

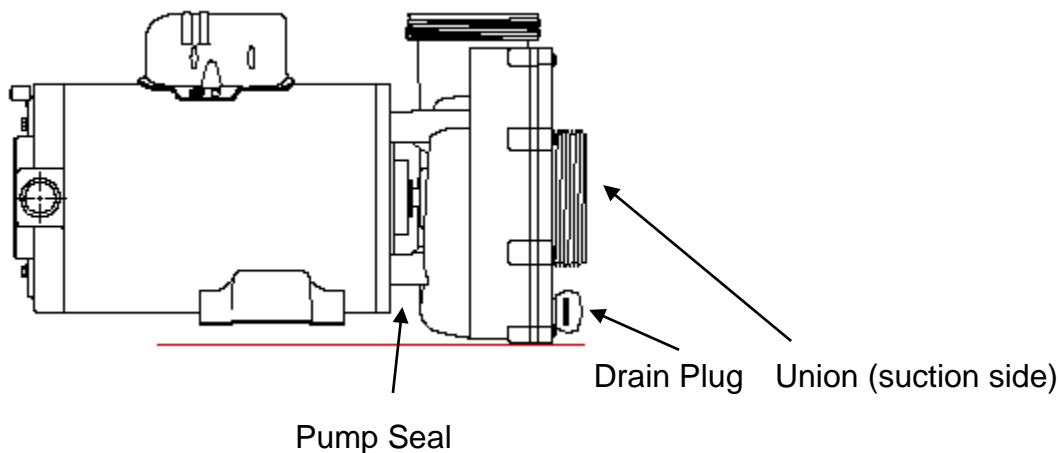
Hot Tub Troubleshooting

Priming the Pump – aka Air Lock

Every so often after a spa is drained and refilled you may experience what is called an “air lock”. You will hear the pump running but there will be no activity from the jets operated by this pump. This is a sign that the pump is not properly primed.

To correct this situation, please perform the following:

1. Turn off the power to the spa.
2. Remove the cabinet panel in front of the equipment.
3. Turn the power back on to locate the correct pump that needs attention. Typically you hear it running, but see no water moving out of the jets.
4. Turn the power back off.
5. Locate the drain plug on the front of the correct pump and loosen it to allow the air to escape. **DO NOT TAKE COMPLETELY OUT, SIMPLY LOOSEN IT!** You may hear some air releasing, or a small amount of water may escape. Hand tighten the plug.
 - a. *** If you have pliers large enough, you may also loosen the 1.5” or 2” union on the end of the pump to release the air lock.
6. Turn the power back on and activate the pump to be sure that the jets are working at full speed and then tighten the plug to insure that it will not leak. Loosening and tightening the plug may require small pliers. **DO NOT OVER TIGHTEN. PLUGS WILL BREAK OFF.**
7. Reinstall the cabinet panel.



Changing the filter

Your Aspen Spa has either a 50 square foot filter or a 100 square foot filter system. Both are changed in the same manner, the only difference is there are 2 – 50 square foot filters in the 100 square foot system.

***Note: it's best to make sure the spa is not running, filtering or heating when changing filters. When in any of those modes, there is downward suction on the filter and it is harder to pull the filter out.**

1. Slide the face of the filter upwards until it come free of the track. Once out of the track move the filter face towards the inside of the spa so as not to break off the floating weir door.
2. Slide the basket out towards the inside of the spa. It has a track that guides it as well.
3. You can now see the filter tops and each has a small handle. Turn the filter handle counterclockwise until the threads on the bottom of the filter are free.
4. Lift the filter out of the filter housing.
5. If 100 square foot filter, repeat steps 3 & 4 for second filter.
6. Rinse and or clean the filters.

**** Make sure you do not allow any items, i.e. rags, sponges, cleaning supplies, leaves, branches, nature 2 cartridges, metal foam disc, etc. to enter in the spa water and eventually get sucked down into the filter housing. This will eventually either get caught in the plumbing lines or at the pump and will reduce flow to the pump or potentially cause damage to the pump and spa, thus resulting in a chargeable service charge and will NOT be covered under any warranty, parts or labor.**

Reinstalling Clean Filters

1. Slide the filter back into the filter housing
2. Line up the threads and turn the filter clockwise to secure the filter.
3. It's best to tighten the filter, then turn the filter back counterclockwise ½ turn to ensure removal the next time.
4. If 100 square foot system, repeat steps 1-3 for send filter.
5. Now that both filters are installed, slide the basket back into the track for the basket. Make sure it is secure, not floating and pushed all the way in otherwise the filter face will not fit.
6. Final step is to install the filter face. Start with holding the weir door perpendicular to the filter face.
7. Set the filter face with the floating weir door inside the filter housing and right above the track on which the face slides down.
8. Make sure the basket has not floated out slightly.
9. Slide the filter face into place.

