OWNERS MANUAL

Discover a world that's yours.
Congratulations!

Thank you for purchasing your spa from us.

We're committed to high standards in design and manufacture, and produce spas that are equipped to provide many years of enjoyment.

The longevity and reliability of your spa is dependent on proper maintenance and operation therefore it is important that you read and fully understand all sections of this spa owners manual before filling your spa to avoid damage to the spa that is not covered by the manufacturers warranty.

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Every effort has been made to ensure the accuracy of information supplied within this manual however we reserve the right to modify and improve the product without notice. This may cause variations between the manual and your spa. If you have any concerns or are unclear about any of its content, please consult your spa dealer for advice.
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IMPORTANT SAFETY INFORMATION

• This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

• Children should be supervised at all times.

• In order to avoid the possibility of hyperthermia (heat stress) occurring, it is recommended that the average temperature of spa water should not exceed 40°C.

• Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in the spa.

• The appliance should be supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30mA.

• Pregnant women should consult their doctor regarding spa temperatures and use.

• Do not use the spa if you have any open wounds or skin infections. If you suffer from poor health, please consult your doctor before using the spa.

• It is necessary to take precautions during user maintenance, appropriate details are in the maintenance section of this manual.

• The ground/structure has to be capable of supporting the full weight of the filled spa and people using it.

• An adequate drainage system has to be provided to deal with overflow water and flooding.

• Always keep the cover on the spa (locked) when not in use and when the spa is empty.
**LOCATING YOUR PORTABLE SPA**

Because of the combined weight of the spa, water and users, it is extremely important that the base upon which the spa sits be smooth, level, flat and capable of supporting the weight without shifting, collapsing or being damaged. Allow a loading factor of 500kg per square metre.

Damage may be caused by not setting the spa on a hard level surface, suitable for its purpose. We recommend a concrete slab (min 100mm thick). Timber decking, pavers, cobblestones are also acceptable, provided they are constructed as detailed above. Do not place your spa directly onto grass, sand or soil.

When positioning your spa, be sure to provide good drainage away from the spa. To avoid fading, your spa should have at least some protection from the elements.

Ensure you have easy access to the equipment within the spa and unobstructed clearance around the entire perimeter of the spa so that access panels can be removed without obstruction and servicing undertaken. Failure to allow sufficient clearance may result in additional charges when servicing or general repairs are required.

For indoor locations, adequate ventilation is a must. Water evaporation from your spa will raise the room humidity level. An exhaust fan will help prevent damage and discomfort. Be sure you have a workable plan for getting the spa indoors, and for servicing accessibility.

Consult your local building authority regarding fencing requirements and building consents. Your spa comes with a lockable spa cover (fasteners supplied).

**ELECTRICAL INFORMATION**

The electrical connection/wiring must be carried out by a registered electrician, and all work must be in accordance with the local and current regulations/standards.

Before using, ensure that the spa has been connected to a suitable weather protected outlet socket, equipped with a double pole isolating switch, which is of the correct rating and complies with the local wiring regulations. When installing refer to your local wiring code. In particular refer to ECP 2 & ECP 25 (AS/NZ).

Once the appropriate cable exit point has been selected, the cable must be anchored at this point and plug fitted as per the local and current regulations/standards.

Parts containing live parts, except parts supplied with safety extra low voltage not exceeding 12V, must be inaccessible to a person in the spa. Earthed appliances must be permanently connected to fixed wiring. Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa.

**INITIAL SANITISATION**

We water test our spas for leaks at the factory. Some stale water residue from this testing may be present in the pipework therefore it is of paramount importance that you sanitise the spa prior to filling for use.

To Sanitise: Fill the spa as directed on page 12. Once the spa is full, apply shock dose or dissolved chlorine as per the manufacturers label (there is no need to heat the water to desired temperature for this process). The spa must run for approximately 4 hours with the jet pump on. To do this you will need to push the pump control regularly throughout the 4 hour period. After 4 hours drain this water, wipe the inside of the spa and refill.
1. Access Panels
2. Touch Pad
3. Acrylic Surface
4. Fibreglass Spa Shell
5. Air Blower
6. Slide/Isolation Valve
7. Massage Pump
8. CD Ozone
9. Waterproof Base
10. Controller
11. Circulation Pump
12. Drain Valve
13. Serial Plate
14. CD Ozone Mixing Chamber

1. Touch Pad
2. Fountain
3. Foot Well
4. Massage Jet
5. Drain Fitting
6. Linear Mini-LED Light
7. Suction Fitting
8. Aromatherapy
9. Air Jet
10. Head Rest
11. Twin spin Jet
12. Directional Jet
13. Air Venturi
14. LED Light
15. Fountain Control
16. Filter Housing
17. Water Diverter
SPA INTRODUCTION

ACCESS PANELS – Removable sections of the spa cabinet are located on all sides of the spa. The equipment bay, including pump(s) and spa controller are located behind the access panels.

ACRYLIC SURFACE – Available in various colours.

AIR BLOWER – Air pump used to add extra bubbles to the water stream. The pump is connected electrically to and is controlled by the spa controller.

AIR VENTURI – Device located on the edge of spa used to turn on and off air assist to jets.

AIR INJECTOR – Small jet that allows air from the air blower into the spa.

AROMATHERAPY – Treatment achieved by adding aromatherapy beads into the canister.

CD OZONE – Device that generates ozone to aid in maintaining water quality. CD ozone helps eliminate bacteria, viruses, moulds and organic material. Ozone is 100% biodegradable.

CD OZONE MIXING CHAMBER – To minimise chemical use, maximise the efficiency of the ozone system and make sure excess ozone gas does not damage your health or your spa, our patented mixing chamber fully utilises the ozone gas before re-entering your spa as oxygen.

CIRCULATION PUMP – Small, energy efficient pump used for filtration and heating of the spa.

CONTROLLER – Unit that controls spa operations, containing electronic programming boards, heater and all connections for pump(s), light(s), CD ozone unit and touch pad. Also referred to as ‘Spa Pack’ or ‘Controller’. Refer to the users manual of the controller and the quick reference guide.

