much chlorine causes water to smell pungent, irritates the eyes and skin, and can cause damage to the heater tube on the power pack.

**NOTE: Improper pH will destroy the pump seals and heater elements. Damage to components caused by improper pH balance or other improper chemistry will not be covered under warranty.**

**Freeflow Spas strongly discourages the use of chemicals that contain Hydrogen Peroxide. Hydrogen peroxide will eventually cause the light body and lenses (used on all spas) to become brittle and crack.**

**\*Read all labels on chemicals — Do not use any products that omit usage in hot tubs or with ozonator.**

# Cleaning or Winterizing

Every three to six months, depending upon the water condition, you may need to renew your water.



## **CAUTION: READ THIS BEFORE DRAINING YOUR HOT TUB**

*To prevent damage to the hot tub's components, turn off power to the spa at the circuit breaker before draining the hot tub. Do not turn power back on until your spa has been refilled with water.*

*There are certain precautions to keep in mind when draining your hot tub. If it is extremely cold, and the hot tub is outdoors, freezing could occur in the plumbing or the equipment. On the other hand, if it is hot outdoors, do not leave the hot tub's surface exposed to direct sunlight for long periods.*

## **DRAINING YOUR SPA**

Before draining, power must be turned off at main power panel.

- **Trip the main electrical panel or unplug your spa**
- **Sport Series Remove** the equipment compartment access door.
- **Locate** end of the drain hose bib and turn gate at hose bib to closed position.
- **Unscrew** and remove the drain cap.
- **Attach** drain hose to a garden hose and direct away from the hot tub to an appropriate draining area, keeping the hose below the water line. Open gate at hose bib to begin draining.
- **After** cleaning, remove garden hose, close gate at hose bib, replace drain cap and put drain hose back in equipment compartment.
- **Follow** the "Start-up Instructions" to refill your spa.
- **After** your hot tub is empty, clean the shell and filter cartridge. See "**Spa Maintenance**" and **Surface care**.

You can also siphon the water from the hot tub. The drain faucet will not remove all the water. You may have to remove a small amount of the water by hand, using a towel or plastic container.

**If your spa has been equipped with the Magic Drain Valve:** The Magic Drain Valve is manufactured from Impact-Modified ABS and equipped with a total of 5 Teflon-Impregnated O-Rings. The Magic Drain Valve is located at the bottom of the spa skirt next to the equipment access panel.

### **To Operate:**

- **Pull** the spout out approximately 1"
- **Twist slightly** counterclockwise to remove the cap from the spout.
- **Attach** garden hose and direct away from the hot tub to an appropriate draining area, keeping the hose below the water line. Push the spout completely out your spa will begin draining.
- **After** your spa has been completely drained and cleaned push the spout back in 1". The drain valve will stay in the closed position.
- **Remove** the garden hose, install the drain cap and push the cap back into the spout.

If you plan to store your tub for the winter, you must also use a wet-vac to clean out the water lines to ensure the lines are free of any water. Water left in the lines might freeze and damage the lines and jets. To adequately clean out the lines, place the wet-vac over each jet face for 10-15 seconds. On the whirlpool jet, rotate it to the open position and vacuum for 10-15 seconds. Remove the filter cartridge and do the same. Also, let the water drain from the heater tube by loosening the spit-nuts on each side of the heater tube. Also, remove drain plug located on the wet end of the pump. Remember to re-tighten the split-nuts when completed and replace drain plug on the wet end of the pump. Use the wet-vac to vacuum up any water that may have drained on to the hot tub floor.

**Note: Damage caused by improper winterizing will not be covered under warranty. You will want to contact a professional for proper winterizing.**

# Spa Maintenance

## FILTER CARTRIDGE MAINTENANCE

Freeflow hot tubs use a screw in filter cartridge that is easily removed. When the filter cartridge is removed, make sure no objects fall into the filter cavity. **TURN THE POWER TO YOUR HOT TUB OFF.** You can easily do this via your hot tub's main circuit breaker switch. Aside from general safety, turning the power off will prevent debris from being accidentally sucked into the pump should your hot tub start a normal cleaning cycle while the filter is removed. **Note:** We recommend keeping an extra filter on hand to replace the old one while waiting for your new filter to arrive. Filter cartridge must be cleaned to remove the objects and particles that have lodged in the cartridge pleats. **NOTE: Never run your hot tub without a filter cartridge!!! Filter cartridges must be replaced every six months. Restrictions in Filter quality can cause your hot tub pump to burn out and will not be covered under warranty.**

**Turn the power to the spa off, and then follow directions below:**

- **Push** down slightly and turn filter basket counter clockwise to unlock, then pull the basket and weir out.
- **Carefully** unscrew the filter cartridge and bring it out of the spa.
- **Rinse** cartridge using a garden hose. Rotate and separate filter pleats while spraying water to remove all dirt and debris possible. Let filter dry and look for calcium deposits (scaling) or an oil film. If you find these, you will need to deep clean your filter cartridge with a "spa filter cleaner" solution to break down and remove unwanted deposits and oils. (For longer filter life you should soak filter regularly.)



