

NIAGARA FALLS SPA

Premium (240V)

Owner's Manual - 60Hz



Electrical: 240V/60A

Weight: 920 lbs (Dry), 4200 lbs (Filled)

Water Capacity: 385 gal / 1450 L

Jet Count: 61

Seat Count: 7

Size: 90" x 90" x 39"

Pump(s): 3 x 5 HP, 2 Speed

Heater: 5.5 kW

Filter(s): 1 x 100sq ft Glacier
Antimicrobial Filter (KA-10032)

SAFETY INFORMATION

NORTH AMERICA (60Hz)

IMPORTANT SAFETY INSTRUCTIONS

When installing and using this electrical equipment be sure to follow these basic safety precautions:

1. **WARNING:** To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.
2. **DANGER:** Risk of accidental drowning. Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.
3. **DANGER:** Risk of injury. The suction fittings in this spa are sized to match specific water flow created by the pump. Should the need arise to replace the suction fitting or the pump, ensure that the flow rates are compatible. Never operate the spa if 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.
4. **DANGER:** Risk of Electrical Shock. Install at least 5ft (1.5m) from all metal surfaces. As an alternative, spa may be installed within 5ft (1.5m) of metal surfaces if each metal surface is permanently connected (bonded) by a minimum ground wire.
5. **DANGER:** Risk of Electrical Shock. Do not permit any electrical appliance such as a light, telephone, radio, television, etc. within 5ft (1.5m) of a spa unless such appliances are installed and built-in by the manufacturer.
6. **ELECTRICAL SUPPLY:** The electrical supply for this product must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with the national electrical standards. This disconnect must be readily accessible and visible to the spa occupant but installed at least 5ft (1.5m) from the spa water.
7. **WARNING:** To reduce the risk of injury:
 - a) The water in the spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°F) is considered safe for a healthy adult. Lower water temperatures are recommended for young children and when the spa use exceeds 10 minutes.
 - b) Since excessive water temperatures have a high potential for causing fetal damage during early months of pregnancy, pregnant women should limit spa water temperatures to 38°C (100°F)
 - 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.
 - g) This spa enables the user to determine the temperature and duration for which they are immersed in the spa. Before using a cold spa, you should always ask a qualified professional if use of this spa is safe and appropriate for you.
 - h) For spa/hot tubs installed indoors, care should be taken to ensure adequate ventilation for the indoor space, to avoid undesired build of humidity due to spa water. For additional information on ventilation/humidity guidelines see the ASHRAE Handbook, HVAC Applications, I-P Edition, 4.5, 4.6, and 4.7.) Spas that include gas-burning heating components, shall be installed in accordance with NFPA 54 or other local codes.
8. The causes, symptoms, and effects of hypothermia may be described as follows: Hypothermia occurs when the internal temperature of the body reaches a level several degrees below the normal body temperature of 98.6 °F (37 °C). The symptoms of hypothermia include, but not limited to, shivering, slurred speech or mumbling, slow, shallow breathing, weak pulse, clumsiness, drowsiness, confusion, unconsciousness, and bright red, cold skin (in infants). The effects of hypothermia include failure of the nervous system, respiratory system and heart; failure to recognize the need to exit spa or cold tub; unawareness of impending hazard; fetal damage in pregnant women; physical inability to exit the spa or cold tub; and unconsciousness resulting in the danger of drowning.
WARNING – The use of alcohol, drugs, or medication can greatly increase the risk of fatal hypothermia.
9. This product shall be installed in accordance with local codes.
 - a) The spa cover should be in place and properly latched when spa is not in use to protect against unauthorized access as per local codes.

- b) Proper water chemistry is necessary to maintain the water and prevent possible damage to spa components and shall be tested and treated in accordance with local codes.
10. **AUDIO/VIDEO EQUIPMENT WARNINGS (Optional equipment based on model)**
CAUTION: Risk of Electrical Shock. Do not leave compartment door open.
11. **CAUTION:** Risk of Electrical Shock. Replace components only with identical components.
12. **WARNING:** Prevent Electrocutation. Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components, etc.) to system.
13. **CAUTION:** Risk of Electrical Shock. Do not service this product yourself as opening or removing audio covers may expose you to dangerous voltage or other risk of injury. Refer all servicing to qualified service personnel.
14. **CAUTION:** Risk of Electrical Shock. When the power supply connections or power supply cord(s) are damaged; if water is entering the audio / video compartment or any electrical equipment compartment area; if the protective shields or barriers are showing signs of deterioration; or if there are signs of other potential damage to the unit, turn off the unit and refer the servicing to a qualified service personnel.
15. This unit should be subject to periodic routine maintenance (for example, once every 3 months) to make sure that the unit is operating properly.
16. **CAUTION:** Do not operate audio video controls while inside the spa
17. Installation of the spa for other than a residential dwelling will result in voiding the manufacturer's warranty.
18. Do not bring any object into the spa that could damage the spa shell.
19. Never insert any object into any opening.
20. **WARNING:** Do not sit on the spa cover or place objects on it.
21. Remove any water or debris that may collect on the spa cover.
22. **WARNING:** Do not use the spa immediately after strenuous exercise.
23. If you feel pain or dizziness at any time while using the spa, discontinue use and contact a physician.
24. **WARNING:** To reduce risk of injury it is especially important that persons with pre-existing health conditions or problems such as obesity, heart disease, high or low blood pressure, circulatory problems, pregnancy or diabetes consult their doctor before using the spa.
25. **WARNING:** Observe reasonable time limits when using the spa. Long exposures at high temperatures can cause high body temperatures. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could possibly result in drowning.
26. **WARNING:** The spa jets produce a stream of water with relatively high pressure. Prolonged exposure of localized area of the body may cause bruises to the skin.
27. **IMPORTANT:** The included warning sign must be posted where all users of the spa can see and read it.
28. **WARNING:** To avoid risk of drowning. The spa cover should be in place and properly latched when spa is not in use.
29. **IMPORTANT:** Read and understand the warnings on the spa cover.
30. Proper water chemistry is necessary to maintain the water and prevent possible damage to spa components.

WARNING

REDUCE THE RISK OF ELECTROCUTION

1. Never place an electric appliance within 5ft (1.5m) of spa.

REDUCE THE RISK OF CHILDREN DROWNING

1. Supervise children at all times. 2. Attach and lock down spa cover after each use.

REDUCE THE RISK OF OVERHEATING

1. Check with a doctor before use if pregnant, diabetic, in poor health, or under medical care.
2. Exit immediately if uncomfortable, dizzy, or sleepy. Spa heat can cause hyperthermia and unconsciousness.
3. Spa heat in conjunction with alcohol, drugs, or medication can cause unconsciousness.

WHEN PREGNANT

Soaking in hot water for long periods can lead to pregnancy concerns. Measure water temperature before entering.

