



Revitalise. Rejuvenate. Relax.

INSTRUCTION MANUAL

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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 fulfil 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 or when your body is wet. Keep electrical appliances away from.
- **RISK OF ACCIDENTAL DROWNING.** Children are forbidden from using the 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, cover should be fitted and locked to help retain heat. This also prevents unsupervised children accessing .
- Shower before using your. Cosmetic products, lotions etc on skin can degrade water quality.
- Do not switch on if there is any possibility that water in the or control system is frozen.
- Pets should be kept away from your at all times.

Can I use an extension lead to power my Spa?

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

Where can I plug in my Spa hot tub?

Your Spa 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 damp 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 foetus. 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 use of your Spa can increase risk of drowning.
- Those with history of heart disease, low/high blood pressure, circulatory system problems or diabetes should consult a doctor before using Spa. People using medication should consult their doctor before using the Spa. Some medications may cause drowsiness, whilst other medication may affect heart rate, blood pressure and circulation during use.
- Water in a Spa should never exceed **40°C (104°F)**. Operating temperatures between **38-40°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°C (104°F)** can be programmed for the water. Once cover is removed, 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°C (100-104°F)** and ensure that temperature reading is no greater than **40°C (104°F)**.
- Immediately get out of your Spa if you feel uncomfortable or sleepy.
- Do not turn Spa on when it is empty. This could cause irreparable damage to pump system which would nullify any warranty period.
- To avoid damaging your pump & heating system during colder weather, your Spa 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 Spa 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 Spa hot tub models featuring the App, 365 FreezeGuard can also be activated through the App.
- Always add chemicals to 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 discoloured.
- To avoid accidental resetting of 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 overflow of water.
- **IMPORTANT:** For set-up/installation, the surface must be smooth, flat, level and capable of evenly supporting the weight of the Spa, water and users e.g. 6 Person Square Spa filled weight: 980kg (approx) plus combined weight of occupants. **It is the responsibility of the Spa 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.

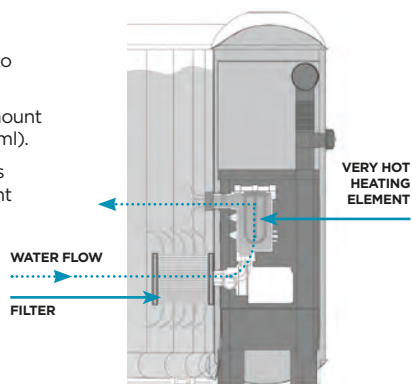
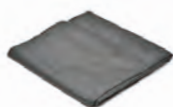


Illustration showing cross section of the in-built pump & heating system.

SPAPARTS CHECKLIST



Please check all parts are present in your box before first use.
To order new or missing parts please visit clevercompany.com



GROUND SHEET (A)



FILTER CARTRIDGE (B)



FILTER PROTECTOR COVER (C)



INFLATION HOSE (D)



CLIP-ON TOP COVER (E)



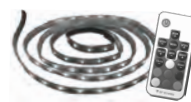
REPAIR PATCHES (F)



DRAINAGE PLUG (G)



SAFETY LOCKING CLIP KEYS (H)



LED LIGHTING KIT
(Where applicable)
Refer to pages 08 - 09

PRODUCT SPECIFICATION	180CM CIRCULAR	208CM CIRCULAR	185CM SQUARE
Capacity	2-4 People	4-6 People	4-6 People
Water Capacity (approx.)	800L	1000L	950L
Actual Water Flow (approx.)	1,325L/H	1,325L/H	1,325L/H
Inflated Size (approx.)	180 x 65cm	208 x 65cm	185 x 185 x 65cm
Product Weight (approx.)	24kgs	26kgs	26kgs
Filled Weight (approx.)	830kgs	1,035kgs	980kgs
No. Air Jets	110	130	140
Pump Voltage	220-240V-50Hz	220-240V-50Hz	220-240V-50Hz
Maximum Temperature	40°C (104°F)	40°C (104°F)	40°C (104°F)
Temperature Rise (approx.)	1.5-2°C/hr	1.5-2°C/hr	1.5-2°C/hr
Rated Power Input for Heating	1800W	1800W	1800W
Rated Power Input for Bubbling	600W	600W	600W
Rated Current for Heating Bubbling & Filtering	10.4A: Heat 7.8A & Bubble 2.6A)	10.4A: Heat 7.8A & Bubble 2.6A)	10.4A: Heat 7.8A & Bubble 2.6A)

WARNING - PLEASE READ CAREFULLY!

