



Grand Rapids

Inflatable Spa



Instruction Manual

220-240V 50Hz 13A

Read this Manual before operation

canadianspacompany.com

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WARRANTY

IMPORTANT SAFETY INSTRUCTIONS

READ ALL SAFETY INSTRUCTIONS: Basic safety precautions should always be followed when installing and using this electrical equipment.

WARNING: The spa has been supplied with a residual operating current not exceeding 30 mA. The RCD must be tested before each use.

WARNING: No part of the appliance is to be located above the spa during use.

WARNING: This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capability.

WARNING: Children should be supervised at all times around the appliance.

WARNING: If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons in order to avoid a hazard.

WARNING: To reduce the risk of electric shock, do not use an extension cord to connect unit to the electrical supply; use a properly located outlet.

WARNING: Make sure the home fixed connection box is more than 3.5m away from the spa.

WARNING: RISK OF ELECTRIC SHOCK. DO NOT BURY CORD. Ensure the electrical cord is located away from lawn mowers, hedge trimmers, and other equipment. Reduce the risk of electric shock by replacing damaged cords immediately.

WARNING: Electric installations should fulfil the requirements of local standards. Appliance live parts, except parts supplied with safety-low voltage not exceeding 12 V, must be inaccessible to a person in the spa.

WARNING: Parts incorporating electrical components, except remote control devices, must be placed a safe distance away or fixed in position so that they cannot fall into the spa.

WARNING: Do not switch on if there is any possibility that the water in the spa is frozen.

DANGER: Risk of Electric Shock. Install at least 5 feet (1.5 m) from all metal surfaces.

DANGER: Risk of Electric Shock. Do not permit any electrical appliances, such as a light, telephone, radio, or television, within 5 feet (1.5 m) of a spa.

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 spa unless they are supervised at all times.

DANGER: Never operate spa if the suction fittings are broken or missing. Never replace a suction fitting.

CAUTION: Always consult your doctor before:

- a) The use of alcohol, drugs, or medication, before or during spa use may lead to unconsciousness with the possibility of drowning.
- b) Obese persons and people with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes, should consult a physician before using a spa.
- c) 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.
- d) Pregnant or possibly pregnant women should consult a doctor before using spa.

CAUTION: Wet areas around the spa can be slippery; always enter and exit the spa slowly and cautiously.

CAUTION: In order to avoid a heater cut out and loss of operation, this appliance must NOT be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

CAUTION: Do not use the spa immediately following strenuous exercise. **CAUTION:** Maintain water chemistry in accordance with the manufacturer's instructions.

PART 1: SPECIFICATIONS

Item:	Grand Rapids
Seating Capacity	4 Persons
Spa Dimension	69" x 29" (175 x 74cm)
Water Capacity	750 L
Voltage	230V 50Hz
Heater	2040W
Massage Jet Pump	850W
Filter Pump	40W
Max. Heat Temperature	40°C (104°F)
Spa Lid Material	Polyester Laminated PVC+Synthetic leather
Liner	Polyester Laminated PVC
Weight	41.1kg
Package Dimensions	75 x 55 x 62 CM
Test Certificate (Pump only)	CETL/ETL/CE
Heating Efficiency (Ambient temperature is 68°F/20°C)	1.5-2 C (°F) /hr
Jets	110



PART 2: PARTS LIST

Grand Rapids Inflatable Spa:

Take all the spa components out of the box and check your instruction manual that all the following key components are present:



Bladder **KK-10848**
Outer vinyl **KK-11110**



Portable Control Unit (PCU)
KK-10740



Inlet / Outlet Caps x 2
KK-10163



Filter Cartridge
KA-10010



Connectors x 2
KK-10785



Drain Hose
KK-10682



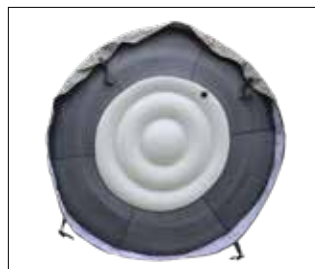
Inflation Hose
KK-10850



Aromatherapy Port **KK-10756**
+ Small Connector **KK-10755**



Thermal Blanket **KK-10112**
Repair Kit **KA-10142**



Lid bladder **KK-10080**
Lid vinyl **KK-10769**

SPA ACCESSORIES (OPTIONAL)



