



Softub[®]

Owner's Guide

CAUTION

When installing the Softub® hot tub indoors, use care to install in areas that can withstand exposure to water. See pages 7, 8 & 9.

WARNING

Findings in the “Journal of the American Medical Association” show that women who are planning a pregnancy or are experiencing the first months of pregnancy should avoid hot tubs and saunas. Please consult your physician before using the Softub if you are pregnant or think you may be.



Escape...Relax...and Step Into Softness™, as you have now become a proud owner of one of the world's most energy efficient and comfortable portable hot tubs. Your Softub's patented design is the product of more than 20 years of research and development. Our commitment to improve and enhance the features and benefits of Softub will continue for years to come.

Your Softub has been designed for ease of use and operation. Please take a moment to learn about how to care for it, as simple instructions are covered in the latter pages of this manual. Proper installation and maintenance is important to ensure many years of trouble free operation.

We are always interested in how your Softub has enhanced your life. We are open to your comments or suggestions, and look forward to your correspondence. Most importantly, take a moment to congratulate yourself. You have just joined the ranks of over a hundred thousand Softub users who relax and enjoy the health benefits of hydrotherapy.

Sincerely,

Softub, Inc.

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Instructions

IMPORTANT SAFETY INSTRUCTIONS

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

1. READ AND FOLLOW ALL INSTRUCTIONS

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

3. WARNING The Hydromate® must be properly bonded to the ground. A wire connector is provided under the motor unit to permit connection of a minimum No. 8 AWG (8.4mm) solid copper conductor between this point and any metal equipment, metal enclosures or electrical equipment, metal water pipe, or conduit within 5 feet (1.5m) of the unit.

4. DANGER Risk of Injury

- A. Replace damaged cord immediately.
- B. Do not bury cord.
- C. Connect to a grounded, grounding type power supply only.
- D. Do not connect to an extension cord.

5. WARNING This appliance is provided with a ground-fault circuit interrupter (GFCI) located near the end of the power cord. The GFCI must be tested before each use. With the plug connected to the power supply and with the unit operating, push the test button. The unit should stop operating. 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 receptacle until the fault has been identified and corrected.



6. DANGER - Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use the spa unless they are supervised at all times.

7. DANGER -- Risk of Injury. The suction fittings in this hot tub are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible. Never operate the hot tub if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate on the original suction fitting.

8. DANGER -- Risk of Electric Shock. Install at least 5 feet (1.5m) from all metal surfaces. A hot tub may be installed within 5 feet of metal surfaces if each metal surface is permanently connected by a minimum of No. 8 AWG (8.4mm) solid copper conductor to the wire connector under the motor unit which is provided for this purpose.

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

10. WARNING -- To reduce the risk of injury.

A. The water in a hot tub should not exceed 104° F/40° C. Water temperatures between 100° F/38° C and 104° F/40° C are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when hot tub use exceeds 10 minutes.

B. Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit hot tub water temperatures to 100° F/38° C and check with their doctor before use.

C. Before entering a hot tub the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating devices varies.

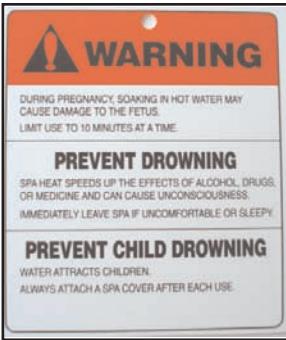
D. The use of alcohol, drugs or medication before or during hot tub use may lead to unconsciousness with the possibility of drowning.

E. Persons suffering from obesity or with medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a hot tub.

F. Persons using medication should consult a physician before using a hot tub since some medications may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.

11. SAVE THESE INSTRUCTIONS.

SAFETY SIGN



Included with this hot tub is a safety sign suitable for indoor and outdoor use. The prominent display of this sign is important to occasional users of the hot tub who should be familiar with these warnings. This sign can be easily attached using the mounting hole in the top of the sign. For additional copies of this sign, contact your local dealer.

Manufacturer's Warning

In addition to the Safety Instructions found in the beginning of 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.

