

#54138, #54144

220-240V~50Hz

2060W at 20°C, IPX5

**Bestway**



**Lay-Z-Spa™**

[www.bestway-global.com](http://www.bestway-global.com)

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S-S-003587

# **Lay-Z-Spa™**

## **Owner's Manual**

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## SAFETY INSTRUCTIONS WARNING

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

**IMPORTANT SAFETY INSTRUCTIONS - READ AND FOLLOW ALL INSTRUCTIONS.**

### WARNING:

- The spa must be supplied through an isolating transformer or supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30mA.
- The pump must be tested before each use. To test, follow the instructions in the "Pump Test" section of this manual.
- If the supply cord is damaged, it must be replaced by the manufacturer, service agent or similarly qualified persons in order to avoid a hazard.
- To reduce the risk of electric shock, do not use extension cord to connect unit to electric supply; provide a properly located outlet.
- No part of the appliance is to be located above the bath during use.
- Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in spa pool; Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa pool.
- The plug of pump shall be more than 3.5m away from the spa.
- It is necessary to have the plug accessible after installation of the spa.
- **TO AVOID ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING.**
- Never wear your contact lenses when in your spa.
- Do not use spa during chemical maintenance.
- The power source on the wall of building should be more than 4m away from the pool and at a height of at least 1.2m.
- Extension cords cannot be used.
- Don't plug or unplug the appliance if your hands are wet.
- Always unplug the appliance:
  - on rainy days
  - before cleaning or other maintenance
  - if you leave it unattended on holidays
- Cleaning and user maintenance must be performed by an adult above 18 years old who is familiar with the risk of electric shock;
- When the appliance will be not used for a long time, such as in the winter, the spa or pool set should be disassembled and stored indoors.
- **Caution:** Read the instructions before using the appliance and every time you install or reassemble the appliance.
- Keep the instructions safe. If the instruction is missing, please contact the manufacturer or download a copy from [www.bestway-service.com](http://www.bestway-service.com)

- **Warning:** For electric safety, a PRCD is incorporated in the product. If current leakage of more than 10mA is detected, the device will operate and cut off the power supply. In such a case, please unplug and stop using the spa at once. Don't reset the product by yourself. You must contact the local service agent to check and repair the product.
- **WARNING** - This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance. (For market other than EU)
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision. (For EU market)
- Water attracts children; always attach a spa cover after each use.
- Do not bury cord. Locate cord to minimize abuse from lawn mowers, hedge trimmers, and other equipment.
- Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children can not use this spa unless they are supervised at all times.
- **RISK OF INJURY.** Never operate spa if inlet / outlet pipes are broken or missing. Never attempt to replace the inlet / outlet pipes. Always consult your local Aftersales Centre.
- **RISK OF ELECTRIC SHOCK.** Install at least 2m from all metal surfaces.
- **RISK OF ELECTRIC SHOCK.** Never operate any electrical appliance when in your spa or when your body is wet. Never place any electric appliance, such as a light, telephone, radio, or television, within 2m of spa.
- During pregnancy, soaking in hot water may cause damage to the fetus. Limit use to 10 minutes at a time.
- **TO REDUCE THE RISK OF INJURY:**
  - A. The water in a 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 spa use exceeds 10 minutes.
  - B. Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperature 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 device 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.
- **TO REDUCE THE RISK OF INJURY:** Never pour water with a temperature higher than 40°C (104°F) directly into the spa pool.
- The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level that is several degrees above the normal body temperature of 37°C (98.6°F). The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include failure to perceive heat; failure to recognize the need to exit spa or hot tub; unawareness of impending hazard; fetal damage in pregnant women; physical inability to exit the spa or hot tub; and unconsciousness resulting in the danger of drowning.
- Electric installations should follow national wiring rules, consult a qualified electrician with any questions.

## **CONSULT YOUR PHYSICIAN FOR RECOMMENDATIONS.**

### **CAUTION:**

- The spa should not be setup or left out in temperature lower than 4°C (40°F).
- Do not use the spa alone.
- People with infectious diseases should not use a spa.
- Do not use the spa immediately following strenuous exercise.
- Always enter and exit the spa slowly and cautiously. Wet surfaces are slippery.
- To avoid damage to the pump, the spa must never be operated unless the spa is filled with water.
- Immediately leave spa if the user feels uncomfortable or sleepy.
- Never add water to chemicals. Always add chemicals to water to avoid strong fumes or violent reactions that may result in hazardous chemical spray.
- Regarding the information pertaining to cleaning, maintenance of water, and disposal of water, please see section "MAINTENANCE".
- Regarding the information pertaining to the installation, please refer to the below paragraph of the manual.

### **NOTE:**

- Please examine equipment before use. Notify Bestway at the customer service address listed on this manual for any damaged or missing parts at the time of purchase. Verify that the equipment components represent the models that you had intended to purchase.
- This product is not intended for commercial use.

### **WARNING FOR ELECTRIC AIR PUMP:**

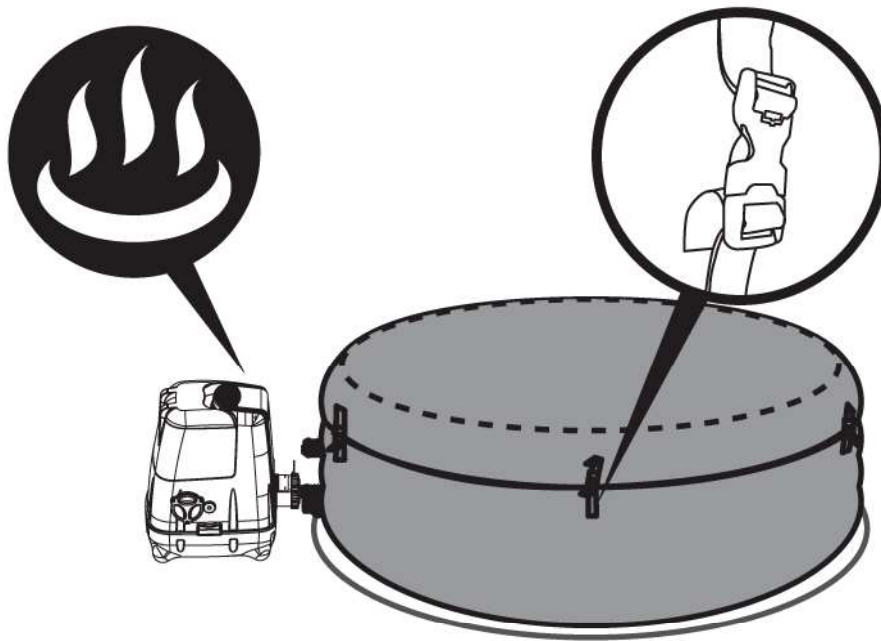
1. Unplug or disconnect the appliance from the power supply before servicing.
2. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
3. Inflation and deflation ports should be kept free of debris during use.
4. Product must be stored in a dry location.
5. Motor run time should not exceed 20 minutes.

**CAUTION:** TO AVOID THE RISK OF ELECTRIC SHOCK, DO NOT EXPOSE TO WATER OR RAIN.  
FOR HOUSEHOLD USE ONLY.

## IMPORTANT !

To reach 40°C (104°F), the heating duration required is based on the starting water temperature and ambient temperature. The data below is purely for reference. To display the current water temperature, run the filter system for at least a minute.

