



CleverSpa Black Label Pool Instruction Manual

[Home](#) » [CleverSpa](#) » CleverSpa Black Label Pool Instruction Manual 



Revitalise. Rejuvenate. Relax.
INSTRUCTION MANUAL



Contents

- 1 SAFETY INSTRUCTIONS – READ CAREFULLY!
- 2 SAFETY INSTRUCTIONS
- 3 BLACK LABEL CLEVERSPA PARTS CHECKLIST
- 4 SETTING UP BLACK LABEL CLEVERSPA®
- 5 OPERATING YOUR BLACK LABEL CLEVERSPA®
- 6 MAINTENANCE & REPAIR OF BLACK LABEL CLEVERSPA®
- 7 CLEANING & STORING AWAY BLACK LABEL CLEVERSPA®
- 8 TROUBLESHOOTING
- 9 RETURNS
- 10 WARRANTY
- 11 IMPORTANT!
- 12 Documents / Resources
 - 12.1 References
- 13 Related Posts

SAFETY INSTRUCTIONS – READ CAREFULLY!

When installing and using this electrical equipment, there are basic safety precautions that should always be followed:

- Appliance should be supplied through a residual current device (RCD/GFCI type) with a rated tripping current not exceeding 30mA
- Electric installations should fulfill the requirements of local standards. Earthed appliances must be permanently connected to fixed wiring.
- Any damage to electrical cable should be replaced by a competent party immediately before further use.
- **RISK OF ELECTRIC SHOCK.** Never operate any external/additional electrical appliance when in the CleverSpa® or when your body is wet. Keep electrical appliances away from the CleverSpa®.
- **RISK OF ACCIDENTAL DROWNING.** Children are forbidden from using the CleverSpa® unless they are supervised at all times by a responsible adult.
- For health and safety reasons, we do not recommend children under 8 years old use our hot tubs. For children 8 years + we recommend the temperature be set no higher than 37°C.
- When not in use, a cover should be fitted and locked to help retain heat. This also prevents unsupervised children from accessing the CleverSpa®.
- Shower before using your CleverSpa®. Cosmetic products, lotions, etc on the skin can degrade water quality.
- Do not switch on if there is any possibility that water in the CleverSpa® or control system is frozen.
- Pets should be kept away from your CleverSpa® at all times.

Can I use an extension lead to power my CleverSpa®?

We DO NOT recommend using an extension cable as this can be a fire risk. We suggest using an external mains socket that is weatherproofed and professionally fitted if you do not have one.

Where can I plug in my CleverSpa® hot tub?

Your CleverSpa® hot tub should be plugged into a suitable fixed mains wall power socket wherever possible. If using an outdoor power socket please ensure that it is suitable for outdoor use and it is the correct size, allowing the plug to fit flat against the socket. The outdoor socket should feature a weatherproof protective cover. Ensure that your power socket and its surrounding location is free from dampness or condensation. Check your mains socket and RCD plug to ensure there is no visible damage or standing water before using. If a plug does not fit flat against the plug socket, the plug has loose wires or the socket is damaged arcing may

occur causing the socket to crack or the plug to melt.

Damp walls or condensation can cause water ingress into a socket, water within an electrical socket can rapidly increase the current flowing through the circuit, which could cause a short circuit as the fuse is blown.

Short circuits can also cause loss of power due to overloading of the socket and potentially melt the wiring, which can lead to an electrical fire or irreparable damage to the socket and any appliances connected to it.

SAFETY INSTRUCTIONS

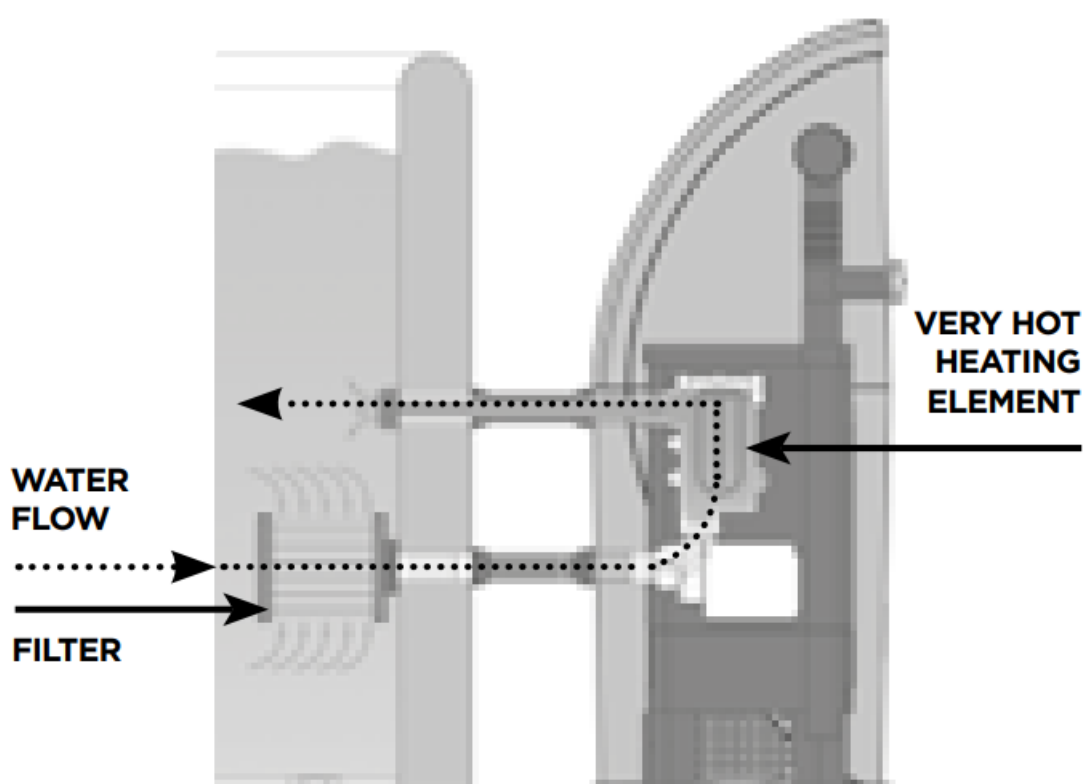
- Soaking in hot water during pregnancy can cause damage to the unborn fetus. If you have any specific concerns please consult your doctor before continuing to use your hot tub.
- Use of alcohol, drugs, or medication before or during the use of your CleverSpa® can increase the risk of drowning.
- Those with a history of heart disease, low/high blood pressure, circulatory system problems, or diabetes should consult a doctor before using CleverSpa®. People using medication should consult their doctor before using CleverSpa®. Some medications may cause drowsiness, whilst other medications may affect heart rate, blood pressure and circulation during use
- Water in a CleverSpa® should never exceed 40°C (104°F). Operating temperatures between 38-40 O C (100-104°F) are considered safe for a healthy adult. We recommend lower temperatures when using the hot tub for longer than 10 continuous minutes. Lower Temperatures are also recommended when in use by younger children.
- A max temperature of 40 O C (104°F) can be programmed for the water. Once the cover is removed, the water temperature may automatically drop as heat is released through evaporation. Once you are ready to use, ensure the maximum temperature is at the recommended 38-40 O C (100-104°F) and ensure that the temperature reading is no greater than 40 O C (104°F).
- Immediately get out of your CleverSpa® if you feel uncomfortable or sleepy.
- Do not turn CleverSpa® on when it is empty. This could cause irreparable damage to the pump system which would nullify any warranty period.
- To avoid damaging your pump & heating system during colder weather, your CleverSpa® is fitted with 365 FreezeGuard Technology. This is activated manually when required, using the function button on your control panel. This will help prevent any water in the system from freezing.
- The CleverSpa® hot tub should only be kept outside during the colder winter months if the 365 FreezeGuard feature has been activated. Failure to do this could cause water to freeze within the pump & heating system causing irreparable damage, thus voiding your warranty.

