



SALUSPA®

OWNER'S MANUAL



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www.bestwayusa.com

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- Carefully read over the important safety instructions and warnings before operating and keep this manual for future reference. Failure to follow safety information can result in serious injury or death to users.

PRODUCT DESCRIPTION

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- Carefully read all product information provided in this manual, including the specifications of the heater. The hot tub heater must be used with an outlet **that has** the corresponding voltage and rating.

PARTS & TOOLS NEEDED

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- To check the parts included in the box, consult the part list on the package. Verify that the equipment components represent the model that you had intended to purchase.
- In case of any damaged or missing parts at the time of purchase, visit our website **bestwayusa.com/support**.

SETUP INSTRUCTIONS

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- For the installation instructions, refer to the illustration steps on the package. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- Bestway will not be responsible for any damage caused to the hot tub due to mishandling or failure to follow these instructions.

USAGE INSTRUCTIONS

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- For the usage instructions, refer to the illustration steps in this manual. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- Bestway will not be responsible for any damage caused to the hot tub due to mishandling or failure to follow these instructions.

MAINTENANCE INSTRUCTIONS

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- Liner, cover, filter cartridge, water and chemical maintenance must be performed for the health of your hot tub. Not adhering to **the** guidelines in this section might put you and your family's health at risk.

DISASSEMBLY & STORAGE INSTRUCTIONS

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- Be sure that your hot tub is completely clean and dry before storage. If all parts are not completely dry, mold may result.
- Store in a dry place with a moderate temperature between 59°F (15°C) and 100°F (38°C).

TROUBLESHOOTING

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- For help with issues with your hot tub, please consult the Troubleshooting section of this manual.

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- For help with issues with your hot tub, please consult the Error Codes section of this manual.

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- For information concerning warranty terms, visit our website at **www.bestwayusa.com**.

SAFETY INFORMATION

IMPORTANT SAFETY INSTRUCTIONS

READ, FOLLOW AND UNDERSTAND ALL INSTRUCTIONS AND WARNINGS.

Carefully read and follow all information in this user manual before installing and using the spa. These warnings, instructions and safety guidelines address some common risks of water recreation, but they cannot cover all risks and dangers in all cases. Always use caution, common sense and good judgment when enjoying any water activity. Retain this information for future use.

WATER SAFETY

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 spa unless they are supervised at all times.

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.

NOTE: Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.

NOTE: See section on suction fittings for additional safety information.

WARNING: To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.

Per local codes, secure the spa when not in use to protect against unauthorized access.

ELECTRICAL SAFETY

When using this electrical equipment, basic safety precautions should always be followed, including the following:

GENERAL

DANGER: **Risk of Electric Shock.** Install at least 5 feet (1.5 m) from all metal surfaces. As an alternative, a spa may be installed within 5 feet (1.5 m) of metal surfaces if each metal surface is permanently connected by a minimum 8 AWG (8.37 mm²) solid copper conductor to the wire connector on the terminal box that is provided for this purpose.

SAFETY INFORMATION

WARNING: A wire connector is provided on this unit to connect a minimum 8 AWG (8.37 mm²) solid copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 5 feet (1.5 m) of the unit.

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

DANGER: **Risk of injury.**

- a) Replace damaged cord immediately.
- b) Do not bury cord.
- c) Connect to a grounded, grounding type receptacle only.

WARNING: **Risk of Electric Shock.** Do not use the spa when it is raining, thundering or lightning. **Always keep the plug dry and never use on damp surfaces or where water may accumulate.**

- It is recommended to only use a socket which is resistant to humidity and capable of high-power loading. Regularly check the plug and socket for signs of damage before using the spa – do not use the spa if the plug or socket is damaged.
- If you are unsure about the quality of the electrical supply, please consult a qualified electrician before use.

Important:

Do not coil the cord when in use.

GFCI INSTRUCTIONS

The GFCI plug must be tested before each use to avoid risk of electric shock. Conduct the test before turning on the pump each time.

WARNING: This product is provided with a ground-fault circuit-interrupter integrated with the power plug at the end of the cord. The GFCI must be tested before each use. With the product operating, push the test button on the GFCI; the product should not operate. Push the reset button on the GFCI; the product should now operate normally. When the product fails to operate in this manner, there is a ground current flowing indicating the possibility of an electrical shock. Disconnect the power until the fault has been identified and corrected.

NOTE: Before inserting the plug into a power outlet, make sure current rate of the outlet is suitable for the pump.

WARNING: **Risk of Electric Shock.** Do not use the pump if GFCI test fails.

NOTE: For assistance, please visit the support section of our website, www.bestwayusa.com.

EXTENSION CORDS

WARNING: **Risk of fire and overheating.** Do NOT use extension cord or multi-plug adapter with spa heater. Plug directly into grounded socket.

WARNING: The use of an extension cord or multi-plug adapter with this product is strictly prohibited. The spa is a class I electrical appliance and must be connected directly to a grounded socket.

SAFETY INFORMATION

SAFE USE GENERAL

CAUTION:

Do not use the spa alone.

CAUTION:

Always enter and exit the spa slowly and cautiously. Wet surfaces are slippery.

NOTICE:

A warning label sign was provided with your product. This label MUST be posted near your spa in a readable position during the use of your spa. Occasional users of the spa should be notified of the information on the safety sign.

To affix your sign:

1. Take out the warning label from the accessory kit.
2. Carefully peel the warning label.
3. Affix the warning label in an appropriate location.
4. To order a replacement warning label, [please visit our website, www.bestwayusa.com](http://www.bestwayusa.com).

OPERATION

WARNING:

Do not cover the pump with materials such as waterproof or sun-shade cloth. The pump requires continuous heat dissipation during operation, and wrapping it can lead to poor heat dissipation, which may cause equipment damage and even pose a risk of fire.

Important:

- Keep all flammable materials and other potential ignition sources away from the hot tub.
- This product shall be installed in accordance with local codes.
- The spa water shall be tested and treated in accordance with local codes.
- When spa is installed indoors, care should be taken to ensure adequate ventilation. This prevents the buildup of humidity from the spa water that could damage the electrical components of your spa. For additional information on ventilation/humidity guidelines see the ASHRAE Handbook, HVAC Applications, I-P Edition, 4.5, 4.6, and 4.7.

WATER TEMPERATURE INFORMATION

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 with an accurate thermometer 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.

NOTE: 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 an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting.

SAFETY INFORMATION

- The effects of hyperthermia include failure to perceive heat, failure to recognize the need to exit spa or hot tub, unawareness of impending hazard, fetal damage in pregnant women, physical inability to exit the spa or hot tub, and unconsciousness resulting in the danger of drowning.