DRAIN VALVE – Valve located on the outside of spa cabinet used to drain water from the spa. A garden hose can be attached to the drain valve with adapter supplied.

FIBREGLASS SPA SHELL – Provides the structural strength to hold the water within the formed acrylic surface.

FILTER HOUSING – Assembly that holds the filter cartridges.

FOOT WELL – Lowest portion of the spa where the suction fittings are located.

HEATER – Electrical resistance device located in the spa controller containing the heating element and temperature sensors. The flow through the heater heats the spa’s water as it flows across the heating element.

JET – Device that ejects water, creating water movement in the spa.

MASSAGE PUMP – Electromechanical device to move water, consisting of a wet end and a motor.

SLIDE/ISOLATION VALVE – Two-position (open or closed) sliding valve, used to cut off water flow so that the pumps and spa controller can be removed or serviced. Slide valve operations: up for open, down (toward the valve body) for closed.

SPA COVER – Marine grade vinyl covering filled with rigid foam inserts to cover the top of the spa. The spa cover is important for maintaining consistency of the spa water temperature and chemistry.

SPA CABINET – Surround material that conceals the underside of the spa shell and equipment bay. Also referred to as the ‘Spa Cabinet’, ‘Cladding’ or ‘Panels’.

SUCTION FITTING – Located at the bottom of the spa, used to return water back into the massage pump system.

TOUCH PAD – Push button pad and temperature display panel located on the top of the spa into which various commands, control sequences and options for operating the spa can be input. User can set temperature, filtration cycle and mode through the touch pad. Touch pads come in various shapes and button configurations.

WATER DIVERTER – Device located on top edge of spa and used to change the direction of water flow.

DUAL PUMP FILTRATION SYSTEM FOR CLEANER WATER – To maximize water quality and filtration, Galaxy Spas run both pumps (circulation & massage) through the filter system, giving a major boost to filtration while you’re using your spa.

(Placement of components may vary between models)
FILLING THE SPA

IMPORTANT: Before filling the spa, it is important to read and understand the water chemistry section of this manual. Do not proceed until the water chemistry section is understood and the source water is tested.

Verify that the spa is in the desired final location. Once filled, the spa cannot be moved without draining.

Disconnect power supply prior to filling with water. Check heater, pump(s) and blower barrel unions are tight (use hands only) before filling as these may have loosened during transportation. Make sure the slide/isolation valve is open (valve is open when the handle is pulled out, closed when it is pushed in) and the drain valve is closed.

Follow these filling instructions to avoid damage to the spa pumps:
1. Leave power to the spa off until spa is completely filled.
2. Never leave an unfilled spa exposed to direct sunlight without the spa cover on. Doing so could result in damage such as bubbles and wrinkles in the acrylic surface and fading of the jet faces.
3. Never operate spa pumps without water.
4. Remove all warning labels from acrylic surface.
5. Remove the filter lid, basket and filter cartridge(s).
6. Inspect all jets (shipping may cause jets to become loose or detached).

IMPORTANT: Follow the next steps closely to prevent damage to the spa pumps.
7. Insert garden hose or other clean water source directly into filters as labelled on spa shell filter housing. Push hose into filter housing until it stops.
8. Secure hose placement and turn on water. The spa can be filled with water of any temperature (up to 40°C). If warm water is used, the spa will be available for use in a shorter period of time.

Filling the spa through the filter housing will help avoid air locks developing in the spa pumps. Running the pump with an air lock (or without water) could cause permanent damage.

To clear an air lock undo the highest pump coupling on the circ pump two turns, until you hear air escape (some water also escapes), and gently shake the pipe or hose attached to the pump until the air pocket has escaped from the pump. Re-tighten the pump collar and repeat start up procedure.

NOTE: Do not completely remove the pump collar.
9. Check for leaks! Although spas are fully checked prior to dispatch, shipping & delivery may cause a leak to develop.
10. Before power is applied, refer to and become familiar with the touch pad control operations.
11. Fill the spa until water is approximately 100mm from the top of the spa. If needed, more water may be added after the power is turned on and the plumbing is filled.
12. Turn water off and remove hose.
13. Once the spa has been filled to the correct level, make sure there is no debris floating in the spa. Before the filters are re-installed, turn on the power supply. Once the spa is running smoothly for several minutes, stop the spa and re-install the filter cartridges by submerging the cartridge, then turning the cartridge up side down to remove any air trapped inside. Refit the cartridge to the correct position, while still submerged, to prevent air locks forming in the plumbing system. Then refit the leaf catcher, face plate/ filter cover. Restart the spa and sanitise as per initial sanitisation process on page 5. After the initial sanitisation process is complete, drain and refill with clean water following the same above procedure. Then restart the spa, balance water as per page 10 and leave on auto until it has heated to the required temperature. Always leave the cover on the spa when the spa is heating and not being used for bathing.

IMPORTANT: Please fill the water through both the filters in order to prevent air blockages in the pumps.
WATER HEATING

The time to heat your spa will vary depending on the temperature of the water when filled. However you can expect the spa to heat in 12 – 18 hours. When the temperature you have set on the controller has been reached, the controller is programmed to turn off the heater and pump. The controller will then automatically maintain the temperature and filtration cycles by the factory default programming, or to the settings you program.

JET CONTROLS
Jets type, size and placement determine the effective of the massage. With our bearing less self-cleaning jets, you can adjust the water flow through rotating the jet face. It is important that jets are returned to the open position as closing all of the jets can cause water pressure to build.

WATER DIVERTER
The water diverter value enables selected seating positions to receive more or less water depending on the position of the lever. It also controls the waterfalls and fountains.

AIR VENTURI
The air control knobs regulate the amount of air that is mixed with the water entering through the water jets. For better heating efficiency, turn the air controls off when not in use.

AROMATHERAPY CANISTER
There are three parts to the aromatherapy – the canister cover, the knob and the canister. Adjusting the canister knob controls the amount of aromatherapy released. To open and replace the oil canister, turn the cover anticlockwise, then turn the canister anticlockwise and pull the canister up. Contact your local dealer for replacement oil canisters.