Ambient Temperature	Water Temperature	Set Temperature	Heating Duration
10°C(50°F)	10°C(50°F)	40°C(104°F)	18.5h
15°C(59°F)	15°C(59°F)	40°C(104°F)	15h
20°C(68°F)	20°C(68°F)	40°C(104°F)	11.5h
25°C(77°F)	25°C(77°F)	40°C(104°F)	8.5h
30°C(86°F)	30°C(86°F)	40°C(104°F)	5.5h



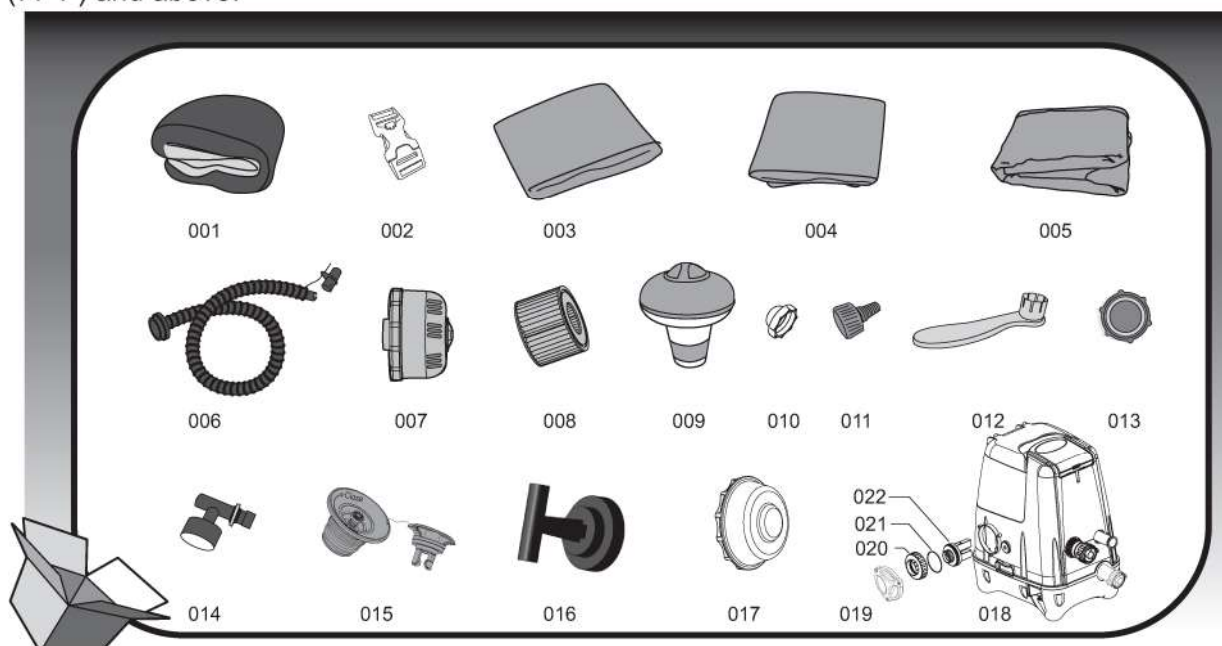
Be sure to cover the SPA with the SPA cover whenever the heating function is activated. Leaving the SPA uncovered will increase the heating duration required. Please do not use the SPA when ambient temperature is lower than 4°C (39°F).

## SAVE THESE INSTRUCTIONS

## SPECIFICATIONS FOR LAY-Z-SPA™ HAWAII HYDROJET PRO (#54138)

Capacity:	4-6 Adults	Massaging Turbo Blower:	800W	Jet Pump:	1200W
Water Capacity	795 L (210 gal)	Heat Element:	2,000W at 20°C	Actual Water Flow:	1,325 L/h (350 gal/h)
Inflated Size:	1.80m x 1.80m x 71cm (71" x 71" x 28")	Pump:	50W Circulation Filter Pump	Power Rate:	220-240V AC, 2060W at 20°C
Filled Weight:	953 kg (2,101 Lb)	Temperature Capacities:	40°C (104°F)	Working Pressure:	1.2PSI (0.08bar)
Increased Heat Rate:	Approximately 1.5-2°C/h (3-4°F/h)	Jet Nozzles:	8PCs	Saltwater System:	20W

**NOTE:** The above heating rate is in reference to a lab test with an ambient temperature of 25°C (77°F) and above.

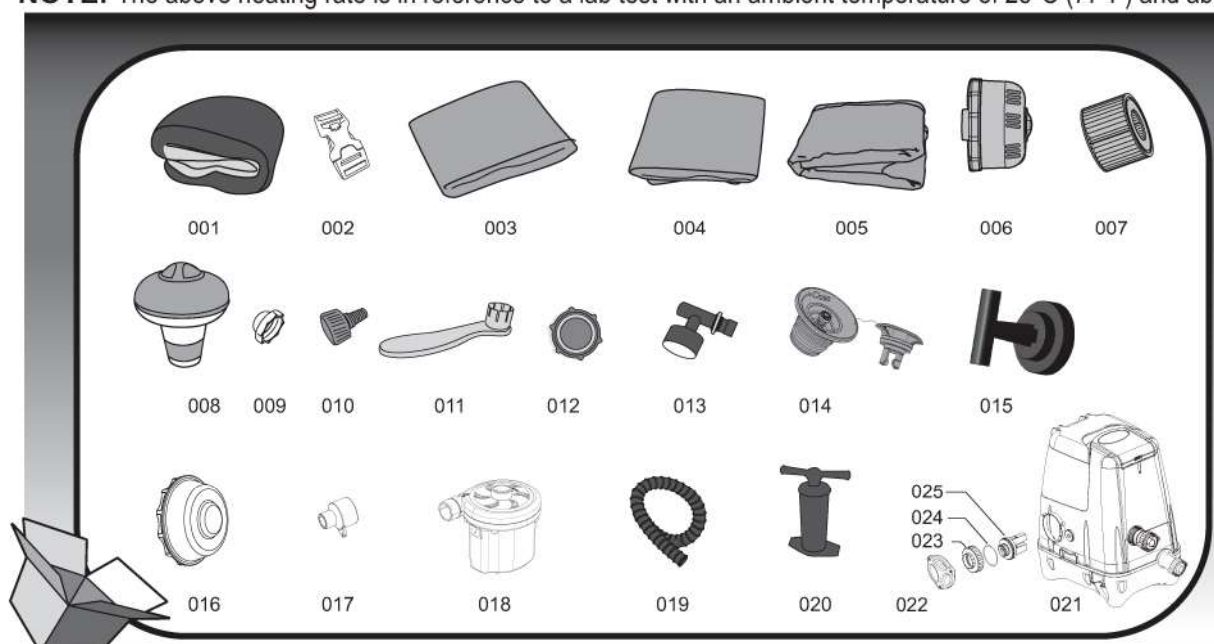


Part N.	Part Code	Description	QTY
001	54138TASS16	Pool Liner	1
002	F6414ASS16	Buckle	8
003	P5511GASS	Leatheroid Cover	1
004	54138GASS16	Inflatable Cover	1
005	58371(H)S16	Ground Mat	1
006	P6930	Inflation Hose	1
007	P6653	Filter Set	1
008	58323(VI)	Filter Cartridge	1
009	58210SA10	Chemical Floater	1
010	P6575	Stopper (For Filter Outlet)	1
011	P6H565	Hose Adapter	1
012	F6H189	Wrench (For Air Valve)	1
013	P6611	Cover Adapter A	1
014	P61199	Pressure Gauge	1
015	P6H971	Inflation Valve	1
016	P61385	Wrench (For Salt Chlorinator System)	1
017	P61290	Stopper (For Water Jet Inlet)	1
018	P4H125ASS16	SPA Pump	1
019	P61334	Cap	1
020	P61386	Electrolytic Cell Nut	1
021	P61388	Electrolytic Cell O-RING	1
022	P61387	Electrolytic Cell	1

