



LIVE, RELAX AND ENJOY.

[www.freeflowspas.com](http://www.freeflowspas.com)

**OWNER'S MANUAL**  
**November 15, 2005**  
**EUROPE & UNITED KINGDOM**

**PREMIER SERIES**

*ACCENT*  
*PASSPORT*  
*LEGEND*  
*SOLTSTICE*

**SPORT SERIES**

*CLX10*  
*TLX14*  
*RLX16*



# TABLE OF CONTENTS

	Page
Table of Contents	2
Owner's Record	3
Planning a Location For Your Hot Tub	4
A Good Foundation	5
Placing the Hot Tub	5
Important Safety Instructions	6
Safety Precautions	7
Controls	8
Feature Operations	9
Fill Up and Start Instructions	10
Adding Start-Up Chemicals	11
Cleaning or Winterizing	12
Spa Maintenance	13-14
Troubleshooting Procedures	15
Limited Warranty (Accent, Legend, Passport, Solstice)	16
Limited Warranty (CLX, RLX, TLX)	17

- Most cities, counties, states, and countries 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 the property to prevent unsupervised access to a pool or hot tub by children. Be sure to check with your local agencies for specific requirements.



**Thank you for choosing a Freeflow Spa.  
Visit our web site at: [www.freeflowspas.com](http://www.freeflowspas.com)**

## Owner's Record

**DATE PURCHASED:**

**DATE INSTALLED:**

**DEALER:** **PHONE:**

**ADDRESS:**

**TELEPHONE:**

Remove door and look in equipment compartment area for label-  
**SPA MODEL / SERIAL NUMBER:**

*Please read this "Owner's Manual" carefully, as it is designed to provide you with the information you will need to ensure the safe, secure use of your new hot tub.*

**IMPORTANT: Freeflow Products & Freeflow Spas Incorporated reserves the right to change specifications or design without notification and without any obligation.**

	<b>SPA DIMENSIONS</b>			
<b>Model</b>	<b>Width</b>	<b>Length</b>	<b>Height</b>	<b>Dry Weight</b>
ACCENT	203 CM	158 CM	81 CM	158 KG
LEGEND	198 CM	ROUND	89 CM	158 KG
PASSPORT	191 CM	191 CM	86 CM	166 KG
SOLSTICE	196 CM	218 CM	86 CM	227 KG
CLX	168 CM	ROUND	74 CM	88 KG
TLX	191 CM	191 CM	84 CM	147 KG
RLX	206 CM	176 CM	79 CM	163 KG

## PLANNING A LOCATION FOR YOUR HOT TUB

**Consider these things when determining where to place your new hot tub.**

### **SAFETY FIRST:**

Do not place the hot tub within 10 feet (3m) of overhead power lines. Make sure your hot tub is positioned so access to the equipment compartment and side panels will not be blocked. Be certain your installation will meet all city and local safety codes and requirements.

### **PLANNED USE OF HOT TUB:**

How you intend to use your hot tub will help you determine where you should position the hot tub. For example, will you use it more for recreational or therapeutic purposes? If your hot tub is mainly for family recreation, leave plenty of room around it for activity and lawn furniture. If you will use it more for relaxation and therapy, you'll probably want to create a specific mood around the tub.

### **ENVIRONMENT:**

If you live in a climate with a snowy winter and hot summer, a place to change clothes or a house entry near the hot tub is convenient. A warmer climate may require shade from the hot sun. Consider placement of trees, shrubs, patio cover or perhaps a gazebo structure to provide what you will need. Indoor installations require adequate ventilation. When the hot tub is in use, considerable amounts of moisture are produced. This moisture can damage walls and ceiling surfaces over time. Special paint is available to resist moisture damage. Remember that hot tubs periodically require drainage, so plan your environment accordingly.

### **PRIVACY:**

Think of your surroundings during all seasons to determine your best privacy options. Consider the view of your neighbors when you plan the location of your hot tub.

### **VIEWS:**

Think about the direction you will be facing when sitting in your hot tub. Do you have a special landscape you will find enjoyable? Perhaps there is an area that has a soothing breeze during the day or a lovely sunset in the evening.

### **KEEP CLEAN:**

Prevent dirt and foliage from being tracked into your hot tub by utilizing concrete for paths and access areas. Check the location of spill paths from gutters, trees, and shrubs.

### **SERVICE ACCESS:**

Many people choose to install tile or custom wood around their hot tubs. If you are installing your tub with custom decorative trimming, remember to allow for access to it for service. Should you need service, a technician may need to remove the tub's side panels, or access it from beneath. It is always best to design special installations so the tub can still be moved, or lifted from the ground.

## A Good Foundation

Your new hot tub needs a good solid foundation. The area your hot tub sits on must be able to support the tub, the water in it and those who use it. If the foundation is inadequate, it may shift or settle after the hot tub is in place, causing stress to the shell or components.

### BE AWARE:

Damage caused by inadequate or improper foundation support is not covered by the hot tub warranty. It is the sole responsibility of the hot tub owner to provide a proper foundation for the hot tub.

Make sure the foundation where the hot tub is placed drains water away from the hot tub. Proper drainage will keep components dry from rain and wet weather.

