Electric installations should follow national wiring rules, consult a qualified electrician with any questions.

The use of alcohol, drugs, or medication can greatly increase the unconsciousness resulting in the danger of drowning.

Women; physical inability to exit the spa or hot tub; and unawareness of impending hazard; fetal damage in pregnant heat; failure to recognize the need to exit spa or hot tub; fainting. The effects of hyperthermia include failure to perceive temperature of the body, dizziness, lethargy, drowsiness, and risk of fatal hyperthermia. Hyperthermia occurs when the internal person in spa pool; Parts incorporating electrical components, to avoid a hazard. extension cords can't be used. Never wear your contact lenses when in your spa. Don't plug or unplug the appliance if hand is wet.

Visit Bestway YouTube channel FOR INSTRUCTION VIDEOS

www.bestwaycorp.com/support

QUESTIONS? PROBLEMS?
MISSING PARTS?
Spare Parts, Please Visit www.bestwaycorp.com/support

It is necessary to have the plug accessible after installation of the spa. The plug shall be directly connected only to a socket-outlet of the spa must be supplied by earthed power source.

No part of the appliance is to be located above the bath during use. To reduce the risk of electric shock, do not use extension cord to replace the product by yourself. And you must contact the local service agent to check and repair the product.

After using your spa for 3-5 years, you should contact your local service agent to check and replace (if necessary) by professional unit should be checked and replaced (if necessary) by professional elements, air blower motor and non-return valves within the electric installation or reassemble every time.

During pregnancy, soaking in hot water may cause damage to the fetus. Limit use to 10 minutes at a time.

Before entering a spa, the user should measure the water temperature between 38°C (100°F) and 40°C (104°F). Water surfaces.

Never operate any electrical - before cleaning or other maintenance - before cleaning or other maintenance surfaces.

Never operate any electrical water in spa pool.

Children or anyone who is unfamiliar with water should not play with the appliance. (For EU market)

Persons using medication should consult a physician before using a spa since some medication may induce drowsiness.

Obese persons and persons with a history of heart disease, low blood pressure, high blood pressure, circulatory system problems, or diabetes are at increased risk of accidental drowning. Extreme caution must be exercised by these individuals.

During use may lead to unconsciousness with the possibility of Risk of Accidental Drowning. Extreme caution must be exercised by these individuals.

Persons using medication should consult a physician before using a spa since some medication may induce drowsiness.
SAFETY INSTRUCTIONS

When installing and using this electrical equipment, basic safety precaution 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 instruction of pump.
• 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 spa must be supplied by earthed power source.
• Warning: Always keep plug dry, plug in with wet plug is definitely forbidden!
• The plug shall be directly connected only to a socket-outlet of the fixed electrical installation.
• It is necessary to have the plug accessible after installation of the spa.

CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

After using your spa for 3-5 years, you should contact your local qualified maintenance technician to ensure the safety and performance of the spa. The main components, such as heating
element, air blower motor and non-return valves within the electric unit should be checked and replaced (if necessary) by professional persons.

**TO AVOID ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING, THUNDERING OR LIGHTNING.**

- Never wear your contact lenses when in your spa.
- Do not use spa during chemical maintenance.
- Extension cords can’t be used.
- Don’t plug or unplug the appliance if hand is wet.
- Always unplug the appliance:
  - before cleaning or other maintenance
  - if leave it unattended on holidays
- 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 indoor.

**Caution:** Read the instruction before using the appliance and installation or reassemble every time.

Safekeeping the instruction. If instruction is missed, please contact with manufacturer or search it in website www.bestwaycorp.com

**Warning:** For electric safety, a PRCD is incorporated in the power cord, if the leakage current is detected more than 10mA, the device will operate and cut-off the power supply, in such case, please unplug and stop using the spa at once. Don’t reset the product by yourself. And you must contact the local service agent to check and repair the product.

- 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. (For EU market)
- Cleaning and user maintenance must be performed by an adult above18 years old who is familiar with the risk of electric shock. 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)
- 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) into the spa pool directly.
• 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, thanks to 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.

SAVE THESE INSTRUCTIONS
**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.

<table>
<thead>
<tr>
<th>Ambient Temperature</th>
<th>Water Temperature</th>
<th>Set Temperature</th>
<th>Heating Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>10°C (50°F)</td>
<td>10°C (50°F)</td>
<td>40°C (104°F)</td>
<td>18.5 h</td>
</tr>
<tr>
<td>15°C (59°F)</td>
<td>15°C (59°F)</td>
<td>40°C (104°F)</td>
<td>15 h</td>
</tr>
<tr>
<td>20°C (68°F)</td>
<td>20°C (68°F)</td>
<td>40°C (104°F)</td>
<td>11.5 h</td>
</tr>
<tr>
<td>25°C (77°F)</td>
<td>25°C (77°F)</td>
<td>40°C (104°F)</td>
<td>8.5 h</td>
</tr>
<tr>
<td>30°C (86°F)</td>
<td>30°C (86°F)</td>
<td>40°C (104°F)</td>
<td>5.5 h</td>
</tr>
</tbody>
</table>

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).

