



**Owners Manual
&
Water Treatment Guide**

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Congratulations!

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

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

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

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

Softub Canada

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SAFETY INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS - Read and follow all instructions.

Avoid alcohol, drugs or medication when using your Softub.

If you are pregnant, have heart disease, high blood pressure or other medical conditions, consult your doctor before using your Softub.

People with infectious diseases should not use the Softub.

Do not stay in the Softub too long. 20 minutes should be the maximum depending on the temperature.

Have a companion nearby when using your Softub. Always have an adult accompanying children.

Check the water temperature with a thermometer before entering the Softub to ensure it is in the safe range.

The maximum safe temperature is recognized to be 38°C (100.4°F).

Do not keep lamps, radios and other electrical appliances within 1.5 m (5 ft) of the Softub.

Keep the environment around your Softub safe and free of hazards.

Do not sit on the bi-fold lid of your Softub.

Fill tub with water BEFORE plugging into electrical outlets.

A water-proof hood should be installed on outdoor electrical outlets and is available from your Softub Dealer.

Use a properly grounded outlet of 110 Volt AC.

Do not put Softub on floors or other surfaces that are not structurally strong enough to support a load of 125 lb/sq.ft. (611 kg/sq.m.) and/or on any floors or other surfaces that will not withstand exposure to water.

Maintain water chemistry in accordance with manufacturer's instructions.

This appliance is provided with a ground fault circuit interrupter (GFCI) located on the power supply cord. Before each use, with the plug connected to the power supply and with the unit operating, push the "TEST" button. This will turn the power off going to the HydroMate®. Next, push the "RESET" button. The unit should now operate normally. If the interrupter fails to operate in this manner, there is ground current flowing, indicating the possibility of an electrical shock. Disconnect the plug from the receptacles until the fault has been identified and corrected.

Do not use gas chlorination, ionizers, salts or soaps without consulting your dealer.

A wire connector is provided under the motor unit to permit connection of a minimum No. 8 AWG (8.4 mm) solid copper conductor between this point and any metal equipment, metal enclosures or electrical equipment, metal water pipe or conduit within 5 ft (1.5 m) of the unit.

DANGER - RISK OF ELECTRIC SHOCK. Install at least 5 ft (1.5 m) from all metal surfaces.

A spa may be installed within 5 ft of metal surfaces if each metal surface is permanently connected by a minimum No. 8 AWG (8.4 mm) solid copper conductor to the wire connector under the motor unit which is provided for this purpose.

MANUFACTURER'S WARNINGS

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

The water level must be 5 cm above the highest jet. The jets can spray water out of the tub if the water level becomes too low and cause the HydroMate® to overheat and void the warranty.

Always unplug your HydroMate® before draining and while filling.

Use only approved accessories. Use of non-approved accessories could void the warranty.

Maintain proper water pH (7.4-7.6), the vinyl liner can be damaged by a combination of high sanitizer and low pH.

NEVER use an extension cord to connect the HydroMate® to the power supply cord. Using an extension cord will void your warranty.

Do not operate without a GFCI located on the power supply cord. This safety device shuts off the power immediately in the event of an electrical short.

Install the Softub only on floors or areas that can withstand repeated exposure to water (tile, brick). Splashing, dripping, filling and draining are routine operations, which spill water. Equipment failure may also cause substantial water spillage. Care must be taken that the structure underneath the Softub will not warp or suffer damage in the event of a water spill. If located in a multiple floor structure, objects on the floor below should be protected in the event of a major spill.

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

Handle the HydroMate® gently. The components inside may incur damage if dropped.

Certain objects reflect and concentrate the sun's rays. Close proximity of the Softub to such objects should be avoided or damage may incur.

Do not open the HydroMate®. There are no user serviceable parts inside. Opening this component will void the warranty.

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

An exterior Tub Cover is necessary if installing your Softub outdoors. Failure to do so will void the warranty.

Do not install the Softub where infestation of insects or rodents may occur.

INSTALLATION INSTRUCTIONS

SITE SELECTION

Before selecting a site, please read the safety information, manufacturer's warnings and the relevant indoor/outdoor sections.