If you choose to install your hot tub indoors, pay close attention to the flooring beneath it. Always remember a hot tub is filled with water. Choose flooring that will not be spoiled or ruined from water damage. Check with your contractor to verify your flooring can support the weight and water spills or splashing from your hot tub.

Your hot tub weight must always be considered when installing your hot tub. If you are installing it on an elevated wood deck or other structure, it is advisable to consult a structural engineer or contractor to ensure the structure will support the weight.

### **IT IS STRONGLY RECOMMENDED THAT A QUALIFIED, LICENSED CONTRACTOR PREPARE THE FOUNDATION FOR YOUR HOT TUB.**

There is a 4”(10cm) minimum depth requirement for a concrete pad.

## Placing the Hot Tub

### **CHECK THE DIMENSIONS OF YOUR HOT TUB**

Compare the hot tub dimensions to the width of gates, sidewalks, and doorways along the delivery route used to bring the hot tub into your yard. It may be necessary for you to remove a gate or partially remove a fence in order to provide an unobstructed passageway to the installation location.

Also, keep in mind—if you are using special equipment to place your hot tub into an area it will be necessary to include those measurements and weights.

### **PLANNING A DELIVERY ROUTE:**

Check the width of gates, doors and sidewalks to make sure your hot tub will pass through unobstructed. You may have to remove a gate or part of a fence to allow for adequate width clearance.

If the delivery route will require a 90 degree turn, check the measurements at the turn to ensure the hot tub will fit.

Check for protruding gas meters, water meters, A/C units, etc., on your home which will cause obstructions along the delivery path to your yard.

Check for low roof eaves, over hanging branches or rain gutters that could be an obstruction to overhead clearances.

### **SPECIAL CIRCUMSTANCES**

The use of a crane for delivery and installation is primarily to avoid injury to your hot tub, your property or to delivery personnel. Your dealer may be able to assist you with the arrangements. Cranes are not considered “normal delivery” and would need to be a specialty request.

## Important Safety Instructions



*It is the hot tub owner's responsibility to read and follow all the instructions and precautions described in this manual. Failure to do so may result in personal injury. Liability rests with the hot tub owner. Please, make instructions available for reference by all hot tub users.*

### **1. BEFORE OPERATING THE SPA: READ AND FOLLOW ALL INSTRUCTIONS. SAVE ALL INSTRUCTIONS.**

**2.** A wire connector is provided on this unit to connect a minimum No. 8 AWG (8.4mm<sup>2</sup>) solid copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 5 feet (1.5m) of the hot tub.

**3. DANGER** – Risk of Accidental Drowning. **Extreme caution must be exercised to prevent unauthorized access by children.** To avoid accidents, ensure that children cannot use this hot tub unless they are supervised at all times.

**4. DANGER** – Risk of injury. The suction fittings in this hot tub are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure the flow rates are compatible.

Never operate the hot tub if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting. Always use, new, virgin, fresh parts in hot tub.

**5. DANGER** – Risk of Electric Shock. Install at least 5 feet (1.5m) from all metal surfaces. As an alternative, a hot tub may be installed within 5 feet (1.5m) of metal surfaces if each metal surface is permanently connected by a minimum of No. 8 AWG (8.4mm<sup>2</sup>) solid copper conductor to the wire connector on the power pack that is provided for this purpose.

**6. DANGER** – Risk of Electric Shock. Do not permit any electric appliance, such as a light, telephone, radio, or television within 5 feet (1.5m) of the hot tub.

**7. WARNING** – To reduce the risk of Injury:

**a.** Before using your hot tub, you should measure the water temperature with an accurate thermometer since the tolerance of water temperature-regulating devices varies  $\pm 5^\circ\text{F}$  ( $\pm 3^\circ\text{C}$ ).

**b.** The water in the hot tub should never exceed 104° F (40° C). Water temperatures between 100° F

(37° C) and 104° F (40° C) are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when hot tub use exceeds 10 minutes.

**c.** The use of alcohol, drugs, or medication before or during hot tub use may lead to unconsciousness with the possibility of drowning.

**d.** Individuals using medications should consult their physician before using the hot tub since some medications may induce drowsiness, while other medications may affect heart rate, blood pressure, and circulation.

**e.** Individuals suffering from obesity or with a medical history of heart disease, high or low blood pressure, circulatory system problems, multiple sclerosis, thyroid disease, or diabetes should consult their physician before using the hot tub.

**f.** Since excessive water temperatures have a high potential for causing fetal damage during early months of pregnancy, pregnant or possibly pregnant women should limit hot tub water temperatures to 100° F (37° C), you should also consult your physician before using the hot tub.

**g.** Heat stroke is a dangerous condition brought about by excessive heat. It especially affects the very young, elderly, individuals under the influence of alcohol or drugs, and those using certain medications. The symptoms include: sweating, dizziness, nausea, light-headedness, convulsions, increased pulse rate, shallow breathing, and in the extreme, unconsciousness. If you suspect heat stroke, get medical help immediately. Lay the victim on his back, with the head slightly elevated for easier breathing, and apply ice packs to the head.

