OWNER’S MANUAL

Classic Series

UltraRay Complete

SpaDepot.com
1-800-823-3638
M-F 6am - 5pm Pacific Time
Order Supplies Online

belize-spas-owners-manual.pdf (rev. 10-24-17)
READ AND FOLLOW ALL INSTRUCTIONS

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

- Children should not use spas or hot tubs without adult supervision.
- Do not use spas or hot tubs unless all suction guards are installed to prevent body and hair entrapment.
- People using medications and/or having an adverse medical history should consult a physician before using a spa or hot tub.
- People with infectious diseases should not use a spa or hot tub.
- To avoid injury, exercise care when entering or exiting the spa or hot tub.
- Do not use drugs or alcohol before or during the use of a spa or hot tub, to avoid unconsciousness and possible drowning.
- Pregnant or possibly pregnant women should consult a physician before using a spa or hot tub.
- Water temperature in excess of 104°F may be injurious to your health.
- Before entering the spa or hot tub, measure the water temperature with an accurate thermometer. Do not use a spa or hot tub immediately following strenuous exercise.
- Prolonged immersion in a spa or hot tub may be injurious to your health.
- Do not permit or use electric appliances (such as a light, telephone, radio or television) within 5 feet of spa or hot tub.
- Maintain water chemistry in accordance with the manufacturer’s instructions.
- In order to avoid hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- The use of alcohol or drugs can greatly increase the risk of fatal hypothermia in hot tubs or spas.
- The appliance is not to be used 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.

HYPERTHERMIA

Hyperthermia occurs when the internal temperature of the body reaches a level of several degrees above the normal body temperature of 98.6°F. The symptoms of hyperthermia include:

1) Unawareness
2) Failure to perceive heat;
3) Failure to recognize the need to exit the spa or hot tub;
4) Physical inability to exit the spa or hot tub;
5) Fetal damage in pregnant women; and
6) Unconsciousness resulting in the danger of drowning.

SAVE THESE INSTRUCTIONS

Customer Care: (800) 823-3638
Prepare for Your New Spa

Permits

Most cities and counties require permits for exterior construction and electrical circuits. In addition, some communities have codes requiring residential barriers such as fencing and/or self-closing gates on property to prevent unsupervised access to the property by children. Your local code enforcement officer can provide information on which permits may be required.

Prepare a Good Foundation

*Damage caused by an inadequate or improper foundation is not covered by the warranty. The spa owner is responsible for providing a proper foundation.*

Place the spa on a solid, level foundation. It is incredibly important to the operation and the draining of the tub for the tub to be level once it is installed. Failure to have the spa level prior to adding water can affect the warranty.

If you are installing the spa indoors (not recommended), pay close attention to the flooring beneath it. The combination of heat and moisture will accumulate on the floor and areas surrounding the spa. Choose flooring material that provides a grip when wet, and that will not be damaged or stained. The location also needs proper drainage & ventilation to prevent moisture problems such as rot & mildew.

If you are installing your spa on an elevated wood deck or other structure, consult a structural engineer or a contractor to ensure the structure will support the weight of 150 pounds per square foot. An adequate drainage system must be provided to deal with overflow water.

**IMPORTANT:**

The Warranty is void if the spa is moved from the original ‘Ship To’ address.

**WARNING:**

Do not place your spa within 10 feet (3 m) of overhead power lines.
Plan the Best Location

Consider Spa Use

How you intend to use your spa will help you determine where you should position it. If your spa is mainly used for family recreation, be sure to leave plenty of room around it for activity. If you will use it for relaxation and therapy, you may want to place your spa in an out-of-the-way location.

Climate, Privacy and View

Place the spa near a house entry if you live in a snowy or rainy environment to avoid a long, cold walk to the spa. Consider seasonal changes, too. Bare trees don’t provide much privacy. And don’t forget to think of your neighbors’ view of you, and your view of your neighbors.

Keep Your Spa Clean

In planning your spa’s location, consider a location where there is a clean path to and from the house. Use a mat at the spa’s entrance to encourage bathers to clean their feet before entering your spa.

Allow for Service Access

If you are installing your spa near a wall or with any type of structure on the outside, such as a gazebo, remember to allow access for service panel.

Moving the Spa

Moving the spa to its final location doesn’t need to be difficult or expensive. Furniture dollies or a pallet jack can be rented by the hour or day from a home improvement store. Use several helpers to assure the spa stays upright while moving. Always use safe lifting practices.

For uneven ground or grass, create a “boardwalk” with 3/4” plywood. Sheets can be cut in half lengthwise to make 2’ by 8’ planks. Slightly overlap boards to avoid the wheels getting stuck between them.

For locations that are difficult to reach such as a raised deck, hire a moving company or crane service.
120 Volt Electrical Installation

Always follow applicable local, state and federal codes and guidelines.

- On existing dedicated* electrical service, a 15A breaker will work with no other appliances/accessories on that line.
- On new electrical service, usage of a 20A breaker on a dedicated* line is recommended with no other appliances/accessories on that line.
- Cord-and-plug connections may not use a cord longer than 15 feet and must be plugged into a dedicated 15A GFCI connection (NEC 680.42(A))
- Do not use extension cords!
- Always use a weatherproof-covered receptacle.
- Receptacle shall be located not less than 5 feet from and not exceeding 10 feet from the inside wall of the spa. (NEC 680.43(A))
- Do not bury the power cord. If your cord becomes damaged, replace it before next usage.
- All 120V spas use a GFCI cord and plug as shown.
- Test the GFCI plug prior to first use and periodically when the spa is powered. To test the 120V GFCI plug version, follow these instructions. (Spa should already be plugged in.)
  1. Press the TEST button on the GFCI. The GFCI will trip and the spa will stop operating.
  2. Press the RESET button on the GFCI. The GFCI will reset and the spa will turn back on. The spa is now safe to use.
  3. If the GFCI trips while the spa is in use, press the RESET button. If the GFCI does not reset, unplug the spa and call your local spa dealer for service. **DO NOT USE THE SPA!**

**WARNING:**

* If using the standard 120V service, you must use a dedicated line without other household items connected to the circuit or outlet. Having any other electrical appliances at all on this circuit while the spa is running will trip the breaker immediately.

Do not use any type of extension between the spa and the wall outlet; this will also cause the breaker to trip and can be a potential fire hazard.
120V to 240V Conversion

WARNING:
The steps to converting your spa from 120V to 240V operation are shown below and must be completed by a licensed electrician.

Some spa owners choose to have their spa converted from 120V operation to 240V operation for faster heating.

Power supply installation must include a properly rated GFCI circuit breaker. The circuit must be dedicated and should not be shared with any other appliances. It should be labeled and easily accessible to users.

The power supply must be hardwired into the power pack. A hole may be drilled through the resin cabinet near the electrical pack to accommodate wiring. Foam insulation should be sprayed around the hole to fill any gaps between the cabinet and the wiring.

1. Disconnect the jumper from WHT AC. See “120V HEATER LOOP” in image.
2. Disconnect other end of same jumper from RED AC.

**DO NOT DISCONNECT ANY OTHER JUMPERS.**

3. Turn DIP switch #10 off (down). All other dip switches should remain the same.

Your 240V wiring should look like the image on page 11. See the wiring diagram for further information.

*If wiring appears differently, DO NOT power your spa! Consult a certified electrician.*

Persistent Memory Reset

Your spa has a Persistent Memory that stores settings without a battery. Each time a DIP switch is changed, the Persistent Memory must be reset for changes to take effect.

- TURN OFF THE SPA AT THE BREAKER.
- Remove the cover to the pack and locate the J43 Persistent Memory. This is located above and to the right the red DIP switch bank. The small black plastic jumper on J43 should be hanging on one pin and in a vertical position.
- Gently remove the black jumper and place it back on the pin horizontally, connecting it to the adjacent pin.
- Power on the spa. Once you see \( P \) on the top display, wait one minute and turn the breaker back off.
- Remove the jumper again and replace it vertically on just one pin (so the jumper does not become lost).
- Replace the cover to the pack, and power the spa back on.
240 Volt Electrical Installation

Spa jumpers and DIP switches are preconfigured for a 240V installation.

All 240V spas must be permanently hardwired to the power supply. See wiring diagram on page 11.

- Spas must be wired using this procedure. Any variance from these instructions will void your warranty and may result in serious injury.

- When installed in the United States, the electrical wiring of this spa must meet the requirements of National Electric Code, ANSI/NFPA 70-2008 and any applicable local, state, and federal codes.

GFCI and Wiring Requirements

- The power supplied to the spa must be on a dedicated GFCI protected circuit as required by ANSI/NFPA 70 with no other appliances or lights sharing the power.

- Use copper wire with THHN insulation. Do not use aluminum wire.

- When NEC requires the use of wires larger than #6 AWG, install a junction box near the spa and use #6 AWG wire between the junction box and the spa.

- Wire runs over 85 feet must use a lower gauge (larger sized) wire.