## SPECIFICATIONS FOR LAY-Z-SPA™ PALM SPRINGS HYDROJET (#54144)

Capacity:	4-6 Adults	Massaging Turbo Blower:	800W	Jet Pump:	1200W
Water Capacity	795 L (210 gal)	Heat Element:	2,000W at 20°C	Actual Water Flow:	1,325 L/h (350 gal/h)
Inflated Size:	1.96m x 71cm (77" x 28")	Pump:	50W Circulation Filter Pump	Power Rate:	220-240V AC, 2060W at 20°C
Filled Weight:	1,065 kg (2,348 Lb)	Temperature Capacities:	40°C (104°F)	Working Pressure:	1.2PSI (0.08bar)
Increased Heat Rate:	Approximately 1.5-2°C/h (3-4°F/h)	Jet Nozzles:	8PCs	Saltwater System: AC Air Pump:	20W 110W

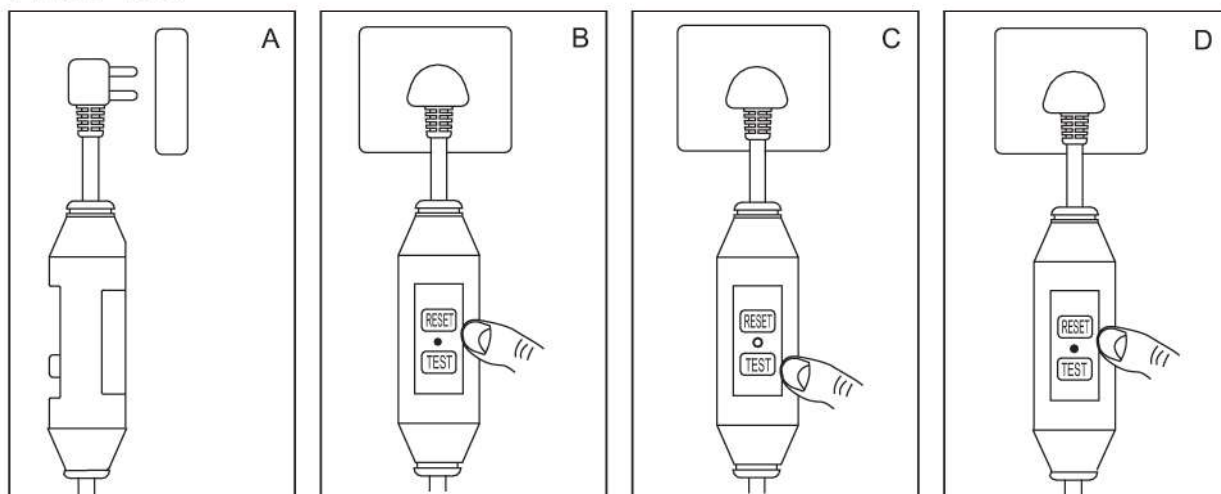
**NOTE:** The above heating rate is in reference to a lab test with an ambient temperature of 25°C (77°F) and above.



Part N.	Part Code	Description	QTY
001	54144TASS16	Pool Liner	1
002	F6414	Buckle	6
003	P5532GASS16	Leatheroid Cover	1
004	54144GASS16	Inflatable Cover	1
005	58321(H)S16	Ground Mat	1
006	P6653	Filter Set	1
007	58323(VI)	Filter Cartridge	1
008	58210SA10	Chemical Floater	1
009	P6575	Stopper	1
010	P6H565	Hose Adapter	1
011	F6H189	Wrench (For Air Valve)	1
012	P6611	Cover Adapter A	1
013	P61199	Pressure Gauge	1
014	P6H971	Inflation Valve	1
015	P61385	Wrench (For Salt Chlorinator System)	1
016	P61290	Stopper (For Water Jet Inlet)	1
017	P61330	AC Air Pump/Hose Adapter	1
018	P61329	AC Air Pump	1
019	P61327	Inflation Hose	1
020	P61326	Hand Pump	1
021	P4H125ASS16	SPA Pump	1
022	P61334	Cap	1
023	P61386	Electrolytic Cell Nut	1
024	P61388	Electrolytic Cell O-RING	1
025	P61387	Electrolytic Cell	1

# Pump Test

## PRCD Test



**NOTE:** Drawings for illustration purpose only. May not reflect actual product. Not to scale.

1. Insert the plug.
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.
5. Press the "On/Off" button for 2 seconds, your pump is ready to use.

**WARNING:** The PRCD plug must be tested before each use to avoid risk of electric shock.

**WARNING:** Before inserting plug into a power outlet, make sure the current rate of the power outlet is suitable for the pump.

**WARNING:** Do not use the pump if this test fails and contact our Aftersales Service.



## ASSEMBLY

**WARNING:** The selected location has to be able to support of supporting the expected load.

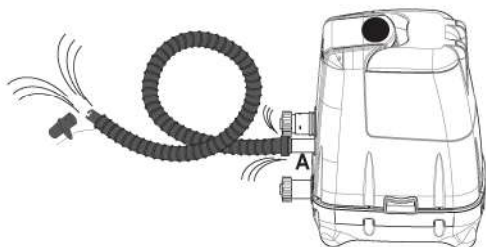
**WARNING:** An adequate drainage system has to be provided to deal with overflow water for both indoor and outdoor installations.

**NOTE:** Only the Hydro-Jet Pro SPA has the Lay-Z-Massage System Button. When inflating, you will notice that air will be expelled from the area where the air hose connects to the pump, this is normal and prevents damage due to over-inflation.

**NOTE:** Do not use an air compressor to inflate the pool.

**NOTE:** Inflation time is for reference only.

**NOTE:** Pressure gauge is for inflation purpose only, and the value shown by the pressure gauge is just for reference. It should not be used as a precision instrument.



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3.

0.08 Bar (1.2 PSI)

Press for 2 seconds.


Inflate for 5 min.

3 seconds to unlock

To Stop inflation.

**4.**  Inflate for 2 min.

A diagram showing the connection of the battery pack to the camera body. The battery pack is shown on the left, and the camera body is on the right. An arrow points from the battery pack towards the camera body, indicating the direction of insertion.



9.

Diagram 9 illustrates the process of filling the hot tub. A man is shown using a hose to fill the tub. Two circular callouts provide details: the left one shows a close-up of the water level being adjusted with a plug, and the right one shows the 'MAX.' and 'MIN.' water level markings on the tub's interior wall.

10.


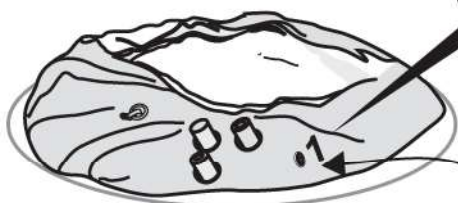


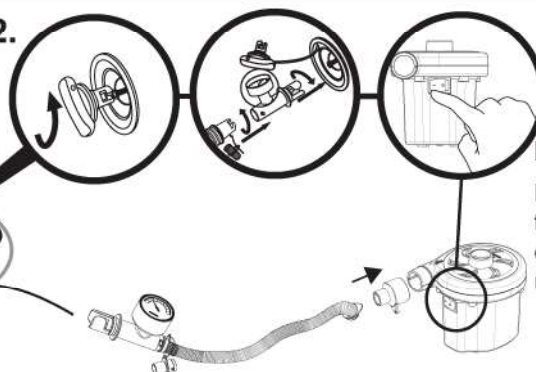
Diagram illustrating the connection of the power cord to the hot tub. A circular inset shows a close-up of the power cord being plugged into a wall outlet.

