



YOUR GUIDE TO HOT TUB CARE & MAINTENANCE



SUPERIOR
WELLNESS

**Thank you for choosing
SUPERIOR WELLNESS**

We hope you are enjoying your new hot tub.

This document will help you familiarise yourself with the safe operation of your new hot tub and general maintenance and care that is required. Every effort has been made to ensure the information within this guide is accurate, however Superior Wellness reserves the right to change and update specifications or design without notification or obligation. If you have any questions about any aspect of your hot tub set up, operation or maintenance, please contact your authorised Superior Wellness partner or a member of the Superior Wellness team.

**A LIFETIME OF RELAXATION
WITH SUPERIOR WELLNESS.**



Hot Tub Care

06 – Maintenance Schedule

08 – Chemicals

14 – Cleaning

16 – Bluetooth

Filters

18 – Filter Care

20 – Filter Guide

Servicing

22 – Hot Tub Servicing

24 – Services Packages

Sustainability

26 – Sustainability

Caring for your hot tub

Maintenance schedule:

Carrying out regular maintenance is essential to keeping your hot tub working efficiently while also safeguarding the health of yourself and other hot tub users. To ensure longevity and safe use of your hot tub, we recommend following this maintenance schedule.

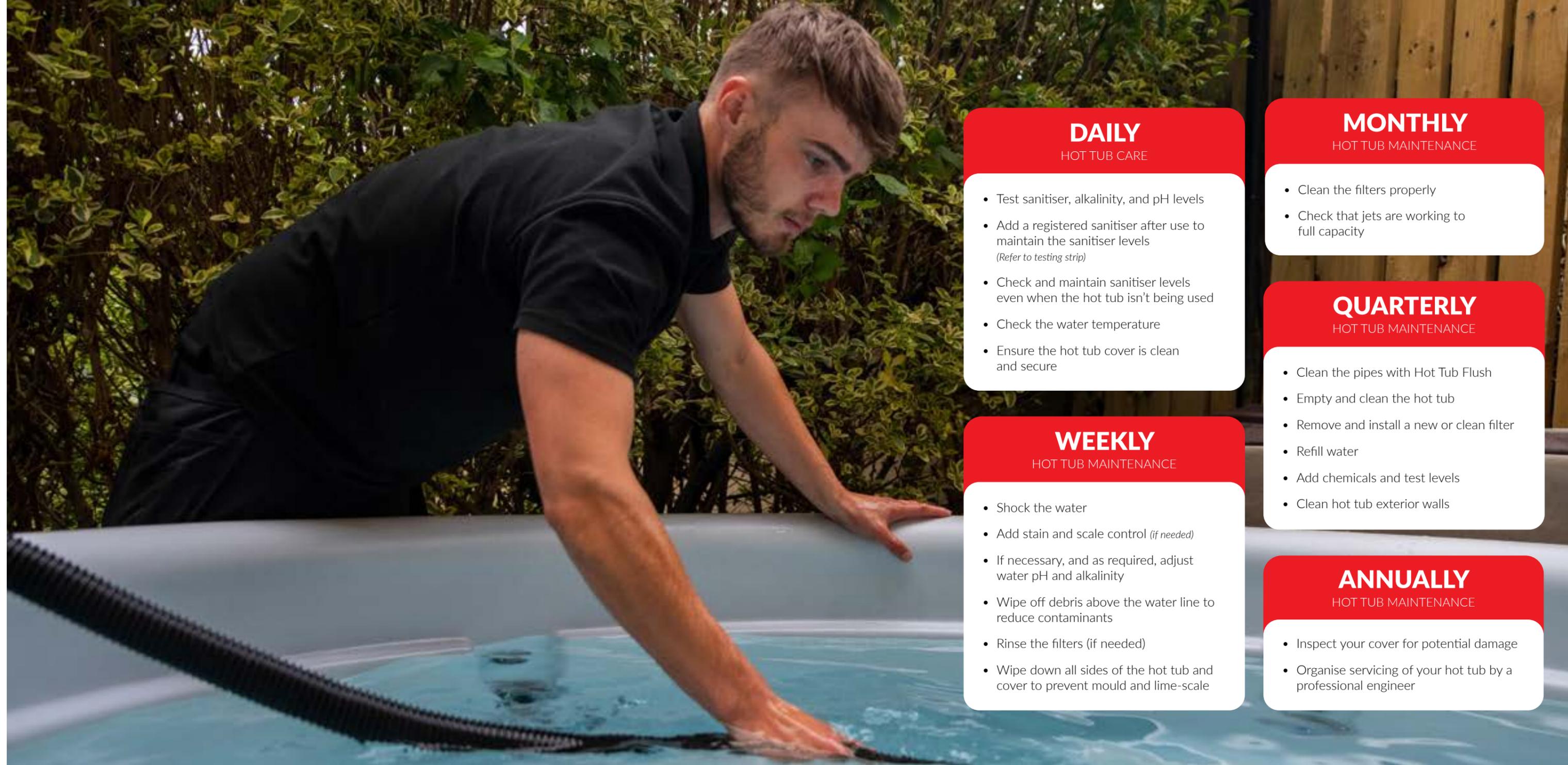
Failure to maintain your hot tub may result in your claim being void.