**CAUTION!** *Always use proper eye protection when using chemicals, or high pressure water. Read instructions on cleaning products and follow applicable safety and warning instructions listed on label.*

- **Replace** filter cartridge, then return basket and weir, insert and rotate clockwise to lock into position. Then, turn spa's power back on.



**CAUTION!** *Never scrub the polyester mesh filter cartridge with a brush, as this will cause the polyester mesh to wear out and come apart. Never let the spa pump run or have a filter cycle come on without a filter cartridge in the skimmer compartment. Running the spa without a filter cartridge may permit debris to enter the spa plumbing and void the warranty!*

## SURFACE CARE

Do not use solvents or abrasive cleaners to clean the hot tub. Consult your Freeflow dealer for the proper cleaners. Typically, a mild detergent and water will resolve cleaning issues.



**CAUTION!** *Never spray cabinet with a garden hose for any reason since this action may induce an electrical short in the hot tubs electrical equipment.*

## COVER CARE

Please keep your cover free from dirt at all times. Use a cover cleaner or a warm mild soapy water to clean the surface. Do not use any silicone-based products, as it will dry and may eventually crack the vinyl.

**NOTE: Do not stand on the cover at any time. The cover must be removed when adding chemicals to your hot tub. This will extend the life of your cover. The gases from burned off chemicals will be trapped under the cover, if not removed. These gases will eat away at the protective lining of the foam inserts. Eventually, the foam inserts will absorb the moisture from the hot tub and become very heavy. This will not be covered under warranty. Cover Warranted by Cal Cover. Warranty form supplied with cover.**

## SPA COLORED LIGHT LENS INSTALLATION

- **Colored** lenses, red and blue, are included with the spa light. Colored lenses pop on and pull off permanent clear light lens.

## SPA LIGHT BULB REPLACEMENT

- **Turn OFF** the power to the spa.
- **Remove** the equipment compartment access door.
- **Locate** the rear of the spa light.
- **To** remove the bulb, turn outside housing counter clockwise  $\frac{1}{4}$  turn, and remove bulb from socket. **Replace** the bulb by reversing the above steps.



***CAUTION: The replacement bulb must be the same rating as the factory installed bulb. Check with your dealer or Freeflow for the correct replacement part.***

## SHELL COLOR AND APPEARANCE

Your hot tub shell has been designed to have the appearance of natural granite. Freeflow Spas uses a technique which produces a unique look to every hot tub finish. Natural granite is not consistent in appearance and your hot tub will duplicate that natural look. These inconsistencies in the granite serve to enhance the individuality of each hot tub.

**HIGHWOOD CARE –Premier Series Spas -** Little maintenance is required to keep Highwood material looking good. The product should be cleaned as needed to remove dirt and debris. ***NO abrasive or harsh chemicals should be used on the product. Aromatic solvents or cleaners containing aromatic solvents should never be used on Highwood material.***

# Troubleshooting Procedures

In the event your Freeflow hot tub is not working the way it should, please first review all the installation and operating instructions in this manual and check the message on the panel display. If you are still not satisfied it is working properly, please follow the appropriate troubleshooting instructions.

**Note: If any of the manufactured installed supply cords are damaged, they must be replaced by authorized service personal.**



**CAUTION! WARNING! SHOCK HAZARD! No User Serviceable Parts. Do not attempt service of this control. Contact your dealer or service organization for assistance. Follow all owners' manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.**

## NO COMPONENT OPERATION

Check the following:

1. Is there power to the hot tub?
2. Is the household circuit breaker tripping?
3. If 1 & 2 are yes, call your authorized dealer for service.

## PUMP DOES NOT OPERATE, BUT THE LIGHT DOES

Press the JETS button:

The pump operates but no water flows to jets. Pump may not be properly primed. This can happen after the spa is drained and refilled. Press the JETS button several times, never leaving the motor on for more than 5-10 seconds at-a-time.

## POOR JET ACTION

1. Press the JETS button to make certain the pump is on.
2. Rotate the air control to the "max" position.
3. Make sure the water level is at the texture line.
4. Check for dirty filter. Clean, if necessary.
5. Make sure all jets are in the open position

## WATER IS TOO HOT

1. Check desired temperature on topside control
  2. Check for a diagnostic Message (see Control System manual for details)
- OH - Overheat (spa is deactivated) DO NOT ENTER THE WATER.