Note – some jets including all air jets are nonadjustable.
WATER TESTING
pH and chlorine levels should be tested and adjusted prior to and after use and certainly at least 2-3 times per week. This can be carried out using a dip strip test kit. If necessary, take a water sample to your spa dealer. This will help you to maintain proper water balance and greatly reduce the potential for problems.

After the addition of spa chemicals, allow at least 1 hour (with the pump on high speed) for the chemicals to mix before re-testing or bathing.

WATER & FILTER MANAGEMENT
Your spa is an investment in relaxation. For centuries, men and woman have enjoyed the curative benefits of a hot soak. The spas and tubs we enjoy today require constant care to ensure your health and the health of the spa itself. Maintaining a safe spa will maximise your enjoyment of the spa experience.

Bacteria, algae and fungi propagate in warm water and can lead to water borne disease and infection. Other water related problems can cause damage to the spa and its equipment.

Consult your local dealer for information, procedures and chemicals to treat your water for the initial set up and long term maintenance. It is essential to maintain the correct chemical balance to ensure good health and the long life of your spa.

The water should be changed every 8 – 12 weeks and filters every 2 weeks depending upon bather loading.

To gain the most out of the water life of the spa, it is advisable to shower before use, as chemicals on your body such as perfume & deodorant can cause a water imbalance which leads to increased chemicals being required and the water to be changed more often.

FILTER MAINTENANCE
Use a garden hose with a nozzle and strong pressure. Starting at the top of filter cartridge, spray in a side-to-side pattern downward, rotating the filter if necessary, until surface dirt and debris is removed.

It is advisable to thoroughly clean the filters at least every two weeks (relative to bather loading) and in a spa filter cleaning solution (as directed on the label). Make sure the filter is thoroughly rinsed out with clean water as the cleaning solution can be aggressive on the skin. It is recommended that you keep a 2nd set so they can be swapped during the thorough cleaning process.

Remove the filters as follows to clean. Remove the faceplate/ filter cover and leaf catcher, then lift out the filter cartridges from the spa. Reverse procedure when re-fitting.
DRAINING THE SPA

The frequency of complete drainage of your spa depends on the amount of use and the attention paid to water quality and maintenance etc and should be between 8 and 12 weeks. You will know it is time for a change when you can no longer get the normal sparkle or feel of the water or when foaming occurs and cannot be controlled with normal water maintenance.

1. Turn off power.
2. Locate the drain valve on the side of the spa skirt and remove the cap covering the drain valve and insert drain adapter.
3. Attach a garden hose to the exposed threads of the drain valve adapter.
4. Gently rotate the connection point to open the drain valve.
5. Allow water to drain until no more water is flowing from the garden hose. Water remaining in the foot well should be dried with a wet/dry vacuum or towels.
6. Close and replace the drain valve cap.
7. Refill the spa. Refer to filling the spa section.
8. Reinstall and lock spa cover.

IMPORTANT:
- To prevent damage to spa components, turn off power to the spa at the circuit breaker (or spa disconnect). Do not turn on power until the spa is completely refilled.
- Draining your spa in extremely cold temperatures is not recommended as freezing of the lines or pump could occur.
- If the weather is extremely hot when draining an outdoor spa, never leave an unfilled spa exposed to direct sunlight without the spa cover on.

ACRYLIC SURFACE CARE

Stains and dirt generally don’t adhere to the acrylic surface, however with normal use of your spa, moisturisers, oils, hairsprays etc can build up on the surface of the water leaving a scum line around the perimeter of your acrylic surface. Use a soft rag or a nylon sponge to remove most dirt.

Do not use cleaners other than those specified by your local spa retailer to clean the acrylic surface. Use of alcohol, common household chemicals, harsh chemicals or cleaning products containing abrasives or solvents may cause damage to the acrylic surface which is not covered by the manufacturer’s warranty.

Sodium bicarbonate (baking soda) can be used for minor surface cleaning. Thoroughly rinse cleaning products from acrylic surface with water.

IMPORTANT: Iron and copper in water can stain the acrylic surface. Metal detoxification agents and acrylic surface protectant are recommended when filling the spa. Contact spa dealer for recommendations or to purchase these products.

Some surface cleaners contain eye and skin irritants. Keep all cleaners out of the reach of children and follow package instructions.

Do not leave the spa in direct sunlight without water in it, as this can cause delaminating due to the surface being super heated i.e. over 150ºC.

HEAD REST CARE

Head rests should require minimal care. Use soapy water and a clean cloth or soft-bristle brush to remove debris as required. Note: chemical overuse may cause discolouration.

SPA CABINET CARE

The spa cabinet is made from synthetic materials designed to last many years and requiring minimal maintenance. To clean, wipe cabinet with a clean cloth and mild detergent soap solution. Rinse thoroughly with water.

IMPORTANT:
Do not use high pressure water to wash the spa cabinet as this may damage the surface and introduce water into the equipment bay.
It is important to understand water chemistry before filling and operating the spa. Understanding water chemistry is a critical aspect of maintaining the quality and life of the spa. Improper water chemistry can have severe effects on the life of the Acrylic Surface, Plumbing, Jets, Filter Cartridge, Heaters, Pumps, Headrests and Spa Cover.

