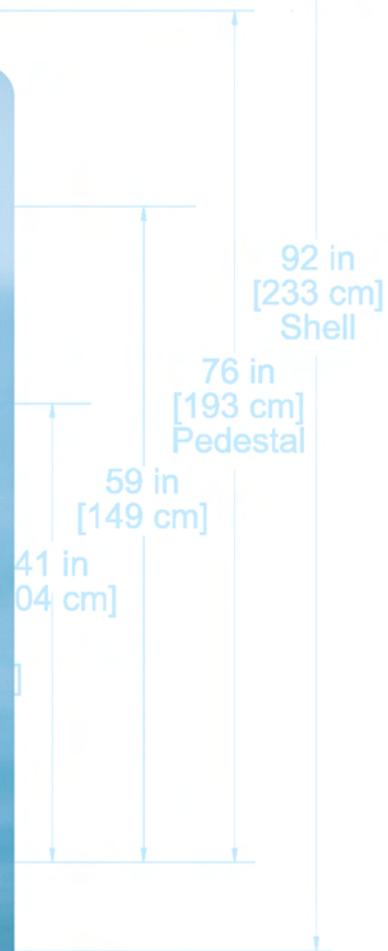


# The Bay Collection

## OWNER'S GUIDE



Art + Innovation



[253 cm]  
0 in [305 cm]



DIMENSION ONE SPAS®

A Higher Degree of Indulgence.™

# Spa Information

## My Spa

**Model Name:** \_\_\_\_\_

**Serial  
Number:** \_\_\_\_\_

**Date Purchased:** \_\_\_\_\_

**Date  
Installed:** \_\_\_\_\_

**Gallons/Liters:** \_\_\_\_\_

**Notes:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Dealer Information:

**Dealer's Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City:** \_\_\_\_\_

**State, Zip:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

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## IMPORTANT SAFETY INSTRUCTIONS

### READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY

When installing and using this equipment, basic safety precautions should always be followed, including:

- **Risk of Accidental Drowning.** Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use or approach the spa unless they are supervised at all times.
- **Risk of Serious Injury or Death.** The suction fittings in this spa 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 that the flow rates are compatible. Never operate the spa 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.
- **Risk of Electric Shock.** Install at least 5 FEET (1.5 m), from all metal surfaces. As an alternative, a spa may be installed within 5 feet of metal surfaces if each metal surface is permanently connected by a minimum No. 8 AWG (8.4 mm<sup>2</sup>) solid copper conductor attached to the wire connector on the grounding lug, inside the equipment compartment on the equipment can.
- **Risk of Electric Shock.** Do not permit any electrical appliance, such as a light, telephone, radio, television, etc. within 5 feet (1.5 m) of a spa. Never operate any electrical appliances from inside the spa or when you are wet.
- The electrical supply for this spa must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with section 680-42 of the National Electrical Code, ANSI/NFPA 70-1993. The disconnect must be readily accessible and visible to the spa occupant but installed at least 5 feet (1.5 m), from the spa water.
- A grounding wire connector is provided on this spa to connect a minimum No. 8 AWG (8.4 mm<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 (1.5 m) of the spa.
- Do not attempt to remove the light housing cover without lowering the water level below the light housing cover.
- **To Reduce the Risk of Injury:** The water in a spa should never exceed 104° F (40° C). Water temperatures between 100° F (38° C) and 104° F (40° C) are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.
- **To Reduce the Risk of Injury:** Since excessive water temperatures have 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 (38° C).
- **To Reduce the Risk of Injury:** 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 (2° C).
- **To Reduce the Risk of Injury:** The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.

- **To Reduce the Risk of Injury:** Pregnant women, the elderly, infants, or 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. Pregnant or possibly pregnant women should not enter water warmer than 100° F (38° C).
- **To Reduce the Risk of Injury:** Persons using medication should consult a physician before using a spa since some medication may induce drowsiness, while other medication may affect heart rate, blood pressure, and circulation.
- Observe a reasonable time limit when using the spa. Long exposures at high temperatures can cause high body temperature. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could result in possible drowning.
- Enter and exit the spa slowly. Wet surfaces can be very slippery.
- Proper chemical maintenance of spa water is necessary to maintain safe water and prevent possible damage to spa components.
- Use the spa straps and clip tie downs to secure the cover when not in use. This will help to discourage unsupervised children from entering the spa and keep the spa cover secure in high wind conditions. There is no guarantee that the cover, clip tie downs, actual locks will prevent access to the spa.

## SAVE THESE INSTRUCTIONS



### IMPORTANT SAFETY INSTRUCTIONS (CANADA) (CSA SAFETY INFORMATION)

**In addition** to the preceding safety instructions, Canadian owners should read and understand the following information from the Canadian Safety Association:

### READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY

- A green colored terminal or a terminal marked G, GR, Ground, Grounding, or the symbol \* is located inside the supply terminal box or compartment. To reduce the risk of electric shock, this terminal must be connected to the grounding means provided in the electric supply service panel with a continuous copper wire equivalent in size to the circuit conductors supplying this equipment.
  - IEC Publication 417, Symbol 5019.
- At least two lugs marked “BONDING LUGS” are provided on the external surface or on the inside of the supply terminal box/compartment. To reduce the risk of electric shock, connect the local common bonding grid in the area of the hot tub or spa to these terminals with an insulated or bare copper conductor not smaller than No. 6 AWG.
- All field-installed metal components such as rails, ladders, drains or other similar hardware within 3 meters of the spa or hot tub shall be bonded to the equipment grounding bus with copper conductors not smaller than No. 6 AWG.
- Children should not use spas or hot tubs without adult supervision.
- **AVERTISSEMENT: NE PAS LAISSER LES ENFANTS UTILISER UNE CUVE DE RELAXATION SANS SURVEILLANCE.**

- Do not use spas or hot tubs unless all suction guards are installed to prevent body and hair entrapment.
- **AVERTISSEMENT:** POUR ÉVITER QUE LES CHEVEUX OU UNE PARTIE DU CORPS PUISSENT ÊTRE ASPIRÉS, NE PAS UTILISER UNE CUVE DE RELAXATION SI LES GRILLES DE PRISE D'ASPIRATION NE SONT PAS TOUTES EN PLACE.
- People using medications and/or having adverse medical history should consult a physician before using a spa or hot tub.
- **AVERTISSEMENT:** LES PERSONNES QUI PRENNENT DES MÉDICAMENTS OU ONT DES PROBLÈMES DE SANTÉ DEVRAIENT CONSULTER UN MÉDECIN AVANT D'UTILISER UNE CUVE DE RELAXATION.
- People with infectious diseases should not use a spa or hot tub.
- **AVERTISSEMENT:** LES PERSONNES ATTEINTES DE MALADIES INFECTIEUSES NE DEVRAIENT PAS UTILISER UNE CUVE DE RELAXATION.
- To avoid injury, exercise care when entering or exiting the spa or hot tub.
- **AVERTISSEMENT:** POUR ÉVITER DES BLESSURES, USER DE PRUDENCE EN ENTRANT DANS UNE CUVE DE RELAXATION ET EN SORTANT.
- Do not use drugs or alcohol before or during the use of a spa or hot tub to avoid unconsciousness and possible drowning.
- **AVERTISSEMENT:** POUR ÉVITER L'ÉVANOUISSEMENT ET LA NOYADE EVENTUELLE, NE PRENDRE NI DROGUE NI ALCOOL AVANT D'UTILISER UNE CUVE DE RELAXATION NI QUAND ON S'Y TROUVE.
- Pregnant or possibly pregnant women should consult a physician before using a spa or hot tub.
- **AVERTISSEMENT:** LES FEMMES ENCEINTES, QUE LEUR GROSSESSE SOIT CONFIRMÉE OU NON, DEVRAIENT CONSULTER UN MÉDECIN AVANT D'UTILISER UNE CUVE DE RELAXATION.
- Water temperature in excess of 38° C may be injurious to your health.
- **AVERTISSEMENT:** IL PEUT ÊTRE DANGEREUX POUR LA SANTÉ DE SE PLONGER DANS DE L'EAU À PLUS DE 38°C.
- Before entering the spa or hot tub, measure the water temperature with an accurate thermometer.
- **AVERTISSEMENT:** AVANT D'UTILISER UNE CUVE DE RELAXATION MESURER LA TEMPÉRATURE DE L'EAU À L'AIDE D'UN THERMOMÈTRE PRÉCIS.
- Do not use a spa or hot tub immediately following strenuous exercise.
- **AVERTISSEMENT:** NE PAS UTILISER UNE CUVE DE RELAXATION IMMÉDIATEMENT APRÈS UN EXERCICE SATIGANT.
- Prolonged immersion in a spa or hot tub may be injurious to your health.
- **AVERTISSEMENT:** L'UTILISATION PROLONGÉE D'UNE CUVE DE RELAXATION PEUT ÊTRE DANGÉREUSE POUR LA SANTÉ.
- Do not permit electric appliances (such as a light, telephone, radio, television, etc.) within 1.5m of this spa or hot tub.

