



ACE®

Salt Water Sanitizing System



HotSpring®
Portable Spas

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Important Safety Instructions (Read, Follow, and Save all Instructions)

WARNING: Operate the ACE salt water sanitizing system only according to these instructions.

WARNING: To reduce the risk of electric shock, replace damaged cords or cell immediately.

WARNING: Remove power from the spa before performing any maintenance or troubleshooting.

CAUTION: To avoid damage DO NOT insert any objects into the cell.

CAUTION: Prior to using the spa, check water parameters and adjust if necessary.

When using the spa, the chlorine level must be maintained between 1-5 ppm. Ozone, Granular Dichlor, MPS, and silver are compatible with the ACE system. The ACE system is NOT compatible with bromine or BaquaSpa®/biguanide.

Disclaimer: This is not an automatic water care system. The system is sized for the typical user. Heavy users may need to supplement sanitizer generation with dichlor or MPS.

THE SPA OWNER IS ULTIMATELY RESPONSIBLE FOR MAINTAINING PROPER SANITARY WATER CONDITIONS.

This Owner's Manual will acquaint you with the operation of the ACE salt water sanitizing system. We suggest that you carefully review the entire Owner's Manual before using the ACE system. Please keep this manual available for reference. If you have any questions about any aspect of your ACE salt water sanitizing system's set-up, operation, or maintenance, contact your authorized Hot Spring® dealer.

Welcome

Congratulations on your purchase of the ACE salt water sanitizing system which generates chlorine and powerful mixed oxidants naturally, making it easy to keep spa water sparkling clean. With proper care, the ACE system allows spa water to

last much longer than traditional water care - up to 12 months.* By extending the life of your spa water, you will drain and refill your spa less frequently - another way the ACE system saves you time and helps conserve water.

Product Contents

Your ACE® salt water sanitizing system kit also includes:

- Vanishing Act™ Calcium Remover
- FreshWater® Spa Salt
- Cell-cleaning Bottle
- 5-way FreshWater Test Strips
- FreshWater Salt Test Strips

Purchase these items separately from your local Hot Spring dealer. Not included:

- Clean Screen™ Pre-Filter
- Additional Vanishing Act Calcium Removers (if necessary)
- Hot Spring Freshwater chemicals for balancing and start-up including Concentrated Chlorinating Granules, pH Up, pH Down. Please note that pH Lock, or similar products, are not recommended for use with ACE system.

Overview of the ACE System

The ACE salt water sanitizing system features a diamond electrode cell that automatically generates chlorine and mixed oxidants. The ACE system does not contain a chlorine sensor, so the amount of chlorine generated is based on the output level you select. The system eliminates the need for daily or weekly maintenance, while providing dramatically enhanced water quality. **For more information, including helpful videos, visit www.Hotspring.com/ACE.**

Spa Owner Responsibilities

Maintain balanced spa water. Always maintain balanced spa water. The pH and alkalinity levels must stay within the OK range. Use a test strip weekly to check.

Keep total hardness at or below 50 ppm. High levels of calcium in spa water will lead to more frequent cell cleaning and replacement. Use a test strip to check hardness after topping off spa water. Use the Vanishing Act calcium remover as needed.

Test for chlorine regularly. Use a test strip weekly to check for chlorine in the water. The recommended chlorine level is 3 ppm. Add FreshWater Concentrated Chlorinated Granules to supplement the system when needed.

Adjust Output level as needed. To maximize cell life, keep the output level set as low as possible to meet your needs. If your use pattern changes you will need to adjust the output level up or down accordingly. The boost function or granular sodium dichlor can be used on occasions when more chlorine is needed.

*For more information visit www.hotspring.com/SaveWater

30-day check-up. Every 30 days test and balance spa water, confirm your output setting, rinse filters, and shock with FreshWater® Concentrated Chlorinating Granules. A 30-day timer will remind you to perform this step.

Decrease chlorine level as needed. If the spa is not used for an extended amount of time, and the output level is not adjusted down, the chlorine level may rise. You can reduce the chlorine level in the spa water by adding hydrogen peroxide.