**INSTALLATION**

**Selected Location**

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

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

**IMPORTANT:** Because of the combined weight of the Lay-Z-Spa, water, and users, it is extremely important that the base where the Lay-Z-Spa is installed is smooth, flat, level and capable of uniformly supporting the weight for the entire time the Lay-Z-Spa is installed (not on the carpet or other similar material). If the Lay-Z-Spa is placed on a surface, which does not meet these requirements, any damage caused by improper support is not covered under the manufacturer's warranty. It is the responsibility of the Lay-Z-Spa owner to ensure the integrity of the site at all times.

1. **Indoor Installation:**
   - Be aware of special requirements if you install the spa indoors.
   - Humidity is a natural side effect with Lay-Z-Spa installation. Determine the effects of airborne moisture on exposed wood, paper, etc. in the proposed location. To minimize these effects it is best to provide plenty of ventilation to the selected area. An architect can help determine if more ventilation is needed.

2. **Outdoor Installation:**
   - During filling, draining or when in use, water may flow out of the spa. Therefore the Lay-Z-Spa should be installed near a floor drain.
   - Do not leave the spa's surface exposed to direct sunlight for long periods of time.

**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 on.
3. Press the “TEST” button, the indicator light turns off.
4. Press the “RESET” button, the indicator light turns on.
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.
NOTE: When inflating, you will notice that air will be expelled from the area where the air hose connects to the pump, this is normal for technique requirements.

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

NOTE: Do not drag the pool on rough ground as this may cause damage to the pool liner.

NOTE: Inflation time for reference only.

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

Air Valve Check (for spa with quick inflation/deflation valve)
Always check the air valve carefully before inflation to ensure there is not an air leak.
If the air valve is loose, 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. Do not adjust the air valve connector when the spa is in use.

SPA PUMP EQUIPOTENTIAL BONDING TERMINAL
It is recommended to arrange for a qualified electrician to connect the spa pump to an equipotential bonding terminal using a minimum 2.5mm² solid copper conductor.

Assembly part refer to the provided installation leaflet.
PUMP OPERATION

Heating Reset
When using the Lay-Z-Spa for the first time, 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 USING
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 40ºC (104 ºF) 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.

Lock/Unlock Button
The pump has a 5-minute auto-lock. The LED light will dim out when the pump is locked (no function is activated). To lock or unlock the pump, place a finger over the lock/unlock button for 3 seconds.

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 unit 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 0-99 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.

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

Cancel the setting: Press the button for 2 seconds.

NOTE: Timer adjustment (amount of time with the heater ON) may be set from 1 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 99 hours. If the timer is set at 0 hour, the heating system will activate immediately.

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.

Lay-Z-Massage System Button
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 and bodily harm.

NOTE: Heat and massage system work together to create a warm massage experience.

Celsius/Fahrenheit Toggle
The temperature can be displayed in either Fahrenheit or Celsius.

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.

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

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).

On/Off Button
Press this button for 2 seconds to activate the control panel buttons and the light turns to green. Press this button for 2 seconds to turn off all currently activated functions.

Power-Saving Timer LED
This LED flashing means you are setting the heating duration. The light will be on when the heating function starts to work.

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

LED Display
Once powered-up the LED displays the current water temperature automatically.

After 72 hours of filtration (without using the power saving timer function), 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-activate the pump press lock/unlock button for 3 seconds.

NOTE: The water heat rate may change in the conditions below:
• 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 by as much as approximately 2°C.

S-S-005856
**Alarms**

<table>
<thead>
<tr>
<th>Causes</th>
<th>Reasons</th>
<th>Solutions</th>
</tr>
</thead>
</table>
| EO1    | The water flow sensors work without pressing the filter or heat button. | 1. The water flow sensor flags didn’t fall back into the correct position.  
2. The water flow sensors are broken. | 1. Unplug the plug gently, strike the side of the pump but not violently, and plug it back in.  
2. Contact your local Bestway After Sales service point to get instructions. |
| EO2    | 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. 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.  
4. If no water flows out the water pump is broken.  
5. Water flows out but the alarm appears, the water flow sensors are broken. | 1. Remove the 2 stopper caps before heating, refer to 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 install the filter set inside the pool.  
3. Contact your local Bestway After Sales service point to get instructions. |
| EO3    | 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 After Sales service point to get instructions. |
| EO4    | 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.  
2. Contact your local Bestway After Sales service point to get instructions. |
| EO5    | The pump’s thermometer connections have issues. | 1. The pump’s thermometer connectors don’t work properly.  
2. The pump’s thermometer is broken. | Contact your local Bestway After Sales service point to get instructions. |
| EO8    | The manual reset thermal cut-out has problem. | 1. The manual reset thermal cut-out trips off. | Contact your local Bestway After Sales service point to get instructions. |
| 6CF    | Ground Connection Failed. | 1. The ground bonding of your home has some problem.  
2. The pump has some problem. | Contact your local Bestway After Sales service point to get instructions. |