Starter Chemical Kit. KA-10022

This chemical kit is an excellent addition to any spa and provides users with all of the essential spa chemicals needed to keep a spa balanced. The following chemicals are included in the kit: Chlorinated Granules 500g • Foam free 500ML • pH Up 500g • pH Down 500g • Test Strips



3 Pack Filter (Buy 3 Get 1 Bonus). KA-10010

3 x 15 ft² Anti-microbial slip replacement filters for Canadian Spa Co. portable spas. This filter should be changed every 1 month or sooner depending on usage



Classic Universal Step. KF-10061

Simple to assemble, these spa steps allow for quick and easy entry into a spa while providing a non-slip surface for safety. • No tools required to assemble • Made of durable UV protected polypropylene



Booster Seat. KA-10019

Water filled booster seat for added comfort and great for small children



Submersible Pump. KA-10141

Easy and quick way to drain your spa



Aromatherapy Beads 6 pack. KA-10039

Place inside the aromatherapy canister in your spa. Does not effect the water chemistry. Six scents available: Eucalyptus, Rose, Green Tea, Lavender, Chamomile, Strawberry, Champagne



Half Moon Headrests. KA-10137

Attaches to the rim of the spa



Rectangular Logo Headrests. KA-10138

Attaches to the rim of the spa



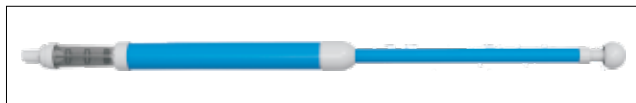
LED Floating Light with Remote. KA-10140

Enhance you night time spa enjoyment



Vinyl Repair Kit. KA-10142

Repairs Inflatables, Spa covers, Booster/Spa Pillows, Liners



Spa Vac. KA-10002

The quick and easy way to vacuum your Hot tub, Swim Spa or Pool



Spa Surround Furniture:

All items are customisable to create your own personal spa furniture configuration.

Items Include: • Sofa • Bar table • Side table • Planter • Step



Sofa
KF-10001



Planter
KF-10004



Step
KF-10005



Bar Table
KF-10002

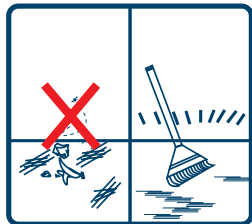


Side Table
KF-10003

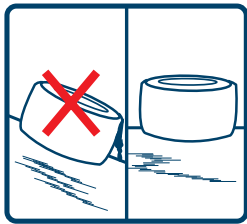
PART 3: INSTALLATION

1. Site Selection

IMPORTANT: Before you position, construct, and fill with water follow these instructions:



Clean surface



Level ground



IT IS IMPORTANT YOUR SPA IS LEVEL:

After filling your spa check the water level against the wavy red lines marked on 3 sides of the spa. If the water level matches on the 3 sides your spa will be level.

1. Place in an area more than 8.2 sq ft (2.5 sq mtrs.).
2. Place spa on a surface that supports more than 661lb/ft² (300 kg/ft²).
3. The spa must be on a clean level ground. If placed on uneven ground the weight of the spa water may cause the spa to become distorted; this is not covered by the manufacturer's warranty.

NOTE: exposure to the sun may cause ballooning in the inflatable lid.



