



viskan spa
MADE IN SWEDEN

INSTRUCTIONS FOR INSTALLATION & USE.

DEAR CUSTOMER,

Thank you for choosing a hot tub from Viskan Spa. We hope that you'll spend many pleasant, relaxing moments in your new hot tub. These instructions for installation and use will provide you with information on how to install, use and maintain your hot tub.

As the owner of a hot tub from Viskan Spa, you should feel safe and secure with your purchase. We and our subcontractors have extensive experience in this field and selection of components, precision and expertise are important factors in ensuring that the product is satisfactory and will last a long time. We wish you many pleasant moments in your new hot tub. We give the following guarantees on our hot tubs:

- A 10-year guarantee on the frame/framework .
- An 8-year guarantee on alumi panels (the 2019 panel for the V series)
- A 5-year guarantee on the shell which includes cracking, discolouration and delamination.
- A 3-year guarantee on components

Lighting, neck cushions, UV-C lamps and filters are not included in the guarantee since they are consumables with varying lifespans. The hot tubs are built for private use. Please contact your dealer for information about guarantee conditions for hot tubs for public use.

In the event of work under the guarantee/servicing
To enable us to carry out work under the guarantee/servicing, it is very important for our service engineers to be able to gain access to the tub. This requires at least 55 cm of free space around the tub on all sides. We are not liable for any costs associated with making the tub accessible for work under the guarantee/ servicing. In the case of servicing/work under the guarantee on tubs that requires removal and possible replacement of the hot tub, the tub must be easily accessible for removal. Passable roads and a maximum of 20-30 metres' lifting distance. The owner of the hot tub is liable for any additional costs for access to and removal of the tub.

Warranty nr:

Date:

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PLACEMENT AND BASE FOR YOUR HOT TUB

Think about the placement of your hot tub. Due to the weight of the tub, combined with the weight of the water and tub users, it is important for the tub to be placed on a stable, secure base. The base must bear at least 600kg/m². If the tub is to be placed on a roof, a terrace or other building /platform or on a slope, a professional with expertise in this field should be consulted.

The hot tub should be placed on a level, horizontal base. It is important that there should be no risk of subsidence or any other type of displacement of the base. Otherwise, there is a risk that the tub may be subjected to uneven weight distribution, which may affect the performance of the tub or damage the panels and even the shell. No guarantee is valid unless the tub is placed on a base that meets these requirements.

The hot tub must be placed in such a way that the exterior panels are easily accessible and can be removed if any servicing work needs to be carried out. This requires a free space of at least 60 cm around the tub on all sides. It is important for you, as the owner, to consider this when planning where to install your hot tub. This is because you will be responsible for complying with the minimum requirements in the event of any servicing and/or work under the guarantee. If any such work needs to be carried out, you, as the owner of the hottub, are responsible for moving or otherwise uncovering it so there is 60 cm of free space around the tub on all sides. If you plan to recess your tub into a terrace, there

are many solutions that allow you to do this and still retain the ability to achieve 60 cm of free space. Consult a carpenter or designer in the field to find the best solution for you.

If you place the hot tub indoors, there must be proper ventilation and the load capacity of the base/floor must also be considered. There is a lot of evaporation due to the heat and the amount of water in the tub. You should therefore consult a professional on the need for ventilation. N.B. Please note that there is a considerable amount of evaporation even if the tub is fitted with a cover.

Tips! Place your hot tub so as to make it easier for you to change the water. A large amount of water needs to be drained out of the tub and, depending on which detergent /hot tub chemical you have used, it may cause damage or an unpleasant smell in the vicinity.

When lifting the hot tub with a crane, you should bear the following in mind:

- Straps of an appropriate length must be placed under the hot tub in the moulded strap holders.
- In order to reduce the risk of damage to the hot tub, you should be careful with the placement of the straps and make sure they don't press against the exterior panel, the cover or the edge of the hot tub with such force that something could be damaged.