IMPORTANT:

If you are in a hard water area, we recommend using Stain and Scale Control weekly. If you do not know if you have hard water or not please feel free to get in contact with the team.

PLEASE NOTE:

If your hot tub has a headrest, we advise you remove the headrests when the hot tub is not in use to prolong the life of them. This is advised to ensure the chemical gases (that sit on top of the water) do not cause damage over time.



DAILY

HOT TUB CARE

- Test sanitiser, alkalinity, and pH levels
- Add a registered sanitiser after use to maintain the sanitiser levels
(Refer to testing strip)
- Check and maintain sanitiser levels even when the hot tub isn't being used
- Check the water temperature
- Ensure the hot tub cover is clean and secure

WEEKLY

HOT TUB MAINTENANCE

- Shock the water
- Add stain and scale control *(if needed)*
- If necessary, and as required, adjust water pH and alkalinity
- Wipe off debris above the water line to reduce contaminants
- Rinse the filters (if needed)
- Wipe down all sides of the hot tub and cover to prevent mould and lime-scale

MONTHLY

HOT TUB MAINTENANCE

- Clean the filters properly
- Check that jets are working to full capacity

QUARTERLY

HOT TUB MAINTENANCE

- Clean the pipes with Hot Tub Flush
- Empty and clean the hot tub
- Remove and install a new or clean filter
- Refill water
- Add chemicals and test levels
- Clean hot tub exterior walls

ANNUALLY

HOT TUB MAINTENANCE

- Inspect your cover for potential damage
- Organise servicing of your hot tub by a professional engineer

Chemicals and sanitiser

It is essential to keep your hot tub clean and clear of bacteria for a safe and pleasant bathing experience. The basic elements that go into maintaining and balancing your hot tub water are sanitiser, pH adjusters and shock treatments.

Sanitiser

Your hot tub will need to be treated with a sanitiser to control and prevent bacteria growth. There are two main sanitisers available to keep your hot tub clean; chlorine or bromine.

Chlorine

Chlorine is the most popular sanitiser choice amongst hot tub users. This is due to it being the most cost effective and fast-acting sanitiser available.

TOP TIP:

Add a sprinkling of chlorine granules each time you exit your hot tub to keep it clean and hygienic ready for your next dip. Make sure to always stir the granules in a clean beaker and fresh warm water before pouring in the hot tub.

For safety always remove your floating dispenser (if you have one) when your hot tub is in use.



IMPORTANT:

The spa needs to be above 26°C before adding chemicals or they will not work as intended.

