



# Patio Spas

Owners Manual GS series

Le manuel du propriétaire GS series

Bedienungsanleitung GS series



## Okanagan



## Saskatoon



For Service Support please contact us anytime:  
[support.canadianspacompany.com](mailto:support.canadianspacompany.com)



# [canadianspacompany.com](http://canadianspacompany.com)



# SAFETY INFORMATION - Europe (50Hz)

## IMPORTANT SAFETY INSTRUCTIONS

When installing and using this electrical equipment be sure to follow these basic safety precautions:

1. **WARNING:** To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.
2. **DANGER:** Risk of accidental drowning. Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use this spa unless they are supervised at all times.
3. **DANGER:** Risk of injury. The suction fittings in this spa are sized to match specific water flow created by the pump. Should the need arise to replace the suction fitting or the pump, ensure that the flow rates are compatible. Never operate the spa if 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.
4. **DANGER:** Risk of Electrical Shock. Install at least 5 feet (1.5m) from all metal surfaces. As an alternative, spa may be installed within 5 feet (1.5m) of metal surfaces if each metal surface is permanently connected (bonded) by a minimum ground wire.
5. **DANGER:** Risk of Electrical Shock. Do not permit any electrical appliance such as a light, telephone, radio, television, etc. within 5 feet (1.5m) of a spa unless such appliances are installed and built-in by the manufacturer.
6. **ELECTRICAL SUPPLY:** The electrical supply for this product must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with the national electrical standards. This disconnect must be readily accessible and visible to the spa occupant but installed at least 5 feet (1.5m), from the spa water.
7. **WARNING:** To reduce the risk of injury:
  - a) The water in the spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°F) is considered safe for a healthy adult. Lower water temperatures are recommended for young children and when the spa use exceeds 10 minutes.
  - b) Since excessive water temperatures have a high potential for causing foetal damage during early months of pregnancy, pregnant women should limit spa water temperatures to 38°C (100°F)
  - c) Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating devices varies.
  - d) The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
  - e) Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.
  - f) 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.
8. **AUDIO/VIDEO EQUIPMENT WARNINGS (Optional equipment based on model)**  
**CAUTION:** Risk of Electrical Shock. Do not leave compartment door open.
9. **CAUTION:** Risk of Electrical Shock. Replace components only with identical components.
10. **WARNING:** Prevent Electrocutation. Do not connect any auxiliary components (for example cable, additional speakers, headphones, additional audio/video components, etc.) to system.
11. **CAUTION:** Risk of Electrical Shock. Do not service this product yourself as opening or removing audio covers may expose you to dangerous voltage or other risk of injury. Refer all servicing to qualified service personnel.
12. **CAUTION:** Risk of Electrical Shock. When the power supply connections or power supply cord(s) are damaged; if water is entering the audio / video compartment or any electrical equipment compartment area; if the protective shields or barriers are showing signs of deterioration; or if there are signs of other potential damage to the unit, turn off the unit and refer the servicing to a qualified service personnel.
13. This unit should be subject to periodic routine maintenance (for example, once every 3 months) to make sure that the unit is operating properly.
14. **CAUTION:** Do not operate audio video controls while inside the spa
15. Installation of the spa for other than a residential dwelling will result in voiding the manufacturer's warranty.
16. Do not bring any object into the spa that could damage the spa shell.
17. Never insert any object into any opening.
18. **WARNING:** Do not sit on the spa cover or place objects on it.
19. Remove any water or debris that may collect on the spa cover.
20. **WARNING:** Do not use the spa immediately after strenuous exercise.
21. If you feel pain or dizziness at any time while using the spa, discontinue use and contact a physician.
22. **WARNING:** To reduce risk of injury it is especially important that persons with pre-existing health conditions or problems such as obesity, heart disease, high or low blood pressure, circulatory problems, pregnancy or diabetes to consult their doctor before using the spa.
23. **WARNING:** Observe reasonable time limits when using the spa. Long exposures at high temperatures can cause high body temperatures. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could possibly result in drowning.
24. **WARNING:** The spa jets produce a stream of water with relatively high pressure. Prolonged exposure of localized area of the body may cause bruises to the skin.
25. **IMPORTANT:** The include warning sign must be posted where all users of the spa can see and read it.
26. **WARNING:** To avoid risk of drowning. The Spa cover should be in place and properly latched when spa is not in use.
27. **IMPORTANT:** Read and understand the warnings on the spa cover.
28. Proper water chemistry is necessary to maintain the water and prevent possible damage to spa components.