Your Softub is completely self-contained and portable. It can be set-up on a patio, deck or even indoors.

- A) Structure: the Softub should always be placed on a structurally strong, relatively smooth and level surface (see specifications on page 14 for loading capacity).
- B) Drainage: do not place the HydroMate® in an area where water will puddle around it.
- C) Electrical: allow easy access to the ground fault circuit interrupter (GFCI) which is located on the power supply cord. The 110 Volt GFCI and the outlet it is plugged into, should be protected from extreme weather, landscape sprinklers and accidental spills.
- D) Plug the HydroMate® into a 110 Volt outlet without the use of an extension cord and a minimum of 3 m (10 ft) from HydroMate®. Be sure to use a grounded electrical outlet that fits properly to the plug. The Softub cord has a special plug (called a ground fault interrupter or GFCI) that is a very important safety feature. The GFCI shuts off electricity to the HydroMate® immediately if there is a short in the cord or HydroMate®. It is designed to be tested before each use. Be sure to push the GFCI "RESET" button to activate the power after plugging the GFCI into the electrical outlet. This plug fits all conventional 110 Volt outlets found in homes.
- E) A pressure wire connector is provided in the under side of the motor unit to permit connection of a minimum No. 8 AWG (8.4 mm) solid copper bonding conductor between this point and any metal equipment, metal enclosures or electrical equipment, metal water pipe or conduit within 5 feet (1.5 m) of the unit as needed to comply with local requirements.

OUTDOOR INSTALLATION

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

VERY IMPORTANT! We recommend that you set-up the Softub on a deck or deck patio tiles (available from your dealer) that will allow proper airflow underneath the tub to prevent water from being trapped under the Softub and causing mildew etc.

For easier maintenance, improved energy efficiency, better cleanliness and to prolong the life of your Softub, always use the specially made exterior Tub Cover available from your dealer.

NOTE: An exterior Tub Cover is necessary if installing your Softub outdoors. Failure to do so will void the warranty.

INDOOR INSTALLATION

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

SET-UP CHECKLIST

- _____ 1. All Softub models come with locking straps. Be sure to place the safety straps in an "X" fashion under the tub prior to filling.
- _____ 2. Set the HydroMate® beside the Softub on the same level surface. Align the hoses from the HydroMate® with the fittings on the tub.
- _____ 3. Place the clamps over the hose so that the drive nut is on the top of the hose, the head facing the direction most easily accessible to tighten.
- _____ 4. Push the HydroMate® towards the tub while guiding the hoses over the tub fittings. Push together until the end of the hose is flush with the back end of the black fitting on the tub. Then connect the airline (smaller) hose.
- _____ 5. Slide the hose clamps towards the tub. The hose clamp should be 2 cm from the end of the hose. Tighten the hose clamps with a nut driver or straight slot screwdriver.
- _____ 6. With tub and HydroMate® connected, make sure placement allows easy access to all components BEFORE beginning to fill tub. Adjust tub and HydroMate® placement, if necessary.
- _____ 7. Do not plug in the HydroMater® until the tub has been completely filled.
- _____ 8. Before adding water, smooth out all wrinkles from bottom of tub by pushing liner to tub wall.
Softub 300: line up top seam of seat liner as close as possible to the edge of the seat.
- _____ 9. Add 4-5 cm of warm water (not over 38°C - 100.4°F) and work out remaining wrinkles on the bottom then continue filling.
Softub 300: Push wrinkles out in front and top of seat. Hold liner in corners of the seat until water has completely covered the seat.
- _____ 10. Fill remainder of Softub until water is 5 cm above the highest jet.
- _____ 11. Check for leaks at the hose connections as the Softub is filling. If a leak is observed, stop filling, make sure the hoses are properly sealed and the hose clamps are tight.
- _____ 12. Plug the HydroMate® into a standard, grounded, three prong, 110 Volt outlet.
- _____ 13. Place the foam hose insulation between the tub and the HydroMate®. Attach the vinyl cover around the foam and fasten with the velcro tabs.
- _____ 14. Treat and test the water in accordance with the Water Treatment Guide.
- _____ 15. The Softub is now ready to heat to the desired temperature. Replace the bi-fold lid, close the air control and adjust the temperature to the desired setting. The water temperature will rise at about 1° to 2° per hour, depending on the model. The Softub will run until the water reaches the set temperature. You should then fine-tune the dial setting, with the + or - button, until the preferred temperature is reached.