Chlorine Granules

Chlorine can be added by pre-diluting in a container of warm water. We suggest adding chlorine in small amounts to start (unless the level is very low). Once added, leave the water for about two hours, before retesting - this will give time for the chlorine to work. If the water is very dirty then all the chlorine will be used up, and you will have another low reading. If the water is properly balanced then a chlorine residual will remain, and no more chemicals will need to be added.

Chlorine Tablets

You can also add chlorine by placing the tablets in a floating dispenser. We advise you start by adding three to four tablets and adjusting the dispenser flow as necessary. The dispenser base can be twisted to adjust the flow of water into the unit. Simply twist the base to allow water flow through one hole, two holes, three holes or four holes. There should always be tablets in the dispenser. DO NOT leave them until they are completely depleted before replacing. Re-test the water again in approximately two hours to see if the level has been raised sufficiently.



Bromine

Bromine is an alternative sanitiser to chlorine. It is slower acting, which means it takes longer to show a reading when testing, which can result in cloudy water. To use bromine tablets, simply follow the same instructions as chlorine tablets.

(Please refer to the information on page 9).

Testing your sanitiser level

To test your sanitiser level dip a test strip in the hot tub water about 12 inches/30cm under the water level. Follow the instructions on the test strip container, and compare the colour to the chart on the test strip bottle. The amount of chemical in hot tubs is usually measured in PPM, which stands for parts per million. If you are a chlorine user, please ensure you keep the chlorine level at between 3-5ppm. If using bromine, try to keep your level between 2 and 5 ppm.

Every hot tub owner uses their hot tub differently, so it is impossible to say how much sanitiser is required. Therefore, we recommend that you test your TA, PH and sanitiser level as often as possible and adjust accordingly. You may wish to reduce these checks to every few days if you find your water doesn't need adjusting that often. However, if your usage increases then return to daily checks.

IMPORTANT:

Never add water to chemicals, always add the chemicals to the water.

TOP TIP:

Hold your test strip horizontally to avoid the colours running into each other. DO NOT shake.

PH levels

The term pH is a way of describing whether your water is acidic or alkaline. The pH scale works from 0-14 with 7 being neutral. Anything below 7 is classed as acidic, and anything above 7 is considered alkaline. You must keep your pH level within the range of 7.2 to 7.8, and ideally 7.2 to 7.4 or you may experience some of the following problems highlighted below.

Common low pH problems:

- Corrosion of components
- Skin and eye irritation
- Poor sanitiser efficiency (you keep adding more sanitiser)

Common high pH levels problems:

- Scale build up
- Cloudy water
- Skin and eye irritation
- Poor sanitiser efficiency (you keep adding more sanitiser)

If the pH level is incorrect you will have problems balancing your sanitiser Level. Always adjust this prior to adding sanitiser (but never run the hot tub without sanitiser in the water). To test your pH level, dip a test strip in the water, following the instructions on the test strip container, and adjust accordingly by adding pH minus or pH plus. The goal you should aim for is a balanced pH, meaning neither the alkalinity nor acidity of the water is too high or too low.

TOP TIP:

Correct pH levels will stop scale build-up in your pipework and pumps.



Shock treatments

After choosing your choice of sanitiser, it is recommended to shock dose or oxidise your water every week with a non-chlorine shock treatment if using bromine or a chlorine shock if using chlorine. To prepare for shocking the water, turn the hot tub on to allow distribution of the shock, ensuring you turn off any air jets or aerators so the chemicals can work effectively.

Shock dosing is required to do the following:

1. Break down chloramines
2. Kill bacteria
3. Remove organic compounds

TOP TIP:

A cap full of non-chlorine shock a week will help keep your water clear.

If cloudy water appears first, you can increase the filter cycle as this will normally clear it.

Non-chlorine shock

Non-chlorine shock is a powerful, odourless oxidising agent, which works to eliminate contaminants in hot tub water. Oxidation is different to sanitisation and is the breaking down of the oils and organics in your water.

