



**Owners Manual
&
Water Treatment Guide**

For any information or support please contact your local dealer.

Congratulations!

You are now the owner of the most energy-efficient, most portable hot tub made.

Softub Canada is proud of its product. Years of design and development have gone into the creation of the Softub. Many of its unique features are patented. We are sure that you too will join the ranks of satisfied Softub customers.

The Softub has been designed to be simple to operate; with a little care, it will give you many years of enjoyable, trouble-free use. We have assembled this manual to guide you through the proper installation and maintenance of your Softub. The information presented here has been compiled from the years of experience we have had with our product. Please take the time to familiarize yourself with this manual.

We are always interested in comments and suggestions from our customers. We welcome your phone call, e-mail or letter to let us know about your Softub experiences.


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SAFETY INSTRUCTIONS
IMPORTANT SAFETY INSTRUCTIONS
Read and follow all instructions.

- Avoid alcohol, drugs or medication when using your Softub.
- If you are pregnant, have heart disease, high blood pressure or other medical conditions, consult your doctor before using your Softub.
- People with infectious diseases should not use the Softub.
- Do not stay in the Softub too long. 20 minutes should be the maximum depending on the temperature.
- Have a companion nearby when using your Softub. Always have an adult accompanying any children.
- Check the water temperature with a thermometer before entering the Softub to ensure it is in the safe range.
- The maximum safe temperature is recognized to be 38°C (100.4°F).
- Do not keep lamps, radios and other electrical appliances within 1.5 m (5 ft) of the Softub.
- Keep the environment around your Softub safe and free of hazards.
- Do not sit on the bi-fold lid of your Softub.
- Fill tub with water BEFORE plugging into electrical outlets.
- **DANGER - RISK OF ELECTRIC SHOCK.** Install at least 1.5 m (5 ft) from all metal surfaces.
- Use a properly grounded outlet of 110 Volt AC.
- This appliance is provided with a ground fault circuit interrupter (GFCI) located on the power supply cord. Before each use, with the plug connected to the power supply and with the unit operating, push the “TEST” button. This will turn the power off going to the HydroMate®. Next, push the “RESET” button. The unit should now operate normally. If the interrupter fails to operate in this manner, there is ground current flowing, indicating the possibility of an electrical shock. Disconnect the plug from the receptacles until the fault has been identified and corrected
- Do not put Softub on floors or other surfaces that are not structurally strong enough to support a load of 610 kgs/sq.m (125 lbs/sq.ft) and/or on any floors or other surfaces that will not withstand exposure to water.
- Maintain water chemistry in accordance with manufacturer’s instructions.
- Do not use gas chlorination, ionizers, salts or soaps without consulting your dealer.

Cont'd

- A wire connector is provided under the motor unit to permit connection of a minimum No. 6 AWG (4.1 mm) solid copper conductor between this point and any metal equipment, metal enclosures or electrical equipment, metal water pipe or conduit within 1.5 m (5 ft) of the unit.
- A green coloured terminal or a terminal marked G, Gr, Ground, Grounding or the symbol  is located inside the supply terminal box or compartment. To reduce the risk of electric shock, this terminal must be connected to the grounding means provided in the electric supply panel with a continuous copper wire equivalent in size to the circuit conductors supplying this equipment.
- All field-installed metal components such as rails, ladders, drains, or other similar hardware within 3 m (10ft) of the Softub shall be bonded to the equipment grounding bus with copper conductors not smaller than No. 6 AWG.

The Softub may be installed within 1.5m (5 ft) of metal surfaces if each metal surface is permanently connected by a minimum No. 6 AWG (4.1 mm) solid copper conductor to the wire connector under the motor unit which is provided for this purpose.

MANUFACTURER'S WARNINGS

In addition to the Safety Instructions found in this manual, these warnings have been assembled to help you enjoy the use of your Softub. Reading and understanding these warnings will allow you to reduce the risk of causing inadvertent damage to your Softub, your surroundings or yourself. Read these warnings carefully.

- The water level must be 5 cm (2 inches) above the highest jet. The jets can spray water out of the tub if the water level becomes too low and cause the HydroMate® to overheat and void the warranty.
- Always unplug your HydroMate® before draining and while filling.
- Use only approved accessories. Use of non-approved accessories could void the warranty.
- Maintain proper water pH (minimum of 7.2), the vinyl liner can be damaged by a combination of high sanitizer and low pH.
- NEVER use an extension cord to connect the HydroMate® to the power supply cord. Using an extension cord will void your warranty.
- Do not operate without a GFCI located on the power supply cord. This safety device shuts off the power immediately in the event of an electrical short.
- Install the Softub only on floors or areas that can withstand repeated exposure to water (tile, brick). Splashing, dripping, filling and draining are routine operations, which spill water. Equipment failure may also cause substantial water spillage. Care must be taken that the structure underneath the Softub will not warp or suffer damage in the event of a water spill. If located in a multiple floor structure, objects on the floor below should be protected in the event of a major spill.
- NEVER use sharp objects in or around the Softub. Sharp objects may puncture the vinyl.
- Handle the HydroMate® gently. The components inside may incur damage if dropped.
- Certain objects reflect and concentrate the sun's rays. Close proximity of the Softub to such objects should be avoided or damage may incur.
- Do not open the HydroMate®. There are no user serviceable parts inside. Opening this component will void the warranty.
- Pets should be kept away from the Softub to avoid damage.
- A **Softub Exterior Tub Cover** is highly recommended if installing your Softub outdoors. Failure to do so may cause premature permanent damage to the vinyl and other components and void warranty to those components.
- Do not install the Softub where infestation of insects or rodents may occur.
- Children should not use the Softub without adult supervision.