- Means for disconnection must be incorporated in the fixed wiring in accordance with the wiring rules.

WARNING:
The electrical circuit must be installed by an electrical contractor and approved by a local building or electrical inspector. Customer must provide a disconnect in the fixed wiring. Failure to comply with state and local codes may result in fire or personal injury and will be the sole responsibility of the spa owner. Improper installations present hazards which can result in personal injury or property damage and void the warranty on the spa.
Testing the GFCI Breaker

Test the GFCI breaker prior to first use and periodically when spa is powered.

1. With spa operating, press the TEST button on the GFCI. The GFCI will trip and the spa will shut off.
2. Reset the GFCI breaker by switching the breaker to the full OFF position; wait a moment, then turn the breaker back on. The spa should have power again.

Point of Entry for Electric Service

Installations can vary greatly from spa to spa, therefore the manufacturer does not have any pre-determined entry points for electrical service.

The installer will need to determine the best point of entry, and create an entry point. Any of the 4 walls or the spa base can be drilled through to make this access point. Prior to drilling, be sure that there are no components on the interior of the cabinet that will possibly be damaged or in the way while making the hole. The manufacturer recommends that some form of moisture barrier is used at the hole to prevent water from entering the spa.

As long as all the above criteria are met, this will in no way void the warranty that is included with the spa.

IMPORTANT:

GFCI is required for proper operation, and removing or bypassing the GFCI breakers in the sub-panel at any time is unsafe and will void your spa’s warranty. The exact GFCI rating is on the spa’s metal ID tag.

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Customer Care: (800) 823-3638
Electrical Safety Precautions

Basic safety precautions should always be followed, including the following:

• A pressure wire connector is provided on the outside of the control box to permit the connection of a solid copper bonding wire between the spa and any metal equipment, metal enclosures of electrical equipment, metal water pipe or conduit within 5 feet of the spa as needed to comply with local requirements.

• A green colored terminal (or a wire connector marked “G”, “GR”, “Ground”, or “Grounding”) is provided. To reduce the risk of electric shock, connect this terminal to the grounding terminal of your electric service or supply panel with a continuous green insulated copper wire equivalent to the circuit conductor supplying this equipment.

• The electrical supply must include a suitably rated Ground Fault Interrupter Circuit to open all underground supply conductors to comply with section 422-20 of the National Electrical Code. ANSI/NFPA 70-1987. The power supply cut-off must be readily accessible to the spa occupant, but installed at least 5 feet from spa water.

• Test the performance of the GFCI according to manufacturer’s recommendations. If the GFCI does not perform correctly, there may be a ground current flowing, indicating the possibility of electric shock. Disconnect the power until the fault has been identified and corrected.

For a step-by-step guide to wiring your spa and much more, visit the SpaCyclopedia Hot Tub & Spa Care Guide on the SpaDepot.com website.

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Customer Care: (800) 823-3638
Filling & Starting Your Spa for the First Time

1. Place spa on an approved level surface and have it properly wired by a licensed electrician. **Do not turn the spa on until it is filled with water.**

2. Remove exterior spa panels by removing screws and trim.

3. Hand-tighten any unions that may have loosened during shipping. There will be 4 unions on a 1-pump spa; 6 unions on a 2-pump spa.

4. Open all gate valves in the equipment area. Before operation, these valves must be in the UP/OPEN position and have plastic clips inserted. Never run the spa with the gate valves closed or without water circulating for any period of time.

5. Remove the filter(s) (and weir and basket, if equipped) from filter chamber. *Photos may vary from your particular spa model.*

6. Clean the spa shell with a gentle, non-foaming cleaner like CleanAll. With a garden hose, fill the spa approximately with about 12” of water, rinsing residue from the sides of the shell.

7. Open the drain valve (located on the outside spa cabinet or inside the equipment area) & drain the water in the footwell. Close the drain valve.

8. Place the hose in the empty filter chamber and fill your spa with regular tap water to 2” higher than the highest jet (excluding neck/shoulder jets).

9. Once the water is at the correct level and air is bled, turn on the power at the GFCI breaker, or plug in.

   **Note:** *When the power is turned on, the controls will perform a diagnostic check for a few minutes. When complete, the spa will automatically operate at filter speed and continue heating until water reaches 100°F.*

10. If water does not flow from jets when the pump is running, there could be an air pocket. See next page, Priming the Pump, for methods of removing air pockets from the pump(s).

11. Re-install the filter(s) (and weir and basket, if equipped) into the filter chamber.

   With spa operating, press the TEST button on the GFCI. The GFCI will trip and the spa will shut off.

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**Quick Tip:**

**Do not fill your spa with soft water.** It is difficult to maintain proper water chemistry with soft water. Also, the water may foam, which will eventually void your warranty. Use a **PreFresh Water Fill Filter** to reduce minerals and metals in the water.
Treating the Spa Water

Once the spa has been filled and pump primed, it will take **8-24 hours** to heat to the preset temperature, depending on model, electrical connection & fill water temperature.

Before using the spa, it is imperative that the spa water be balanced, shocked and treated using the **Cleanwater Blue** kit that comes with your spa, or another sanitizer of your choice.

Read more about testing and maintaining clean, healthy spa water in the **Maintaining Spa Water Quality** section starting on page 22.

Priming the Pump

If the pump is not functioning after filling, air may be trapped inside the pump. The pump will operate, but no water will be moving.

*The pump will not work properly while air is trapped in it. Continuing to operate the pump in this way will cause damage.*

**To remove small air bubbles trapped in the pump:**

1. Turn the spa on and wait for **P** (Priming Mode) to appear on the topside display.
2. Press the JETS or JETS 1 button once to turn the pump on low and let it run for 10 seconds.
3. Press the JETS 1 button again and let the pump run on high speed for 10 seconds.
4. Press the JETS 1 button again to turn off the pump for 10 to 15 seconds.
5. Repeat steps 1 through 4 until water is flowing through all the jets and all air is removed from the plumbing.

**To remove a large air lock within the pump:**

1. **Turn off power at the breaker.**
2. Remove the spa panel closest to the pump.
3. Loosen the white Pressure Union on top of the pump by hand or with a strap wrench. When air has bled out, hand tighten the union, turn breaker on and set the pump on high speed.

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**Quick Tip:**

If you press the TEMP or COOL button at any time during Priming Mode, it will exit that mode and begin Standard mode. To return to priming mode, disconnect the power to the spa and reconnect. Priming mode comes on as soon as the spa power is reconnected.
Operate Your Spa

Control Panel Operation

The control panel is the keypad that operates the spa's main functions: jets, lighting, filtration cycles, and operating modes. The default temperature is set to 100°F/37°C. The last measured temperature is constantly displayed on the LCD, but is current only when the pump has been running for at least 2 minutes.

Maximum Temperature is set to 104°F/40°C as required by UL/CSA. Minimum Temperature is 80°F/26°C.

Heating Modes

Standard - Standard is the default setting. You are in standard mode if no other setting codes appear.

- Temperature will be at or near set temperature constantly
- Pumps turn on at regular intervals to maintain temperature
- Best to use at startup of spa to heat to desired temperature
- Best to use in cold climates
- Most costly to operate

Economy - Economy is the power saving setting. The current temperature and “Ec” code will alternate on the display while the pump is running.

- Spa will only heat during filter period
- Temperature will remain close to set temperature, but it will drop between filter periods
- If users can establish a routine, filter period should overlap the usage time by a half hour. This will have spa temperature closest to the desired temperature. Example, if using the spa at 8:00 have spa filter from 6:30 – 8:30.
- Best used in mild to warm climates
- 20% reduction in energy consumption compared to standard mode

Sleep – Sleep is the vacation heater setting, and will maintain a cooler temperature.

- Spa will only heat during your filter period
- The water temperature may drop up to 20 degrees below your desired temperature
- Will work in all climates, and will not allow the spa to freeze
- 50%+ reduction in energy consumption compared to standard mode
**Filter Cycles**

Filtration keeps the spa clean and the water moving through the plumbing.

- **Filter times** - The first filter cycle takes place 6 minutes after the spa is turned on. The second cycle begins 12 hours later. To set filtration to a specific time, turn the spa off, and turn on at desired filtration time.

- **Filter setting** - Programmable for 2, 4, 6, or 8 hours, or continuous filtration.

The factory setting is F2, which means the spa will filter for 2 hours in every 12 hour period, or 4 hours total per day. We recommend you keep your filtration at no more than F4, as anything longer can waste energy, and may overheat the spa in warm climates.

**Error Codes** See page 18.

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**Note:** If the spa is currently in a heating or filtration cycle the pump will only switch between high and low. It cannot be turned off until the heating or filtration cycle is completed.