Note: For 2021 CleverSpa® hot tub models featuring the CleverLink® App, 365 FreezeGuard can also be activated through the CleverLink® App.

- Always add chemicals to a jug of water to avoid strong fumes or violent reactions that may result in a hazardous chemical spray. This will also help prevent the inside of the hot tub from becoming discolored.
- To avoid accidental resetting of the thermal cut-out, 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
- **WARNING:** Adequate drainage has to be provided to deal with the overflow of water
- **IMPORTANT:** For set-up/installation, the surface must be smooth, flat, level, and capable of evenly supporting the weight of the CleverSpa®, water and users e.g. 6 Person Square CleverSpa® filled weight: 980kg (approx) plus combined weight of occupants. It is the responsibility of the CleverSpa® owner to assure integrity of the site at all times.

Extreme temperature fluctuations:

- Extreme temperature fluctuations can occur if the motor is unable to draw enough water into the system (usually caused by a blockage).
- Without water flowing through the system, there may be a small amount of water still remaining in the heating reservoir (a maximum of 300ml).
- The thermostat will turn the element off once the set temperature is reached, but the element may still continue to heat the small amount of water in the reservoir until the heating element has itself cooled.
- As the thermostat is located within this assembly it may cause the control panel to display artificially high readings that may not necessarily reflect the actual water temperature.
- Your hot tub is fitted with an 'Overheat Protection' function which will activate the HL error code and a warning beep if the thermostat detects a potentially unsafe temperature. Please refer to page 13 for more details.



Revitalise. Rejuvenate. Relax.



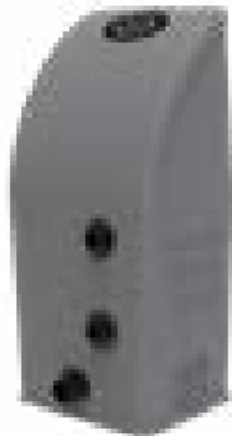
BLACK LABEL CLEVERSPA PARTS CHECKLIST

Please check all parts are present in your box before first use.

To order new or missing parts please [visit: clevercompany.com](https://clevercompany.com)



**BLACK LABEL CLEVERSPA®
(A)**



**EXTERNAL PUMP/
HEATER UNIT
(B)**



**DUAL ACTION HIGH
PRESSURE HAND PUMP
(C)**

PRODUCT SPECIFICATION	180CM CIRCULAR
Capacity	Up to 7 People
Water Capacity to 'Max' line (approx.)	1020L
Actual Water Flow (approx.)	1,325L/H
Inflated Size (approx.)	180 x 65cm
Product Weight (approx.)	28.75kgs
Filled Weight (approx.)	1050kgs
No. of Air Jets	140
Pump Voltage	220-240V–50Hz
Maximum Temperature	40°C (104°F)
Temperature Rise (approx.)	1.5-2°C/hr
Rated Power Input for Heating	1800W
Rated Power Input for Bubbling	600W
Rated Current (Combined) Heating / Filtering Bubbling	10.4A 7.8A 2.6A



**HOSES/
CONNECTORS X3
(D)**



**HAND PUMP
PRESSURE GAUGE
(E)**



**HIGH PRESSURE
INFLATION HOSE
(F)**



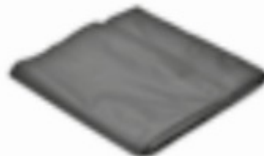
**FILTER
CARTRIDGE
(G)**



**CLIP-ON
TOP COVER
(H)**



**SAFETY LOCKING
CLIP KEYS
(I)**



**PVC
GROUNDSHEET
(J)**



**DRAINAGE
PLUG
(K)**



**FILTER
PROTECTOR COVER
(L)**



**REPAIR
PATCHES
(M)**



**VALVE
WRENCH
(N)**



**DRAINAGE
CAPS (x3)
(U)**

WARNING – PLEASE READ CAREFULLY!

Do not operate the pump and heating system whilst the CleverSpa® is empty.
This can damage the system and void your warranty.

BEFORE YOU SET UP BLACK LABEL CLEVERSPA®



Before setting up outdoors

1. Setup your CleverSpa® on a solid, level, foundation avoiding sharp objects as they could damage the hot tub.
2. Ensure your CleverSpa® hot tub is plugged into an external mains socket, professionally fitted, with weatherproofing. We DO NOT recommend using an extension cable as this can be a fire risk, refer to the safety instructions on page 2.
3. DO NOT OVERINFLATE YOUR HOT TUB – Air space needs to be left inside the wall of the hot tub to allow for air expansion (during warmer weather) and ontraction (during colder weather). Please do not place your hot tub in direct sunlight. If this advice is ignored, the wall and rim of the hot tub could bulge during warmer weather as the PVC heats up, putting additional stress on the internal welds, and causing weld failures. In both of these

instances, the warranty would be void.

4. During filling, emptying, or when in use, water may spill out. Install near a drainage point capable of managing the volume of water.

Before setting up indoors

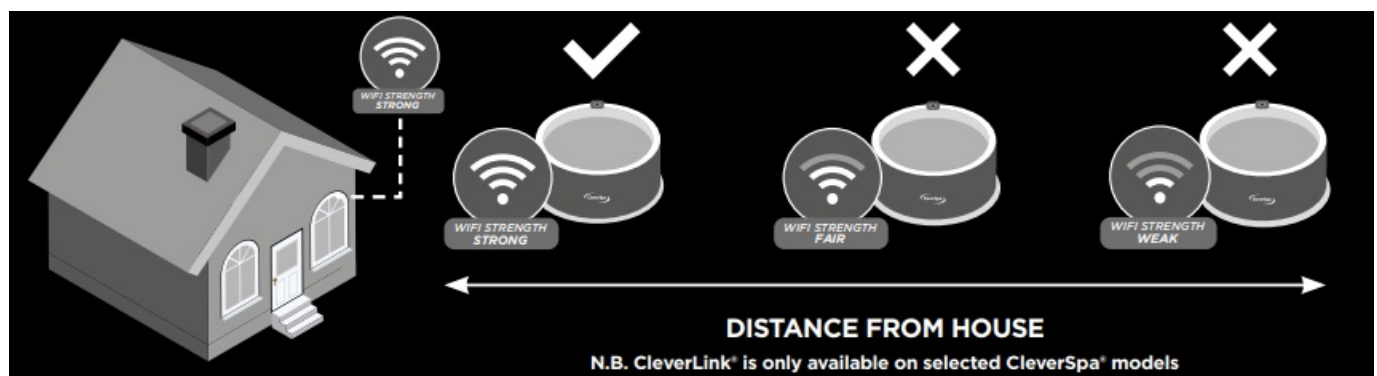
1. Floor must be able to withstand the weight of the CleverSpa® + occupants.
2. Floor should be a non-slip, level surface.
3. Before placing your hot tub indoors, ensure suitable drainage is available and can be reached.

Carefully consider the placement of your hot tub before installation.