ACE System Status

The ACE system communicates via the spa's control system, so you can have peace of mind that the system is functioning.

Standard LCD Control Panel:


- Access the **water care menu** to view and adjust the ACE system by pressing the Options button to display **ACE WATER CARE** screen.
- The illuminated **water care icon** on the control panel indicates that the system is functioning, and flashes when the system requires attention.

Standard LCD Control Panel



Water Care Icon

Wireless Remote Control Panel:

- Access the **water care menu** to view and adjust the ACE system by pressing  on the Home Screen.

Wireless Remote Control Panel



A **status message** displayed on the water care screen indicates that the system is functioning and provides other system status messages. Refer to the Status Messages table for a complete list.

The **Hot Spring indicator light** on the front of your spa will slowly flash green when the system requires attention.



A bar chart on the water care screen provides a measure of system status. When the status marker is in the green, the ACE system is functioning optimally. When the status is in the yellow or the red, the system requires attention.

Getting Started

Fill your Spa

Fill your spa with water using the CleanScreen® pre-filter with the valve 50% closed (45° angle). Once your spa has power and the ACE system is installed, follow these five simple steps.

NOTE: If you are not filling your spa for the first time, clean your filters with Filter Cleaner or replace with new filters, before refilling spa. Soft water or a water softener can be used to fill the spa, ensure the hardness is a minimum of 25 ppm. If you are filling with well water or have a known metal issue, see **TREATING FOR METALS** in the troubleshooting section for additional instructions.

System Start-up

1. **Test and balance spa water** using a 5-way test strip. Measure pH, Total Alkalinity, and Hardness levels, to determine if your water is in the "OK" ranges specified for the ACE system (see table below) and adjust as needed.

ACE System Parameter	Target	Min - "OK" Range - Max	
Salt	1750 ppm	1000 ppm	1750 ppm
Hardness	50 ppm	25 ppm	75 ppm
Alkalinity	80 ppm	40 ppm	120 ppm
pH	7.4	7.2	7.6
Chlorine	3 ppm	1 ppm	5 ppm

2. **Reduce Hardness to 50 ppm (if Hardness is above 50ppm)** using the Vanishing Act calcium remover, which may take 24 hours or longer. Rinse the calcium remover before use, and follow instructions on the box. Continue the start-up process while the calcium remover is working; be sure to reposition the bag after jets are turned on/off.

Spa Model	Salt (cups) or (grams)		Estimated Increase in ppm per 1 cup/290g
Vista® / Summit*	9.5	2750	170 ppm
Grandee®	9.5	2750	170 ppm
Envoy®	8	2500	170 ppm
Aria®	7.5	2200	210 ppm
Vanguard®	7.75	2250	190 ppm
Sovereign®	6.75	1950	220 ppm
Prodigy®	6.25	1800	235 ppm
Jetsetter®	4.0	1150	360 ppm

- Add Salt** based on your spa model (see table above) one cup at a time to the filter compartment with jets running. Run jets for 5 minutes to ensure salt is dissolved. Verify salt level using salt test strips. Note: the water care icon and On/Ready light may flash, and the System Status may read in the yellow until the water is at or above 95° F.
- Superchlorinate/Shock spa water** by adding FreshWater® Concentrated Chlorinated Granules as directed on the bottle to create an instant chlorine residual of 5 ppm, allowing the ACE system to address impurities in fill water and plumbing. Allow jets to run for 5 minutes per jet system, rotating diverter valves.
- Enter Output level.** Access the Water Care menu. Scroll through Output Levels (0=system off, 10=maximum output) by pressing the soft button near the word Output on the Standard Control Panel or press the ◀ or ▶ on the Wireless Remote Control Panel. The recommended Output Level at start-up is between 3 and 5 depending on the spa size.

24 Hours Later

Remove the Vanishing Act calcium remover and discard in your normal trash. Using a test strip, **test spa water and adjust alkalinity, pH, and hardness as needed.** If hardness is still above 50 ppm, use additional calcium removers at this time.