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

BEFORE YOU SET UP YOUR SPA

Before setting up outdoors

1. Setup your Spa on a solid, level, foundation avoiding sharp objects as they could damage the hot tub.
2. Ensure your Spa hot tub is plugged into an external mains socket, professionally fitted, with weather proofing. 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 contraction (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, 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 to a drainage point capable of managing the volume of water.

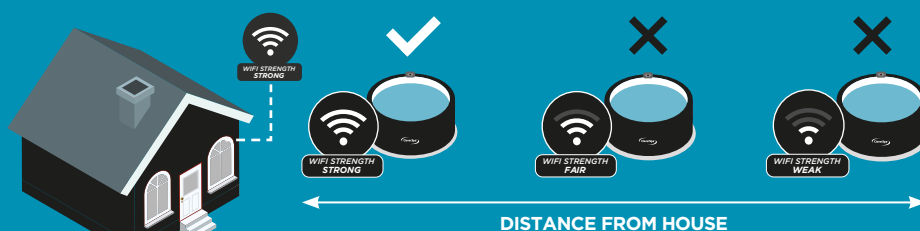
Before setting up indoors

1. Floor must be able to withstand weight of the Spa+ 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 Spa with 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.



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

Before setting up your Spa with LED Lights

It is important to check your lights are working before setting them up.

Please note: you must insert the lights through loops on the base of hot tub before filling up with water.



WITH LIGHTS

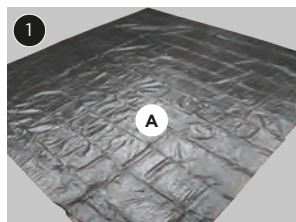
Check pack contents:

1. Mains Power Converter
2. RF Wireless Receiver
3. LED Light Strip
4. RF Remote Control & CR2025 3V Battery

N.B. Lighting Kit is only available on selected Spa models



SETTING UP YOUR SPA



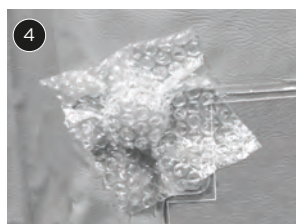
Lay groundsheet **(A)** on a flat, even surface, clear of sharp objects.



Unpack Spa on groundsheet.



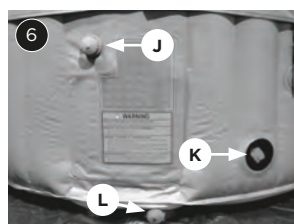
Unfold Spa ensuring sides are as upright as possible.



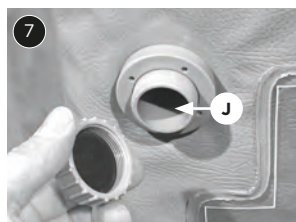
Remove protective plastic from connectors.



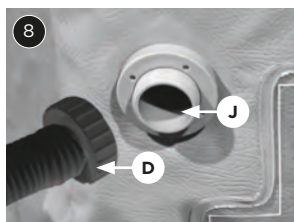
Uncoil cord and RCD/GFCI plug, located under built-in control unit.



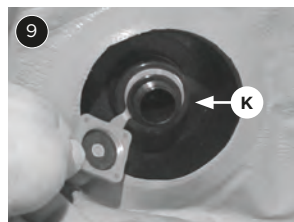
Connector Locations:
Air Outlet **(J)**, Inflation Valve **(K)** and Water Outlet **(L)**.