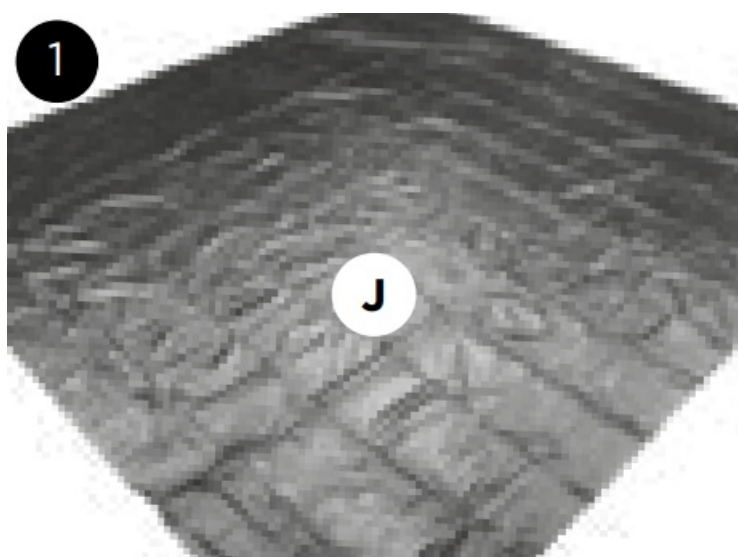
Before setting up your CleverSpa with CleverLink® – find a strong WiFi signal

If your WiFi signal is poor in the area you are looking to place your hot tub, you may find some helpful advice on our website. clevercompany.com





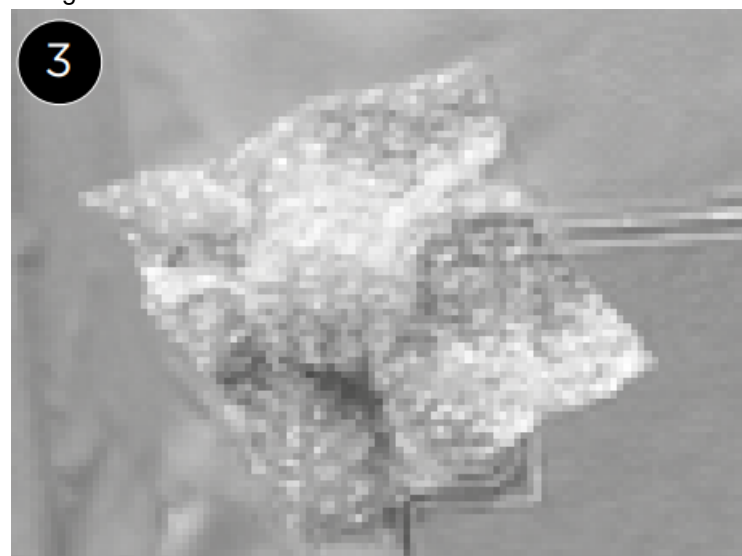
SETTING UP BLACK LABEL CLEVERSPA®



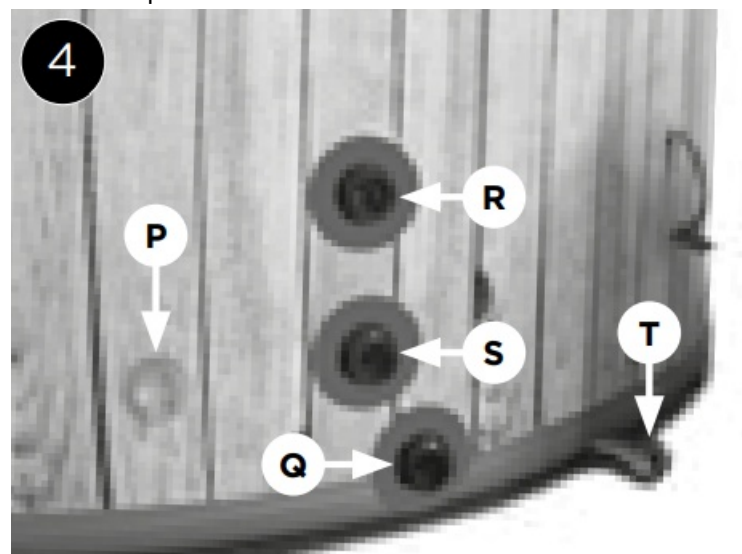
Lay groundsheet (J) on a flat, even surface, clear of sharp objects.



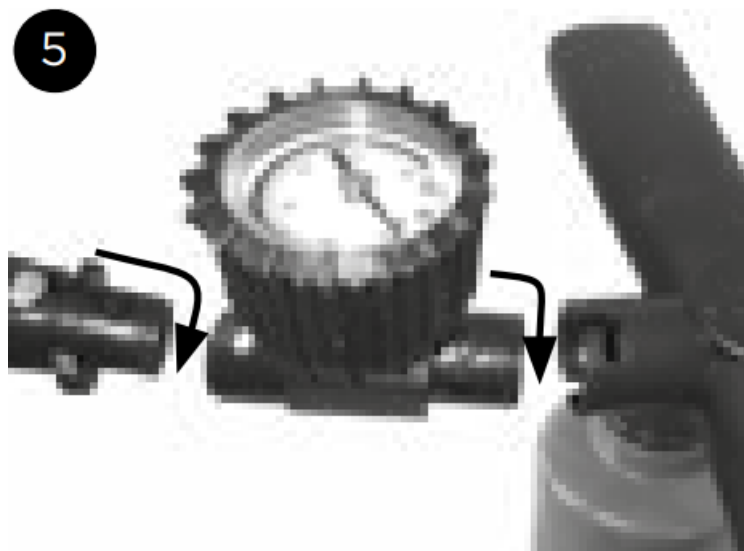
Unpack CleverSpa®(A) on the groundsheet.



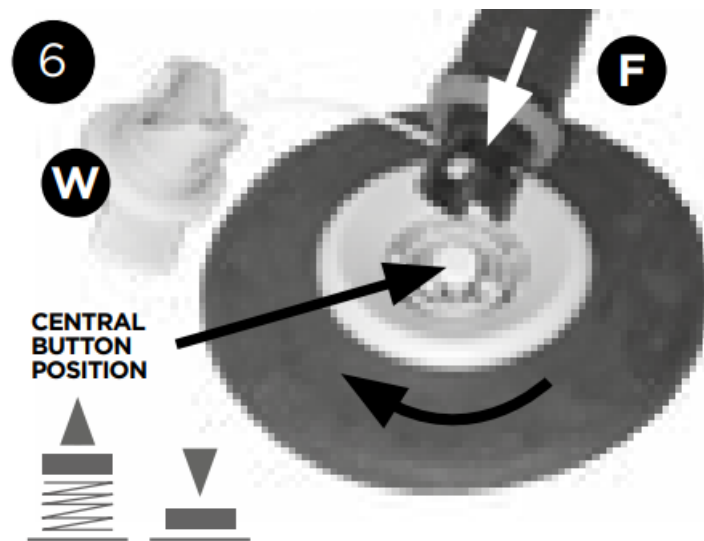
Remove the protective plastic from clips & connectors.



(P) Inflation Valve,
 (Q) Air jet Connector, (S) Water Inlet,
 (R) Water Outlet (T) Drainage Outlet.