- Do not use the Softub unless all suction guards are installed to prevent body and hair entrapment.
- People using medications and/or having adverse medical history should consult a physician before using the Softub.
- People with infectious diseases should not use a Softub.
- To avoid injury, exercise care when entering or exiting the Softub.
- Do not use drugs or alcohol before or during the use of the Softub to avoid unconsciousness and possible drowning.
- Pregnant or possibly pregnant women should consult a physician before using the Softub.
- Water temperature in excess to 38°C (100.4°F) can be injurious to your health.
- Before entering the Softub, measure the water temperature with an accurate thermometer.
- Do not use the Softub immediately following strenuous exercise.
- Prolonged immersion in the Softub can be injurious to your health.
- Do not permit electric appliances (such as light, telephone, radio or television) within 1.5 m (5 ft) of the Softub.
- Maintain water chemistry in accordance with Manufacturer's instructions.
- The causes, symptoms, and effects of hyperthermia may be described as follows. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 37°C (98.6°F).
- The symptoms of hyperthermia include drowsiness, lethargy and an increase in the internal temperature of the body.
- The effects of hyperthermia include: Unawareness of impending hazard; failure to perceive heat; failure to recognize the need to exit hot tub; physical inability to exit hot tub; fatal damage in pregnant women; unconsciousness and danger of drowning.

WARNING: THE USE OF ALCOHOL OR DRUGS CAN GREATLY INCREASE THE RISK OF FATAL HYPERTHERMIA IN THE SOFTUB.

INSTALLATION INSTRUCTIONS

SITE SELECTION

Before selecting a site, please read the safety information, manufacturer's warnings and the relevant indoor/outdoor sections. Your Softub is completely self-contained and portable. It can be set-up on a patio, deck or even indoors.

- A. Structure: the Softub should always be placed on a structurally strong, relatively smooth and level surface. HydroMate® must never be pointing down towards tub. HydroMate® must be level when connecting to tub or pointing up towards tub connections to get proper temperature readings. If HydroMate® is pointing down towards tub, temperature readings can be inaccurate.



- B. Drainage: do not place the HydroMate® in an area where water will puddle around it.
- C. Electrical: allow easy access to the ground fault circuit interrupter (GFCI) which is located on the power supply cord. The 110 Volt GFCI and the outlet it is plugged into, should be protected from extreme weather, landscape sprinklers and accidental spills.
- D. Plug the HydroMate® into a 110 Volt outlet without the use of an extension cord. Be sure to use a grounded electrical outlet that fits properly to the plug. The Softub cord has a special plug (called a ground fault interrupter or GFCI) that is a very important safety feature. The GFCI shuts off electricity to the HydroMate® immediately if there is a short in the cord or HydroMate®. It is designed to be tested before each use. Be sure to push the GFCI "RESET" button to activate the power after plugging the GFCI into the electrical outlet. This plug fits all conventional 110 Volt outlets found in homes.
- E. A ground connector[⊕] is provided under the motor unit to permit connection of a minimum No. 6 AWG (4.1 mm) solid copper conductor between this point and any metal equipment, metal enclosures or electrical equipment, metal water pipe or conduit within 1.5 m (5 ft) of the unit.

OUTDOOR INSTALLATION

You may place the Softub on any smooth surface (tile, concrete, wood, brick). Verify there are no sharp objects under the tub prior to set-up. Placing the Softub on grass or other vegetation may damage the Softub. If you need to step on grass or dirt to get to the Softub, we recommend the use of stepping stones to reduce the amount of dirt and debris entering the tub. Check your local codes for restrictions (i.e. childproof gates).

VERY IMPORTANT! We recommend setting your Softub on a wooden deck or deck patio tiles that will allow proper airflow underneath the tub to prevent water from being trapped under the Softub and causing mildew etc. For easier maintenance, improved energy efficiency, better cleanliness and to prolong the life of your Softub, always use the specially made Exterior Weather Cover available from your dealer.

NOTE: A **Softub Exterior Tub Cover** is highly recommended if installing your Softub outdoors. See Maintenance (pg19) – Solar Exposure.

INDOOR INSTALLATION

Water splashing on the floor during use may cause a walking hazard and/or structural damage unless good drainage is provided. Proper building materials must be used in the area surrounding and beneath the tub. Take into consideration the room humidity, which will exist due to higher water temperature. Providing natural or forced ventilation in the room will help maintain comfort and minimize moisture damage to the surrounding environment. Consult an architect for aid in designing your indoor Softub room.

SET-UP CHECKLIST

- _____ 1. All Softub models come with locking straps. Be sure to place the safety straps in a “+” fashion under the tub prior to filling, to match up with locks on bifold lid.
- _____ 2. Set the HydroMate® beside the Softub on the same level surface. Align the hoses from the HydroMate® with the fittings on the tub.
- _____ 3. Place the clamps over the hose so that the drive nut is on the top of the hose, the head facing the direction most easily accessible to tighten.
- _____ 4. Push the HydroMate® towards the tub while guiding the hoses over the tub fittings. Push together until the end of the hose is flush with the back end of the black fitting on the tub. Then connect the airline (smaller) hose.
- _____ 5. Slide the hose clamps towards the tub. The hose clamp should be 2 cm (3/4 inch) from the end of the hose. Tighten the hose clamps with a nut driver or straight slot screwdriver.
- _____ 6. Connect light wires if Softub is equipped with LED lighting.
- _____ 7. With tub and HydroMate® connected, make sure placement allows easy access to all components BEFORE beginning to fill tub. Adjust tub and HydroMate® placement, if necessary.
- _____ 8. DO NOT PLUG IN THE HYDROMATE® until the tub has been completely filled.
- _____ 9. Before adding water, smooth out all wrinkles from bottom of tub by pushing liner to tub wall. Softub 300: line up top seam of seat liner as close as possible to the edge of the seat.
- _____ 10. Add 5 cm (2 inches) of warm water (not over 38°C - 100.4°F) and work out remaining wrinkles on the bottom then continue filling.
Softub 300: Push wrinkles out in front and top of seat. Hold liner in corners of the seat until water has completely covered the seat.
- _____ 11. Fill remainder of Softub until water is 5 cm (2 inches) above the highest jet.