Test for chlorine. The ACE system generates active oxygen that breaks down waste in the water. The active oxygen removes waste before the ACE system will produce a chlorine residual.

Important: If there is not a measurable amount of chlorine in the spa water after 24 hours, the ACE system is still cleaning the water. If there are contaminants in the fill water or if you use the spa heavily initially, it may take the ACE system a few days to clean the spa water and keep up with your chlorine demand.

Manually add FreshWater Concentrated Chlorinated Granules to the water to activate a chlorine level of 3 ppm. Repeat this process each day until your test strip shows that the ACE system is sustaining a 3 ppm residual of chlorine in the water. If you start off using the spa at a very high frequency, then you may need to start at a higher Output level in order to meet your needs for chlorine.

Ongoing Maintenance

Weekly: With each use, test spa water with a 5-way strip

- The pH level may increase during the first few weeks after start-up. Add pH down if needed.
- Use the Vanishing Act calcium remover to reduce hardness to 50 ppm as needed.
- Adjust output setting to maintain 1-5 ppm chlorine.

Monthly: Test the water, shock & confirm output level

- Ensure water is balanced. Confirm/adjust output setting via the control panel.
- Shock the water with granular chlorine to 5ppm and flush all jet systems.
- Inspect Cell.

Quarterly: Clean the ACE Cell

- Visually inspect the ACE cell for calcium scale between the plates (if fill water has hardness over 50ppm inspect cell monthly).
- Clean the cell as needed, or at least once every three months following instruction on the cell cleaning solution or cell cleaning bottle.

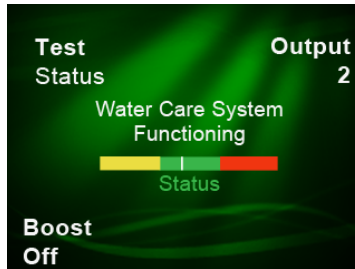
System Operation

Standard Control Panel:

Access the water care menu by pressing the Options hard key on the Highlife collection main control panel. Within the water care screen, shown below, you can easily verify the System Status, test system, adjust Output Setting, or activate a system Boost.

Test System Status

Press Soft key to test and refresh display



Displays Output Setting


Press Soft key to scroll through settings.

Display Boost Status

Press Soft key to turn Boost on or off

System Status Message is displayed and provides instructions for operation.

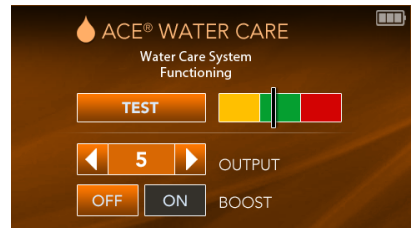
Wireless Remote Control Panel:

Access the water care menu by pressing the  on the Home screen. Within the water care screen, shown below, you can easily verify the System Status, test system, adjust Output Setting, or activate a system Boost.

Press TEST on screen to test.

Press  or  to lower or raise OUTPUT.

Press OFF or ON to turn BOOST off or on.



Features & Settings

Output Level:

The ACE system cleans the water throughout the day. The output setting of 0 -10 determines how long the cell runs each day. Observe your usage patterns and measure the chlorine level before each use to guide your output setting. Adjust output up or down to increase or decrease output. Keep your setting as low as possible to maintain 1-5 ppm chlorine. Use Boost or add Freshwater Concentrated Chlorine Granules for occasional high use situations.

Output Settings

0	No output/System off
1	Vacation/low output mode
2-7	Normal use settings (recommended)
8-9	High use settings
10	Maximum system output, equal to Boost (system runs constantly)

Turning the ACE System off

By setting Output to 0, the system will stop generating sanitizers. You will need to manually maintain the sanitizer level using FreshWater Concentrated Chlorinated Granules if the ACE system is off.

Vacation or limited use

When the spa is not going to be in use, shock the spa by increasing chlorine to 3-5 ppm and then run the automatic clean cycle. Clean or replace filters. Lower Output to 2. For extended vacations, lower Output to 1 for low output mode.