- **AVERTISSEMENT:** NE PAS PLACER D'APPAREIL ÉLECTRIQUE (LUMINAIRE, TÉLÉPHONE, RADIO, TÉLÉVISEUR, ETC.) À MOINS DE 1.5 M DE CETTE CUVE DE RELAXATION.
- Maintain water chemistry in accordance with manufacturer's instructions.
- **ATTENTION:** LA TENEUR DE L'EAU EN MATIÈRES DISSOUTES DOIT ÊTRE CONFORME AUX DIRECTIVES DU FABRICANT.
- The use of alcohol or drugs can greatly increase the risk of fatal hyperthermia in hot tubs and spas.
- **AVERTISSEMENT:** LA CONSOMMATION D'ALCOOL OU DE DROGUE AUGMENTE CONSIDÉRABLEMENT LES RISQUES D'HYPERTHERMIE MORTELLE DANS UNE CUVE DE RELAXATION.

## SAVE THESE INSTRUCTIONS

### Hyperthermia

Prolonged immersion in hot water may induce hyperthermia. A description of the causes, symptoms, and effects of hyperthermia are as follows: Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6° F, or 37° C. The symptoms of hyperthermia include dizziness, drowsiness, lethargy, and fainting. The effects of hyperthermia include:

- Failure to perceive heat,
- Failure to recognize the need to exit spa,
- Unawareness of impending hazard,
- Fetal damage in pregnant women,
- Physical inability to exit spa,
- Unconsciousness resulting in the danger of drowning.

### Safety Do's and Don't's

#### Do

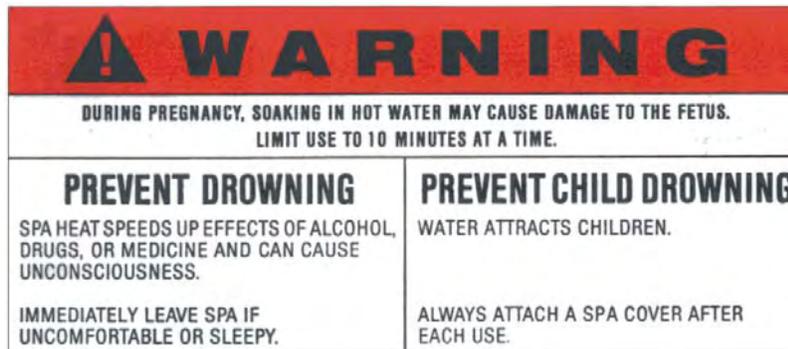
- **DO** read all operating instructions.
- **DO** read, understand and follow all Safety, Danger and Warning instructions before use.
- **DO** test water temperature with your hand before entering to be sure that it's comfortable.
- **DO** keep the spa cover closed when the spa is not in use. This is important for safety and for economical spa operation.

#### Don't

- **DON'T** block the equipment compartment vents. Blockage may cause damage to the spa equipment and will void the warranty.
- **DON'T** block or sit on the filter recess area.
- **DON'T** allow horseplay or unsupervised use of your spa.
- **DON'T** allow anyone to tamper or play with any of the safety or suction fittings of your spa.

## Warning Signs

Each spa has been provided with a Warning Sign and an Important Notice label.



This label outlines safety precautions. This sign should be permanently placed in a location that is visible to the spa user. Replacement signs can be obtained from:

Dimension One Spas  
2611 Business Park Drive  
Vista, CA 92081



## Initial Startup

**IMPORTANT: About your GFCI Circuit Breaker** — The GFCI (Ground Fault Circuit Interrupter — also called a "circuit breaker") is an electrical safety switch that automatically shuts off power to the spa in case of an electrical malfunction. You should have a GFCI installed according to your local building codes in an electrical power box near your spa. The GFCI should be OFF before you fill your spa. You can turn off power to the spa any time by using the GFCI manually. Just push the switch to the OFF position. After turning off the GFCI, make sure the control panel Display Window is blank, so you know the power is off. When you are ready to turn the power back on, you can reset the GFCI by returning the switch to the ON position.

If you have questions about the location or operation of your GFCI, ask a qualified electrician to explain it to you. Do not use your spa unless you understand the operation of the GFCI.

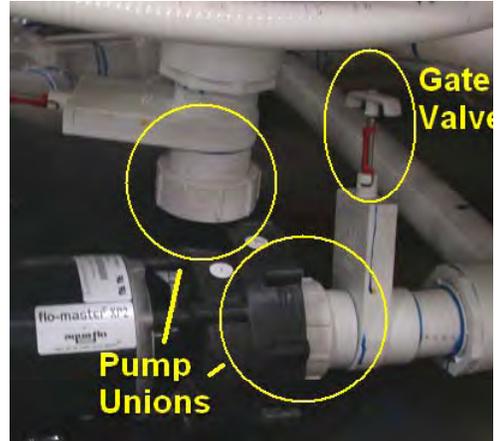
1. Locate the Topside Control Panel (see photo at right). The main equipment compartment is located on that side of the spa, below the Control Panel. Use a Phillips screwdriver to remove the equipment compartment cover.
2. Then remove the covers from the other sides of the spa (see photo at right) to expose the jet pumps. You may have pumps on one or two sides, depending on the model. Your dealer can tell you exactly where the pumps are on your spa.



3. Locate the **hose bib** (see picture at left) that is included in the owner's manual packet. The packet is shipped inside the equipment compartment. This bib allows you to later connect a hose to your spa to drain it.
4. Screw the hose bib onto the male drain fitting located below the skirt at the lower left corner of the spa.
5. **Close the valve** on the side of the hose bib (if it is not already closed) by turning the valve handle perpendicular to the pipe. (In the illustration the valve is open.) Check to ensure the cap on the hose bib is secure to avoid leaks when you add water to the spa.



6. Examine the jet pumps on the sides of the spa. There are two pump unions and two gate valves per pump. Check to make sure the pump unions are hand tight to prevent leaks. Next, check the gate valves to make sure they are fully opened (handles extended) and that the red safety clips are snapped into place.



7. Remove the shipping bolts from the base of each pump and rotate the swivel lock, located at the rear of each pump, away from the pump.



8. Next, look at the two circulation pumps located at the bottom of the main equipment compartment. Check the hose clamp fitting where the plumbing attaches to the pumps and make sure they are tight.



9. Remove the two bleeder valves located near the filters on the top side of the spa. One is located near the skimmer filter (see photo), and the other across the spa near UltraPure™ filter. Removing the bleeders allows air to escape from the pumps when you fill the spa.



10. Remove the cap from the UltraPure™ filter canister and the filter basket from the skimmer canister.



UltraPure™ Filter



Skimmer Filter

11. Remove the foam blocks securing each filter.



12. Next, remove the filter from the UltraPure™ canister and fill your hot tub by placing a hose into the empty UltraPure™ canister. (If you need more details on how to remove the filters, see the Filter Cleaning section later in this manual.)

13. Fill the spa until the water level is about 6 inches below the top of the spa.

14. Once the spa is filled, turn on the GFCI circuit breaker. Flashing dashed lines will appear for 30 seconds on the Display Window followed by the current water temperature (flashing). Pressing any button will stop the flashing.