**h.** Emergency telephone numbers, such as: hospital, physician, ambulance, paramedics, and the police should be readily available and posted next to a close-by telephone.

**8. This appliance should be supplied through a residual current device (RCD) with a rated tripping current not exceeding 30mA.**

**9. A means for disconnection must be incorporated into fixed wiring according to local electrical codes.**

## SAFETY PRECAUTIONS

### DANGER – RISK OF INJURY – READ AND FOLLOW ALL INSTRUCTIONS

1. *Read, keep, and make these instructions available!*
2. *Children should be CLOSELY supervised at all times.*



**WARNING – RISK OF CHILD DROWNING -**  
**Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use hot tub unless they are supervised at all times.**

3. **DANGER:** *To avoid the risk of drowning, keep the filter clean and unclogged. Do not remove the suction drain cover. Do not modify the suction or filtration systems.*
4. *Exercise caution when entering or leaving the hot tub. When changing positions, be sure of your footing before applying your full weight, as water refraction can be misleading and surfaces may be slippery when wet.*
5. *Do not stay in the water for extended periods of time. Set reasonable time limits. Leave the hot tub, cool down, take a shower, relax, and then return for another stay.*
6. *The water in a spa should never exceed 104 ° F (40° C). Water temperatures between 100°F (37°C) and 104 °F (40°C) are considered safe for a healthy*

*adult. Lower water temperatures are recommended for extended use (exceeding 10 to 15 minutes) and for young children.*

7. *Since excessive water temperature has a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperatures to 100° F (37 ° C).*
8. *Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating devices may vary as much as 5°F (3°C)*
9. *Persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems or diabetes should consult a physician before using a spa or hot tub.*
10. *Never use hot tub alone.*
11. **Danger- Risk of Injury-**  
**Replace damaged cord immediately.**  
**Do not bury Cord.**  
**Connect to a grounded, grounding type receptacle only.**



### **Extreme Caution**

***Hyperthermia: Occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F (37°C). The symptoms of Hyperthermia include dizziness, fainting, drowsiness or lethargy.***

***The effects of Hyperthermia include:***

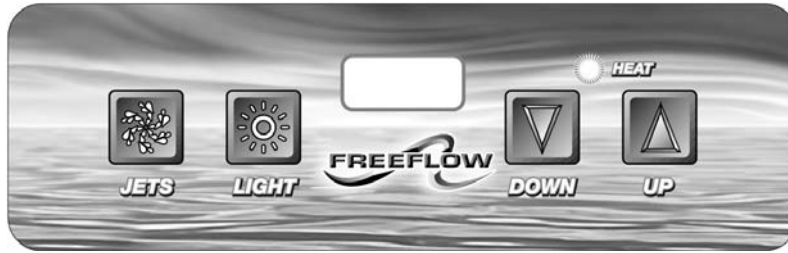
1. ***Unawareness of impending hazard***
2. ***Failure to perceive heat***
3. ***Failure to recognize the need to exit spa***
4. ***Physical inability to exit spa***
5. ***Fetal damage in pregnant women***
6. ***Unconsciousness resulting in a danger of drowning***

# Free Flow FREE15 Euro Control

## Quick Reference Card

### Initial Start-up

Your FREE15 control has been specifically designed so that by simply connecting the spa to its properly grounded source, the control will automatically heat the water to the set temperature.



### Temperature Adjustment (26°C - 40°C)

The current temperature is constantly displayed on the LCD. Press the “Up” or “Down” buttons to display the set temperature. Each time either pad is pressed again, the set temperature will increase or decrease depending on which pad is pressed. After three seconds, the LCD will automatically display the current spa temperature.

### Jets

Press the “Jets” pad once to turn on the pump. The pump’s low speed and the ozone generator (if installed) will operate. Press the pad a second time and the pump’s high speed will run. Press the Jets pad again to turn off the pump.

The pump’s low speed and the ozone generator (if installed) turn off after 2 hours. The pump’s high speed turns off after 15 minutes. When the heater is turned on, the pump and the ozone generator (if installed) are automatically activated. If activated, neither can be turned off with the function pad; however, the pump’s high speed may be started.

### Light

Press the Light pad once to turn on the light. Press the pad again to turn the light off. If left on, the light will automatically turn off after 4 hours of operation.

### Preset Filter Cycles

Your FREE15 will automatically filter itself twice each day. The first filter cycle will begin 1 minute after the FREE15 is energized. The second filter cycle will begin 12 hours after the start of the first filter cycle. Filter duration is programmable at the topside panel for 2, 4, 6 or 12 hours. The default is 2 hours. To program, press “Up” or “Down” then “Jets.” Push “Up” or “Down” to select duration, then press “Jets” to exit. During filtration, the pump’s low speed and the ozone generator (if installed) run continuously.

### Freeze Protection

If the high limit sensor detects 4°C at the heater, then the pump’s low speed automatically activates to provide freeze protection. The pump stays on until the sensor detects 7°C at the heater. Freeze protection is enabled regardless of spa status. In colder climates, an optional freeze sensor may be added to protect against freeze conditions. See your dealer for details.