IMPORTANT: The chemicals needed to maintain a clean, disinfected and attractive spa are potentially dangerous and may present hazards if not used properly. Carefully follow the manufacturer's instructions for the use and storage of chemicals and follow the guidelines below:

- Before using chemicals, read labels and directions carefully. Follow label use instructions.
- Keep all chemicals out of reach of children.
- Chemicals for test kits should be replaced each year.
- Keep the original lids on all chemical containers and make sure the lids are closed tightly when not in use.
- Do not stack different chemicals on top of one another.
- Store spa chemicals in a clean, dry, well-ventilated area, preferably off the floor, to prevent contamination from other materials. Keep spa chemicals away from other chemicals and equipment used for garden and lawn maintenance.
- Keep liquid chemicals away from dry chemicals. Physically separate all different forms of chemicals.
- Do not store spa chemicals where other flammable items may mix with them.
- Never mix two chemicals together. Use a clean scoop for each chemical, and avoid combining materials from "old" and "new" containers.
- Always add the chemicals directly to the spa water, either in a suitable feeder or distributed evenly across the surface of the water or diluted and poured into the water. Follow label use instructions.
- Never add chemicals to the spa water while people are using the spa.
- Allow at least 1 hour with the jet pump on between any chemical addition.
- Carefully clean up any spilled chemicals with large amounts of water, to dilute and wash away the chemicals.
- Properly dispose of used chemical containers. Please follow local environmental regulations.
- Do not inhale dust or fumes from chemicals.
- If necessary, use proper protective devices for breathing, handling and eye protection. Promptly wash off any residues which get on the skin.
- Never reuse old chemical containers.
- If you have any questions regarding safe handling, storage or use of spa chemicals, contact the manufacturer of chemicals or the dealer.

Before filling the spa, determine the chemical make up of the "source water," (or water you use to fill the spa) by taking a sample to the local spa dealer for professional testing. Test results identify levels of metals and minerals in the water and determine if the source water needs adjustment when the spa is initially filled.

It is important to understand that spa water is different from swimming pool water. In a spa, water is heated to between 36-40°C, a temperature much warmer and more turbulent than swimming pool water; therefore, requiring different treatment.

It is important to test water regularly using test strips or a liquid test kit. By keeping water balanced, many problems that occur with spa water are avoided. The three most important factors in balancing spa water are pH, Total Alkalinity and Calcium Hardness.

UNDERSTANDING PH

The pH (Potential Hydrogen) is a measure of the relative acidity or alkalinity in the water on a scale of 1 to 14. Test the pH of the water regularly to maintain the proper pH level. Use test strips or liquid test kits to determine pH level. Pure water has a pH value of 7 which is neutral. Values above 7 are alkaline (base), and values below 7 are acidic. It is critical that the pH of spa water stay within the recommended range of 7.2 – 7.6. Severe problems can occur when pH balance is not maintained within this range.

If the pH level exceeds 7.6, dissolved minerals or scale can build up on the acrylic surface and clog the plumbing, filter cartridge and jets. Also, the sanitiser is less effective and the water may become cloudy if the pH level is too high. Add pH reducer (usually sodium bisulfate 'Spa Down'). Follow package instructions.

If pH falls below 7.2, the acid level in the water will begin to corrode the metal parts in the spa in particular the Heater Element or Jet Bearings. Also, sanitiser in the water dissipates more quickly and water may become irritating for users if the pH level is too low. Add a pH increaser (usually soda ash ‘Spa Up’).

IMPORTANT: It is important to check the pH level regularly. The pH level is affected by number of users, addition of new water, addition of various chemicals and the type of sanitiser used.
UNDERSTANDING TOTAL ALKALINITY

Total Alkalinity is the measure of the total levels of carbonates, bicarbonates, hydroxides and other alkaline substances in the water and the ability of the water to resist changes in pH level. Total Alkalinity acts as a buffer, preventing pH levels from changing as additional chemicals or other substances are added to the water. The recommended Total Alkalinity range is 100-150 ppm.

If Total Alkalinity is too low, the pH level fluctuates widely from high to low. Fluctuations in pH can cause corrosion or scaling of spa components. Add pH/Alkalinity Up (sodium hydrogen carbonate). Follow package instructions.

If the Total Alkalinity is too high, the pH level will tend to be high and may be difficult to bring down. It can be lowered by adding pH/Alkalinity Down (sodium bisulfate).

Once Total Alkalinity is balanced, it normally remains stable until the addition of water with a different Total Alkalinity.

UNDERSTANDING CALCIUM HARDNESS

Calcium Hardness is a measure of the total amount of dissolved calcium in the water. Spa water requires some calcium to be present, as calcium helps control the corrosive nature of the spa’s water. Low calcium water (commonly known as soft water) is not recommended. The recommended range for calcium is between 100-300 ppm.

If calcium levels are too low (commonly known as soft water), scale build up, foaming, or corrosion to equipment and plumbing can occur. To raise the level of calcium use a Calcium Increaser until the calcium is within the recommended range.

If calcium levels are too high (commonly known as hard water), formations of scale on the spa’s shell surface can occur. The only way to lower the calcium level is to drain part of the water and refill with soft water. If soft water is not available, or practical for you to use, a stain and scale control should be added to the water according to the instruction label. In addition, using a sequestering agent will prevent calcium and scale formations by chemically bonding with the calcium to keep it in solution form.

RECOMMENDED WATER BALANCE RANGES

It is extremely important to maintain the water chemistry of your spa, not only for health reasons but also for the protection of the spa components. Regular testing is paramount to maintaining water balance.

- Your pH level should be between 7.2 and 7.6.
- The total alkalinity should be between 100 and 150 parts per million.
- Calcium hardness should be between 100 and 300 parts per million.
- Free chlorine should be between 1.5 to 3 parts per million.

Once pH, total alkalinity and calcium hardness are determined, adjust water so that the levels are within the recommended ranges above. If water is not maintained within the recommended ranges, problems such as cloudy water, scale, equipment corrosion and skin irritation can occur.

UNDERSTANDING SANITISER

Sanitiser controls and prevents bacteria and algae growth. Maintain the proper level of chlorine or bromine sanitiser to keep water safe and sanitary.

Chlorine sanitiser

Chlorine sanitiser is the most commonly recognised sanitiser. The effectiveness of chlorine sanitiser is dependent on the pH level of the water. To achieve the most effective and economical benefit of chlorine sanitiser, a pH range of 7.2-7.6 is necessary. Allow time (approx. ½ an hour) for chlorine fumes to dissipate before recovering spa.

Bromine sanitiser

Bromine sanitiser is less likely than chlorine sanitiser to cause strong odours, eye burns and skin irritation. When bromine sanitiser combines with organic material, such as oil, hair, dry skin and other contaminants in the water, it remains an effective sanitiser and is far less pH-dependant.