1. Do not enter spa if water is hotter than 100°F (38°C).
2. Do not stay in spa for longer than 10 minutes.

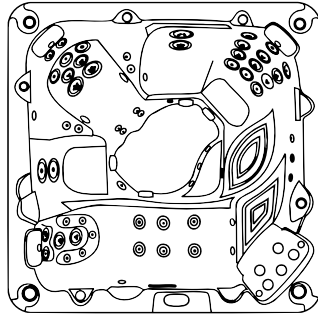
QUICKSTART GUIDE

Register Warranty



Make sure to register your warranty at greatlakesspas.com/warranty

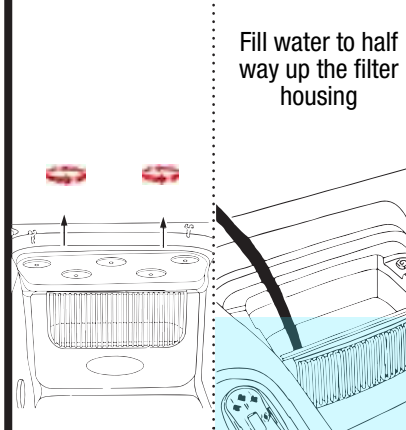
Electrical



↑ Control Pack Here ↑

We require you to hire a licensed electrician to install any electrical work needed to operate your spa

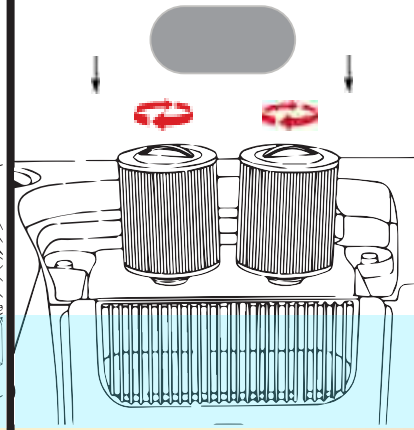
Fill Hot Tub



Fill water to half way up the filter housing

Remove filter cover and insert hose in opening to fill the spa through the filter housing

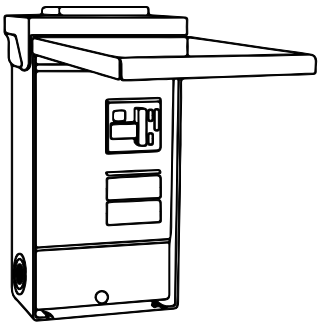
Insert Filters



Once the hot tub is filled, install your new Glacier Antimicrobial Filter Set. Make sure not to over tighten

Note: Spa is filled when water is touching the LED perimeter lighting.

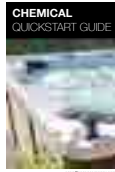
Power On



Follow start up instructions on Control Center Guide page

Note: You must allow the spa to run through its startup cycle before adjusting any pump or heater

Add Chemicals

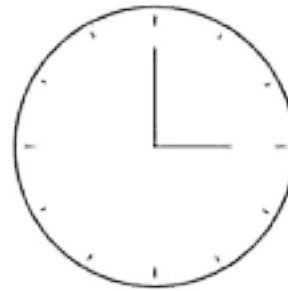


SCAN below to try our Spa Water Test App



Follow our Spa Chemical Startup Guide instructions to balance your water

Wait for Water to Heat



The water will take 4-6 hours for 240V to reach full temperature

Enjoy



Sit back and relax in your brand new spa!



FOR MORE HELP GUIDES VISIT US AT:
greatlakesspas.com/support
1-385-473-8827

INSTALLATION



WINTER INSTALL

Do **NOT** proceed with installing your hot tub in freezing temperatures! In colder temperatures please make sure to place a space heater inside the cabinet immediately after delivery for 24 to 48 hours before installation to prevent startup issues. Please ensure that the space heater is positioned to not directly face the spa's pipes and set to the lowest heat and fan setting.



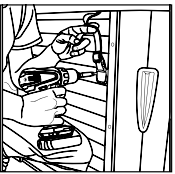
LICENSED ELECTRICIAN

A licensed electrician can install the wiring by drilling a hole into any panel and terminating the connection at the control pack.



PROPER SPA BASE

All hot tubs must be placed on a proper base that is reinforced for the weight of the hot tub, water and people who may be within the hot tub at any given time. This base must be flat and come in contact with the entire base of the spa. We recommend a base that can support at least 150 pounds per square foot such as a 4-6 inches poured concrete pad.



ATTACH SPA COVER

Lay cover onto hot tub, pulling the cover skirt down around the perimeter of the spa. Pull down the locking, adjustable straps and secure to cabinet panels with the included mounting hardware. Always lock your cover when the spa is unattended. Do **NOT** walk or sit on spa cover.

GFCI TROUBLESHOOTING (240V ONLY)

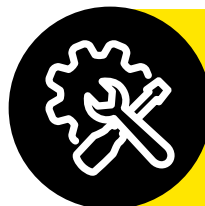
Keep in mind that the majority of 240V GFCI tripping problems can attribute to incorrect wiring.
GFCI troubleshooting usually finds the problem

REFER TO DIAGRAM ON NEXT PAGE

IF CORRECT WIRING IS VERIFIED

- **IMPORTANT: All electrical installation work must be performed by a qualified electrician and must conform to local codes**
- Check to see if the proper sized GFCI is installed.
- Be sure the GFCI is rated for more amperage than the system will draw.
- For a 240V system, the GFCI must include a load neutral out.
- **NOTE: If the white load neutral wire is routed from the GFCI neutral bar directly to TB1 in the system box, then the GFCI will trip when a 120V device is activated. This is the most common reason if your hot tub is tripping immediately.**
- If the wiring is correct and the GFCI will not reset, then unplug the heater and try to reset the GFCI.
- If the GFCI trips again, then unplug the pump and reset the GFCI. If the GFCI continues to trip, then do the same procedure for the ozone generator.
- If the GFCI stops tripping after you unplugged one of the spa's components, turn off the power to the spa then plug in each component except the one that tripped the GFCI.
- Power up the system. If the GFCI no longer trips, then you have correctly identified the problem.
- Repair or replace the component as instructed by the spa manufacturer.
- If everything looks to be in perfect working order, then the GFCI may be defective.

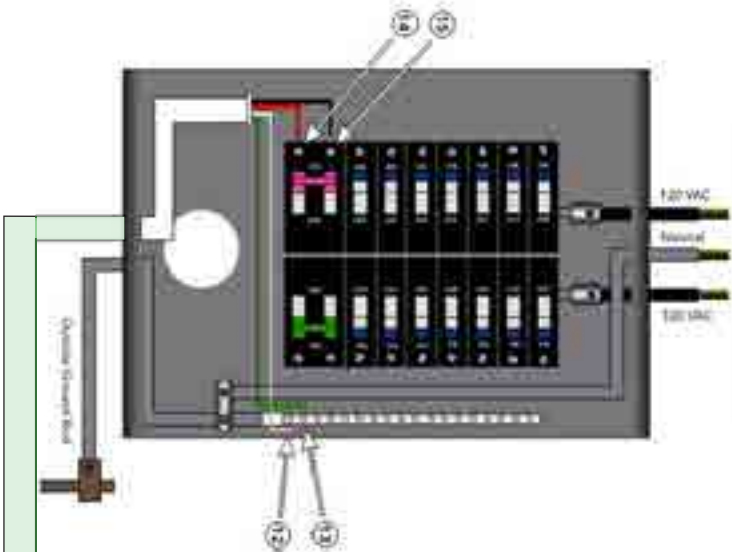
WARNING: THE OWNER SHOULD TEST AND RESET THE GFCI ON A REGULAR BASIS TO VERIFY ITS FUNCTION