# ASSEMBLY FOR PALM SPRINGS HYDROJET (#54144)

1.



2.



Pre-Inflate for 7 min.

**Note:** Motor run time should not exceed 20 minutes.

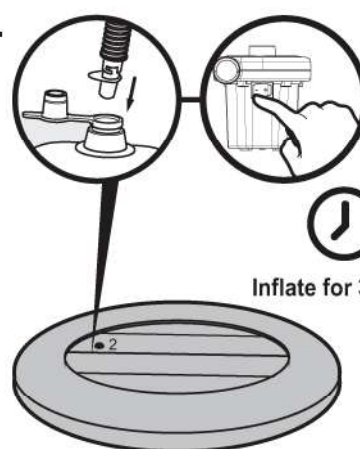
3.

Continue to Inflate the Spa pool with hand pump

0.08 Bar (1.2 PSI)

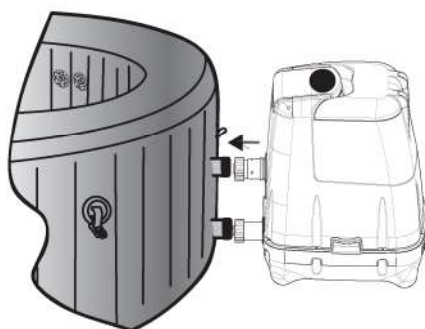


4.



Inflate for 3 min.

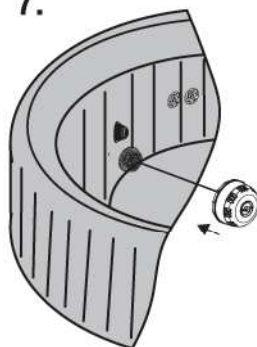
5.



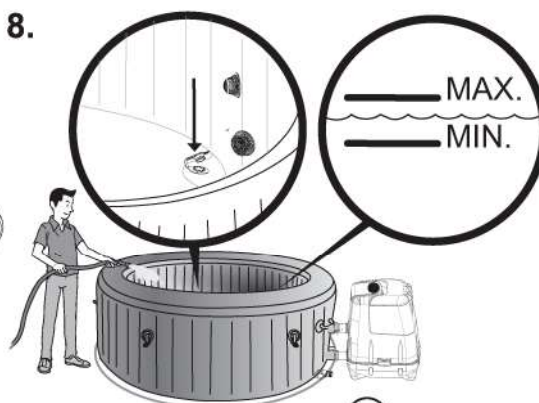
6.



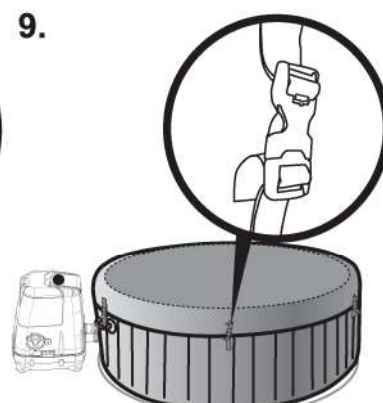
7.



8.



9.

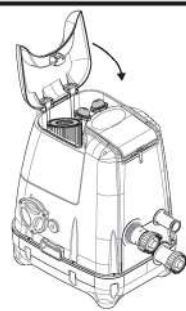


(11)

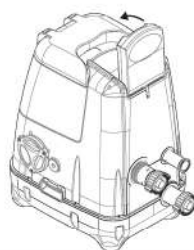
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# OPERATION

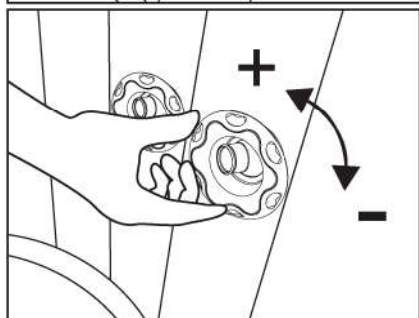
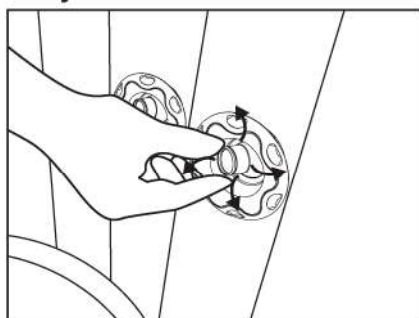
1.



2.



## 3. Adjustment of Jet Nozzle



## 5. Heating Reset

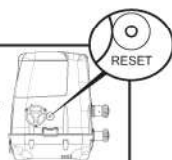
When using the Lay-Z-Spa for the first time, or after a long period of inactivity, be sure to press the reset button on the pump using a small and thin object.

### RESET BUTTON

#### IMPORTANT INSTRUCTIONS FOR USE

If the temperature on the control panel (or the water temperature) has not changed 4-5 hours after activation of the heating system, use a thin object to press the RESET BUTTON and restart the heating system.

**IMPORTANT:** The heating System will not operate if the outside temperature is above 40°C (104 °F) or if the Lay-Z-Spa is under direct sunlight. Under these conditions, please wait until a cooler time of day before pressing the RESET BUTTON with a thin object and restart the heating System. This operation must be repeat everytime when the pump is under above conditions.



## 4. Instruction of Salt Chlorinator System

**NOTE:** To use the Salt Chlorinator System, please add salt in the water follow the below steps.

- (1). Turn on the HydroJet System to start the water circulation.
- (2). Keep the Salt Chlorinator System turned off.
- (3). Add 4.4 lbs / 2 kg of salt into the SPA pool gradually, use only sodium chloride (NaCl) salt that is at least 99.9% pure or water conditioning salt pellets (the compressed forms of evaporated salt - it will take longer to dissolve).
- (4). When all the salt is dissolved, turn on the Salt Chlorinator System and set the working duration (refer to Salt Chlorinator System Button instruction).

**NOTE:** Attach the spa cover during the Salt Chlorinating process.

### **E11 Add Salt if Salt Level is too low**

If not enough salt has been added, the panel displays an "E11" error code.

- (1). Unplug the spa and then plug it back in.
- (2). Turn on the HydroJet System.
- (3). Gradually add and dissolve 1.1 lbs/0.5 kg of salt.
- (4). Start the Salt Chlorinator System.
- (5). If the "E11" Code remains, follow the above steps until the "E11" error code disappears.

### **E10 Remove Salt if Salt level is too high**

If too much salt has been added, the panel displays an "E10" error code.

- (1). Unplug the spa.
- (2). Drain and refill approximately 20% of the water.
- (3). Start the Salt Chlorinator System.
- (4). If the "E10" Code remains, follow the above steps until the "E10" alarm disappears.

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### A Lock/Unlock Button

The pump has a 5-minute auto-lock. To lock or unlock the pump, place a finger over the lock/unlock button for 3 seconds.

### B Lay-Z-Massage System Button (For Hydro-Jet Pro)

Use this button to activate the massage system, which has a 30-minute auto-shutoff feature. The light above the Lay-Z-Massage System Button displays red when activated.

**IMPORTANT:** Do not run the Lay-Z-Massage system when the cover is attached. Air can accumulate inside the spa and cause irreparable damage to the cover and bodily harm.