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

OPERATION

Temperature Setting

The temperature control has + or - buttons. By experimenting with different settings, you will find the temperature most comfortable to you. The thermostat will automatically turn the tub on as the temperature falls below the set temperature and turn off when it reaches the set temperature.

Jets

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

Filtration

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

**Patent Pending Programming*

Ground Fault Circuit Interrupter (GFCI)

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

The test procedures are as follows:

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

Ozone

Ozone is a gas that is used as an aid to the sanitizer in the water. Ozone helps to oxidize any contaminants in the water. The tub automatically cycles ozone into the water for the first 15 minutes of every heat call as well as during a filtration cycle, should one be deemed, necessary. Additionally, the ozone will run for 1 hour duration during the next filtration or heat cycles after the usage of the tub. The ozone is controlled by a solenoid that automatically opens and closes an air pathway to the body of water. In the event of a manual activation (depression of the jets button) the ozone is automatically turned off and will not run until the next heat call or filtration cycle. This prevents the immediate contact with ozone as well as delaying the automatic opening of the air control, which leaves the control of the air to the discretion of the user.

Air Control

The main air control valve is located on the control panel of the motor unit. To open the air control, rotate the knob counter-clockwise one quarter of a turn. To close the air control, rotate the knob clockwise. Each jet can be individually directed by rotating the head of the jet. See your Softub Dealer for optional jets to customize your Softub.

MAINTENANCE

Inner Liner Material

Your Softub will last many years when properly used and maintained. The primary cause of failure is the improper care of water. A regular program of water treatment is essential. Consult the water treatment section of the manual for complete and detailed instructions. It is very important to smooth out any wrinkles that may be caused by excessive movement in the tub. If wrinkles are not removed immediately, they may become permanent. These types of wrinkles are not covered under warranty.

Recommended Water Balance

Consult the water treatment section.

Changing Water

Empty the Softub and fill with clean water every 2-3 months or when it becomes cloudy and proper water chemistry does not clear it up.

1. Before draining tub, pour 250 ml of Swirl Away into water and circulate for 1 to 2 hours with the air control off. Also make sure that the thermostat is set to maximum temperature, this will allow the pump to run continuously.
2. Drain tub and clean thoroughly. Pour 50 ml of Swirl Away into a 2 gallon pail of warm water. Wash Softub thoroughly inside and out. Clean the safety suction cover with a toothbrush to remove all obstructions. Rinse tub with clean water and towel dry.

NOTE: Do not use cleaning aids such as steel wool, stiff bristle brushes or abrasive cleaners such as Comet or Ajax.

Filter Cleaning, Installation and Removal

Clean your filter at least once a month depending on usage. The use of a cartridge filter cleaner is recommended. Having a second, clean, dry filter will allow continuous use of your tub.

Turn slightly and pull the cartridge filter by hand, remove the outer filter sock and rinse with clean water. Spray water between the pleats of the cartridge filter to remove solid debris. Replace the sock and snap the cartridge filter back into the tub. The filter attachment ring must be heated with warm water to install or replace. You should replace the filter at least once a year.

Do not use the Softub or activate the HydroMate® when the filter is removed.

Sun Exposure

If the Softub is located outside, it is necessary to use a Softub exterior Tub Cover (available from your dealer). This will protect the Softub from direct ultraviolet (UV) exposure, keep rain water out of the tub and keep the surface clean. Using an exterior Tub Cover reduces the chances of vinyl fading and prolongs the life of your Softub. Never cover your Softub with a transparent plastic covering. This may overheat the foam structure and cause severe damage. Use only approved Softub accessories. The use of an exterior Tub Cover is mandatory to protect the warranty.