- 1. Always unplug your motor unit before draining and while filling.**
- 2. The water level must be 2" above all jets.** The jets can spray water out of the tub if the water level becomes too low. This can cause the motor unit to overheat and void the warranty.
- **3. Use only approved chemicals.** Use of non-approved chemicals could void the warranty. See page 19.
- 4. Maintain proper water pH (7.4-7.6).** The vinyl liner can be damaged by an improper pH balance.
- 5. WARNING: USING ANY TYPE OF POOL OR SPA SHOCK PRODUCT WILL VOID YOUR WARRANTY.**

6. NEVER use an extension cord to connect the motor unit to the power source. An extension cord will cause a voltage drop, which may cause damage to the pump motor and controls.

7. Do not operate without the Ground Fault Current Interrupter (GFCI) located at the end of the power cord. This safety device shuts off the power in a fraction of a second in the event of an electrical short.

8. Install the Softub only on floors or in areas that can withstand repeated exposure to water (tile, brick, etc.). Splashing, dripping, filling and draining are routine operations, which will 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.

9. Place only on surfaces that can withstand the floor loading requirements of your tub. If you do not know the rating of your floor, consult an architect or engineer before filling. *See specifications on page 24.*

10. NEVER use sharp utensils in or around the Softub. Sharp objects can puncture the vinyl.

11. Handle the motor unit gently. Avoid lifting or carrying by the plumbing assembly. Components may incur damage if dropped.

12. Do not open the motor unit or the GFCI. There are no user serviceable parts inside. Opening either component will void the warranty.

13. Pets should be kept away from the Softub to avoid damage.

14. Findings in the “Journal of the American Medical Association” show that women who are planning a pregnancy or who are experiencing the first months of pregnancy should avoid hot tubs and spas. Consult your physician before using the Softub if you are or may be pregnant.

15. Prolonged immersion in hot water may induce hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperatures of 98.6° F. Symptoms of hyperthermia include dizziness, lethargy, drowsiness and fainting. Effects of hyperthermia include failure to perceive heat, failure to recognize the need to exit the hot tub, unawareness of impending hazard, fetal damage in pregnant women, physical inability to exit the hot tub, and unconsciousness resulting in the danger of drowning.

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

16. Do not fill the Softub through any water-softening device as this could damage the liner.

Installation Instructions

All units supplied as a cord-connected spa with pump and spa-side controls. Some units have included a lighting fixture. All units include a GFCI (Ground Fault Circuit Interrupter) that is attached to the cord.

SITE SELECTION

Before selecting a site, please be sure and read the Safety Instructions, Manufacturer’s Warnings, and relevant Indoor and Outdoor Installation 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 (see specifications on page 24 for loading capacity).



B. Drainage: Do not place the motor unit 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 end of the power cord. The 110-volt GFCI and the outlet it is plugged into should be protected from extreme weather, landscape sprinklers, and accidental spills.

A pressure wire connector is provided in the underside of the motor unit to permit connection of a minimum No. 8 AWG (8.4mm) solid copper bonding conductor between this point and any metal equipment, metal enclosures or electrical equipment, metal water pipe or conduit, within 5 feet (1.5m) of the unit as needed to comply with local requirements.



Your Softub has been carefully engineered to provide maximum safety against electrical shock. Installation must be within 10 feet of a three-wire grounded outlet with an isolated power supply of 15 amps (110-120 volts). The outlet should be a minimum of 5 feet from the spa. Connecting the Softub to an improperly wired circuit, or using an extension cord, may cause damage to the motor unit that is not covered under warranty.

D. Location: Choose a location that is not susceptible to infestation. This will help to protect against ants, termites or any other type of burrowing insect as well as field mice and rats from inhabiting the foam. Such an occurrence may cause damage to your Softub and is not covered under warranty.

OUTDOOR INSTALLATION

You may place the Softub on any smooth surface (tile, concrete, wood, brick or sand). Verify there are no sharp objects under the tub prior to set-up. It is suggested you do not place the Softub in an area where dirt and debris may be tracked into the tub. Check your local codes for restrictions (i.e. childproof gates).

Your dealer may offer a variety of accessories. These include gazebos, spa enclosures, and decks. A solid foundation is mandatory to ensure stability of the structure or deck.

For easier maintenance, improved energy efficiency, better cleanliness and to prolong the life of your Softub, we recommend the use of a special-made protective cover, available at your dealer.

INDOOR INSTALLATION

Water splashing on the floor during use may cause a walking hazard and/or structural damage unless good drainage is provided. The use of a catch basin capable of holding the tub's capacity of water is recommended as a safeguard in the event of a major spill. Proper building material must be used in the area surrounding and beneath the tub. Take into consideration the room humidity, which will exist due to high temperatures. Providing natural or forced ventilation in the room will help maintain comfort and minimize moisture damage to the surrounding environment.