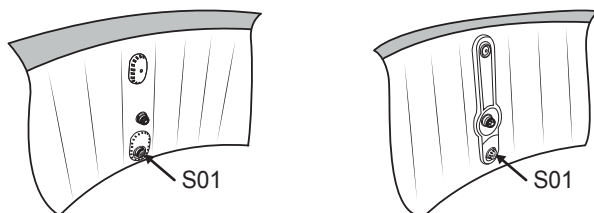
WARNING: The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia.

CAUTION: User should immediately leave the spa if they feel uncomfortable or sleepy.

SUCTION OUTLET FITTINGS

When installing and using this equipment, basic safety precautions shall always be followed, including the following:

- Any modification that increases the flow rate of the circulation system shall require re-evaluation of the cover/grate and sump to ensure that the flow rating of the Suction Outlet Fitting Assembly (SOFA) is not exceeded.
 - Missing, broken, or cracked cover/grates, sumps, mud-frames, or any other SOFA component shall be replaced before bathers are allowed to use the pool.
 - Loose cover/grates shall be reattached before bathers are allowed to use the pool.
1. The use of adhesives or other attachment methods that prevent access to suction piping or SOFA components requiring periodic servicing is prohibited.
 2. Refer to the following diagram for each SOFA component part instructions:



**For FortiFiber™
drop stitch hot tubs only**

3. Any field modification made to a SOFA not authorized by the manufacturer's installation instructions shall void the SOFA certification.
 - No modification shall be made to a SOFA structure or flow path unless the new configuration has been certified as new SOFA.
 - Cover/grates and all other SOFA components shall be replaced at or before the end of their service life and that service life begins the month and year in which a SOFA component is installed with or without water.
4. All SOFAs shall be installed in accordance with the manufacturer's installation instructions.
 - These SOFA-configuration specific flow ratings shall NOT be exceeded at any time the spa is being used.
 - Cover/grates, when installed, shall not protrude more than 2 in. (51 mm) from the finished surface of the pool in which the SOFA is installed.

SAFETY INFORMATION

Supplier's Declaration of Conformity Compliance Information

Unique Identifier	
Product Description:	SPA
Model Number:	S100105 / S100205
Trade Name:	Bestway
FCC Compliance Statement	
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.	
Responsible Party – U.S. Contact Information	
Company:	Bestway (USA) Inc.
Address:	3435 S. McQueen Road, Chandler, AZ 85286, United States of America
Telephone or internet contact information:	+1 480 838 3888

Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To satisfy FCC / IC RF exposure requirements, a separation distance of 7.9 in. (20 cm) or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended.

SAFETY INFORMATION

Limited by local law regulations, version for North America does not have region selection option.

NOTE: This product is not intended for commercial use.

ANSI/APSP/ICC-16 SOFA STANDARD

Installation Information label (Copy)

Manufacturers name: Bestway (Nantong) Recreation Corp.

Cover part number: S01

Life expectancy: 3 Years

Cover flow rating: 20 GPM

Configuration and installed orientation: Wall

Location: Spa Pool liner

Date of installation: _____

Installer needs to fill in the balance of the information and permanently post it as near as feasible to the pump control. Keep a copy of this information with the other important pool related documents.

Please research and download General Certificate of Conformity through **www.bestwayusa.com**.

If instructions are missing, please search for them on our website, **www.bestwayusa.com**.

SAVE THESE INSTRUCTIONS

PRODUCT DESCRIPTION

HOT TUB HEATER SPECIFICATIONS:

Power Rate
110-120V AC, 60Hz, 12A

PARTS & TOOLS NEEDED

Compare the parts in your box to the parts listed on the top of the package. Verify that the equipment components represent the model that you had intended to purchase. If any parts are damaged or missing at the time of purchase, visit our website bestwayusa.com/support.

SETUP INSTRUCTIONS

OVERVIEW

CHOOSING THE CORRECT LOCATION:

The location chosen where the hot tub will be installed must adhere to the following conditions:

- Because of the combined weight of the water inside the hot tub and the users, the surface chosen must be capable of uniformly supporting the total weight for the entire time the hot tub is installed.
- The location selected must be no more than the length of the hot tub cord from the wall socket. The hot tub plug must be plugged directly into the wall socket.
- For both indoor and outdoor installations, adequate drainage must be present.
- **When setting up the hot tub, ensure it is placed on consistent ground. Do not construct the hot tub across different surfaces, such as half on concrete and half on soil. Make sure the hot tub base remains level. If the surface is inclined or uneven, it can create an unbalanced load on the structure of the hot tub. This can damage the welding points of the liner. In the worst cases, the hot tub can collapse, causing serious personal injury and/or damage to personal property.**
- The surface must be clear of any type of object. Due to the weight of the water, any object under the hot tub could damage or perforate the bottom of the hot tub.
- The selected location must not have overhead power lines or trees. Be sure the location does not contain underground utility pipes, lines or cables of any kind.
- The selected location must be far from house entrance. Do not position any equipment or other furniture around the hot tub. The water that comes out of the hot tub during use or due to product malfunctions can damage furniture surrounding the hot tub.
- Do not assemble the hot tub on carpet or other floor materials (ex. untreated cork, timber or other porous materials) that have the potential to harbor moisture and bacteria or that could be affected by water treatment chemicals used in the hot tub.
- Consult your local government authority for installation regulations.

Suggested surfaces: grass, ground, concrete and all other surfaces that respect the above set-up conditions.

Surfaces to avoid: mud, sand, gravel, deck, balcony, driveway, platform, soft/loose soil or other surface that does not meet the above set-up conditions.

FOR WI-FI ENABLED HOT TUBS ONLY:

To choose the correct location for an app-controlled hot tub, read the hot tub Wi-Fi instruction leaflet included in the package and these instructions.

INDOOR INSTALLATION:

Be aware of these special requirements if you install the hot tub indoors.

- Humidity is a natural side effect of hot tub use that could cause damage to property without proper precaution.
- Determine the effects of moisture on exposed wood, structural materials, or surrounding objects in the proposed location.

SETUP INSTRUCTIONS

- To minimize these effects in an indoor environment, provide plenty of ventilation to the selected area. Consult an expert to confirm the installation area is properly ventilated prior to use.
- To avoid home or property damage, only install the hot tub in an area with an adequate drainage system. Water may flow out of the hot tub during filling, draining, or when in use.

OUTDOOR INSTALLATION:

Be aware of these special requirements if you install the hot tub outdoors.