### C HydroJet System Button

This button turns the water pump on and off. The light above the HydroJet system button displays red when activated.

**Note:** The system will shut off automatically after 1 hour.

**Note:** Do not dry run the HydroJet System.

### D Heat Button

Use this button to activate the heating system. When the light above the heat button is red, the heating system is activated. When the light is green, the water is at the set temperature and the heating system is at rest.

**NOTE:** If the heating system is activated, the filtration system will automatically start.

**NOTE:** After turning off the heating system, the filtration system will continue to operate.

**NOTE:** The Lay-Z-Massage System will automatically shut off when the heater is activated.

### E Water Filter Button

This button turns the filter pump on and off. The light above the Water Filter Button displays red when activated.

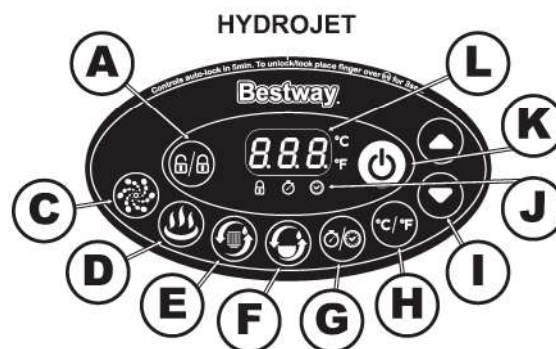
**NOTE:** The built-in hard water treatment function works automatically.

### F Salt Chlorinator System Button

Use this button to turn on the Salt Chlorinator System and set the working duration. You can set the working duration from 3 hours to 5 hours to 8 hours by pushing the Salt Chlorinator System Button. After setting the working duration, the Salt Chlorinator System will start to work automatically.

**NOTE:** Do not press any buttons on the panel and attach the SPA cover during the chlorinating progress. You can re-adjust the working duration by pushing the Salt Chlorinator System Button.

**NOTE:** Test the water regularly and make sure the free chlorine level is between 2-4 ppm.



### G INSTRUCTIONS FOR Power-Saving Timer Button

This is a newly added function, designed to help avoid wasting power by setting the time and duration of the heating cycle for the spa. This way, you can enjoy your spa at the time you desire, without needing to leave the heater on at all times.

#### STEP 1: Set the heating duration

1. Press the button until the LED starts to flash.  
2. Press the or button to adjust the heating duration (From 1-48 hours).

3. Press the button again to confirm the heating duration.

#### STEP 2: Set the number of hours FROM NOW when the heater will activate

1. After setting the heating duration, the LED starts to flash.  
2. Press the or button to adjust the hours until time of activation (From 1-24 hours).

3. Press button again or simply touch nothing for 10 seconds to confirm the setting. The LED will light steadily, and the countdown to heater activation will begin.

**To modify the timer settings:** Press the button and use the or button to adjust.

**Cancel the setting:** Press the button for 2 seconds.

**NOTE:** After setting, the screen flashes the current temperature and time alternately.

**NOTE:** Timer adjustment (amount of time with the heater ON) may be set from 0 to 48 hours; Reservation time adjustment (the number of hours FROM NOW when the heater will begin to function) may be set from 0 to 24 hours. If the timer is set at 0 hour, it means the Timer function is not set.

**Note:** that the timer is one time per use - the user sets the duration of the heating cycle, and how many hours from now the heating cycle begins. The timer does NOT repeat until reset.

### H Celsius/Fahrenheit Toggle

The temperature can be displayed in either Celsius or Fahrenheit.

### I Temperature Adjustment Buttons

Pressing the Temperature Increase or Decrease buttons will cause the LED to flash. When it is flashing you can adjust to the desired temperature setting. If you hold these buttons down, the values will rapidly increase or decrease. The new and desired temperature setting will remain on the LED display for 3 seconds to confirm the new value.

**NOTE:** The default temperature is 35°C (95°F).

**NOTE:** Temperature adjustment ranges from 20°C (68°F) to 40°C (104°F).

### K On/Off Button

Press this button for 2 seconds to active the control panel buttons and the light turns to green. Press this button for 2 seconds to turn off all currently activated functions.

### J Power-Saving Timer LED

When the light flickers, the Power-Saving Timer function is being set. When the light is on, the Power-Saving Timer function is set.

### L LED Display

Once powered up, the LED displays the current water temperature automatically.

After 72 hours of operation, the pump will hibernate and flash "End" with the current water temperature. When the pump is hibernating both

the heating and water filter functions are disabled. To re-active the pump press lock/unlock button for 3 seconds.

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**NOTE:** The water heat rate may change in the below conditions:

· When the outdoor temperature is below 15°C (59°F).

· If the cover is not in position when the heating function is activated.

**NOTE:** To display the current water temperature, run the filter system for at least a minute. The water temperature as tested by an external thermometer may vary from the temperature as displayed on the spa panel due to the differing positions of the measurement devices.

## Alarms

Causes		Reasons	Solutions
	The water flow sensors work without pressing the filter or heat button.	1. The water flow sensors' flags didn't fall back into the correct position. 2. The water flow sensors are broken.	1. Unplug the pump, strike the side of the pump firmly (but not violently), and plug it back in. 2. Contact your local Bestway Aftersales Service Center for instructions.
	After starting or during the functions of filtering or/and heating, the water flow sensors do not detect water flow.	1. You forgot to remove the 2 stopper caps from inside the pool. 2. The filter cartridges are dirty. 3. Activate the filter or heat system and put your hand in front of the outlet pipe inside the pool to check if you can feel water flowing out. a. If no water flows out the water pump is broken. b. Water flows out but the alarm  appears, the water flow sensors are broken.	1. Remove the two stopper caps before starting the heating system. Refer to the Assembly section in the User's Manual. 2. Remove the filter set from inside the pool and push the filter or heat button. If no alarm appears, clean or change the filter cartridges and re-install the filter set inside the pool. 3. Contact your local Bestway Aftersales Service Center for instructions.
	The pump's thermometer reads the water temperature below 4°C (40°F).	1. The water temperature is lower than 4°C (40°F). 2. If the water temperature is higher than 7°C (44.6°F), the pump's thermometer is broken.	1. The spa is not designed to operate with water temperatures lower than 4°C (40°F). Unplug the pump and only re-start the pump when the water temperature reaches 6°C (43°F). 2. Contact your local Bestway Aftersales Service Center for instructions.
	The pump's thermometer reads the water temperature over 50°C (122°F).	1. The water temperature is over 50°C (122°F). 2. If the water temperature is lower than 45°C (113°F), the pump's thermometer is broken.	1. The spa is not designed to operate with water temperatures greater than 40°C (104°F). Unplug the pump and only re-start the pump when the water temperature reaches 38°C (100°F) or lower. <b>IMPORTANT:</b> Before you re-start the pump, push the pump's reset button. 2. Contact your local Bestway Aftersales Service Center for instructions.
	The pump's thermometer connections have issues.	1. The pump's thermometer connectors are not working properly. 2. The pump's thermometer is broken.	Contact your local Bestway Aftersales Service Center for instructions.
	The manual reset thermal cut-out has a problem.	The manual reset thermal cut-out has been tripped.	1. Unplug the pump and push the reset button, then plug the pump back in. 2. In case the alarm still remains, check the RESET BUTTON section in manual. 3. Contact your local Bestway Aftersales Service Center for instructions.
	104°C (219°F) Fuse fault.	The fuse is disconnected.	Contact your local Bestway Aftersales Service Center for instructions.
	Hign salt alarm.	Too much salt has been added or too much water has evaporated.	1. Follow the instructions in operation part to remove the salt. 2. Contact your local Bestway Aftersales Service Center for instructions.
	Low salt alarm.	Not enough salt for sanitizing.	1. Follow the instructions in operation part to add salt in the water. 2. Contact your local Bestway Aftersales Service Center for instructions.
	Water leakage inside the pump.	The System has detected some water leakage inside the pump. 	Contact your local Bestway Aftersales Service Center for instructions.