- _____ 12. Check for leaks at the hose connections as the Softub is filling. If a leak is observed, stop filling, make sure the hoses are properly sealed and the hose clamps are tight.
- _____ 13. Plug the HydroMate® into a standard, grounded, three prong, 110 Volt outlet.
- _____ 14. Place the foam hose insulation between the tub and the HydroMate®. Attach the vinyl cover around the foam and fasten with the velcro tabs.
- _____ 15. Treat and test the water in accordance with the Water Treatment Guide.
- _____ 16. The Softub is now ready to heat to the desired temperature. Replace the bi-fold lid, close the air control and adjust the temperature to the desired setting. The water temperature will rise at about 1°F to 2°F per hour, depending on the model. The Softub will run until the water reaches the set temperature. You should then fine-tune the dial setting, with the **▲** or **▼** button, until the preferred temperature is reached.

It is the responsibility of the tub owner to make sure the above installation conditions are met as well as to follow the safety and warning instructions. Softub Canada is not responsible for any damage, which may result from water spillage, excessive humidity or structural loading. Please take all precautions necessary to ensure years of joyful use of your Softub.

OPERATION

Temperature Setting

Push **▲** or **▼** button to set temperature, pushing **▲** or **▼** will adjust the temperature to the setting you desire. After selecting the desired temperature, the LED display will revert back to actual water temperature after 5 seconds.

Whenever the HydroMate® is running and has been running for at least 2 minutes, the actual water temperature will be displayed in the LED display. If the HydroMate® is not running the display will show “P” to indicate that the actual water temperature cannot be calculated at this time. In order to display the actual temperature when “P” is displayed, press the “JETS” button and wait approximately 30 seconds for the actual water temperature to display.

Jets Operation

When the tub water is at the set temperature, the jets will not be on. If you wish to use the tub with the jets feature, pressing the “JETS” button on the control panel activates a 20 minute timer. This turns the jets on for a 20-minute period; to stop within that 20-minute period, press the “JETS” button again.

NOTE: If after 20 minutes the water temperature has dropped below the set temperature, the pump will switch to HEAT mode and continue running to bring the water temperature up to desired temperature.

Filtration

The tub automatically runs if it determines that it requires filtration. When the tub is running in the filtration cycle, the filter icon will glow. The digital controls are set to run two 15 minute filtration cycles in a 24 hour period. These will run every 12 hours and are set when the hot tub is first plugged in. The filtration cycle will only run if there has been no heat call in the prior 12 hours. If there has been a heat call, the filtration cycle will be skipped.

Ground Fault Circuit Interrupter (GFCI)

The Softub cord is fitted with a ground fault circuit interrupter (GFCI), a very important safety feature. The GFCI shuts off the electricity immediately if there is a short in the cord or HydroMate®. This plug fits conventional 110 Volt outlets found in homes. It is recommended that the GFCI be tested upon each water change.

The test procedures are as follows:

1. Push the “TEST” button on the GFCI and the light on the GFCI should go off. If the light fails to go out, **DO NOT USE YOUR SOFTUB. CALL YOUR DEALER OR SERVICE CENTRE FOR INSTRUCTIONS.**
2. If the GFCI tests okay, firmly push the “RESET” button and the HydroMate® should resume power. If “RESET” button fails to reset properly or if power does not return to the HydroMate®, **DO NOT USE YOUR SOFTUB. CALL YOUR DEALER OR SERVICE CENTRE FOR INSTRUCTIONS.**
3. If the GFCI trips by itself at any time, firmly press the “RESET” button and perform the above tests. If this happens more than once, **DO NOT USE YOUR SOFTUB. CALL YOUR DEALER OR SERVICE CENTRE FOR INSTRUCTIONS.**

Ozone (if equipped with optional ozone)

Ozone is a gas that is used as an aid to the sanitizer in the water. Ozone helps to oxidize any contaminants in the water. The tub automatically cycles ozone into the water for 1 hour of every 2nd heat call as well as during a filtration cycle, should one be deemed necessary. The ozone is controlled by a solenoid that automatically opens and closes an air pathway to the body of water. In the event of a manual activation (depression of the jets button) the ozone is automatically turned off and will not run until the next heat call or filtration cycle. This prevents the immediate contact with ozone as well as delaying the automatic opening of the air control, which leaves the control of the air to the discretion of the user.

Air Control

The main air control valve (grey knob w\ handle) is located in the center of the control panel of the HydroMate®. To open the air control, rotate the knob counter-clockwise one quarter of a turn. To close the air control, rotate the knob clockwise. Each jet can be individually directed by rotating the head of the jet. After using your Softub the air control should be turned off to prevent cooler outside air from entering the water and prolonging the heat up time.

Multi-Color LED Underwater Lighting

Some Softubs come equipped with the multi-color LED lighting. This optional light offers several different lighting effects for your tub.

The unit operates in the following manner:

Depressing the LIGHT button turns the light on in the same mode it was last in. For example: if the light was white when it was shut off, it will be white when it is next turned on.

If the light is turned off then back on within 10 seconds, it advances to the next mode. For example: if the light is white, is turned off and the back on within 10 seconds it will come back on in a different colour. Turning it off and back on again within 10 seconds will now advance the mode to the next colour, and so on.

OPERATION MODES

Standard Mode

This mode is the default operating mode when first plugged in. The on & off cycling is thermostatically controlled automatically by the HydroMate® unit's SMARTCHIP™. As the water temperature naturally cools 2-3 degrees the temperature sensor will activate the HydroMate® pump to reheat the water to the desired temperature.

Overnight Mode When this mode is selected the unit will not operate for a heat call or filter cycle during the twelve hours following mode activation. This will repeat daily. When in this mode the unit will operate normally for 12 hours and standby for 12 hours. The unit must be up to the desired temperature on the LED display (ex:104°F) before initializing this setting.



To enter this mode, Press and hold the **Light** button, **Jets** button & the **Λ** button together for 10 seconds, 12 will display on the control panel for 5 seconds to let you know that you have entered this mode. The heat and filter LED's will flash twice every 15 seconds to alert you that this mode is activated. The unit will not cycle on for twelve hours after entering this mode. The following 12 hours the unit will cycle when needed to filter/heat the water.