- The selected surface must be clear of aggressive plants and weed species. Types of strong vegetation could grow through the liner and create water or air leakage. Grass or other vegetation that may cause odor or slime to develop must be eliminated from the chosen location.

- Do not leave the hot tub's surface exposed to direct sunlight for long periods of time. We recommend protecting the hot tub from direct sunlight exposure with a cover when not in use.
- Consult a local professional installer for environmental conditions, such as ground water and risk of frost. Follow the important requirements above to choose the correct surface and location to set up your hot tub.

NOTE: If parts become damaged because the set-up surface and location do not adhere to these instructions, it will not be considered a manufacturer defect and will void the warranty and any service claims. It is the owner's responsibility to ensure the site meets the requirements at all times.

ASSEMBLY INSTRUCTIONS

For installation instructions, scan the QR code printed on the front cover or follow the drawings printed on the top of the package. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.

- Do not use an extension cord or multi-plug adapter with the hot tub heater. It is dangerous and can cause the plug to overheat, potentially damaging the equipment and surrounding items.
- Keep at least 3 ft. 3 in. (1 m) of clearance around the hot tub.
- Do not use saltwater to fill the **hot tub**. High concentrations of salt can corrode the internal metal components.
- The filtration system of the hot tub is designed to **be used only** with the filter cartridge. Any other component added inside the filter set can cause damage to the filtration system. This will not be covered by the warranty.

NOTE: Before assembling the hot tub, lay the liner in the sun to help soften the material and make it easier to set up.

INFLATION INFORMATION

FOR INFLATABLE HOT TUBS ONLY:

- When inflating, you will notice that air will be expelled from the area where the air hose connects to the pump. This is normal.
- Do not cover the holes on the base of the inflation hose, **as** the inflation hose is designed to inflate the hot tub to the correct pressure. This will over-inflate the liner and damage the structure.
- **To prevent bursting from over-inflation, use the original pump for inflation.** Do not use an air compressor to inflate the hot tub.
- Do not drag the hot tub on rough ground as this may cause damage to the liner.
- Please inflate the hot tub when the ambient temperature is above 59°F (15°C).

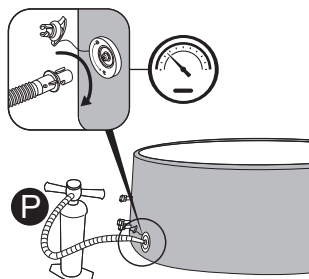
SETUP INSTRUCTIONS

FORTIFIBER™ DROP STITCH HOT TUBS ONLY:

Hand Pump Pressure Gauge

- The air pressure gauge on the hand pump only shows the air pressure when it is higher than 5 PSI, which is normal.
- When the air pressure inside the hot tub is lower than 5 PSI, the air pressure gauge will not show a value.

NOTE: The pressure gauge is for inflation purposes only, and the pressure gauge value is just for reference. It should not be used as a precision instrument.



Air Valves

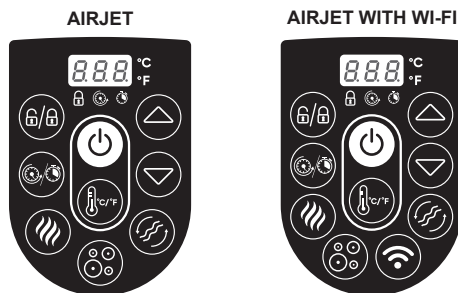
- If the air valve is loose, use the provided wrench to tighten it. With one hand, hold the backside of the air valve from the inner side of the hot tub wall and turn the wrench clockwise.
- Do not adjust the air valve connector when the hot tub is being inflated.

FOR INFLATABLE COVER:

- It is normal for the inflatable insert to appear slightly smaller than the hot tub cover upon initial installation. The material will gradually stretch and conform to the shape over time.
- When the inflatable insert reaches the correct pressure, it should be slightly stiff to the touch. Over-inflating the inflatable insert can cause permanent deformation or damage due to the high elasticity of the PVC material.
- During the first two weeks of use, limit inflation to no more than two times per week to allow the inflatable insert to stretch and achieve optimal elasticity. To increase the lifespan of the inflatable insert, we recommend adding air as few times as possible during the season unless a significant pressure drop has occurred.

USAGE INSTRUCTIONS

CONTROL PANEL



ON/OFF BUTTON: After activating the GFCI, press and hold the button (power symbol) for 2 seconds. The button (power symbol) will light up green and the control panel can now be used. Press and hold the button (power symbol) for 2 seconds to turn off all activated functions.



CELSIUS/FAHRENHEIT TOGGLE: The temperature can be displayed in either Fahrenheit or Celsius.



LOCK/UNLOCK BUTTON: To lock or unlock the pump, press this button for 2 seconds. The pump also has a 5-minute auto-lock, and this light will turn on.

USAGE INSTRUCTIONS



POWER-SAVING TIMER BUTTON: Helps to avoid wasting power by setting the time and duration of the heating cycle for the hot tub. Follow these steps to activate the POWER-SAVING function:

Press the button  and the LED  starts to flash.

Press the button  or  to adjust the heating time (1-999 hours).

Press the button  again to confirm the heating time.

After setting the heating time, the LED  starts to flash.

Press the button  or  to set the timer (0-999 hours). This is the amount of time before the activation of the heating function. If the timer is set to 0 hours, the heating system will activate immediately.

Press the button  again or simply touch nothing for 10 seconds to confirm the setting. The

LED  turns on, and the timer for the activation of the heating function begins. The screen flashes the current temperature and time alternately.

To modify the timer settings, press the button  and use the button  or  to adjust.

To cancel the settings, hold the button  for 2 seconds.

If the POWER-SAVING function is activated and in the waiting period, the other pump functions can still be used before the heating function is powered on.

The POWER-SAVING function is not an automatic function. After one complete cycle (timer and heating duration), this function must be set again.



HEAT BUTTON: Press the button  to activate the heating system. When the light of the button  is red, the heating system is activated. When the light is green, the water has reached the set temperature.

If the heating system is activated, the filtration system will automatically start.

After turning off the heating system, the filtration system will continue to operate.



TEMPERATURE ADJUSTMENT BUTTONS: Pressing the button  or  will activate the display, which will flash, showing the set temperature for 3 seconds. After that it will show the actual water temperature. Adjust the set temperature using the button  or .

The default set temperature is 95°F (35°C).

Temperature adjustments range from 68°F (20°C) to 104°F (40°C).



MASSAGE SYSTEM BUTTON: Press the button  to activate the massage system, which has a 30-minute auto-shutoff feature. The light of the button becomes red when activated.