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### Control Pad Quick Guide

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<td><strong>Change Light Color Mode</strong></td>
<td>Press LIGHT ☀ repeatedly to turn light on and off. Each time the light is turned on again in quick succession, the lighting mode changes. Turns off after 4 hours. <strong>Color modes on page 21.</strong></td>
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<td><strong>Turn Jets on LOW</strong></td>
<td>Press JETS ⚙ once to turn pump on low speed. Will turn off after 4 hours.</td>
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<td>Press WARM ▲ or COOL ▼ then immediately Press LIGHT ☀. Press WARM or COOL to change the heating mode. Press LIGHT to exit.</td>
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<td><strong>Adjust Filter Cycle</strong></td>
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# Error Codes

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<th>Action Required</th>
</tr>
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<td><strong>--</strong></td>
<td>Temperature unknown.</td>
<td>After the pump has been running for 2 minutes, the temperature will be displayed.</td>
</tr>
<tr>
<td><strong>dr</strong></td>
<td>Possible inadequate water, poor flow, or air bubbles detected in the heater. Spa is shut down for 15 minutes.</td>
<td>If water level is normal, make sure all pumps have been primed. Press any button to reset. This message will reset within 15 minutes.</td>
</tr>
<tr>
<td><strong>dy</strong></td>
<td>Inadequate water detected in heater. (Displays on third occurrence or &quot;dr&quot; message.</td>
<td>If water level is normal, make sure all pumps have been primed. Spa will not automatically reset. Press any button to reset manually. If problem persists, contact Customer Care.</td>
</tr>
<tr>
<td><strong>HH</strong></td>
<td>'Overheat' - The spa has shut down. One of the sensors has detected 118°F at the heater.</td>
<td>DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button.</td>
</tr>
<tr>
<td><strong>HL</strong></td>
<td>A significant difference between the temperature sensors was detected. This could indicate a flow problem.</td>
<td>Check water level in spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. Press any button to reset.</td>
</tr>
<tr>
<td><strong>IL</strong></td>
<td>Potential freeze condition detected.</td>
<td>No action required. The pumps will automatically activate regardless of the spa status.</td>
</tr>
<tr>
<td><strong>LF</strong></td>
<td>Persistent low flow problems. (Displays on the fifth occurrence of the &quot;Heater Flow Low&quot; message within 24 hours.) Heater is shut down, but other spa functions continue to run normally.</td>
<td>Follow action required for “HFL” or “HL” message. Heating capacity of the spa will not reset automatically; you may press any button to reset.</td>
</tr>
<tr>
<td><strong>OH</strong></td>
<td>'Overheat' - The spa has shut down. One of the sensors has detected that the spa water is 110°F.</td>
<td>DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107°F/41.7°C, the spa should automatically reset. If the spa does not reset, shut off the power and call Customer Care.</td>
</tr>
<tr>
<td><strong>SA</strong></td>
<td>Spa is shut down. The sensor that is plugged into the “A” jack is not working.</td>
<td>May appear temporarily in overheat condition. If problem persists, call Customer Care.</td>
</tr>
<tr>
<td><strong>SB</strong></td>
<td>Spa is shut down. The sensor that is plugged into the “B” jack is not working.</td>
<td>May appear temporarily in overheat condition. If problem persists, contact Customer Care.</td>
</tr>
<tr>
<td><strong>SN</strong></td>
<td>Sensors are out of balance. If this is alternating with the temperature, it may just be a temporary condition. If the display shows only this message (periodically blinking), the spa is shut down.</td>
<td>If problem persists, contact Customer Care.</td>
</tr>
</tbody>
</table>
Operational and Energy Tips

Control Valves - *air and water controls on the top of spa*

- **Average to Cold Climate** - When not in the spa, make sure the valves are turned off. All these valves will inject a certain amount of air into the water which causes a cooling effect. Therefore your spa will have to heat more often and cost more money to operate.

- **Hot Climate** – Hot tubs are only designed to heat up and maintain temperature, therefore hot climate can actually make a spa overheat. In these areas, the control valves should be left open at all times to help cool the spa down.

Spa Cover - *steam loss / venting*

It is normal to see an occasional burst of steam from around the cover due to pressure releasing from a high to low area. However, heat loss can be greatly impacted by use of the spa.

- **Control valves** should be turned off when getting out of the spa in a cool climate. Air injects from the cabinet and enters into the water area. That air will not only cool the cabinet area, but will also greatly increase the pressure under the cover and cause more steam to release.

- **Surfaces are different for all spas**, and covers may provide a better seal when rotated 90°. If the folding seam goes over the controller area, often more steam will be able to escape. Try to position the cover so that the fold seam goes over the wider top surface areas on the adjacent sides.

- **Locking straps** should be snugly latched when the spa is not in use to promote a better seal.

Freeze Protection

If the temperature sensors detect a drop to below 44°F within the heater, the pumps will automatically activate to provide freeze protection. The equipment stays on until 4 minutes after the sensors detect that the spa water temperature has risen to 45°F or higher.
Jets, Controls & Features

Jets

Most jets in your spa are adjustable. Rotating the face of an adjustable jet to the left (counter-clockwise) will increase the amount of water flow through the jet. Rotating the face of an adjustable jet to the right (clockwise) will decrease the amount of water flow through the jet. Neck jets can be turned on and off using the nearby water on/off knob.

Jet Removal and Replacement

Jet nozzles may be removed while the spa is filled with water or while drained.

To remove jets:
1. Rotate the jet face counterclockwise.
2. Continue to rotate the jet as you pull it out of the jet well.

To replace jets:
1. Insert the jet in the jet well
2. Push and rotate clockwise until you feel it snap into position. When the jet face can be rotated freely, it is properly seated.

Air Controls

Air controls are the knobs located around the top of your spa. Each one will let you add a mixture of air with the jet pressure. Turn the air control knob to the left (counterclockwise) to increase the amount of airflow through the jets. To decrease the amount of airflow through the jets, rotate the handle to the right (clockwise).

Water Feature Controls (if equipped)

Some spas include waterfalls or streams. Increase or decrease the flow of the water feature using the water on/off switch on or near the waterfall.

Ice Bucket (if equipped)

Some spas include ice buckets with removable lids. A small drain at the bottom of the ice bucket allows melted ice to drain into the spa’s plumbing, flowing through the heater before entering circulation.

For this reason, only use a small amount of gentle, pH-neutral, non-foaming cleaner, like CleanAll, to clean the ice bucket.
Lighting

**Interior & Exterior Lighting (if equipped)**

All Belize Spas have a large underwater color light with several functions. Depending on your spa model & options you may have lighted cup holders, control knobs, water features, exterior lighting and under-cabinet lighting.

Press the LIGHT button on the topside control panel to turn the spa light on. If your spa has perimeter LED lights, they will also light up at the same time as the spa light. Color lighting operates in four modes. The mode is changed by turning the light off and then immediately back on.

1. **Fading:** The first time you press the light button, the lights will cycle through all the colors in this order: Blue, Violet, Pink, Red, White, Yellow, Green, Cyan.

2. **Color Locked:** This cycle offers a hard color change without fading.

3. **Quick Color Change:** To cycle through the different color choices, press the light button repeatedly. Each time you press the button, you advance to the next color.

4. **Flashing White:** When you have cycled through all the colors, the next time you push the light button, the LED lights will flash white.

Audio System (if equipped)

**Pairing Bluetooth**

The Bluetooth Audio System includes two speakers installed in the spa shell and a subwoofer inside the spa cabinet. A silver pairing button is located on the cabinet of the spa. To pair your Bluetooth-ready device:

1. Press silver button and listen for tone. System is in pairing mode.

2. Connect Bluetooth device by scanning for devices and selecting BlueAudio.

3. Enter passcode “0000” and listen for tone, signaling successful pairing.

Audio on device will now play through the audio system. Place Bluetooth-ready device in a safe location away from spa water.
Testing and Adjusting Water

Clean, healthy hot tub water requires regular maintenance. Establish a routine based on a regular schedule to maintain the water quality, increase enjoyment and extends your spa’s life.

Water Sanitation

Proper testing and treatment of your spa water is extremely important. Although this is not difficult, it needs to be done regularly to kill bacteria and other harmful microorganisms.

Your spa includes a Cleanwater Blue Pro Supply kit for easy maintenance. Cleanwater Blue is a unique liquid bactericide/algaecide, which kills bacteria and algae by introducing copper ions into the water. These ions disrupt the cell structure and chemical makeup of microorganisms, eliminating them in a safe way.

Refer to the Cleanwater Blue Quick Start Guide inside the supply box for precise instructions for use. If using another sanitizer, use as directed on the packaging. Only use chemicals appropriate for hot tub use, such as bromine or chlorine. Biguanides are not recommended.

Cleanwater Blue, or another sanitizer such as bromine or chlorine, is necessary regardless of the presence of an ozonator or combination UV/Ozone purifier.

---

**IMPORTANT:**

Do not use third-party salt-based systems in your spa! Damage caused by salt-based systems that have not been factory installed will not be covered under your warranty.