***** If you don't make sure the weir door is perpendicular, it's very easy to break off the tabs which hold it in place. Not a warranty issue, so please pay attention and do not force it. If it doesn't slide on easily, something is not in the proper position.**

Replacing jets

Aspen Spas built since 2014 use Custom Molded Products – CMP Pro-Loc Jet Systems. Most of the jets in your Aspen Spa are replaceable, whether it's the 2", 3", 4" or 5" jets, they all work the same way. There are some smaller jets that are always on, non-adjustable and you cannot exchange or replace them without getting to the inside of the spa cabinet.

To change or replace a CMP Pro-Loc Jet, simply push in on the outer ring of the jet and twist counterclockwise. It will release. You may find it's easier to perform this task when the spa is not full of water and your hands are not slippery. You can use a rag or something that will aid in gripping the jets. It is best not to use a wrench to help get a jet out. Not only will you damage the face of the jets, you run the risk of the wrench slipping off and scratching the spa.

There are directional, pulsating, and twin roto jets in each jet size, 2", 3", 4" & 5". If you choose to move jets around, exchange a pulsator for a directional, please make sure you are changing like sizes. A 3" jet will not fit in a 4" jet body or vice versa.

Replacing pillows

Over time pillows will deteriorate due to age, chemical gas off, ozone, heat, etc, so they will need to be changed from time to time. The pillows are very easy to replace.

1. Slide one side of pillow down or up.
2. Now slide the other side down or up.
3. **DO NOT PULL OUT!** You may damage the pillow or even the fitting installed in the hot tub.
4. To reinstall the pillows, simply line up the pin on the back of the pillow into the receiver installed in the spa.
5. Push the pillow into place. You may need to give it a harder pop to get it to go in.
6. Push in the other side.

Draining and Refilling Instructions

Your spa should be drained every 3-6 months depending upon variables including usage, bather cleanliness, and attention of water maintenance. When your water seems to be unresponsive to normal chemical procedures, it's probably time to change.

1. Before draining, for best results, add Spa System Flush to spa water.
2. Run pumps on high speed for multiple cycles and on low for 12-24 hours.
3. Turn down the heat to a low setting.
4. Turn power off at outside GFCI disconnect breaker.
5. Drain water down to foot well. To prevent an air lock, we suggest that you do not drain below the intake suction fittings. Most Aspen Spas are equipped with a built in drain.
 - Hook your garden hose to the black drain adaptor and lay out hose to desired drainage point.
 - Remove black cap from drain located on spa base.
 - Screw adaptor into drain to begin draining process.
6. Wipe down surface of spa with an acrylic cleaner.
7. Reinstall drain cap.

***Always refill the spa BEFORE restoring power to it.**

Refer to priming the pump – aka air lock if you hear a pump running but see no water moving out of some of the jets.

After the spa has been refilled, follow chemical-start up instruction.

Spa is tripping GFCI----what to do in Winter months?

***** DEFINITELY NEED TO TAKE PRECAUTIONS, BUT DON'T PANIC!!!**

It's cold out, but it will take time to for the temperature to drop down and damage the spa. Many times, the GFCI is tripping due to a heater failure.

1. Immediately call your Aspen Spa dealer and report the issue.
2. Do not drain the spa! If you do drain it, there will still be water in the spa lines, pump and pack and that little bit of water will freeze much more quickly.
3. Try to reset the spa GFCI disconnect breaker and before the heater tries to start, run the heat down.
4. If that works, the spa will continue to filter and run, keeping the water moving.

If that does not work and the spa(GFCI) will not reset

1. Do not drain the spa! If you do drain it, there will still be water in the spa lines, pump and pack and that little bit of water will freeze much more quickly.
2. Remove one panel on the hot tubs, ideally the front panel with the pump(s) and spa pack.
3. Install a heat lamp or light bulb inside the spa cabinet. Take precautions so it is not touching anything flammable. The heat generated from the light bulb will emit heat and help preserve the spa plumbing lines.
4. Reinstall the cabinet panel, leaving the bottom screws out in one corner so it does not pinch the extension cord.

There is no guarantee the spa will not freeze, but it has the potential to help protect the spa and plumbing by buying time until a service technician can assess the problem.

Power Outage during the Winter Months

***** DEFINITELY NEED TO TAKE PRECAUTIONS, BUT DON'T PANIC!!!**

It is cold out, but it will take time for the temperature to drop down and damage the spa.

1. Do not drain the spa! If you do drain it, there will still be water in the spa lines, pump and pack and that little bit of water will freeze much more quickly.
2. When the power does come back on, make sure the spa is operating normally.
3. If power outage or power surge damaged the spa equipment and it will not turn on, immediately call your Aspen Spa dealer and report the issue.
4. Remove one panel on the hot tubs, ideally the front panel with the pump(s) and spa pack.
5. Install a heat lamp or light bulb inside the spa cabinet. Take precautions so it is not touching anything flammable and safe. The heat generated from the light bulb will emit heat and help keep the spa plumbing lines from freezing.
6. Reinstall the cabinet panel, leaving the bottom screws out in one corner so it does not pinch the extension cord.

There is no guarantee the spa will not freeze, but it has the potential to help protect the spa and plumbing by buying time until a service technician can assess the problem.