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# MAINTENANCE

**CAUTION: YOU MUST ENSURE THE PUMP IS UNPLUGGED BEFORE BEGINNING SPA MAINTENANCE.**

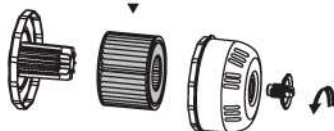
## Filter Cartridge Maintenance

**NOTE:** To ensure your spa water stays clean, check and clean your filter cartridges every day - follow the steps below.

Filter Set



Filter Cartridge



**NOTE:** We recommend changing your filter cartridges every week. If the filter cartridges remain soiled and discolored they should be replaced.

## Water Maintenance

To keep your SPA water clean, chemical balance is necessary. Merely cleaning the filter cartridge is not sufficient for this purpose. Please refer to either of below recommendations:



1. Use the built-in Salt Chlorinator System regularly. The salty water is passed through the chlorinator's electrolytic cell to produce chlorine which is dissolved instantly in the water. The chlorine immediately starts to destroy bacteria, algae and oxidize other organic materials. The first time you use it, we suggest you set the operation time at 8 hours with fresh water and use a test strip to make sure the Free Chlorine is between 2-4ppm. Increase the operation time if the water temperature is high or if the SPA is uncovered, use the Chlorinator System every 24 hours if the SPA is in use, the operation time depends on the test results and how often you use the SPA.

**NOTE:** Test the Free Chlorine concentration twice a day when you first use the Chlorinator System. When the Free Chlorine concentration becomes stable, test once a week to make sure the Free Chlorine is between 2-4 ppm.

**NOTE:** Do not use the SPA when the Free Chlorine concentration is higher than 4 ppm.

2. Use pool chemicals to maintain water chemistry-dispense chlorine or bromine tablets (do not use granules) with the chemical floater.

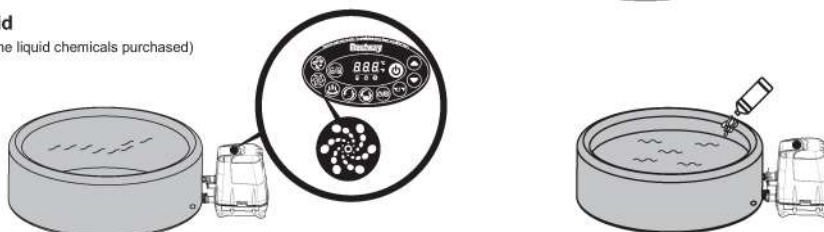
## Using chemical tablets

(Reference: Trichlorinafed Isocyanuric acid 3-6g)



## Using chemical liquid

(Refer to the instructions of the liquid chemicals purchased)



The water should be changed about every 3 days or longer with proper chemical maintenance. Water quality is influenced by frequency of use, persons using the spa and general maintenance.

**NOTE:** We recommend you take a shower before using your Lay-Z-Spa. Cosmetic products, lotions, and other residues on the skin can quickly degrade water quality.

**NOTE:** Remove the chemical floater from the spa when the spa is in use

**IMPORTANT:** After performing chemical maintenance and before using the spa, use a test kit (not included) to test the water chemistry. We recommend maintaining your water as per the table below.

pH	Total Alkalinity	Free Chlorine
7.4-7.6	80-120 ppm	2-4 ppm

**NOTE:** Damage resulting from chemical imbalance is not covered by the warranty. Pool chemicals are potentially toxic and should be handled with care. There are serious health risks from chemical vapors and the incorrect labeling and storage of chemical containers. Please consult your local pool supply retailer for more information about chemical maintenance. Pay close attention to the chemical manufacturer's instructions. Spa damage resulting from misuse of chemicals and mismanagement of spa water is not covered by the warranty.

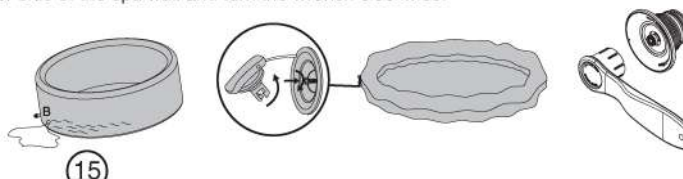
## Air-Valve Adjustment

In case of air leakage, check the air valve first. Using soapy water, cover the air-valve to check if air is leaking, if so, use the provided wrench to fasten the air-valve following these steps:

• With one hand, hold the backside of the air valve from the inner side of the spa wall and turn the wrench clockwise.

## NOTE:

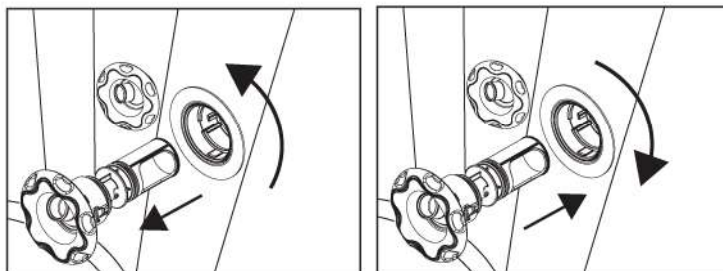
1. Do not over tighten.
2. Always check the air valve carefully before use.
3. Do not adjust the air valve connector when the spa is in use.