**WARNING:**

- Never add chemicals to your spa while bathers are in the spa!
- Do not allow chemicals to come in contact with skin, eyes or clothing. Remove and wash clothing that may have been exposed to chemical contact prior to wearing them again.
- Inhaling or ingesting chemicals will cause serious injury, sickness, or even death.
- Read and follow all printed instructions listed on bottles and packages and do not exceed chemical dosages as recommended. Failure to follow chemical directions may result in serious injury, sickness, or even death.
- Never change chemical brands or types without completely draining, flushing and cleaning the spa and cover first.
- Chemicals must be stored completely out of the reach of children in an area that is well vented, cool, and dry. Do not store your chemicals inside the equipment area of your spa.
- Add chemicals to the center of the spa with the pump running.
- Never add chemicals to cold water or mix chemicals together, as this will affect chemical action. Never add chemicals directly into the skimmer.
UltraRay Complete UV+Ozone
(Standard on UltraRay - Optional on Classic Series)

UltraRay Complete is a unique purifying system that combines the powerful microbe destroying properties of Ultraviolet light with the oxidizing capabilities of Ozone, killing 99.9% of bacteria it comes in contact with. This UV+Ozone system drastically reduces the amount of chemicals you will need to maintain your hot tub water, leaving you with clean, clear water.

Although the UltraRay Complete unit is an integral part in maintaining healthy spa water, it must be combined with a primary sanitizer, such as Cleanwater Blue, bromine or chlorine to fully kill harmful microbes.

Maintaining Your UltraRay Complete

The UltraRay Complete is installed in line with your hot tub's plumbing system and activates when the pump turns on.

Filtration Settings

In order to ensure proper contact times, the filtration settings must be set to run for 4 hours, twice per day. For more information on filtration settings, see pages 14-17.

Indicator Lights

The LED lights on the face of the unit show that the two separate sections, one ozone and one UV, are functioning.

The UV light is set to a timer to blink yellow when the bulb should be replaced. To avoid having to open the cabinet panel to check if the bulb is still functioning, it is recommended you replace your bulb annually. Follow bulb replacement instructions on page 33.

Reset Button

Located on top of the UltraRay Complete unit, the Reset Button is used to restart the UV bulb timer.

IMPORTANT:

Replace the UV Bulb annually for optimum performance of the UltraRay Complete unit. Instructions for bulb replacement are on page 33.

Purchase replacement bulbs at SpaDepot.com or call (800) 823-3638 to place an order.
Ozone

All Belize spas come standard with an ozone generator. The ozonator will turn on with the pump, infusing ozone gas with the hot tub water as it passes through.

Chemically known as O3, ozone is a strong oxidizer. Ozone breaks down oils, lotions, sweat and other contaminants that cause water clarity and foaming issues. A sanitizer (Cleanwater Blue, bromine, etc.) is still required.

**IMPORTANT:**
The ozonator in your spa is a wearable item and should be replaced approximately every 5 years. Contact Customer Service at (800) 823-3638 for more information.

Water Balance

The correct balance of water acidity/alkalinity and minerals is necessary to keep water soft and for optimum performance of the spa’s components. Use test strips to measure the levels of Total Alkalinity, pH and Hardness before adjusting to the proper levels.

**Step 1— Balance Total Alkalinity**

Total alkalinity (TA) is the measure of the total levels of carbonates, bicarbonates and other alkaline substances in the water. TA is an indicator of how easily pH will change after spa use or when other chemicals are added.

The recommended TA is 30 - 90 ppm for Cleanwater Blue, and 80 - 120 ppm for all other sanitizers.

If the TA is too low, the pH level will fluctuate widely from high to low. Raise TA by adding Alkalinity Increaser. If the TA is too high, the pH level will tend to be too high and may be difficult to bring down. High TA can be corrected by adding pH Decreaser.

```
<table>
<thead>
<tr>
<th>Too alkaline, Causes scaling</th>
<th>8.2</th>
<th>8.0</th>
<th>7.8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ideal Balance</td>
<td>7.6</td>
<td>7.4</td>
<td>7.2</td>
</tr>
<tr>
<td>Too acidic, Causes corrosion</td>
<td>7.0</td>
<td>6.8</td>
<td>6.6</td>
</tr>
</tbody>
</table>

Decrease pH level

Increase pH level
```

**Step 2—Balance pH**

The pH level is the measure of the balance between acidity and alkalinity.

The recommended pH is 7.2 - 7.6.

If the pH is too low, it can cause corrosion of metal fixtures and the heating element. If the pH is too high, it can cause scaling by allowing metals or minerals to form deposits and stain spa surfaces. See chart to balance.

Non-chlorine shock is slightly acidic and may lower pH. Prevent pH drop by adding 3/4 teaspoon Alkalinity Increaser per tablespoon of shock used.
**Step 3—Balance Calcium Hardness**

Calcium hardness is a measure of the total amount of dissolved calcium in the water. If using **Cleanwater Blue** system, it is not necessary to test for calcium hardness as the **Cleanwater Prep** solution removes excess calcium from the water and deposits it on the filter.

For other sanitizers, calcium helps control the corrosive nature of the spa’s water and is why soft water is not recommended. The low calcium content of soft water is very corrosive to the equipment and can cause staining of the spa shell.

**The recommended calcium hardness for spas that do not use Cleanwater Blue is 150 - 300 ppm.**

If the hardness is too low, add **Increase Calcium**. If the hardness is too high, dilute the spa water with soft water. If soft water is not available, add **Metal Free** or other mineral sequestrant at start up and **Spa Defense** or other stain and scale control weekly. When the hardness is balanced, it normally remains stable until more water is added.

**Shocking the Water**

In addition to using a chemical sanitizer, you will periodically need to shock the water. Shock, also called oxidizer, helps remove burned-out chemicals, dead bacteria, and other organic material from your spa’s water and improves your sanitizer’s effectiveness.

Use **Oxy Spa Non-Chlorine Oxidizing Shock** after each use for best results.

Occasional shocking with a small dose of **Spa Sanitizing Granules** (dichlor chlorine shock) at start-up, when the water is cloudy or after heavy use is beneficial.

To shock, turn the spa’s jets on high and add the recommended amount as per the instructions on the bottle. *Leave the cover off the spa for 30 minutes after shocking to avoid damage to your spa cover.*

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<table>
<thead>
<tr>
<th><strong>Test for:</strong></th>
<th><strong>Ideal Range Min. &lt; &gt; Max.</strong></th>
<th><strong>Chemicals to use:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Alkalinity</strong></td>
<td>Cleanwater Blue 30 ppm &lt; &gt; 90 ppm Other Sanitizers 80 ppm &lt; &gt; 120 ppm</td>
<td>Alkalinity Increaser pH Decreaser</td>
</tr>
<tr>
<td><strong>pH</strong></td>
<td>7.2 &lt; &gt; 7.6</td>
<td>pH Increaser pH Decreaser</td>
</tr>
<tr>
<td><strong>Calcium Hardness</strong></td>
<td>Cleanwater Blue not necessary Other Sanitizers 150 ppm &lt; &gt; 300 ppm</td>
<td>Increase Calcium Metal Free or Spa Defense</td>
</tr>
</tbody>
</table>
Filtration

Cleaning your filter regularly is one of the easiest and most effective things you can do to keep your water clear. A clogged or dirty filter will cause the heater and pump to work harder than they need to, possibly causing them to fail. The spa’s heating system will only function with the proper amount of water flow.

Filter Cleaning

The filter is the part of your spa that removes debris from the water. The filter needs to be cleaned on a regular basis to maximize your spa’s filtering performance and heating efficiency.

In addition to spraying off the filter bi-weekly to remove surface debris, your filter should be deep cleaned periodically to dissolve scale and particles that get lodged deep within the filter fibers and impede the filtration process. Even if the filter looks clean, scale and particles can clog the fibers and prevent water flow; This results in the most common spa problem – no heat, caused by a dirty filter.

Filter Deep Cleaning

We recommend you deep-clean your filter at each water change (every 3-4 months) and replace it annually. Deep-clean more frequently for heavy spa use.

1. Remove the filter.
2. Spray the filter with a hose sprayer nozzle to remove surface debris.
3. In a 5 gallon bucket of hot or cold water, dissolve 1/2 cup of Power Soak filter cleaner or 1 cup of Eco Soak filter cleaner and fully submerge the filter.
4. Soak the filter for at least an hour, preferably overnight. Hot water works faster than cold water.
5. Thoroughly rinse the filter with a hose sprayer nozzle.
6. Allow filter to dry then reinstall. If you keep a clean spare filter (recommended), install the spare. Rotate filters at each water change to extend the life of your filters.

Replacement Filter Cartridges

Your new spa is equipped with Clarathon Antimicrobial filters. This antimicrobial technology inhibits the growth of bacteria and mold on the filtration media. Replacement part numbers:

Belize Classic C-600L & C-400.................................................................................. FC9942M
Belize Classic Trio .............................................................................................x 2 FC9950M
All Belize UltraRay Models........................................................................................FC9951M

Buy replacement Clarathon filter cartridges at www.SpaDepot.com or by calling Customer Care.
Maintaining Spa Water Quality

Drain Procedure

Over time, contaminants such as sweat, dead skin, and body oils, along with depleted chemicals, build up in the spa and are no longer able to be broken down further or filtered out.