IMPORTANT:

Non-chlorine shock works with all sanitisers, but please DO NOT replace them with this. It is not a sanitiser, more a complementary chemical.

If you are using any other products, please refer back to the instruction provided with the chemicals.



Cleaning your hot tub

It is vital to clean your hot tub on a regular basis. Even if your sanitiser levels are perfect, hot tubs can still develop biofilm. Bacteria feeds on this, which ends up in your water, eating up chlorine and potentially exposing you to contaminants which long-term may cause legionnaires disease and E. coli.

Before emptying your hot tub, we recommend using pipe cleaning fluid called Spa Flush which will clean out the pipework and remove any biofilm. Once added, let the fluid circulate for around 20-30 minutes. If you see foam, don't worry - this means it's working. After the 20-30 minutes is up, you can begin emptying your hot tub (please see page 15 for information on how to empty your hot tub safely).

Whilst your hot tub is draining, we recommend using this time to clean your filter. Simply grab a bucket and fill it with warm tap water. Add some Hot Tub Filter Cleaner to the water, swirl the water slightly to dilute and then submerge the filter. Leave it to soak for 24 hours and then rinse thoroughly with fresh, clean water. You will need to let the filter air dry before placing back in the hot tub. We recommend to use a spare clean filter whilst carrying out this task

Now that your hot tub is empty, spray the shell with a Hot Tub Cleaner fluid (not household cleaning products) and use a microfibre cloth to remove any residue. Don't forget to wipe around the jets too. Rinse all surfaces and drain the rinsed water to prevent foaming when you refill your hot tub. Finally, clean the underside of the cover to protect it and prolong its life.



Draining the water

Water can only be chemically maintained for so long before excess build-up occurs and requires replacement. We recommend draining and refilling your water every three-four months. Prior to emptying, use a hot tub flush to remove any dirt, debris and loosen any calcium from the pipework – this will all be washed away with the drained water. Before you refill your hot tub and use again, we recommend using Spa Surface Cleaner to sanitise and clean the hot tub shell and surface.

To empty your hot tub safely, follow the guidance below:

- Turn off your hot tub completely at the isolation switch. If you have a Plug & Play hot tub, switch off the plug socket
- Once switched off, locate the drainage valve on your hot tub (usually positioned on one of the sides)
- Unscrew this to open it, fit a hosepipe and point the other end towards suitable drainage
- At this point, we recommend adding a submersible pump in the water with your hose close to a drain
- Once positioned, switch the submersible pump on at the main switch
- Allow your hot tub to empty (please note, it could take a couple of hours to fully drain)

TOP TIP:

We recommended you drain your hot tub using a submersible pump – this can be purchased directly with us.

Bluetooth

Connecting to your hot tub via Bluetooth has never been easier. Simply follow the instructions below to sync your hot tub to your tablet/device.

Troubleshooting

Quite often, issues with connectivity via Bluetooth is because your phone (or tablet) is already connected to, or in use with another device. Some Bluetooth devices can only connect to one other device at a time; therefore, you'll have to disrupt any current connections before you can link up.

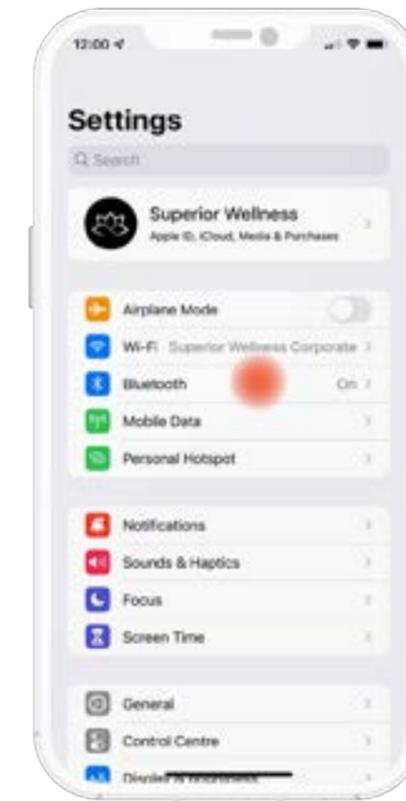
If this approach doesn't solve connectivity issues, we recommend re-establishing the Bluetooth connection by pressing 'forget this device' in settings. To reset bluetooth, the spa will need to be switched off for at least 15 minutes.