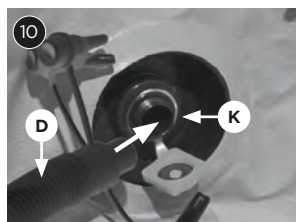
Unscrew cap from Air Outlet **(J)**.



Screw Hose **(D)** on to Air Outlet **(J)**.



Unscrew outer cap from Inflation Valve **(K)**. Do NOT unscrew black inner valve.



Push hose **(D)** into Inflation Valve **(K)**. Plug into mains - switch on.



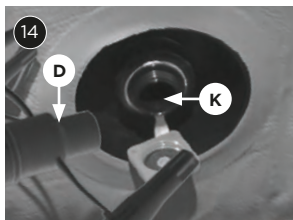
Press 'Inflate/Air Jets' on control panel to start inflation (Blue light will appear).



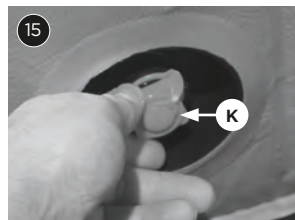
To aid inflation pull sides upright and spread out the base.



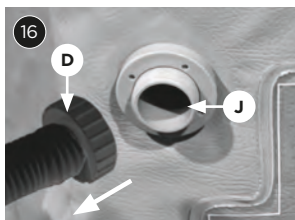
Once inflated, press **'Inflate/Air Jets'** on control panel to stop inflation.



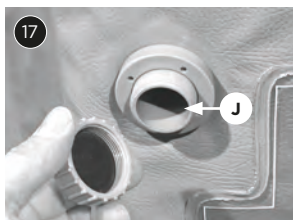
Remove Hose **(D)** from Inflation Valve **(K)**.



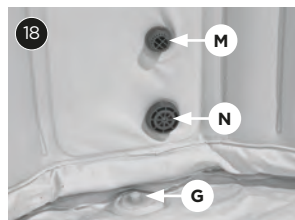
Screw cap back onto Inflation Valve **(K)**.



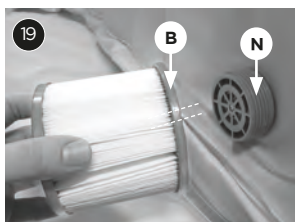
Unscrew Hose **(D)** from Air Outlet **(J)**.



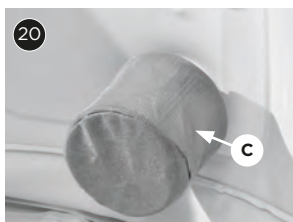
Screw cap back onto Air Outlet **(J)**.
Do not over tighten.



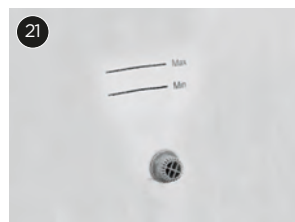
Water Outlet **(M)**
Filter Connector **(N)**
Drainage Plug **(G)**.



Screw Filter Cartridge **(B)** onto Filter Connector **(N)**.



Add Filter Protector Cover **(C)** onto Filter Cartridge **(B)**.



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

IMPORTANT NOTE - BEFORE FILLING YOUR SPA

If your Spacomes with LED lights, please follow the instructions on page 8.



Set temperature on control panel*
Clip on Top Cover **(E)** to retain heat.
*See page 10 for full operating instructions.



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

**From set up to
maintenance - view
our 'Clever Clips'**

HOW TO INSTALL YOUR SPALED LIGHTING

FIT LED LIGHTS LOOSELY TO ALLOW THE SPA TO EXPAND WHEN FILLED.

Correct installation of your LED lights is extremely important. Failure to follow instructions carefully may result in their early failure. Correct installation will ensure they stay working every time you use your Spa.

Ensure lights are not installed too tightly, they must be fitted loosely, with freedom to move between the retention

loops on the base of the hot tub to allow the lighting strip to expand when filled with water.