Do not run the massage system when the cover is attached. Air can accumulate inside the hot tub and cause irreparable damage to the cover.



WATER FILTER BUTTON: The button  turns the [filtration system](#) on and off. The button  lights up red when activated.



ATTENTION

Ensure that you have followed the provided installation instructions before using this function:

1. Install the filter cartridge before adding water.
2. Fill the hot tub to a level between the MIN and MAX lines.
3. Activate the filtration system.



FOR WI-FI ENABLED HOT TUBS ONLY:

WI-FI ACTIVATION: For Wi-Fi and smartphone app operation instructions, read the hot tub Wi-Fi instruction leaflet included in the package.

USAGE INSTRUCTIONS

HEATING TIMES

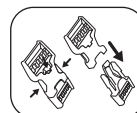
For the water to reach 104°F (40°C), the time required is based on the starting water temperature and outdoor temperature. The data below is purely for reference.

To display the current water temperature, run the [filtration](#) system for at least a minute.

Outdoor Temperature	Water Temperature	Set Temperature	Heating Time
50°F (10°C)	50°F (10°C)	104°F (40°C)	23-40 hours
59°F (15°C)	59°F (15°C)	104°F (40°C)	18-36 hours
68°F (20°C)	68°F (20°C)	104°F (40°C)	13-29 hours
77°F (25°C)	77°F (25°C)	104°F (40°C)	9-20 hours
86°F (30°C)	86°F (30°C)	104°F (40°C)	7-15 hours

THE WATER HEATER RATE MAY CHANGE IN THE CONDITIONS BELOW:

- When the outdoor temperature is below 59°F (15°C).
- If the cover is off or not in the correct position. Always keep the cover on the hot tub when it is heating up or is not in use; it minimizes heat loss while preventing dust from contaminating the water.
- The water temperature shown on the display may not be correct if the filtration system is not activated. To read the correct water temperature on the display, run the filtration system for at least a minute.
- The water temperature as tested by an external thermometer may vary from the temperature displayed on the hot tub panel by as much as approximately 37.4°F (3°C).



WINTER USE INSTRUCTIONS

It is important to follow these guidelines if you are setting up the hot tub during the winter. This will prevent damage to the hot tub heater and liner material, drastically extending the life of the product.



FREEZE SHIELD®

- If the outdoor temperature is below 59°F (15°C), unfold and inflate the hot tub indoors using the hot tub pump to avoid damaging the liner. This will make the hot tub liner more flexible and easier to set up.
- Continue setup outdoors by positioning the hot tub liner in the desired area, then connect the hot tub pump and fill with water. The water temperature used to fill the hot tub must be above 42.8°F (6°C), otherwise when you start the hot tub heater, the E03 alarm will appear.
- [We strongly recommend not to unfold and inflate the hot tub if the ambient temperature is below 59°F \(15°C\). We suggest inflating the hot tub indoors, and then continuing to set up outdoors. If the outdoor temperature is lower than 42.8°F \(6°C\), the hot tub heater must always be on. In this mode, the Freeze Shield® system can keep the internal temperature between 42.8°F \(6°C\) and 50°F \(10°C\) to prevent damage, such as water freezing in the pipes or the circulation system.](#)
- [If alarms pop up on the display screen, the Freeze Shield® system will stop working.](#) Be sure to continuously check the status of your hot tub if the outdoor temperature is below 42.8°F (6°C). If you have a long-term absence from your home when there is a risk of temperatures falling below 42.8°F (6°C), we strongly suggest disassembling the hot tub and storing it following the Disassembly and Storage Instructions.
- [Do not use the hot tub when the outdoor temperature reaches 14°F \(-10°C\). Any damage due to using the hot tub in these conditions is the responsibility of the customer and will not be covered by the warranty. Follow the Disassembly and Storage Instructions for proper procedures.](#)

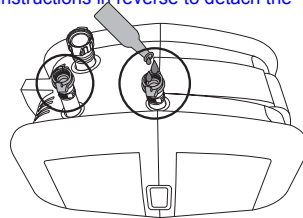
MAINTENANCE INSTRUCTIONS

NOTE: Ensure the pump is unplugged before conducting any hot tub maintenance.

PUMP

To increase the lifespan of your pump, we recommend cleaning the PTC components (the effective element working for the heating system) 3 to 4 times a year. If the pump is inoperable due to excessive scaling or if used in areas with hard water, longer and more frequent descaling may be required. Before beginning, ensure you follow the assembly instructions in reverse to detach the pump from the liner.

- Lay down the pump with the water inlet facing upward.
- Fill the descaling solution* into the water inlet or outlet until the level is even in both the inlet and outlet.
- Wait 5 hours to fully dissolve the mineral deposits.
- Drain the solution and use tap water to backwash the pump for 5 minutes before reassembly.



* We recommend using vinegar plus water (50% vinegar and 50% water) or any heater cleaning products dedicated to descaling the heating elements. Using inappropriate products could damage the product and compromise its functionality. Damage caused by the use of inappropriate chemical products will not be covered by the warranty.

Helpful Tips: You can directly descale the pump following the guidelines provided above. If you choose to use a descaling tool, ensure it is compatible with the pump, and follow all safety and operating instructions provided with that tool.

LINER

- It is normal for your hot tub liner to appear as if it is losing air due to variations in ambient temperature that may change the internal air pressure in the liner. Follow the assembly instructions and inflate to the accurate pressure, when needed.
- When detaching the pump from the liner, to avoid water from coming out of the pipes, block the pipe by screwing on the cap and installing the stoppers on the debris screens.

COVER

- The inside and outside of the cover should be cleaned periodically by using a gentle detergent for the PVC material.

FILTER CARTRIDGE

- To optimize the performance of the filtration system, check and clean your filter cartridge every day.
- We recommend changing your filter cartridge every week or **replacing it if it remains soiled and discolored after washing.**
- Ensure the filtration system is turned off before replacement. Place the filter set with a new filter cartridge under the water for 30 seconds to let out all the air from inside of the filter cartridge. If there are not any bubbles when shaken, install it onto the hot tub liner.

NOTE: Do not skip this step, or it will greatly affect the performance of the product.

MAINTENANCE INSTRUCTIONS

WATER

Many pollutants settle below the water line. These pollutants can cause bacterial, algal or fungal growth. After a while, tenacious stains or biofilms may develop on the accessible surfaces below the water line. It is recommended to clean your hot tub as regularly as needed.