Set-Up Checklist

__1. Your hot tub comes with safety straps, be sure to put them under the tub prior to filling, laying them in an “x” fashion and setting the hot tub on top of the straps. Make sure the straps are straight and the hot tub is placed on a level surface.

__2. Put the lid on the hot tub and test the straps to make sure that you are able to fasten them properly.

__3. Set the motor unit beside the Softub on the same level surface. Align the hoses from the motor unit with the fitting on the tub. **DO NOT PLUG IN THE UNIT.**

__4. Take the three hose clamps (found in the accessory bag that came in the tub) and place them over the hoses on the motor unit.

__5. Push the motor unit towards the tub while guiding the hoses over the tub fittings. *Hint: start with the air hose (smallest) first.* Continue pushing until the end of the hose covers $\frac{1}{4}$ inch of the black tub fitting.

__6. Slide the clamps towards the tub. Allow about $\frac{3}{4}$ inch of hose to show. Tighten the clamps. *Hint: Make sure not to over tighten—just make them snug. You can always tighten more if the hose begins to leak while filling.*

__7. With the motor now connected, make sure the tub is placed where you want it to be. Remember to leave room for a deck surround or steps.

__8. If your filter is not installed on one of the suction covers, soak the filter connector in lukewarm water for two minutes (this makes the filter easy to install). After soaking in warm water, snap the filter over the fitting in the tub. (See filter information, page 17)

__9. Turn on the hose and allow the water to run into the grass or a garden for a few minutes. This will rinse the inside of the hose of any bacteria or algae (Both grow in stagnant water left in the hose when not being used and could introduce contaminants to the tub). **CAUTION: Make sure not to fill the Softub with soft water.**

__10. Make sure any wrinkles in the liner are smoothed out and add

about 1-2 inches of water. Stop filling, add one tablespoon of chlorine from your water treatment kit. *Hint: Now is a good time to get out any remaining wrinkles. For those who have a 300+ with a seat, you will need to stop filling again when the water is 1-2 inches above the seat to smooth any wrinkles.*

__11. To smooth out wrinkles, press on the wrinkle and move the material outward. Pulling on the liner and tucking it into the corner edge also helps to eliminate the wrinkles. When all wrinkles are removed, continue to fill until water level is about 2 inches above the highest jet.

__12. As the tub fills, check your three hose clamp connections for leaks. *Hint: If you see a leak, don't panic. Turn off water and tighten the clamps until they stop leaking.*

__13. Plug the unit into a grounded, three-hole 110-120 volt outlet with isolated power supply of 15 amps. The light on your plug will light up, and in 10 seconds, your pump will start.

__14. Get the foam insulation piece from the accessory package and place it between the motor unit and the tub. Now cover the foam with the vinyl cover and Velcro at the bottom.

__15. Open your water treatment kit and follow the recommendations to treat and test your water.

__16. **Congratulations!** Your Softub is now ready to heat to your desired temperature. Push the plus (+) button to make the water hotter or the minus (-) button to lower the water temperature. Set the temperature where you will be most comfortable.

Hint: The tub will heat faster if you turn off the air control (fewer bubbles) - it's the handle on top of the motor unit, and cover the tub with the lid. The water temperature will rise at about 1 - 2 degrees F per hour, depending on the model. The Softub will turn off after the water reaches the set temperature. See TEMPERATURE SETTING, page 12, to adjust temperature.

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, Inc. 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

Your Softub Hydromate System has been designed to be simple to operate and maintain.



TEMPERATURE SETTING

By experimenting with different settings on the control panel, you will find the temperature most comfortable for you. The thermostat will automatically turn the tub on and off as the temperature falls below, then reaches, the set temperature to maintain the

water temperature you have selected, twenty four hours a day. We do not recommend operating the tub over 104° F/40° C.

JETS

When the water is at the set temperature, the jets will not be on. If you wish to use the tub, the JETS button on the control panel activates a timer that overrides the temperature you have selected. This turns the jets on for a 15 minute period. If you want the jets to stop within that 15 minute period, press the jets button again. During use (lid off and air valve open), the water temperature usually drops enough to allow the thermostat to keep the motor unit running after the 15 minute period. If the motor stops after 15 minutes the jets button may be pressed again to keep the motor unit running.