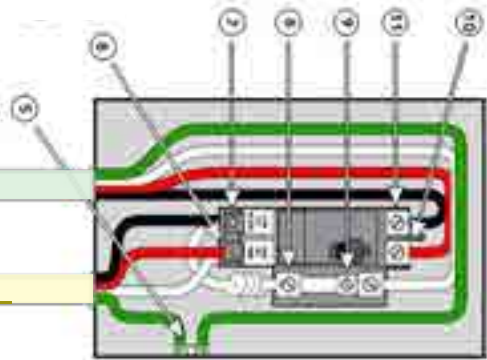
FOR MORE HELP GUIDES VISIT US AT:
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240V GFCI Electrical Installation

House Breaker Box

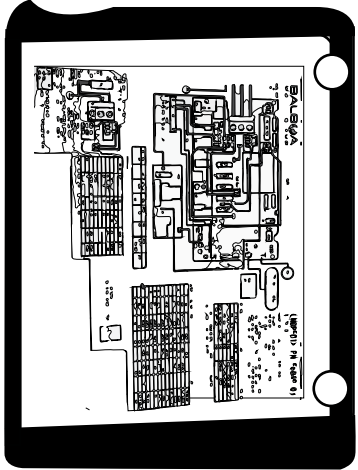
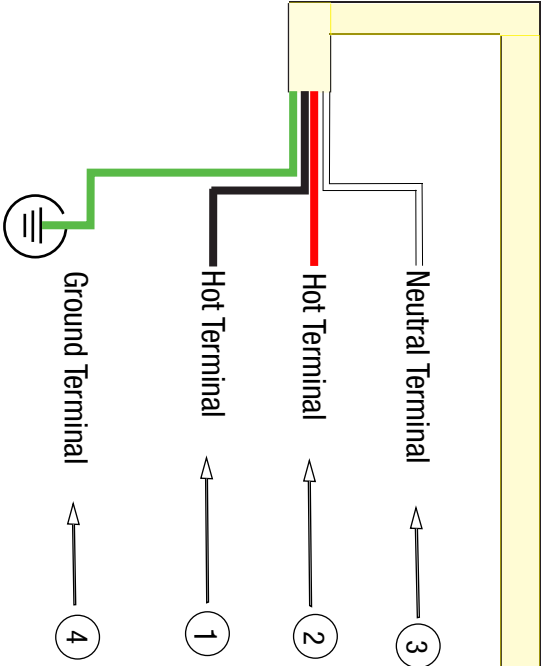


GFCI Breaker Box



Correct Voltage	When Probes Are Placed Across			
0V	[3 - 4]	[5 - 8]	[5 - 9]	[12 - 13]
108V - 132V	[1 - 3]	[5 - 6]	[5 - 10]	[12 - 14]
	[2 - 3]	[5 - 7]	[5 - 11]	[12 - 15]
216V - 264V	[1 - 2]	[6 - 7]	[10 - 11]	[14 - 15]

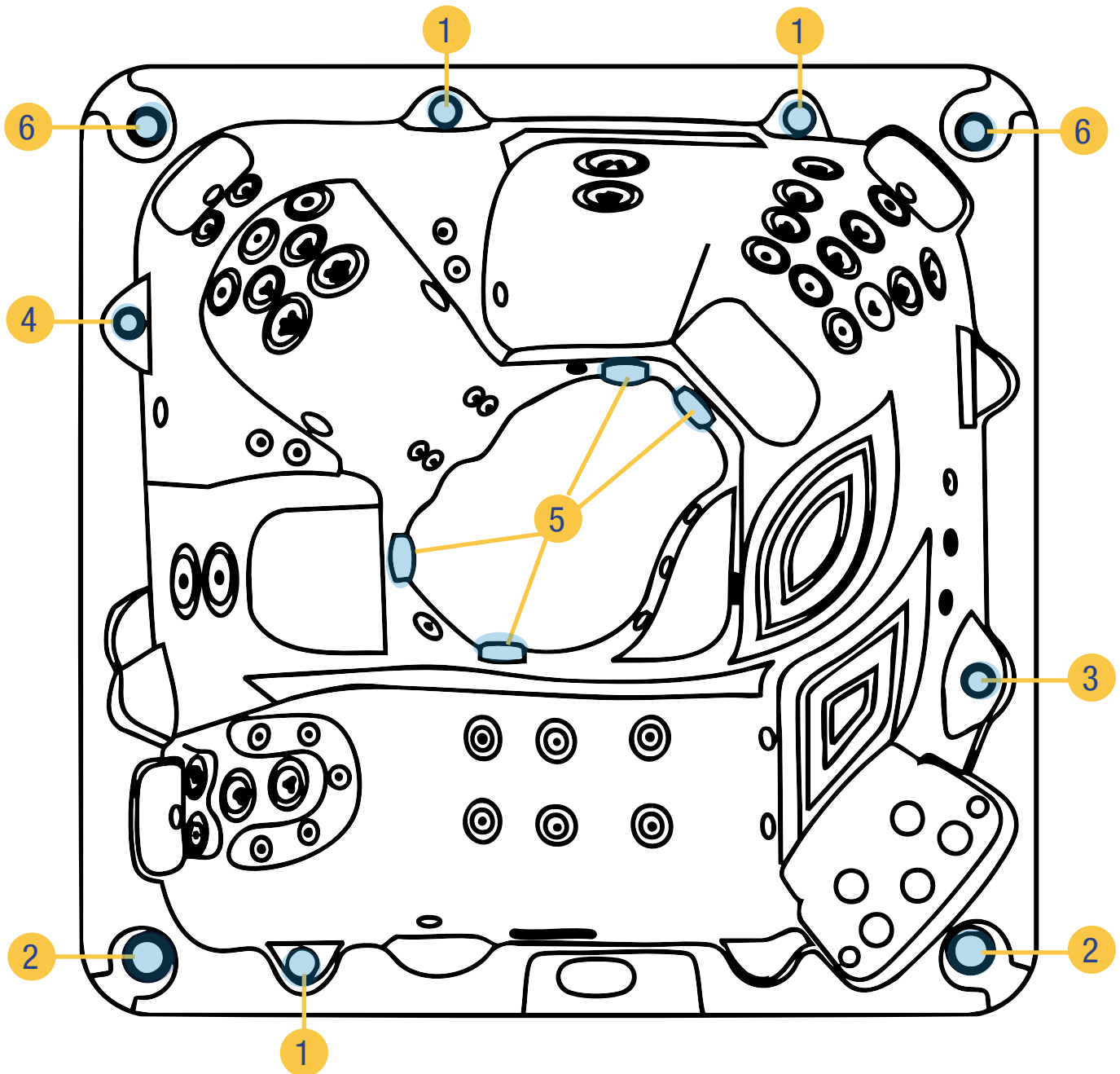
Control Pack



Please refer to wiring diagram on the back side of the spa pack cover for correct terminal installation

FEATURE FUNCTIONS

WHAT DOES THIS DO?



1 Air Control

2 Speaker

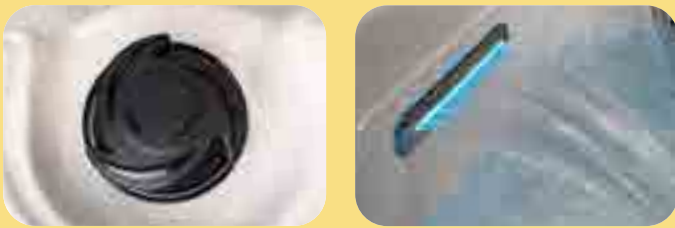
3 Waterfall Control Valve

4 Aromatherapy

5 Suction Intake

6 LED Cup Holder

WATERFALL CONTROL VALVE



The waterfall control valve controls the amount of water flowing out through the waterfalls.