- To keep your water clean, run the filtration system and perform chemical maintenance every day. The filtration system **removes** the debris in the water and the chemical maintenance sanitizes the water.
NOTE: When performing the chemical maintenance, use the chemical dispenser with tablets only (do not use granules). **Do not** throw chemical products (tablets, granules or liquid) directly **into** the water; the chemicals will settle on the bottom of the hot tub, damage the material and discolor the PVC.
- Water quality will be directly related to **the** frequency of use, number of users and overall maintenance of the hot tub. The water should be changed every 3 days if **chemical treatment is not being performed**. It is highly recommended to use tap water to fill the hot tub to minimize the influence of unwanted pollutants, such as minerals.
- We recommend taking a shower before using your hot tub, as cosmetic products, lotions and other residues on the skin can quickly degrade water quality.

Chemical Tablets (Not Included):

- Remove the chemical dispenser from the hot tub when the hot tub is in use.
- After performing chemical maintenance and before using the hot tub, use a test kit (not included) to test the water chemistry. We recommend maintaining your water chemical balance as follows:

Total Alkalinity	pH	Calcium Hardness	Cyanuric Acid	Free Available Chlorine
80-120 ppm	7.4-7.6	200-400 ppm	30-50 ppm	2.0-4.0 ppm

- Hot tub damage resulting from misuse of chemicals and mismanagement of water is not covered by the warranty.
- Pool chemicals are potentially toxic and should be handled with care. There are serious health risks from chemical vapors and the incorrect labeling and storage of chemical containers.
- [Please consult your local pool or chemical supply retailer for more information about chemical maintenance, and follow the chemical manufacturer's instructions closely. Note that local regulations or professional guidance may vary by region.](#)
- **Excessive** use of chemicals will damage the hot tub, including but not limited to discoloration of the printing, damaged welding points in the material and liner deterioration.

SUCTION FITTINGS

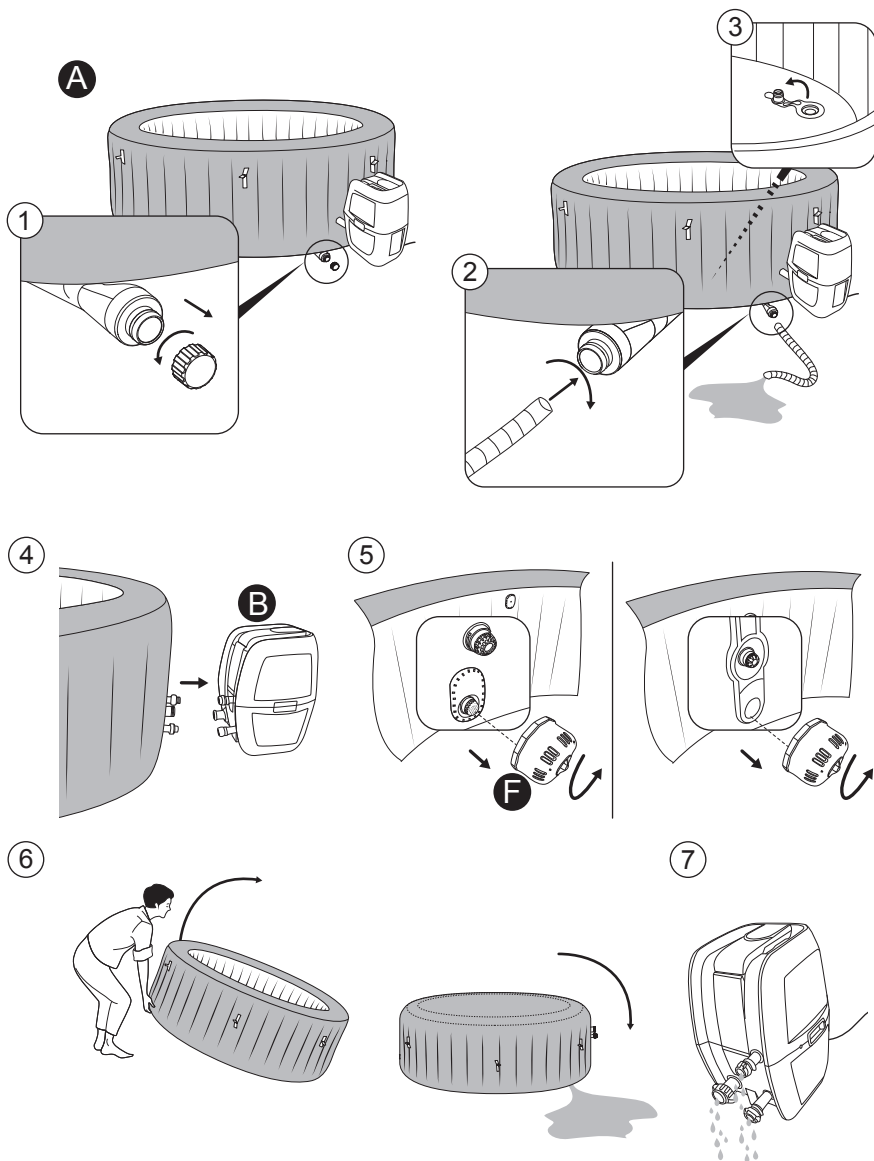
- Replace suction fittings every 3 years.
- Cover/grate, including fasteners, shall be observed for damage or tampering each operational day.
- Missing, broken, or cracked cover/grates shall be replaced before bathers are allowed to use the hot tub.
- Loose cover/grates and associated components shall be reattached before bathers are allowed to use the hot tub.
- SOFA components and fastener receptacles shall be clean and free of debris or obstructions during installation of cover/grate and fasteners.
- Remember to hand-check cover/grate for snugness to the sump/frame after installation.
- Before using the product, please check the integrity of the head of the suction fitting. If the product is broken, cracked, or the color has significantly faded, do not use it.

DISASSEMBLY & STORAGE INSTRUCTIONS



DRAINING

- To drain the hot tub, follow the drawings. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- Use a hose (not included) to drain water away from the house and any objects subject to water damage.