IMPORTANT: Do not mix different types of sanitiser. Completely drain the spa and refill with clean water when switching between types of sanitiser.

CD OZONE UNIT + MIXING CHAMBER

A CD ozone unit is one of the best products available to help maintain proper water chemistry and sanitation. The ozone (O3) that is produced is a fast-acting and powerful sanitiser that destroys all types of bacteria. Ozone creates no residuals or by-products when oxidising or eliminating bacteria. Because ozone is only effective for a few minutes, the supply must be constantly replenished by an CD ozone unit.

CD ozone units move air across a corona discharge chip (CD) to create ozone. The ozone injection system then injects the ozone into the water via the mixing chamber.

The CD ozone injection system is installed in each spa during fabrication.

The CD ozone unit does not eliminate the need for chemicals or sanitiser, but reduces the amount needed to maintain the proper water balance.

The CD ozone unit operates only during the filtration and heating cycles.

SHOCKING THE WATER

Shocking (or oxidation) is the process of removing organic materials such as body oils, cosmetics and lotions from the water. Shock oxidises these materials that may cause foul odours, eye or skin irritation and cloudy water.

IMPORTANT: Use only Shock that is recommended for spas and hot tubs.

CHLORINE FREE TREATMENTS FOR YOU SPA

Galaxy Spa Retailers offer a choice of natural spa sanitation systems that are chlorine and salt free and have no odours. They are safe for your family, pH neutral, easier to use and feel fantastic to soak in.
SPA HARD COVER CARE & INSTALLATION INSTRUCTIONS

INSTALLATION

- Attach the locks to the spa using the screws provided
- Attach warning stickers to the cover (supplied)
- Store keys in a safe place out of reach of children

COVER CARE

- Clean the cover using warm soapy water or a car vinyl cleaner
- We advise the use of a good quality vinyl UV inhibitor to extend the life of your cover. (Discuss with your retailer)
- Avoid excessive exposure to chemicals - remove during shock dosing and return when levels are normal again
- Always lift and carry the cover when moving, never drag (we recommend the use of a spa cover lifter)
- Remember to unlock all clips prior to lifting as attempting to lift the cover with locks fastened may result in damage to the cover
- Maintain all locks in a good state of repair at all times
- Our spa covers are designed to meet the requirements of NZ Standard 8500:2006
- Compliance to NZ Standard 8500:2006 is subject to the cover being installed and maintained as directed in section 3.10 of the standard as outlined on the following page:

NZ Standard 8500:2006

3.10 Above-ground spas and hot tubs shall meet all of the following:

(a) The top of the spa pool or hot tub shall be positioned with the entire top surface not less than 760mm above the surrounding ground or deck.

(b) The cover shall be lockable and shall be kept locked when the spa pool or hot tub is not being used or supervised. A locking device shall contain a mechanical locking mechanism or a self-locking mechanism in addition to latching shut.

(c) The locks shall not be able to be readily opened or released by a child of up to the age of six years.

(d) When locked the cover shall be fitted so that if lifted it does not release the locking device or provide a clearance greater than 100mm.

(e) The cover shall be made of a material that if walked on cannot collapse and can withstand the weight of at least 20kg to ensure that it will more than take the weight of a child up to six years of age.

(f) The cover shall be constructed of material that meets ASTM F1346-91 to allow easy movement on and off the spa pool or hot tub.

(g) The cover shall be constructed with a taper from the centre hinge to the outside edge of the cover so that water will not pond on top of it.

(h) The cover shall have an evenly spaced locking device as required in (b) which shall be positioned to ensure the cover cannot be lifted more than 100mm by a child up to six years of age, and ensures that the cover is fixed securely to the spa pool or hot tub.

(i) The cover and locks shall be maintained at all times in a good state of repair.

(j) Warning stickers/signs shall be placed on the cover to advise that it shall be locked in place when the spa pool or hot tub is not being used or supervised.

(k) Removable steps, moveable furniture, or other objects that can assist a young child to climb onto the cover, shall be stowed/stored away at least 1200mm from the side of the spa pool or hot tub.

3.10.1 Non compliant above-ground spa pools and hot tubs. Failure to comply with 3.10 above will require a barrier/fence complying with the Standard.
GENERAL SAFETY TIPS

Please take the time to read the following information, before you use your spa.