## WARNING

### REDUCE THE RISK OF ELECTROCUTION

1. Never place an electric appliance within 5 feet (1.5m) of spa.

### REDUCE THE RISK OF CHILDREN DROWNING

1. Supervise children at all times.
2. Attach and lock down spa cover after each use.

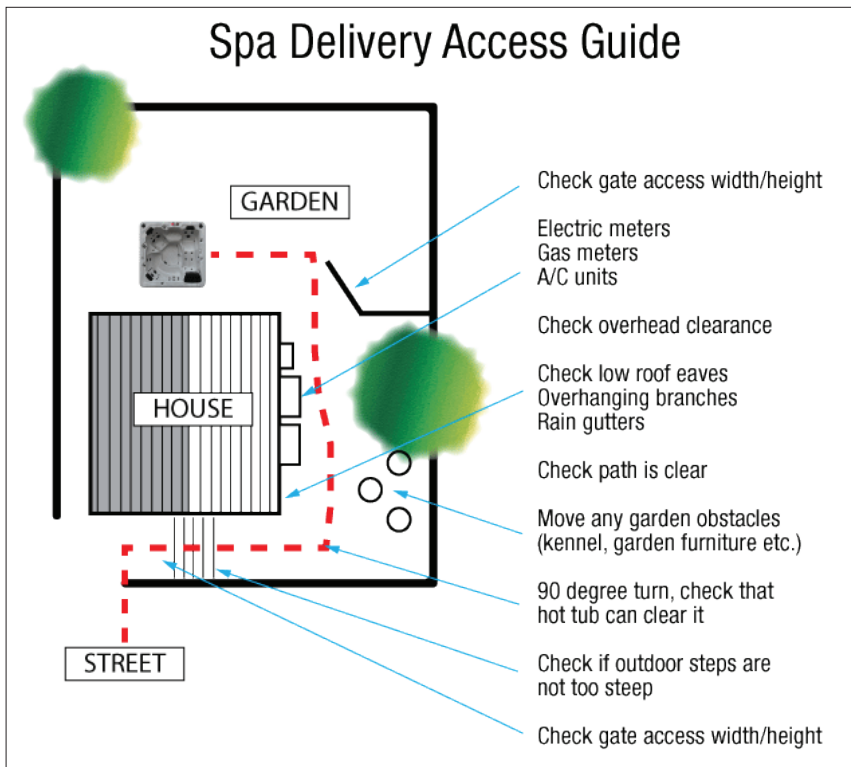
### REDUCE THE RISK OF OVERHEATING

1. Check with a doctor before use if pregnant, diabetic, in poor health, or under medical care.
2. Exit immediately if uncomfortable, dizzy, or sleepy. Spa heat can cause hyperthermia and unconsciousness.
3. Spa heat in conjunction with alcohol, drugs, or medication can cause unconsciousness.

### WHEN PREGNANT; soaking in hot water for long periods can harm your fetus. Measure water temperature before entering

1. Do not enter spa if water is hotter than 100°F (38°C).
2. Do not stay in spa for longer than 10 minutes.

## Pre-Delivery Information



*Before delivery check your spa height and width and add 5cm clearance on each side to ensure access.*



*Check that the hot tub can clear a 90° turn*



*Ensure you have prepared a level concrete base or a properly fitted existing patio or decking with access to a drain.*

## Delivering your Canadian Spa

### Choose your location

The hot tub location is very important to optimise your bathing experience and provide a relaxing environment for you and your family. Therefore, the following points should be considered:

- The view from the house to the spa, and the view from the Spa in the garden.
- Direction of neighbours, doors, fences or trees.
- Ensure quick and easy access from your house to the spa.
- Direction of drainage. Water should always drain away from the spa. Do not locate your spa in a low run-off area – rain water could flood the area and cause pump and equipment damage.
- If you are installing the spa within a deck, the entire spa base must be sitting directly on the prepared base. The lip of the shell must not support any weight.
- The minimum clearance for entry to the spa's access panel for servicing is 0.75m.
- The spa should not be located near or under overhead wires and must be kept clear of all electrical appliances
- A sheltered environment can result in lower operating and maintenance costs.

### Planning Permission

Under normal circumstances planning permission is not required, but we recommend consulting your local planning office prior to purchase.

### Local Regulations

There may be certain restrictions and/or requirements that are particular to your locality. If in doubt, check with your local council.

### Installation and Ground surface requirements

- Ground preparation is not included in the sale of any spa or gazebo. The location where you are planning to put your spa and/or gazebo must be completely prepared.
- The site must be smooth, flat and level, to ensure complete contact with the bottom of your spa.
- Hot Tubs and Swim-Spas are extremely heavy; therefore, a solid support is essential.

A 10-15cm thick reinforced concrete slab is ideal, in most cases your spa can be placed on a properly fitted existing patio. Your spa can be mounted on a deck, but it must be of solid construction capable of holding the weight of your spa and water. Either way, it is recommended you install your spa at ground level to allow easy internal access.

- The base needs to be at least the same size as the footprint of your spa (for hot tub model sizes see back page of this Guide)
- You must allow 0.75 metre clearance for access to the spa's access panel for servicing.
- You will need to get a qualified electrician to undertake this work
- Plug and play models plug directly into a 13Amp socket.



## Pre-Delivery Information

### Plug & Play Hot Tub

#### Before delivery of Acrylic Plug & Play Spa

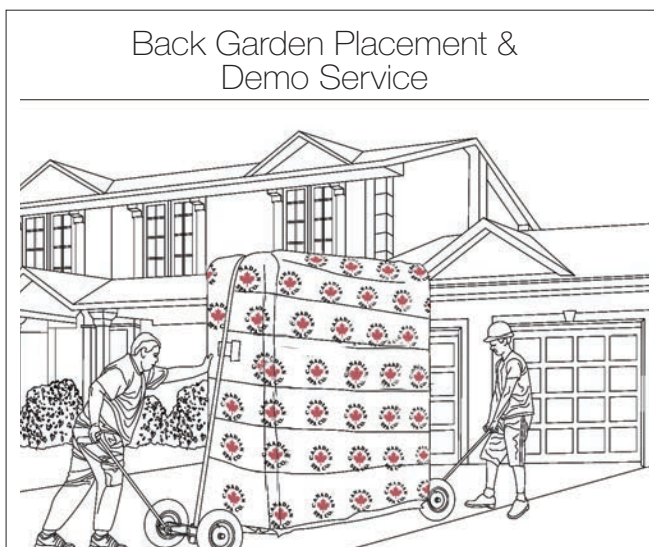
Please check our General Information section for pre-delivery requirements. These hot tubs plug into a normal wall 13 Amp socket – preferably weather proof - to offer a no hassle solution to install them easily and without the need of an electrician. Be sure that the spa is the **ONLY** load on the circuit when plugged in.