THINGS TO CONSIDER BEFORE YOU START UP YOUR HOT TUB

Read and carefully follow all these instructions. Your hot tub is constructed and designed to comply with applicable standards and regulations for electrical safety and CE-approved products. The following safety precautions must always be taken during installation and use of this hot tub:

To prevent accidents, make sure that children do not use the hot tub without adult supervision.

When the hot tub is not in use, put the supplied thermal cover on and lock it at the sides to prevent forbidden use of the hot tub. N.B. There is no guarantee that the thermal cover and its locking device will prevent forbidden use of the hot tub.

Keep hair, loose objects and/or clothing away from suction strainers, rotating jets, filter parts or other moving parts in your hot tub.

Be careful when getting into and out of the tub as the surface of the tub can be extremely slippery. Slipping can result in extremely serious injury or even drowning. Do not dive or jump into the tub. Never stand, walk or sit on the top of the hot tub as that could result in accidents due to slipping.

Never use your tub if any part of the tub is broken and/or missing. Pay particular attention to whether any part of the suction strainers, jets and/or filter parts are missing or broken. Always contact your dealer if that is the case. Never replace any component, particularly the suction strainers and filter parts, with components that are not approved according to applicable standards. These rules are designed for your safety and must not be disregarded. If you aren't sure, please contact your dealer. In order for your guarantee to be valid, any replacement components must be original.

WATER AND ELECTRICITY

Our hot tubs are constructed according to the regulations established by the Swedish Electrical Safety Board (Elsäkerhetsverket) and strictly compliance with the following instructions is therefore very important.

The electrical installation must be carried out by a qualified electrician. The electrical installation must be carried out in accordance with Viskans Spa's instructions for use since it has been pre-mounted and set from the factory.

The electrical connection must be via a fixed connection and must be preceded by a residual-current circuit breaker. We also recommend the installation of a safety switch beside the tub. Install your hot tub at least two metres away from live material. See the details of the electrical installation for your hot tub model in a separate document accompanying the tub.

TUB TEMPERATURE

It's pleasant to have a warm, refreshing soak, particularly on a chilly winter's day. However, bathing with the water too hot or for too long a time can pose a risk to your health. You should therefore follow the instructions below: The recommended temperature is 38°C. If the water temperature is too high, it can lead to hyperthermia or heatstroke, which in turn can cause dizziness, nausea or headaches, etc. Temperatures up to 40°C are considered safe and the water temperature in the tub should therefore never exceed 40°C when bathing. Always read the control panel prior to bathing as it gives an indication of how hot the water is and displays error codes if the water is too hot (read more about the error codes in the troubleshooting section of the

accompanying documentation for the control panel). Also test the water with your fingers. Be aware that the temperature indicator is not exact and the reading may differ from the actual temperature by +/- 2°C. A lower water temperature is recommended if younger children will be bathing and if the bathing time will exceed 10 minutes. Bathing in hot water can harm the fetus during pregnancy so please contact your midwife or doctor for advice before bathing. Keep an eye on how long you've been bathing. The risk of hyperthermia increases the longer you bathe. The higher the water temperature, the shorter the time you should bathe for.

OTHER SAFETY ASPECTS

People with any form of medical conditions should contact their doctor before bathing. This applies in particular to people with heart problems, high or low blood pressure, diabetes, infectious diseases or reduced immune response.

The use of alcohol, drugs or other medical preparations prior to or while bathing can lead to loss of consciousness with an associated risk of drowning.

People with contagious diseases shouldn't use the hot tub for the duration of their illness and/or contagion. This is because the water in the tub can transmit the contagion to others.

Regular maintenance and cleaning of your hot tub. It not only keeps your hot tub nice and clean, but also extends the life of your tub and prevents the accumulation of bacteria and dirt.

Be careful when changing the water (3-4 times a year) and use detergents and chemical products intended for hot tubs. Carefully read the instruction sheet for the product explaining how it should be used. It's important to do this, even if the water seems fresh and clean at first sight. In the case of the slightest doubt, contact your sales representative for the hot tub or the detergent. A non-abrasive detergent should be used for cleaning the shell of the hot tub. Read more about this in the section entitled Maintenance p.8.