- Do not use the spa while under the influence of drugs or alcohol, as they may cause drowsiness and result in drowning.
- Before entering the spa, the user should check the water temperature. A temperature of 38°C is considered safe for a healthy adult. Special caution is suggested for children.
- It is recommended that you use the spa for no longer than 40 minutes at a time.
- Do not put your head below water level.
- Consult a doctor before using the spa if taking medication of any sort and/or if pregnant.
- Always unplug/turn off the power supply when servicing your spa.
- Do not power up until the spa is filled with water.
- Check the barrel unions are tight before filling as they may have loosened during transportation.
- Fill your spa with clean water only, by placing a garden hose directly into the filter cavity. The correct water level is indicated on the skimmer faceplate located in the corner of the spa. Make sure all jets are open.
- Do not over fill the spa, as this can cause damage to the blower (if fitted). Drain excess water if more than the usual numbers of people are using the spa. Refill the spa after use.
- Never mix chemicals of any kind together. An uncontrolled reaction such as fuming, fire or explosion could occur.
- Always add maintenance products to the spa water separately and in different areas (pre mix in a bucket).
- Never overdose your spa. Use the exact amount specified on the label or by your spa shop. Knowing your spas exact volume will help prevent over or under application.
- Never add water to chemicals; always add chemicals to large amounts of water.
- Never inhale fumes or allow products to get in your eyes, nose or mouth. When opening a product, turn your face to one side or point the container away from you. In the event of accidental contact or if the product is swallowed, follow emergency advice on the product label and call your doctor and/or your local poison control centre.
- Never smoke around chemicals. Some chemical fumes can be highly flammable, and sanitisers or oxidisers can be ignited by a lit cigarette or match.
- Never allow children to handle, measure or dispense chemicals.
- Never interchange measuring scoops or place back into any chemical container when wet.
- Never store liquids directly above sanitisers or oxidisers; they may accidentally leak and contaminate other products.
- Never store spa sanitisers or oxidisers near metal products like bicycles, lawn mowers, cars, etc because they may cause rust.
- Never leave large, open containers in areas where children play. Such containers often collect water and present a potential drowning hazard.
- Always add maintenance products to the spa water separately and in different areas (pre mix in a bucket).
- Keep all spills away from lawns and landscaping to avoid damage.
- Always store chemical products safely and out of the reach of small children.
- Keep your spa maintenance products in a cool, dry, well-ventilated area, away from other household or garden chemicals and petroleum products.
- Always keep chemical product containers tightly closed when not in use.
- Always brace liquids so they won’t tip while transporting them in your car. Don’t allow chemicals to stay in the car for long periods of time. Make the spa store your last stop. Unpack them as soon as you get home.
- Always wear protective equipment (safety glasses, rubber gloves, etc) as directed on the label of the product.
<table>
<thead>
<tr>
<th>ISSUE</th>
<th>POSSIBLE CAUSE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloudy water</td>
<td>Inadequate filtration/dirty filter</td>
<td>Increase filtration cycle duration if used heavily. Clean or replace filter as necessary.</td>
</tr>
<tr>
<td></td>
<td>Excessive oils/organic matter</td>
<td>Shock spa with a sanitiser or a shock product</td>
</tr>
<tr>
<td></td>
<td>Suspended particles</td>
<td>Run jets and clean filter; use a clarifier</td>
</tr>
<tr>
<td></td>
<td>High total dissolved solids (TDS)</td>
<td>Depending on severity, drain spa to half full and refill or completely drain and refill.</td>
</tr>
<tr>
<td>Cloudy green water</td>
<td>Low sanitiser level</td>
<td>Shock and adjust sanitiser level</td>
</tr>
<tr>
<td>Clear green water</td>
<td>Dissolved copper or iron in water</td>
<td>Use a metal detoxification agent. Refer to your local spa dealer. Check pH.</td>
</tr>
<tr>
<td>Brown water</td>
<td>High iron or manganese content</td>
<td>Use a metal detoxification agent. Refer to your local spa dealer. Check pH.</td>
</tr>
<tr>
<td>Water odour</td>
<td>Excessive organics</td>
<td>Shock and adjust sanitiser level</td>
</tr>
<tr>
<td></td>
<td>Improper sanitation</td>
<td>Shock and adjust sanitiser level</td>
</tr>
<tr>
<td></td>
<td>Inadequate filtration/dirty filter</td>
<td>Increase filtration cycle duration if used heavily, clean or replace filter as necessary.</td>
</tr>
<tr>
<td></td>
<td>Low pH</td>
<td>Raise pH with sodium bicarbonate product “Spa Up”. If metals are present use a metal detoxification agent. Refer to your local spa dealer.</td>
</tr>
<tr>
<td>Chlorine odour</td>
<td>Chlorine level too high</td>
<td>Shock and adjust sanitiser level</td>
</tr>
<tr>
<td></td>
<td>Low pH</td>
<td>Raise pH with sodium bicarbonate product “Spa Up”</td>
</tr>
<tr>
<td>Bromine odour/Yellow water</td>
<td>Low pH</td>
<td>Raise pH with sodium bicarbonate product “Spa Up”</td>
</tr>
<tr>
<td>Musty odour</td>
<td>Bacteria or algae growth</td>
<td>Shock water with sanitiser, if problem persists drain, clean and refill the spa.</td>
</tr>
<tr>
<td>Foaming/Scum ring</td>
<td>Build up of body oils, lotion and chemicals resulting from soap or detergent</td>
<td>Remove scum line with a clean towel. Use a “Foam Down” product.</td>
</tr>
<tr>
<td></td>
<td>Calcium hardness too low</td>
<td>Add calcium to obtain 150-400 ppm calcium level</td>
</tr>
<tr>
<td></td>
<td>Large amounts of total dissolved solids (TDS)</td>
<td>Drain and refill the spa</td>
</tr>
<tr>
<td>Algae growth</td>
<td>High pH</td>
<td>Adjust pH</td>
</tr>
<tr>
<td></td>
<td>Low sanitiser level</td>
<td>Shock and adjust sanitiser level, adjust pH</td>
</tr>
<tr>
<td>Eye irritation</td>
<td>Chlorine level too high</td>
<td>Shock and adjust sanitiser level, adjust pH</td>
</tr>
<tr>
<td></td>
<td>Low sanitiser level</td>
<td>Shock and adjust sanitiser level, adjust pH</td>
</tr>
<tr>
<td></td>
<td>pH or total alkalinity out of balance</td>
<td>Adjust pH</td>