### Diagnostic Messages

#### Overheat (Spa is deactivated)

**DO NOT ENTER THE WATER.** If the spa water has reached 45°C, remove the spa cover to cool the water. Overheating may occur if the filter cycle is set too long. At 43°C, the spa should reset itself. If the high-limit sensor detects 48°C at the heater, the spa will shut down. When the heater cools to 43°C, press any button to reset the spa. If the spa will not reset, then shut off power to the spa and call your dealer or service organization.

#### Flow

A pressure switch is not working. Call your dealer or service organization.

#### Sensor (Spa is deactivated)

The high-limit sensor or water temperature sensor is not working. Call your dealer or service organization.



### **Warning! Shock Hazard! No User Serviceable Parts.**

Do not attempt service of this control. Contact your dealer or service organization for assistance. Follow all owner’s manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.

## Quick Reference Parts

Please verify the model number, serial number, and production date. This parts list is designed as a guide for units produced beginning January 1, 2004.

When ordering parts contact your dealer or Freeflow Products at: (888) 961-7727

	<u>CLX</u>	<u>LEGEND</u>	<u>RLX</u>	<u>TLX</u>
FILTER	FF2400B	FF2500	FF2399B	FF2399B
LIGHT	FF2091	FF2091	FF2091	FF2091
LED MULTI-COLOR LIGHT	FFLSL9-1	FFLSL9-1	FFLSL9-1	FFLSL9-1
STEPS*	FFSTEP04	FFSTEP04	FFSTEP03	FFSTEP03
<b>EURO OZONATOR</b>	<b>FF52965</b>	<b>FF52965</b>	<b>FF52965</b>	<b>FF52965</b>

\* STEPS MUST HAVE COLOR DESIGNATION- SAHARA, GRANITE, ASH, PACIFIC, MEADOW

## Feature Operations

### AIR CONTROL VALVE

Located next to the topside digital control will be an Air Control Valve (Units equipped with a whirlpool will have two air control valves. The additional air control is for the whirlpool on TLX and Legend models). The air control valve serves to regulate the amount of air mixed with the water when the jets are operational. Rotate the air control to “Max” to achieve the maximum jet pressure and therapeutic action. Rotating the air control to “Min” turns the air off and allows the jets to work with water only. Turn the air controls to “Min” when the hot tub is not in use. This will prevent cold air from entering the hot tub and will keep heating cost to a minimum.

### HYDROTHERAPY JETS

The Hydrotherapy jets are recessed and located in the wall of the hot tub. Rotate the jet face counterclockwise to turn the jets on, clockwise to turn the jets off. Not all jets have a rotational face to turn off and on the jets. Turning off or on a jet will increase or decrease the effects of any jets “not” in the closed position.

### LED MULTI COLOR LIGHT (when equipped)

If your hot tub is installed with a LED Multi Color light at factory, firmly and quickly turning the light switch on and off will cause the light color effect to change to your desired program.

### OZONATORS (when equipped)

If your hot tub is installed with an ozonator at the factory, your hot tub will automatically filter water at preset times. Please note that ozonator and chemicals work together to kill bacteria. An ozonator cannot totally eliminate the need for chlorine. Ozone is a bactericide. A tube links the ozone compartment with the ozone jet. During the filter cycle, when the water pump is on low speed, the water movement through the ozone jet draws the ozone out of the compartment, mixes with and purifies the water in the process.

### WHIRLPOOL JET (when equipped)

Located below the water line at control panel, in the wall, is the whirlpool (special order option on the TLX and standard on Legend models). This jet is a combination valve and high capacity jet, and has a larger diameter than the hydrotherapy jets. Because there is a substantial amount of water pressure when the jet is in operation, you must turn the pump off or to low speed before attempting to rotate the jet face. As the whirlpool jet open position is increased it will begin turning off all of the hydrotherapy jets. The whirlpool must be in the completely off position normally to provide accurate heating or when the spa is unoccupied.

# Fill Up and Start Instructions

*The following procedures should be followed on initial startup and whenever the hot tub is drained for routine maintenance.*

## FILLING THE HOT TUB WITH WATER

1. Clear all the debris from your hot tub.
2. Use a garden hose to fill your hot tub with water. **NOTE: do not use home water heater or softened water.**
3. As the water level rises, check inside the equipment compartment for water leaks. It may be necessary to tighten unions and/or fittings that may have loosened during delivery. There is no need to call for service; this can easily be done by you. If assistance is required, your dealer or service organization may charge a small fee.
4. Keep the water level at the texture level mark, where the rough texture meets the smooth texture on the inside of the spa, at all times. All jets must be under water.

## APPLYING POWER

Please review the following procedures and power-up events before applying (230VAC 16Amp 50Hz) voltage to the Power System:

### STEP I

1. Check the voltage at the main power panel to be sure you have the correct voltage for the Power System being used. Also, be sure the voltage is within + or – 10% of the mean voltage. This appliance should be supplied through a residual current device (RCD) with a rated tripping current not exceeding 30mA.
2. Test and reset the GFCI. If it does not operate properly, do not apply voltage to the Power System until the problem has been corrected.
3. Fill the hot tub to its correct operating level. Be sure to open all valves in the plumbing system before filling to allow as much air as possible to escape from the plumbing and the Power System during the filling process.