Economy Mode When this mode is activated the HydroMate® will turn on once per day to filter and heat the tub to the desired temperature. This operation will repeat daily at the same time. This will take place at the time of day that this mode was 1st initialized. The unit must be up to the desired temperature on the LED display (ex:104°F) before initializing this setting.



To enter this mode, Press and hold the **LIGHT** button and the **Λ** button together for 10 seconds, 24 will display on the control panel for 5 seconds to let you know that you have entered this mode. The filter LED light will flash once every 10 seconds to alert you that this mode is activated. When this mode is selected the unit will cycle once per day to filter/heat water. This cycle will occur at the same time each day this mode was activated.

NOTE: All modes can be reset/stopped if the HydroMate® is unplugged for 15 seconds. After a power reset, optional mode will need be re-programmed.

Display Codes

- **IPS – Insufficient Power Supply** - The supplied power is insufficient and the HydroMate® has turned off to protect the internal electronic components.
- **P – Purge** - A “P” will be displayed when the pump is not on, to indicate that the water near the temperature sensors must be purged to get an accurate reading of the water temperature.
- **P01** - This code indicates temperature sensor has not seen a change in temperature while the pump is running of 1 degree over a period of 4 hours.

Note: Unplugging the HydroMate® for 10 seconds will reset/remove the error code and unit should run as desired. Any special settings will need to be re-programmed.

SOFTUB MAINTENANCE

WATER TREATMENT SAFETY WARNINGS

- Read product labels carefully prior to use.
- Always test water before adding water treatment products.
- When diluting, always add water treatment products to water - do not add water to water treatment products. Dry water treatment products should be dissolved prior to adding them in the Softub.
- Always store water treatment products according to the direction on the label. All water treatment products should be stored in a cool, dry and well-ventilated area where the average daily temperature does not exceed 32°C (89.6°F). Keep storage area clean of debris such as rags, newspapers and combustible materials.
- Always have the water circulating and air control turned off in the Softub when adding water treatment products. Add water treatment products to the hot tub water one at a time. Allow several minutes between any new water treatment product additions using the jets to evenly distribute throughout the hot tub.
- Wait approximately 30 minutes after adding water treatment products to the hot tub before closing up your bi-fold cover.
- Floating dispensers should never be used. They can bleach the liner and underside of the cover by over-concentration and lowering the pH.
- Do not use gas chlorination, ionizers, scents, salts or soaps that are not approved for use in the Softub hot tub. Consult your dealer for more information.
- There is a distinction between warm water and hot – the maximum safe temperature is 40°C (104°F). Fifteen minutes per soak is the recommended time at 40°C (104°F).
- Never use a spa or hot tub if under the influence of alcohol or drugs.
- Do not add water treatment products while the hot tub is in use.

Water Treatment Overview

Proper water treatment is of utmost importance for maximum enjoyment and prolonged life of your Softub hot tub. Proper water maintenance is essential for the health of your friends and family as well as for permitting years of trouble-free use of your Softub hot tub. This information is provided to help ensure your comfort and safety as you enjoy your Softub. In addition to important information about water treatment products and hot tub maintenance, we have featured details on the use of recommended water treatment products. Our goal is to help you get the most out of your Softub - to enjoy the fun, therapy and convenience.

Water balance is important to the overall performance of your hot tub. No hot tub's water conditions are exactly alike. The water source, location of the hot tub and frequency of use all effect the water balance. Unbalanced water can damage the equipment, make the water uncomfortable for the user, and decrease the effectiveness of the disinfectant. Total alkalinity, pH and calcium hardness must be within the correct ranges to achieve balanced water.

As an introduction to water treatment, let us point out that a hot tub is not the same as a swimming pool. Although some people think of hot tubs as miniature swimming pools the care of a hot tub differs from that of a swimming pool in several ways. Unlike a swimming pool where water chemical balance usually changes gradually, changes in chemical balance can happen almost instantly in a hot tub. Below are three factors that help demonstrate why water treatment is quite different for pools and hot tubs.

- Consider the ratios of people per litres (gallons) of water. A hot tub may be about 1/50 the size of a pool. Four people in a 1,800 litre (400 gallon) hot tub is about the same as 200 people in a typical 90,000 litre (20,000 gallon) backyard swimming pool.
- Because average water temperature in a hot tub ranges between 37°C (98.6°F) and 40°C (104°F), each person in the hot tub can perspire approximately 0.47 litres (1 pint) every 20 minutes. This elevated level of perspiration increases the demand for sanitation.
- Because hot tub water is aerated with hydro jets, the water turnover rate is very rapid. This increased water activity can cause sanitizers to dissipate quickly.

The most common water treatment problems that can damage the Softub hot tub are:

1. **Improper pH management** - Too low a pH level will result in excessive wrinkles, damage to the vinyl liner and corrosion in the motor unit.
2. **Not removing the lid and pump not running when adding water treatment products** - Leave the lid off and the water circulating for at least 30 minutes after adding chemicals.
3. **Use of improper chemicals** - Sodium dichlor is the recommend type of sanitizer. Sodium dichlor dissolves easily and has a neutral pH, which minimizes the effect that the addition of a sanitizer has on pH balance. Trichlor compounds are not recommended because they have a very low pH, are very strong and difficult to dissolve. Granules of this chemical may cause damage to the vinyl. High chlorine or bromine levels can damage the vinyl and pose health risks. Floating dispensers are not recommended because of the potential of high chemical concentrations. Use of Trichlor and floating dispensers will void the warranty on your liner.

4. **Over- Sanitizing** – Over use of chlorine/bromine can potentially cause the liner to shrink and harden. Not over sanitizing is key for liner longevity.
5. **Not maintaining the water chemistry** - The water chemistry in your tub should be checked at least twice a week. If it is neglected and the chemistry is allowed to get out of balance, damage can be done to your liner. It is the responsibility of the owner to properly maintain the chemical balance and sanitation of the water. Softub is not responsible for any damages which result from improperly maintained water. Improper water maintenance may result in voiding the warranty. If you have any questions regarding water treatment, please contact your dealer.

Summary

When properly maintained, your Softub hot tub will last many years. The primary cause of failure is improper care of the water. A regular program of water maintenance is essential. Please consult with your Softub dealer if you have any questions.