</tr>
<tr>
<td>Skin irritation/Rash</td>
<td>Unsanitary water</td>
<td>Shock and adjust sanitiser level</td>
</tr>
<tr>
<td></td>
<td>Chlorine level above 5 ppm</td>
<td>Allow chlorine level to drop below 5 ppm</td>
</tr>
<tr>
<td></td>
<td>Soaking too long</td>
<td>Recommended use 15 minutes or less</td>
</tr>
<tr>
<td>Stains</td>
<td>High iron or copper content</td>
<td>Use a metal detoxification agent. Refer to your local spa dealer.</td>
</tr>
<tr>
<td></td>
<td>Adjust total alkalinity and/or pH</td>
<td>Adjust total alkalinity and/or pH</td>
</tr>
<tr>
<td>Scale</td>
<td>High calcium content</td>
<td>Adjust total alkalinity and/or pH</td>
</tr>
<tr>
<td></td>
<td>Total alkalinity and/or pH too low</td>
<td>If scale requires removal completely drain and refill spa</td>
</tr>
<tr>
<td>Erratic pH test results/Unusual pH test colour</td>
<td>Low sanitiser level</td>
<td>Test pH, when sanitiser level is below 5 ppm</td>
</tr>
<tr>
<td></td>
<td>Old pH indicator dye</td>
<td>Replace test strips</td>
</tr>
<tr>
<td>No power</td>
<td>Breaker or GFCI/RCD off</td>
<td>Check that breaker and/or GFCI/ RCD are both turned ON</td>
</tr>
<tr>
<td></td>
<td>Loose wire connection</td>
<td>Electrician to check wire connections</td>
</tr>
<tr>
<td>GFCI/RCD trips</td>
<td>Miss-wired</td>
<td>Electrician to inspect</td>
</tr>
<tr>
<td></td>
<td>Component failure</td>
<td>Contact dealer</td>
</tr>
<tr>
<td>Heater not operating or spa not heating</td>
<td>Temperature set too low</td>
<td>Set temperature above current water temperature</td>
</tr>
<tr>
<td></td>
<td>Water level too low</td>
<td>Add water until water level is 1 inch (25mm) above water line.</td>
</tr>
<tr>
<td></td>
<td>Blown fuse</td>
<td>Electrician to inspect</td>
</tr>
<tr>
<td></td>
<td>Component failure</td>
<td>Contact dealer</td>
</tr>
<tr>
<td>ISSUE</td>
<td>POSSIBLE CAUSE</td>
<td>SOLUTION</td>
</tr>
<tr>
<td>-------</td>
<td>---------------</td>
<td>----------</td>
</tr>
<tr>
<td>Pump not operating or turns off after a short time</td>
<td>Dirty filter</td>
<td>Clean filter</td>
</tr>
<tr>
<td></td>
<td>Air lock</td>
<td>See air lock release procedure</td>
</tr>
<tr>
<td></td>
<td>Improper voltage to pump</td>
<td>Contact dealer or qualified electrician</td>
</tr>
<tr>
<td></td>
<td>Time out</td>
<td>As a safety precaution, the spa controller only allows pump operation for 15 minutes continuously.</td>
</tr>
<tr>
<td></td>
<td>Component failure</td>
<td>Contact dealer or qualified electrician</td>
</tr>
<tr>
<td></td>
<td>Thermal overload</td>
<td>During extreme high ambient temperatures the pump motor may reach the motor thermal overload limit. Wait until motor cools and retry. If problem persists contact dealer.</td>
</tr>
<tr>
<td>Spa overheating</td>
<td>High ambient temperature</td>
<td>During extreme high ambient temperatures the spa may over heat due to internal friction within the plumbing. Reduce set temperature or remove spa cover to cool.</td>
</tr>
<tr>
<td></td>
<td>Filtration duration</td>
<td>Reduce filtration cycle duration until spa operates correctly</td>
</tr>
<tr>
<td>Pump surging</td>
<td>Dirty filter</td>
<td>Clean filter</td>
</tr>
<tr>
<td></td>
<td>Low water level</td>
<td>Add water until 1 inch (25mm) above Water Line or approx 100mm from top.</td>
</tr>
<tr>
<td>Light not working</td>
<td>Burned out bulb</td>
<td>Change bulb</td>
</tr>
<tr>
<td>Air Blower will not operate or turns off after a short time</td>
<td>Time out</td>
<td>As a safety precaution, the spa controller only allows Air Blower operation for 15 minutes continuous</td>
</tr>
<tr>
<td></td>
<td>Thermal overload</td>
<td>During extreme high ambient temperatures the Air Blower motor may reach the motor thermal overload limit. Wait until motor cools and retry. If problem persists contact dealer.</td>
</tr>
<tr>
<td>Component failure</td>
<td>Contact dealer or qualified electrician</td>
<td></td>
</tr>
<tr>
<td>Ozone unit not operating</td>
<td>Blocked filter</td>
<td>Clean filter</td>
</tr>
<tr>
<td></td>
<td>Component failure</td>
<td>Contact dealer</td>
</tr>
<tr>
<td>No water flow from jets</td>
<td>Air lock</td>
<td>See air lock release procedure</td>
</tr>
<tr>
<td></td>
<td>Adjustable jets turned off</td>
<td>Turn jets on</td>
</tr>
<tr>
<td></td>
<td>Faulty pump or motor</td>
<td>Contact dealer</td>
</tr>
<tr>
<td></td>
<td>Slide valve closed</td>
<td>Open slide valve</td>
</tr>
<tr>
<td></td>
<td>Slide valve open</td>
<td>Clean or change filter</td>
</tr>
<tr>
<td>No air flow from jet</td>
<td>Adjustable jets turned off</td>
<td>Turn jets on</td>
</tr>
<tr>
<td></td>
<td>Air control valve not open</td>
<td>Open air control valve</td>
</tr>
<tr>
<td></td>
<td>Broken jet</td>
<td>Contact dealer</td>
</tr>
<tr>
<td>Water leak</td>
<td>Loose drain valve</td>
<td>Tighten drain valve</td>
</tr>
<tr>
<td></td>
<td>Loose coupling</td>
<td>Remove cabinet panels and check and tighten all pump/pipe couplings.</td>
</tr>
<tr>
<td></td>
<td>Unidentifiable source</td>
<td>Contact dealer</td>
</tr>
<tr>
<td>Noisy pump or motor</td>
<td>Air lock</td>
<td>See air lock release procedure</td>
</tr>
<tr>
<td></td>
<td>Low water level</td>
<td>Add water until 1 inch (25mm) above Water Line or approximately 100mm from top.</td>
</tr>
<tr>
<td></td>
<td>Clogged filter</td>
<td>Clean or replace filter</td>
</tr>
<tr>
<td></td>
<td>Clean or replace filter</td>
<td>Contact dealer</td>
</tr>
<tr>
<td>Spa will not turn off</td>
<td>Spa is trying to heat</td>
<td>Check set temperature or heat indicator light on touchpad is ON.</td>
</tr>
<tr>
<td></td>
<td>Spa is in a filter cycle</td>
<td>Normal operation; no need to change</td>
</tr>
<tr>
<td>Abnormal water</td>
<td>Excessive evaporation</td>
<td>Check and adjust spa cover if needed</td>
</tr>
<tr>
<td></td>
<td>Excessive splashing</td>
<td>Monitor water level after each use</td>
</tr>
<tr>
<td>Water not clean</td>
<td>Dirty or clogged filter</td>
<td>Clean or replace filter</td>
</tr>
<tr>
<td></td>
<td>Poor water chemistry</td>
<td>See common water problems section</td>
</tr>
<tr>
<td></td>
<td>Insufficient filtration cycle duration</td>
<td>Based on usage, adjust filtration cycle duration</td>
</tr>
</tbody>
</table>
Congratulations on the purchase of your Galaxy Spa. The following limited warranty applies solely to the original purchaser.
To activate your warranty please complete the registration card opposite or register online at www.galaxyspa.co.nz