FILTRATION

Softub's patented filtration programming 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 spa 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, saving you money.

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. Softub's patented ozone system automatically cycles ozone into the water for the first 15 minutes of every heat call as well as during a filtration cycle, should one be deemed necessary. Additionally, the ozone will run for 1 hour duration during the next filtration or heat cycles after the usage of the tub. 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 is located on the control panel of the motor unit. To open the air control, rotate the knob counter-clock-wise one quarter of a turn. To close the air control, rotate the knob clockwise. Each jet can also be individually directed by rotating the head of the jet.

See your Softub Dealer for optional jets which can customize your Softub.

COMBINATION LOCK

Your Softub features a patented combination lock located at the end of the fastening straps with the lock preset to open at 0-0.

To reset the combination to your own number, first open the buckle, use a small tipped object (e.g. ball-point pen) to press in the reset button. Next, rotate the dial to your desired number while keeping the reset button depressed. Finally, release the reset button, repeat process on the other side of the lock.



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 in a fraction of a second if there is a short in the cord or the motor unit. This plug fits conventional 110-volt outlets found in most homes. It is recommended that the GFCI be tested prior to each use. The test procedures are as follows:

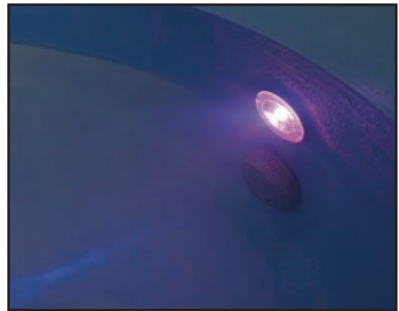
A. Push the TEST button on the GFCI. The light on the GFCI and the light(s) on the control panel should go out. If any of the lights fail to go out, **DO NOT USE THE SOFTUB. UNPLUG THE UNIT AND CALL YOUR DEALER FOR INSTRUCTIONS.**

B. If the GFCI tests are okay, firmly push the RESET button back into place and the motor unit should resume power. If RESET button fails to reset properly, or if power does not return to the motor unit, **UNPLUG THE UNIT AND CALL YOUR DEALER FOR INSTRUCTIONS.**

C. If the GFCI trips by itself at any time, firmly press the RESET button back into place and perform the above tests. If this happens more than once, **UNPLUG THE UNIT AND CALL YOUR DEALER FOR INSTRUCTIONS.**

SOFTSPARKLE™ MULTI-COLOR LED LIGHT

Some Softubs come equipped with the SoftSparkle multi-color LED light. This optional light affords 10 different lighting effects for your tub. If your tub came equipped with the standard white LED light, simply depressing the light button will turn the light on and off. If your tub came equipped with the SoftSparkle LED light, the following instructions explain the light and how it operates.



Multi-color LED light - This is a 12 cluster LED RGB (red, green, blue). It has 4 red, 4 green and 4 blue LED lights. This light is programmed for 10 different light modes. They are:

- White
- Spectrum Slow Dance (slow fades through the color spectrum)
- Sunburst (yellow and orange glow)

- Blue
- Red
- Green
- Magenta Fade (pink, blue and red glow)
- Tidal Fade (blue and green glow)
- Afterburner Fade (red, orange, yellow, pink and purple glow)
- Color burst (strobe effect through color spectrum)

The unit operates in the following manner:

Depressing the light button turns the light on in the same mode it was last in. An example: if the light was white when it was shut off, it will be white when it is turned on a few days later.

If the light is turned off then back on within 10 seconds, it advances to the next mode. An example: if the light is white, is turned off and the light is turned back on within 10 seconds it will come back on in the Spectrum Slow Dance mode. Turning it off and back on again within 10 seconds will now advance the mode to the Sunburst effect.

If it is turned off for over 10 seconds, when turned back on it will be in the last mode it was in. An example: the light is blue and it is turned off. If the light is turned on in 1 minute, 30 minutes, 3 weeks, etc. the light will come back on in the blue mode.

So.... once a favorite mode is selected, just turning the light on and off when using the tub will keep it in the same mode. To advance to another mode, turn the light on and off within a 10 second time period.

Maintenance

INNER LINER

Your Softub will last many years when properly maintained. The primary cause of failure is the improper care of water. A regular program of water treatment is essential.