The design allows for easy drainage. You may wish to purchase a suitable submersible pump to speed up this process.

Water: The best means of filling your spa is with a garden hosepipe (use cold water not hot water). Please ensure that you have one readily available. If you are aware that your water pressure is poor, we should be advised prior to delivery. The design of our spas allows for easy drainage, again, using the hosepipe which conveniently fits onto the drain valve situated at the base of your spa. Ideally, you should empty the water to a nearby drain. You may wish to purchase a suitable submersible pump to speed up this process.

### Delivery Options

Delivery to outside the kerbside of house, customer to be present to sign for the delivery. Customer responsible to position the spa after it is removed from truck.



Backyard Delivery with Dolly  
(Optional)

### OPTION 2

Buyer collects hot tub using own transport from one of our warehouses. Please arrange 48 hours prior to collection, Monday - Friday 10 am - 4pm.

### OPTION 3

Delivery from warehouse and delivered to customer and moved into hot tub location. Customer to provide access for position see our guide for measurements required for each spa.

### OPTION 4

Delivery from warehouse to customer, moved into hot tub location then fully installed (including all accessories) and commissioned (No Electrics). Followed by a maintenance tutorial. Customer to provide access for position. See our measurement guidelines for each spa. Optional crane service is available, please contact us for more information.

### Cancellation Policy

We require a 48-hour cancellation notice prior to your scheduled delivery. If we are notified later, then a reasonable cancellation charge will be applied.

### Service and Warranty Procedures

Please read through your warranty carefully, as some items are deemed user serviceable and considered general maintenance items by the manufacturer.

If you encounter any problems with your spa please contact our service desk on [service@canadianspacacompany.com](mailto:service@canadianspacacompany.com)

Our goal is to resolve any potential issue(s) as quickly as possible so that you can continue to enjoy your new spa.

A complete copy of our **Manufacturer Warranty and Owner's Manual** can be found on [www.canadianspacacompany.com](http://www.canadianspacacompany.com)



Crane Service is available  
(Optional)

## FILLING UP YOUR HOT TUB/ SPA

**IMPORTANT:** Before filling the spa, it is important to read and understand the water chemistry section of this manual. Do not proceed until the water chemistry section is understood and the source water is tested.

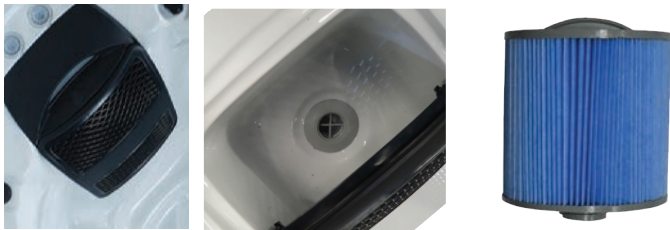
Verify that the spa is in the desired final location. Refer to the 'Choosing a Location' section - once filled, the spa cannot be moved without draining.

Follow these filling instructions to avoid damage to the spa pumps:

1. Leave power to the spa off until spa is completely filled.
2. Never leave an unfilled spa exposed to direct sunlight without the Spa Cover installed. Resulting damage such as bubbles and wrinkles in the spa shell and fading of the jet faces is not covered by the manufacturer's warranty.
3. Never operate spa pump without water because this could result in permanent pump and/or heater damage which is not covered by the manufacturer's warranty.
4. Remove all warning labels from spa shell.
6. Remove the filter lid, basket and filter cartridge.
7. Inspect all Jets (shipping may cause jets to become loose or detached). Check to see that the black Drain Valve (located to the left or right of the front access panel) is closed

**IMPORTANT:** Follow the next steps closely to prevent damage to the Spa Pump.

### Glacier Microban Filter SKU: KA-10082



8. Insert garden hose or other clean water source directly into filter housing. Push hose pipe into filter housing until it stops. Fill up to middle of the skimmer. Secure hose placement and turn on water. Filling the spa through the filter housing prevents an air lock from occurring in the spa pumps, which is an air pocket preventing the flow of water through the pump.

Permanent damage caused by running the pump with an air lock (or without water) is not covered by the manufacturer's warranty.

10. Check for leaks! Although spas are fully checked at the factory, shipping and delivery might cause a leak.

11. Before power is applied familiarise yourself with the spa control operations.

13. Turn water off and remove hose.

14. Reinstall filter cartridge, basket and filter lid.

15. Add start-up Chemicals after power is turned on.

## DRAINING YOUR HOT TUB/ SPA USING THE DRAIN VALVE



1. Start by shutting off the electrical breaker connected to your spa

2. Locate the drain valve at the side of the spa.

This valve has a straightforward locking mechanism that stops the water from flowing out while you attach a garden hose to the cap.

First using the tab of the cap pull and twist till pipe comes out

Now with the pipe out turn clockwise till the pipe further extends out

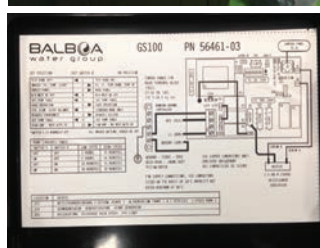
3. With the valve fully extended, unscrew the cap from the middle of the valve.