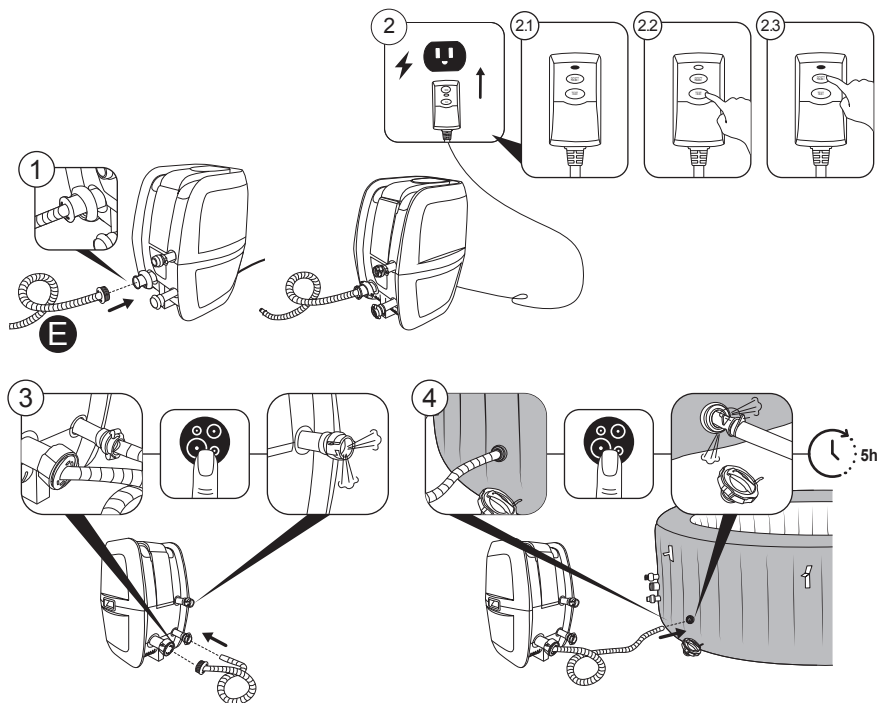


DISASSEMBLY & STORAGE INSTRUCTIONS



DRYING

- To dry the different parts of the hot tub, follow the drawings. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- After draining the hot tub, some water may remain in the pump, liner chamber, massage chain and inflatable cover. Make sure that all of these parts of the hot tub are completely dry. This is essential to extend the life of the hot tub and to avoid mildew.
- The water inside the liner chamber and the inflatable cover is from the humidity in the air used to inflate them. The amount of water will vary depending on the amount of humidity in your area.

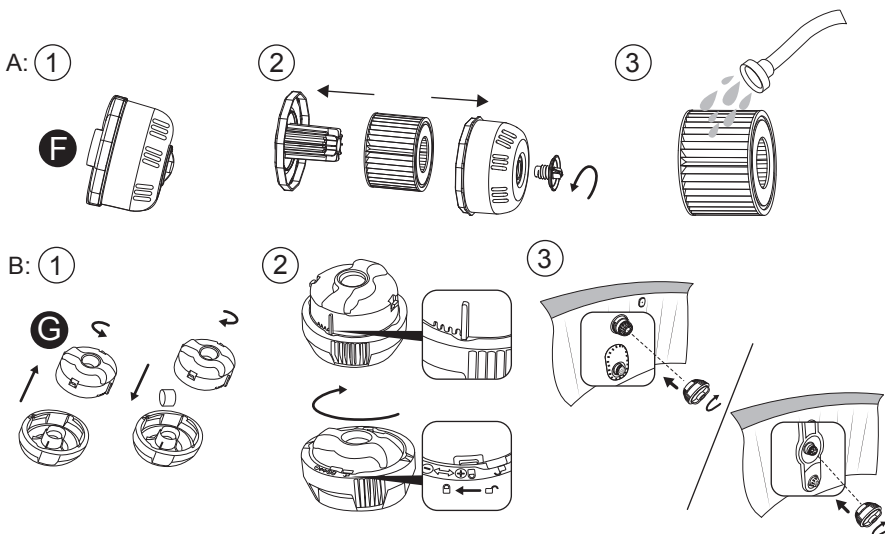


DISASSEMBLY & STORAGE INSTRUCTIONS



CLEANING

- To clean the hot tub, follow the drawings. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- Detergent residue and dissolved solids from bathing suits and chemicals may build up on the hot tub walls. Use soap and water to clean the walls and rinse thoroughly. Do not use hard brushes or abrasive cleaners.



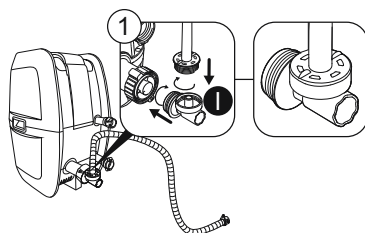
DEFLATING

The following is **NOT** applicable to ThermaCore™ Foam Hot Tubs.

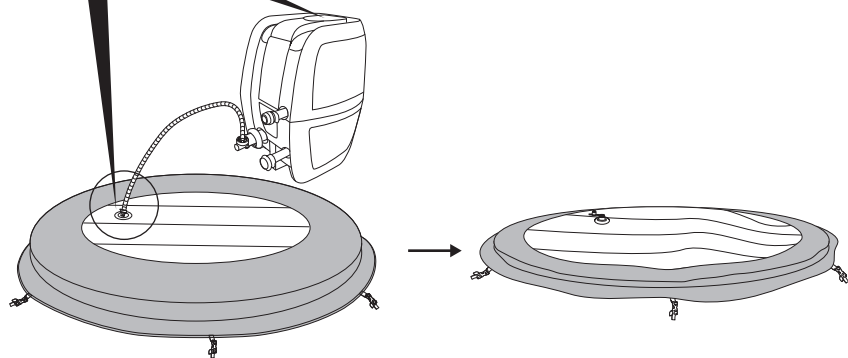
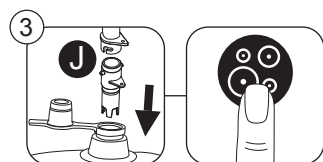
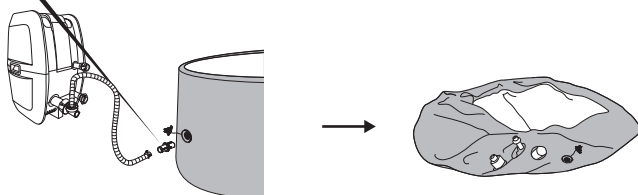
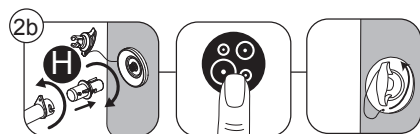
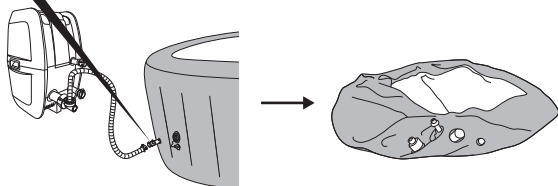
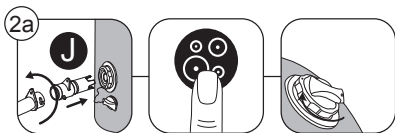
2a for inflatable hot tubs only.