*Store these safety instructions
in an easily accessible place.*

STARTING UP THE HOT TUB

Be careful to comply with the following instructions to achieve the best results. A proper electrical installation must be carried out before the hot tub is filled with water. The power must be switched off when filling the tub with water. Please also read the safety instructions before filling the hot tub.

Check to make sure that no dirt and/or dust has settled in your hot tub during transport. Wipe it clean before filling with water.

Fill with water through one of the filter containers/filter vents since that minimises the risk of air becoming "locked" in the pumps. Fill your hot tub with clean, fresh water to minimise the risk of spreading bacteria, etc. Fill with water to approximately 2 cm above the water-level lighting on tubs in the S series and to approximately 5 cm above for tubs in the V series. Be careful not to over-fill the tub since that obstructs some of the massage jets and also because the water level rises when the tub is used. The water level rises when the tub is used according to the number and size of the bathers.

Remove the cover on the filter containers and insert the supplied filters. (Remove any plastic packaging).

- For filters recessed into the hot tub, the ring with a bayonet mounting is loosened and the ring and the leaf basket are then lifted in order to install the filter. The baskets are then replaced and the cover is turned.
- In the case of filters mounted with a screw thread, the filter cover is removed and the filter is then simply screwed into place. It's a good idea to remember to fill the filters with water before they are screwed into place so that no air is drawn into the system.

Switch on the power to the hot tub. The display will light up and, after a few seconds, either the icons with the pump symbols or the text "Pr", if your display has no touch function, will be displayed. Start up one pump at a time and check that no air pockets have formed in the pump while filling with water. This is checked by making sure that water comes out of the massage nozzles when the massage pump is started up or that water is drawn down through the filters when the circulation pump is started up. The tub control system will automatically start the heater, circulation pump and the other massage pumps after 5–8 minutes. If the display reads "Possible freezing condition", that is quite normal and only refers to the water temperature. If the water is below 8°C, the frost protection heater starts up and the massage pumps will toggle between on/off until the water temperature rises above that temperature. Read more about the various functions of the control panel in the separate documentation accompanying your product.

Place the thermal cover on your tub. The thermal cover is insulated and speeds up the heating.

The heating time will vary depending on the size of the tub and the temperature of the water with which you filled the tub. The pre-set temperature is 38°C. Allow for approximately 24 hours to reach that temperature.

After you have filled your hot tub and it has reached the desired temperature, it's time to add chemicals.

1. Start up the circulation pump and the massage pumps.
2. Shock chlorinate the water to remove any legionella bacteria by adding 3 SpaCare SunWac12 tablets (suitable for hot tubs holding 1000–1500 litres of water). Alternatively, use SpaCare Minichlor (15 ml per 1000 litres of water).
3. Add 50 ml of SpaCare No Scale (suitable for hot tubs holding 1000–1500 litres of water).
4. Now completely switch off the hot tub. Measure the alkalinity with test strips or a digital water tester. The alkalinity should be between 80 and 120 mg/l.
5. It's important to adjust the alkalinity correctly from the beginning. Raise the alkalinity with SpaCare Alka Up (if it's too low) or lower it with SpaCare Alka Down (if it's too high). When the alkalinity has been adjusted, you should wait for at least 3–4 hours before proceeding to the next step. That way you will get the best possible results.
6. When the alkalinity is right, it's time to check the pH value, so start up the pumps in the tub. It should be between 7.2 and 7.6. If the pH value is too high, you should add SpaCare pH-Down and if the pH value is too low, you add SpaCare pH-U. A pH value that is too low means good disinfection, but can cause irritation of the eyes and skin and can damage pipes/hoses, filters, pumps and jets. Damage of that kind is not covered by the guarantee. A pH value that is too high entails a risk of poor or no disinfection, cloudy water and formation of algae.
7. Check the chlorine value with test strips or a digital water tester. The chlorine value should be between 1.0 and 3.0 mg/l. If the chlorine value is too low, add chlorine according to the instructions on the package. However, if the chlorine value is too high, there is no chemical that will lower it. The value will fall over time. You can also empty out a little water and add new water, but all the values should then be re-checked.
8. The water is now in balance. You can now turn off the pumps and enjoy your beautiful clear water!