IMPORTANT:

Updates to phone software and sound systems may impact connectivity or instructions, please speak to the Superior Wellness technical team on 01246 559071, Option 3, if you need assistance.



Connecting to your device



IMPORTANT:

Make sure the devices are in range. To maintain full connectivity, make sure the devices are within at least 20 feet of each other. If you face issues with the quality of your connection, please try bringing the devices closer together.

Step 1:

Make sure the devices are turned on and ready to be connected. On your phone, tablet, or computer make sure that Bluetooth is turned on (you can do this by opening settings, clicking on the Bluetooth menu and tapping the feature on).

Step 2:

Once your device has picked up the pairing with your hot tub, you will be able to select it on the drop down menu for pairing. The name will usually appear on your device as 'JOYONWAY' and the code for your hot tub will be 2288.

Once all of these steps have been completed, your device and hot tub should be paired, ready for you to begin using this feature.

Filter care

Keeping your filters clean is vital for the safety and longevity of your hot tub. Make sure you dedicate time to cleaning your filters to help keep the water in your hot tub fresh and sanitised.

To help give you an idea of best practice for maintaining your filters, please refer to the filter maintenance schedule below:

Filter FAQs

How often should I clean my filters?

This will depend on your usage, but we recommend you clean them at least once every fortnight. Heavy usage will mean your filters clog up quicker. However, the situation is different when you fill your hot tub for the first time, or whenever you drain and refill your hot tub. In this instance, the filters may clog up within three–four days because of the small particles contained in tap water and any particles from manufacturing/transport.

What will happen if I don't clean my filters regularly enough?

Failure to clean your filters may restrict water flow causing the hot tub to automatically shut down. The following diagnostic messages may appear on your touch pad if your filters are dirty; FLO, Heater Dry, LF, DR, OHH, or -- (two lines). To confirm that the filters are the cause of the problem, remove them and run the hot tub for a few minutes to see if the message clears. If the message still does not clear, try switching the hot tub off whilst the filters are removed, and then back on again.

Please note, you MUST NOT run the hot tub without filters. If the message still appears after trying these measures, please contact a member of the Superior Wellness team to arrange a visit from a technician.

How do I clean my filters?

To clean your filters, we recommend using a hot tub filter cleaner. For optimum results, spray the filter evenly with an instant filter cleaner, wait 15 minutes and then rinse the filter with a hose. An additional recommended cleaning method is to soak the filters in a bucket overnight with a filter cleaner solution. This solution breaks down oils from the pleats and gives the filter a deep clean. Please ensure your filter is air dry before placing back into your hot tub

What filters do I need for my hot tub?

Each hot tub model is different; therefore, it is important you use the correct filter for the hot tub you've purchased. Please refer to our filter guide on page 20, or if you are still unsure contact a member of our team quoting the make and model.



TOP TIP:

Never leave your hot tub without a filter inside of it unless you have emptied the spa.

CHEMICAL RINSE WEEKLY

- Remove the filter(s) from your hot tub and rinse with clean water (either use a hose pipe or clean them in a bucket)
- Spread apart each pleat and rinse well to get rid of any dirt, hair or debris
- Spray with rapid filter cleaning spray, then leave for 20 minutes before rinsing thoroughly

TOP TIP:

It's good practice to have multiple filters. When you carry out a drain and refill of your hot tub (and a chemical soak), replace with your other filter. Alternate the filters each time you do this.