A. Recommended Water Balance

Free Available Chlorine Residual:	2 - 3 ppm
pH:	7.4 - 7.8 (ideal 7.6)
Total Alkalinity:	80 - 120 ppm
Calcium Hardness:	50 - 150 ppm
Total Dissolved Solids:	Below 1,500 ppm

Test your water chemistry after each use of the Softub, 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. Always maintain the recommended water balance. Operating outside of these parameters will cause unsightly wrinkles and or fading of the liner and could void your warranty.

B. Chemical Additions (See Water Treatment, pg. 19 for more information)

1. Always have the water circulating when adding chemicals. Add only one chemical at a time.
2. Floating dispensers are not recommended as they can bleach the liner by over-concentration and lower the pH.
3. Do not use gas chlorination, ionizers, scents, salts or soaps that are not approved for use in the Softub. Consult your dealer.

******WARNING: USING SHOCK WILL VOID YOUR WARRANTY.******

C. Cleanliness

Empty the Softub and refill with clean water 2-3 times per year or when it becomes cloudy and proper water chemistry does not clear it up.

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 or abrasive cleaners.

D. Repair

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

LEATHER TEX®

The exterior of the tub, lid, motor unit and vinyl cover, are made of Leather Tex which is a marine grade vinyl specifically formulated to resist mildew, cracking and discoloration.

A. 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.

B. Solar Exposure

If the Softub is located outside, we strongly recommend the use of the Softub Protective Cover (available from your dealer). This will protect the Softub from direct ultra-violet (UV) exposure, keep rain water out of the tub, and keep the surface clean. If you are placing a dark color Softub in direct sunlight, the use of a Softub Protective Cover is highly recommended to help prevent deterioration of the outer Leather Tex vinyl. Never cover your Softub with a transparent plastic covering of any sort for it will damage the tub.

C. Repair

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

FILTER CLEANING

Clean your filter at least once a month depending on usage. To do so, remove the filter in warm water, remove the outer sock and follow the directions on the bottle of the filter cleaner. Replace the sock and snap the filter into position on either of the suction covers. After pushing into place, rotate the filter until it has 1.2" of clearance between the filter and the bottom of the unit. **You must first soak the filter connector in luke warm water for one or two minutes for ease of installation. Do not attempt to remove or install the filter unless the filter connector is warm.** 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 motor unit 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 motor unit. Replace the lid on the tub.

STORING & TRANSPORTING

You may save the original shipping carton from the tub and motor unit for storing and transporting. Before re-packing, make sure all components are completely dry and clean. The tub and lid must be stored horizontally.

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

For transporting, the tub should be in its original shipping container and securely tied down. The use of a strapping device of at least 1 ½" wide is recommended. A tarp or net may be needed to spread out tension. If boxes are not available, tensions must be enough so as to prevent the Softub from floating out of the vehicle, but not so much as to cause any permanent markings on the vinyl or the foam.

WATER LEVEL

Always keep the water level at least 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

Empty and clean your Softub 2-3 times a year or when the water chemistry becomes difficult to manage. Always unplug the motor unit before draining the tub. If you pump water out of the spa, do not allow the suction end of the hose to contact the vinyl—this may damage the vinyl and void your warranty.

If the tub is located outdoors, disconnecting the motor unit from the tub will allow the spa to rapidly drain from the two ports down to about 3" of water. Indoor installations can be drained using a siphon, or a submersible pump (available from your dealer).

Always use warm/or cold water to fill, making sure the water temperature is not over 104° F/40° C. To reduce the time needed for the initial warm up, hot 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 spa slowly (over a period of a few hours). This allows your home's water heater to recover and supply enough hot water.

Water Treatment

Water Treatment is an important factor in the enjoyment of your Softub. Proper water maintenance is essential for the health of your friends and family as well as permitting years of trouble-free use of your Softub. We strongly recommend the use of Softcare Chemicals, formulated for vinyl lined spas or their exact equivalents.

The most common water chemistry problems that can damage the Softub are:

1. Improper pH management.
2. Not pre-dissolving chemicals before adding to the water.
3. Use of improper chemicals.
4. Over-Chlorinization

Too low of a pH level will result in excessive wrinkles and damage to the vinyl liner as well as corrosion in the motor unit. Use of floating dispensers are not recommended because of the potential of high chemical concentrations.

Sodium dichlor is the recommended 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 potent, 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.