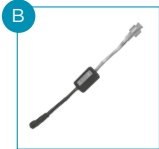
Allow some excess strip across each gap, this will reduce stress on the lighting.

Failure to do this can reduce the lifespan of your lighting. Please see image below.

LIGHT KIT PARTS



Mains Power Converter



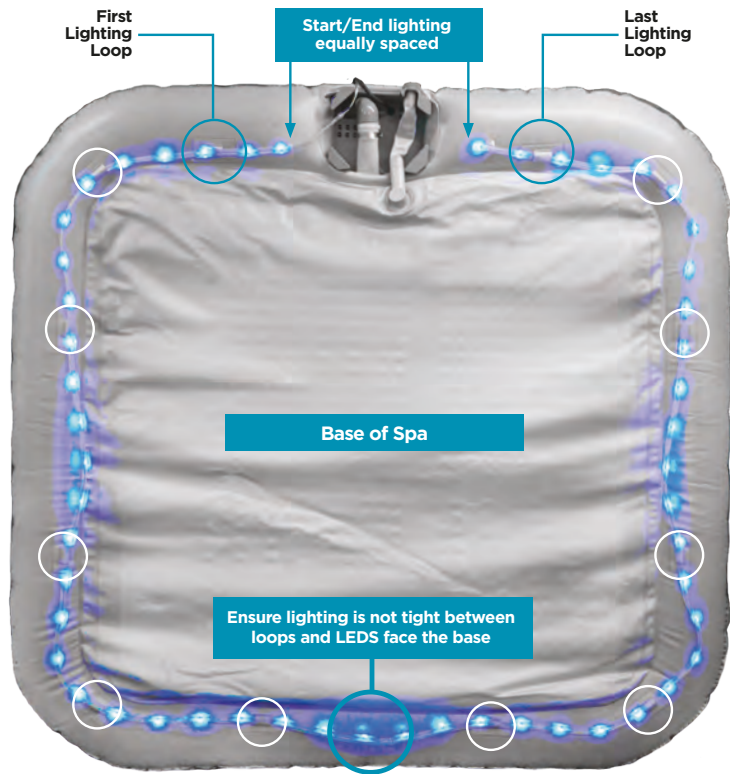
RF Wireless Receiver



LED Light Strip



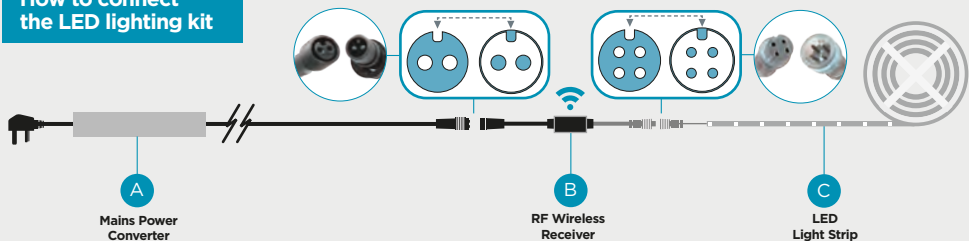
RF Remote Control & CR2025 3V Battery



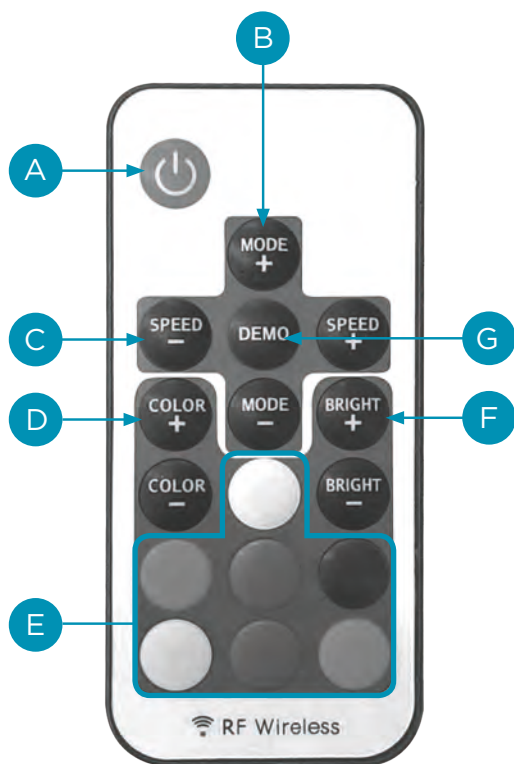
N.B. Style of Spa may differ from image shown