4. Screw in the male end of the garden hose to the valve and run the hose to your drain location.

5. Once the water has stopped flowing out of the drain valve, use the wet/dry vacuum to suck out any remaining water from each jet head

6. Twist valve and push in to CLOSE.

## ACCESSING YOUR HOT TUB





# Spa Chemical Guide

- Guide chimique du spa
- Spa Chemikalienführer
- Guía de productos químicos para spas



## GB Chlorine Granules - Disinfection

To protect your health, ensure that your spa water is disinfected thoroughly on a regular basis. This is particularly important in spas, as the high water temperatures provide an ideal breeding ground for bacteria. To prevent water care problems, there must always be sufficient levels of disinfectant in the water.

The use of Chlorine granules is the traditional method of disinfecting spas. Chlorine granules dissolve quickly, without residues, and do not bleach the surfaces. The granules are pH-neutral, i.e. the pH value of the water does not change with the dosing of the granules. Check the pH value using the 3 function test strips at least once a week, and, if necessary, adjust it to 7.2 – 7.6. Add 10 g/m<sup>3</sup> of Chlorine granules after each bathing session. Let the circulation pump run for 10 minutes, and then check afterwards using 3 function test strips that the ideal value of 1.0 – 1.5 ppm (mg/L) is reached. If necessary, continue to dose. The granules are dosed directly into hot tub water.



## FREE Water Test App



## GB pH Up and pH Down

The pH value is the basis for reliable disinfection. The care products only work perfectly when the levels are correct, meaning the water is not harmful to skin, hair or eyes. The ideal pH value is between 7.2 and 7.6.

The pH value is influenced by various factors. For example it increases when fresh water is added. Increasing the water temperature or using the jets changes the pH value. Therefore, check the value at least once a week and, if necessary, increase the levels using pH Up or decrease with pH Down. The granules are dosed directly into the spa water.



## pH SCALE

**pH LOW**

**pH NORMAL**

**pH HIGH**

**7.2 - 7.6**

- **Reduced efficacy of disinfection**
  - Efficacité réduite de la désinfection
  - Reduzierte Wirksamkeit der Desinfektion
  - Efficacité réduite de la désinfection
- **Corrosion of metals**
  - Corrosion des métaux
  - Korrosion von Metallen
  - Corrosión de metales
- **Skin & eye irritation**
  - Irritation de la peau et des yeux
  - Haut- und Augenreizungen
  - Irritación de la piel y de los ojos
- **Unpleasant odour**
  - Odeur désagréable
  - Unangenehmer Geruch
  - Olor desagradable

- **Reduced efficacy of disinfection**
  - Efficacité réduite de la désinfection
  - Reduzierte Wirksamkeit der Desinfektion
  - Efficacité réduite de la désinfection
- **Skin & eye irritation**
  - Irritation de la peau et des yeux
  - Haut- und Augenreizungen
  - Irritación de la piel y de los ojos
- **Forms limescale deposits**
  - Forme des dépôts calcaires
  - Bildet Kalkablagerungen
  - Forma depósitos calcáreos
- **Staining of the filter**
  - Coloration du filtre
  - Verschmutzung des Filters
  - Tinción del filtro


**GB Foam Free**

If your spa water has a tendency to foam, then we recommend you add Foam Free. The product is added directly to the spa water. If the water continues to foam, even after the product has been added, replace the water.


**GB Test strips**

Canadian Spa 3 Way Test strips to check the levels of Chlorine, PH and Total Alkalinity. Simple and easy to use. Ensure your spa is always safe to use. Pack of 50 strips. Dip a test strip into the water and compare to the colour chart to take readings for: - Chlorine, pH, Total Alkalinity.

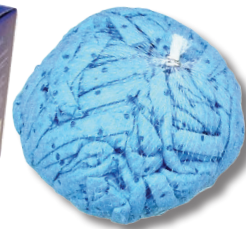
**TIP:** Chlorine and pH should be checked EVERY TIME the spa is used to ensure that the water is safe to use! Go to App, put in your test results and it will tell you what to add and how much.


**GB Scale Control**

The overall hardness is a measure of the amount of calcium and magnesium in the water. Scale Control prevents calcium precipitations forming on the walls and in the pipes of your spa. You can find out the overall hardness level of your water by contacting your local water supplier. With a level over 200 ppm (mg/L), heating the water can cause limescale deposits on the walls, creating rough surfaces. To prevent limescale deposits, always use Scale Control after refilling.



*Helps to keep your spa clean and achieve crystal clear water!*



**Canadian Spa Company Spa Ball**  
KA-10003

**GB TROUBLESHOOTING GUIDE**

PROBLEM	POSSIBLE CAUSE	SOLUTION
CLOUDY WATER	A) organic contaminants build-up B) suspended particles C) pH high D) total alkalinity too high E) poor filtration F) high dissolved solids	A) shock treatment with Granular Chlorine B) add Granular Chlorine, use SPA-BALL C) add pH DOWN until pH level reads 7.2–7.6 D) add pH DOWN, adjust total alkalinity to 80–150 p.p.m. E) dirty filter, replace filter F) empty spa and refill
COLOURED WATER	debris in water	use Chlorine Granules.
FOAMING	high concentration of oils and organic contaminants being agitated by jet	squirt FOAM-FREE on foam. Use the SPA-BALL
SCALE DEPOSITS	high calcium level, high pH, high alkalinity	drain partially, add Granular Chlorine, correct pH level to 7.2–7.6 and alkalinity to 80–150 p.p.m.
ODOUR	high level of organic contaminants combined chlorine. Chlorine level too high	shock with Granular Chlorine
EYE/SKIN IRRITATION	A) pH too low B) combined chlorine due to high concentration of organic contaminants	A) add pH up until level is 7.2–7.6 B) shock with Granular Chlorine, add disinfectant
NO CHLORINE/ BROMINE READING	A) high concentration of organic contaminants using up sanitizers B) test trips may be ineffective	A) add Granular Chlorine B) replace at least once a year, keep cool and out of sunlight