It is the responsibility of the owner to properly maintain the chemical balance and sanitation of the water. Softub, Inc. 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 chemicals, please contact your dealer.

WARNING: USING SHOCK WILL VOID YOUR WARRANTY.

Service

Your Softub has been designed to minimize service requirements. There are no user serviceable parts in the motor unit or the GFCI.

DO NOT open the motor unit or the GFCI as this will void the warranty. If you have an operational problem, carefully go through the steps outlined in the trouble shooting section of this manual. If you are still having a problem, call your dealer.

Trouble Shooting

Problem: The tub is connected but nothing is working. The outlet has been tested and has 120 volts.

Cause: The outlet may be wired incorrectly. The GFCI only works if the wiring is in the proper orientation (i.e. hot-black, common/neutral-white, and ground-green or bare).

Solution: Try a different outlet and consult an electrician to repair the outlet or circuit in question.

Problem: The control panel reads “IPS” or “IP5” and the tub won’t run.

Cause: The tub is connected to an “Insufficient Power Supply” and has deliberately turned itself off.

Solution:

1. 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.
2. 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 and plug the unit directly into an acceptable outlet.
3. Ensure that the tub connection is good and has not been compromised.
4. Check for 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.

5. If all of the above does not alleviate the situation, plug the unit into another power outlet. The outlet being utilized may not have a sufficient power supply available.

Problem: The LED Temp display light is flashing.

Cause: The water is too hot, or there is a fault in the Control System.

Solution:

1. Allow the water temperature to drop below 100° F/38° C.
2. If the light still flashes, take the motor unit to your dealer

Problem: Cannot activate the jets.

Cause: There is a voltage supply problem, or a mechanical problem in the motor unit or GFCI.

Solution: Check that the LED Temp Display on the control panel is on. If the lights are on:

1. Press the JETS button, if the motor unit comes on, the water in the tub has reached its set temperature.
2. If the motor unit still does not turn on, advance temperature to 104° F/40° C. If the heating light is on and the pump is not running, unplug the unit for a few hours then repeat step one. If the motor unit still fails to start, disconnect the motor unit per instructions and take the motor unit to your dealer.

Note: if you regularly need to unplug the unit to allow the jets to operate, you are having a low voltage problem. Make sure your motor unit is not connected to an extension cord and that the circuit you are using does not have another major appliance connected to it. Poor household wiring and/or connections can cause a low voltage situation at the outlet. Make sure you have at least 110-120 volts on an isolated power supply outlet when your motor is running.

Problem: No LED Temperature Display.

Cause: Loss of power at the wall switch or the motor unit.

Solution:

1. Make sure that the unit is plugged into a 110-120 volt outlet with an isolated power supply of 15 amps.
2. Test GFCI on power supply cord. *See instructions page 14*
3. Check for 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, take the motor unit to your dealer.
5. If the GFCI is not tripping and the LED Temp. is flashing, the water is too hot. To allow the high limit to reset, let the tub cool to below 100° F/40° C then repeat #1.
6. If the above happens repeatedly or the motor unit does not reset, take the motor unit to your dealer.

Problem: Weak jets.

Cause: Air or solid obstruction in the plumbing. If the tub was just filled, it is probably air.

Solution:

1. Check to see that the jets are turned on.
2. Make sure water height is at least 2 inches above the top of the uppermost jets.
3. Verify that no plugs or other coverings are over suction inlets in the tub (lower fittings).
4. Turn the jets on and off several times to clear air.

Problem: All jets lost power while operating.

Cause: Obstruction in the plumbing.

Solution:

1. Remove filter. *See instructions on page 17.*
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:
 - A. Unplug motor unit.
 - B. Drain tub.
 - C. Disconnect hoses.
 - D. Separate motor unit from tub.
 - E. Inspect the plumbing exposed by opening the unions for blocking materials such as hair, leaves, string, plastic bags, etc.
 - F. Clean and flush the motor unit with full pressure from a garden hose placed in the top large hose connector of the motor unit.
 - G. Re-assemble and try again.
4. If no blocking objects were found and there is still no power, debris is probably lodged inside the pump. Take the motor unit to your dealer.

Problem: One jet has lost power.

Cause: The jet is closed or there is an obstruction at this jet.

Solution:

1. A solid obstruction may be present inside the jet. Remove the jet per dealer instructions, clean out and replace.

Problem: Can't shut off the air to the jets.