(A)



(B)



(C)



(D)

2. Inflate the spa lid

Connect the inflation hose to the inflation port on the PCU (A) and then connect the other end to the spa inflation port on the lid (B) **NOTE: THE INFLATION HOSE HAS PRESSURE RELEASE SLITS AT THE END CONNECTED TO THE PUMP - DO NOT COVER THE SLITS AS THIS COULD OVER INFLATE AND DAMAGE THE SPA LID VOIDING THE WARRANTY**

Press the Jet button (C) to inflate the lid. Once inflated close the valve cap (D)



3. Inflate the Spa

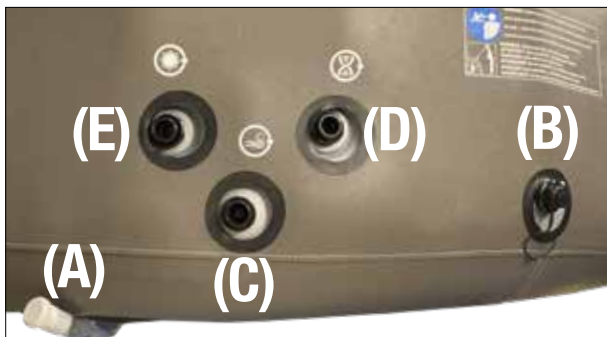
Make sure the spa is placed next to the PCU ready for inflation. Connect the inflation hose to the adapter on the PCU and attach to the spa inflation port (circled in red above). Press the Jets button to inflate the spa.



NOTE: THE INFLATION HOSE HAS PRESSURE RELEASE SLITS AT THE END CONNECTED TO THE PUMP - DO NOT COVER THE SLITS (CIRCLED IN YELLOW ABOVE) AS THIS COULD OVER INFLATE AND DAMAGE THE SPA VOIDING THE WARRANTY

4. Connecting the pump to the Spa

Following inflation remove the inflation hose and align the Connectors to the PCU with the appropriate input port(s) on the spa as highlighted below (see symbols for correct alignment).



Connection ports:

- A) Drainage outlet pipe.
- B) Inflation port.
- C) Blower/Jet massage port
- D) Filter port
- E) Heater port



NOTE: Please check that the hoses have 'O' ring gaskets inserted correctly at either end of the hose connectors to ensure a water tight fit. Please do not over tighten and ensure the connector pipes are straight and no kinked. Connectors must be held straight when attaching. Attaching at an angle can result in damage to the connector.

Aromatherapy feature



To use aromatherapy, simply unscrew cap on Aromatherapy Port and insert canister of scented Aromatherapy beads. Replace Cap on Aromatherapy Port. The aromatherapy scents will activate once the 'JETS' button has been pressed.

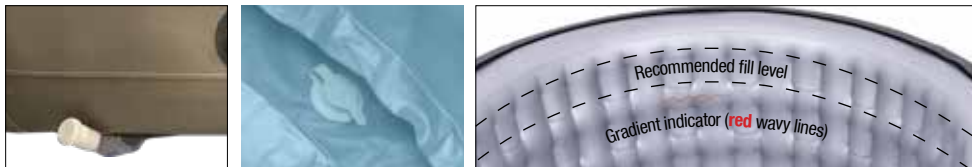
5. Install the Filter Cartridge

Firstly check the filter size is compatible with your spa (filter KA-10010). Open the filter housing using the outer part of the lid... put the new cartridge into the chamber making sure filter grid is in place at the base of the housing. Replace Filter Housing Cap and seal by screwing Cap Fitting on. **NOTE:** Ensure red 'O' ring is placed correctly inside housing.



6. Pre-Fill Check

Ensure the drain outlet is extended for future draining/access. Check the stopper on the bottom of the spa and the Drain Cap, ensure both are closed tight (*see below*). Fill the spa with water using a garden hose until reaching the bottom square on the inside of the spa wall (*see recommended fill level below*). **NOTE:** PCU must be connected to the spa prior to filling. **NOTE:** Do not use hot water to fill Spa.