To limit the amount of chemicals needed to maintain a sanitary environment, your hot tub must be drained every 3-4 months, depending on use.

**Exterior Drain Valve Instructions - UltraRay Series**

1. Turn off the power at the breaker.
2. Remove all filters and deep clean (every drain/refill) or replace (yearly).
3. Locate the drain valve on the exterior of the cabinet.
4. Push handle in slightly to unlock the valve mechanism.
5. Pull out spout and remove cap (Valve is closed—no water will drain).
6. Attach a garden hose to the drain fitting and place the other end of the hose in an area safe for spa drainage.
7. Push hose and spout half-way in to open valve and begin draining. Rotate 1/4 turn to lock this in position.
8. Let spa drain completely.
9. Unlock valve, pull drain out and remove hose.
10. Replace cap and push valve back inside drain bib.

**Interior Drain Valve Instructions - Classic Series**

1. Turn off the power at the breaker.
2. Remove all filters and deep clean (every drain/refill) or replace (yearly).
3. Locate the drain valve on the exterior of the cabinet. Remove access panel and locate blue drain valve, as shown.
4. Attach a garden hose to drain fitting and place the other end of the hose in an area safe for spa drainage.
5. Turn valve knob counterclockwise to open and allow spa to drain completely.
6. Turn valve knob clockwise to close before placing drain back inside the spa cabinet.

**IMPORTANT:**

Draining water into a septic system or drain may be regulated. Check all local/municipal codes and regulations for disposal. Water drained from your spa is usually safe to dispose of in your yard.
Refill Procedure

For a more detailed start-up procedure, consult your Cleanwater Blue quick start guide.

To Refill the Spa:

1. Clean the surface of the spa with CleanAll Spa Surface non-abrasive cleaner and rinse thoroughly.
2. Fill the spa to the proper water level with normal tap water and replace the filters. (Do not use soft water.)
3. Turn on spa at the breaker and allow spa to heat to at least 90°.
4. Using a Copper 3-Way test strip (or other test strip for your sanitizer), test for total alkalinity and pH and adjust to proper range.
5. Add 1 tablespoon Oxy Spa non-chlorine shock per 150 gallons.
6. Add 1 teaspoon Spa Sanitizing Granules (dichlor) per 250 gallons (optional, but recommended).
7. Add 10 ml Cleanwater Prep per 100 gallons, and allow to circulate overnight while heating. Clean filter per Cleanwater Blue quick-start guide. (Cleanwater Blue only. Test and adjust hardness for other sanitizers.)
8. Add 5 ml Cleanwater Blue per 100 gallons. (For other sanitizers, follow directions on packaging.)
9. After the first 2 weeks, retest and add 5 ml Cleanwater Purge twice a month. (Cleanwater Blue only.)

Water level is very important. If the water level is too low or too high, your spa will not operate properly. The water level should be about two inches over the highest jet (excluding neck/shoulder jets) when the spa is not being used.

Consult dosage recommendations on chemical packaging. Chemicals may have similar names and/or usage descriptions but due to manufacturing differences, there is the likelihood of under or overdosing the spa chemicals.

**IMPORTANT:**

- **WAIT 5 – 10 MINUTES WHEN ADDING DIFFERENT CHEMICALS!** Adding too many chemicals at once can create cloudy water that takes days to clear and is often difficult to balance.
- Never add chemicals to cold water, as this will affect chemical action. After spa has reached set temperature, add chemicals to the center of the spa with the pump running.
- Do not allow chemicals to come in contact with skin, eyes or clothing. Remove and wash clothing that may have been exposed to chemical contact prior to wearing them again.
- Read and follow all printed instructions listed on bottles and packages and do not exceed chemical dosages as recommended. Failure to follow chemical directions may result in serious injury, sickness, or even death.
- Drain spa completely and flush plumbing before switching sanitizers to avoid harmful chemical reactions.
**Spa Shell**

The shell of your spa is easy to maintain, and will stay beautiful for many years with proper care. Each time you drain your spa, thoroughly clean shell. Shield from the sun's harmful rays by keeping cover on when not in use.

Only use spa cleaners. Avoid household or automotive products, which will affect pH and cause foaming.

1. Spray **CleanAll** or other non-foaming, pH balanced spa cleaner, directly to the spa shell.
2. Wipe clean with a soft cloth.
3. Repeat on stubborn areas.
4. Rinse spa with a sponge, rinsing often in a bucket of clean water.
5. Allow the spa to dry completely.

**Cabinet Care**

For normal care and cleaning, use a soft cloth or sponge with **CleanAll** and water. Rinse well and dry with a soft, clean cloth.

- Clean grease, oil, paint and ink stains with isopropyl (rubbing) alcohol. Rinse well and dry with a soft, clean cloth.
- Never use abrasive cleaners.
- Do not allow your surface to come into contact with nail polish, nail polish remover, wintergreen oil (methyl salicylate), dry cleaning solution, lacquer thinners, gasoline, pine oil, etc.
- Avoid placing razorblades or other sharp instruments near this surface as they may scratch it. Small scratches can be removed by buffing lightly with a clean cloth and using either an automotive polishing liquid or a toothpaste containing a fine polishing ingredient. For deeper scratches, sand the surface lightly with 400 grit "wet or dry" paper and buff with fine-grit buffing compound.

**Important!**

Do not use any cover care products on spas full of water. Only apply to clean, cool, dry surfaces. Incorrect product usage may cause water balancing issues.
Deep-Cleaning Plumbing

A minimum of once per year, it is recommended that System Flush be used to clear the plumbing and equipment of biofilm and hard water scale. To flush the plumbing:

• Before draining the spa, remove the filter(s) and add 8 oz. of System Flush.
• Allow System Flush to circulate with pumps on for at least 15 minutes, up to overnight.
• Drain water and follow Drain & Refill Procedure on page 27 - 28.

Spa Cover Maintenance & Tips

The spa cover included with your hot tub is an integral component that should last for years if properly maintained. However, spa covers are not permanent items, and will need to be replaced eventually. A few tips to keep your spa cover in good condition:

• Protect spa cover by applying 303 Aerospace Protectant monthly. 303 is designed to protect vinyl from chemical and UV damage without oily residue.
• Keep spa covered when not in use. The sun's UV rays can damage the acrylic if left uncovered; the cover keeps the heat in, lowering running cost.
• Install cover latches and lock the straps down when not in use. Locks help prevent unwanted entry and keep the cover secure in windy conditions.

• Never set anything on top of the spa cover, including lightweight objects like pool toys. The sun's rays amplify the heat as it passes through objects, melting the cover.
• Do not sit, stand, or lie on the cover. Even though spa cover is rigid, it is not designed to support any weight.
• Keep spa water balanced & sanitized, and always remove the cover when shocking or adding chemicals. Excessive chemicals or unbalanced pH can quickly degrade the spa cover.
• Avoid carrying the cover by the handles, skirt, or steam blocking pads. A cover lifter, when installed correctly, can make removing the cover easy and relieve stress on cover seams.

WARNING:

Keep spa covered when not in use. You are required to keep the spa covered to maintain warranty coverage. Do not use automotive vinyl protectants on spa covers or pillows. These products are generally oil-based and will cause severe water clarity issues that are difficult to correct, and can damage vinyl.
Spa Headrests

Spa Headrests should be cleaned and protected monthly with 303 Aerospace Protectant, when the spa cover is treated. You can remove the headrests for cleaning and maintenance quickly and easily.

To remove headrests with plug style attachment (not shown):
Pull gently upward on pillow.

To attach headrests with plug style attachment (not shown):
Press plugs gently into sockets.

To remove headrests with bracket style attachment:
Pull gently upward and outward on the bottom of the pillow.

To attach headrests with bracket style attachment:
1. Hold pillow LOWER than the final pillow position.
2. Drag the pillow UPWARD against bracket, allowing BOTTOM of the bracket to enter the slot in the pillow first.
3. As the pillow begins to attach to the bracket, press inward on the center of the pillow with your fingers. The pillow will snap into place.

Vacation Care

With these instructions, you can prepare to leave your spa unattended for up to two weeks. If you will not be using your spa for longer than 14 days and a spa maintenance service is not available, we strongly recommend you shut the spa down and drain or winterize your spa. See page 34 for Winterization Procedure.

- Following the water quality instructions starting on page 20, adjust the Alkalinity and pH.
- Shock the water using Spa Sanitizing Granules (dichlor).
- Check spa for sufficient sanitizer and add more if necessary.
- Set the spa to Sleep Mode. (See instructions on pages 14-17 for changing modes.)
- Lock your cover. *Always use the cover locks if you plan to be away from home.*

Upon return, before using the spa:
- Set spa back to Standard Mode.
- Check and adjust Alkalinity and pH.
- Shock the water using Spa Sanitizing Granules (dichlor).
- Test for sanitizer and add more if necessary.
Maintenance Schedule

After each use

- Add 1 tablespoon per 150 gallons of Oxy Spa non-chlorine shock.