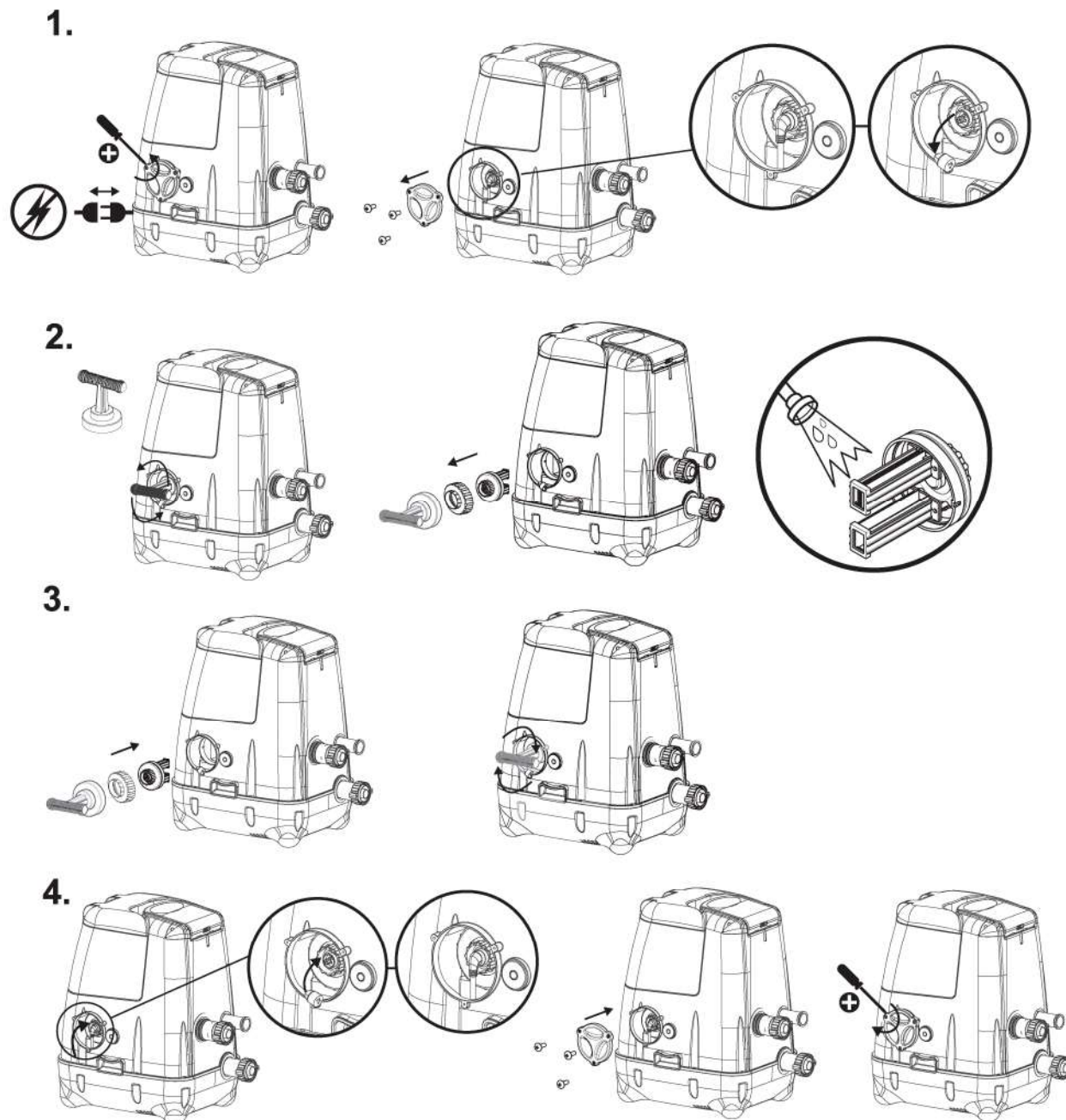
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### Jet Nozzle Maintenance

1. Twist until hearing a "click" sound, and pull out the Jet Nozzle to clean the debris.
2. Insert and twist clockwise to put it back.



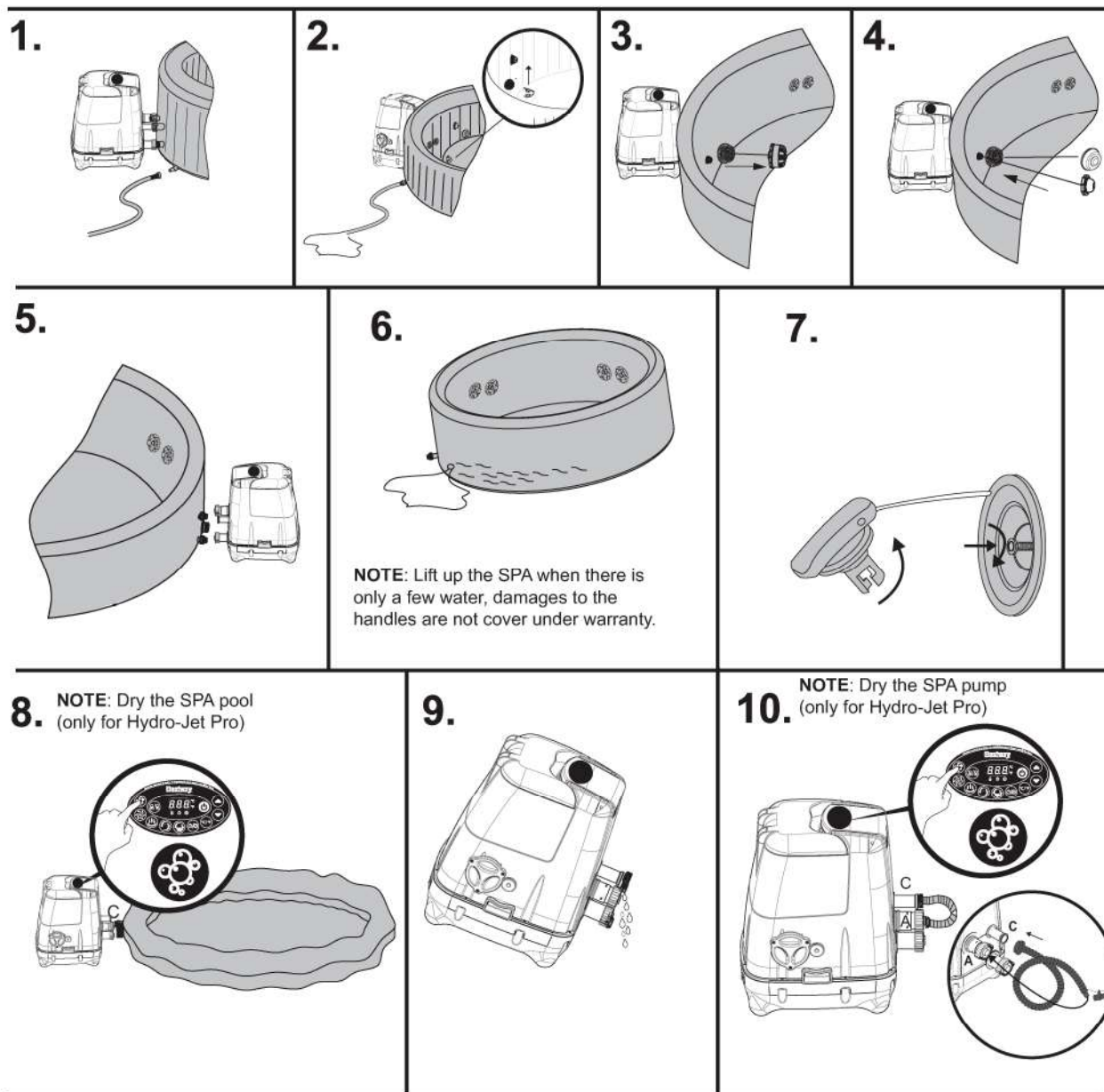
### Salt Chlorinator System Maintenance



**NOTE:** If the deposits remain after washing, place the electrolytic cell in a container, pour kitchen grade vinegar into the container to soak the titanium plate for about 4 hours and then wash again. Repeat the operation if necessary.

### Draining the Spa

**NOTE:** Drawings for illustration purposes only. May not reflect actual product. Not to scale.



## Cleaning the spa

Detergent residues and dissolved solids from bathing suits and chemicals may build up on the spa walls. Use soap and water to clean the walls and rinse thoroughly.

**NOTE:** DO NOT use hard brushes or abrasive cleaners.

## Spa Repair

### For Spa inflatable cover

If the spa is torn or punctured, use the provided heavy-duty repair patch.

1. Clean area to be repaired.
2. Carefully peel patch.
3. Press patch over area to be repaired.
4. Wait 30 minutes before inflation.

### For Spa Liner

If the spa is torn or punctured, use the provided PVC repair patch and glue (not included) following these steps:

1. Clean and dry the area to be repaired.
2. Cut the provided PVC patch to appropriate size.
3. Use glue (not included) to coat the one side of the newly cut patch. Make sure the glue is evenly distributed.
4. Wait for 30 seconds and then place the cut patch with glue over the damaged area.
5. Smooth out any bubbles of air that may be trapped underneath, and press firmly for two minutes.
6. Wait 30 minutes before inflation.
7. The product is once again ready for use. Repeat this process should further leaks occur.