7. Perform RCD test

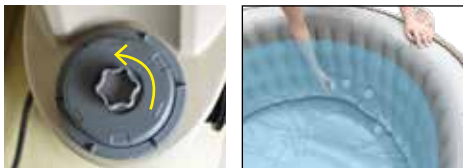
WARNING: RISK OF ELECTRIC SHOCK. The RCD plug must be tested before each use. Do not use if RCD test fails.

1. Insert the plug into the power outlet. 2. Press the "RESET" button, the indicator light turns green. 3. Press the "TEST" button, the indicator light turns off. 4. Press the "RESET" button, the indicator light turns green the pump is ready to use.



8. Purge Air From Portable Control Unit

Unscrew the star shaped Air Valve (*see below*) counter-clockwise and release the air until a small amount of water is coming out, then screw the Air Valve clockwise tightly. Use a towel to dry off the PCU. **IMPORTANT:** Make sure PCU is turned off, and the inlet / outlet caps (*see below*) are removed before performing this step.



8. Thermal Blanket

Place Thermal Blanket on water surface with the bubbles facing down for more efficient heating and improved heat retention.



PART 4: CONTROL UNIT FUNCTIONS

The Portable Control Unit (PCU):



PCU Controls Digital Spa Control Centre:



Portable Control Unit Spa Functions

- **LED Display:** Once powered-up, the LED display will show the current water temperature automatically.
- **'Temperature Adjustment' Buttons:** Raise or lower set temperature. Pressing one of the temperature adjustment buttons will cause the LED display to flash. When it is flashing, you can set the desired temperature. The value will increase or decrease by 1°F/ 1°C for each press.
- Hold down the HEAT and JETS buttons for a few seconds at the same time, the display will show F-0 (40°C /104°F), or F-2 (42° /107°F) which means the maximum setting temperature can be set at F2. Adjust F-0 to F-2 by using the "+" or "-" button. After the setting is chosen, wait for the number on the screen to stop flashing, you can press any key to exit the setting.
- **Temperature Adjustment Ranges:** 86°F - 103°F/ 30°C - 42°C **NOTE:** There may be a 3-4 degree variance between the temperature shown on the PCU and the temperature of the spa water.
- **'Temperature Mode' Button:** Press this button to change from Celsius to Fahrenheit.
- **Lock Button:** Hold down for 5 seconds to lock all button functions. Repeat to remove lock. **NOTE:** It is highly recommended that PCU buttons are locked when PCU is left unattended.
- **'HEAT' Button:** Once desired temperature is set press 'HEAT' to begin heating.



L-1



L-2



L-3



FIL

Jets Massage System

'JETS' Button: Press the 'JETS' button to activate the Jet Massage System on the spa. Pressing once will start the lowest speed of the jets (L-1 will display on the screen). Press again to increase the speed of the jets to L-2, and press again to reach the highest jet speed, L-3. Hold down the 'JETS' button for 5 seconds to turn jets off. When jets turn off, 'FIL' will display on the screen to indicate the filtration and heat is back on. When jets mode is on it will flick between the speeds (L-1, 2 & 3 & BUB).

'Temp up' Button: Press the 'Temp up' button and temperature will rise to a maximum of 42°C.



42°C

NOTE:

- The massage system will stop automatically after 30 minutes of operation. You can re-activate the jet function by pressing the 'JETS' button. NOTE: Heater will automatically turn on when jets turn off.
- Heating and jet function cannot be activated at same time. When heating system is working, pressing the 'JETS' button will change heating mode into jet mode: heating and filtering are shut down, jet system is activated. When jets are turned off, heating and filtering automatically resumes.

NOTE: Keeping jets on for a long period of time may cause spa water to lose heat.

- Pressing 'HEAT' activates the heating and filtering system at the same time. The 'HEAT' button will display a solid red light as spa water heats up. Once desired temperature is reached, the heater will go into standby mode, which will be indicated with a flashing red light.