### STEP II

Apply power by turning on your dedicated GFCI circuit breaker. Your hot tub has been specifically designed so by simply applying power, it will automatically heat to the factory default temperature of 100° F (37° C).

1. Press the Jets pad on the topside control panel to activate the spa. Rotate the air control valves to “Max” and observe the increased jet action.

**NOTE let the high-speed pump run for 10 minutes. This helps purge the air from the water lines.**

2. While the pump is running, check again for water leaks at the drain spigot, unions, or fittings in the equipment compartment. If water is leaking from one of these areas, there is no need to call for service. Simply tighten the fitting. If assistance is required, your dealer or service organization may charge a small fee.
3. After checking your spa for leaks it is now time to adjust your preferred temperatures and turn off the high-speed pump.

## Adding Start-Up Chemicals

You should have an adequate supply of chemicals on hand for your hot tub. You should familiarize yourself with the necessary types and amounts of chemicals to maintain your water at clean and healthy levels. Your dealer should stock the necessary chemicals and is a good source of information on chemicals, procedures, and testing conditions in your area.

**NOTE: The importance of the chemical balance in the hot tub can not be over-emphasized.**

### WATER MAINTENANCE

It may be necessary to replace the hot tub's water every 3 to 6 months. The frequency depends on a number of variables including the frequency of use, number of users, attention paid to water quality maintenance, if equipped with an ozone unit, etc. You will know it is time for a change when you cannot control sudsing and/or you can no longer get the normal feel or sparkle to the water, even though the key water balance measurements are all within the proper parameters.



**CAUTION: Never store spa chemicals inside the spa's equipment bay!**

### PH BALANCE

PH is a measure of water acidity. On a scale of 0 to 14, 7.6 is the ideal point of balance. A measurement below 7.2 indicates that your water is more acidic. This water condition results in corrosion of the equipment's metal components. A measurement above 7.8 indicates that your water is more alkaline. This water condition causes calcium deposits and scaling in the equipment and hot tub. Both conditions are detrimental and cause damage.

**NOTE: Calcium deposits can also cause a restriction of air through your jets. Using a stain & scale remover regularly, will greatly reduce the chance of this occurring.**

### CHLORINE

Granulated chlorine must be used to remove bacteria and other organic matter from the water. Little or no chlorine causes water to turn green and unhealthy. Too much chlorine causes water to smell pungent, irritates the eyes and skin, and can cause damage to the heater tube on the power pack.

**NOTE: Improper pH will destroy the pump seals and heater elements. Damage to components caused by improper pH balance or other improper chemistry will not be covered under warranty.**

**Freeflow Spas strongly discourages the use of chemicals that contain Hydrogen Peroxide. Hydrogen peroxide will eventually cause the light body and lenses (used on all spas) to become brittle and crack.**

**\*Read all labels on chemicals— Do not use any products that omit usage in hot tubs or with ozonators.**

## Cleaning or Winterizing

Every three to six months, depending upon the water condition, you may need to renew your water.



### **CAUTION: READ THIS BEFORE DRAINING YOUR HOT TUB**

*To prevent damage to the hot tub's components, turn off power to the spa at the circuit breaker before draining the hot tub. Do not turn power back on until your spa has been refilled with water.*

*There are certain precautions to keep in mind when draining your hot tub. If it is extremely cold, and the hot tub is outdoors, freezing could occur in the plumbing or the equipment. On the other hand, if it is hot outdoors, do not leave the hot tub's surface exposed to direct sunlight for long periods.*

### **DRAINING YOUR SPA**

- **Trip all GFCI breakers in sub-panel, main electrical panel or unplug your spa**
- **Remove** the equipment compartment access door.
- **Locate** end of the drain hose bib and turn gate at hose bib to closed position.
- **Unscrew** and remove the drain cap.
- **Attach** drain hose to a garden hose and direct to an appropriate draining area, keeping the hose below the water line. Open gate at hose bib to begin draining.
- **After** your hot tub is empty, clean the shell and filter cartridge. See **“Spa Maintenance” and Surface care.**
- **After** cleaning, remove garden hose, close gate at hose bib, replace drain cap and put drain hose back in equipment compartment.
- **Follow** the “Start-up Instructions” to refill your spa.

Before draining, power must be turned off at the GFCI circuit breaker. Within the equipment compartment, locate the drain hose bib. Attach a garden hose to the hose bib; make sure the garden hose exit spout will drain away from hot tub toward a previously selected safe drain area, and open the shut off lever on the hot tubs hose bib. Water will start to drain. You can also siphon the water from the hot tub. The drain faucet will not remove all the water. You may have to remove a small amount of the water by hand, using a towel or plastic container.

If you plan to store your tub for the winter, you must also use a wet-vac to clean out the water lines to ensure they are free of any water. Water left in the lines might freeze and damage the lines and jets. To adequately clean out the lines, place the wet-vac over each jet face for 10-15 seconds. On the whirlpool jet, rotate it to the open position and vacuum for 10-15 seconds. Remove the filter cartridge and do the same. Also, let the water drain from the heater tube by loosening the black spit-nuts on each side of the heater tube. Remember to re-tighten the split-nuts when completed. Use the wet-vac to vacuum up any water that may have drained on to the hot tub floor.