15. Push the **Jet Pump 3 Button** once to turn on Pump 3. Let the system run for 10 to 15 seconds to prime the pump, then press the button to turn it off.



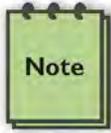
16. Then push the **Jets Button** on either one of the Dynamic Massage Sequencers (the control panels with the human figures on them) to prime that pump. Let it run for 10 to 15 seconds, then press the button again to shut the pump off.



17. Then push the **Jets Button** on the other Dynamic Massage Sequencer to prime its pump. Let it run for 10 to 15 seconds, then press the button again to shut the pump off.



18. If there is no jet action, then the water level is too low or there is air trapped in the plumbing. To eliminate the trapped air, turn the pumps on and off several times to force the trapped air through the pumps. If there is still no jet action, and the bleeder valves have been open for some time, turn off the pumps and loosen the top pump unions (see illustration earlier) slightly to let any trapped air escape. Re-tighten the pump unions and turn the pumps on again. Turn the pumps on and off several times until jets function properly.



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Ozone bubbles will continue to rise from the skimmer compartment UltraPure™ bleeder valve as long as the valve remains open. Once the jets are working, be sure that the bleeder is closed tightly.

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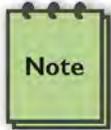
19. After you have the jets functioning properly, replace and close the bleeder valves and push the UP/Down Buttons until your desired water temperature (called the “Set Temperature”) appears in the Display Window. The Display Window will show your Set Temperature for thirty seconds before reverting to show the current water temperature.



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The Display Window will not allow you to set the temperature above 104° F ( $\cong 40^{\circ}\text{C}$ ). However, if the water temperature exceeds 104° F ( $\cong 40^{\circ}\text{C}$ ), the display will show the actual temperature. **Never get in water if the temperature exceeds 104° F ( $\cong 40^{\circ}\text{C}$ ).**

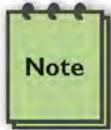
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You can confirm that the heater is on by checking that the Heat Indicator Light at the right side of the control panel is glowing.

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Depending upon the size of the hot tub and the size of the circuit breaker used, heating will occur at the rate of 3° F ( $\cong 2^{\circ}\text{C}$ ) to 10° F ( $\cong 5^{\circ}\text{C}$ ) per hour.

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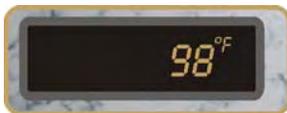
20. While the spa is heating, inspect the pump unions and plumbing fittings for leaks. When you have finished the inspection, replace all the equipment panels.
21. After completing the above steps, see the **Water Care Guide** (provided separately) to ensure proper water chemistry.
22. Place the thermal cover on the spa to conserve energy and to keep it ready for use.

# Operation

## Using the Control Panel



### Display Window



The **Display Window** shows the current status of the spa, its monitoring functions, self-diagnostics, or programming messages. By default it shows the temperature.

### JETS 1&2 Button



When the **Jets 1&2 Button** is pushed:

- The corresponding jet pump activates.
- The Jet Indicator Light glows on the Control Panel
- The pump speed appears in the lower left corner of the Display Window.
- A swirl icon appears in the upper left corner of the Display Window. Its swirl speed indicates the pump's speed.



The first time the **Jets 1&2 Button** is pushed, Pump 1 will start on HIGH speed. The second push starts Pump 2 on HIGH speed – now both pumps are running on HIGH speed. The third push will turn Pump 1 off, leaving Pump 2 running on HIGH speed. A fourth push will shut off Pump 2, leaving all pumps turned off.

A built-in timer will automatically shut the pumps off after 30 minutes, unless you turn them off manually. When you first turn a pump on, after the pump speed appears in the Display Window, a status bar appears indicating the time remaining until shut-off. All the pumps are all controlled by the same shut-off cycle. (You can reprogram the shut-off time if you like. See the Programming section).



The automatic shut-off not only protects your pumps from running continuously, it also allows you to filter your hot tub immediately after use. Just push the Jets button one more time as you get out, for an additional cycle of filtering.

### Jet Pump 3 Button



When the **Jet Pump 3 Button** is pushed:

- Pump 3 starts on HIGH speed. A 2<sup>nd</sup> push will turn the pump off.
- The Status Indicator Light for Jet Pump 3 glows.
- The pump speed appears temporarily in the lower left corner of the Display Window.
- A swirl icon appears in the upper left corner of the Display Window. Its swirl speed indicates the pump's speed.

### Water Feature Button



The **Water Feature Button** activates the pump controlling the fountain. A second push turns the fountain off. The fountain, like the jets, has a programmable, automatic shut-off cycle. *The default time is 1 hour.* Your choices are 1, 2, 3, or 4 hours. See the Programming sections for details on changing the automatic shut-off time.

### Up / Down Buttons



You control the water temperature using the **Up (+) and Down (-) Buttons**. Push a button once to change the temperature by one degree, or hold it down to rapidly change it by many degrees. When you change the Set Temperature, “**SET TEMP TO \_\_\_° F**” appears at the bottom left of the Window. After 5 seconds, the display will automatically revert to the current water temperature. The water temperature may be adjusted from 59° F ( $\cong 15^{\circ}$  C) and 104° F ( $\cong 40^{\circ}$  C).



The Up and Down buttons are also used to make selections when programming the spa functions. See the Programming section for details.

## Light / Enter Button



The **Light / Enter Button** controls your spa lighting (the Enter function is used in programming the spa functions, described later.). The lights have three color effects you can choose from:

- **Color Fade Slow:** Rotates through all colors approximately once per minute.
- **Color Hold:** Lock the current color.
- **Color Fade Fast:** Rotates through all colors approximately three times per minute.

Press the **Light Button** to change Color Effects as follows:

- Start on **Color Fade Slow** (default)
- Turn off for 1 second, back on again for **Color Hold**
- Turn off for 1 second, back on again for **Color Fade Fast**
- Turn off for 1 second, back on again for **Color Hold**
- Turn off for 1 second, back on repeats to **Color Fade Slow**
- Turn off for 5 second or longer: start on **Color Fade Slow**



For your convenience and cost savings, the light will automatically turn off after one hour. To reactivate the light after the timer has shut it off, simply press the **Light Button** again. The light will always start in the **Color Fade Slow** sequence after it has been off for more than 5 seconds

---

## PROGRAM Button



You push the **PROGRAM Button** to begin the process of programming, or reprogramming, the spa.

For more information, see the Programming section.

### Heat Status Light



The **Heat Status Light** glows when the heater is on. This is a normal function.



When the spa is heating, the message, “**HEATING TO** \_\_ \_ ° F” will scroll in the bottom left corner of the display window and an animated thermometer will appear above it.



If the water reaches 2° F ( $\cong 1^{\circ}$  C) above the set temperature, the message “**COOLING TO** \_\_\_ ° F - **CIRC PUMP & O3 OFF**” will appear in the bottom left of the Display Window and the circulation pump will turn off to allow the spa to cool.

### Dimension One Spas ICON (Logo)<sup>®</sup>



**Time of Day:** Push the Dimension One **ICON Button** to see the time of day. If no other button is pushed within 5 seconds, the display will revert to the water temperature.

**Standby Mode:** You can Press the **ICON Button** for 5 seconds to put the spa in “Standby” mode, which allows you to clean the spa without turning off the power.

### Infrared Sensor



The infrared sensor, located between the **Water Feature** and **Up** buttons, allows you to remotely control the spa jets, fountain, interior lights, and iWatch perimeter lighting using the optional D1 Remote Control. Point the control at the sensor when you use it.

## Messages that Appear in the Display Window

The spa will automatically provide warnings, prompts, or reminders to you in the Display Window as described below. This is called the “Scrolling Message Center.”

### Rinse Filters



Every other month, your spa will warn you to “**RINSE FILTERS.**” The bottom of the Display Window will scroll the following instructions: “**REMOVE FILTERS & RINSE WITH HOSE... PUSH AND HOLD ICON BUTTON MORE THAN 3 SECONDS TO RESET THIS MESSAGE.**”

To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) located at the right hand side of the control for 3 seconds.