Every two weeks

- Test the spa water using test strips. Only add Cleanwater Blue if copper levels are not in range.
- Add Cleanwater Purge.
- Remove & rinse surface debris from filter cartridge with hose sprayer nozzle.

Once per month

- Apply 303 Aerospace Protectant to vinyl spa cover and pillows.

Every three to four months

- Follow the section Drain and Refill Procedure on page 27.
- Remove filter & use Spa System Flush to deep-clean spa plumbing, and drain spa.
- While drained, clean your spa shell with CleanAll non-abrasive cleaner & rinse.
- Polish shell with Gel Gloss acrylic surface cleaner and polish.
- Refill your spa, following the section Drain and Refill Procedure.
- Deep-clean spa filters.

Once per year

- Replace filter cartridge(s).
- Replace UltraRay UV Bulb (if equipped).

Every 2 - 5 years

- Replace ozonator.
DANGER: TURN THE SPA CIRCUIT BREAKER TO THE OFF POSITION!
WARNING: ALLOW BULB TO COOL DOWN PRIOR TO REMOVING FROM QUARTZ CHAMBER.
DANGER: NEVER LOOK AT THE LIT BULB. THIS CAN CAUSE SEVERE EYE DAMAGE OR BLINDNESS.

1. Turn off circuit breaker to spa and allow UV-C bulb to cool.

2. [Refer to Fig. A] Using a Phillips screwdriver, remove Water Hose Barb Clamp 1 and Bulb Boot Clamp 2.

3. Lift the white Quartz Chamber 4 slightly out of its cradle to facilitate the next steps.

4. [Refer to Fig. B] Disconnect the old UV-C Bulb 5 by gently pulling on the Bulb Plug Boot 3.

5. Slide the old UVC-Bulb 5 out of the Quartz Chamber 4 and set aside. Note: the original bulb may have come with a black rubber end cap for shipping protection. It is not needed for the new bulb.

6. Remove the new UV-C Bulb 5 from its packaging, being careful not to touch the glass portion with bare hands. (Oil from your skin can cause a “hot spot” on the glass, shortening bulb life). Slide bulb most of the way into Quartz Housing 4 with pins facing outward.

7. While firmly grasping the white bulb end 5 with two fingers, reconnect the Bulb Plug Boot 3, being careful to align and seat the bulb pins into the boot socket by rotating bulb slightly as needed.


9. [Refer to Fig. A] Reattach the Water Hose Barb Clamp 1 and Bulb Boot Clamp 2 with screwdriver.

10. Turn on circuit breaker to restore spa power.

11. Hold down Reset Button 6 and both LED lights will flash yellow. Continue to hold for about 10 seconds until both lights turn green.

BULB DISPOSAL:
Dispose of old bulb at appropriate location—do not discard into garbage can. Visit www.LampRecycle.org for disposal instructions.

Customer Care: (800) 823-3638
Winterizing and De-Winterizing Your Spa

Winterization Procedure

Your spa should be winterized if left unattended or when there is risk of freezing temperatures. Winterizing ensures no plumbing will be cracked by freezing water left in pumps and pipes after draining.

1. **Turn off power at the GFCI circuit breaker before draining or servicing your spa.**
2. Remove exterior panels by prying out decorative plugs and unscrewing screws in panel.
3. Attach a garden hose to the drain and open the blue ball valve. Water will start to drain. You may have some water left in the spa shell that did not drain. Remove it with a wet-vac or by hand with a small cup.
4. Loosen all large unions from heater and pump(s) to let excess water drain from the lines. *Your spa may have more than one pump. Be sure to follow winterization procedures for each pump and all unions. A one pump spa has 4 unions; a two-pump spa has 6 unions.*
5. Remove lowest drain plug on front of the pump. Drain out any water in pump(s).
6. Remove and store filter outside of spa.
7. After the spa has drained, you MUST also use a wet-vac to remove the water from the lines by vacuum/suction. Water left in the lines and jets will freeze and damage them. To adequately dry plumbing, place the wet-vac for 10-15 seconds over: each drain; each union; each jet face; each suction; and the filter cavity. See filter removal procedure.
8. Once all the water is removed from the spa, jets, and plumbing, re-insert drain plug into the pump. Tighten all unions and make sure all gate valves are open with clips installed.
9. Pour a gallon of **spa antifreeze** into the top of the pump and a gallon into the filter cavity. (Dilute concentrate per label instructions.)
10. Replace all exterior panels.
11. Close and secure spa cover and straps.

De-Winterization Procedure

1. Fill the spa's foot well with water.
2. Drain the spa to clear the antifreeze out of the spa. See page 27, **Drain and Refill Procedure.**

**IMPORTANT:**

Damage caused by improper winterization is not covered under the manufacturer's warranty. If you have any questions, please call Technical Support at 800-823-3638. You may also contact a professional to perform these services for you.
## Water Quality Problems

<table>
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<tr>
<th>Symptom</th>
<th>Probable Causes</th>
<th>Possible Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cloudy Water</strong></td>
<td>• Dirty filter</td>
<td>• Clean or replace the filter</td>
</tr>
<tr>
<td></td>
<td>• Inadequate or improper sanitizing</td>
<td>• Run jet pumps and clean filter</td>
</tr>
<tr>
<td></td>
<td>• Oils, lotions, organic matter</td>
<td>• Add sanitizer</td>
</tr>
<tr>
<td></td>
<td>• Old water</td>
<td>• Shock spa with dichlor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Balance alkalinity or pH</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Drain and refill spa</td>
</tr>
<tr>
<td><strong>Algae</strong></td>
<td>• pH too high</td>
<td>• Shock spa with dichlor</td>
</tr>
<tr>
<td></td>
<td>• Sanitizer too low</td>
<td>• Adjust pH</td>
</tr>
<tr>
<td></td>
<td>• Spa uncovered</td>
<td>• Maintain sanitizer use and shock after each use</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Keep the spa covered with straps secured when the spa is not in use</td>
</tr>
<tr>
<td><strong>Organic buildup or scum ring around spa water line</strong></td>
<td>• Oils, lotions, dirt in spa water</td>
<td>• Shower before use</td>
</tr>
<tr>
<td></td>
<td>• Not shocking after each use</td>
<td>• Use a Zorbo floating scum absorber</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Use a clarifier</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Spray with CleanAll &amp; wipe scum with a rag</td>
</tr>
<tr>
<td><strong>Water odor</strong></td>
<td>• Inadequate or improper sanitizing</td>
<td>• Shock spa with dichlor</td>
</tr>
<tr>
<td></td>
<td>• pH too low</td>
<td>• Shock with Oxy Spa after each use</td>
</tr>
<tr>
<td></td>
<td>• Oils, lotions, dirt in spa</td>
<td>• Maintain proper sanitizer levels</td>
</tr>
<tr>
<td></td>
<td>• Algae or bacteria</td>
<td>• Balance pH</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If severe, use Spa System Flush, drain and refill spa</td>
</tr>
<tr>
<td><strong>Chlorine odor</strong></td>
<td>• Chloramine (used chlorine) level too high</td>
<td>• Shock spa</td>
</tr>
<tr>
<td></td>
<td>• pH too low</td>
<td>• Balance pH</td>
</tr>
<tr>
<td><strong>Eye irritation</strong></td>
<td>• pH too low</td>
<td>• Balance pH</td>
</tr>
<tr>
<td></td>
<td>• Sanitizer too low</td>
<td>• Maintain sanitizer level and shock after each use</td>
</tr>
<tr>
<td><strong>Skin irritation or rash</strong></td>
<td>• Insufficient sanitizer</td>
<td>• Shock spa and add sanitizer</td>
</tr>
<tr>
<td></td>
<td>• Chlorine level too high (above 5 ppm)</td>
<td>• Allow chlorine level to drop</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• If rash reoccurs, shock with dichlor, use Spa System Flush, drain and refill spa</td>
</tr>
<tr>
<td><strong>Stains</strong></td>
<td>• Total alkalinity and/or pH are too low</td>
<td>• First adjust total alkalinity then pH if necessary</td>
</tr>
<tr>
<td></td>
<td>• High amounts of copper, iron in water</td>
<td>• Use PreFresh, a hose-end filter</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Use Metal Free at start up</td>
</tr>
<tr>
<td><strong>Scale</strong></td>
<td>• Calcium content is too high</td>
<td>• Use Spa Defense scale inhibitor</td>
</tr>
<tr>
<td></td>
<td>• Total alkalinity and/or pH are too high</td>
<td>• First adjust total alkalinity then pH if necessary</td>
</tr>
</tbody>
</table>
## Troubleshooting