Boost:

The Boost feature temporarily increases the output setting to the maximum level for 24 hours. The system returns to the previous output setting once the Boost cycle is over. Use the Boost function to gradually increase the chlorine level prior to a high use situation, or anytime the chlorine level is below 1-5 ppm.

A Boost will have a greater impact when the output setting is set to a low level, and less of an impact when the output setting is high. Freshwater Concentrated Chlorine Granules can be added to create an immediate chlorine residual to remove bather load and assist the ACE system in building a sanitizer residual.

30 Day Reminder:

You must check your spa water at least once every 30 days. To remind you, the ACE water care icon will flash and the status message will read, Check Water/Confirm Output at the end of each 30-day cycle.

1. **Test and balance spa water** using a 5-way test strip. Measure chlorine, pH, Total Alkalinity, and Hardness levels, to determine if your water is in the "OK"



ranges specified for the ACE system. Adjust as needed. Reduce Hardness to 50 ppm using the Vanishing Act calcium remover if needed.

- 2. Confirm output setting.** Access the Water Care menu. To clear the 30 day reminder:

Standard Control Panel

- Press the Output soft key.
- Reset your Output setting as needed to maintain a 1-5 ppm chlorine residual.

Wireless Remote Control Panel

- Press  or  to lower or raise OUTPUT.
 - Reset your Output setting as needed to maintain a 1-5 ppm chlorine residual.
- 3. Superchlorinate/Shock spa water.** Add granular sodium dichlor as directed on the bottle to bring the spa water to 5ppm. Allow jets to run for 5 minutes per jet system, rotating any diverter valves.

The 30-day timer resets any time the output setting is adjusted. If the output setting is not confirmed at the 30 day reminder, the ACE system will automatically lower the output setting.

Day 30: Maintenance reminder, reconfirm output level

Day 33: Output setting automatically lowered to 2

Day 40: Output setting automatically lowered to 1 (Vacation/Low Output Mode).

Status Test:

The status test measures how optimal the ACE system is performing. To ensure optimal performance, keep the salt level in the OK range (use salt test strips to verify) and clean the ACE cell a minimum of every three months.

A Status test can indicate when the cell needs to be clean, or if there is too much or too little salt in the water. The Status reading updates every 6 hours, and prior to a Boost. To refresh the Status, press the soft key near the words Status Test.

OK: 

Your cell and water are working together to clean the water. Regularly check the cell for calcium scale and test the salt level in the water.

LOW: 

Your system needs your attention and is NOT generating chlorine at this time. Your cell may be dirty, or your salt level may be low. See TROUBLESHOOTING

HIGH: 

Your system needs your attention and is NOT generating chlorine at this time. Your salt level is high. See TROUBLESHOOTING

In addition to the System Status test, a System Status message will also appear on screen within the water care menu.

Status Message On Screen	Meaning or Action Required
Water Care System Functioning	Operating normally
Water Care System Off	System Off Output setting 0
Water Care System Low Output	Low Output Output setting 1
Water Care System Boosting - Output 10	Increasing Chlorine level Output setting 10 for 24 hours
Water Care System Testing Water	System test initiated/in progress
Water Care System Check Water/Confirm Output	Test Water, Update Output Setting
Water Care System Offline - Circ Pump	ACE® is disabled for 8 hours when Summer Timer is active
Water Care System Offline - High Salt	Non-operational High salt level detected - Correct salt level; Clean/Inspect Cell
Water Care System Offline - Inspect Cell/Check Salt	Clean/Inspect cell for scale, clean cell if needed. Test water with salt test strips and add salt if needed
Water Care System Contact Dealer For Service	Contact Dealer For Service

Cell Cleaning

We recommend periodic cleaning of the ACE cell to maximize the life of your equipment. To reduce frequency of cell cleaning, use of the Vanishing Act® calcium remover to keep the hardness level of spa water at or below 50 ppm. The cell should be cleaned a minimum of every 3 months. A dirty cell requires the ACE system to work harder than necessary, and can shorten the life of the cell. A dirty cell can also cause your System Status to register low, (in the yellow) and cause the system to go off line.