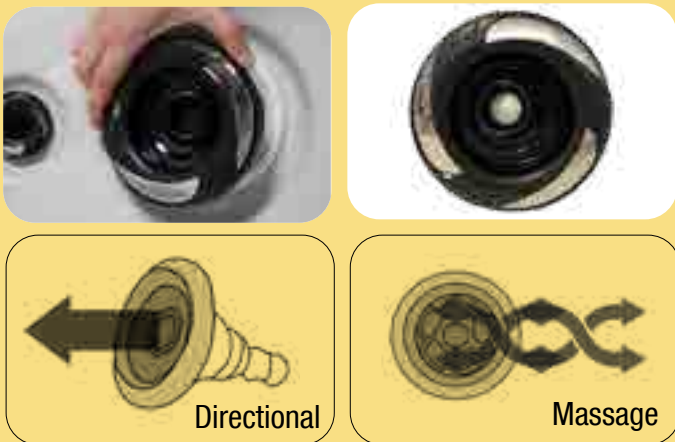
AROMATHERAPY



Place aromatherapy beads inside the canister to mix in with the air valves to release scented bubbles throughout the tub.

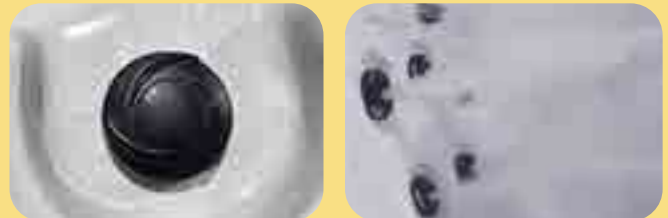
Note: the canister should be filled halfway.

JETS



Our jets offer **massage** or **directional** styles! The directional style can target specific muscles for a precise massage where the massage style jet offers a circular and gentle massage. All jets are **interchangeable** and **adjustable**! Swap them around and turn them on and off to customize your spa to your satisfaction!

AIR CONTROL VALVE



Open and close this valve to inject air bubbles into the jet stream. The warm air from inside the cabinet is mixed with the water to help maximize the hydrotherapy experience!

Note: It is recommended that Air Control Valve(s) are left in open position when the spa is not in use in **SUMMER** months.

It is recommended that Air Control Valve(s) are left in closed position when the spa is not in use in **WINTER** months.

SUCTION INTAKE



This suction intake brings in water from the bottom of the tub for maximum efficiency. Please make sure these suctions are always clear and cleaned whenever the spa is drained!

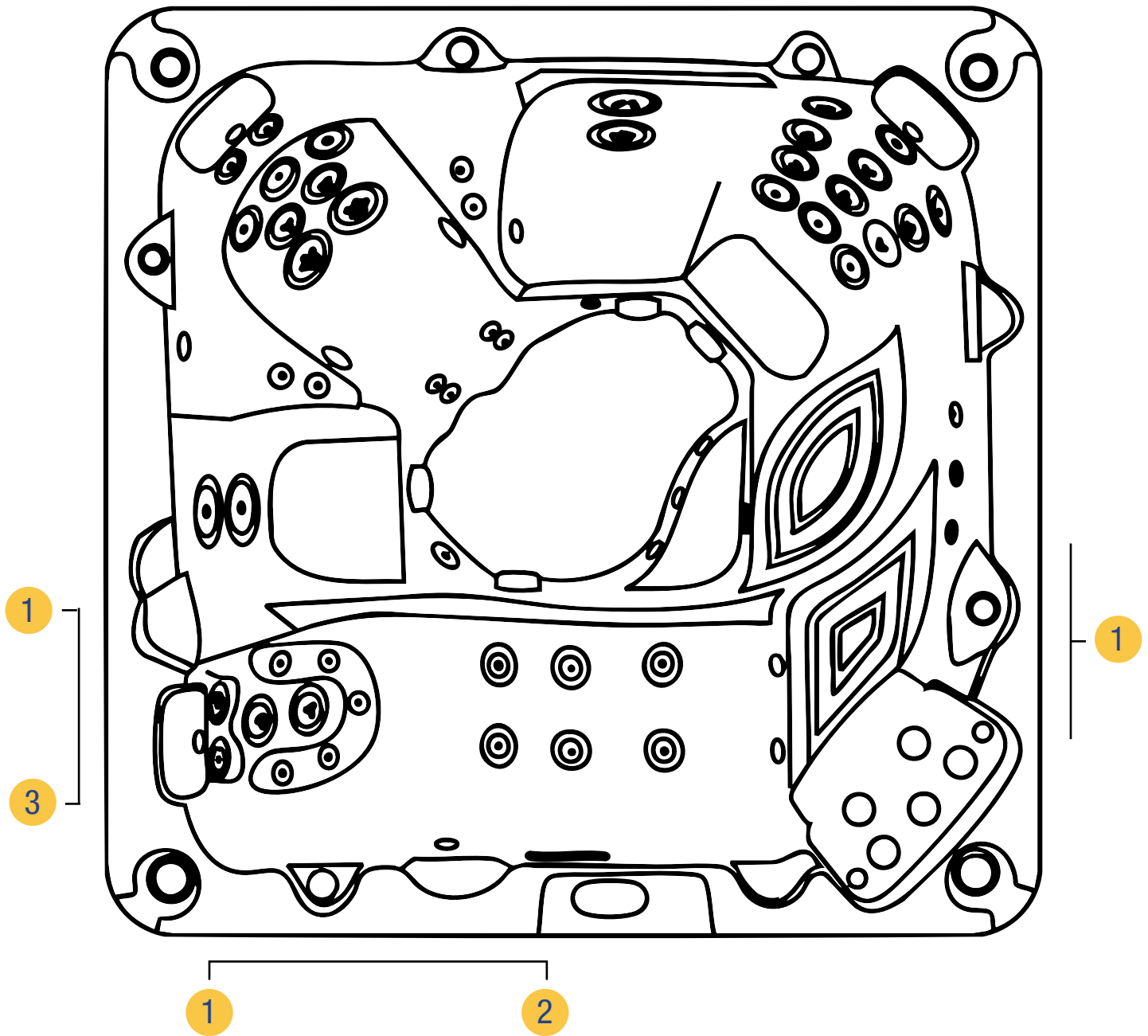


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EQUIPMENT LOCATIONS

5*

4*



1 Pump(s)

2 Control Pack & Heater

3 Drain

4 Glacier AOP*
(Locations may vary, refer to the AOP Sticker on your spa)

5 Electrical*
(You choose the panel for hot tub wiring to pass through)

PUMPS



With up to 400% more hydro massage configurations, Great Lakes Hot Tubs' TurboStream multi-speed pumps give you endless combinations of jet speeds and power. From relaxation to aquatic exercise to marathon training, our pumps can really do it all.

CONTROL PACK & HEATER



Our control pack software design incorporates patented technology using a microprocessor to intelligently monitor the hot tub water temperature and detect a runaway pump or stuck relays.

DRAIN



Twist and pull out the drain valve to access the built-in drain and attach your garden hose for better convenience. We recommend that you change your water seasonally.

GLACIER AO₃P



Free of pollution, glaciers contain the world's most pristine water. Our Glacier AO₃P system sterilizes up to 99.9% of bacteria in your hot tub, reducing chemical usage by up to 80% and leaving your water crystal clear!