- **Recommended Water Balance**

- | | |
|--------------------------------------|---------------------------|
| ○ Free Available Chlorine Residual : | 2 - 4 ppm |
| ○ pH | 7.2 – 7.8 ppm (ideal 7.6) |
| ○ Total Alkalinity | 80 – 120 ppm |
| ○ Calcium Hardness | 250 - 500 ppm |

Test your water chemistry after each use of the Softub hot tub, but no less than twice per week. Avoid a low pH, as this will cause unsightly wrinkles to form in the liner and could void your warranty.

- **Chemical Additions**

Empty your Softub hot tub and refill it with clean water 3-4 times per year or when it becomes cloudy and difficult to balance the chemistry of the water. **When in doubt, dump it out.**

Water Treatment Guide

Water Balance – pH, Alkalinity & Calcium Hardness

Water balance is important to the overall performance of your hot tub. No hot tub's water conditions are exactly alike. The water source, location of the hot tub and frequency of use all effect the water balance. Unbalanced water can damage the equipment, make the water uncomfortable for the user, and decrease the effectiveness of the disinfectant. Total alkalinity, pH and calcium hardness must be within the correct ranges to balance the water.

- **pH:** Simply, pH is a scale indicating whether hot tub water is basic, neutral or acidic. Hot tub water should be slightly basic with a reading of 7.2-7.8
Too low a pH (below 7.2) leads to corrosion of hot tub equipment and will irritate the skin of the bathers. Also, the sanitizer will dissipate more rapidly.
 - A low pH can be corrected by adding pH Increaser.Too high a pH (above 7.8) promotes scaling on heat exchanger tubes, creates cloudy water, calcium deposits and reduces the effectiveness of disinfecting agents.
 - A high pH can be corrected by adding pH Reducer.
- **Alkalinity:** Total alkalinity is a measure of the alkalines in the water. They act as pH buffer (stabilizer) preventing large changes in the pH. The total alkalinity should be between 80-120 ppm.
A low total alkalinity causes: the pH to wander; corrosive water; disinfectants to be ineffective
 - To raise the total alkalinity, add Alka-Rise.
 - A high total alkalinity causes: cloudy water; scale formation.
 - To lower the total alkalinity, add pH Reducer.
- **Calcium Hardness:** Calcium hardness is the hardness present due to dissolved calcium. The desired range is 250 - 500 ppm
A low calcium hardness causes: corrosive water; staining of surfaces
To raise calcium hardness, add Cal Rise.
A high calcium hardness causes: scaling of heating pipes; cloudy water; staining hot tub
 - To correct this problem add Prevent II. Do not fill the hot tub with soft water!

Initial Start-up

Before adding chemicals, know your hot tub water capacity in litres or gallons.

YOUR HOT TUB CONTAINS

Softub 300 (6 person) 1137 liters

Softub 220 (4 person) 833 liters

Softub 140 (2 person) 530 liters

Scale can accumulate on hot tub surfaces and inside filters and heaters, greatly reducing their effectiveness.

Protect your hot tub equipment from scale caused by calcium deposits.

- Fill your hot tub with water and add **Prevent II** to hot tub water during filling. This establishes initial protection against staining and scaling.

Test the hot tub water and balance it as needed. Always adjust Total Alkalinity first, then pH.

- Total Alkalinity (ppm) 80 - 120
- pH 7.2 – 7.8

At this point the hot tub owner must decide which sanitizer system to use

<p>Chlorine System: After water is balanced add 1 tablespoon per 250 gallons (1000 litres) as necessary to maintain level of 3 – 5 ppm This will establish an immediate chlorine residual for disinfecting.</p>	<p>Bromine System: A. After water is balanced add 1 tablespoon per 250 gallons (1000 litres) as necessary to maintain level of 4 – 6 ppm This will establish an immediate Bromine residual for disinfection.</p>
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Chlorine & Bromine Systems

Once your Alkalinity and pH are at proper levels and to establish an initial sanitizer reading, add **Chlorinating or Brominating Granules** at a rate of 15 g (1 tablespoon) per 1,000 L (250 gals) of hot tub water. Sprinkle the granules directly into the hot tub water with the pump running and air control open. Repeat additions every 15 - 20 minutes until a consistent Free Available Chlorine (FAC) residual of 3.0 - 5.0 ppm is established. Use test strips or a reliable test kit to check sanitizer levels often.

MAINTENANCE SCHEDULE

Daily

1. Circulate the water for at least 2 hours to remove suspended particles that may exist.
2. Test for total alkalinity. Maintain the desired range of 80 – 120 ppm
3. Test pH to maintain a level of 7.2 – 7.8 ppm
4. Proceed with your appropriate disinfectant system...

Weekly

1. Test water and adjust total alkalinity and pH to be within ideal ranges.
2. Add sanitizer if necessary
3. Clean debris from suction intakes to avoid a decrease in water flow.
4. Shock water with 2 tablespoons of sanitizer or Spa Shock, leave lid off for at least 30 minutes.

Monthly

1. Clean filter with filter cleaner as per directions.

WATER TREATMENT TIPS:

- Always leave your bi-fold cover off or in half open position for at least 30 minutes when adding water treatment products.
- Always read product labels before use.
- Use regular doses of sanitizer such as 1 teaspoon/person upon exiting.
- Use 2 tablespoons of preferred sanitizer when shocking the water, once or twice a week depending on usage.
- Maintain an adequate sanitizer level at all times to kill bacteria, keep water clean and bathers safe.
- Do not over sanitize. It can void your warranty.

QUALITY WATER TREATMENT PRODUCTS

We offer a complete line of quality products to support all of our water treatment options. Softub Canada offers Sanitizers, Oxidizers, Balancers and Accessories, all formulated for maximum performance and value. Our line of water treatment products provide numerous benefits. When used as recommended, they will:

- Make the water clean, safe and feel comfortable.
- Kill bacteria, which can multiply rapidly in a hot tub.
- Protect hot tub surfaces from stains caused by metals that are often dissolved in water.
- Protect hot tub equipment from scale caused by calcium deposits. Scale can accumulate on hot tub surfaces and inside filters and heaters, greatly reducing their effectiveness.
- Maintain an adequate sanitizer level at all times to kill bacteria.