The cell can be cleaned with the Freshwater ACE Cell Cleaner, as directed on the bottle. If there is excessive scale build up a stronger cleaning solution, like a commercial cell cleaner, or a solution of 1 part muriatic pool acid and 10 parts water, can also be used.

Prevent Cell Damage: NEVER insert anything into the cell or pressure wash it. This will damage the electrodes.

1. Turn off the power to the spa. Open the spa cover and remove the filter lid.
2. Unscrew gray filter cap and gently pull the cell out of the filter.
3. Inspect the cell for scale by looking between the electrodes.
4. Unscrew the lid to the cleaning bottle included with the ACE® system and fill with spa water to the fill-line indicated on the bottle. Add 3 tablespoons of pH down to the cleaning bottle and secure lid. Shake bottle to create cleaning solution.

NOTE: A stronger cleaning solution of 1 pt muriatic pool acid & 10 pt water can be used as well as a commercial cell cleaner - follow directions on bottle.

5. Remove the lid from the cleaning bottle. Place the cell in the bottle, ensuring that the bottom of cell is floating.
6. Soak the cell for 10 minutes or until bubbles stop coming from the cell. If bubbles are still releasing from the cell after 10 minutes, continue soaking until the cell is clean and all scale is removed.
7. Rinse cell and inspect for cleaning completion.
8. Replace cell into the filter standpipe. Screw on the gray filter cap, replace the filter lid, and power up the spa. Ensure that the cell is at the bottom of the filter standpipe by feeling for the pull of the pump's suction.

Troubleshooting

Treating for Metals:

High Metal content can cause staining and discolored water. It's important that metals are removed before starting up the ACE system.

1. Fill the spa with the Clean Screen® pre-filter, ensuring that the valve is only 50% open (45° angle).
2. Ensure that there is no ozone unit installed and that the ACE system is turned off (Output level 0).
3. Add FreshWater Stain & Scale metal control according to the instructions on the bottle.
4. Place a Vanishing Act Calcium remover over the heater return.
5. DO NOT add oxidizers (chlorine, ozone, ACE) for at least 24 hours.

Flashing On/Ready light and Water Care Icon

The green ON indicator light, in the Hot Spring logo on the front of your spa will slowly flash when the ACE system requires attention. The water care icon on the main control panel will also flash as an indication that some action is needed. Access the ACE system menu to read the System Status Message.

NOTE: You may continue to use your spa as long as the chlorine level on the FreshWater® test strip is in the OK range. Add granular chlorine as needed.

System Status Low (Yellow):

The system status reading can be affected by cell age, scale build-up (dirty cell), cold water, high chlorine, dirty filters, or dirty water.

1. Verify water temperature
 - a. The status reading will read lower in cooler water. To get an accurate status reading, ensure water is above 95° F
2. Verify salt level
 - a. Use a salt test strip to measure salt level. If the test strip shows salt level is low:
 - b. Add (1) cup of salt to the water and circulate for 5 minutes.
 - c. Retest with a salt test strip, and repeat until salt level reads in the OK range
 - d. Run a manual status test to refresh. If System Status still reads low, check for other conditions noted above.
3. Verify chlorine level
 - a. Use a 5-way test strip to measure chlorine level. If the test strip shows chlorine level is high (above 5 ppm):
 - b. Add 1 cup hydrogen peroxide with jets running. Check chlorine level after 10 minutes
 - c. Retest with a test strip and repeat as needed
4. Visually inspect and clean the cell
 - a. Follow the cell cleaning process to ensure that scale has not accumulated on the cell
 - b. Once the cell has been cleaned, replace the cell in the filter standpipe
 - c. Run a manual Status Test to refresh
5. Visually inspect and clean filters (refer to spa owner's manual).
6. If the System Status message continues to read low, it may be an indication that it is time to replace the cell.

System Status High (Red):

If the Status indicator is in the red, this typically indicates that there is too much salt in the water.