THE THERMAL COVER

The thermal cover for your hot tub must always be on and must be fixed using the supplied locking device when the tub is not in use. This is to prevent anyone falling in and to minimise heat loss.

Maintenance

- Textile cover – Weather Shield is a solution-dyed polyester fabric that is designed to be flexible and easy to use. The coating increases the stability of the fabric and gives it greater water resistance while minimising the risk of shrinkage and stretching. Weather Shield has a high UV, is water and mould resistant and has excellent durability and resistance to wear. Weather Shield is designed to be easy to maintain. It can either be washed or brushed off and rinsed. Proper maintenance and cleaning is important to maintain the fabric over time.

Instructions – Textile

Add 4 tablespoons of mild soap or washing-up liquid to 1 litre of lukewarm water. Clean the fabric with a soft brush. Rinse thoroughly with cold water and allow to dry naturally.

If you want to fit a handle on the cover of your hot tub, it's important for it to be fitted according to the accompanying assembly instructions from Viskan Spa.



Natural properties

The characteristics and colour of the cover will change over time. This is normal. For example, the bottom will get lighter or darker and the surface may “rise” and the structure may become courser. This is due to the constant heat and the chemicals added to the water. The halves of the cover may “sink” due to rainwater, snow or other external factors. This may also occur in the case of a new cover (due to the natural properties of the material). To remedy this, follow the instructions set out below.

Please note:

- Make sure that no detergent/impregnating agent leaks down into the hot tub since it destroys the balance of the water.
- If a pool forms on the cover, open the zip on the cover casing, remove the inside and turn it over.
- Don't lift it up by locking devices and skirts since they can be damaged if they are used for lifting. A vacuum develops under the cover and, before lifting the cover with the handles, you should help by placing your hand under the cover until you feel it separate from the hot tub.
- Make sure that the right balance of chemicals is used in the hot tub. An incorrect Ph level or excess chlorine content etc. is highly detrimental to the characteristics of the cover and makes it degrade faster.
- If it's windy, it may be a good idea to place a heavier strap over the cover, Stormband art. 50719, or weigh it down with something heavy that doesn't damage the cover to prevent it from flying away.
- After a heavy snowfall, the cover should be cleared of snow. Slush, in particular, is much heavier than you might think and therefore affects the cover. Use a soft brush to remove snow. We recommend not using a snowshovel or similar since it risks causing damage to the cover.

MAINTENANCE AND CARE

Proper regular maintenance means that you will be able to enjoy your hot tub for many years. Your Viskan Spa dealer can provide you with the information and accessory products you need in order to achieve this.

Cleaning/replacement of particle filters

Either when bathing or once a week, the filter strainer should be cleared of larger debris such as leaves that may have fallen into the hot tub. The filter should be removed and rinsed clean with warm water once a week. Don't use detergent or soap that is not intended for this purpose since it causes the formation of foam in the hot tub when the pumps are turned on. Instead use SpaCare Filter Cleaner art. 50793. The filters should be replaced every six months. Never use the hot tub without a particle filter

Cleaning the exterior surface of the hot tub

The hot tub shell is made of Aristech acrylic with BIO-LOK. Acrylic is a material that is extremely durable and easy to keep clean. Clean the surface with a mild, low-foaming, non-abrasive detergent. Be careful when using the stronger detergents available on the market. They are not necessary to keep the tub clean and many are so powerful that they can destroy the exterior surface. It is very important that there should be no soap, detergent or similar remaining on the surface when the tub is filled with water since that can cause a great deal of foam when the tub is started up. If an accident occurs and you get a scratch or small gash, it can easily be rubbed off. Use fine-grain abrasive paper and water to rub off the damage. Then polish it with Autosol, for example, or another polish intended for car enamel to in order restore the surface gloss.