How to connect the LED lighting kit

IMPORTANT! Note the placement of alignment notches



HOW TO USE YOUR SPALED LIGHTING RF REMOTE CONTROL



INSTRUCTIONS

- A POWER**
On / Standby
- B CHANGE MODE**
Forwards / Backwards
- C CHANGE SPEED OF LIGHTS**
'+' Faster / '-' Slower
- D CHANGE COLOURS**
Forwards / Backwards
- E PRE-SET COLOURS**
Select from a range of pre-set solid colours
- F BRIGHTNESS**
Adjust Lighting brightness (5 levels)
 ⬆ : Increase Brightness
 ⬇ : Decrease Brightness
- G DEMO MODE**
Cycles through pre-set colours & effects

INITIAL LIGHTING SETUP

1. Connect lighting system together as shown on **page 8**.
2. Remove plastic tape from the battery compartment on the remote.
3. Turn lights on with the power button.

If colours pressed on the remote are activating incorrect colours on the light strip:

1. Ensure the lights are turned on using the red power button.
2. Press the solid Green button once.
3. Switch off the 'Power' at the mains for 5 seconds then turn back on.
4. Press and hold the solid green button immediately after turning on.
5. Release the button when the colour changes.
6. Wait 5 seconds for the change to take effect.

OPERATING YOUR SPA



INFLATE/AIR JETS

Press **INFLATE/AIR JETS** to start the bubbles - a blue light will appear. Press again and air jets will stop working - blue light will go out.

Inflate Function:

Do not overinflate. Do not leave unattended.

Before inflating your hot tub, read section 'Before setting up outdoors' on page 5.

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



FILTER CHANGE

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

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 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 is 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, CAUSING POTENTIAL DAMAGE.



SETTING THE TEMPERATURE

Press **SET TEMP/LOCK** and the numbers on 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 heating system will stop, blue light will go out.

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

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

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

Press **365 FREEZEGUARD**, 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, filter and heater will be deactivated, all control will be re-enabled.

CONNECTING YOUR CLEVERLINK® APP

1. Check your Spa 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 Spa to your WiFi.
5. You are ready to go!

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

CleverLink



*Internet access required.

MAINTENANCE & REPAIR OF YOUR SPA

WATER LEVEL

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

IMPORTANCE OF WATER TREATMENT

You need to regularly monitor and appropriately treat the water in your Spa 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 the 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 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 SPA

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

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

REPAIRING PUNCTURES IN YOUR SPA

If your Spa 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 Spa.



CLEANING & STORING AWAY YOUR SPA

HOW TO EMPTY YOUR SPA

1. Remove Spa plug from electrical mains.
2. Unscrew cap from water outlet **(L)** below pump system of Spa. Ensure Drainage Plug **(G)** is still inserted to prevent unexpected draining.
3. Screw inflation hose **(D)** onto the water outlet **(L)** and direct open end of hose appropriately.
4. Remove drainage plug from outlet within floor of Spa, so water can flow out.
5. Once drained use a sponge to absorb excess water; then operate air jet function for up to 20 minutes (one full cycle) to drain any water and dry out the pipeline. If not completely dry after first cycle – repeat.
6. When draining has finished, remove inflation hose **(D)** and replace drainage plug **(G)** and water outlet cap **(L)**.