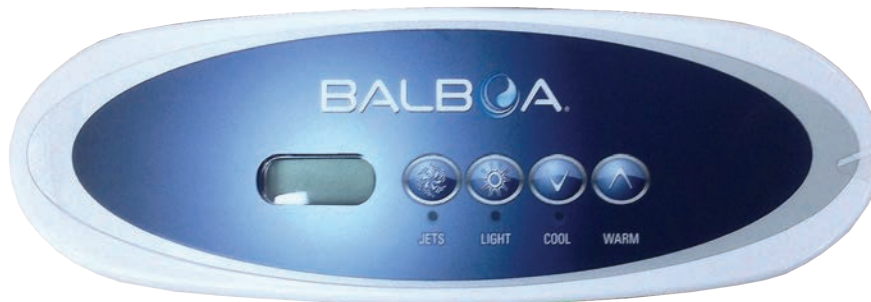


# MVP260 Control Reference Card

*Non-Circ Operation*

## Initial Start-up

When your spa is first actuated, it will go into Priming mode, indicated by "**Pr.**" Please see the M-7 Installation Instruction Manual for complete instructions on Power-up and Pump Priming. The Priming mode will last for less than 5 minutes (press "Temp" or "Set" to skip Priming Mode) and then the spa will begin to heat the spa and maintain the water temperature in the Standard mode.



The start-up temperature is set at 100°F/37°C. The last measured temperature is constantly displayed on the LCD.

**Note that the last measured spa temperature displayed is current only when the pump has been running for at least 2 minutes.**

To display the set temperature, press the "Temp" or "Set" pad once.

To change the set temperature, press the pad a second time before the LCD stops flashing. Each press of the "Temp" or "Set" pad will continue to either raise or lower the set temperature.

If the opposite direction is desired, release the pad and let the display revert to the current water temperature. Press the pad to display the set temperature, and again to make the temperature change in the desired direction.

After three seconds, the LCD will stop flashing and display the current spa temperature.

*Note: If there is not a blower on the system, an alternate panel with separate "Up" and "Down" buttons in place of a "Set" or "Temp" button may be used. Simply press "Up" or "Down" where a "Temp" or "Set" button press is indicated. (Ignore the "direction reversal paragraph.")*

## Jets

Touch the "Jets" button once to activate the low speed of the pump and again for the high speed. Press the "Jets" button again to turn off the pump. If left running, the low speed of the pump will automatically turn off after 4 hours, and the high speed will automatically turn off after 15 minutes. The low speed of the pump runs when the blower is on. It may also activate for at least 2 minutes every 30 minutes to detect the spa temperature and then to heat to the set temperature if needed, depending upon mode. When the low speed turns on automatically, it cannot be deactivated from the panel; however, the high speed may be started.

## Blower (optional)

This button is used to turn the blower on and off. If left on, the blower automatically turns off after 15 minutes.

## Jets 2 (optional)

If your system has a pump 2 installed instead of a blower, it behaves exactly like a blower would.

Press the "Light" button to turn the light on and off. If left on, the light automatically turns off after 4 hours.

## Mode

Mode is changed by pressing the "Temp" or "Set" button, then pressing the "Light" button.

**Standard Mode** is programmed to maintain the desired temperature. Note that the last measured spa temperature displayed is current only when the pump has been running for at least 2 minutes. "**SE**" will be displayed momentarily when you switch into Standard Mode.

**Economy Mode** heats the spa to the set temperature only during filter cycles. "**EE**" will display solid when temperature is not current, and will alternate with temperature when temperature is current.

**Sleep Mode** heats the spa to within 20°F/10°C of the set temperature only during filter cycles. "**SL**" will display solid when temperature is not current, and will alternate with temperature when temperature is current.

## Preset Filter Cycles

The first filter cycle begins 6 minutes after the spa is energized. The second filter cycle begins 12 hours later. Filter duration is programmable for 2, 4, 6, 8 hours or for continuous filtration (indicated by "**FE**"). The default filter time is 2 hours.

To program, press "Temp" or "Set," then "Jets." Press "Temp" or "Set" to adjust. Press "Jets" to exit programming.

The blower purges for 30 seconds at the beginning of each filter cycle. The low speed of the pump runs during filtration and the ozone generator (if installed) will be enabled.

## Freeze Protection

If the temperature sensors detect a drop to below 44°F/6.7°C within the heater, the pump and blower will automatically activate to provide freeze protection. The equipment stays on until 4 minutes after the sensors detect that the spa temperature has risen to 45°F/7.2°C or higher. In colder climates, an optional additional freeze sensor may be added to protect against freeze conditions that may not be sensed by the standard sensors. Aux freeze sensor protection acts similarly except with the temperature thresholds determined by the switch and without a 4-minute delay in turnoff. See your dealer for details.