1. If the status reading is less than halfway in the red:
 - a. Use a salt test strip to measure salt level. If the test strip shows salt level is high:
 - b. Drain 25% of the water from the spa and refill with clean, clear water

- c. Retest with a salt test strip, and repeat until salt level reads in the OK range
 - d. Run a manual Status Test to refresh.
2. If the salt indicator is more than halfway in the red part, drain completely and refill following the Start-up and Refill Procedure.

Cloudy Water:

Cloudy water can be the result of number of issues.

- **High pH.** Use a 5-way FreshWater® test strip to check spa pH level. Add pH down as needed.
- **Low chlorine.** Use a 5-way FreshWater test strip. If chlorine is low, manually add granular dichlor as needed to shock spa for 24 – 48 hours.
- **Dirty filter.** Check filters and clean as needed (see your spa's Owner's Manual).

No Chlorine Reading:

The ACE system cleans spa water differently than bottled chlorine. Since the water is cleaned before the chlorine residual is established, only a small chlorine residual is needed. If there appears to be no chlorine in the water:

- **Check Output settings.** If you are using the spa heavily, your use level may require you to increase the Output setting to a higher number.
- **Increase Salt Level.** Keep the salt level near the high-end of the OK range (1750 ppm) to ensure maximum chlorine generation.

It is very important that you shock the spa water with FreshWater® Concentrated Chlorinated Granules at start-up. Skipping this step can prevent the ACE system from establishing a chlorine residual.

If the ACE system is running at the maximum output setting and still not able to keep up with your chlorine demands, manually add Chlorine granules.

High Chlorine Level:

The ACE system will continue to produce chlorine according to the selected Output level, regardless of whether you use your spa or not. If you begin to use your hot tub less frequently, it is important that you adjust the Output setting down. If the chlorine level is too high:

- **Check Output settings.** Check settings. Your Output may require you to decrease the setting to a lower number.
- **Reduce chlorine level.** Add 1 cup hydrogen peroxide with jets running. Check chlorine level after 10 minutes and repeat as needed.

Tips:

- **Calcium Hardness:** Use the Vanishing Act calcium remover to keep total hardness levels low and minimize the need for anti-scalant & metal control.
- **Heavy Use.** Initiate a Boost a few hours prior. Periodically measure the chlorine and add granular sodium dichlor as need.
- **MPS use.** Granular MPS (Potassium Peroxymonosulfate) can be used in place of sodium dichlor to establish a sanitizer residual at start-up, and for shocking the spa at each 30-day check-up. Use FreshWater® MPS test strips to measure MPS levels in the spa water.
- **Metal Treatment.** If metals are present be sure to discuss this with your Hot Spring dealer. Use a Vanishing Act and Stain and Scale control for 24 hours before adding oxidizer from granular chlorine, ozone, or turning the ACE system on. Excessive use of phosphate anti-scalant will promote high phosphate levels which can cause scale and weaken chlorine output.
- **Mixed Oxidants.** To clean the water, the ACE salt water sanitizing system generates a variety of mixed oxidants, in addition to chlorine. The chlorine reading on the test strip may not be indicative of total oxidizer level.
- **Ozone.** The ACE system should be capable of maintaining a sufficient sanitizer level, and adding ozone is not recommended.
- **Phosphates.** High levels of phosphates (above 300 ppb) may cause reduced sanitizer output, ask your local Hot Spring ® dealer to help you test for phosphates.
- **Salt level.** Salt is not consumed during sanitizer production. The salt level is only reduced by adding water to the spa. Using the spa and adding chemicals will increase the salt level over time.
- **Salt buildup.** Periodically hose off your spa and the deck or concrete surrounding your spa after use to prevent salt buildup that can occur from splash-out.
- **Summer Timer.** The Summer Timer will decrease the chlorine generation time of the ACE system. If the spa's Summer Timer is activated, the Output will most likely need to be increased to compensate. If chlorine level is low, adjust Output up by one each day until 1-5 ppm is maintained. Add granular chlorine to compensate.
- **Water Changes.** Because the ACE salt water sanitizing system reduces the amount of chemicals added to the spa water, it is possible to significantly extend the life of the water. Test your water regularly to ensure safety.