### Clean Filters



On alternate months when “Rinse Filters” does not appear, the spa will display “**DIRTY FILTER.**” The bottom of the Display Window will scroll the following instructions: “**REMOVE FILTERS & CLEAN IN SOLUTION... PUSH AND HOLD ICON BUTTON MORE THAN 3 SECONDS TO RESET THIS MESSAGE**”

To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) Button located at the right hand side of the control panel for 3 seconds.



### Change Water



Every four months, your spa will display “**CHANGE WATER.**” The bottom of the Display Window will scroll the following instructions : “**TURN POWER OFF, DRAIN & REFILL SPA...PUSH AND HOLD ICON BUTTON MORE THAN 3 SECONDS TO RESET THIS MESSAGE.**”

To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) Button located at the right hand side of the control panel for 3 seconds.



### Change Vision Cartridge



OPTIONAL FEATURE: If your spa is equipped with the optional Vision Cartridge filtration system “**CHANGE VISION CARTRIDGE**” appears in the Display Window when it is time to replace it. For details see the separate instructions that came with your Vision Cartridge.



To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) Button located at the right hand side of the control panel for 3 seconds.

### Spa Check Up



When “**SPA CHECK UP**” appears in the Display Window, we recommend that you have your hot tub inspected by your dealer for routine preventative maintenance.

To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) Button located at the right hand side of the control panel for 3 seconds.



### Overheat



**DO NOT ENTER THE WATER** when “**OVERHEAT**” appears in the Display Window! Check the water temperature with a certified thermometer, and if it is above 104° F ( $\cong$ 40° C), remove the hot tub cover and allow the water to cool. If the problem recurs, contact your local Authorized Dimension One Spas Dealer, or authorized service center.



The overheat condition could be caused by excessive filtration. See the Troubleshooting Guide section for more information.

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**Check Water Level  
and/or 3 Flashing Lights**

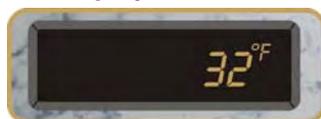


**DO NOT ENTER THE WATER** if you see **three flashing lights** and/or the message, “**CHECK WATER LEVEL - CLEAN FILTER-IF PROBLEM CONTINUES, TURN OFF POWER AND RESTART THE SYSTEM-IF PROBLEM CONTINUES, CALL FOR SERVICE**” in the Display Window.

If the water level is high enough, clean the filters as directed. The warning should stop once the problem is fixed. If the problem persists, reset the power to the spa by turning off the GFCI breaker and then back on.

If the problem persists after resetting the spa, contact your local Authorized Dimension One Spas Dealer, or authorized service center.

**Extreme Temperature on  
the Display**



**DO NOT ENTER THE WATER** if you see a temperature reading of **32° F** ( $\cong 0^{\circ}$  C) or **136° F** ( $\cong 57.8^{\circ}$  C) without first checking the actual water temperature with a certified thermometer. The system has detected a Temperature Probe Failure and the water may be too hot, or too cold, to safely use.

Contact your local Authorized Dimension One Spas Dealer, or authorized service center.

**Ice**



When **ICE CONDITION** appears in the Display Window, the air temperature has dropped below a factory-preset level, and the system has activated “**Smart Winter Mode.**” The pump will automatically run to circulate the water and prevent it from freezing. (The Smart Winter mode is not affected by putting the spa in “Standby” mode. See Standby mode description for more details).



This is a normal hot tub function. No corrective action is necessary.

**Cooling**



When “**COOLING**” appears beside the water temperature in the Display Window, the water temperature has reached 2° F ( $\cong 1^{\circ}$  C) above the set temperature. The circulation pump and ozone generator will turn off to allow the water to cool back to the set temperature. This is a normal hot tub function. No corrective action is necessary.



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The circulation pump and ozone generator will run while either jet pump is on. They will remain on for 30 minutes after the pump(s) turn off regardless of the water temperature.

---

### Summer Mode



The “**SUMMER MODE**” allows the circulation pump to continue running even when the spa exceeds the Set Temperature. During hot weather, normal filtering can cause the spa to exceed the Set Temperature, which halts the circulation pump so the spa can cool down. If your spa is not filtering enough during hot weather, you can put it in Summer Mode to allow the pump to keep running.

To initiate **SUMMER MODE**, use the Down Button to set the temperature below 59° F (@15°C). **SUMMER MODE** will appear in the Display Window. In this mode the pump will run the filter cycle until the water reaches 107°F (@41° C) before turning off. It will remain off until the water temperature falls to 102° F (@38° C) at which point the pump turns on again.

### Standby Mode



**STANDBY MODE** allows you to clean the filters without turning off the power to the spa. This feature disables all automatic and manual functions so that pumps don't accidentally start while you're cleaning the filters. (The exception is Smart Winter Mode, described above.)

To enter **STANDBY** mode press and hold the Dimension One **ICON** (logo) Button for 5 seconds. To exit Standby mode, press and hold the Logo Button for 5 seconds.

If you do not exit Standby mode manually, the spa will automatically exit it and return to normal functioning after 24 hours.



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**Battery Backup** - The Dimension One Spas *Scrolling Message Center* Control Panel has a battery back-up that will retain the time of day for 30 days, even without an active power source. The control panel will also store your custom programming commands for up to 40 years without power. This battery backup will **not** provide power to heat or operate the hot tub. (*This feature is not present in the "Digital Control Panel" models.*)

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## Programming the Spa Functions

### The Program Button



### Starting the Programming Sequence

To start programming the spa, push and hold the **Program Button** for 3 seconds. If within 10 seconds you do not continue programming, the spa will automatically exit the programming mode and go back to the normal Display screen.

### Exiting the Programming Sequence at Any Time

To **exit** the programming sequence at any time, push the **Enter Button**, or simply do not press any button for 10 seconds. Any programming changes made up to that point are saved. This way you don't have to complete the entire programming sequence to save changes made to just part of it.

### Clock

After you press the **PROGRAM Button** for three seconds, “**SET TIME OF DAY**” appears in the Display Window above the scrolling instructions: “***PUSH UP OR DOWN TO CHANGE - PUSH PROGRAM TO SELECT NEXT FUNCTION - PUSH ENTER TO EXIT***”. (If you'd like to skip setting the Clock, press Program to move on to the Filter Start Time.) When you push the **Up** or **Down** button, the Time screen appears with “Hours” ( \_ .00) flashing. Set the hour using the **UP** or **DOWN** buttons, then push the **LIGHT** button to move on to the “Ten Minute” setting (12: \_0). Set it using the **Up** or **Down** buttons, then push the **LIGHT** button to move on to the “Minute” setting (12: 0\_). Set it using the **Up** or **Down** buttons, then push the **LIGHT** button to move on to the “AM or PM” setting. Select AM or PM with the **UP** or **DOWN** buttons. When you are finished, push the **PROGRAM Button** to exit the clock-setting mode. You will then be prompted to set the Filter Start Time. If you want to stop here, press Enter to exit the programming sequence and save your changes.

### Filter Cycle Start Time

After you set the clock, the Display Window will prompt you to “**SET FILTER CYCLE TIME**”. Push the **UP** or **DOWN Buttons**, as you did in setting the clock, to set the time you want your filter cycle to start. When finished, push the **PROGRAM Button**. *The pre-set factory default is 12:00 p.m. to 1:00 p.m. repeating every 12 hours unless the number of filter cycles per day has been changed.*

During a filter cycle, “SPA FILTERING” appears in the corner of the Display Window. JETS 1 will run for 5 minutes at high speed and for the remainder of the cycle at low speed. JETS 2 will run for 1 minute at high speed and then turn off.

### Filter Cycle Duration

After you set the Filter Cycle Start Time, the Display Window will prompt you to “**SET CYCLE DURATION**”. Push the **UP** or **DOWN Buttons** to choose 60, 90, 120, 150 or 180 minutes. Push the **PROGRAM Button** to save your setting. The pre-set factory default is 60 minutes.