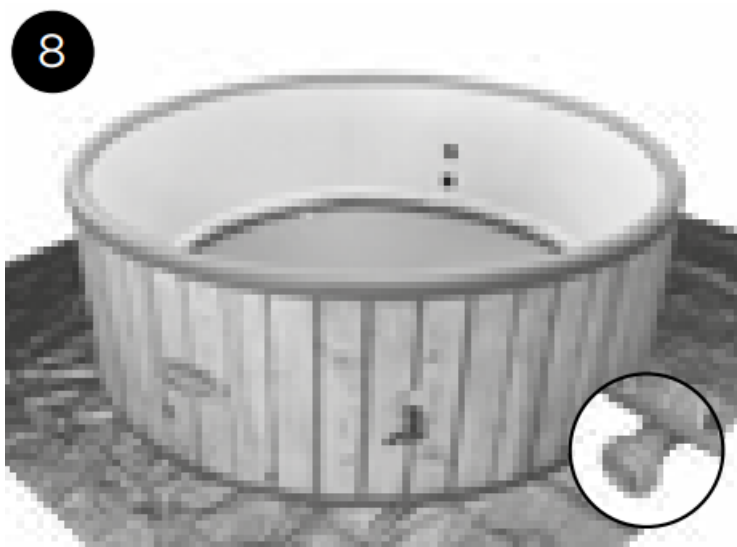
Assemble Hand Pump (C),
Pressure Gauge (E) & Hose (F).
Insert and twist until locked.



Locate Inflation Valve. Remove valve cap (W). Connect hose (F) turning clockwise to lock. Central button **MUST** be up.

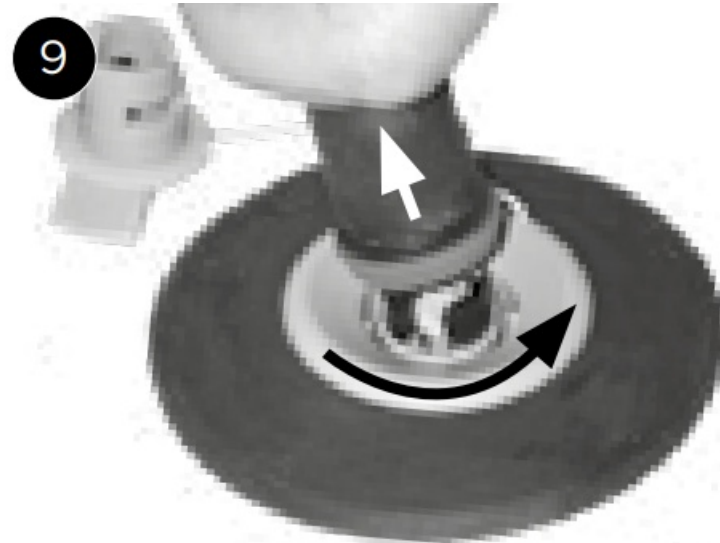


Use a dual-action hand pump (C) to inflate. We recommend inflating to between 7-11 PSI.

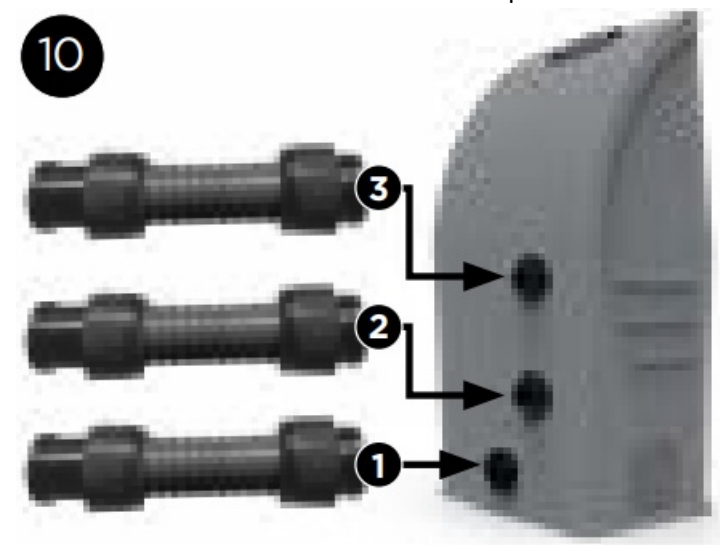


Inflation takes 2 minutes (approx).

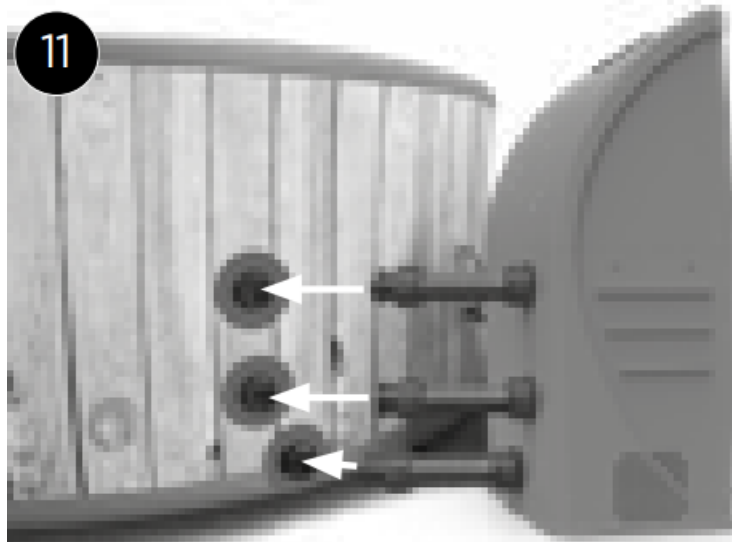
Note: Drainage Outlet (T) should be positioned outside of the hot tub.



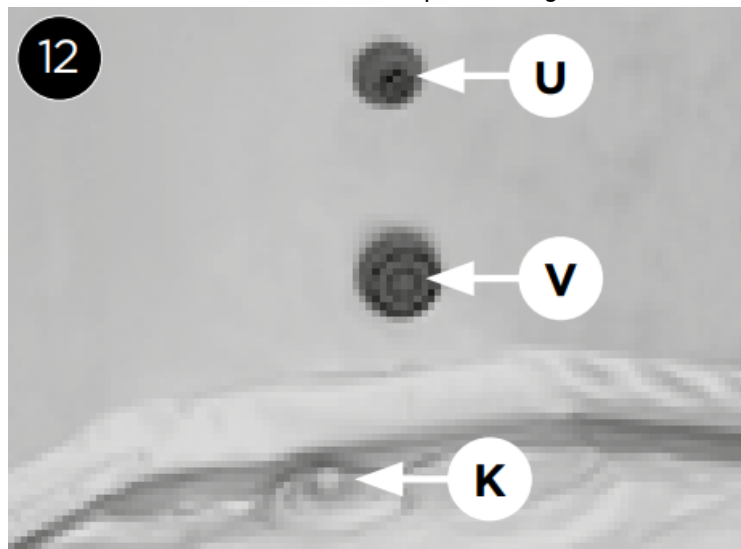
Once inflated turn anti-clockwise to release the inflation hose and replace the valve cap (W).



Unpack the external unit (B) and screw 3x hoses (D) onto the external unit in the order shown.

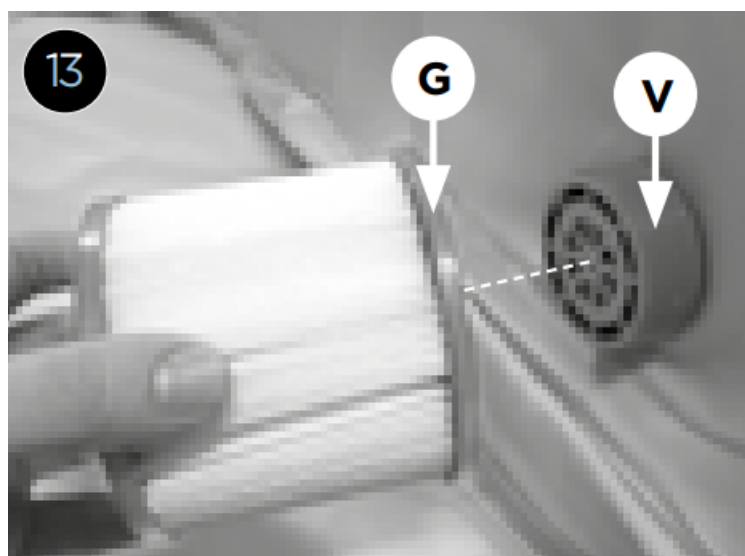


Align hoses with respective connectors and screw them into place. Plug in, and switch on.