## Lay-Z-Spa Storage

Before storing, make sure the spa and pump are completely dry. This is essential to extend the life of the spa. We recommend using the pump to blow dry the spa, pump and pipes. Remove the filter sets and discard the used filter cartridges. Re-attach the two stopper caps onto the spa's inlet and outlet valves. It is recommended you store the spa in its original package in a warm dry place.

**NOTE:** Plastic becomes brittle and susceptible to breaking when exposed to sub-zero temperatures. Freezing can severely damage the spa. Improper winterization of your spa can void your warranty.

### Disposal



Meaning of crossed-out wheeled dustbin symbol: Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.

**TROUBLESHOOTING** Bestway strives to provide the most trouble-free spas on the market. If you experience any problems whatsoever, do not hesitate to contact Bestway or your authorized dealer. Here are some helpful tips to help you to diagnose and rectify some common sources of trouble.

Problems	Probable Causes	Solutions
Pump does not operate	<ul style="list-style-type: none"><li>- Power failure</li><li>- Test Button is pushed</li><li>- Power circuits broken</li></ul>	<ul style="list-style-type: none"><li>- Check power source</li><li>- Unplug and plug the pump back in</li><li>- Contact your local Bestway Aftersales Service Center for instructions</li></ul>
Pump does not heat properly	<ul style="list-style-type: none"><li>- Temperature set too low</li><li>- Dirty Filter Cartridge</li><li>- Improper water levels</li><li>- The thermal cut-out cuts off</li><li>- The heating element has failed</li></ul>	<ul style="list-style-type: none"><li>- Set the heating system to a higher temperature (refer to Pump Operation section)</li><li>- Clean/replace the Filter Cartridge (refer to Filter Cartridge Cleaning and Replacement section)</li><li>- Add water to specified levels</li><li>- Press the Reset button on the pump (refer to Pump Operation section)</li><li>- Contact your local Bestway Aftersales Service Center for instructions</li></ul>
Lay-Z-Massage System does not work	<ul style="list-style-type: none"><li>- Air Pump is overheating</li><li>- The Lay-Z-Spa Massage stops automatically</li><li>- Air pump is broken</li></ul>	<ul style="list-style-type: none"><li>- Unplug the pump and wait two hours until the pump has cooled. Insert the plug and press the Lay-Z-Massage System Button</li><li>- Press the Lay-Z-Massage System Button to reactivate</li><li>- Contact your local Bestway Aftersales Service Center for instructions</li></ul>
Pump adapters are not level with the spa adapters	<ul style="list-style-type: none"><li>- One characteristic of PVC is that it changes shape, which is normal</li></ul>	<ul style="list-style-type: none"><li>- Elevate the pump with wood or another type of insulated material to bring the pump's adapters level with the spa's adapters</li></ul>
Spa pool leakage	<ul style="list-style-type: none"><li>- Spa is torn or punctured</li></ul>	<ul style="list-style-type: none"><li>- Use provided repair patch</li></ul>
Water is not clean	<ul style="list-style-type: none"><li>- Insufficient filtering time</li><li>- Dirty Filter Cartridge</li><li>- Improper water maintenance</li><li>- Sanitary system is not working</li><li>- The titanium plate was coated</li><li>- Not enough sanitizing time</li></ul>	<ul style="list-style-type: none"><li>- Increase filtration time</li><li>- Clean/replace the Filter Cartridge (refer to Filter Cartridge Cleaning and Replacement section)</li><li>- Refer to the chemical manufacturer's instructions</li><li>- Check the power supply or contact your local Bestway Aftersales Service Center for instructions</li><li>- Clean the titanium plate (refer to Salt Chlorinator System Maintenance section)</li></ul>
PRCD test failed	Something wrong with the SPA	Contact your local Bestway Aftersales Service Center and return the SPA.

# Limited BESTWAY® Manufacturer's Warranty

The product you have purchased comes with a limited warranty. Bestway® stands behind our quality guarantee and assures, through a replacement warranty, your product will be free from manufacturer's defects that result in leaks. To enact a warranty claim, this form must be completed and submitted with a copy of your purchase receipt to your local Bestway Aftersales Center. Please contact your local Bestway Aftersales Center before sending any document, they will provide full instructions of what is needed for your claim. Bestway® will not replace any products deemed to have been damaged due to negligence or having been used outside of the owner's manual guidelines.

Bestway's warranty covers manufacturing defects discovered while unpacking the product or during use as recommended within the user manual. This warranty applies only to product which must not have been modified by any 3<sup>rd</sup> parties. The product must be stored and handled in accordance with the technical recommendations.

The warranty does not cover damages caused by misuse, abuse, neglect, including, but not limited to collision, fire, use of incorrect voltage, excessive heat exposure, improper installation, improper wiring or testing, improper storage.

Replacements and repairs don't extend the duration of the warranty. The date to be considered as the start of the warranty is only the one shown in the original receipt/purchase invoice.

Please choose your SPA



☐ Palm Springs



☐ Hawaii

TO: Bestway® Service Department

Date of purchase receipt: \_\_\_\_\_

DATE \_\_\_\_\_

Customer Code Number \_\_\_\_\_

FAX/E-MAIL/TEL: Please refer to your country according to the information you find on the back cover or on our website:  
[www.bestway-service.com](http://www.bestway-service.com)

Please provide your address details in full. **Note:** Incomplete address details will result in delayed shipments.

Bestway reserves the right to charge for redelivery of undelivered packages where the recipient is at fault.

## REQUIRED INFORMATION - PLEASE WRITE THE DELIVERY ADDRESS

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Zipcode: \_\_\_\_\_ Retailer: \_\_\_\_\_

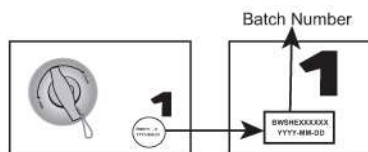
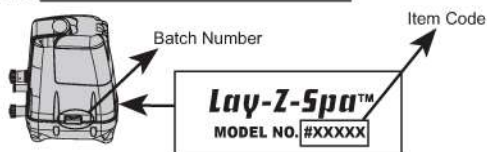
Country: \_\_\_\_\_ City: \_\_\_\_\_

Mobile: \_\_\_\_\_ Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

SPA PUMP Batch Number: \_\_\_\_\_ SPA Pool Batch Number: \_\_\_\_\_

SPA PUMP Item Code: \_\_\_\_\_



All drawings for illustration purpose only. Not to scale.

### Description of Problem

- ☐ Spa leaking      ☐ Water Filtration System not working      ☐ Heating System not working  
☐ Control panel shows a failure which cannot be solved      ☐ Lay-Z-Massage System not working  
☐ Pump leaking      ☐ Adapter leaking      ☐ Missing Parts - Please use the code for the missing part, this  
☐ Other (please describe)      can be found in the owner's manual.

IMPORTANT: ONLY THE DAMAGED PART WILL BE REPLACED, NOT THE COMPLETE SET.

Bestway reserves the right to request photographic evidence of defective parts, or to require the sending of the item for additional testing.

In order to best assist you, we request all information you provide is complete.

FOR FAQ, MANUALS, VIDEOS OR SPARE PARTS, PLEASE VISIT OUR WEBSITE [WWW.BESTWAY-SERVICE.COM](http://WWW.BESTWAY-SERVICE.COM).  
VIDEOS ARE ALSO AVAILABLE ON OUR BESTWAY CHANNEL ON YOU TUBE: <http://youtube.com/user/BestwayService>.

**Bestway**