Repair

If your exterior vinyl or your inner liner gets a tear, scratch marks or puncture, your dealer can provide you with the LeatherTex repair kit or the liner repair kit.

Winterizing and Vacationing

If you are taking a vacation or leaving your Softub outdoors and unused for a week or more, you should leave the bi-fold lid on, air control valve closed and set the control dial on your HydroMate® to 7, on P6 and earlier models to 100°F and on P7 models. This will protect the Softub from freezing, yet it will continue to filter the tub water. We also recommend the use of a Bromine Floater and Bromine Tablets which are available from your dealer. Upon return, discontinue the use of a Bromine Floater and check the water chemistry for correct bromine/chlorine and pH levels.

If you are leaving your tub unattended for an extended period of time, or do not plan on using it, drain your system completely and clean walls of liner removing chemical build-up and wipe dry. Turn the HydroMate® so that the hoses are facing down and allow all the water to drain from the internal plumbing. Failure to do so may cause the water to freeze and severely damage your HydroMate®. Replace the bi-fold lid on the tub. If outdoors, cover with a Softub exterior Tub Cover to prevent rain from accumulating inside the tub. It is recommended that the HydroMate® be stored in a heated area.

Storing and Transporting

You may save the original box for the Softub and HydroMate® for storing and transporting the units. Before re-packing, make sure all components are completely dry and clean. The tub must be stored in a horizontal position.

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

When transporting, the Softub should be in its original shipping box and properly tied down. Use a tarp or cargo net to spread out the tension of the tie-downs. Tension must be enough to prevent the Softub from floating out of the vehicle but not so much as to cause a permanent crease in the vinyl or foam.

Water Level

Always keep the water at least 5 cm above the highest jet. This will ensure that the jets do not spray water out of the tub.

Filling and Draining

Empty and clean the Softub every 2-3 months or when the water becomes hard to manage. If you pump water out of the Softub, do not allow the suction end of the hose to contact the vinyl - this may damage the vinyl and void the warranty.

To create a siphon for draining the tub: place one end of a garden hose directly in front of a jet nozzle and the other at an area where you wish the water to drain to. It is important that the drain end of the hose is placed lower than the bottom of the tub. Turn the "JETS" button on to get the water flowing through the hose. Once you see the water flowing steadily, turn jets off, unplug HydroMate® and place siphon end of hose under the filter.

Use hot and/or cold water to fill, making sure the water temperature is not over 40°C (104°F). To reduce the time needed for the initial warm-up, household hot water may be used. Fill the Softub slowly over a period of a few hours. This allows the water heater to recover and supply enough hot water.

ACCESSORIES

A complete catalogue of Softub accessories is enclosed in this package.

SERVICE

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

For a location near you, contact Softub Canada at: Telephone: (800) 668-8827
Fax: (866) 378-2535
E-mail: service@softubcanada.com

WATER TREATMENT

The information in the water treatment section is provided to help ensure your comfort and safety as you enjoy your Softub. In addition to important information about water treatment products and hot tub maintenance, we have featured details on the use of recommended water treatment products. Our goal is to help you get the most out of your Softub - to enjoy its fun, therapy and convenience.

Proper water treatment is of utmost importance for maximum enjoyment and prolonged life of the hot tub and its components. Hot tub maintenance will be efficient and relatively easy by simply following this water treatment guide and utilizing spa water treatment products. Ask your local dealer to assist you in developing a complete water treatment regimen for your Softub.

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

1. Consider the ratios of people per litres (gallons) of water. A hot tub may be about 1/50 the size of a pool. Four people in a 1,800 litre (400 gallon) hot tub is about the same as 200 people in a typical 90,000 litre (20,000 gallon) backyard swimming pool.
2. Because average water temperature in a hot tub ranges between 36.6°C (98°F) and 39.9°C (104°F), each person in the hot tub can perspire approximately .47 litres (1 pint) every 20 minutes. This elevated level of perspiration increases the demand for sanitation.
3. Because hot tub water is aerated with hydrojets, the water turnover rate is very rapid. This increased water activity can cause sanitizers to dissipate quickly.