2b for FortiFiber™ Drop Stitch hot tubs only.

- To deflate the hot tub, follow the drawings. Drawings are for illustration purposes only. May not reflect actual product. Not to scale.
- The hot tub is equipped with a deflation function to remove all the air from inside the chamber to make it easier to pack and store.



DISASSEMBLY & STORAGE INSTRUCTIONS



DISASSEMBLY & STORAGE INSTRUCTIONS

REPAIRING

When repairing the cover or interior floor:

Use the provided repair patch to repair tears or punctures.

- Clean the area, and carefully peel the patch.
- Stick the patch over the damaged area.
- Wait 30 seconds before re-inflation.

When repairing the walls or exterior floor:

Use the provided repair patch and glue (not included) to repair tears or punctures.

- Clean and dry the area to be repaired.
- Cut the provided patch to the appropriate size. DO NOT peel the patch.
- Use glue (not included) to coat one side of the newly cut patch. Make sure the glue is evenly distributed. Wait for 30 seconds and then place the patch with the glue over the damaged area.
- Smooth out any trapped air bubbles and press down firmly for two minutes.
- Wait 30 minutes before re-inflation.

STORAGE

- Remove all accessories and make sure the hot tub liner, inflatable cover, pump and accessories are completely clean and dry before storing. If the hot tub is not completely dry, mold may form and damage the hot tub liner during the storage period.
- Fold the hot tub liner only if the ambient temperature is above 59°F (15°C) to ensure pliability.
- Store the hot tub in a dry place with a moderate temperature between 59°F (15°C) and 100°F (38°C).
- We strongly recommend positioning the hot tub liner and inflatable cover inside a carton box to better protect the material during the winter months.

TROUBLESHOOTING

Problems	Probable Causes	Solutions
Pump stopped working	Power failure.	Check power source.
	Power circuit is broken.	For assistance, please visit the support section on our website, www.bestwayusa.com .
Pump is not heating properly when the hot tub is covered.	Temperature set too low.	Set the hot tub to a higher temperature; refer to the USAGE INSTRUCTIONS section.
	Dirty filter cartridge.	Clean/replace the filter cartridge (refer to the MAINTENANCE INSTRUCTIONS section).
	Hot tub is not covered properly with the cover.	Properly attach the cover.
	Heating element failure.	For assistance, please visit the support section on our website, www.bestwayusa.com .
Massage system is not working	Air pump is overheating.	Unplug the pump, wait two hours until the pump is cool, insert the plug and press the Massage System Button.
	Massage stops automatically after 30 minutes.	Press the Massage System Button to reactivate.
	Air pump is broken.	For assistance, please visit the support section on our website, www.bestwayusa.com .

TROUBLESHOOTING

Problems	Probable Causes	Solutions
Pump adapters are not level with the hot tub adapters	The material will change shape; this is normal.	Elevate the pump with wood or another type of insulated material to bring the pump's adapters to the same level as the hot tub's adapters.
Hot tub air is leaking	Hot tub is torn or punctured.	Use provided repair patch.
	Air valve is loose.	Using soapy water, cover the air valve to check if air is leaking – the soap will bubble where there is a leak. If so: • Fasten the air valve by turning it clockwise. • FortiFiber™ Drop Stitch Hot Tubs: Deflate the hot tub, and with one hand, hold the backside of the air valve from the inner side of the hot tub wall and turn the wrench clockwise.
Water is not clean	Insufficient filtering time.	Increase filtration time.
	Dirty filter cartridge.	Clean/replace the filter cartridge (refer to the MAINTENANCE INSTRUCTIONS section).
	Improper water maintenance.	Refer to the the MAINTENANCE INSTRUCTIONS section .
GFCI test failed	Hot tub or GFCI is defective.	For assistance, please visit the support section on our website, www.bestwayusa.com .
The GFCI light indicator is flashing yellow	The GFCI functionality is compromised.	• To verify the functionality of the GFCI, unplug and replug in the GFCI and perform the test following the instructions in the manual - If the yellow light disappears, continue to use the product. - If the yellow light keeps flashing, please stop using it. • For assistance, please visit the support section on our website, www.bestwayusa.com.
The GFCI light indicator is solidly yellow	The GFCI detects a high temperature.	• Check if there are any abnormalities or signs of overheating on the body and plug area of the GFCI or on the external surface of the wall socket, where the GFCI is connected. If there are no abnormalities or signs of overheating, unplug it and wait one hour, then plug it into the wall socket. - If the yellow light disappears, continue to use the product. - If the yellow light stays on, stop using the product, call an electrician to inspect the wall socket. • For assistance, please visit the support section on our website, www.bestwayusa.com.
Control panel is not working	The control panel has an auto-lock, which is activated after 5 minutes of inactivity; if the lock icon  is highlighted, the control panel is locked.	1. To unlock the control panel, press the button  for 3 seconds. If the control panel will not unlock, restart the pump – unplug and plug it back in. 2. Press the button  for 2 seconds if the problem persists.
	Control panel is not activated.	For assistance, please visit the support section on our website, www.bestwayusa.com .
Water leaks from the adapters between the pump and hot tub	Seals are missing inside the pump adapters.	Insert the stopper caps on the hot tub ports to prevent the water from escaping and disconnect the pump. Check if the seals are in place.
	Seals are not in the correct position.	If the seals are not in the correct position, open the gears and place the seals in the correct position.
	Seals are damaged.	If the seals are damaged, they must be replaced. For assistance, please visit the support section on our website, www.bestwayusa.com .
	Adapters are not tightened correctly.	If the seals are in the correct position, then the adapters are not tightened correctly. Connect the pump to the hot tub, hand-tighten the adapters and remove the stopper caps from the hot tub ports. If it is still leaking, tighten the adapter until it is not .