# Diagnostic Messages

Message	Meaning	Action Required
	No message on display. Power has been cut off to the spa.	The control panel will be disabled until power returns. Spa settings will be preserved until next power up.
--	Temperature unknown.	After the pump has been running for 2 minutes, the temperature will be displayed.
HH	"Overheat" - The spa has shut down. One of the sensors has detected 118°F/48°C at the heater.	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. If spa does not reset, shut off the power to the spa and call your dealer or service organization.
OH	"Overheat" - The spa has shut down. One of the sensors has detected that the spa water is 110°F/43°C.	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107°F/42°C, the spa should automatically reset. If spa does not reset, shut off the power to the spa and call your dealer or service organization.
IC	"Ice" - Potential freeze condition detected.	No action required. The pump and blower will automatically activate regardless of spa status.
SA	Spa is shut down. The sensor that is plugged into the Sensor "A" jack is not working.	If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear when the heater cools.)
Sb	Spa is shut down. The sensor that is plugged into the Sensor "B" jack is not working.	If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear when the heater cools.)
Sn	Sensors are out of balance. If alternating with spa temperature, it may just be a temporary condition. If flashing by itself, spa is shut down.	If the problem persists, contact your dealer or service organization.
HL	A significant difference between temperature sensors has been detected. This could indicate a flow problem.	Check water level in spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. If problem persists, contact your dealer or service organization.
LF	Persistent low flow problems. (Displays on the fifth occurrence of "HL" message within 24 hours.) Heater is shut down, but other spa functions continue to run normally.	Follow action required for "HL" message. Heating capability of the spa will not reset automatically; you may press any button to reset.
dr	Possible inadequate water, poor flow, or air bubbles in detected in the heater. Spa is shut down for 15 minutes.	Check water level in spa. Refill if necessary. If water level is okay, make sure the pumps have been primed. Press any button to reset, or this message will automatically reset within 15 minutes. If problem persists, contact your dealer or service organization.
dy	Inadequate water detected in heater. (Displays on third occurrence of "dr" message.) Spa is shut down.	Follow action required for "dr" message. Spa will not automatically reset. Press any button to reset.

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

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

# Setup 1 (As Manufactured)

- 230V Pump 1, 2-Speed
- 10V Spa Light
- 230V Ozone (with Pump 1 Low)
- 3.0kW @ 230VAC Heater
- VL401 Main Panel

**BALBOA**  
water group

**GS100**

12-10-12



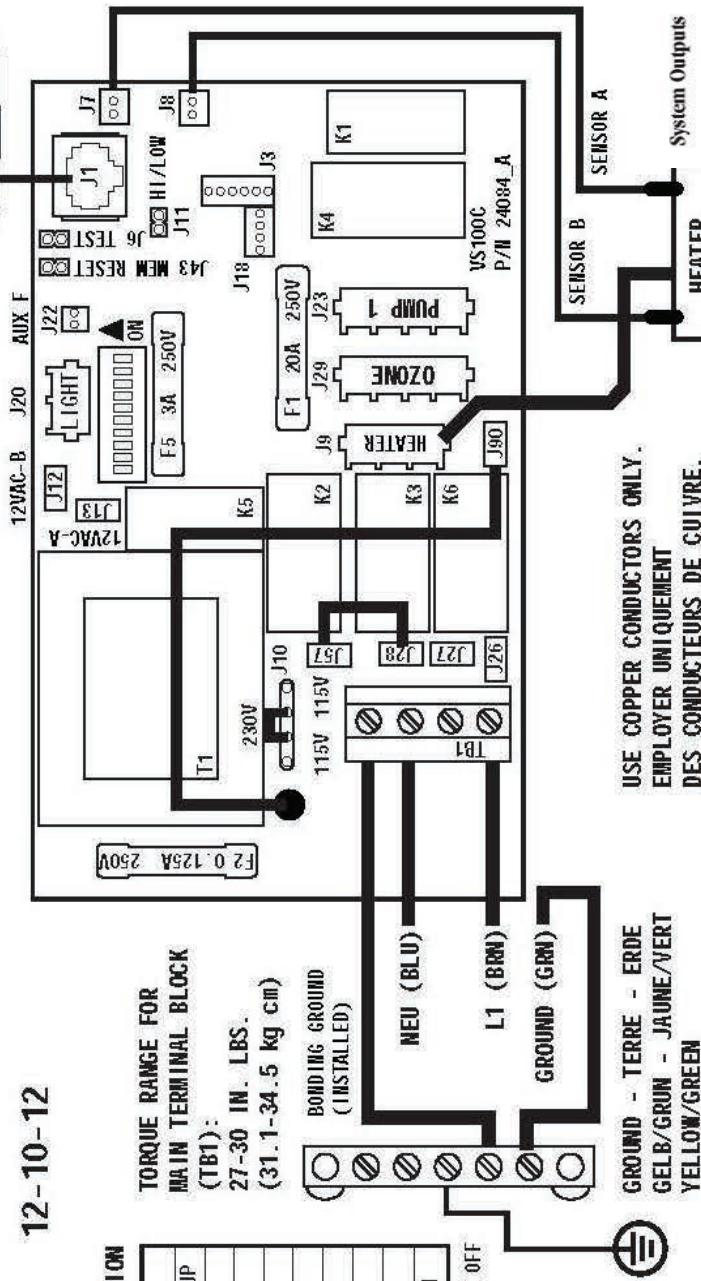
CONTROL PANEL  
TO J1

OFF POSITION	DIP SWITCH #	ON POSITION
TEST MODE OFF*	1	TEST MODE ON*
UNUSED, P1, TEMP, LIGHT	2	P1, LT, TEMP DOWN, TEMP UP
DUPLEX PANEL	3	MINI PANEL
N/A MUST BE OFF	4	N/A MUST BE OFF
SEE PUMP TABLE	5	SEE PUMP TABLE
60HZ OPERATION	6	50HZ OPERATION
STD, ECOW, SLEEP ALLOWED	7	STANDARD MODE ONLY
DEGREES FAHRENHEIT	8	DEGREES CELSIUS
SEE PUMP TABLE	9	SEE PUMP TABLE
HIGH AMP - HEAT W/P1 HI	10	LOW AMP - NO HEAT W/P1 HI