SAFETY WARNINGS

1. Always keep water treatment products out of reach of children.
2. Read product labels carefully prior to use.
3. Always test water before adding water treatment products.
4. When diluting, always add water treatment products to water - do not add water to water treatment products. Dry water treatment products should be dissolved prior to adding them in the Softub.
5. CAUTION: do not mix water treatment products together. Add them separately in Softub.
6. Always store water treatment products according to the direction on the label. All water treatment products should be stored in a cool, dry and well-ventilated area where the average daily temperature does not exceed 32.1°C (90°F). Keep storage area clean of debris such as rags, newspapers or combustible materials.
7. Keep water treatment products away from open flame or other heat source. Do not smoke near water treatment products. If dry chlorine water treatment product fire should occur, USE WATER ONLY. Do not use a dry chemical fire extinguisher to put out the fire.
8. Always have the water circulating and air control turned off in the Softub when adding water treatment products. Add water treatment products to the hot tub water one at a time. Allow several minutes between any new water treatment product additions using the jets to evenly distribute throughout the hot tub.
9. Wait approximately 30 minutes after adding water treatment products to the hot tub. Then re-test before using.

WATER BALANCE

There are four factors relating to water balance:

- 1) **pH:** The measurement of relative activity and basicity. The recommended range is 7.4-7.6. This range is necessary for both bather comfort and equipment protection.
- 2) **Alkalinity:** Refers to the concentration of alkaline materials in the water. These materials have the ability to buffer or control the pH level. Average of 125-150 ppm should be kept at all times.
- 3) **Calcium Hardness:** The measure of calcium salts contained in the water. The standard range of 200-275 ppm is recommended. Above this range, the water can be cloudy and/or cause scaling on the tub surfaces, equipment and piping. Below this range can lead to corrosion and staining of hot tub surfaces.
- 4) **Total Dissolved Solids (TDS):** The concentration of dissolved solids found in the water. Tap water contains about 50-300 ppm TDS. When the level goes above 1500 ppm in a hot tub, the efficiency of sanitizers and algaecides is reduced and corrosion is accelerated. To reduce TDS levels, replace some or all the hot tub water.

Sanitizing

Using bromine or chlorine as a sanitizer is a very effective way to kill bacteria.

There are two options for a bromine system:

1. Brominating concentrate - one or two step system
2. Bromine tablets and floating dispenser and brominating concentrate for shocking.

The chlorine system uses granular chlorine, which may have an integrated "shock" component.

Frequent usage, high temperatures and turbulent aerated water will require frequent additions of the sanitizer system to maintain the 3-5 ppm level. If you have any questions or concerns concerning Softub water treatment, please contact your local Authorized Softub Dealer. A Softub dealer can provide you with a complete water analysis and assist in designing an easy to follow water treatment program.

IMPORTANT! Do not use chlorine pucks or tablets, this will void your warranty.

TO KEEP WATER FRESH, CHANGE REGULARLY. Even the best-kept hot tub needs a change of water several times a year. The average hot tub should be drained, cleaned and refilled once every 2-3 months. A heavily used hot tub may require draining more often. When the water becomes difficult to manage, it is time to drain.

Adding Water Treatment Products

1. Always have the water circulating when adding water treatment products. Add only one water treatment product at a time.
2. Always pre-dissolve or pre-dilute the water treatment product so no granules fall and rest on the vinyl bottom. Dip some water out of the tub. Add the chemicals to the water and stir until they are fully dissolved or diluted. With the water circulating and air control closed, slowly add the water back into the tub in the stream of one of the jets to ensure proper mixing. If you don't pre-dissolve your water treatment products, you may damage your vinyl and void your warranty.