NOTE: Heater will not resume until spa water drops 2 degrees below set temperature for maximum efficiency. You can also manually restart the heater by pressing 'HEAT' when heater is turned off.

PART 5: USAGE

Press the 'Up' and 'Down' arrows to set desired temperature, and press heat to start the heater. Place lid on the spa while heating. It can take 24-48 hours for your spa to reach its set temperature. See Part 4 for complete list of Control Functions.

Lock the Buckle

Push the square pad upwards to lock and downwards to unlock.



Cleaning / Replacing Filter Cartridge

WARNING: RISK OF ELECTRIC SHOCK. Unplug the PCU before beginning spa maintenance.

NOTE: A dirty or incorrect filter cartridge may contaminate the spa water and cause damage to the heating function.

1. Carefully thread the two inlet/outlet caps on inner spa wall. (Ensure the rubber gaskets are in place within the plastic caps)
2. Remove filter housing lid by turning it anti-clockwise, then remove the filter cartridge.
3. Rinse off filter cartridge with water and reuse if possible. Remove and clean the white filter grill regularly to remove debris (*see photo opposite*) - Remember to take out control unit filter and white filter grid, wipe off white grid every week. Change filter every 3-4 weeks dependent on use
4. Put the cleaned filter back into the cartridge housing and close the lid by turning it clockwise.
5. Remove caps from the two inlet/outlet caps on inner spa wall and allow water to flow into pump. Next purge air from the air valve on the PCU. The tub is now ready for use.



PART 6: WATER MAINTENANCE

The filter cartridge should be cleaned weekly and replaced on a monthly basis, or depending on use. A reminder ("CHG FIL") will appear to change the filter after 25 days. Hold down 'HEAT' for 5 seconds to clear the message. Change water once a month or depending on usage and use appropriate spa chemicals. Please pay attention to the chemicals used and dosage. Spa damage resulting from misuse of chemicals is not covered by the warranty.

Water Balance: We recommend you maintain your water balance: PH value: 7.2 - 7.6; Free Chlorine: 2ppm - 3ppm; Alkalinity: 120-150ppm. Use a test kit to test your spa water before each use of the spa, or at least once per week.

Water Sanitation: We recommend using Chlorine Granules to disinfect the spa water.

Spa Ball: We suggest you use a Spa Ball to help in the filtration of your spa.

Cleaning the Spa: Clean the spa with soap and water, then rinse. Leave it outside to dry.

Repairs: Small holes or punctures can be repaired with the repair kit that comes with the spa (glue not included)



**FREE
Water
Test
App**



Maintenance & Troubleshooting:

PROBLEM	POSSIBLE CAUSE	SOLUTION
Cloudy water/ Foamy water	<ul style="list-style-type: none"> • High pH (test to verify) • Poor filtration • High dissolved solids 	<ul style="list-style-type: none"> • Add pH down • Add Foam Free • Empty spa and re-fill
Odour	<ul style="list-style-type: none"> • High level of organic contaminants 	<ul style="list-style-type: none"> • Increase the amount of Chlorine
Eye skin/ irritation	<ul style="list-style-type: none"> • Low pH and/or alkalinity combined Chlorine due to organic contamination 	<ul style="list-style-type: none"> • Add PH Booster • Increase the amount of Chlorine Granules



PART 7: DRAIN & STORE

Drain System

Locate and remove the external threaded Drain Cap. Attach Drain Hose to Drain Outlet. Locate and remove the stopper on the spa floor to allow water to drain.



Dry the Spa and Portable Control Unit

After an RCD test, press 'JETS' to blow out the water inside the jet holes. Turn PCU off and disconnect all connectors from connection ports on the PCU. Turn PCU back on and run blower for 30 seconds to allow excess water to clear from blower port. Unplug RCD and hold PCU at an angle, allowing water to drain from connection ports. Once water flow stops, remove Filter Housing Lid and hold PCU upside down. Give the PCU a slight shake, allowing all excess water to be removed. Close Filter Housing Lid when complete. **NOTE:** PCU must be stored upright. Leaving PCU at an angle or upside down may result in damage. Operate with the jets pipe connected, press jets to force excess water out from spa body/bladder, then dry down, store in a warm & dry place.