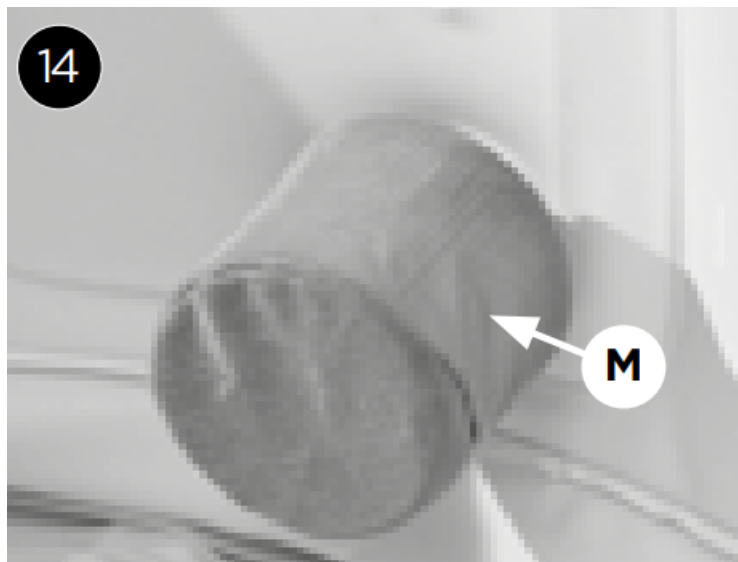


Inner features:

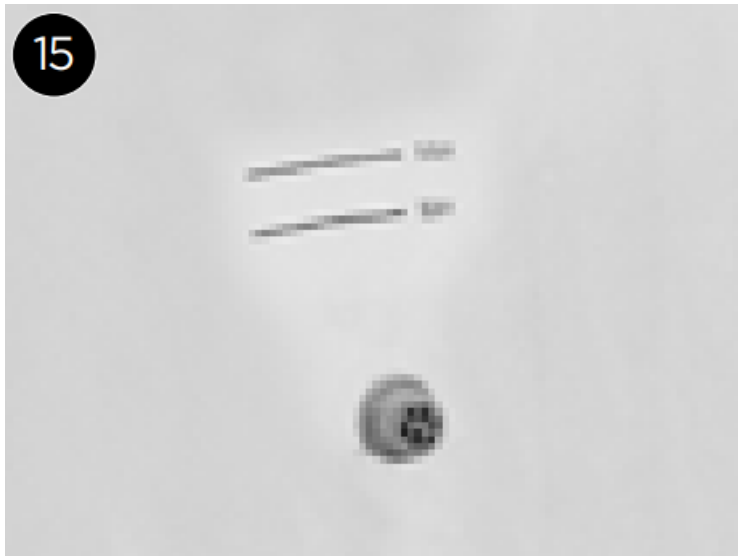
Water Circulation Outlet (U) Filter
Connector (V) Drainage Plug (K).



Screw Filter Cartridge (G) onto Filter Connector (V).



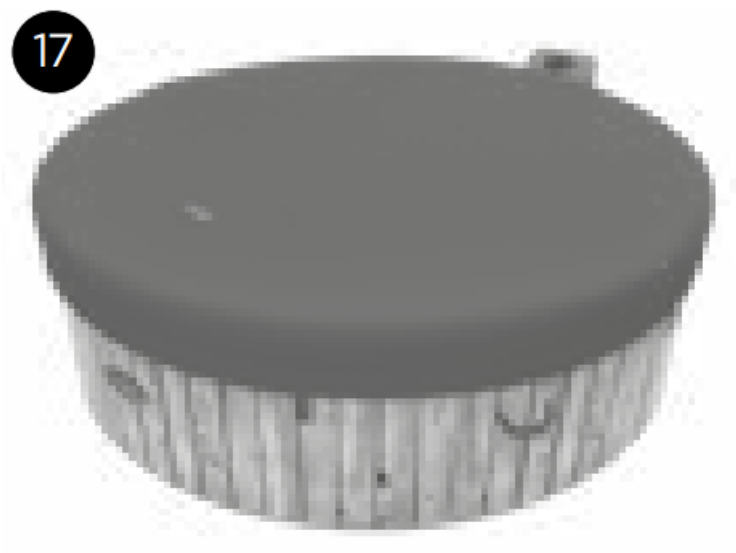
Add Filter Protector Cover (L) onto Filter Cartridge (G).



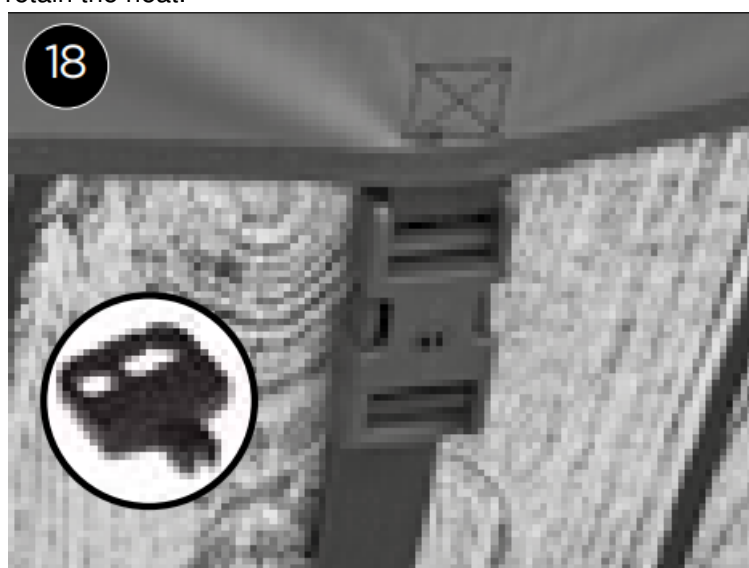
Add water to level. No higher than the 'MAX' level.



Set the temperature on the control panel.
See page 10 for full operating instructions.



Clip-on Top Cover **(H)** to retain the heat.