WATER TREATMENT TROUBLE-SHOOTING GUIDE

SYMPTOMS	CAUSE	SOLUTIONS
Foaming	Built-up of body oils and/or chemicals pH/alkalinity out of balance	Add a few drops of an anti-foam concentrate. If problem persists, drain part or all of the water and refill Adjust pH and alkalinity, as necessary
Cloudy Water	pH/alkalinity out of balance Calcium too high Sanitizer level too low Dirty or plugged filter Excessive oils, soap, foreign matter and contaminants	Adjust pH and alkalinity, as necessary Add a Stain & Scale Control product or dilute with fresh water Add sanitizer to establish proper level Clean filter with cartridge cleaner Check with dealer for appropriate product If none of the above work, then drain and refill with fresh water
Brownish Water	Metals in water	Check water balance for corrosive tendencies (low pH) and adjust. Add Stain & Scale Control product, run filter or drain and refill
Greenish Water	Algae or metals in water	Add Stain & Scale Control product. Check water balance for corrosive tendencies and adjust
Scale Deposits	High mineral concentration	Check water balance for scaling tendencies (high pH) and adjust
Eye and Skin Irritations	Chloramines Incorrect water balance Excessive quantity of sanitizer	Shock water with Chlorine or Brominating concentrate Test water, adjust pH, as necessary Add fresh water or wait a day or two until sanitizer level has dropped to the recommended level
Choking Gas	High combined chlorine and low Free Available Chlorine (FAC)	Bring water sample to dealer for analysis or test with 4-way test strips for FAC If FAC is too low, add 45 g (3 level tbsp) Chlorine
Test Shows No Sanitizer Level	No sanitizer or all sanitizer has been used up Water needs to be shocked	Add sanitizer to establish residual Shock water as per weekly dosage

ALWAYS REFER TO THE DIRECTIONS ON BOTTLE OF EACH PRODUCT

TROUBLE SHOOTING

Problem: The tub is connected but nothing is working.

Cause: The tub may be wired incorrectly. The GFCI only works if the wiring is in the orientation.

Solution:

1. Consult an electrician to repair the circuit in question.
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Problem: Tub will not heat up to desired operating temperature.

Cause: The environment is not right for the tub to heat properly.

Solution:

1. To heat faster, turn off air control valves completely (no air bubbles in jets).
 2. Fit bi-fold lid onto tub.
 3. Set temperature at 40°C and allow HydroMate® to cycle several times until thermostat control shuts off.
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Problem: The letter IPS (Insufficient Power Supply) is flashing in temp display window.

Cause: There is a voltage problem.

Solution:

1. Make sure the unit is plugged into a 110 Volt outlet.
2. Make sure there is no household extension cords plugged into the unit other than a 12/3 gauge no more than 50 feet.
3. Make sure you have at least 110 Volt at the outlet when the motor is running.

NOTE: If you regularly need to unplug the unit to allow the jets to operate, you are having a low voltage problem. Make sure your HydroMate® is not connected to an extension cord and that the circuit you are using does not have another major appliance connected to it. Poor household wiring and/or connections can cause a low voltage situation at the outlet. Make sure you have at least 110 Volt at the outlet when your HydroMate® is running.

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

Solution:

1. If there is a temporary brown-out of low-voltage situation from the power company (ie. windstorm, thunderstorm, earthquake or other reason for power irregularities) unplug the tub and wait for the power to be fully restored. Be careful during extreme low temperatures to protect the unit from freezing.
 2. If no large-scale power delivery problem is present, check the installation to ensure that an extension cord is not being used. If one is, eliminate the extension cord.
 3. Ensure that the tub connection is good and has not been compromised.
 4. Check for the other appliances or equipment on the same circuit that may be causing a drain on the supplied power. Either isolate the tub power supply by connecting the other equipment to another circuit or connect the tub to a different, isolated circuit.
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Problem: The LED temp display is flashing.

Cause: The water is too hot or there is a fault in the control system.

Solution:

1. Allow the water temperature to drop below 38°C (100°F).
2. If light still flashes, return the HydroMate® to your dealer.

Problem: No LED temp display.

Cause: Loss of power at wall switch or HydroMate®.