### Operational Problems

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Probable Causes</th>
<th>Possible Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>POWER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>System does not work</td>
<td>Power is turned off</td>
<td>Reset spa at the breaker.</td>
</tr>
<tr>
<td>Control pad and spa equipment do not operate</td>
<td>No electrical power to the spa</td>
<td>Turn on or reset the GFCI circuit breaker. If this does not solve the problem, have a qualified electrician check the electrical service.</td>
</tr>
<tr>
<td></td>
<td>The 30A fuse has blown</td>
<td>Contact customer service.</td>
</tr>
<tr>
<td>The spa does not turn off</td>
<td>Spa is trying to heat up</td>
<td>Check that the temperature setting is in Standard mode.</td>
</tr>
<tr>
<td></td>
<td>Spa is in filter cycle</td>
<td>Normal. Spa will turn off when cycle is complete.</td>
</tr>
<tr>
<td></td>
<td>Spa is in Standard mode</td>
<td>Check setting.</td>
</tr>
<tr>
<td>Control Panel displays a message</td>
<td>An error may have occurred</td>
<td>See diagnostic messages on page 18 for message code meanings.</td>
</tr>
<tr>
<td>GFCI breaker trips repeatedly</td>
<td>Improper wiring to spa or GFCI breaker is defective</td>
<td>Consult with a qualified electrician.</td>
</tr>
<tr>
<td></td>
<td>There is a defective component on the spa</td>
<td>Contact customer service.</td>
</tr>
<tr>
<td><strong>HEAT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spa does not heat</td>
<td>Check mode. Set to Standard or Ready</td>
<td>See Control panel instructions on pages 14 - 17.</td>
</tr>
<tr>
<td></td>
<td>Water level is too low</td>
<td>Add water to correct level</td>
</tr>
<tr>
<td></td>
<td>No electrical power to spa</td>
<td>Turn on or reset the GFCI circuit breaker. If this does not solve the problem, have a qualified electrician check the electrical service.</td>
</tr>
<tr>
<td></td>
<td>Heater is defective</td>
<td>Contact customer service.</td>
</tr>
<tr>
<td></td>
<td>Gate valve is partially or fully closed</td>
<td>Open gate valves. Never operate your spa with the gate valves closed!</td>
</tr>
<tr>
<td>Spa gets warm but not hot</td>
<td>Thermostat has been turned down</td>
<td>Set control panel to higher temperature.</td>
</tr>
<tr>
<td></td>
<td>Insufficient filtration time if in Sleep or Economy Mode</td>
<td>Increase filtration time, see pages 14 - 17.</td>
</tr>
<tr>
<td></td>
<td>Water level is too low</td>
<td>Add water to the correct level</td>
</tr>
<tr>
<td></td>
<td>No electrical power to spa</td>
<td>Turn on or reset the GFCI breaker. If this does not solve the problem, have a qualified electrician check the electrical service.</td>
</tr>
<tr>
<td></td>
<td>Dirty filter cartridge</td>
<td>Clean or replace filter cartridge.</td>
</tr>
<tr>
<td></td>
<td>Gate valves closed</td>
<td>Open gate valves.</td>
</tr>
<tr>
<td></td>
<td>Spa cover improperly positioned</td>
<td>Align spa cover. Seams should not line up over control panel.</td>
</tr>
<tr>
<td>Spa gets too hot</td>
<td>Filtration time is too long</td>
<td>Reduce filtration cycles, especially during the summer months. See pages 14 - 17.</td>
</tr>
<tr>
<td>Symptom</td>
<td>Probable Causes</td>
<td>Possible Solutions</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------------------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td><strong>WATER</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water is not clean</td>
<td>For all water clarity issues, see page 22.</td>
<td></td>
</tr>
<tr>
<td>High water consumption</td>
<td>Very high evaporation due to air valves being open.</td>
<td>Shut off air valves and refill as necessary.</td>
</tr>
<tr>
<td><strong>Low water stream from the jets</strong></td>
<td>Running in FILTER mode: slow speed</td>
<td>Select high speed jets.</td>
</tr>
<tr>
<td></td>
<td>Blocked wall suctions or skimmer</td>
<td>Clean wall suction/skimmer.</td>
</tr>
<tr>
<td></td>
<td>Dirty filter cartridge</td>
<td>Clean or replace filter cartridge.</td>
</tr>
<tr>
<td></td>
<td>Jets are closed</td>
<td>Open jets.</td>
</tr>
<tr>
<td></td>
<td>Gate valves closed</td>
<td>Open gate valves.</td>
</tr>
<tr>
<td><strong>No water stream from jets</strong></td>
<td>Pump has airlock</td>
<td>Remove airlock by priming pump (page 13).</td>
</tr>
<tr>
<td></td>
<td>Jets are closed</td>
<td>Open jets.</td>
</tr>
<tr>
<td></td>
<td>Power switched off, system off</td>
<td>Reset power.</td>
</tr>
<tr>
<td></td>
<td>Pump is defective</td>
<td>Contact customer service.</td>
</tr>
<tr>
<td></td>
<td>Pump fluctuations</td>
<td>Low water. Check level on skimmer flap.</td>
</tr>
<tr>
<td><strong>Water leakage from below spa</strong></td>
<td>Check the plumbing connections and drain hoses</td>
<td>Hand-tighten loose connections.</td>
</tr>
<tr>
<td><strong>AIR AND JETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>No air stream from jets</strong></td>
<td>Air control not open</td>
<td>Open the control.</td>
</tr>
<tr>
<td></td>
<td>Jet spout opening not fixed properly</td>
<td>Check jet spout openings.</td>
</tr>
<tr>
<td></td>
<td>Jet spout opening missing</td>
<td>Check jets and replace as necessary.</td>
</tr>
<tr>
<td><strong>LIGHT(S)</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard spa light doesn’t work</td>
<td>Light bulb has burned out</td>
<td>Replace light bulb.</td>
</tr>
<tr>
<td></td>
<td>Lighting system is defective</td>
<td>Contact customer service.</td>
</tr>
<tr>
<td>Symptom</td>
<td>Probable Causes</td>
<td>Possible Solutions</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>----------------------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td><strong>PUMPS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pump runs constantly—will not shut off</td>
<td>Problem with circuit board</td>
<td>Service required. Contact customer service.</td>
</tr>
<tr>
<td>Noisy pump</td>
<td>Water level is too low</td>
<td>Add water to normal level.</td>
</tr>
<tr>
<td></td>
<td>Blocked wall suction(s) or skimmer</td>
<td>Clean the wall suction(s)/skimmer.</td>
</tr>
<tr>
<td></td>
<td>Damaged or worn-out motor block</td>
<td>Replacement likely required. Contact customer service.</td>
</tr>
<tr>
<td></td>
<td>Leakage of air into suction line</td>
<td>Service required. Contact customer service.</td>
</tr>
<tr>
<td></td>
<td>Debris is caught inside pump</td>
<td>Service required. Contact customer service.</td>
</tr>
<tr>
<td></td>
<td>Gate valves are closed</td>
<td>Open gate valves. Never operate your spa with the gate valves closed!</td>
</tr>
<tr>
<td></td>
<td>Damaged or worn out motor bearings</td>
<td>Replacement likely required. Contact customer service.</td>
</tr>
<tr>
<td></td>
<td>Improper or defective wiring</td>
<td>Service required. Contact customer service.</td>
</tr>
<tr>
<td>Pump turns off during operation</td>
<td>Automatic timer has completed its cycle</td>
<td>Start the cycle again.</td>
</tr>
<tr>
<td></td>
<td>Improper or defective wiring</td>
<td>Service required. Contact customer service.</td>
</tr>
<tr>
<td>Pump has a burning smell while running</td>
<td>Automatic timer has completed its cycle</td>
<td>Start the cycle again.</td>
</tr>
<tr>
<td></td>
<td>The pump motor is defective</td>
<td>Replacement likely required. Contact customer service.</td>
</tr>
<tr>
<td>Pump does not work</td>
<td>Power may be turned off</td>
<td>Reset power.</td>
</tr>
<tr>
<td></td>
<td>Pump has overheated</td>
<td>Let cool for one hour.</td>
</tr>
<tr>
<td></td>
<td>Incorrect or faulty wiring of electrical supply</td>
<td>Service required. Contact customer service.</td>
</tr>
<tr>
<td></td>
<td>Switch is off</td>
<td>Auto reset after the motor has cooled down.</td>
</tr>
<tr>
<td></td>
<td>House circuit breaker tripped or if OFF position</td>
<td>Reset circuit breaker.</td>
</tr>
<tr>
<td></td>
<td>Motor overload condition</td>
<td>Motor overload will reset automatically. If problem persists, contact customer service.</td>
</tr>
<tr>
<td></td>
<td>Damaged electrical cord</td>
<td>Plug pump cord into appropriate receptacle.</td>
</tr>
<tr>
<td></td>
<td>Pump cord not plugged in</td>
<td>Service required. Contact customer service.</td>
</tr>
<tr>
<td></td>
<td>GFCI tripped or in OFF position</td>
<td>Reset GFCI.</td>
</tr>
</tbody>
</table>
BELIZE CLASSIC SERIES Acrylic Spas Limited Warranty