### Number of Filter Cycles

After you set the Filter Cycle Duration, the Display Window will prompt you to “**SET # OF CYCLES**”. Push the **UP** or **DOWN Button** to choose **1, 2, 3** or **4** cycles per day. Push the **PROGRAM Button** to save your setting. *The pre-set factory default is 2 cycles per day.*



Note: Long and/or numerous filter cycles could cause the spa to overheat, especially in hot climates.

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### Pump Run Time

After you set the Number of Filter Cycles, the Display Window will prompt you to “**SET PUMP RUN TIME**”. Push the **UP** or **DOWN Button** to choose **30, 45** or **60** minutes. Push the **PROGRAM Button** to save your setting. This sets how long the pump will run when a Jets Button is pushed, before shutting off automatically. *The pre-set factory default is 30 minutes.*

### Temperature Units (°F or °C)

After you set the Pump Run Time, the Display Window will prompt you to “**SET TEMPERATURE UNITS**”. Push the **UP** or **DOWN Buttons** to toggle between °F (Fahrenheit) to °C (Celsius). Push the **PROGRAM Button** to save your setting. *The pre-set factory default is Fahrenheit.*

### Vision Cartridge

After you set the Temperature Units, the Display Window will prompt you to “**SET VISION CARTRIDGE**”. Push the **UP or DOWN Buttons** to toggle between “**Yes**” and “**No**”. If your spa has a Vision Cartridge select Yes, if not, select No. Selecting “Yes” will tell the Message Center to notify you when your cartridge needs replacement. Push the **PROGRAM Button** to save your setting.

### Waterfall Run Time

After setting the Vision Cartridge you’ll be prompted for the Waterfall (fountain) Run Time. Press the **Up** and **Down** buttons to choose 1, 2, 3, or 4 hours. The default is 1 hour.

**This ends the programming sequence.** Remember, during programming, you can press Enter at any time to exit the programming sequence and return to the main screen.

### Invert the Display Window

You can flip the text in the Display Window to make it readable from either inside or outside the hot tub. To invert the text, push the **PROGRAM Button** three times. Do the same to return it to its original position.

### Control Panel Lock

You can lock the control panel to prevent other people from using the spa or changing your settings. When the panel is locked, all programmed or default hot tub functions will operate normally, but the control buttons will not operate. When locked, the Display Window displays: “**ALL SPA FUNCTIONS LOCKED.**”

To lock the panel, push the following sequence of buttons within 3 seconds:

- 1) The Dimension One Spas ICON (logo) Button.
- 2) The Dimension One Spas ICON (logo) Button (again).
- 3) The ENTER Button.

### Control Panel Unlock

To unlock the panel, push the following sequence of buttons within 3 seconds:

- 1) Push the ENTER Button.
- 2) Push the ENTER Button (again).
- 3) Push the Dimension One Spas ICON (logo) Button.

### Programming Lock

You can lock the spa programming to prevent other people from changing your settings. When programming is locked, all programmed or default functions will operate normally, and a user may still operate the hot tub jets and light. When locked, **PROGRAMMING LOCKED**” will scroll twice in the Display Window, then a lock icon will appear at the right. To lock programming, push the following sequence of buttons within 3 seconds:

- 1) Push the Dimension One Spas ICON (logo) Button.
- 2) Push the Dimension One Spas ICON (logo) Button again.
- 3) Push the PROGRAM Button.

### Programming Unlock

To unlock the Programming functions, push the following sequence of buttons within 3 seconds:

- 1) Push the ENTER Button.
- 2) Push the ENTER Button (again).
- 3) Push the Dimension One Spas ICON (logo) Button.

### Reset the Control Panel

If needed, you can reset all your hot tub settings to the factory defaults with one step. Please keep in mind that this resets not only your programming, but also all maintenance messages (clean filters, change water, etc.), as if the spa had just been installed. To reset the control panel, push the following sequence of buttons within 3 seconds:

- 1) Push the ICON (logo) Button
- 2) Push the ENTER Button
- 3) Push the PROGRAM Button

The top line of the Display Window will say: **“RESET PROGRAMMING?”** The bottom line will say: **“IF SO, PUSH ICON”**

Push the Dimension One ICON Button to reset the entire control system to factory defaults, or do not push any button for 10 seconds to exit without resetting.

## Dynamic Massage Sequencer™

The Dynamic Massage Sequencers control the jets in the lounge areas to sequentially massage different muscle groups. When you select a massage sequence, the human figure on the control panel displays corresponding lights, allowing you to preview that sequence before starting it.

### The Dynamic Massage Sequencer Control Panel



#### LIGHT Button



The **LIGHT Button** on the Dynamic Massage Sequencer works just like the one on the topside control panel to turn the spa light on and off.

#### JETS Button



The **JETS Button** on the Dynamic Massage Sequencer turns the jet pump associated with the Sequencer on or off. The same spa jet pump jet may be turned on or off using the button on the topside control panel.

### SPEED Button



The **SPEED Button** changes the amount of time between each step of the massage sequence. *The default time is 5 seconds.* Push the **SPEED Button** once to change it to 15 seconds, again to change it to 30 seconds. A third push will return it to 5 seconds. The status light below the **SPEED Button** will blink at the current speed.

### BEGIN/PAUSE Button



Press the **BEGIN/PAUSE Button** to start a massage sequence or pause one already underway. **Pause does not stop** the massage, it holds it in one place for as long as you like.

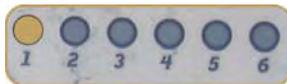
*For example:* If you want to massage any particular zone for a long time, press the **BEGIN/PAUSE Button** when the massage is working on that zone, and the system will remain there until the button is pushed again.

While paused, the lights on the human figure show the current massage pattern. You can preview other patterns while in pause mode by pressing the **SEQUENCE Button** .

### SEQUENCE Button



The **SEQUENCE Button** allows you to choose between the six different massage sequences. The light glows to indicate the current sequence.



When all jets are operating at once (the default mode) none of the sequence lights will glow.

### Massage Zones

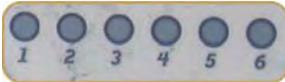


The lights in the **Massage Zone Indicator (Human Figure)** show which zone is currently selected. When you find the sequence you want by pressing the **Sequence Button**, press the **BEGIN/PAUSE Button** to start your massage.

## Operating the Dynamic Massage Sequencer



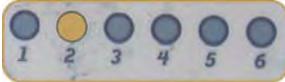
Push the **JETS Button** to turn on the jet pump.



Select a sequence by pushing the **SEQUENCE Button** until you find the one you want (the lights in the Human Figure show the zones that will be active). Press the **BEGIN/PAUSE Button** to begin the massage.



**SEQUENCE #1** steps through each individual zone one at a time, from zone A through F, then reverses the sequence. The time between zones is set using the Speed Button.



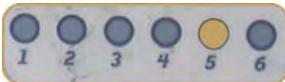
**SEQUENCE #2** activates **all** zones at once, then deactivates individual zones one at a time, from A through F. Then it reverses that sequence. The time between zones is set using the Speed Button.



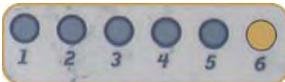
**SEQUENCE #3** activates alternate groups of zones. It activates Zones A, C, and E all at once, then switches to Zones B, D, and F. The time between zone groups is set using the Speed Button.



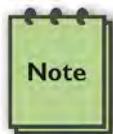
**SEQUENCE #4** steps through each individual zone one at a time, from zone A through F, then it starts over in groups of two zones – activating zones A and B, then zones B and C, etc. The time between zones is set using the Speed Button.



**SEQUENCE #5** starts with Zone A and adds new zones one at a time until all zones are active. Then it reverses the sequence by removing zones one at a time until all zones are inactive. The time between zones is set using the Speed Button.



**SEQUENCE #6** activates random pairs of zones at one time, starting with adjacent zones, (A and B, then B and C, etc.), then opposite zones (A and F, then B and F, etc.), and finally the middle zones (B and E, then C and D, etc.). The time between zone groups is set using the Speed Button.