FILTRATION

A filter that is operating properly helps keep the water clean & clear by capturing hair, oils, and cosmetics that wash off when people use the hot tub. When the filter is dirty or clogged, all this debris remains in the water. Check your owner's manual for detailed information on how to remove the filter for cleaning. Typically, you should clean your filter with an approved filter cleaner every 4 - 6 weeks.

We recommend **Filter Cleaner** (Part # 1720).

Use **Spa Clear** (Part # 1730) weekly. Some particles of debris are microscopic and too small for the filter to capture. Spa Clear coagulates (groups) these tiny particles together, allowing the filter to collect them, and keep the water clear.

TUB CLEANING

If left unchecked, contaminants such as dirt, oil, and even bacteria can accumulate at the waterline, much like a bathtub ring. Regular cleaning preserves the Softub surfaces so the whole hot tub environment looks and feels clean and fresh. Use a skimmer net to remove floating debris.

Emptying & Refilling

NOTE: Many hot tub and hot tub manufacturers recommend the use of a Hot Tub Plumbing Cleaner such as **Whirlpool Rinse** (Part # 1705) prior to draining.

If **Whirlpool Rinse** is used, follow this procedure:

1. Remove filter cartridge.
2. Pour 250 ml of **Whirlpool Rinse** into hot tub or hot tub prior to draining.
3. Turn pump on and run for one (1) hour with air control in CLOSED position.
5. Drain Hot tub.
6. Repeat each time the hot tub is to be emptied and cleaned.

If **Whirlpool Rinse** is not used to clean the plumbing system between fillings:

1. Drain the water.
2. Clean the hot tub surfaces.
3. Refill the hot tub with fresh water.
4. Add the recommended **Softub** products.

Inner Liner Care

While empty, use a mild soap solution to wipe any soil or stains on the inner liner. Rinse thoroughly before refilling the tub. Do not use cleaning aids such as steel wool. Stiff bristle brushes, abrasive cleaners, acidic cleaners (such as citrus based cleaners) or cleaners containing harsh chemicals including bleach and ammonia.

If your liner does get a tear or puncture, contact your dealer.

Exterior Vinyl Care

The exterior of the tub, lid HydroMate® and vinyl cover are made of marine grade vinyl specifically formulated to resist UV, mildew, cracking and discoloration.

- **Cleaning**

Use a mild soap and water solution to wash the vinyl, then rinse with clean water. Avoid abrasive soaps, tools or any other solvents. Improper use of these products can void the warranty.

Use of vinyl protectants, such as those commonly found in auto parts stores can accelerate the aging of your tub, causing cracks in the vinyl that are not covered under warranty.

- **Solar Exposure**

If your Softub is located outside, we **strongly** recommend the use of the **Softub Exterior Tub Cover** (available from your dealer). This will protect the Softub from excessive direct ultra-violet (UV) exposure, keep rain water out of the tub and keep the exterior surface clean. Never cover your Softub with a transparent plastic covering of any sort as it may will cause irreparable damage to your Softub.

- **Repair**

If your exterior does get a tear or puncture, contact your dealer.

Filter Cleaning, Installation and Removal

- **You must first soak the filter collar in warm water for one to two minutes for ease of installation. Do not attempt to remove or install the filter unless the filter collar is warm. To remove, gently push sideways away from the tub wall to release the filter from filter strainer cover.** Clean your filter at least once a month or more often depending on usage. To do so, remove the filter, remove the outer sock and follow the filter cleaner packaging directions. Replace the sock and then gently snap the filter into position on either of the suction strainer covers. The filter should be replaced at least once a year.

Winterizing

If you are leaving your tub for an extended period of time, or do not plan on using it, drain your system completely. Turn the HydroMate® so that the hoses are facing down and allow all water to drain from the internal plumbing. Failure to do so may cause the water to freeze in cold climates and severely damage your unit. Ideally stored in a warm area and horizontally, never on its side.

Storing & Transporting

We recommend using a **Softub Transport Cover** or **Softub Exterior Tub Cover** to store and protect your Softub when not in use. Store the Hydromate® pump unit in an area with above freezing temperature. Before re-packing, make sure all components are completely dry and clean. The Softub and bi-fold lid must be stored flat.

IMPORTANT! Be sure nothing is placed on top of the Softub when it is stored away. Do not store empty in direct sunlight.

For transporting, a **Softub Transport Cover** is available from your Softub dealer. This cover will protect your Softub during transporting from one location to another. Ensure the Softub is securely strapped down using a strapping device of at least 2" wide. Protect the surfaces of the Softub where the straps are holding the Softub with corner strap protectors, cardboard or cloth rags.

Water Level

Always keep the water level at least 5cm (2 inches) above the top jet. This will ensure that the jets do not spray water out of the tub, as well as not overworking the motor. The lid should not float on the water when covered; this would indicate an over-filled tub.

Filling & Draining

To Fill – Preferably use warm water to fill, making sure the water temperature is not over 40°C (104°F). This will greatly reduce the time needed for the initial warm up; warm household water may be used, provided you are not using a water softening device on your household water. Softened water is considered chemically treated and causes difficulty in balancing the chemistry of the water and should not be used to fill your Softub. Fill the hot tub slowly (over a period of a few hours). This will allow your home's water heater to recover and supply enough warm water. Ensure all creases and wrinkles are smoothed out taking extra time around the seat on the Softub 300 to ensure a proper fit.

Empty and clean your Softub 3-4 times a year or when the water chemistry becomes difficult to manage. Always unplug the motor unit before draining the tub. Your tub should be drained using a garden hose as a siphon, or a submersible pump.

NOTE: When using a submersible pump, do not allow the suction end to directly contact the vinyl as this may damage the vinyl and void the warranty.