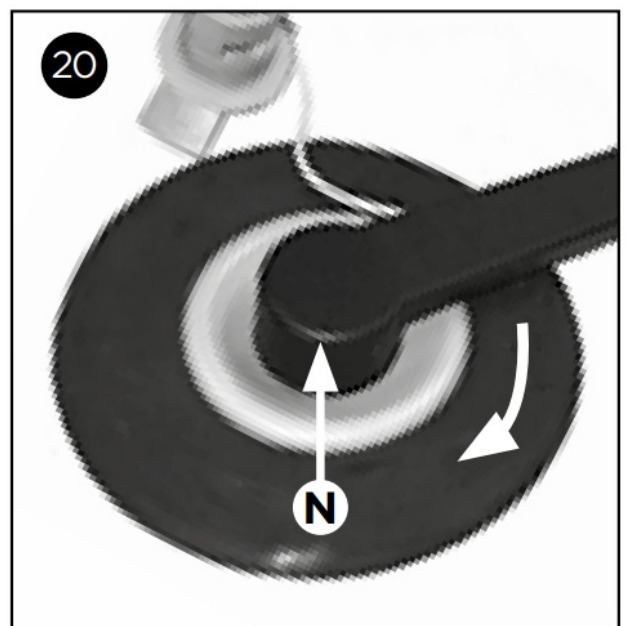
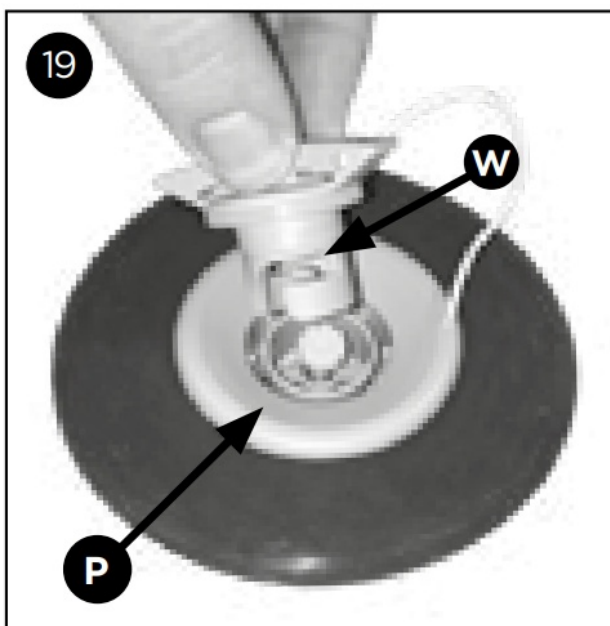
Double lock clips with Safety Locking Keys **(I)**.

TIGHTENING INFLATION VALVE

Over time inflation valve **(P)** may become loose. Use supplied valve wrench **(N)** to tighten, and maintain air seal.

FOLLOW THE STEPS 19 & 20 BELOW:

IMPORTANT: WHILST USING THE WRENCH – DO NOT LOOSEN THE VALVE AS IT WILL FAIL.



OPERATING YOUR BLACK LABEL CLEVERSPA®



INFLATE/AIR JETS

Press AIR JETS to start the bubbles – the blue light will appear. Press again and air jets will stop working – the blue light will go out.

Air Jets Function:

Air jets will stop automatically after 20 minutes of continuous use, to avoid internal pump overheating.

They can be started again after 10 minutes.

Air jets can be stopped or started again at any time during their 20-minute cycle.



FILTER

Press **FILTER**, the blue light will appear, and the pump will start to work. Press **FILTER** again to stop the pump blue light will go out.



FILTER CHANGE

After approx. 168 hours, the FC code will appear on the display screen. It reminds users to check/replace their filter.

A blue light will be lit on FILTER. Pump and heating system will continue to operate as normal and blue lights will be on.

To clear the FC code, press FILTER. the FC on the display screen will disappear and the water temperature will be displayed. All functions will return to normal.

IMPORTANT! FILTER CYCLE

After the pump and heater are turned off, the filter will continue to run for a couple of minutes to avoid overheating.

The blue filter light will flash during this time.

DO NOT REMOVE THE FILTER UNTIL THE CYCLE HAS COMPLETED TO AVOID DEBRIS GETTING INTO THE SYSTEM, AND CAUSING POTENTIAL DAMAGE.



SETTING THE TEMPERATURE

Press SET TEMP/LOCK and the numbers on the display screen will start to flash. Increase/decrease temperature by pressing TEMP UP or TEMP DOWN.

Choose desired temperature, press SET TEMP/LOCK again to confirm. Temperatures can be set between the range of 20°C to 40°C.

(See safety instructions for recommended operating temperatures).



HEATER

Press the HEATER blue light will appear. Press HEATER again and the heating system will stop, and the blue light will go out.

When the heater system is on, the filter system will switch on automatically to circulate water.

When the temperature has reached 1°C above pre-set temperature, heating system will stop working, but the light will remain on. The filter pump will continue to operate even when the heater is not functioning.

When water falls 1°C below pre-set temperature, the heating system will automatically heat the water back to 1°C above the selected temperature. Once achieved, the heater will stop to allow the temperature to settle at pre-set value.



365 FREEZEGUARD

When turned on, 365 FREEZEGUARD will activate the filter and heater and maintain the water temperature at 5°C to help prevent the water from freezing at low temperatures.

Press 365 FREEZEGUARD and blue light will appear, filter and heater will be activated & blue lights will appear. Controls will be disabled.

Press 365 FREEZEGUARD again, blue lights will go out, the filter and heater will be deactivated, and all control will be re-enabled.



CONNECTING YOUR CLEVERLINK® APP

1. Check your CleverSpa® is in a location with strong WiFi coverage (see pg 5).
2. Download the CleverLink® App on your smart device, from the App Store or Google Play.
3. Register your account.
4. Follow on-screen instructions regarding how to pair CleverSpa ® to your WiFi.
5. You are ready to go!

N.B. CleverLink® is only available on selected CleverSpa® models

MAINTENANCE & REPAIR OF BLACK LABEL CLEVERSPA®

WATER LEVEL

Water should be filled and maintained between 'Min' and 'Max' fill lines as indicated on the inner wall of your CleverSpa ®

IMPORTANCE OF WATER TREATMENT

You need to regularly monitor and appropriately treat the water in your CleverSpa® using the recommended chemicals.

PEOPLE WITH THE FOLLOWING TRAITS ARE AT HIGHER RISK INCLUDING:

- Diabetes, lung and heart disease
- Smokers and heavy drinkers
- Anyone with an impaired immune system
- People suffering from chronic respiratory or kidney disease For more information contact your doctor.

WATER, LEGIONNAIRES DISEASE & HOT TUB RASH

Legionnaires' disease can be contracted by inhaling small droplets of water (called aerosols), which are suspended in the air and contain bacteria. Certain conditions increase the risk of Legionella if:

- Water temperature in all or some parts of the system is between 20-45°C, which is suitable for the growth of the bacteria.

- It is possible for breathable water droplets to be created and water is stored and/or re-circulated.
- There are deposits that can support bacterial growth providing a source of nutrients for the organism e.g. rust, sludge, scale, organic matter, and biofilms (from the body).

Hot tub rash, or folliculitis, is a skin infection with symptoms including Itchy red spots on the skin or pus-filled blisters around hair follicles.

To avoid this, ensure your Chlorine and pH levels are checked at least twice per day using test strips – hot tubs with good disinfectant and pH control are less likely to spread germs.

For more information visit: clevercompany.com/support/chemical-maintenance

CLEANING YOUR CLEVERSPA®

Detergent residues, dissolved solids from bathing suits and chemicals will gradually accumulate in the water. To clean your CleverSpa®, use soap and water then rinse thoroughly.

Please note: do not use hard brushes or abrasive cleaners.