CHEMICAL SOAK QUARTERLY

- You should change your hot tub water at least every 3 months. Whilst doing this, we recommend giving your filters a thorough chemical soak
- To complete a chemical soak, you will need to use a hot tub filter cleaning chemical
- Dilute the chemical with water according to the directions on the bottle, making sure you use enough water to completely submerge the filter
- Leave the filter to rest in the solution overnight. The next day, rinse your filter well and leave to dry

FILTER REPLACEMENT 6 MONTHS

- For maximum filtration benefit and to maintain the cleanest possible water, your hot tub filter should be changed every 26 weeks
- Replacement filters can be purchased directly through Superior Wellness or your authorised Superior Wellness retailer

Filter guide



- SS01 – 152 x 210 mm
- SS02 – 125 x 338 mm
- SS03 – 142.2 x 212 mm
- SS50 – 127 x 338 mm

OEM/Vegas Range

- SS01 – 152 x 210 mm



- SS01 – 152 x 210 mm
- SS02 – 125 x 338 mm
- SSW50L – 126.6 x 370.5 mm

Astraios/Online Range

- SS01 – 152 x 210 mm
- SS04 – 152 x 193 mm



- SS01 – 152 x 210 mm
- SSW50L – 126.6 x 370.5 mm
- SSW35L – 126.6 x 263.6 mm



- 78460 – 140 x 241 mm

SS01

- Top Hole – n/a
- Bottom Hole – n/a
- Thread – 38mm course male
- Sqft – 45

SS02

- Top Hole – 54
- Bottom Hole – n/a
- Thread – n/a
- Sqft – 50

SS03

- Top Hole – n/a
- Bottom Hole – n/a
- Thread – 50mm course make
- Sqft – 18

SS04

- Top Hole – 37
- Bottom Hole – n/a
- Thread – 47mm
- Sqft – 35

SS50

- Top Hole – 54.8mm
- Bottom Hole – 54.8mm
- Thread – n/a
- Sqft – 50

SSW35L

- Top Hole – n/a
- Bottom Hole – n/a
- Thread – 43mm course male
- Sqft – 30

SSW50L

- Top Hole – n/a
- Bottom Hole – n/a
- Thread – 43mm nut
- Sqft – 50

78460

- Top Hole –
- Bottom Hole –
- Thread –
- Sqft –



SS01



SS02



SS03



SS04



SS50



SSW35L



SSW50L



78460

Hot Tub servicing

Our servicing packages are not intended to repair potential faults in your hot tub, but to deep clean, test and make your hot tub a clean and safe place to relax in.

Simply draining and re-filling your hot tub will not tackle the build-up of contaminants within the pipe work. Having your hot tub serviced at least annually will dramatically help towards keeping your hot tub an appealing place to be, giving you the peace of mind that hygiene and safety is maintained.

We advise that the best time of the year to use a hot tub is in the winter season. However, some customers shut-down their hot tubs over the winter months. It is important to note that solely draining and turning off your hot tub can result in long-term issues. We advise all customers to fully winterise a hot tub to ensure that damage arising from freezing conditions and poor weather is prevented. Winterising your hot tub correctly will give the best protection during the period your spa is shut-down.

More about your service

Prior to our technician attending the site for a service, please ensure that your hot tub is filled. This is because we will chemically treat the water to flush through the pipework. Once flushed, our technician will drain that water ready for refilling. Access to a water supply will be needed to fill the hot tub; we generally also request that a hose-pipe is available.

The labour allocation for any service will be one technician. In the event that two technicians arrive on site you will only be charged as quoted. On occasions when more than one technician visits the site this is

normally due to training or the need for more than one technician on a previous or later service during that day.

The inclusive price of any service is to undertake the listed actions stated. The standard allotted time for any service is up to 3 hours. Any significant time needed over this time may be charged for. For this reason, we ask that you inform us of any potential issues that you may feel we could benefit from knowing, such as restricted space, gazebos, decking or a location with difficult access. This information will allow us to provide you with a more detailed quotation for any non-standard works that may be required.