Important Additional Information

WARNING: Operating ACE without water flow through the cell can cause a build up of flammable gas.

WARNING: To reduce the risk of injury, do not permit children to operate this device.

WARNING: Spa usage and higher temperatures may require higher chlorine output to maintain proper free available chlorine residuals.

WARNING: Maintaining high salt and chlorine levels above recommended range can contribute to corrosion of pool or spa equipment.

Check the expiration date of test strips as test results may be inaccurate if used after that date.

The life expectancy of the electrolytic cell is 14,000 hours of operation under normal use conditions.

When replacing the cell, only use replacement cells having a label that clearly states that it is a replacement cell for the chlorine generating ACE device.

Follow all aspects of the local and National Electrical Code(s) when installing ACE.

Maximum spa water usage temperature is 104° F (40° C). Bathing in spa water at maximum temperature should not exceed 15 minutes.

Specifications

- System designed to treat 500 gallons (1890 liters).
- The maximum output of hypochlorous acid equivalent to 16 grams of free available chlorine per day.
- Input: 100-240VAC 0.55A 50/60Hz
- Output: 12VDC 1.67A

Customer Service

If you have any questions about your ACE salt water sanitizing system that have not been answered by this manual, consult your authorized Hot Spring dealer.

Watkins Manufacturing Corporation can be reached at: 1-800-999-4688 (extension 8432) inside the USA or +1 760-598-6464 outside the USA Monday through Friday, 8 a.m. to 5 p.m. Pacific Standard Time (PST) or e-mail custsvc@watkinsmfg.com.

Watkins Manufacturing Corporation, 1280 Park Center Drive, Vista, CA 92081 USA.

ACE® Salt Water Sanitizing System Warranty

One-Year Limited Warranty

Watkins warrants to you, the original consumer purchaser, that the components of the ACE salt water sanitizing system will be free from defects in materials and workmanship for one year.

Extent of Warranty

This warranty extends only to the original consumer purchaser of the ACE salt water sanitizing system when purchased and originally installed within the boundaries of the United States. If the ACE salt water sanitizing system is purchased outside the United States other warranties may apply. See your local Hot Spring dealer for details. This warranty begins upon installation of the spa. This warranty terminates upon any transfer of ownership, or if the spa is installed or relocated outside the boundaries of the United States by the original consumer purchaser prior to the expiration of the warranty period.

Warranty Performance

To make a claim under this warranty, contact your dealer. In the event you are unable to obtain service from the dealer, please contact Watkins Manufacturing Corporation, 1280 Park Center Drive, Vista, California, 92081. Attn: Customer Service Department (800) 999-4688 inside the USA or +1 760-598-6464 outside the USA or via e-mail, custsvc@watkinsmfg.com. You must give Watkins and/or your dealer written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase, within ten (10) days of the time you discover the claim. Watkins reserves the right to inspect the malfunction or defect on location.

Watkins or its Authorized Service Agent will repair any defects covered by this warranty. Except as described herein, you will not be charged for parts, labor or the freight costs for parts necessary to repair the ACE system for defects covered by this warranty. In some cases, the servicing dealer may charge you a reasonable repairperson travel/service charge that is not covered by this warranty. Please contact the dealer for information regarding any such charges.

Limitations

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Watkins' prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Watkins, failure to follow Watkins' Owner's manual, or repairs made or attempted by anyone other than an authorized representative of Watkins. Alteration includes, but is not limited to, any component change, or electrical conversion. Visit www.hotspring.com or contact your dealer for a list of manufacturer approved accessories.

Disclaimers

TO THE EXTENT PERMITTED BY LAW, WATKINS SHALL NOT BE LIABLE FOR LOSS OF USE OF THE SPA OR OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES OR DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE SPA, IF NEEDED. Some states do not allow limitation or exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. **ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE.** Some states do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you.

Legal Remedies

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.



IMPORTANT: Watkins Manufacturing Corporation reserves the right to change specifications or design without notification and without incurring any obligation.

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