If the time between sequence changes is too fast or too slow, you can push the **SPEED Button** to increase or decrease the time between sequence changes. Five seconds is default. Other speeds available are 15 and 30 seconds.

## Features Unique to Certain Models

### Selector Valves, Flow Controls, Switches, and Jet Pillows

If your spa is equipped with any of the following features and controls, you can use them as described below to adjust the spa performance.

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#### Jet Zone Selector

You can rotate this knob on the topside controls to change the flow of water from one group of jets to another.



#### Fountain Flow Control

If your spa is equipped with certain types of optional fountains, you can turn this topside control knob to adjust the water flow from a trickle to a full stream. Note: The valve will not shut the water feature off completely. See the Fountains section for more details.



#### NeckFlex Jet Pillow

The **NeckFlex Jet Pillow** has five adjustable height positions. Gently pull the bottom of the pillow forward and slide it up or down the guide rails. Adjust the water flow from the jets by rotating their nozzles clockwise or counterclockwise.



#### Underwater Switches

On certain hydrotherapy lounge seats, underwater switches lie at your fingertips, allowing you to change your jet flow without leaving your seat.



## Fountains (Water Features)

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### Umbrella Fountain

Depending on the model, your spa may have the umbrella fountain shown at right. The fountain contains two adjustable parts – the barrel and the spreader. You can turn the spreader clockwise or counter-wise to change the shape of the fountain, or adjust the barrel to change its height. You can also remove the spreader head completely to create a “bubbler” effect.



You can also add an optional semi-circular spreader to change the fountain's shape to a ½ blossom. You can get this spreader from your authorized D1 Spas Dealer or from our Virtual Showroom at [www.D1Spas.com](http://www.D1Spas.com).

### Babbling Brook Fountain

Depending on the model, your spa may have the babbling brook fountain shown at right. You can adjust the flow of the fountain by turning the flow control knob located near the spa's topside control panel



## SoftTouch™ Air and Lighting

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### SoftTouch Lighting

If your spa is equipped with the SoftTouch Lighting, you can use your topside controls to choose from three different ambient settings.

1. Press the light button once to enter **Mode 1: Brilliant Mode**. All lights are turned ON in the spa.
2. To switch to **Mode 2: Candle Mode** press the light button once, and then again just after “LIGHT OFF” disappears from the Display Screen. The lights in the air valves, tile line, and fountain are ON, and the spa light is OFF.
3. To switch to **Mode 3: Fountain Mode**, press the light button once, and then again just after “LIGHT OFF” disappears from the Display Screen. The fountain light is ON, and all other spa lights are OFF. Changing mode again returns you to Mode 1.



In any mode, to change **the color wheel speed** push the Light button twice quickly.

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### SoftTouch Air

If your spa is equipped with the SoftTouch air controls, you can adjust the amount of air in the jets by turning the valve on the topside of the spa towards the plus (+) or minus (-) sign.



## Optional HydroSport Aquatic Fitness Gear

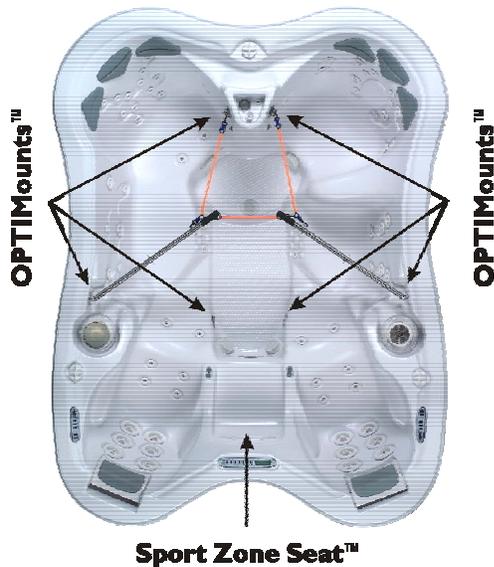
On models equipped for it, the optional *HydroSport™* Aquatic Fitness Gear can convert your spa into a powerful upper-body exercise system.

The *HydroSport™* Rowing System and the *HydroSport™* Aquatic Fitness Bar install quickly onto the built-in OptiMount® fittings for a convenient workout any time.

Contact your Dimension One dealer if you have questions about whether your spa can accommodate the HydroSport fitness gear.



### Shown With Optional HydroSport Rowing System



Sport Zone Seat®

Design can accept more than one tether

Simple Design

6 OptiMounts®

All stainless steel construction

Doubles as a rowing station.

Allows for variable workouts.

Easy to set up and use.

OptiMounts anchor your HydroSport equipment and allow you to adjust the resistance by adding or moving Tensor Cords.



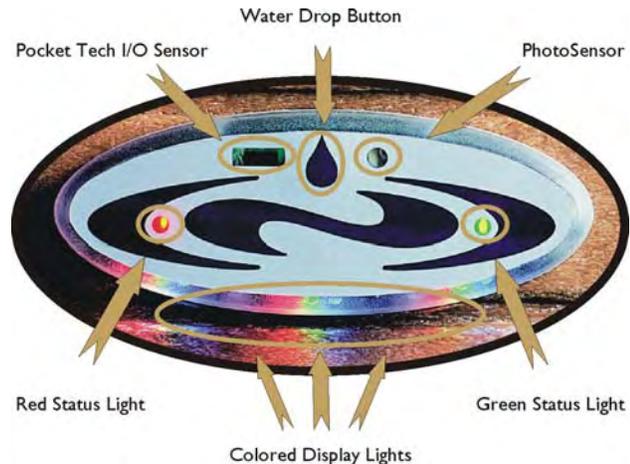
Long lasting and durable.

## iWatch Perimeter Lighting System

The **iWatch** control panel on the side of the spa skirt provides spa status information and colorful perimeter lighting. The iWatch functions can be controlled directly from this panel or by using the optional D1 Remote control.

The **iWatch** control panel includes:

- Green Status Light to indicate the spa is functioning normally (steady green), or requires scheduled maintenance (flashing green)
- Red Status Light to indicate the spa requires service
- Push-button control of perimeter lighting (which consists of 3 Red, 3 Green, and 3 Blue lights)
- Connection for up to three optional Auxiliary Modules to provide additional perimeter lighting
- Photo sensor to automatically turn the iWatch lights on at night and off during the day
- Palm pilot infrared interface port
- Receiver sensor for the IRMT-4 Remote Control device



The **iWatch** Master Control Module can support up to three Auxiliary Modules for additional skirt lighting on any or all sides of the spa.

The **iWatch** Master Control Module provides infrared support for optional Palm Pilot and Remote Control access. These items are available from your local Dimension One Spas dealer.

### Water Drop Button

The “Water Drop” Button controls the perimeter lighting. By pressing it repeatedly you step through various lighting sequences to find the one you want.

### Photo Sensor

The photo sensor detects the outside light and turns the lights on at night and off during daylight.

### Green Status Light

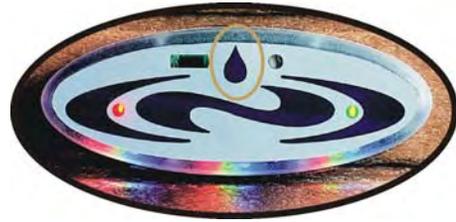
This light is always ON and indicates that the spa has power. A flashing green light means the spa requires scheduled maintenance. The Display Window on the topside Control Panel will tell you what maintenance is required. If the Green Status Light continues to flash after you have performed the scheduled maintenance, you should call your dealer.

### Red Status Light

The Red Status Light will be OFF when the spa is functioning normally. If this red light comes on, your spa requires service. Contact your local Dimension One Spas dealer.