Storage

Use a towel to wipe off the spa and dry for 24 hours. Unscrew the Air Valve on the lid. Deflate the spa lid, then deflate the spa and gently fold them for storage. It is recommended that you store the spa in its original package in a warm dry place.

PART 8: SPA OPERATION CHECK LIST



CHECK 1: Water Level

Ensure water is high enough and level in the spa. Check if this will help the spa performance.



CHECK 2: Inside Connection Caps

Make sure the clear plastic Inlet/Outlet caps have been removed before turning on the PCU.



CHECK 3: Bleed Air out of Portable Control Unit

If PCU makes a grinding noise, there is a restriction of water flow to the PCU. Bleed the air out of the pump by unscrewing the Air Valve. Check if this resolves the pump's malfunctioning.



CHECK 4: Back Flush PCU

Back flushing the PCU is recommended every few months to help PCU performance and longevity. Simply remove the PCU from the tub connections (cap ports inside tub first if you do not want to drain spa) remove the filter and run water from a garden hose into the 'Heater Port'. Flush for 1 to 2 minutes and hold PCU upside down to drain remaining water.



PART 9: CONTROL UNIT MESSAGES

CODE	Causes	Solutions
E1/ E2	Temperature control sensor short circuit or open circuit	1. Unplug RCD from outlet 2. Please contact for service
E3	High Heat: The water is over 113°F(45°C)	1. Unplug the RCD cable from the outlet 2. See Part 8: Spa Operation Check List for possible solutions 3. Power on spa again to see if error is resolved, if not please contact for service Note: filling with hot tap water upon initial fill may cause this error. Drain and refill with cold water
E4	Freezing Conditions Detected: The water is lower than 36°F(2°C)	1. Unplug the RCD cable from the outlet 2. See Part 8: Spa Operation Check List for possible solutions 3. Power on spa again to see if error is resolved, if not please contact for service
E5	Overheat: The water is over 122°F(50°C)	1. Unplug the RCD cable from the outlet 2. See Part 8: Spa Operation Check List for possible solutions 3. Power on spa again to see if error is resolved, if not please contact for service. Note: filling with hot tap water upon initial fill may cause this error. Drain and refill with cold water
E6	Inlet or outlet on inner wall is blocked	See Part 8: Spa Operation Check List for possible solutions, otherwise contact for service. Hold down 'HEAT' for 5 seconds
E7	Low Flow 1. Filter cartridge is dirty 2. Spa water does not reach minimum water level 3. Air-lock in pump	See Part 8: Spa Operation Check List for possible solutions, otherwise contact for service
CHG FIL	Automatic timed reminder to check filters	Hold down 'HEAT' for 5 seconds to clear message
FIL	Spa is in Filtration mode	No action necessary will go back to temp after 30 seconds
L-1	1st massage speed	Gentle therapeutic massage
L-2	2nd massage speed	Normal therapeutic massage
L-3	3rd massage speed	Max therapeutic massage