Cabinet: 5 years parts & 1 year labor
Belize™ Spas warrants the original retail purchaser the integrity of the spa’s cabinet structure will not rot, crack, or peel as a result of defects in material or workmanship for 5 years. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Acrylic Spa Shell: 5 years parts & 1 year labor
Belize™ Spas warrants the original retail purchaser the integrity of the spa’s shell against water loss through the spa shell as a result of defects in material or workmanship for 5 years. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Plumbing & Equipment: 2 years parts & 1 year labor
Belize™ Spas warrants the original retail purchaser the integrity of the spa’s plumbing against leaks as a result of defects in material or workmanship for a period of 2 years on parts and 1 year on labor. Belize™ Spas warrants the original retail purchaser the integrity of the spa’s Equipment Pack (pumps, heater, control system) to be free from defects in material and workmanship for a period of 2 years on parts and 1 year on labor from the date of the original retail purchase. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Replacement Only: 1 year
Belize Spas warrants the original retail purchaser the integrity of the spa's accessories (where applicable): Including jet inserts, pillows, and standard spa cover for one year. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Warranty Specifics
- Ozonators: Belize™ Spas warrants the original retail purchaser that the factory installed ozonators will not malfunction due to defects in workmanship for a period of 1 year from the date of the original retail purchase.
- LED Lighting: Belize™ Spas warrants the original retail purchaser that the factory installed LED Lighting System will have a 1 year warranty to be free from defects in workmanship and materials from the date of the original retail purchase.
- Sound System: Belize™ Spas warrants the original retail purchaser that the factory installed Sound System will have a 90 day warranty to be free from defects in workmanship and materials from the date of the original retail purchase.

Please Note: Electrical Connections must be made by a qualified, licensed residential electrician. Improper installations present hazards which can result in personal injury or property damage and void the warranty on the spa. Please see the Pre-delivery Guide and/or Owners Manual for additional information.

Exclusions
This limited warranty is enforceable only by the original retail purchaser. Fuses, covers, light bulbs, light lenses, seals on pump and motor, and any dealer installed accessories are specifically excluded from this limited warranty.

All warranties are null and void if any of the following occur:
- The spa has been subject to alteration, neglect, misuse or abuse.
- Any damages caused by failure to install, maintain, and operate the spa in accordance with the recommendations contained in Belize™ Spas Owner’s Manual.
- Any and all costs of spa’s removal and replacement including but not limited to removal and transportation, damages to landscaping, house structures.
- The spa has been used in a non-residential application or an application in which it was not designed.
- Spa shell damage caused by excessive heat build-up due to failure to cover the spa while empty of water and/or exposure to direct sunlight.
- Any damages caused by improper maintenance of spa water chemistry or by any undissolved spa chemicals which may cause bleaching of the spa shell and erosion or discoloration of stainless jets.
- Any repairs that are done by anyone other than authorized Belize™ Spas agent, or anyone without expressed written permission by Belize™ Spas warranty department.
- Any and all costs associated with obtaining warranty service. Belize™ Spas is not responsible for any form of Trip Charge requested by a service provider.
- Do not use salt-based systems in your spa! Damage caused by salt-based systems will not be covered under your warranty.

IMPORTANT: Belize™ Spas Warranty is void if the spa is moved to any location that is not the original “Ship To” address.

DISCLAIMERS: TO BE COVERED UNDER THE BELIZE SPAS WARRANTY YOU MUST REGISTER YOUR PRODUCT WITHIN 30 CALENDAR DAYS OF DELIVERY. BELIZE SPAS AND ITS AUTHORIZED AGENTS SHALL NOT BE LIABLE FOR ANY INJURY, LOSS, COST OR OTHER DAMAGE, WHETHER INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE, ARISING OUT OF ANY DEFECT COVERED BY THIS LIMITED WARRANTY, INCLUDING WITHOUT LIMITATION, LOSS OF USE OF THE SPA AND COST FOR REMOVAL OF DEFECTIVE PRODUCT, EVEN IF BELIZE SPAS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, THE LIABILITY OF BELIZE SPAS UNDER THIS LIMITED WARRANTY, IF ANY, SHALL NOT EXCEED THE ORIGINAL AMOUNT PAID FOR THE DEFECTIVE PRODUCT. COVERAGE UNDER THIS LIMITED WARRANTY SHALL COMMENCE AS OF THE ORIGINAL DATE OF PURCHASE AND THE DURATION OF SUCH COVERAGE SHALL NOT EXTEND FOR ANY REASON WHATSOEVER BEYOND THE STATED TIME PERIOD. THESE DISCLAIMERS SHALL BE EQUALLY APPLICABLE TO ANY SERVICE PROVIDED BY BELIZE SPAS OR ITS AUTHORIZED AGENTS.

LIMITATIONS: THIS LIMITED WARRANTY IS NOT TRANSFERABLE AND ONLY APPLIES TO THE ORIGINAL PURCHASER. THIS LIMITED WARRANTY SUPERSEDES THE PLACE OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, IN FACT OR AT LAW, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTY SERVICE MUST BE AUTHORIZED BY BELIZE SPAS AND PERFORMED BY ITS AUTHORIZED AGENT. NO DEALER, DISTRIBUTOR, SERVICE COMPANY, OR OTHER PARTY IS AUTHORIZED TO CHANGE, MODIFY, OR EXTEND THE TERMS OF THIS LIMITED WARRANTY IN ANY MANNER WHATSOEVER.

FOR WARRANTY QUESTIONS OR CLAIMS PLEASE CONTACT CUSTOMER SUPPORT: (800) 823-3638 - M-F 6AM-5PM PACIFIC TIME
05-01-16
BELIZE ULTRARAY SERIES Acrylic Spas Limited Warranty

Cabinet: 7 years parts & 1 year labor
Belize™ Spas warrants the original retail purchaser the integrity of the spa’s cabinet structure will not rot, crack, or peel as a result of defects in material or workmanship for 7 years. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Acrylic Spa Shell: 7 years parts & 1 year labor
Belize™ Spas warrants the original retail purchaser the integrity of the spa’s shell against water loss through the spa shell as a result of defects in material or workmanship for 7 years. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Plumbing & Equipment: 3 years parts & 1 year labor
Belize™ Spas warrants the original retail purchaser the integrity of the spa’s plumbing against leaks as a result of defects in material or workmanship for a period of 3 years on parts and 1 year on labor. Belize™ Spas warrants the original retail purchaser the integrity of the spa’s Equipment Pack (pumps, heater, control system) to be free from defects in material and workmanship for a period of 3 years on parts and 1 year on labor from the date of the original retail purchase. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Replacement Only: 1 year
Belize Spas warrants the original retail purchaser the integrity of the spa’s accessories (where applicable): Including jet inserts, pillows, and standard spa cover for one year. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Warranty Specifics
- UV System: Belize™ Spas warrants the original retail purchaser that the factory installed UltraRay UV-C system will not malfunction due to defects in workmanship for a period of 1 year from the date of the original retail purchase.
- LED Lighting: Belize™ Spas warrants the original retail purchaser that the factory installed LED Lighting System will have a 1 year warranty to be free from defects in workmanship and materials from the date of the original retail purchase.
- Sound System: Belize™ Spas warrants the original retail purchaser that the factory installed Sound System will have a 90 day warranty to be free from defects in workmanship and materials from the date of the original retail purchase.

Please Note: Electrical Connections must be made by a qualified, licensed residential electrician. Improper installations present hazards which can result in personal injury or property damage and void the warranty on the spa. Please see the Pre-delivery Guide and/or Owners Manual for additional information.

Exclusions
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All warranties are null and void if any of the following occur:
- the spa has been subject to alteration, neglect, misuse or abuse,
- any damages caused by failure to install, maintain, and operate the spa in accordance with the recommendations contained in Belize™ Spas Owner’s Manual,
- Any and all costs of spa’s removal and replacement including but not limited to removal and transportation, damages to landscaping, house structures,
- The spa has been used in a non-residential application or an application in which it was not designed,
- Spa shell damage caused by excessive heat build-up due to failure to cover the spa while empty of water and/or exposure to direct sunlight,
- Any damages caused by improper maintenance of spa water chemistry or by any undissolved spa chemicals which may cause bleaching of the spa shell and erosion or discoloration of stainless jets,
- Any repairs that are done by anyone other than authorized Belize™ Spas agent, or anyone without expressed written permission by Belize™ Spas warranty department,
- Any and all costs associated with obtaining warranty service. Belize™ Spas is not responsible for any form of Trip Charge requested by a service provider,
- Do not use salt-based systems in your spa! Damage caused by salt-based systems will not be covered under your warranty.

IMPORTANT: Belize™ Spas Warranty is void if the spa is moved to any location that is not the original ‘Ship To’ address.

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05-01-16