Cause: Air control valve is not fully shut.

Solution:

1. Turn air control on and off several times.

Problem: Tub will not heat up to desired operating temperature.

Cause: Environment is not right for tub to heat properly.

Solution:

1. To heat faster, turn off air control valves completely (no air bubbles in jets).
2. Fit lid onto the tub.
3. Set temperature to 104° F/40° C and allow the motor unit to cycle several times until the thermostat control shuts off.

Problem: Tub and/or motor unit leaks water.

Cause: Water will typically be observed where the motor unit attaches to the tub. This is called “casual moisture” from condensation.

Solution:

1. Dry the area.
2. Check that hose clamps are tight.
3. Identify origin of leaking water.
 - A. Check tub for water at tub side of bottom hose connection or around the bottom edge of tub.
 - B. Check the motor unit for water on the motor side of hose connection or under the motor unit.
4. Tub leaks should be verified by your dealer. Contact them.
5. A leaking motor unit should be taken to your dealer. Unplug, drain tub, and remove.

Problem: The air control is turning on and off on its' own during heat calls and filter cycles.

Cause: The tub is automatically adding ozone.

Solution:

1. None necessary. The tub is doing what it is designed to do.

Specifications

	Softub 140	Softub 220	Softub 330+
Capacity			
Seating:	1-2 Adults	3-4 Adults	5-6 Adults
Water:	140 Gals.	220 Gals.	300 Gals.
Tub			
Outside Dimensions:	59 in.	71 in.	78 in.
Inside Dimensions:	50 in.	60 in.	66 in.
Overall Height:	24 in.	24 in.	27 in.
Water Depth:	17 in.	18 in.	21 in.
Number of jets:	4	5	8
Motor unit			
Outside Diameter:	18 in.	18 in.	18 in.
Height:	23 in.	23 in.	23 in.
Weights			
Tub (dry):	50 lbs.	70 lbs.	75 lbs.
Lid:	15 lbs.	20 lbs.	25 lbs.
Motor unit:	45 lbs.	45 lbs.	50 lbs.
With water:	1,315 lbs.	1,972 lbs.	2,744 lbs.
Dead Weight	125 lbs. per	140 lbs. per	170 lbs. per
Floor Loading	square foot	square foot	square foot

Power Pak

All units are cord-connected, requiring a supply voltage that is single phase, 110 volt, 60 Hz and 15 amps. Each unit comes equipped with a cord mounted GFCI.

*All sizes and weights are approximate.
Specifications subject to change without notice.*

5 Year Limited Warranty

Softub, Inc. warrants the Softub to be free of defects in materials and workmanship for (5) full years from date of purchase. Any repairs required will be at the following costs to the customer.

1st - 2nd Year	No Charge
3rd - 5th Year	\$275.00 Charge Per Occurrence (Maximum)

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 the United States within one year of manufacture date. All repair work is guaranteed for a period of 90 days when performed by an Authorized Softub Dealer, or and Authorized Softub Service Center. All freight charges associated with any repair are the responsibility of the customer. The customer is responsible for getting the unit to and from the nearest dealer or service center. Any and all travel charges are the responsibility of the customer. Softub, Inc. reserves the right to repair or replace, at its discretion, any component or assembly requiring repair. Softub, Inc. reserves the right to utilize new or factory refurbished components while facilitating said repairs within the constraints of this warranty. Any repaired or replaced component carries either the aforementioned 90 day guarantee or the remainder of the 5 year limited warranty, whichever is greater.

Act 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 but not be limited to 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 40F or above 106F, a water pH below 7.4 or over 7.6, 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).

Damage resulting from chemical abuse is not covered under this warranty. Chemical abuse is defined as exposing the Softub to chemical levels outside of the recommended levels.

Disclaimers

Softub, Inc. shall not be liable for loss of use of the Softub or other incidental or consequential damages. Softub Inc. shall not be liable for acts of nature including infestation. Under no circumstances shall Softub, Inc. or any of its representatives be held liable for injury to any persons or damage to any property. Some states 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 state to state. Specifications subject to change without notice.

**The Warranty Card That Came With Your Softub, Must Be Filled Out
And Returned Within 10 Days To Validate Warranty.**



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For easy reference, please complete any missing information:

Tub Serial #: T-_____

Motor Serial #: P-_____

Dealer Contact Information:

Revision Date 10/08



www.softub.com

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