PART 10: TROUBLESHOOTING

Problems	Causes	Solutions
Spa Pump Does Not Operate	<ul style="list-style-type: none"> • RCD tripped • RCD broken • Check power source 	<ul style="list-style-type: none"> • Power failure • Reset RCD/check if the cable is rated 2kW / 13amp
Spa Pump Does Not Heat Properly	<ul style="list-style-type: none"> • Temperature set is too low • Filter Cartridge is dirty, change filter every 3-4 weeks • Water level is too low • Heating element failed 	<ul style="list-style-type: none"> • Ensure kinked connector pipes are not blocked • Set to a higher temperature • Clean/replace the filter cartridge • Fill water to min. water level • Spa is not fully inflated
Jet Massage System Does Not Work	<ul style="list-style-type: none"> • Blower is too hot • 30-minute auto shut off feature is activated • Something is wrong with the control panel 	<ul style="list-style-type: none"> • Blower has cooled • Unplug the RCD cord • When the pump has cooled, reset the RCD and press 'JETS' to reactivate
Water Filtration Is Not Working	<ul style="list-style-type: none"> • Dirty filter cartridge • Inlet/outlet port blocked <ul style="list-style-type: none"> • Air lock • Something is wrong with the control panel 	<ul style="list-style-type: none"> • Clean/replace the filter cartridge every 3-4 weeks check white filter grid under filter in housing • Clean the inlet/outlet ports • Purge air from the pump as previously outlined
Portable Control Unit Leaking	<ul style="list-style-type: none"> • Adapter seal improperly located • Water leakage from pump body 	<ul style="list-style-type: none"> • Check the pump body <ul style="list-style-type: none"> • Check O-ring • Separate PCU from Spa overnight
Spa Leaking	<ul style="list-style-type: none"> • Spa is torn or punctured 	<ul style="list-style-type: none"> • Use provided repair patch as previously outlined if water let water level drop all the way down until it stops completely, wet cloth and fairly liquid will show signs of air leak
Water Is Not Clean	<ul style="list-style-type: none"> • Insufficient filtering time <ul style="list-style-type: none"> • Dirty filter or incorrect cartridge used • Check chemical treatment 	<ul style="list-style-type: none"> • Clean/replace the filter cartridge • Change the spa water completely • Refer to the chemical manufacturer's instructions.
Red Light Blinking	<ul style="list-style-type: none"> • Spa has reached set temperature 	<ul style="list-style-type: none"> • The PCU does not stop heating until the current water temperature reaches the set temperature indicated by the 'blinking' red light.



For Service Support please contact us anytime:
support.canadianspacompany.com



WARRANTY

Canadian Spa Co. Manufacturing extends the following Warranties to the original purchasers of its portable Spas:

Vinyl Warranty: Canadian Spa Company warrants the vinyl finish against defects in material and workmanship and specifically against splitting at seams for the period of one (1) year from the original purchase date to the original purchaser. If Canadian Spa Co. determines the vinyl to be defective during this period, Canadian Spa Co. will repair or, at its option, replace the defective spa liner/bladder or top Lid Bladder or outer Vinyl without charge to the customer.

Plumbing Warranty: Canadian Spa Co. warrants the plumbing of the spa will remain free from leaks for the period of one (1) year from the date of purchase to the original purchaser.

Equipment Warranty: Canadian Spa Co. warrants the equipment pack (pump, blower, heater, and control system) against malfunction and defects of the materials and workmanship for one (1) year from the date of the purchase to the original purchaser.

Extent of Warranty: This Limited Warranty applies to portable spas manufactured after January 1 2021 and sold by authorised Canadian Spa Company dealers to residential retail customers. This Limited Warranty is given only to the first retail purchaser and terminates upon transfer of ownership. No warranty is provided on filters or any dealer installed accessories.

Cost of installation, removal, and/or shipping of the spa, is not covered by this Limited Warranty, this is a return to base warranty. In the event that Canadian Spa Co. deems the removal of the spa to a place of repair necessary or that the spa must be replaced, any and all costs of the spa removal and replacement (landscaping, decking, fencing and/or structure removal, alteration and/or replacement; or other costs of providing access to the spa) will be up to the purchaser.

This Warranty applies only to spas in single family, residential installations. This Limited Warranty becomes void if the spa is placed in commercial or hire application.