Note: UV bulb must be **purchased separately** and installed in order to take advantage of the advanced oxidization process.

ELECTRICAL*



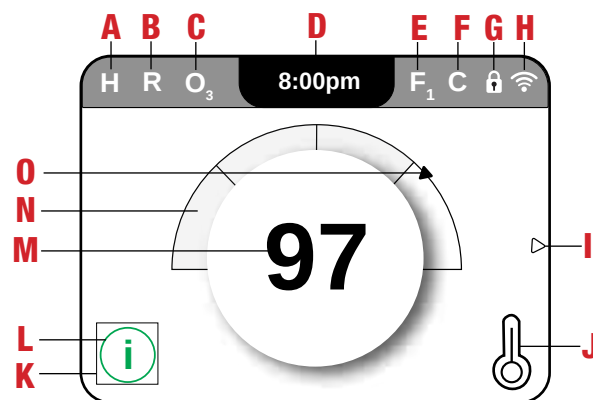
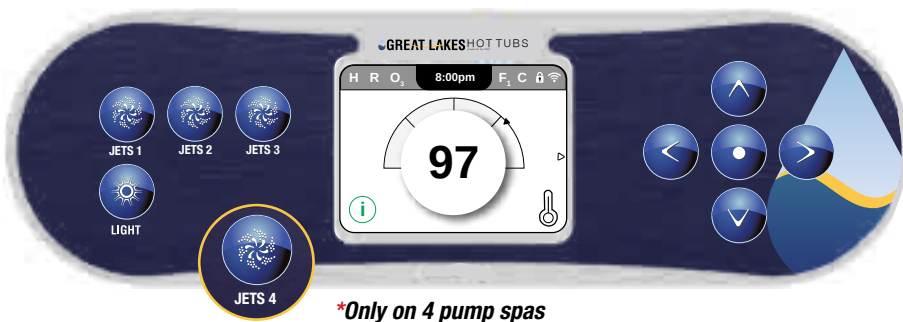
All 240V hot tubs allow you to choose which panel you would like to drill a hole into for your wiring to pass through.



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TP700 Control Center Guide

YOUR CONTROL CENTER

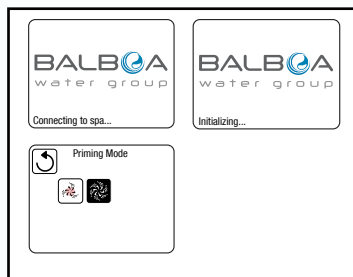


- A - Temperature Range:** High (H) or Low (L)
- B - Heat Mode:**
Ready: R Rest: Ready-in-Rest: RR
- C - Ozone Running:** O₃
- D - Time-of-Day**
- E - Filter Cycles:**
Cycle 1 F₁ Cycle 2 F₂ Cycle 1 & 2 F⁺

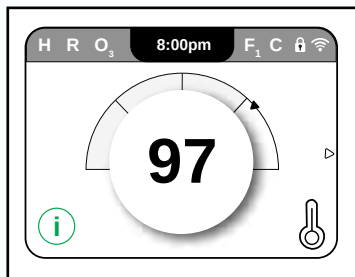
- F - Cleanup Cycle** (optional feature)
- G - Panel Locked and/or Settings Locked**
- H - Wifi** (Local or cloud connection)
- I - Navigation arrow**
- J - Heat Status**
- K - Selection Box**

- L - Message** (may appear):
 Information Error - Normal error or warning
 Reminder Error - Spa will not function until fixed
- M - Water Temperature**
- N - Water Temperature Bar**
- O - Set Temperature Arrow**

START UP SEQUENCE

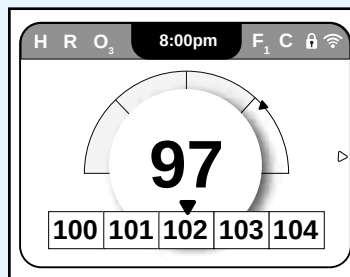


When power is applied to the spa, the system will start up and automatically begin priming mode

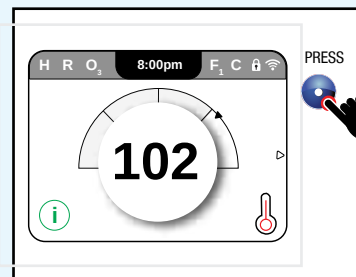


To reach the main menu select back by using the arrow buttons and center button

SETTING THE TEMPERATURE



Press the center button to open the temperature menu. Use the right and left arrows to choose



Press the center button to select your desired temperature

Note: Possible Freezing Condition message may occur if the initial water is too cold. Pump will continue to run until temperature reaches 45°F at which point the heater will turn on

Note: When the thermometer icon on the bottom right of the screen blinks red, the heater is on

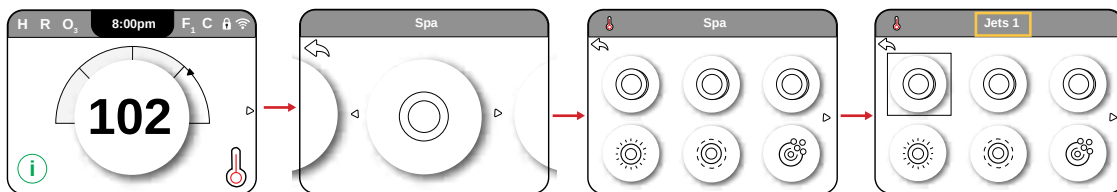
TURN ON THE PUMPS

METHOD 1



Turn on your pumps by pressing any of the JET buttons on the left side of your topside

METHOD 2

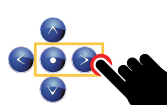
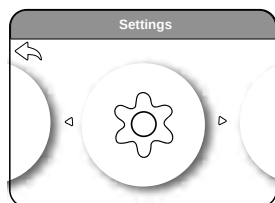


From the main menu, press the right navigation arrow on your topside to get to the settings menu. Select the first option: SPA

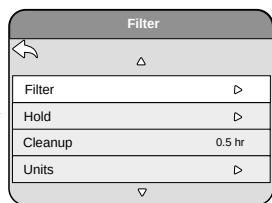
Select any of the JETS icons using the arrows. When an icon is selected, the name will appear at the top of the screen. Press the center button to run it.

TP700 Control Center Guide

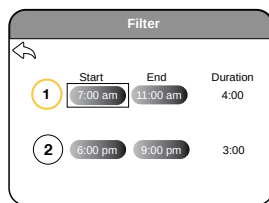
SET FILTER CYCLE TIMES (IN HOURS)



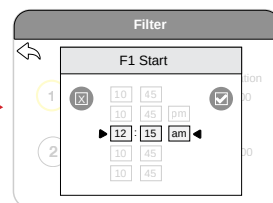
From the main menu, keep pressing the right arrow button until you see the 'settings' icon. Select it using the center button.



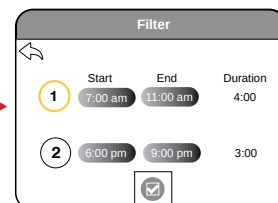
Use the down arrow button to scroll to 'Filter' and select it with the center button.



Press the center button to select the start time for Filter Cycle 1. The time controls will pop up.