## Using the iWatch Lighting

To control the iWatch perimeter lighting, press the **Water Drop Button** on the iWatch panel. Each press of the button switches to a different lighting effect, in the following sequence:



Press		Nighttime Lighting Effect
Once		Perimeter Lights are Red
Again		Perimeter Lights are Green
Again		Perimeter Lights are Red + Green
Again		Perimeter Lights are Blue
Again		Perimeter Lights are Blue + Red
Again		Perimeter Lights are Blue + Green
Again		Perimeter Lights are Blue + Red + Green
Again		Scan All Colors (Change every 10 seconds)
Again		Starts the color sequence over again

**iWatch** will automatically remember your selection and use it as your default lighting in the future.



When you select the “Scan All Colors” effect, the lights will cycle rapidly through all color sequences to confirm your choice. Then they will return to the normal 10-second cycle.



Feature

You can also change the iWatch lighting using the optional D1 Remote Control.

# Routine Equipment Maintenance

## Draining Your Spa

Your spa is gravity-drained, without the need for a pump. To drain the spa, first turn off the power at the GFCI (see Initial Startup section for details), then locate the **hose bib**, which you attached to the spa in the **Initial Setup** operation (described earlier), on the base near the lower left side of the equipment panel. Remove the cap (if any) from the hose bib. Screw a garden hose onto the hose bib, put the other end of the hose in a safe place for water run-off (do not drain onto lawn or plants), and then turn the valve on the side of the hose bib ninety degrees to release the flow of water. Don't forget to close the valve again before you re-fill the spa.

For information about how often you should drain and refill your spa, refer to the **Water Care Guide** that came with the spa.

## Filter Cleaning

**IMPORTANT:** To prevent debris from getting into the system during filter cleaning, put it in "Standby Mode" by pressing the Dimension One ICON (logo) Button, found on the right side of the Control Panel, for 5 seconds. After cleaning the filters, exit Standby mode the same way. (Alternately, you can shut off the power to the spa at the **GFCI circuit breaker**. See the Initial Startup section of this manual for details.)



### Cleaning the Skimmer Filter

To clean the skimmer filter, remove the access lid (if any) that covers the filter area. Lift the center float of the skimmer assembly until it is fully extended. Hold the centerpiece of the assembly and turn it counterclockwise until the flats of the basket are aligned with the securing tabs. Then pull the basket assembly straight up to remove it.

Below the basket is the filter. Remove the filter by twisting it 1/4 turn counterclockwise to its stop (be careful not to overturn it.) Then lift the filter out of its canister. Clean the filter with a high-pressure garden hose. Every other cleaning, soak the filter in filter-cleaning solution and rinse it thoroughly. Reinstall the filter by reversing the removal process, then replace the skimmer basket assembly and the access cover. Then turn the power back on at the GFCI breaker, (or exit "Standby" Mode, if you used it, as described above). After cleaning the filter, run the pump for a few minutes at high speed before leaving the spa in its normal mode.



### Cleaning the UltraPure™ Filter Cartridge

To clean the **UltraPure™** filter, first remove the access lid (see photo) by turning it counterclockwise. Then remove the filter and clean in the same way as the skimmer filter.

## Cleaning the Filter Screens

The Filter Screen is a black plastic perforated cylinder located at the bottom of the canister that holds the filter. It normally requires no maintenance. However, if your spa is frequently telling you to clean the filter, or if the spa is reporting “low water flow,” you may want to clean the screen in addition to the filter.



First, remove the filter(s) as described in the Filter Cleaning section above.

Then locate the black plastic Filter Screen at the base of the filter canister (see photo at left).



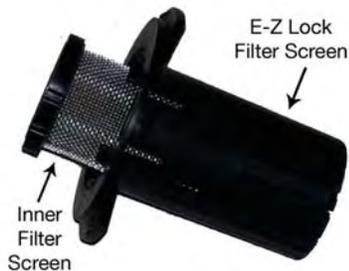
To prevent debris from getting into the pump, be sure to remove any floating debris **BEFORE** removing the Filter Screen.

Remove the filter screen by inserting the tip of a flat-blade screwdriver into the slot as shown, and gently apply outward pressure until the catch releases. Then lift the handles of the black screen to remove it from the filter canister. Outside the spa, rinse the screen with water using pressure from **inside** the screen.

## Cleaning the UltraPure Inner Filter Screen

The UltraPure filter (if you spa is equipped with it) contains a metal Inner Filter Screen inside the black plastic Filter Screen. (This inner screen is not present in the skimmer filter).

To clean the Inner Filter Screen, first remove the entire plastic Filter Screen as described above.



Then remove the Inner Filter Screen and clean both screens with water, using pressure from the **inside** of each screen.

Replace the Inner Filter Screen into the plastic Filter Screen by lining up the grooves (shown by the arrow in the photo) and pressing it snugly into position.

Then press the Filter Screen (with the Inner Filter Screen inside) back onto the base of the spa filter canister.

Finally, replace the filter into its canister and replace the lid.

Then turn the power back on or exit the “Standby” Mode, if you used it, as described above.



## Light Bulb Replacement

Some models are equipped with a standard light bulb, others with an optional “Dynamic L.E.D. Light,” but both are replaced in the same way. To change the bulb:

1. **Turn the power off** at the GFCI breaker and drain the water to below the level of the light.
2. Using the special tool provided in the owner’s manual packet, unscrew the lens that covers the light housing.
3. Remove the old bulb and install the new bulb.
4. Use the special tool to replace the lens on the light housing.
5. Turn the light on and off to make sure it works before refilling the spa.



Warning

Do not attempt to remove the lens without draining the water to below the level of the light.



Do not attempt to remove the lens without the special tool. If you have lost it, contact Dimension One Spas Service Department to have one sent.



Be sure the rubber O-ring behind the lens is undamaged and is properly positioned when replacing the lens. Contact Dimension One Spas if you need a replacement O-ring.

## Surface Care for Ultralife® and Colored Shells

We recommend using a “cheesecloth” rag, or other soft rag, to clean the entire shell surface with **Water Line Cleaner** or a similar product from your spa dealer. You may also use **ph/Alkalinity Increaser** or a 50/50 solution of denatured **alcohol and water**. Be sure to thoroughly rinse the shell after cleaning. To restore the luster of the shell after cleaning, you can use **Poli-Gloss** or a similar product from your spa dealer.



Caution

Do not use “409” type cleaners or other caustic solutions as they may damage the shell surface and void the warranty. If you are using baking soda to clean your hot tub shell, be careful not to get it on the wood skirt. It may bleach the wood.



Do not use citrus-based cleaners on the shell surface.

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**Colored Shells:** If your spa has a colored shell you must keep the spa covered even when it contains no water. Sunlight can damage the spa surface and cause it to peel or blister.

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### Dimension One “Envirotect”™ Skirts and Vinyl Covers

The Dimension One **Envirotect** skirts are unaffected by most corrosive substances, and will not absorb moisture. To maintain the original skirt finish, clean with soap and water. No sealing or painting is required. To maintain a “nearly original” appearance on your **vinyl cover**, we recommend applying a protectant with a high SPF (sun protection factor), obtained from your spa dealer, at least once a month if exposed to direct sunlight.

### Care for the Wood Spa Cabinet

When properly cared for, the wood cabinet of your hot tub will maintain its beauty for many years. Wood reacts to the elements by expanding and contracting. To protect your wood finish, re-stain it every 3-6 months with **Redwood** or **Coastal Gray Stain**, which seals the wood. Please note that the cabinet is not warranted against reaction to natural weather conditions. Should your hot tub cabinet require re-conditioning, try **Wood Refurbishing Kit**. Check with your spa dealer for these products.

### Special Cold Weather Instructions

All Dimension One Spas are designed for year-round use. They are insulated for energy efficiency and to protect the plumbing and equipment when the system is operational. The system has a “Smart Winter” freeze protection mode to circulate water during freezing weather, assuming the system has electrical power and the proper water level. Therefore, keeping your system operational is your best defense against freeze damage.

However, if you live where freezing conditions exist and you cannot avoid shutting down your spa for the winter, or where conditions may get too cold for the spa’s “Smart Winter” mode to prevent freezing, you should have your spa Winterized by a professional Dimension One dealer or authorized service representative. **Draining your spa will not prevent freeze damage, because small amounts of water in the plumbing can expand and damage the system.**



Draining or Winterizing your spa is specifically not covered by your warranty. This is why only a professional should be allowed to Winterize your spa if it becomes necessary.