We will, where possible, remove and clean each jet Internal. However, due to materials deteriorating over time some jets may either be, non-removable or removal of them may cause damage. We will always do our best to avoid this and will highlight this to you. Please note, jet internals that need replacing due to deterioration will be chargeable by Superior Wellness.

To book a service please call 01246 541 208.

IMPORTANT

We will also need access to the main power switch for the hot tub; this is normally known as the RCD and is not the isolation switch located outside.



Our service package

Full service

This is the most extensive service we offer with a full comprehensive health check on your hot tub. It is made up of 30 individual checks all designed to make sure the hot tub is running at optimum capacity. We will also check the integrity of all parts and provide a digital report back on any faults found.

Valet service

It is recommended to use this service if your hot tub has been well used. This package still involves a full drain down and equipment check but not as in depth as a full service check. A digital report will also be provided highlighting any faults found while completing the service.

Shut Down

This type of service is suitable for when the hot tub is not in use for long periods of time. It is important to fully winterise a hot tub to ensure that damage arising from freezing conditions and poor weather is prevented. Winterising your hot tub correctly will give the best protection during the period your hot tub is shut down.

Shut Down

- Full Drain Down
- Removal Of All Residual Water
- Clean Cabinet & Panels
- Acrylic Waterline Cleaned
- All Pumps Seals Inspected For Signs Of Leakage



* If applicable to your hot tub

Valet Service

- Remove & Chemically Treat Filters
- Remove & Clean Headrests*
- Full Flush Treatment
- Full Drain Down
- Removal Of All Residual Water
- Clean Jet Internals
- Clean Cabinet & Panels
- Clean & UV Protect Spa Cover
- Acrylic Waterline Cleaned
- All Pumps Seals Inspected For Signs Of Leakage
- Inspection Of Heater Tube & Terminals
- Rinse & Re-fit Filters
- All Plumbing Unions Tightened
- Fresh Spa Water Replenishment
- Water Chemistry Shock Treatment
- All Pump Air Locks Removed
- Ozone Function Check
- Water Diverter Function Consistent Check*
- Complete Spa Running Function Test
- Check & Adjust Spa Time Function*

Full Service

- Remove & Chemically Treat Filters
- Remove & Clean Headrests*
- Full Flush Treatment
- Full Drain Down
- Removal Of All Residual Water
- Clean Jet Internals
- Clean Cabinet & Panels
- Clean & UV Protect Spa Cover
- Acrylic Waterline Cleaned
- Inspection Of Heater Tube & Terminals
- All Pumps Seals Inspected For Signs Of Leakage
- Installation of New Heater Tube Seals*
- Filter/Circulation Impeller Inspected
- Rinse & Re-fit Filters
- All Plumbing Unions Tightened
- Fresh Spa Water Replenishment
- Water Chemistry Shock Treatment
- All Pump Air Locks Removed
- Ozone Function Check
- Air Controller Function Check
- All Valves Checked
- Water Diverter Function Consistent Check*
- Complete Spa Running Function Test
- Check & Adjust Spa Time Function*
- Electrical Component Check
- Full Electrical Check For All Components
- Pumps
- Heater
- Blower

Sustainability

Running your hot tub efficiently

We're incredibly passionate about helping our customers run their hot tubs efficiently and save energy where possible. We've outlined some of our top tips below to help:

1. Speak with your provider about your tariff

It is good practice to give your provider a call, explaining that you have a hot tub and are keen to make sure you are receiving the best value for money based on your usage.