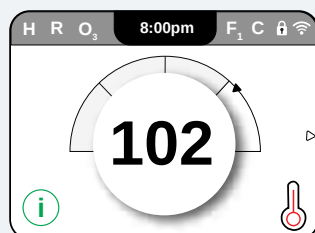
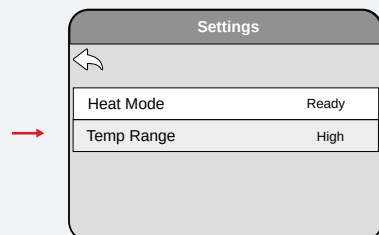
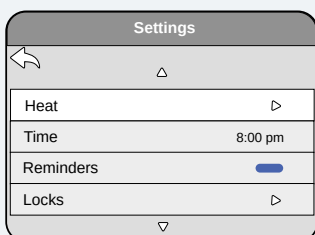
Use navigation arrows to set the desired start and end times for the Filter Cycles. Hit  to save.



Move the selection box down to  and hit the center button. This will save your new cycle times

Note: 2 hours twice a day for a total of 4 hours per day is recommended

CHANGE THE SPA HEATING MODE (READY/REST)



Find "Settings"  using the arrow buttons and press the center button. Press the down arrow to scroll and select 'Heat' with the center button. Select "Rest" or "Ready" under Heat Mode

Note: It is recommended to leave the spa in ready mode

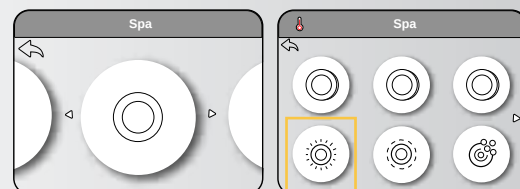
TURN ON THE LIGHTS

METHOD 1



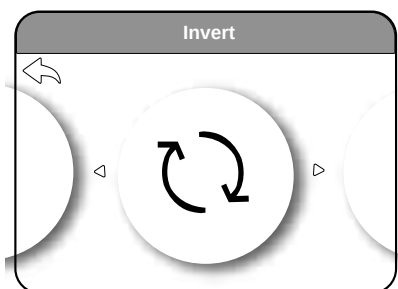
Press the 'Light' button on the left side of your topside

METHOD 2

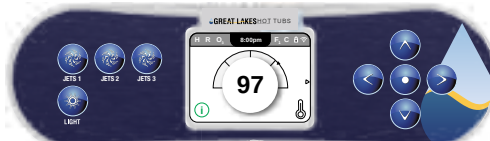


From the main menu, press the right arrow to get to the settings menu and select 'Spa' Select the 'Light' button to turn on the LED lighting. Continue to press the center button until the desired color setting is reached

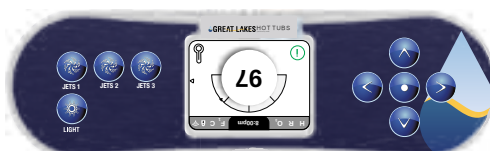
MORE CUSTOMIZABLE SETTINGS



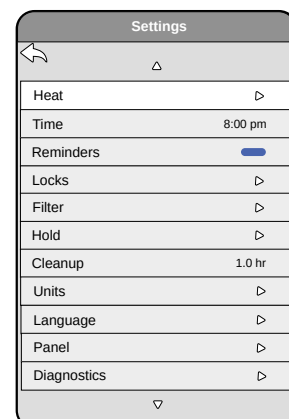
Navigate to 'Invert' in the settings menu and select it with the center button. Your screen will then be inverted



Default display



Inverted display



SPA CHEMICAL STARTUP GUIDE

AVAILABLE CHEMICALS



Chlorine Granules, Alkalinity Booster, pH Up, pH Down, Spa Shock, Spa Clear, Foam Free, Stain & Scale Control, Spa Flush, Test Strips

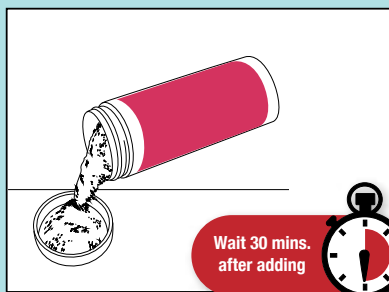
Note: Chemicals should be stored in a cool, dry place.

USING CHEMICALS



Start with testing your water
then balance your chemicals in the following order:
Alkalinity, pH, Chlorine

Step 1



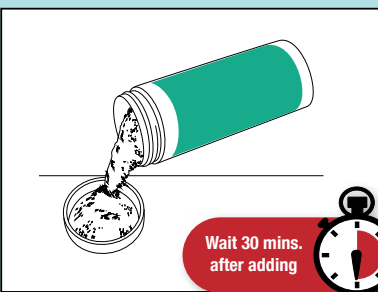
Wait 30 mins.
after adding



Alkalinity Booster

Adjust alkalinity level to 80 - 150 ppm
(use pH Down to reduce)
(see bottle for directions)

Step 2



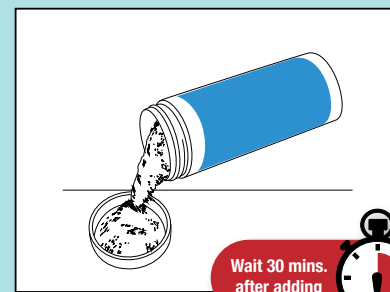
Wait 30 mins.
after adding



pH Up / pH Down

Adjust pH level to 7.2 - 7.6
(see bottle for directions)

Step 3



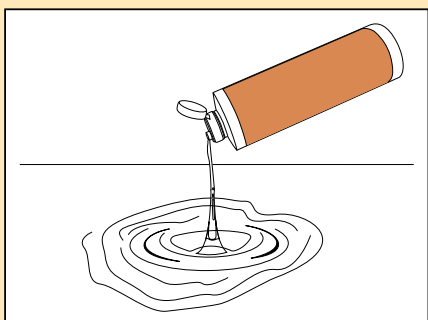
Wait 30 mins.
after adding



Chlorine Granules

Add 15g per 1000L

Step 4



Use other chemicals
(Spa Shock, Stain & Scale
Control, Spa Flush) as needed



**Use 80% less chlorine with
our Glacier AO₃P system!**

Chemical Kits Available



Starter Chemical Kit



Deluxe Chemical Kit

MAINTENANCE SCHEDULE

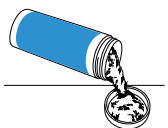
PROCEDURE

EACH
USE

WEEKLY

3-4
MONTHS

YEARLY



SANITIZE

Replenish sanitizer levels with chlorine granules



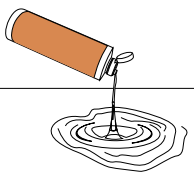
BALANCE

Balance your water according to Test Strip readings



SPA SHOCK

Oxidize your water to remove combined chlorine and optimize the efficiency of your sanitizer



SCALE CONTROL

Protect against hard water and metals which can leave a buildup or residue



REPLACE SPA BALL

Absorbs film on the surface of the spa water and helps prevent scum lines on spa's acrylic



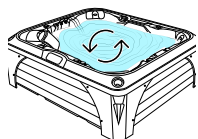
REPLACE FILTER

Rinse with hose bi-weekly



SPA FLUSH

Flush out build-up within your spa's pipes and internal components. Add gel and let cycle before draining spa water