**Note: damage caused by improper winterizing will not be covered under warranty. You will want to contact a professional for proper winterizing.**

# Spa Maintenance

## FILTER CARTRIDGE MAINTENANCE

Freeflow hot tubs use a screw in cartridge that is easily removed. When the filter cartridge is removed, make sure no objects fall into the filter cavity. They can cause obstructions to the water movement.

Every two weeks, the filter cartridge must be cleaned to remove the objects and particles that have lodged in the cartridge pleats. Using household water pressure and a garden hose with a pressurized nozzle, push water from inside to outside of the pleats, forcing all the trapped particles out. If the cartridge is far too dirty to be cleaned as described above, contact your Freeflow dealer for a replacement.

**NOTE: Never run your hot tub without a filter cartridge!!!**

**NOTE: Filter cartridges must be replaced every six months. Restrictions in Filter quality can cause your hot tub pump to burn out and will not be covered under warranty.**

## FILTER CARTRIDGE REMOVAL AND CLEANING INSTRUCTIONS

Turn the power to the spa off, and then follow directions below:

- **Push** down slightly and turn filter basket counter clockwise to unlock, then pull the basket and weir out.
- **Carefully** unscrew the filter cartridge and bring it out of the spa.
- **Rinse** cartridge using a garden hose. Rotate and separate filter pleats while spraying water to remove all dirt and debris possible. Let filter dry and look for calcium deposits (scaling) or an oil film. If you find these, you will need to deep clean your filter cartridge with a “spa filter cleaner” solution to break down and remove unwanted deposits and oils. (For longer filter life you should soak filter regularly.)



***CAUTION! Always use proper eye protection when using chemicals, or high pressure water. Read instructions on cleaning products and follow applicable safety and warning instructions listed on label.***

- **Replace** filter cartridge, then return basket and weir, insert and rotate clockwise to lock into position. Then, turn spa’s power back on.



***CAUTION! Never scrub the polyester mesh filter cartridge with a brush, as this will cause the polyester mesh to wear out and come apart. Never let the spa pump run or have a filter cycle come on without a filter cartridge in the skimmer compartment. Running the spa without a filter cartridge may permit debris to enter the spa plumbing and void the warranty!***

## SURFACE CARE

Do not use solvents or abrasive cleaners to clean the hot tub. Consult your Freeflow dealer for the proper cleaners. Typically, a mild detergent and water will resolve cleaning issues.



***CAUTION! Never spray cabinet with a garden hose for any reason since this action may induce an electrical short in the hot tubs electrical equipment.***



# Troubleshooting Procedures

In the event your Freeflow hot tub is not working the way it should, please first review all the installation and operating instructions in this manual and check the message on the panel display. If you are still not satisfied it is working properly, please follow the appropriate troubleshooting instructions.

**Note: If any of the manufactured installed supply cords are damaged, they must be replaced by authorized service personal.**



**CAUTION! WARNING! SHOCK HAZARD! No User Serviceable Parts. Do not attempt service of this control. Contact your dealer or service organization for assistance. Follow all owners' manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.**

## NO COMPONENT OPERATION

Check the following:

1. Is there power to the hot tub?
2. Is the household circuit breaker tripping?
3. If 1 & 2 are yes, call your authorized dealer for service.

## PUMP DOES NOT OPERATE, BUT THE LIGHT DOES

Press the JETS button:

The pump operates but no water flows to jets. Pump may not be properly primed. This can happen after the spa is drained and refilled. Press the JETS button several times, never leaving the motor on for more than 5-10 seconds at-a-time.

## POOR JET ACTION

1. Press the JETS button to make certain the pump is on.
2. Rotate the air control to the "max" position.
3. Make sure the water level is at the texture line.
4. Check for dirty filter. Clean, if necessary.
5. Make sure all jets are in the open position

## WATER IS TOO HOT

1. Check desired temperature on topside control
  2. Check for a diagnostic Message (see Control System manual for details)
- OH - Overheat (spa is deactivated) DO NOT ENTER THE WATER.

If the spa water has reached overheated you can remove the cover to promote heat reduction.

Overheating may occur if the filter cycle is set too long. The hot tub Control System should reset itself when the water temperature reduces below 106°F or 43°C. When the hot tub falls below the reset temperature you can push any button on the topside control to reset the Control System. If the hot tub will not reset, then shut off power to the spa and call your dealer or service organization.

FL – Flow

A pressure switch is not working. Call your dealer or service organization.

Sn – Sensor (spa is deactivated)

The high-limit sensor or water temperature sensor is not working. Call your dealer or service organization.

Your authorized Freeflow dealer is a trained service repair center. Should checking the above steps fail to correct the problem, please call your dealer so they may arrange service of your product.