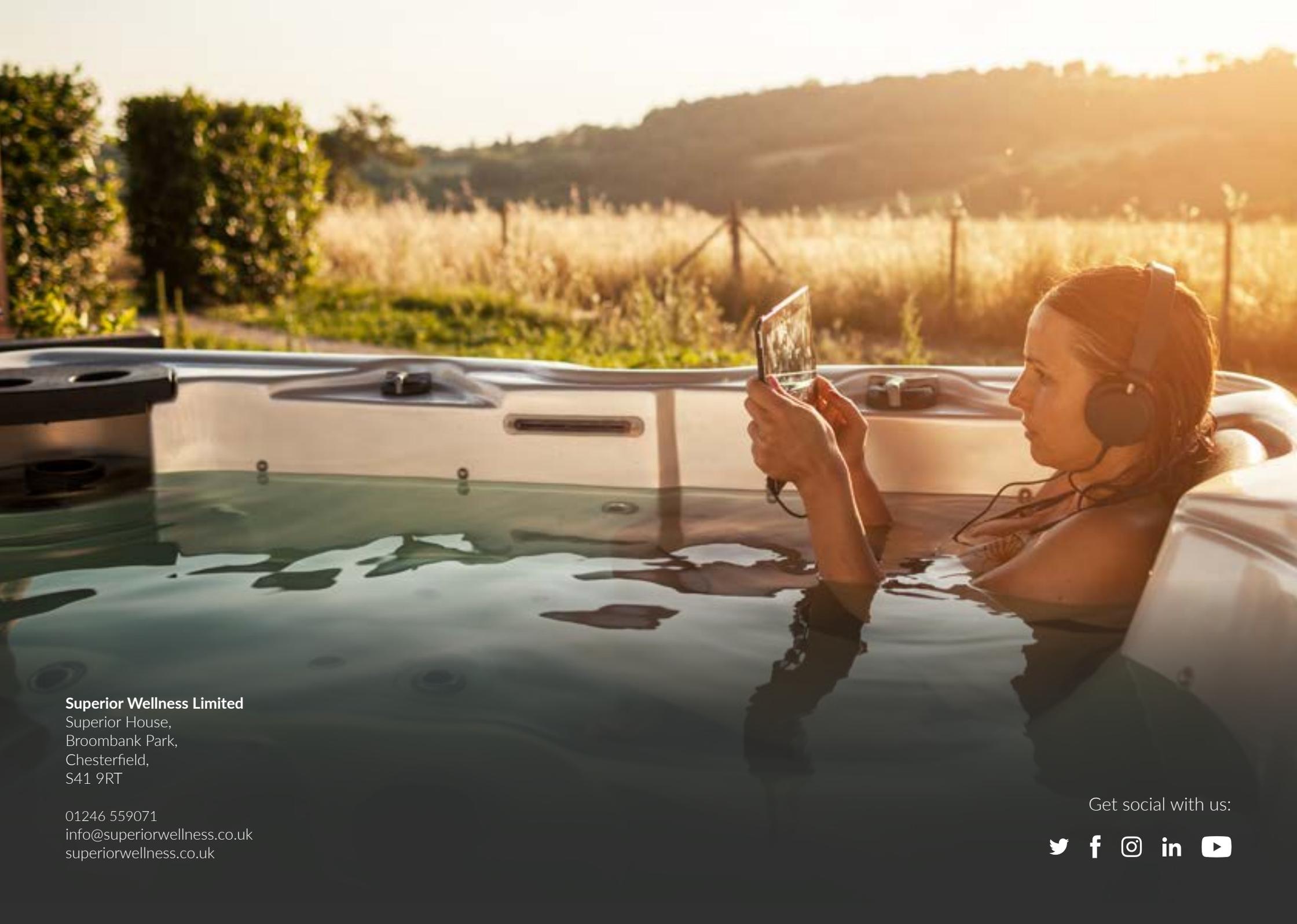
2. Set up your filter cycles

Filter cycles should run for at least 1 hour, four times a day. This can be lowered to 1 hour, twice a day, but it cannot be guaranteed the water will remain at its optimum cleanliness.

3. Hot tub positioning

If your hot tub is positioned high up on a hill, the water will be battling the wind and general outdoor weather conditions to stay at temperature. To avoid this, we recommend considering a gazebo, or Position the hot tub in a sheltered area.





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