CHANGE WATER

Drain and refill your water



CHECK UV-C BULB *(purchased separately)*

Ensure Ozone LED is on during filter cycle

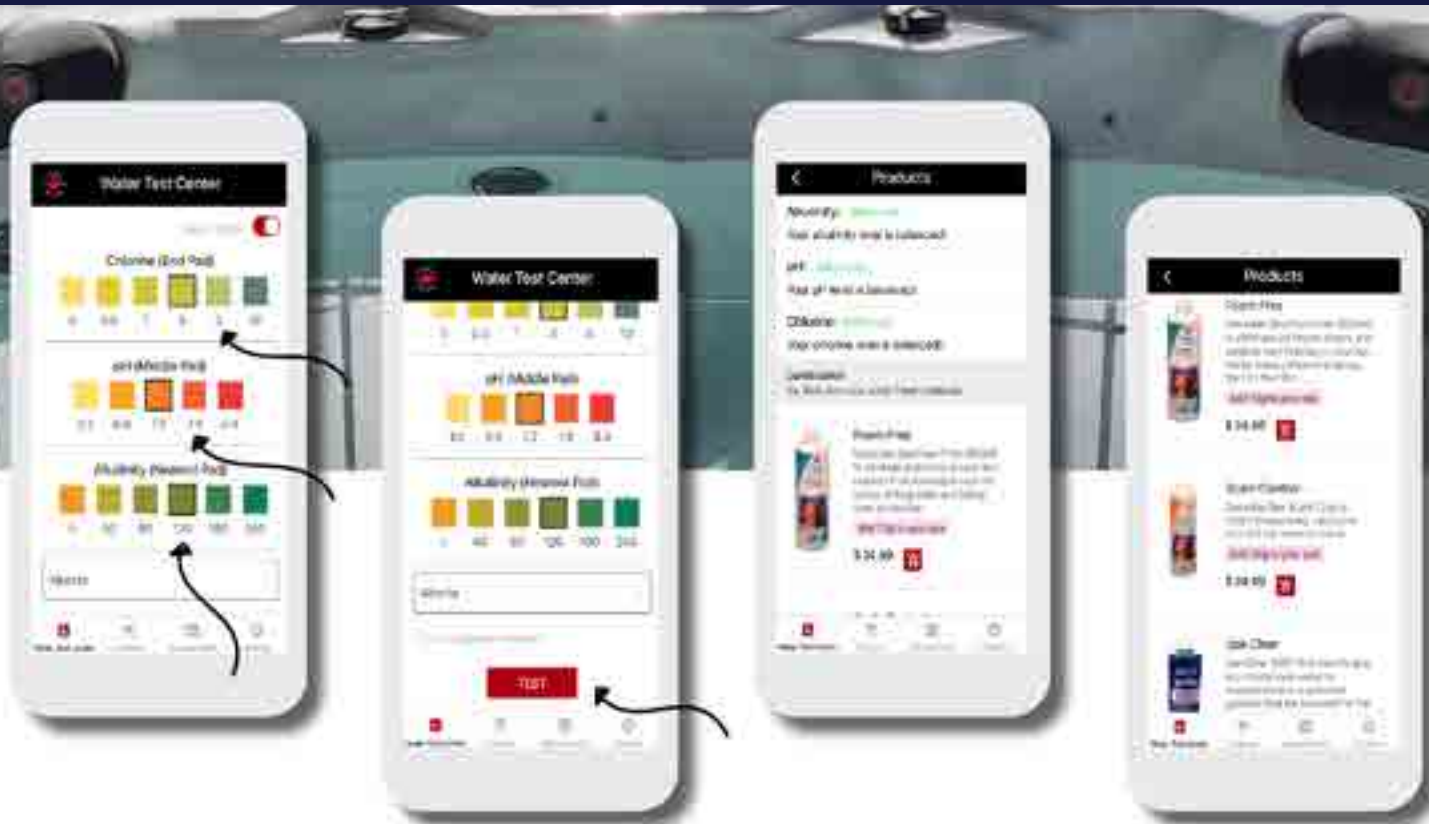


REMINDER: Your spa must be **winterized** if you are shutting it down for the winter

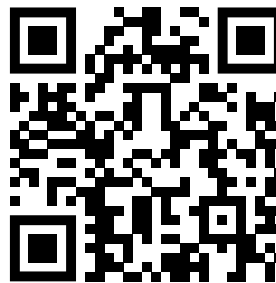
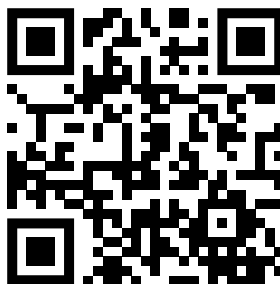


FOR MORE HELP GUIDES VISIT US AT:
greatlakesspas.com/support
1-385-473-8827

SPA WATER TEST APP



1. Dip your test strip into your spa water
2. Select the colors shown on the test strip into the *“Water Test Center”* screen of the app
3. Instantly you will have a custom guide to take care of your spa water!





SPA WINTER CARE

NOT USING YOUR SPA THIS WINTER?



Winterization

IMPORTANT: If spa is being shut down for the winter season, it **MUST** be winterized.

Common problems that arise from leaving water in your spa during winter include moisture damage, and more costly, cracked pipes. This is because of water's unique property of expanding when frozen.

SCAN

for winterization
instructions and
video



! MUST FOLLOW DURING WINTER SEASON !



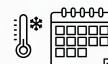
I just bought my tub in the winter months

- Use caution and use a space heater inside your spa's cabinet as directed in the instructions below to prevent freezing and damage to components while your spa is not in action.
- Have your spa winterized if you are getting it delivered in the winter, but do not intend to use it until the spring.
- **DON'T** start up the spa in freezing temperatures.



NO water changes

- Draining and filling in the winter leads to freezing and damage to spa components.
- Wait until spring to change the water and work around the freezing temperatures.



Have an action plan for winter vacations

Before you leave

- Ensure water and chemical levels are normal.
- Change your filters if it's time to do so (every 3-4 months).
- Lock your cover to protect from winds and keep unwanted visitors out.
- Cover guards are available for an extra layer of protection from ice, snow and tree sap on your cover.

While you're away

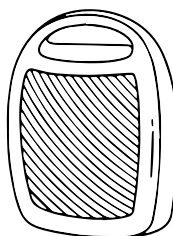
- If you're gone longer than a week, have someone check up on the spa and keep up with the recommended chemical schedule.
- We recommend signing up for a **Mr. Spa maintenance package!**

SCAN TO LEARN MORE ABOUT MR. SPA



In the Event of a Power Outage

- Place a space heater inside spa cabinet to help reduce the risk of freezing.
- Use a ceramic space heater.
- Do not have it blowing directly on or touching equipment. There are a lot of open areas to place it near the pump.
- Set space heater on a lower setting to prevent heat damage to the spa cabinet.
- **DON'T** keep opening your cover to check on the spa. You lose a lot of heat by doing this.



TIPS FOR WINTER USE



Close air dials in the winter

- Keep your air dials **CLOSED** after each spa session to hold the heat in your spa cabinets, instead of letting cold air through to cool down the water.



Keep tub in Ready Mode and NOT Rest Mode

- Keep your spa in Ready Mode to maintain heat when your spa is not in use.



Use your spa in the winter!

- If you are able to use your spa in the winter, that is the best! It is important to use your spa components for longevity.
- Follow the same water chemical procedure in the winter.



AMERICAN COMPONENTS YOU CAN RELY ON

Great Lakes Hot Tubs uses American components to ensure *quality, reliability, and longevity* of your spa – giving you the ultimate peace of mind.