10 year structural warranty
The Galaxy spa structure is warranted against loss of water due to a defective spa shell for 10 years from the date of purchase. In the event of a defect in workmanship or material the spa shell will be repaired or replaced at the discretion of Galaxy Spas and is subject to the limitations and conditions outlined in this warranty.

5 year acrylic warranty
The Galaxy Spa acrylic surface is warranted against defects resulting in the loss of water for 5 years from the date of purchase. The repair and or replacement is at the discretion of Galaxy Spa.

5 year jet warranty
Galaxy Spa jets are warranted against manufacturing defects for 5 years.

2 year cabinet warranty
The Galaxy Spa composite cabinet is warranted against defects for 2 years.
Damage through transit is not covered by this warranty and fading of the cabinet can occur naturally therefore is not considered a defect.

2 year no leak plumbing warranty
The Galaxy Spa plumbing items installed during manufacture ie: pipes hoses and fittings, are warranted against water loss for 2 years.

2 year water pumps warranty
The Galaxy Spa water pumps are warranted against defects in the materials and/or workmanship for 2 years. Galaxy Spa reserve the right to repair onsite or have the pump returned for inspection prior to replacement.

2 year electrical component warranty
The Galaxy Spa electrical components ie: controller, LED lights and touchpad are warranted against defects for 2 years.

1 year ozonator, filters, blower & heat pump warranty
Galaxy spa warrants the ozonator, filters and blower against defects for 1 year.
Should an external heat pump be added then this also has a 1 year warranty.

1 year cover & headrests warranty
The Galaxy Spa cover and headrests are warranted against defects for 1 year.
Fading and weathering will occur naturally over time and is not considered a warranty.

Warranty Exclusions
This warranty is void if Galaxy Spa or its designated representative determines that the spa has been subject to alteration, neglect, misuse, abuse, or if any repairs have been carried out by anyone other than Galaxy Spa or their designated representative; or if the failure is caused by accidents, acts of God or other causes outside of the control of Galaxy Spa such as but not limited to:
- Damage resulting from improper water maintenance or chemical use
- Damage from operating the spa outside of the recommended settings
- Damage caused by incorrect installation - location, electrical etc.
- Damage caused by exposure to sunlight by leaving the cover off
- Damaged caused by relocation.
- Damage caused by rodents
The warranty does not cover consumables such as fuses, LED bulbs, pump seals or drain hoses.

Disclaimer
Galaxy Spa and/or any of its representatives shall not be liable for loss of use of the spa or other incidental or consequential damages, costs or expenses. Under no circumstances shall Galaxy Spa or any of its representatives be held liable for injury to any persons or damage to any property. In no event shall Galaxy Spa be liable for any reason or cause, in excess of the amount paid for the products. No other warranties, expressed or implied are valid. No agent, dealer, distributor, service company or other parties are authorised to change, modify or extend the terms of this Warranty. This warranty does not cover sun-fade to materials including the cover, acrylic or cabinet components.
In instances where the spa is to be returned to the manufacturer for repair or replacement the consumer is responsible for making the spa accessible for collection at curbside eg: emptied of all water, disconnected from the power source and available to be lifted onto a pickup vehicle.
In cases where an on-site warranty repair may be completed full access to all of the spa side panels for removal and open access on all sides to the plumbing and electrical equipment must be accommodated by the owner. In cases where the spa has been built in or is in an enclosed space, it is the owner’s responsibility to provide access for repair.

Spas purchased by or used for a commercial enterprise will not be covered by this warranty.
All electrical connections for Galaxy Spas must be carried out by a registered/licensed electrician. Failure to do so will immediately void this warranty.
Regular maintenance of your spa is required to ensure it operates efficiently and effectively.
We trust you will have many years of soaking pleasure. If you need to make a warranty claim - please first contact the dealer where you purchased the spa.

Proudly supplied by:
Retail Links Ltd – PO Box 9056, Annesbrook, 7044 Nelson
We trust you will have many years of soaking pleasure. If you need to make a warranty claim - please first contact the dealer where you purchased the spa.

Please complete the below spa information and retain for your records.

YOUR SPA INFORMATION

SPA MODEL: .......................................................... .......................................................... ..........................................................

SERIAL NUMBER: .......................................................... .......................................................... ..........................................................

WHERE PURCHASED: .......................................................... .......................................................... ..........................................................

PURCHASE DATE: .......................................................... .......................................................... ..........................................................

Please complete the registration form online at: www.galaxyspa.co.nz, or fill in the below form - then cut along the dotted lines and post to:

Retail Links Ltd
PO Box 9056
Annesbrook, 7044
Nelson

SPA REGISTRATION CARD

Last Name ..........................................................................................................................

First Name ..........................................................................................................................

Address ..............................................................................................................................

Phone .......................................................... Email ..........................................................

Spa Model ..........................................................................................................................

Spa Serial Number ..........................................................................................................

Date purchased ..............................................................................................................

Place purchased ............................................................................................................

Initial Setup/installation by: ..........................................................................................

Electrical connections undertaken by : ...........................................................................
Discover a world that’s yours.

www.galaxyspa.co.nz

Proudly supplied by:

www.retaillinks.co.nz

August 2016