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Your system is equipped with automatic freeze protection. However, a **power outage** can cause your equipment to freeze quickly. During freezing conditions, check your system frequently to ensure proper operation. Always check your system after any power failure to ensure that it is operational.

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### Springtime Startup of a Winterized System

If your spa has been Winterized, Dimension One highly recommends that you **contact an authorized dealer** to restart it. The following is an outline of the procedures involved.

- Make sure o-rings for pumps are in place and undamaged.
- Make sure all the fittings that loosened are re-tightened.
- Replace all jet fittings, pump drain plugs, hose bib drains, and bleeder valves
- Fill the system with water in the normal way
- Turn the power back on.
- Run the jets on high speed for about 15 minutes.
- Drain the water.
- Put the filter(s) back in.
- Refill the system and treat chemically as one would after a normal water change

For more information about Winterizing your system, or restarting a Winterized system, please contact your local Authorized Dimension One Spas dealer.

# Troubleshooting Guide

## Heating System

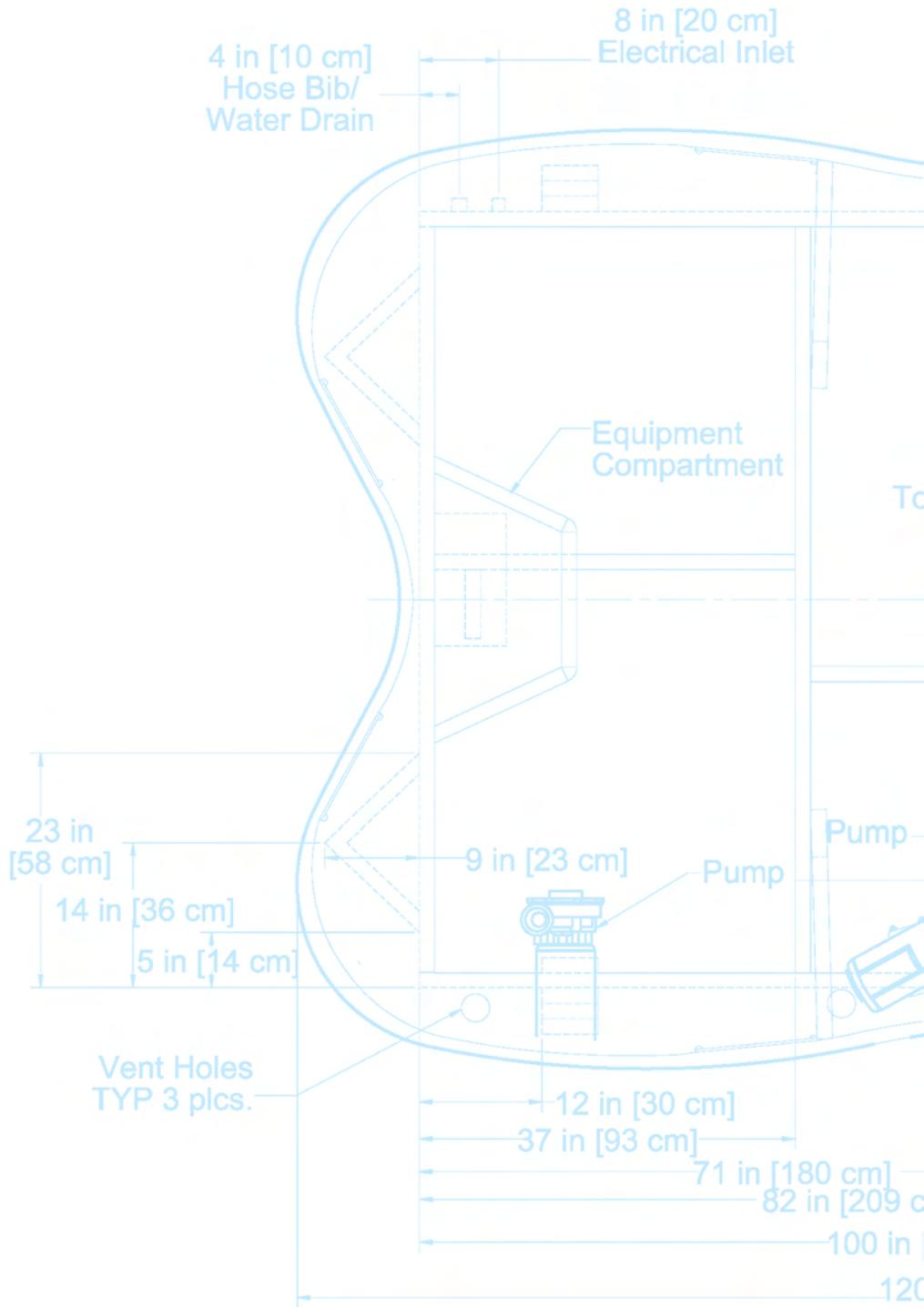
Symptom	Problem	Corrective Action
<b>Does not heat</b>	1. Temperature setting is too low	1. Turn up the thermostat
	2. Dirty filter	2. Clean filter
	3. Flow switch malfunction	3. Call for service
<b>Too hot</b>	1. Temperature setting is too high	1. Turn down the thermostat
	2. High limit tripped	2. Call for service
<b>Erroneous temperature of 32°F (≈0° C) or 136°F (≈57° C) appears on the display</b>	Possible temperature sensor failure	Call for service
<b>Hot Tub Temperature erratic</b>	Water level	Fill with water to approximately 6 inches below the top of the spa.
<b>Display reads OVERHEAT</b>	1. Too much filtration	1. Reduce the number of filter cycles and/or the filter cycle duration
	2. Temperature setting too high	2. Turn down the thermostat
	3. High limit or sensor problem	3. Call for service

## Electrical System

Symptom	Problem	Corrective Action
<b>Will not turn on – in any mode</b>	No power	Check circuit breaker and/or GFCI
<b>Turns on by itself</b>	Normal automatic daily power filtration, or anti-freeze cycle	No action required
<b>Light is out</b>	Burned out bulb	Replace bulb
<b>Pump shuts down unexpectedly while in use</b>	1. Automatic timer has shut pump off	1. Push JETS pad again to start another cycle
	2. Motor over-heated and automatic protective device has shut down pump(s)	2. If pump(s) will not restart when JETS pad is pushed, call for service  Make sure that the equipment panel vent area is not blocked. Vent blockage can cause serious damage to your equipment.
<b>3 flashing lights appear on the topside Control Panel</b>	Possible sensor errors	1. Check water level
		2. Clean filter
		If problem persists:
		1. Turn off power
		2. Restart the system
		If problem persists:
Call for service		
<b>Interior spa lights always start in the default light sequence</b>	Whenever the lights are turned off they always turn on in Color Fade Fast mode	Normal behavior. Because both lights are synchronized together, they always return to a “common starting point” after they have been turned off for more than five seconds. This ensures that they will remain synchronized.

## Water System

Symptom	Problem	Corrective Action
<b>Pulsating jets</b>	Water level too low	Fill with water to approximately 6 inches below the top of the spa.
<b>No Jet Action, or action is poor</b>	1. Jets are turned off	1. Turn jets on by turning jet face clockwise
	2. Diverter Valve turned	2. Turn the Diverter Valve clockwise or counter clockwise
	3. Dirty Filter	3. Clean Filter
	4. Air lock	4. Loosen pump union to allow air to bleed
	5. Gate valve closed	5. Open gate valve
<b>The “Check Water Level.....” message and /or 3 flashing lights appear on the display.</b>	Possible sensor errors	1. Check water level
		2. Clean filter
		3. If problem continues: <ul style="list-style-type: none"> <li>a. Turn off power</li> <li>b. Restart the spa</li> </ul>
		4. If problem persists: <ul style="list-style-type: none"> <li>a. Call your dealer for service</li> </ul>
<b>Fountain doesn't drain</b>	The bottom of the fountain has water that will not drain out.	The water level in the spa is too high. Remove enough water to return the water level to about 6 inches below the top of the spa, at a level where the fountain water can drain out.



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