What is covered:

The repair or replacement of your Canadian Spa Company spa (at Canadian Spa Company discretion) if it is found to be defective due to faulty materials, workmanship or function within 1 year of purchase or delivery (if any part is no longer available or out of manufacture Canadian Spa Company will replace it with a functional replacement part). Where this spa is sold outside the EU, this guarantee will only be valid if the spa is used in the country in which it was sold. Where this spa is sold within the EU, this guarantee will only be valid (i) if the spa is used in the country in which it was sold or (ii) if the spa is used in Austria, Belgium, France, Germany, Ireland, Italy, Netherlands, Spain or the United Kingdom and the same model as this spa is sold at the same voltage rating in the relevant country.

What is not covered:

Canadian Spa Company does not guarantee the repair or replacement of a product where a defect is the result of:

- Accidental damage, faults caused by negligent use or care, misuse, neglect, carelessness or operation or handling of the Spa which is not in accordance with the Canadian Spa Manual.
- Normal wear and tear

Summary of Cover:

- The guarantee becomes effective at the date of purchase (or the date of delivery if this is later)
- **You must provide proof of (both the original and any subsequent) delivery/purchase before any work can be carried out on your Canadian Spa Company spa. Without this proof, any work carried out will be chargeable. Keep your receipt or delivery note.**
- All work carried out by Canadian Spa Company or its authorised agents.
- Any parts which are replaced by Canadian Spa Company will become the property of Canadian Spa Company.
- The repair or replacement of your Canadian Spa Company spa under guarantee will not extend the period of guarantee.
- The guarantee provides benefits which are additional to and do not affect your statutory rights as a consumer.

Register your Spa

The guarantee for this product is 1 year from the date of purchase. Please register your guarantee within 30 days of your purchase date. To help us ensure you receive prompt and efficient service, please register immediately after purchase. **IMPORTANT:** Please keep the receipt showing the date of purchase and make a note of the product serial number located on the original box packaging (the serial number is also on a label located under the Portable Control Unit) in order to progress any warranty claims.

Register online: canadianspacompany.com/pages/warranty-registration

IMPORTANT: PLEASE KEEP ALL ORIGINAL PACKAGING IN CASE OF WARRANTY ISSUES

If you experience any problems, please do not hesitate to contact your local dealer or our after sales service immediately. Any defect or damage caused by installation, alteration, or repair, by anyone who is not an employee of Canadian Spa Co., or authorised service technician, is not covered by the Warranty. This Warranty becomes void if the spa has been subjected to misuse, abuse, alteration, or attempted alteration, repairs or attempted repairs by anyone other than an authorised Canadian Spa Co. service technician, improper installation, improper water chemistry, improper maintenance, acts of god, or damage caused beyond the control of Canadian Spa Co. Misuse and abuse shall include any operation of the spas other than as directed in the Canadian Spa Co. Manual. This Warranty applies only to spas in single family, residential installations. This Limited Warranty becomes void if the spa is placed in commercial application or hire.

GRAND RAPIDS SPA



Do not return the product to the store
Contact our Support Service Centre:
support.canadianspacompany.com

UK Office:
Canadian Spa Company
Canada House
Salbrook Road
Salfords, Redhill
Surrey, RH1 5GL, UK
T: +44 1293 824094
canadianspacompany.co.uk

North America Office:
Canadian Spa Company
1283 Cornwall Rd
Oakville, ON L6J 7T5
Canada
T: +1-877-909-7727
canadianspacompany.ca

German Office:
Canadian Spa Company GmbH
Hohenstaufenring 43 – 45
50674 Köln
Germany
T: +49 (0)2203 8064038
canadianspacompany.de

French Office:
Alliance SAS
2 Impasse Paul Séjourné
66350 Toulouges
France
T: +33 974 985 119
E: support@canadianspacompany.com

USA Office:
6405 Inducon Drive West,
Sanborn, NY 14132,
USA
T: +1 844-879-7727
canadianspa.com



Canadian Spa Company meets ISO 9001 Standards. When you purchase a hot tub from Canadian Spa Company, the ISO 9001 certification assures world class excellence in manufacturing and customer service.

Errors and omissions excepted (E&OE).03/10/22

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