Solution:

1. Make sure that the unit is plugged into a 110 Volt outlet.
 2. Test GFCI on the power supply cord. See instructions on page 5.
 3. Check the power at the outlet using a 110 Volt appliance such as a lamp or hair dryer.
 4. If the GFCI is not functioning and there is power to the outlet, return HydroMate® to dealer.
 5. If the GFCI is functioning and the LED temp is flashing, the water is too hot. To allow the hi-limit to reset, let the tub cool to below 38°C (100°F) then repeat #1.
 6. IF the above happens repeatedly or the HydroMate® does not reset, return the HydroMate® to your dealer.
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Problem: Cannot activate the jets.

Cause: There is a low voltage problem or a mechanical problem in the HydroMate® or GFCI.

Solution:

Check that the LED temp display on the control panel is on. If the lights are on:

1. Press the "JETS" button, if the HydroMate® comes on, the water in the tub has reached its set point temperature.
 2. If the HydroMate® still does not turn on advance the temperature to 40°C (104°F). If the "HEATING" light is on and the pump is not running, unplug the unit for a few hours then repeat #1. If the HydroMate® still fails to start, disconnect the HydroMate® per instructions and return to dealer.
-

Problem: Can't shut off the air at the jet.

Cause: Air control valve is not fully shut.

Solution:

1. Turn air control on and off several times.
-

Problem: Weak jets.

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

Solution:

1. Check to see that the jets are turned on.
 2. Make sure water height is at least 5 cm above the top of the uppermost jet.
 3. Verify that no plugs or other coverings are over suction inlets in the tub (lower fittings).
 4. Turn the jets on and off several times to clear air.
-

Problem: All jets lost power while operating.

Cause: Obstruction in the plumbing.

Solution:

1. Remove filter.
2. Check to see if the suction strainers are in place and free of debris.
3. If these are clean and you still have weak jets:
 - A) Unplug HydroMate®.
 - B) Drain tub.
 - C) Disconnect hoses.
 - D) Separate HydroMate® from tub.
 - E) Inspect the plumbing exposed by opening the unions for blocking such as hair, leaves, string, plastic bags, etc.
 - F) Clean and flush the HydroMate® with full pressure from a garden hose placed in the top hose connector of the HydroMate®.
4. If no blocking objects were found and there is still no power, debris is probably lodged inside the pump. Return the HydroMate® to dealer.

Problem: One jet has lost power.

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

Solution:

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

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

Cause: The tub is automatically ozone.

Solution:

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

Problem: Tub and/or HydroMate® leaks water.

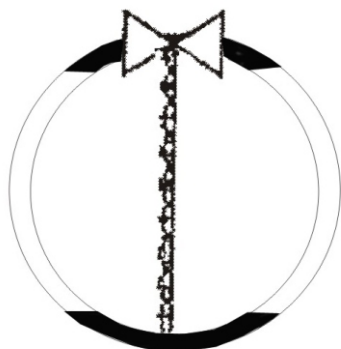
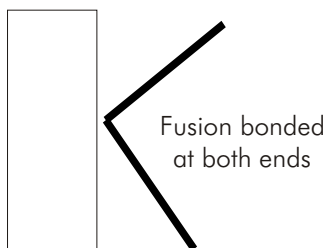
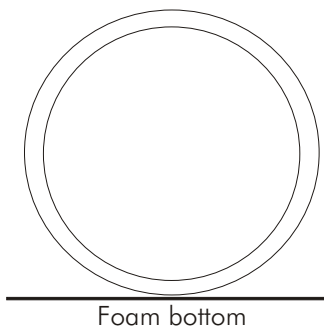
Cause: A leak will typically be observed where HydroMate® attaches to the tub.

Solution:

1. Dry the area.
2. Check that hose clamps are tight.
3. Identify origin of leaking water.
 - A) Check tub for water at bottom hose connection or around the bottom edge of tub.
 - B) Check the HydroMate® for water at HydroMate® side of hose connection or under the HydroMate®.
4. Most tub leaks can be easily patched with a Softub vinyl repair kit available from your dealer (see instructions on repair kit).
5. A leaking Hydromate® should be returned to your dealer. Unplug drain tub, and return to your dealer.