REPAIRING PUNCTURES IN YOUR CLEVERSPA®

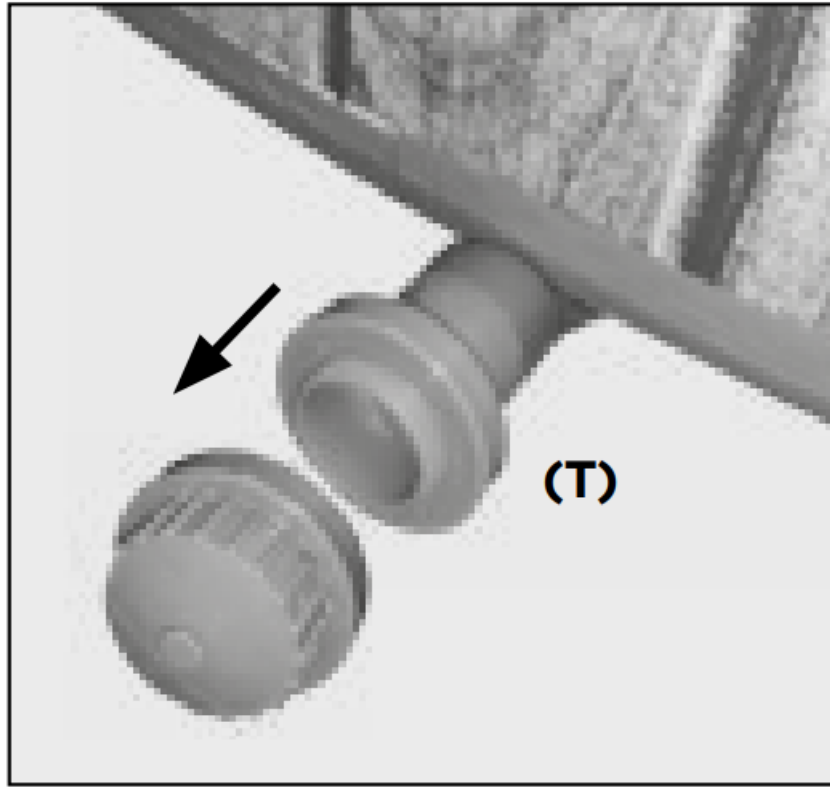
If your CleverSpa® is torn/punctured, use repair patches. Completely dry area to be repaired, apply strong adhesive to repair patch and then cover the damaged area. Smooth the surface to remove any air bubbles. Leave to dry for 12 hours before using the CleverSpa®.

For more information on cleaning and repairing your hot tub visit: clevercompany.com/support/faqs/cleverspa-faqs

CLEANING & STORING AWAY BLACK LABEL CLEVERSPA®

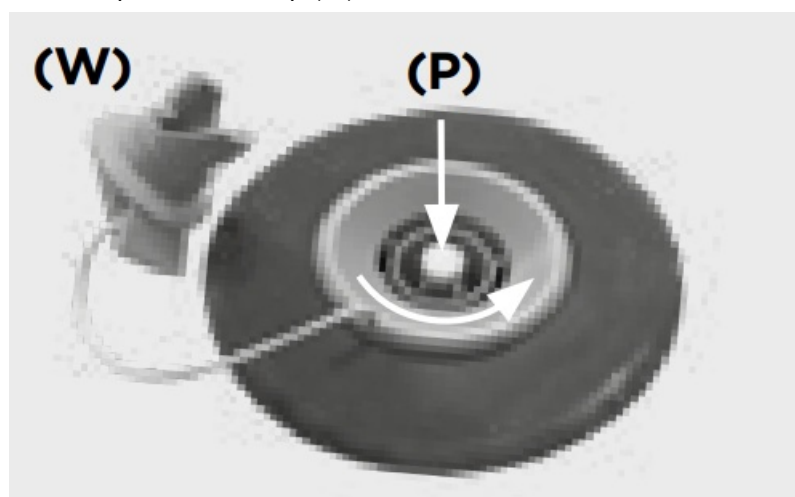
HOW TO EMPTY YOUR CLEVERSPA ®

1. Switch off CleverSpa ® at electrical mains.
2. Unscrew the cap from the drainage outlet (T), located near the pump system of the CleverSpa ®. Ensure drainage plug (K) is inserted to prevent unexpected draining.
3. Remove drainage plug (K) from the outlet within floor of CleverSpa ®, so water can flow out.
4. Once drained use a sponge to absorb excess water. Switch CleverSpa ® on, allowing you to operate the air-jet function for up to 20 minutes (one full cycle) to drain water and dry out the pipeline. If not completely dry after the first cycle – repeat.
5. When draining has finished, replace the drainage plug (K) and drainage outlet cap (T).
6. Disconnect the pump & heating system and dry thoroughly.



HOW TO DEFLATE YOUR CLEVERSPA®

1. Remove the filter cartridge and filter sock.
2. Locate the inflation valve.
3. Remove valve cap (W) by twisting 90° anti-clockwise.
4. Press the inflation valve (P) down, twisting 90° clockwise to lock it in place, releasing air.
5. . Fold away carefully removing as much air as possible through the open valve.
6. When fully deflated, turn the inflation valve (P) 90° anti-clockwise to close – the button will pop up.
7. Replace valve cap (W) and turn 90° clockwise to lock.



WARNING!

A hot tub is under high pressure. The air will release quickly, with force.

STORING YOUR CLEVERSPA®

Make sure all water is completely drained from the CleverSpa® and pump system. This is vital in extending the life of your CleverSpa®.

. We recommend the use of a wet/dry vacuum to help blow out/ suck up water from pipes and pump lines.

Remove the filter cartridge. CleverSpa should be placed in the bag provided and stored in a dry place, raised off the floor, and away from extreme temperatures.

Please note: When not in use, store in a place that is dry and a moderate temperature, as subzero temperatures can severely damage your CleverSpa®

WHEN TO CHANGE YOUR CLEVERSPA® FILTER

Keep your CleverSpa® hot tub clean and safe from contaminants. For optimum performance, unscrew the filter and rinse with clean water after every use to remove any small particles and residue. The filter is one of the most important elements to ensure your CleverSpa® hot tub works effectively.

1. Remove the filter 'sock' protective cover (L) then remove the filter (G).
2. Rinse the filter under a cold tap and reuse it. Alternatively, the machine washes your filter (placed in a pillowcase) to keep it clean and to maintain its performance.



Replace your old filter with a new one if:

- The filter remains soiled after cleaning
- Holes are visible in the paper
- The paper is noticeably worn

Replace filter 'sock' protective cover (L) over filter (G) and attach it to filter connector (U) by turning it clockwise.

Do not over-tighten, as this may cause a 'rattling' noise.

REMEMBER – CHECK YOUR FILTER EVERY DAY!

To help to keep your water clean, check your filter cartridge every day.

To order filters and chemicals for your CleverSpa®, please visit: clevercompany.com

TROUBLESHOOTING

SOME TIPS TO HELP YOU TO DIAGNOSE AND RECTIFY COMMON SOURCES OF TROUBLE:

PROBLEMS	POTENTIAL CAUSES	SOLUTIONS
Air jet system is not operating	A1 Air pump is too hot A2 Air Pump in cooling mode A3 Possible fault with the hot tub motor	A1 Unplug system. After the air pump has cooled, insert plug and press the air jets button to activate A2 Wait for 10 Minutes and restart Call CleverSpa® A3 Aftersales if does not reset
Heating system does not operate	A1 Temperature is set too low A2 Dirty filter cartridge A3 Improper water levels A4 Heating element failure	A1 Set to a higher temperature (20-40°C) than the current water temperature A2 Clean/replace filter cartridge A3 Add water to specified levels A4 Call CleverSpa® Aftersales if does not reset
Filtering system does not operate / Rattling noise when switching the filter on	A1 A2 A3 Dirty filter cartridge Filter screwed on too tight Possible fault with the hot tub motor.	A1 Clean/replace filter cartridge A2 Loosen the Filter slightly A3 Call CleverSpa® Aftersales if it does not reset A4 Ask a professional electrician to check household electrical supply is functioning correctly
CleverSpa® leakage	A1 CleverSpa® is torn or punctured	A1 Use the repair patch provided
Water not clean	A1 Insufficient filtering time A2 Dirty filter cartridge A3 Improper water maintenance	A1 Increase filtration time A2 Clean/replace filter cartridge A3 Refer to the chemical manufacturer's instructions
Display temperature is higher than 40°C, after stopping heating function / HL Code Displayed & Beeping	A1 Residual water in the CleverSpa® will continue to be heated by residual temperature A2 Water inlets through filter system may be blocked	A1 Unplug from mains and wait 30 minutes. A2 The temperature will start to reduce and return to normal Clean the inlet Call CleverSpa® A3 Aftersales if does not reset