## Limited Warranty-Europe & UK (Accent, Legend, Passport, Solstice)

### **Fifteen-Year Shell/Surface Warranty**

Freeflow Spas offers a shell warranty on manufacturing defects resulting in water loss for a period of fifteen years from the date of manufacturing at 100% replacement of product for the first through fifth year, 50% replacement for the sixth through tenth year, and 25% replacement for the eleventh through fifteenth year. Any and all shipping, delivery, set-up, installation and/ or disposal charges will be the sole responsibility of the spa owner.

### **Two-Year Equipment (Parts Only) Warranty**

Freeflow Spas warrants the electrical and mechanical components including the pump, heater, control system, and factory installed ozonator against malfunctions in materials or workmanship for a period of two years from the original purchase date. Refurbished parts may be used to satisfy warranty replacement of electrical and mechanical parts.

Filter cartridges, light bulbs, cover locks, fuses, headrests, and simulated wood skirting are not included in this warranty. Those items are, however, warranted to be free from defects in materials and workmanship at the time of delivery to the dealer. Simulated wood skirting will flex and your spa skirting may demonstrate some temporary gaping during extreme weather conditions as the material expands and contracts.

### **One-Year Plumbing (Parts Only) Warranty**

Freeflow Spas warrants the factory installed plumbing components for materials and workmanship for a period of one year from the original purchase date. This warranty specifically covers jet fittings, internal plumbing, internal glue joints and hoses.

### **Extent of Warranty**

This warranty is effective for spas manufactured after November 15, 2005 and sold by authorized dealers within Europe and the U.K. This warranty is given only to the original consumer purchaser and terminates upon any transfer of ownership. Spas installed in commercial applications (including rental spas or spas in rental premises) are excluded from any coverage whatsoever. This warranty does not provide coverage for the insulated cover or any item attached to or installed on the spa after the date of manufacture (including non factory installed ozone systems) although they may be covered under other warranties. Travel, trip, or mileage costs are not covered under this warranty and service travel charges will be assessed to the purchaser by the dealer.

### **Warranty performance**

In the event of a defect not covered under the terms of the warranty, notify your authorized Freeflow dealer as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, Freeflow Spas or its designated service representative will correct the defect subject to the terms and conditions contained in this warranty. If Freeflow determines that the repair of the covered defect is not feasible, we reserve the right to instead provide a replacement spa equal in value to the original purchase price of the defective spa by the dealer. In such instances, reasonable cost for the removal of the defective spa, shipping cost for the replacement spa and delivery and installation of the replacement spa will be the responsibility of the spa owner. Providing access to affect the repair is the responsibility of the spa owner.

In the event there is not an authorized Freeflow Dealer or repair firm in your area the hot tub can be returned pre-paid freight (you pay) to Freeflow for evaluation and, if necessary, repair of the defect. Freeflow will then ship the hot tub back to you pre-paid (Freeflow pays) upon completion of the repair. Freeflow must be contacted in advance for packaging and shipping instructions. Freeflow reserves the right to inspect or designate a person to inspect any part that is claimed to be defective and covered by this warranty.

### **Acts Invalidating Warranty**

This warranty is void if the Freeflow Spa has been subjected to alterations, neglect, misuse or abuse; if any repairs have been attempted by anyone other than a Freeflow Spas authorized service representative; or if failure is caused by accident, acts of nature or other causes beyond the control of Freeflow Spas. The Spa owner accepts liability for repair work performed by anyone other than the manufacturer or its designated service representative. Alterations shall include: any component or plumbing change, electrical conversion or addition of alternate sanitation or heating systems which contribute to component failure. Neglect, misuse and abuse include any installation, operation or maintenance of the spa other than in accordance with the owner's manual or use for which the spas were not designed. Specifically damage caused by the operation of the spa with water temperatures outside the range of 33°F and 120° F; damage caused by dirty, clogged or calcified filter cartridges; damage to the spa surface caused by improper use of chemicals to lie on the surface; damage caused by improper Ph balance, improper calcium hardness level or other improper water chemistry; damage to the spa surface caused by leaving the spa uncovered and in direct sunlight; damage caused by allowing solar blankets to be stored in the folded position on the top lip of the spa; damage caused by failure to provide even and sufficient support for the spa are considered abuses and may invalidate this warranty. Jets, air adjustments and top side controls are not covered against discoloration and fading.

### **Disclaimers**

Freeflow Spas or any of its authorized agents shall not be held liable for injury or loss of use of your spa or other incidental and consequential cost, expense or damage, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the spa and cost of removal of defective product, even if Freeflow Spas has been advised of the possibility of such damage. In no event shall Freeflow Spas be liable for any reason or cause in excess of the amount paid for the product by the dealer. Coverage under this Limited Warranty shall commence as of the original date of purchase or as otherwise outlined above and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. No other warranties, written or implied, are valid. No agent, dealer, distributor, service company or other party is authorized to change modify or extend the terms of this warranty.

### **Legal Rights**

This warranty gives you specific legal rights. You may have other rights, which vary from country to country.