WE HAVE IT ALL

SPA ACCESSORIES

FILTERS



Glacier Antimicrobial
50 sq ft Filter



Glacier Antimicrobial
100 sq ft Filters



Glacier Antimicrobial
200 sq ft Swim Spa Filters

WATER CARE



Individual Bottles



Chemical Kits



Spa Ball

ACCESSORIES



Wicker Steps

*Available in 5 sizes



Cover Lifters



Swim Spa Exercise Bundle



WARRANTY INFO

NEED ASSISTANCE?
WE'RE HERE TO HELP

NOTE* WE REQUIRE THE FOLLOWING INFO WHEN CONTACTING US:

First/Last Name

Email Address

Phone Number

Brief Description of Issue

Ex. Bob Brown

Ex. Bob@gmail.com

Ex. 123-123-2345

Ex. Jets not working



1. Register your warranty at: greatlakesspas.com/warranty



3. Create a service ticket at: greatlakesspas.com/support



4. Give us a call. Multiple languages supported: **1-385-473-8827**



5. Email us at: service@greatlakesspas.com

LIMITED WARRANTY

Structural Warranty: CSC warrants structure of the spa shell against water loss due to structural failure for a period of ***year(s)** from the date of purchase by the original owner. If in CSC opinion, structure proves to be defective, CSC will repair or, at its discretion, replace the defective structure without charge to the customer.

Surface Warranty: CSC warrants the acrylic finish against defects in material and workmanship and specifically against blistering, cracking or delamination for the period of ***year(s)** from the original purchase date to the original purchaser. If, in CSC opinion, the surface proves to be defective during this period, CSC will repair or, at its option, replace the defective spa shell without charge to the customer.

Equipment/Plumbing Warranty: CSC warrants the functional equipment and plumbing of the spa remain free from defects in material and workmanship for a period of ***year(s)** from the date of purchase by the original purchaser.

***Acrylic Portable Spas:**

Structure: 5 years

Surface: 1 year

Equipment/plumbing: 1 year

Floor models purchased from an authorized retailer: 1 year parts replacement warranty

***Acrylic Non-Portable Spas:**

Structure: 10 years

Surface: 2 years

Equipment/plumbing: 2 years

Floor models purchased from an authorized retailer: 2 year parts replacement warranty

Extent of Warranty: This Limited Warranty applies to spas manufactured after **January 1, 2025** and sold by authorized CSC dealers to residential retail customers. This Limited Warranty is given only to the first retail purchaser and terminates upon transfer of ownership. No warranty is provided on any dealer installed accessories. Cost of installation, removal and/or shipping of the spa is not covered by this Limited Warranty. In the event CSC deems necessary the removal of the spa to a place of repair or that the spa must be replaced, any and all costs of the spa removal and replacement; landscaping, decking, fencing and/or structure removal, alteration and/or replacement; or other costs of providing access to the spa will be for the purchaser. This Warranty applies only to spas in single family, residential installations. This Limited Warranty becomes void if the spa is placed in commercial application.

Installation:

Spa must be installed by a licensed and certified electrician for a valid manufacturer warranty. Customer is responsible for proper permits and certifications to ensure spa is installed correctly. Proof of this installation may be required by our team as requested. Failure to improperly install the spa (including use of aluminium wire or no proof of proper installation) will void the warranty.

Gazebo Warranty: CSC provides a **one (1) year** parts only warranty for authorized purchases of gazebos through CSC or their authorized dealer.

TERMS, CONDITIONS AND LIMITATIONS

Any defect or damage caused by installation, alteration or repair by anyone who is not an employee of CSC or authorized service technician is not covered by the Warranty. This Warranty becomes void if the spa has been subjected to misuse, abuse, alteration or attempted alteration, repairs or attempted repairs by anyone other than an authorised CSC service technician. Improper installation, improper water chemistry, improper maintenance, acts of god, or damage caused beyond the control of CSC is not covered. Misuse and abuse shall include any operation of the spa other than as directed in the CSC Manual. Failure to properly winterize the hot tub as per CSC will cause freezing damage and is not covered under this warranty.

Examples of misuse and abuse include, without limitation:

- Damage of the spa surface caused by leaving the spa uncovered while the spa is empty of water or due to covering the spa with plastic film of any kind.
- Damage to the spa surface caused by contact with unapproved cleaners or solvents.
- Damage caused by the operation of the spas at water temperatures outside of the range of 2 – 40 degrees Celsius.
- Damage caused by unapproved sanitizer such as calcium hypochlorite, tri-chlor type chlorine or any sanitizing chemical that may remain undissolved on the spa surface.
- Damage caused by failure to provide an even base support for the spa.
- Damage caused by freezing when new spa is not installed within a timely manner during below freezing temperatures.
- CSC spas require genuine approved CSC filters, and use of non genuine approved CSC filters will void the warranty.
- Damage to spa cover or hot tub as a result of adding chemicals to the water without removing the spa cover.
- Customer is responsible for returning faulty warranty parts, otherwise customer will be charged for the unreturned equipment.

Warranty Performance: In the event of a defect covered under the terms of this Limited Warranty, notify your authorised CSC dealer and create a ticket at support.canadianspacompany.com. A CSC authorised service technician will repair the spa subject to the Terms and Conditions of this Limited Warranty. CSC will use genuine parts that have been factory certified to repair the hot tub. Use all reasonable means to protect the spa from further damage. Reasonable travel charges may be assessed by CSC or its authorized service technician if the spa is located outside the nearest authorized service technician's service area. This warranty covers parts ONLY and does not include travel or on-site service charges unless a Service Contract has been purchased from CSC. Proper access must be provided to all sides of the spa at the cost of the customer in the extent of a warranty claim. Failure to provide access will nullify the warranty.

Disclaimers: CSC or any of its authorized service technicians shall not be held liable for injury, inconvenience, loss of use, chemical or water damage, transportation costs, contingent liabilities or any other incidental or consequential costs, expenses or damage as result of any deficiency or alleged deficiency of the spa. In no event shall CSC be liable, for any reason or cause, in excess of the amount paid for the product. No other warranties, expressed or implied, are valid. No agent, dealer, distributor, Service Company or other party is authorized to change, modify or extend the terms of this Limited Warranty in any manner whatsoever. Warranty is only valid with a proof of purchase and manufacturers plate/serial number. Cosmetic damage or normal wear and tear is not covered by the warranty.



FOR MORE HELP GUIDES VISIT US AT:
greatlakesspas.com/support
1-385-473-8827

USA Head Office:
10908 S Jordan Gateway,
South Jordan, UT 84095
T: 1-844-879-7727

Canadian Head Office:
1283 Cornwall Rd,
Oakville, ON L6J 7T5
T: 1-877-909-7727

Atlantic Office:
65 John Savage Ave Unit 6
Dartmouth, NS B3B 2C9
T: 1-877-909-7727

European Head Office:
Canada House
Salbrook Road, Salfords, Redhill
Surrey, RH1 5GL
T: +44 1293 824094

CSC meets ISO 9001 Standards. When you purchase a hot tub from CSC, the ISO 9001 certification assures world class excellence in manufacturing and customer service.





GREAT LAKES

HOT TUBS

powered by CSC

USA Office

10908 S Jordan Gateway
South Jordan, UT 84095, USA
1-385-473-8827
greatlakesspas.com

Canadian Office

1283 Cornwall Rd
Oakville, ON L6J 7T5, Canada
1-877-968-8827
greatlakesspas.ca



SCAN to download