CONTROL PANEL ERROR CODES

CODE	CAUSE	SOLUTION
FC	When the filtration system has worked for approx. 168 hours, FC will appear on display with a warning tone. The red light will still be lit on the filter, the pump will not be operational. The heating system will not work, and the red light will be out on the heater	Check the filter and change it if necessary. Once done, press the filter again. FC code will disappear, and warning tone will stop. Water temperature will be displayed, all functions will return to normal.
HL	Over Temperature / Temperature issue	Unplug from the mains and wait. The temperature should start to reduce and return to the normal range. If HL remains after an extended period of time, contact CleverSpa® Aftersales on +44 (0) 151 318 6163 or visit: clevercompany.com .
SL	Temperature Issue	Contact CleverSpa® Aftersales on +44 (0) 151 318 6163 or visit: clevercompany.com .
SH	Water Temperature sensor issue	

CORRECT DISPOSAL OF THIS PRODUCT

This marking indicates that this product should not be disposed of with other household waste throughout the EU. To prevent possible harm to the environment, or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling.

RETURNS

? FOLLOW THE INSTRUCTIONS BELOW:

- Purchased from a UK retailer: Call CleverSpa® **NEED TO RETURN YOUR CLEVERSPA®** Aftersales Team. This will require proof of purchase.
- Purchased from clevercompany.com: If purchased directly from our website, contact us and we will email instructions to return the product. Contact can be made by email or telephone – see warranty claims section. When posting items back, clearly mark the parcel with the order number and full name. Ship unused products, in original packaging, to the address identified in our email. Keep receipt(s) or order number safe, you will need it as proof of purchase in event of after-sales queries.

POINTS TO NOTE:

- Under Distance Selling Regulations, as a consumer, you have the right to cancel your order and return goods if we are notified within a period of 14 days after delivery of goods.
- You are responsible for shipping products back to us. Use a traceable shipping method.
- If you choose to cancel your order, we require you, the consumer, to pay the cost of returning the item to us.
- Individual products may be excluded from this guarantee. Check the product descriptions before you place orders.
- We can't take responsibility for any missing or damaged parcels – take care when returning orders to us. If a return is due to a product defect, call +44 (0) 151 318 6163 to initiate a return.

REFUNDS ON ITEMS PURCHASED THROUGH [CLEVERCOMPANY.COM](https://clevercompany.com)

Once items are received by our warehouse, they will be processed and a refund initiated. Your account should be credited within a maximum of 10 business days from the time items are received.

DEFECTIVE ITEMS

If your item is defective in any way, consult our FAQ section at clevercompany.com as there may be a simple solution to the issue. If this does not resolve the issue, please call on +44 (0) 151 318 6163 or email: support@clevercompany.com for assistance.

Prior to contacting us, please ensure the:

1. You have registered your warranty (see page 15).
2. You include any photo/video evidence, as this will ensure that your problem is resolved quickly.

DAMAGED ITEMS

Purchased from a UK Retailer: If you receive an order from the retailer with obvious shipping damage – refuse delivery. If delivery has been accepted and then shipping damage is found, follow specific instructions advised by the retailer.

Purchased from clevercompany.com: If you receive an order with obvious shipping damage – refuse delivery. If you have accepted delivery and then find shipping damage, please call Clever Company using the contact information included with the order.

Save packaging and paperwork for the order. If you dispose of the packaging or attempt to return product without contacting the supplier, you may damage your chances of making a claim.

WARRANTY

LIMITS OF RESPONSIBILITY

Clever Company Limited accepts no responsibility for misuse or user damage and/or loss of parts incurred during the operation or use of the CleverSpa®.

STANDARD WARRANTY

Warranty relates to all CleverSpa® hot tubs bought in the UK and covers the following areas:

- CleverSpa® Pump Heater: 12 months from the date of purchase
- CleverSpa® Cover & Liner: 6 months from the date of purchase

Warranty is not transferable if the goods are resold after the original purchase.

CleverSpa® is designed and manufactured for domestic use only. The Warranty does not extend to any commercial business use.

FREE EXTENDED WARRANTY

If you register within 28 days we will extend your warranty to:

- CleverSpa® Pump Heater: 18 months from the date of purchase
- CleverSpa® Cover & Liner: 9 months from the date of purchase

REGISTERING YOUR WARRANTY

Visit clevercompany.com/support/warranty/and complete the form within 28 days of purchase.

Warranty will start from date of purchase which must be verified by proof of purchase.

For up-to-date troubleshooting advice, technical information and FAQs visit clevercompany.com.

WARRANTY CLAIMS

Before making a claim, we may be able to answer your query, simply visit

clevercompany.com/support/cleverspa-faqs.

If FAQs don't solve the issue and you need to make a claim, visit our website under the warranty section, or contact Aftersales Team by email at: support@clevercompany.com

When contacting CleverSpa® Aftersales Team, please ensure that you have registered your warranty and include any photo/video evidence. This will help our team to resolve your problem as quickly as possible.

If you need to make immediate contact our Aftersales Team is available at on+44 (0) 151 318 6163.

Monday – Thursday: 9.00 am to 5.00 pm






Friday: 9.00am to 4.00pm

IMPORTANT!

Before using your CleverSpa®, please treat the water in accordance with the chemical maintenance on:

clevercompany.com

To ensure your CleverSpa® is always working at its best, we recommend our CleverSpa® Chemical Spa Starter kit:

	STABILISED CHLORINE GRANULES (500G) For Disinfecting Hot Tub Water
	pH PLUS (500G) For Increasing pH Hot Tub Water
	pH MINUS (500G) For Decreasing pH Hot Tub Water
	FOAM REMOVER (500ML) Prevents & Removes Hot Tub Foam
	DIP TEST (x25) For testing Chlorine, pH, and total Alkalinity

Read all chemical instructions carefully and use them as directed by the manufacturer. To purchase CleverSpa® Chemicals and for more advice on CleverSpa® maintenance, visit clevercompany.com



Revitalise. Rejuvenate. Relax.

General Enquiries, Returns, Spare Parts, Repairs & Chemical Advice

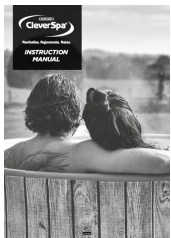
+44 (0) 151 318 6163 or visit: clevercompany.com

Clever Company Ltd.

UK Address: Oldgate, St.Michael's Industrial Estate, Widnes, Cheshire, WA8 8TL.

European Address: Radarweg 29, 1043 NX Amsterdam, Netherlands.

Documents / Resources



[CleverSpa Black Label Pool](#) [pdf] Instruction Manual
Black Label Pool, Pool

References

- [Inflatable Hot Tubs, Accessories & Thermal Covers | CleverSpa](#)
- [Chemical Maintenance - Clever Company](#)
- [CleverSpa FAQs - Clever Company](#)
- [CleverSpa FAQs - Clever Company](#)
- [Free Warranty - CleverSpa Inflatable Hot Tubs | CleverSpa](#)