ERROR CODES

Error Code	Probable Causes	Solutions
The water flow sensors work without pressing the filter or heat button. 	The water flow sensor flags did not fall back into the correct position.	Unplug the plug gently, strike the side of the pump but not violently, and plug it back in.
	The water flow sensors are broken.	For assistance, please visit the support section on our website, www.bestwayusa.com .
The water flow sensors do not detect enough water during the filtering and/or heating functions. 	The 2 stopper caps are still inside the hot tub .	Remove the 2 stopper caps before heating. Refer to the Assembly section for more information.
	The filter cartridge is dirty.	Remove the filter set from inside the hot tub and push the filter or heat button. If no alarm appears, clean or change the filter cartridge. NOTE: Before changing the filter cartridge, ensure the filtration system is turned off. Place the filter set with a new filter cartridge under the water for 30 seconds to let out all the air from inside of the filter cartridge. If there are not any bubbles when shaken, install it onto the hot tub liner.
	The filter is blocked.	1. Clean the filter and check for damage. Replace or re-install as necessary. 2. For assistance, please visit the support section on our website, www.bestwayusa.com .
	Activate the filter or heat system and put your hand in front of the outlet pipe inside the hot tub to check if you can feel water flowing out. • If no water flows out, the water pump is broken. • If water flows out but the alarm still appears, the water flow sensors are broken.	For assistance, please visit the support section on our website, www.bestwayusa.com .
	The pipes in the liner are bent or have poor water flow.	Check the hot tub connection to see if the pipes are bending. For assistance, please visit the support section on our website, www.bestwayusa.com .
	The debris screens are blocked by hard water due to calcium build-up.	1. Empty the hot tub and place a garden hose inside the pipes to wash away the debris. To be sure all the debris is removed, do this from the outside and inside of the hot tub. 2. Use a toothbrush to remove any stubborn debris. 3. For assistance, please visit the support section on our website, www.bestwayusa.com .
	The washers are worn or damaged.	1. Check the washers inside the coupling for damage. Unscrew the couplings and remove the washer for further inspection. 2. For assistance, please visit the support section on our website, www.bestwayusa.com .
The pump's thermometer reads the water temperature below 39°F (4°C). 	The water temperature is lower than 39°F (4°C).	The hot tub is not designed to operate with water temperatures lower than 39°F (4°C). Unplug the pump and only re-start the pump when the water temperature reaches 50°F (10°C).
	If the water temperature is higher than 39°F (4°C), the pump's thermometer is broken.	For assistance, please visit the support section on our website, www.bestwayusa.com .

ERROR CODES

Error Code	Probable Causes	Solutions
The pump's thermometer reads the water temperature as over 119°F (48°C). 	The water temperature is over 119°F (48°C).	The hot tub is not designed to operate with water temperatures greater than 104°F (40°C). Unplug the pump and restart it when the water temperature reaches 100°F (38°C) or lower.
	The ambient temperature is higher than 104°F (40°C) or the hot tub has been exposed to direct sunlight for an extended period.	Unplug and detach the pump and drain the hot tub. After 15 minutes, reattach the pump, plug it back in and restart the heating function. If the alarm appears again, consider moving the hot tub to another location without direct sunlight.
	lower than 104°F (40°C), the pump's thermometer is broken.	For assistance, please visit the support section on our website, www.bestwayusa.com .
The pump's thermometer connection has issues. 	The connection between the temperature sensor and the PCB may have an issue.	Unplug the hot tub, wait 5 minutes, and then plug it back in while switching the pump on. If the alarm appears again, please visit the support section on our website, www.bestwayusa.com .
The pump's thermometer reads the water temperature as over 116.6°F (47°C). 	The water temperature is over 116.6°F (47°C).	The hot tub is not designed to operate with water temperatures greater than 104°F (40°C). Unplug the pump and restart it when the water temperature reaches 100°F (38°C) or lower.
	The ambient temperature is higher than 104°F (40°C) or the hot tub has been exposed to direct sunlight for an extended period.	Unplug and detach the pump and drain the hot tub. After 15 minutes, reattach the pump, plug it back in and restart the heating function. If the alarm appears again, consider moving the hot tub to another location without direct sunlight.
	If the water temperature is lower than 104°F (40°C), the pump's thermometer is broken.	For assistance, please visit the support section on our website, www.bestwayusa.com .
Wi-Fi module connection failed. 	The Wi-Fi module is damaged.	For assistance, please visit the support section on our website, www.bestwayusa.com . NOTE: Press any button to remove the alarm and continue to use the hot tub without the Wi-Fi connection.
Electricity is detected from the ground wire. 	An appliance in your home may have an electric leak.	Call an electrician immediately to understand if power is flowing inside the grounding connection. If the problem continues, to use your hot tub safely, we strongly recommend connecting the hot tub plug to a socket with independent grounding.
	The pump has a problem.	For assistance, please visit the support section on our website, www.bestwayusa.com .
The power board temperature is too high. 	The power board has a problem.	For assistance, please visit the support section on our website, www.bestwayusa.com .
Ground connection failed. 	The ground system of the wall socket where the hot tub is connected has a problem.	Connect the hot tub pump to a new socket or call an electrician to check the wall socket. If the problem continues, we suggest creating an independent grounding connection to the wall socket.
	The pump has a problem.	For assistance, please visit the support section on our website, www.bestwayusa.com .

WARRANTY TERMS

For support and product registration, please visit bestwayusa.com/support.

Bestway | LIMITED WARRANTY

Bestway (Hong Kong) International Ltd. ("Bestway") warrants to the original end-user purchaser in the United States and Canada that the products identified in the table below ("Products") will be free from manufacturing defects for the warranty period identified for the Product in the table below. The warranty period begins on the date of purchase or the date of delivery of the Product to the original, end-user purchaser, whichever is later.

Because Bestway cannot control the quality of Products sold by unauthorized sellers, this warranty applies only to Products that were purchased from Bestway or a Bestway authorized seller in the United States and Canada, unless otherwise prohibited by law. Bestway reserves the right to reject warranty claims for Products purchased from unauthorized sellers, including unauthorized Internet sites.

This warranty does not cover any damage or defects due to:

- normal wear and tear;
- misuse, including use outside of the owner's manual guidelines;
- alteration to the product by the end-user or any third party;
- improper storage or handling, including storage or handling not in accordance with the technical recommendations in the owner's manual;
- negligence.

Bestway will repair or replace the damaged or defective part(s) only. Bestway will not repair or replace the complete set.

Purchasers of Products who wish to make a warranty claim based upon a Product defect should complete the warranty claim form found at <https://www.bestwayusa.com/ourwarranties>. You will be required to submit proof of purchase from an authorized seller. This warranty does not cover Products purchased as used or "second hand as is". Bestway reserves the right to request additional information in order to process a warranty claim, including, but not limited to, Product serial numbers or photos of the Product or parts. You may also be required to return the Product or certain parts for additional testing or to otherwise assist in processing your claim.

There are no warranties which extend beyond those stated herein. ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY PERIOD DESCRIBED HEREIN. UNDER NO CIRCUMSTANCES SHALL BESTWAY BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. Some States do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

If you have any questions about whether a seller is authorized or any other questions regarding this warranty, the warranty period, the warranty claim process or the status of a warranty claim, please contact us through the form at <https://bestwayusa.com/support> or write us at: Bestway Customer Service – 3435 S. McQueen Road – Chandler, AZ 85286