If the spa water has reached overheated you can remove the cover to promote heat reduction.

Overheating may occur if the filter cycle is set too long. The hot tub Control System should reset itself when the water temperature reduces below 107°F or 43°C. When the hot tub falls below the reset temperature you can push any button on the topside control to reset the Control System. If the hot tub will not reset, then shut off power to the spa and call your dealer or service organization.

\* Under extreme and/or prolong weather conditions it is possible for the ambient temperature to exceed 106F/40C, therefore; effecting the water temperature of the hot tub and causing the tub to overheat. These conditions could cause the tub sensors to produce an OH message and prevent the usage of your hot tub during these conditions. The location of your hot tub should be reconsidered to reduce the outside temperature around the tub. For example, you may need to prevent direct sunlight on any surface of your hot tub. Regardless, do not enter your hot tub if the temperature is above 104F.

Your authorized Freeflow dealer is a trained service repair center. Should checking the above steps fail to correct the problem, call your dealer so they may arrange service on your hot tub.

## **Limited Warranty-Premier Series-Passport, Excursion, Accent, Solstice**

### **Ten-Year Shell/Surface Warranty**

Freeflow Spas offers a shell warranty on manufacturing defects resulting in water loss for a period of ten years from the date of manufacturing. Any and all additional cost and fees including shipping, delivery, set-up, installation, upgrade fees and disposal charges will be the responsibility of the spa owner.

### **Two-Year Equipment and one year Labor Warranty**

Freeflow Spas warrants the electrical and mechanical components including the pump, heater and control system against and factory installed ozonator malfunctions in materials or workmanship for a period of two years from the original purchase date. Refurbished parts may be used to satisfy warranty replacement of electrical and mechanical parts.

GFI Cord, Filter cartridges, light bulbs, Jets, Spa Cover, Cover Lock and Keys, Waterfall, Control Valves and fuses are not included in this warranty. Those items are, however, warranted to be free from defects in materials and workmanship at the time of delivery to the consumer.

### **One-Year Plumbing and one year Labor Warranty**

Freeflow Spas warrants the factory installed plumbing components for materials and workmanship for a period of one year from the original purchase date. This warranty specifically covers jet fittings, internal plumbing, internal glue joints and hoses.

### **Extent of Warranty**

This warranty is effective for spas manufactured after December 1, 2009 and sold by authorized dealers and/or distributors within North America. This warranty is given only to the original consumer purchaser and terminates upon any transfer of ownership. Spas installed in commercial applications (including rental spas or spas in rental premises) are excluded from any coverage whatsoever. This warranty does not provide coverage for the insulated cover or any item attached to or installed on the spa after the date of manufacture including non factory installed ozone systems. Travel, trip, mileage and freight costs are not covered under this warranty and service travel charges will be assessed to the purchaser by the dealer.

### **Warranty performance**

In the event of a defect not covered under the terms of the warranty, notify your authorized Freeflow dealer as soon as possible and use all reasonable means to protect the spa from further damage. Providing access to affect the repair is the responsibility of the spa owner. Upon proof of purchase, Freeflow's designated dealer and/or service representative will correct the defect subject to the terms and conditions contained in this warranty. If Freeflow Product Inc. determines that the repair of the covered defect is not feasible, we reserve the right to instead provide a replacement spa equal in value to the original purchase price of the defective spa by the dealer. In such instances, reasonable cost for the removal of the defective spa, shipping cost for the replacement spa, delivery and installation of the replacement spa, reasonable upgrade or cost difference for the replacement spa (equal in value) will be the responsibility of the spa owner.

In the event there is not an authorized Freeflow Dealer or repair firm in your area the hot tub can be returned pre-paid freight (you pay) to Freeflow for evaluation and, if necessary, repair of the defect. Freeflow will then ship the hot tub back to you pre-paid (Freeflow pays) upon completion of the repair. Freeflow must be contacted in advance for packaging and shipping instructions. Freeflow reserves the right to inspect or designate a person to inspect any part that is claimed to be defective and covered by this warranty.