Neck cushions

The cushions can be removed and washed in hot water if necessary. Don't machine-wash the cushions. Always remove the neck cushions when changing the water and during a chlorine shock. For greater durability, we recommend removing the neck cushions if the tub is not going to be used for a period of time.

Exterior panel

The exterior panel is made of a material that requires no maintenance. Clean with a cloth using a mild soap solution and water. Don't use a pressure washer to clean it since the water could penetrate the panel and cause a short circuit in the hot tub's electrical equipment.

Replacing UV lamps

The UV lamps have a lifespan of approximately 2 years. You can easily replace them without emptying the water out of the tub. Contact your dealer for spare parts if you need assistance with the replacement.

When the hot tub is not in use

We recommend keeping the hot tub filled with water at all times even if it is not going to be used for a long period. It's difficult to drain all the water out of the tub and in the winter there is a risk that any remaining water may freeze and destroy pumps and hoses, etc. Algae can form in the water in warm weather when there is no circulation or tub chemicals added.

Water quality

In order for you to enjoy your hot tub, the water quality must be checked regularly. Optimum disinfection requires a pH value of between 7.2 and 7.6. A pH value that is too low may cause irritation of the eyes and skin and damage to the equipment in the hot tub. If the pH value is too high, you risk poor disinfection, cloudy water, limescale and formation of algae. Alkalinity should be between 80 and 120 mg/l and you should have a chlorine value between 1.0 and 3.0 mg/l. Your Viskan Spa dealer can recommend and also stock accessories to achieve the best water quality.

CHANGING THE WATER

The water must be clean in order to be healthy. The hot tub must be emptied of water, cleaned and filled with fresh water 3-4 times a year.

Remove the neck cushions from the hot tub and remove the filters from the filter containers. Add Pipe-cleaner art. 50792 during each water change. Follow the instructions on the bottle.

Disconnect the power to the hot tub. Keep the power turned off until the tub is full of fresh water.

We recommend that the hot tub be emptied using a submersible pump since that is the quickest way of removing the water.

While the water is draining out of the hot tub, rinse the jets with a garden hose so no old water is left standing in nozzles or pumps. Rinse the surface and wipe clean. The cleaned filters must be refitted before the tub is filled up with water.

Then follow the instructions for starting up the hot tub on p. 6 of this manual.

BLEEDING THE PUMPS

If any of the pumps won't start, first check that the shut-off valves are open. The handle must be pulled up and locked with the lock washer. It may also be due to air that has entered the pump when filling with water. To bleed the pump, test it as follows:

- Start the pump and switch it off after only a couple of seconds.
- Wait for about 5-10 seconds and restart the pump.
- Repeat approximately 10-15 times.
- It's important to leave an interval between switching off the pump and starting it again.
- That's so that the water can flow and push out the air.

If that doesn't work, the pump must be bled manually. This is done as follows:

- Unscrew the panel and locate the pump that won't start.
- The pump is equipped with two screw joints where the hose is connected to the pump.

- Select the screw joint located towards the top of the pump.
- Carefully turn the screw joint, MAXIMUM turn.
- You'll hear a hissing or bubbling sound when the air escapes from the pump. The length or volume of the sound can vary according to the amount of air in the pump. Therefore never unscrew the joint more than a turn. There is a risk of a substantial leak if the joint is unscrewed any further.

N.B. It's very important for the screw joint to be properly tightened before the water massage is tested again. The circulation pump must be bled manually, as described above. When the circulation pump is running, there is visible movement in the water and water is drawn down into the filters. If that doesn't help, contact your dealer for advice and possible servicing.

N.B. If you find that there is no flow in the tub's circulation, it may be because your filters are full and not because of air in the pump. Remove the filters and check the flow again. If the circulation flow is restored, the filters should be cleaned or replaced.



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