SERVICE

Your Softub has been designed with minimal service requirements. There are no user serviceable parts in the HydroMate®. **Do not** open the HydroMate® as this will void the warranty. If you have an operational problem, carefully go through the steps outlined in the trouble shooting section. If you are still having a problem, call your local Softub dealer.

WATER TREATMENT TROUBLE SHOOTING

Problem	Possible Cause	Solution
Cloudy Water	<ul style="list-style-type: none"> a) Organic contaminants build-up b) Suspended particles c) High pH d) Total alkalinity too high e) Hardness too high f) Poor filtration g) High dissolved solids 	<ul style="list-style-type: none"> a) Shock treatment with Spa-Shock b) Add pH reducer until pH level reads 7.2 – 7.8 c) Add pH reducer, adjust total alkalinity to 80 - 120 p.p.m d) Dirty filter e) Empty hot tub and refill f) Add Ultra-Spa and circulate the water for 60 minutes.
Coloured Water	<ul style="list-style-type: none"> a) Dissolved copper, iron and other metals from source water or equipment b) Algae c) Fragrance 	<ul style="list-style-type: none"> a) Use Prevent II b) Stop the use of fragrances
Foaming	<ul style="list-style-type: none"> a) High concentration of oils and organic contaminants being agitated by jets b) Soft water 	<ul style="list-style-type: none"> a) Squirt Defoamer on foam or add Descummer. b) Add Cal-Rise until hardness is 250 – 500 p.p.m
Scale Deposits	<ul style="list-style-type: none"> a) High calcium level, high pH, high alkalinity 	<ul style="list-style-type: none"> a) Drain partially, add Prevent II, correct pH level to 7.2 – 7.8 and alkalinity to 80 – 120 p.p.m
Odour	<ul style="list-style-type: none"> a) High level of organic contaminants causing combined chlorine 	<ul style="list-style-type: none"> a) Shock with Spa Shock, add Descummer b) Add Ultra-Spa
Eye\Skin Irritation	<ul style="list-style-type: none"> a) Low pH b) Combined chlorine due to high concentration of organic contaminants 	<ul style="list-style-type: none"> a) Add pH Booster until level is 7.2 – 7.8 b) Shock with Spa Shock, add Chlorine or Bromine
No Chlorine/ Bromine Reading	<ul style="list-style-type: none"> a) High concentration of organic contaminants using up sanitizers b) Test reagents may be ineffective c) Test strips have expired or been exposed to moisture. 	<ul style="list-style-type: none"> a) Add sanitizers until levels are up to recommended range. b) Replace at least once a year, keep cool and out of sunlight. c) Replace test strips

GENERAL TROUBLE SHOOTING

Problem	Possible Cause	Solution
The tub is connected but nothing is working.	No power or a lack of power to the outlet the Softub is being plugged into.	Consult an electrician to check and or repair the circuit in question.
Tub will not heat up to desired operating temperature.	The environment is not right for the tub to heat properly.	<ol style="list-style-type: none"> 1. Make sure to turn off air control valves completely (no air bubbles in jets). 2. Fit bi-fold lid onto tub. (securely with straps provided) 3. Set temperature to 40°C (104°F) and allow HydroMate® to cycle several times until thermostat control shuts off.
The letters "IPS" are flashing in temp display window on control panel.	The tub is connected to an "Insufficient Power Supply" and has deliberately turned itself off.	<ol style="list-style-type: none"> 1. Make sure the unit is plugged into a 110 Volt outlet. 2. Make sure there is no household extension cords plugged into the unit. 3. If there is a temporary brown-out of low-voltage situation from the power company (ie. windstorm, thunderstorm, earthquake or other reason for power irregularities) unplug the tub and wait for the power to be fully restored. Be careful during extreme low temperatures to protect the unit from freezing. 4. If no large-scale power delivery problem is present, check the installation to ensure that an extension cord is not being used. If one is, eliminate the extension cord. 5. Ensure that the tub connection is good and has not been compromised. 6. Check for the other appliances or equipment on the same circuit that may be causing a drain on the supplied power. Either isolate the tub power supply by connecting the other equipment to another circuit or connect the tub to a different, isolated circuit.

<p>The LED temperature display is flashing.</p>	<p>The water is too hot or there is a fault in the control system.</p>	<ol style="list-style-type: none"> 1. Allow the water temperature to drop below 38°C (100°F). 2. If light still flashes, contact your Softub dealer for service.
<p>No LED temperature display.</p>	<p>Loss of power at wall outlet or HydroMate®.</p>	<ol style="list-style-type: none"> 1. Make sure that the unit is plugged into a 110 Volt outlet. 2. Test GFCI on the power supply cord. See instructions on page 9. 3. Check the power at the outlet using a 110 Volt appliance such as a lamp or hair dryer. 4. If the GFCI is not functioning and there is power to the outlet, contact your Softub dealer for service. 5. If the above happens repeatedly or the HydroMate® does not reset, contact your Softub dealer for service.
<p>Cannot activate the jets.</p>	<p>There is a low voltage problem or a mechanical problem in the HydroMate® or GFCI.</p>	<ol style="list-style-type: none"> 1. Check that the LED temperature display on the control panel is on. If the lights are on: 2. Press the "JETS" button, if the HydroMate® comes on, the water in the tub has reached its set point temperature. 3. If the HydroMate® still does not turn on advance the temperature to 40°C (104°F). If the "HEATING" light is on and the pump is not running, unplug the unit for a few hours then repeat #1. If the HydroMate® still fails to start, disconnect the HydroMate® and contact your Softub dealer for service.
<p>Can't shut off the air at the jet.</p>	<p>Air control valve is not fully shut or is obstructed</p>	<ol style="list-style-type: none"> 1. Turn air control on and off several times. 2. If the air still doesn't stop contact your Softub dealer for service.
<p>Weak jets.</p>	<p>Air or a solid obstruction in the plumbing. If tub was just filled, it is probably air.</p>	<ol style="list-style-type: none"> 1. Check to see that the jets are turned on. 2. Make sure water height is at least 5cm (2 inches) above the top of the uppermost jet. 3. Verify that nothing is covering the suction inlets in the tub (lower fittings). 4. Turn the jets on and off several times to clear air. 5. If all fails contact your Softub dealer for service.