### **Acts Invalidating Warranty**

This warranty is void if the Freeflow Spa has been subjected to alterations, neglect, misuse or abuse; if any repairs have been attempted by anyone other than a Freeflow authorized service representative; or if failure is caused by accident, acts of nature or other causes beyond the control of Freeflow Spa. The Spa owner accepts liability for repair work performed by anyone other than the manufacturer or its designated service representative. Alterations shall include: any component or plumbing change, electrical conversion or addition of alternate sanitation or heating systems which contribute to component failure. Neglect, misuse and abuse include any installation, operation or maintenance of the spa other than in accordance with the owner's manual or use for which the spas were not designed. Specifically damage caused by the operation of the spa with water temperatures outside the range of 33°F and 120° F; damage caused by dirty, clogged or calcified filter cartridges; damage to the spa surface caused by improper use of chemicals to lie on the surface; damage caused by improper Ph balance, improper calcium hardness level or other improper water chemistry; damage to the spa surface caused by leaving the spa uncovered and in direct sunlight; damage caused by allowing solar blankets to be stored in the folded position on the top lip of the spa; damage caused by failure to provide even and sufficient support for the spa are considered abuses and may invalidate this warranty. Jets, air adjustments and top side controls are not covered against discoloration, fading or cracking.

### **Disclaimers**

Freeflow Spas or any of its authorized agents shall not be held liable for injury or loss of use of your spa or other incidental and consequential cost, expense or damage, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the spa and cost of removal of defective product, even if Freeflow Spas has been advised of the possibility of such damage. In no event shall Freeflow Spas be liable for any reason or cause in excess of the amount paid for the product by the dealer.

Coverage under this Limited Warranty shall commence as of the original date of purchase or as otherwise outlined above and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. No other warranties, written or implied, are valid. No agent, dealer, distributor, service company or other party is authorized to change modify or extend the terms of this warranty.

### **Legal Rights**

This warranty gives you specific legal rights. You may have other rights, which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

**In the event of a warranty claim, please contact your dealer to expedite processing.  
FREEFLOW PRODUCTS INCORPORATED, 1705 SOUTH BAKER AVE, ONTARIO CA. 91761**

## Limited Warranty-Sport Series Azure, Tristar, Tropic

### **Ten-Year Shell/Surface Warranty**

Freeflow Spas offers a shell warranty on manufacturing defects resulting in water loss for a period of ten years from the date of manufacturing. Any and all additional cost and fees including shipping, delivery, set-up, installation, upgrade fees and disposal charges will be the responsibility of the spa owner.

### **One-Year Equipment and one year Labor Warranty**

Freeflow Spas warrants the electrical and mechanical components including the pump, heater and control system against and factory installed ozonator malfunctions in materials or workmanship for a period of one year from the original purchase date. Refurbished parts may be used to satisfy warranty replacement of electrical and mechanical parts.

GFI Cord, Filter cartridges, light bulbs, Jets, Spa Cover, Cover Lock and Keys, Waterfall, Control Valves and fuses are not included in this warranty. Those items are, however, warranted to be free from defects in materials and workmanship at the time of delivery to the consumer.

### **One-Year Plumbing and one year Labor Warranty**

Freeflow Spas warrants the factory installed plumbing components for materials and workmanship for a period of one year from the original purchase date. This warranty specifically covers jet fittings, internal plumbing, internal glue joints and hoses.

### **Extent of Warranty**

This warranty is effective for spas manufactured after December 1, 2009 and sold by authorized dealers and/or distributors within North America. This warranty is given only to the original consumer purchaser and terminates upon any transfer of ownership. Spas installed in commercial applications (including rental spas or spas in rental premises) are excluded from any coverage whatsoever. This warranty does not provide coverage for the insulated cover or any item attached to or installed on the spa after the date of manufacture including non factory installed ozone systems. Travel, trip, mileage and freight costs are not covered under this warranty and service travel charges will be assessed to the purchaser by the dealer.

### **Warranty performance**

In the event of a defect not covered under the terms of the warranty, notify your authorized Freeflow dealer as soon as possible and use all reasonable means to protect the spa from further damage. Providing access to affect the repair is the responsibility of the spa owner. Upon proof of purchase, Freeflow's designated dealer and/or service representative will correct the defect subject to the terms and conditions contained in this warranty. If Freeflow Product Inc. determines that the repair of the covered defect is not feasible, we reserve the right to instead provide a replacement spa equal in value to the original purchase price of the defective spa by the dealer. In such instances, reasonable cost for the removal of the defective spa, shipping cost for the replacement spa, delivery and installation of the replacement spa, reasonable upgrade or cost difference for the replacement spa (equal in value) will be the responsibility of the spa owner.

In the event there is not an authorized Freeflow Dealer or repair firm in your area the hot tub can be returned pre-paid freight (you pay) to Freeflow for evaluation and, if necessary, repair of the defect. Freeflow will then ship the hot tub back to you pre-paid (Freeflow pays) upon completion of the repair. Freeflow must be contacted in advance for packaging and shipping instructions. Freeflow reserves the right to inspect or designate a person to inspect any part that is claimed to be defective and covered by this warranty.