\*SWITCH 1 IS NORMALLY OFF ALL UNUSED SWITCHES SHOULD BE OFF

PUMP TIMEOUTS TABLE			
SWITCH 5	SWITCH 9	LOW SPEED	HIGH SPEED
OFF	OFF	2 HOURS	15 MINUTES
ON	OFF	2 HOURS	30 MINUTES
OFF	ON	15 MINUTES	15 MINUTES
ON	ON	30 MINUTES	30 MINUTES

LOCATION	DEVICE
J23	NETZSTROMVERSORGUNG 2-GESCHW. -PUMPE 1 ALIMENTATION POMPE 1 A 2 VITESSES 2-SPEED PUMP 1
J29	OZONGENERATOR GENERATOR OZONE OZONE GENERATOR
J20	BELEUCHTUNG ECLAIRAGE BAIN HYDRO SPA LIGHT









# SSID 100 59 41

# Base Model VS100

## DIP Switch Key

- A1 Test Mode (normally OFF)  
 A2 "ON" position: Button layout will be: Pump 1, Light, Temp Down, Temp Up \*  
 "OFF" position: Button layout will be: Unused, Pump 1, Temp, Light  
 A3 "ON" position: use Mini Panel \*   
 "OFF" position: use Lite Duplex or Digital Duplex panel    
 A4 N/A (must be OFF)  
 A5 Pump 1 timeout, see Table 1  
 A6 "ON" position: 50Hz operation  
 "OFF" position: 60Hz operation  
 A7 "ON" position: Standard mode only  
 "OFF" position: Std/Ecn/Sleep mode changes allowed  
 A8 "ON" position: temperature is displayed in degrees Celsius  
 "OFF" position: temperature is displayed in degrees Fahrenheit  
 A9 Pump 1 timeout, see Table 1  
 A10 "ON" position: heater is disabled while the high-speed pump is running (low amperage mode)  
 "OFF" position: heater can run while the high-speed pump is running (high amperage mode)

\* Panels with button layout  are not compatible when A2 or A3 is ON.

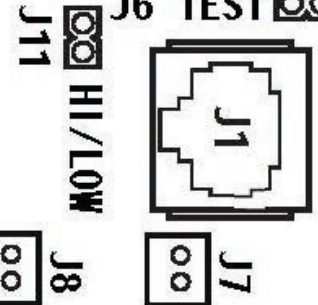
Note: No blower or second pump available.

**Table 1** Pump 1 Timeouts

A5	A9	Low-spnd	Hi-spnd
OFF	OFF	2 hours	15 min
ON	OFF	2 hours	30 min
OFF	ON	15 min	15 min
ON	ON	30 min	30 min

**J43 MEM RESET** 

**J6 TEST** 



## Jumper Key

- J43** When jumper is placed on 2 pins during power-up, system will reset persistent memory.  
 Leave on 1 pin only to enable persistent memory feature.

## WARNING:

- Setting DIP switches incorrectly may cause abnormal system behavior and/or damage to system components.
- Refer to Switchbank illustration on Wiring Configuration page for correct settings for this system.
- Contact Balboa if you require additional configuration pages added to this tech sheet.

Any time you change a DIP Switch, other than A1, you must reset Persistent Memory for your new DIP Switch Settings changes to take effect. If you do not reset Persistent Memory, your system may function improperly.

## To reset Persistent Memory:

- Power down by disconnecting power source from spa.
- Put a jumper across J43, covering both pins. (See illustration below)
- Power up by connecting power source to spa.
- Wait until "Pr" is displayed on your panel.
- Power down again.
- Remove jumper from J43 (May also move to cover 1 pin only)
- Power up again.

## About Persistent Memory and Time of Day Retention:

This system uses memory that doesn't require a battery to store a variety of settings. What we refer to as Persistent Memory stores the filter settings, the set temperature, and the heat mode.

Persistent Memory is not used for Time of Day. Only models with a Serial Deluxe panel installed (VS5xxDZ and GS5xxDZ) can display the time. However, during power loss to the spa, the system will lose the correct time, and reset to 12:00 PM when power is restored.

## Power Up Display Sequence

Upon power up, you should see the following on the display:

- Three numbers in a row which are the SSID (the System Software ID). The third display of these numbers is the Software Version, which should match the version of your system. For example, if these three numbers are **100 67 38**, that is a VS511SZ at version 38.
- Displayed next is: "**24**" (indicating the system is configured for a heater between 3 and 6 kW) or "**12**" (indicating the system is configured for a heater effectively\* between 1 and 3 kW). "**24**" should appear for all VS models running at 240VAC. "**12**" should appear for all VS models running at 120VAC, as well as all GS models. (\*A heater which is rated at 4 kW at 240VAC will function as a 1 kW heater at 120VAC.)
- "Pr" will appear to signal the start of Priming Mode.

At this point, the power up sequence is complete. Refer to the Reference Card for the VS or GS System model of your spa for information about how the spa operates from this point on, including how to adjust the Time of Day if using a Serial Deluxe style panel.