<p>All jets lost power while operating.</p>	<p>Obstruction in the plumbing.</p>	<ol style="list-style-type: none"> 1. Remove filter. 2. Check to see if the suction strainers are in place and free of debris. 3. If these are clean and you still have weak jets: <ol style="list-style-type: none"> A) Unplug HydroMate®. B) Drain tub. C) Disconnect hoses. D) Separate HydroMate® from tub. E) Inspect the plumbing exposed by opening the unions for obstructions such as hair, leaves, string, plastic bags, etc. F) Clean and flush the HydroMate® with full pressure from a garden hose placed in the top hose connector of the HydroMate®. 4. If no obstructions were found and there is still no power, debris is probably lodged inside the pump. Contact your Softub dealer for service.
<p>Tub and/or HydroMate® leaks water.</p>	<p>A leak will typically be observed where HydroMate® attaches to the tub.</p>	<ol style="list-style-type: none"> 1. Dry the area. 2. Check that hose clamps are tight. 3. Identify origin of leaking water. <ol style="list-style-type: none"> A) Check tub for water at bottom hose connection or around the bottom edge of tub. B) Check the HydroMate® for water at HydroMate® side of hose connection or under the HydroMate®. 4. Most tub leaks can be easily patched with a Softub vinyl repair kit available from your dealer (see instructions on repair kit). 5. A leaking HydroMate® should be returned to your dealer. Unplug, drain tub and contact your Softub dealer.

TUB SQUEEZING

We have designed the Softub to be completely portable in every way possible. Because of its large diameter it would be next to impossible to roll it down the stairs and into your basement. Therefore, we have developed a different method so that you can get it into your basement. Please contact your Softub dealer for instructions on how to properly “squeeze” your tub.

Softub Specifications

CAPACITY		140	220	300
Seating:		1-2 People	1-4 people	1-6 people
Water:		530 litres	833 litres	1,137 litres
Dead weight floor:		495 kg\ per m	495 kg\ per m	618 kg\per m
TUB				
Classic:		N/A	5 jets	7 jets
Prestige:		4 jets	5 jets	7 jets
Outer Diameter:		150 cm (62")	180 cm (72")	198 cm (78")
Inner Diameter:		127 cm (50")	152 cm (60")	168 cm (65")
Tub (empty):		20 kg	30 kg	39 kg
Tub (filled):		544 kg	816 kg	1361 kg
Bi-fold Lid:		7.5 kg	10 kg	11 kg
HYDROMATE®		1.5 HP, Single phase, 115 volts, 60 HZ, 15 amps – standard on ALL Softubs.		
Outer Diameter:		46 cm	46 cm	46 cm
Height:		58 cm	58 cm	58 cm
Weight:		18 kg	18 kg	18 kg

All sizes approximate. Specifications subject to change without notice.

5 YEAR LIMITED WARRANTY

Softub Canada warrants the Softub to be free of defects in materials and workmanship for three to five (3-5) full years (depending on model, Classic or Prestige*) from date of purchase. Any repairs required will be at the following costs to the customers. Classic model is warranted for a period of 3 years.

PRESTIGE Model Tub, Bi-fold lid and Vinyl

1st Year	No charge - parts or labour
2nd – 5th Year	\$250.00 deductible

PRESTIGE Model HydroMate®

1st Year	No charge - parts or labour
2nd Year	\$125.00 deductible
3rd- 5th Year	\$250 deductible

EXTENT OF WARRANTY

This warranty extends only to the original retail purchaser of the Softub and terminates upon transfer of ownership. It does not extend to commercial, institutional or rental use or installation. The Softub must be purchased and installed within Canada within one year of manufacturer date. All repair work is guaranteed for a period of 90 days when performed by an Authorized Softub Dealer or Softub Canada. All deductibles are per occurrence and per unit. In the event of any malfunction or defect covered under the terms of this limited warranty.

A) Contact the Authorized Softub Service Centre (selling dealer) in your area. There will be no charge for the parts or labour to repair the Softub or its components during the first year of warranty. In some cases, reasonable repair person travel charges may be assessed (by the servicing agent) if you live beyond the normal servicing area of the Authorized Service Agent.

B) Contact Softub Canada for repair or replacement of defective component(s). There will be no charge for the parts or labour to repair the Softub or its component(s) during the first year of warranty. Any applicable freight charges for the shipment and/or return of the component(s) to Softub Canada and/or servicing dealer is the responsibility of the customer.

Softub Canada maintains a list of approved chemicals and accessories and reserves the right to withhold warranty benefits for damage caused by chemicals or accessories not included on this approved list.

ACTS INVALIDATING WARRANTY

This warranty is void if the Softub has been altered, misused, abused or has been repaired by an unauthorized person. Misuse shall include operation or maintenance of the Softub in deviation to the published instructions. The following acts will invalidate the warranty. Operating the tub without water or with improper water level, filling or operating with a water temperature below 4°C (39.2°F) or above 41°C (105.8°F), a water pH below 7.2 or above 7.8, plugging into an extension cord, operating below 105 Volts or over 125 Volts, allowing undissolved or concentrated chemicals to lie on the vinyl surface, or leaving the Softub empty in direct sunlight (with or without packaging material). An exterior Tub Cover is highly recommended if installing your Softub outdoors. Failure to do so may cause premature permanent damage to the vinyl and other components and void warranty to those components.

Only approved water treatment and hot tub maintenance products for Softub should be used. Failure to do so will void the warranty.

DISCLAIMERS

Softub Canada shall not be liable for loss of use of the Softub or other incidental or consequential damages. Under no circumstances shall Softub Canada or any of its representatives be held liable for injury to any persons or damage to any property. Some provinces do not allow 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 that vary from province to province. Specifications subject to change without notice.

The CLASSIC Model Softub hot tub comes with a three year warranty in that the first 3 years are in accordance with the above 5 year warranty for a three year period only.

**WARRANTY CARD MUST BE FILLED OUT AND RETURNED
WITHIN 30 DAYS TO VALIDATE WARRANTY**