### **Acts Invalidating Warranty**

This warranty is void if the Freeflow Spa has been subjected to alterations, neglect, misuse or abuse; if any repairs have been attempted by anyone other than a Freeflow authorized service representative; or if failure is caused by accident, acts of nature or other causes beyond the control of Freeflow Spa. The Spa owner accepts liability for repair work performed by anyone other than the manufacturer or its designated service representative. Alterations shall include: any component or plumbing change, electrical conversion or addition of alternate sanitation or heating systems which contribute to component failure. Neglect, misuse and abuse include any installation, operation or maintenance of the spa other than in accordance with the owner's manual or use for which the spas were not designed. Specifically damage caused by the operation of the spa with water temperatures outside the range of 33°F and 120° F; damage caused by dirty, clogged or calcified filter cartridges; damage to the spa surface caused by improper use of chemicals to lie on the surface; damage caused by improper Ph balance, improper calcium hardness level or other improper water chemistry; damage to the spa surface caused by leaving the spa uncovered and in direct sunlight; damage caused by allowing solar blankets to be stored in the folded position on the top lip of the spa; damage caused by failure to provide even and sufficient support for the spa are considered abuses and may invalidate this warranty. Jets, air adjustments and top side controls are not covered against discoloration, fading or cracking.

### **Disclaimers**

Freeflow Spas or any of its authorized agents shall not be held liable for injury or loss of use of your spa or other incidental and consequential cost, expense or damage, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the spa and cost of removal of defective product, even if Freeflow Spas has been advised of the possibility of such damage. In no event shall Freeflow Spas be liable for any reason or cause in excess of the amount paid for the product by the dealer.

Coverage under this Limited Warranty shall commence as of the original date of purchase or as otherwise outlined above and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. No other warranties, written or implied, are valid. No agent, dealer, distributor, service company or other party is authorized to change modify or extend the terms of this warranty.

### **Legal Rights**

This warranty gives you specific legal rights. You may have other rights, which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

**In the event of a warranty claim, please contact your dealer to expedite processing.  
FREEFLOW PRODUCTS INCORPORATED, 1705 SOUTH BAKER AVE, ONTARIO CA. 91761**

## Replacement Parts

Part #	Description	Model Spa	Replacement Date
FF2500B	Replacement Filter Cartridge	Premier and Sport Series	____/____/____
FF25718-101	4 Cup Filter Lid	Passport, Excursion, Accent, Solstice Azure, Tristar	____/____/____
FF212-7847STS	Mini Storm Rotating Jet (Double face-Gray)	Premier and Sport Series	____/____/____
FF2127827SMSTS	Mini Storm Directional Jet (Single face-Gray)	Premier and Sport Series	____/____/____
FF23432812625	Mini Storm Rotating Jet (Double face-stainless steel)	Premier and Sport Series	____/____/____
FF23432832600	Mini Storm Directional Jet (Single face-stainless steel)	Premier and Sport Series	____/____/____
FF50-5064	Whirlpool Adj. Face Jet	Tropic	____/____/____
FF25090169000	F.A.S 1" Top Access Air Control	Premier and Sport Series	____/____/____
FF6603049STS7	2" Diverter Valve	Passport, Excursion, Solstice	____/____/____
FF250311169000	On/Off Waterfall Valve	Passport, Excursion, Accent, Solstice, Azure	____/____/____
FFGFI	GFCI-Cord	110V Conversion Only	____/____/____
FF52468	Ozonator	Premier and Sport Series	____/____/____
FF519-2087	Filter Round Weir-Gray	Premier and Sport Series	____/____/____
FF519-2097	Filter Basket Skimmer	Premier and Sport Series	____/____/____
FF21095	Spa Lite Complete	Premier and Sport Series	____/____/____
FF21091	Light Bulb	Premier and Sport Series	____/____/____
FFLS9-1	LED Multi-color Light	Premier and Sport Series	____/____/____
FFLENSCVR-R	Red color Light Lens	Premier and Sport Series	____/____/____
FFLENSCVR-B	Blue color Light Lens	Premier and Sport Series	____/____/____
FFCOVKEYS	Cover Lock (s) w/Keys Set	Premier and Sport Series	____/____/____
FFA01-0146C	Hose Bib	Premier and Sport Series	____/____/____

**Note: Electrical replacement parts are to be installed by Freeflow Spas authorized service representative.**  
REPLACEMENT PARTS ARE PURCHASED THROUGH YOUR DEALER

You can also view our web site @[www.freeflowspas.com](http://www.freeflowspas.com) for further assistance.