**In the event of a warranty claim, please contact your dealer to expedite processing.  
FREEFLOW SPAS, 1705 SOUTH BAKER AVE., ONTARIO, CA 91761**

# Limited Warranty-Europe & U.K. (CLX, TLX, RLX)

## **Fifteen-Year Shell/Surface Warranty**

Freeflow Spas offers a shell warranty on manufacturing defects resulting in water loss for a period of fifteen years from the date of manufacturing at 100% replacement of product for the first through fifth year, 50% replacement for the sixth through tenth year, and 25% replacement for the eleventh through fifteenth year. Any and all shipping, delivery, set-up, installation and/ or disposal charges will be the sole responsibility of the spa owner.

## **Two-Year Equipment (Parts only) Warranty**

Freeflow Spas warrants the electrical and mechanical components including the pump, heater, control system, and factory installed ozonator against malfunctions in materials or workmanship for a period of two years from the original purchase date. Refurbished parts may be used to satisfy warranty replacement of electrical and mechanical parts.

Filter cartridges, light bulbs, cover locks, fuses, headrests, and simulated wood skirting are not included in this warranty. Those items are, however, warranted to be free from defects in materials and workmanship at the time of delivery to the dealer. Simulated wood skirting will flex and your spa skirting may demonstrate some temporary gapping during extreme weather conditions as the material expands and contracts.

## **One-Year Plumbing (Parts Only) Warranty**

Freeflow Spas warrants the factory installed plumbing components for materials and workmanship for a period of one year from the original purchase date. This warranty specifically covers jet fittings, internal plumbing, internal glue joints and hoses.

## **Extent of Warranty**

This warranty is effective for spas manufactured after November 15, 2005 and sold by authorized dealers within Europe and the U.K. This warranty is given only to the original consumer purchaser and terminates upon any transfer of ownership. Spas installed in commercial applications (including rental spas or spas in rental premises) are excluded from any coverage whatsoever. This warranty does not provide coverage for the insulated cover or any item attached to or installed on the spa after the date of manufacture (including non factory installed ozone systems) although they may be covered under other warranties. Travel, trip, or mileage costs are not covered under this warranty and service travel charges will be assessed to the purchaser by the dealer.

## **Warranty performance**

In the event of a defect not covered under the terms of the warranty, notify your authorized Freeflow dealer as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, Freeflow Spas or its designated service representative will correct the defect subject to the terms and conditions contained in this warranty. If Freeflow determines that the repair of the covered defect is not feasible, we reserve the right to instead provide a replacement spa equal in value to the original purchase price of the defective spa by the dealer. In such instances, reasonable cost for the removal of the defective spa, shipping cost for the replacement spa and delivery and installation of the replacement spa will be the responsibility of the spa owner. Providing access to affect the repair is the responsibility of the spa owner.

In the event there is not an authorized Freeflow Dealer or repair firm in your area the hot tub can be returned pre-paid freight (you pay) to Freeflow for evaluation and, if necessary, repair of the defect. Freeflow will then ship the hot tub back to you pre-paid (Freeflow pays) upon completion of the repair. Freeflow must be contacted in advance for packaging and shipping instructions. Freeflow reserves the right to inspect or designate a person to inspect any part that is claimed to be defective and covered by this warranty.

## **Acts Invalidating Warranty**

This warranty is void if the Freeflow Spa has been subjected to alterations, neglect, misuse or abuse; if any repairs have been attempted by anyone other than a Freeflow Spas authorized service representative; or if failure is caused by accident, acts of nature or other causes beyond the control of Freeflow Spas. The Spa owner accepts liability for repair work performed by anyone other than the manufacturer or its designated service representative. Alterations shall include: any component or plumbing change, electrical conversion or addition of alternate sanitation or heating systems which contribute to component failure. Neglect, misuse and abuse include any installation, operation or maintenance of the spa other than in accordance with the owner's manual or use for which the spas were not designed. Specifically damage caused by the operation of the spa with water temperatures outside the range of 33°F and 120° F; damage caused by dirty, clogged or calcified filter cartridges; damage to the spa surface caused by improper use of chemicals to lie on the surface; damage caused by improper Ph balance, improper calcium hardness level or other improper water chemistry; damage to the spa surface caused by leaving the spa uncovered and in direct sunlight; damage caused by allowing solar blankets to be stored in the folded position on the top lip of the spa; damage caused by failure to provide even and sufficient support for the spa are considered abuses and may invalidate this warranty. Jets, air adjustments and top side controls are not covered against discoloration and fading.

## **Disclaimers**

Freeflow Spas or any of its authorized agents shall not be held liable for injury or loss of use of your spa or other incidental and consequential cost, expense or damage, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the spa and cost of removal of defective product, even if Freeflow Spas has been advised of the possibility of such damage. In no event shall Freeflow Spas be liable for any reason or cause in excess of the amount paid for the product by the dealer. Coverage under this Limited Warranty shall commence as of the original date of purchase or as otherwise outlined above and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. No other warranties, written or implied, are valid. No agent, dealer, distributor, service company or other party is authorized to change modify or extend the terms of this warranty.

## **Legal Rights**

This warranty gives you specific legal rights. You may have other rights, which vary from country to country.

**In the event of a warranty claim, please contact your dealer to expedite processing.  
FREEFLOW SPAS, 1705 SOUTH BAKER AVE, ONTARIO CA. 91761**