HOW TO DEFLATE YOUR SPA

1. Locate the black two-part air valve (see point 9 on 'setting up your Spa).
2. Fully unscrew and remove rapid deflation air valve by turning anti-clockwise **(K)**.
3. Fold hot tub away carefully to remove as much air as possible through the open valve.

STORING YOUR SPA

Make sure all water is completely drained from the Spa and pump system. This is vital in extending the life of your Spa. We recommend the use of a wet/dry vacuum to help blow out/ suck up water from pipes and pump lines. Remove filter cartridge.

Spa should be placed in bag provided and stored in a dry place, raised off 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 Spa.

WHEN TO CHANGE YOUR SPA FILTER

Keep your Spa 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 Spa hot tub works effectively.

1. Remove filter 'sock' protective cover (C) then remove filter (B).
2. Rinse the filter under a cold tap and reuse. Alternatively, machine wash your filter (place 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

3. Replace filter 'sock' protective cover (C) over filter (B) and attach to filter connector (N) 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.



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 too hot A2 Air Pump in cooling mode A3 Possible fault with the hot tub motor	A1 Unplug system. After air pump has cooled, insert plug and press air jets button to activate A2 Wait for 10 Minutes and restart A3 Call SpaAftersales 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 current water temperature A2 Clean/replace filter cartridge A3 Add water to specified levels A4 Call SpaAftersales if does not reset
Filtering system does not operate / Rattling noise when switching filter on	A1 Dirty filter cartridge A2 Filter screwed on too tight A3 Possible fault with the hot tub motor.	A1 Clean/replace filter cartridge A2 Loosen the Filter slightly A3 Call SpaAftersales if it does not reset A4 Ask a professional electrician to check household electrical supply is functioning correctly
Spa leakage	A1 Spa is torn or punctured	A1 Use 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 chemical manufacturer's instructions
Display temperature is higher than 40°C, after stopping heating function / HL Code Displayed & Beeping	A1 Residual water in the Spa will continue to be heated by residual temperature A2 Water inlet through filter system may be blocked	A1 Unplug from mains and wait 30 minutes. Temperature will start to reduce and return to normal A2 Clean the inlet A3 Call SpaAftersales if does not reset

CONTROL PANEL ERROR CODES

CODE	CAUSE	SOLUTION
FC	When filtration system has worked for approx. 168 hours, FC will appear on display with a warning tone. Red light will still be lit on filter, pump will not be operational. Heating system will not work, and red light will be out on heater.	Check filter and change if necessary. Once done, press 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 mains and wait. Temperature should start to reduce and return to normal range. If HL remains after an extended period of time, contact Spa
SL	Temperature Issue	
SH	Water Temperature sensor issue	



CORRECT DISPOSAL OF THIS PRODUCT

This marking indicates that this product should not be disposed 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 environmental safe recycling.

RETURNS

NEED TO RETURN YOUR SPA FOLLOW INSTRUCTIONS BELOW:

- **Purchased from a UK retailer:** Call Spa 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 product. Contact can be made by email or telephone - see warranty claims section.

When posting items back, clearly mark parcel with order number and full name. Ship unused product, in original packaging, to 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 product description before you place orders.
- We can't take responsibility for any missing or damaged parcels - take care when returning orders to us.

If return is due to a product defect, call **+44 (0) 151 318 6163** to initiate return.

REFUNDS ON ITEMS PURCHASED THROUGH 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:

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 quicker.

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 contact information included with order.

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

WARRANTY

LIMITS OF RESPONSIBILITY

Company Limited accept no responsibility for misuse or user damage and/or loss of parts incurred during operation or use of the Spa.

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

Spa is designed and manufactured for domestic use only. The Warranty does not extend to any commercial businesses use.

IMPORTANT!

Before using your Spa please treat the water in accordance with the chemical maintenance .

Ensure your Spa is always working at its best, we recommend our Spa Chemical 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 as directed by the manufacturer. To purchase Spa Chemicals and for more advice on Spa maintenance.

Revitalise. Rejuvenate. Relax.