**Balboa  
2 KW  
M7 Heater  
with amp plug**



## Limited Warranty

### LIMITED WARRANTY

Canadian Spa Co. Manufacturing extends the following warranties to the original purchasers of its portable spas:

**Structural Warranty:** Canadian Spa Co. warrants structure of the spa shell against water loss due to structural failure for the period of 1 years from the date of purchase by the original owner. If in Canadian Spa Co. opinion, structure proves to be defective Canadian Spa Co. will repair or, at its option, replace the defective structure without charge to the customer

**Surface Warranty:** Canadian Spa Co. warrants the acrylic finish against defects in material and workmanship and specifically against blistering, cracking or delamination for the period of one (1) years from the original purchase date to the original purchaser. If, in Canadian Spa Co. opinion, the surface proves to be defective during this period, Canadian Spa Co. will repair or, at its option, replace the defective spa shell 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) years years from the date of purchase to the original purchaser.

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

**Skirting Warranty:** Canadian Spa Co. warrants the wood skirting surrounding the spa to be free from defects in materials and workmanship at the time of purchase. Because wood is a natural product and subject to weathering, any fading, crazing, cracking or warping of the wood finish is not covered.

**Extent of Warranty:** This Limited Warranty applies to portable spas manufactured after January 1st 2020 and sold by authorised Canadian Spa Co. 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 light bulbs, light lens covers, filters or any dealer installed accessories. Cost of installation, removal and/or shipping of the spa is not covered by this Limited Warranty. In the event Canadian Spa Co. deems necessary the removal of the spa to a place of repair 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 for 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 application.

**Guarantee of the insulating cover:** Canadian Spa Co. guarantees that the cover the purchase is free from defects in materials and workmanship. Where the cover is exposed to strong external influences such as extreme weather conditions, regular maintenance or protection is essential. Canadian Spa Co. warrants the cover for the period of one (1) years years. Defects caused by misuse or insufficient care are not covered by the warranty.

### TERMS, CONDITIONS AND LIMITATIONS

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.

Examples of misuse and abuse include, without limitation:

- Damage of the spa surface caused by leaving the spa uncovered while the spa is empty of water or due to covering the spa with plastic film of any kind.
- Damage to the spa surface caused by contact with cleaners or solvents.
- Damage caused by the operation of the spas at water temperatures outside of the range of 2 – 40 degrees Celsius.
- Damage caused by unapproved sanitizer such as calcium hypochlorite, tri-chlor type chlorine or any sanitising chemical that may remain undissolved on the spa surface.
- Damage caused by failure to provide even sufficient support for the spa.

### Warranty Performance:

In the event of a defect covered under the terms of this Limited Warranty, notify your authorised Canadian Spa Co dealer. A Canadian Spa Co. authorised service technician will repair the spa subject to the Terms and Conditions of this Limited Warranty. Use all reasonable means to protect the spa from further damage. Reasonable travel charges may be assessed by Canadian Spa Co. or its authorised service technician if the spa is located outside the nearest authorised service technician's service area. This warranty covers parts ONLY and does not include travel or on-site service charges unless a Service Contract has been purchased from Canadian Spa Co. Ltd.

### Disclaimers:

Canadian Spa Co. or any of its authorised service technicians shall not be held liable for injury, inconvenience, loss of use, chemical or water damage, transportation costs, continent liabilities or any other incidental or consequential costs, expenses or damage as result of any deficiency or alleged deficiency of the spa. In no event shall Canadian Spa Co. be liable, for any reason or cause, in excess of the amount paid for the product. No other warranties, expressed or implied, are valid. No agent, dealer, distributor, Service Company or other party is authorised to change, modify or extend the terms of this Limited Warranty in any manner whatsoever.



For Service Support please contact us anytime:  
[support.canadianspacompany.com](https://support.canadianspacompany.com)



**European Head Office:**  
 Canadian Spa Company  
 Canada House  
 Salbrook Road  
 Salfords, Redhill  
 Surrey, RH1 5GL  
 T: +44 1293 824094  
[www.canadianspacompany.co.uk](http://www.canadianspacompany.co.uk)

**Vancouver Warehouse:**  
 Canadian Spa Company  
 T: 1-877-347-7727  
 Fax: +1 (905) 825 2513  
[www.canadianspacompany.ca](http://www.canadianspacompany.ca)

**North America Head Office:**  
 Canadian Spa Company  
 1283 Cornwall Rd,  
 Oakville,  
 ON L6J 7T5  
 T: 1-877-347-7727  
 T: 1-905-820-7727  
[www.canadianspacompany.ca](http://www.canadianspacompany.ca)

**Canadian Spa Company LLC**  
 6405 Inducon Drive West,  
 Sanborn, NY 14132  
 T: 1-844-879-7727  
[www.canadianspa.com](http://www.canadianspa.com)

**France Office:**  
 Canadian Spa Company sarl  
 29 avenue de Grande Bretagne  
 66000 Perpignan, France  
 T: +33 9970 4448004  
 E: [support@canadianspacompany.com](mailto:support@canadianspacompany.com)  
[www.canadianspacompany.com](http://www.canadianspacompany.com)

**German Office:**  
 Canadian Spa Company GmbH  
 Hohenstaufenring 43 – 45  
 50674 Köln, Germany  
 TEL: + 49 22038064038  
[www.canadianspacompany.de](http://www.canadianspacompany.de)



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.

KM-10105  
 Feb 2020

# canadianspacompany.com