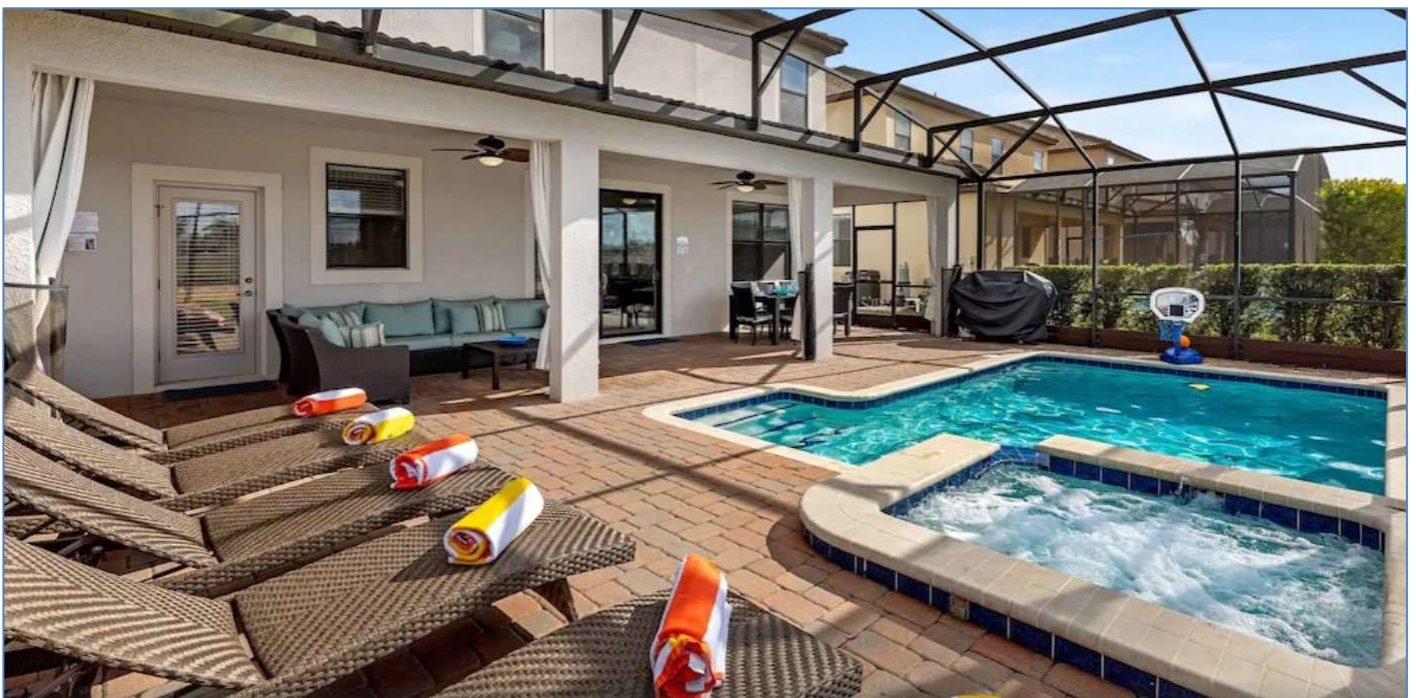




## Pool & Spa Guide



### ***What are the Pool & Spa temperatures set to?***

*The pool temperature is kept at 88 degrees, and the Spa heat is set to 104 degrees.*

### ***Do the Pool & Spa share the same heater?***

*The Pool and Spa share the same heater. If you turn on the Spa, it stops heating the Pool water until the Spa is turned off.*

## ***How do I turn the Spa On/Off?***

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*To turn the Spa On/Off, press the Spa button for 1 second. The Spa can take 30 seconds to turn ON. A red light indicates it's ON.*

*Please ONLY press the SPA button. If you press any of the other buttons, it will turn off the pool heater.*

*The SPA will take up to 5 minutes to completely turn OFF after pressing the Spa button for 1 second.*

*The Spa will also automatically turn off after 4 hours.*

## ***How long does it take for the Spa to reach 104 degrees?***

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*Please note that the Spa is not a hot tub with "on-demand" hot water. The Spa usually takes 30 -45 minutes to heat up to 104 degrees and maybe longer depending on the air temperature. On average, it takes about 10 degrees per hour to heat up the Spa water.*

*Please keep in mind that heat pumps struggle in the cold weather. Running the Spa at night when it is cold outside will take longer to reach the warmer temperature or even maintain it.*

## ***What happens when I turn ON the Spa?***

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*The pool and Spa share the same water. When the Spa is turned on, the water stops overflowing into the pool, and the pool heater only heats the water in the Spa. The Spa is set to 104 degrees by default. So, under ideal conditions, the Spa water will start to heat from 88 degrees to 104 degrees. It takes at least 40 minutes for the water to reach the 104-degree mark and longer if it is cooler outside.*

## ***Why does the pool water feel colder after running the Spa for a few hours?***

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*When the Spa is running, the pool heater only warms up the Spa water until the Spa turns off. Once the Spa is turned off and the Spa water begins overflowing into the pool, the pool heater will start warming up the pool water. Keep in mind that the pool water will feel a bit chilly after being in the Spa. If it is chilly outside, the pool water temperature can drop more quickly, and it will take a few hours for the pool heater to bring the pool temperature back to 88 degrees.*

## ***Does it take longer on chilly days for the Spa to heat up to 104 degrees?***

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*Because the Spa shares water with the pool, the water temperature may be lower than 88 degrees on chilly days. This may mean that the water temperature needs to increase by 20 – 30 degrees when the Spa is started, and it may take a bit longer for the Spa water to heat up.*

## ***Is it normal for the pool pump to turn off in the evening and for the Spa water level to drop?***

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*In the evenings, the pool pump turns off at around 8 p.m. and stays off until around 8 a.m. This is normal for all pools to conserve energy. Even though the pool pump isn't running, the pool and Spa can still be used during that time. The pool heat will automatically turn on when you are using the Spa.*

*When the pool pump turns off, the Spa water level partially drops, which is **normal** - there is no need to add water. At around 8 a.m., the pool pump turns back, then water gets pumped into the Spa and overflows into the pool.*

## ***Will the pool water temperature be affected when the air temperature is cold?***

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*Florida is tropical, but we do get cold fronts coming in from the north that can bring lower overnight temperatures, on rare occasions, even in the 30s and 40s.*

*The pool water temperature can drop as much as 15 degrees overnight or more, particularly if the air temperature drops below 55 degrees. The electric heaters on the pool operate on the heat pump principle (like a reverse air conditioner).*

*Although the pool heat is set to 88 degrees, when the temperatures are in the 30s, 40s, and 50s, the pool heater struggles to keep up and keeps the pool water temperature in the '70s.*

*After a cold spell has passed, it can take up to 48 hours to heat the pool water to the desired temperature.*

## ***What do I do if I notice the pool water is a little low?***

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*If you notice that the pool water level is a little low, you can turn on the timer to the water filler for 30 minutes. It will automatically shut off when it's done. If you're walking out of the sliding doors, the water faucet is located outside to the left of the screen door by the BBQ. The pool water level should be halfway up the blue tiles or higher.*

**We hope you find this FAQ helpful. Please reach out to us if you have any other questions. Have fun in the sun! 😊**