TUB SQUEEZING

We have designed the Softub to be completely portable in every way possible. Because of its large diameter it would be next to impossible to roll it down the stairs and into your basement.. Therefore, we have developed a different method so that you can get it into your basement. Please follow the directions below very carefully to avoid any problems.



1. Stand tub on end.
2. DO NOT PULL THE 2 SECTIONS OF THE BOTTOM THAT ARE FUSED TOGETHER AWAY FROM THE TUB.

Lay a piece of 6 m rope/strap under the tub.

NOTE: It is very important to protect the tub. Place either cardboard, foam or an old blanket between the rope/strap and the tub.

3. While one person is applying downward pressure, the other should tie the tub quickly to keep in an oval shape.

VERY IMPORTANT! Do not squeeze your tub down to more than 1.37 metres on the Softub 220 and Softub 300 and 1.17 metre on the Softub 140.

To bring the tub back to the original shape, simply reverse the procedure.

VERY IMPORTANT! To avoid possible damage, do not leave the tub squeezed for longer than absolutely necessary for getting it into your basement.

CAPACITY	140	220	300
Seating:	1-2 people	1-4 people	1-6 people
Water:	530 litres	1,000 litres	1,360 litres
TUB			
Classic	4 jets	5 jets	6 jets
Prestige	N/A	5 jets	8 jets
Outer Diameter:	150 cm (59")	180 cm (71")	198 cm (78")
Inner Diameter:	127 cm (50")	152 cm (60")	168 cm (66")
Depth:	61 cm (24")	61 cm (24")	69 cm (27")
Tub (empty):	20 kg	30 kg	39 kg
Tub (filled):	544 kg	816 kg	1361 kg
Bi-fold Lid:	7.5 kg	10 kg	11 kg
HYDROMATE®			
Outer Diameter:	46 cm	46 cm	46 cm
Height:	58 cm	58 cm	58 cm
Weight:	18 kg	18 kg	18 kg
WEIGHT			
DEAD WEIGHT FLOOR LOADING:	495 kg/per m ²	495 kg/per m ²	618 kg/per m ²

MOTOR

1.5 HP, single phase, 115 Volts, 60 HZ,
12 amps - standard on Softub 140 and 220.

1.5 HP, single phase, 115 Volts, 60 HZ,
12 amps - standard on Softub 300.

All sizes approximate. Specifications subject to change without notice.

5 YEAR LIMITED WARRANTY

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

Tub, Bi-fold lid and LeatherTex

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

HydroMate®

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

EXTENT OF WARRANTY

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

- A) Contact the Authorized Softub Service Centre (selling dealer) in your area. There will be no charge for the parts or labour to repair the Softub or its components during the first year of warranty. In some cases, reasonable repair person travel charges may be assessed (by the servicing agent) if you live beyond the normal servicing area of the Authorized Service Agent.
- B) Contact Softub Canada for repair or replacement of defective component(s). There will be no charge for the parts or labour to repair the Softub or its component(s) during the first year of warranty. Any applicable freight charges for the shipment and/or return of the component(s) to Softub Canada and/or selling dealer is the responsibility of the customer.

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

ACTS INVALIDATING WARRANTY

This warranty is void if the Softub has been altered, misused, abused or has been repaired by an unauthorized person. Misuse shall include operation or maintenance of the Softub in deviation to the published instructions. The following acts will invalidate the warranty. Operating the tub without water or with improper water level, filling or operating with a water temperature below 4°C (39.2°F) or above 41°C (106°F), a water pH below 7.2 or above 7.6, plugging into an extension cord, operating below 105 Volts or over 125 Volts, allowing undissolved or concentrated chemicals to lie on the vinyl surface, or leaving the Softub empty in direct sunlight (with or without packaging material).

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

DISCLAIMERS

Softub Canada shall not be liable for loss of use of the Softub or other incidental or consequential damages. Under no circumstances shall Softub Canada or any of its representatives be held liable for injury to any persons or damage to any property. Some provinces do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from province to province. Specifications subject to change without notice.

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