**MAINTENANCE**

**NOTE:** Your spa will require additional air to be added from time to time. Changes in temperature from day to night will change the pressure in the spa and may cause a certain amount of deflation. Please follow the Assembly instructions and drain the spa before inflating to the accurate pressure needed.

**CAUTION:** YOU MUST ENSURE THE PUMP IS UNPLUGGED BEFORE BEGINNING SPA MAINTENANCE TO AVOID RISK OF INJURY OR DEATH.

**Filter Cartridge Maintenance**

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

**Using chemical tablets (not included):**

**Using chemical liquid (not included):**
NOTE: Remove the chemical floater from 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 table below.

<table>
<thead>
<tr>
<th>pH</th>
<th>Total Alkalinity</th>
<th>Free Chlorine</th>
</tr>
</thead>
<tbody>
<tr>
<td>7.4-7.6</td>
<td>80-120ppm</td>
<td>2-4ppm</td>
</tr>
</tbody>
</table>

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 (For quick inflation/deflation valve Only)
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.

STORAGE
Draining the Spa

1. 2. 3. 4. 5.

6. 7. 8. NOTE: Dry the spa pool

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.

DEFLATION

1. 2.
REPAIR

For PVC part.
If the spa is torn or punctured, use the provided underwater adhesive repair patch.
1. Clean area to be repaired.
2. Carefully peel patch.
3. Press patch over area to be repaired.
4. Wait 30 seconds before inflation.

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 subzero 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 sources of trouble.

<table>
<thead>
<tr>
<th>Problems</th>
<th>Probable Causes</th>
<th>Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pump does not operate</td>
<td>- Power failure&lt;br&gt;- Power circuits broken</td>
<td>- Check power source&lt;br&gt;- Contact your local Bestway Aftersales Service Center for instructions</td>
</tr>
<tr>
<td>Pump does not heat properly</td>
<td>- Temperature set too low&lt;br&gt;- Dirty Filter Cartridge&lt;br&gt;- The thermal cut-out cut off&lt;br&gt;- Spa is not covered&lt;br&gt;- Heating element failed or fuse cutout</td>
<td>- Set to a higher temperature refer to section pump operation&lt;br&gt;- Clean/replace the filter cartridge refer to section filter cartridge cleaning and replacement&lt;br&gt;- Unplug the pump, and put the plug in a dry, cool place. Only restart the pump when the water temperature reaches 35°C (95°F) or lower&lt;br&gt;- Attach the cover&lt;br&gt;- Contact your local Bestway After Sales service point to get instructions</td>
</tr>
<tr>
<td>Lay-Z-Massage System does not work</td>
<td>- Air Pump is overheating&lt;br&gt;- The Lay-Z-Spa Massage stops automatically&lt;br&gt;- Air pump is broken</td>
<td>- Unplug the pump and wait two hours until the pump has cooled. Insert the plug and press the Lay-Z-Massage System Button&lt;br&gt;- Press the Lay-Z-Massage System Button to reactivate&lt;br&gt;- Contact your local Bestway Aftersales Service Center for instructions</td>
</tr>
<tr>
<td>Pump adapters are not level with the spa adapters</td>
<td>One characteristic of PVC is that it changes shape, which is normal</td>
<td>- Elevate the pump with wood or another type of insulated material to bring the pump’s adapters level with the spa’s adapters</td>
</tr>
<tr>
<td>Spa pool leakage</td>
<td>- Spa is torn or punctured&lt;br&gt;- Air valve is loose</td>
<td>- Use provided repair patch&lt;br&gt;- 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:&lt;br&gt; 1. Deflate the SPA.&lt;br&gt; 2. With one hand, hold the backside of the air valve from the inner side of the spa wall and turn the wrench clockwise.</td>
</tr>
<tr>
<td>Water is not clean</td>
<td>- Insufficient filtering time&lt;br&gt;- Dirty Filter Cartridge&lt;br&gt;- Improper water maintenance</td>
<td>- Increase filtration time&lt;br&gt;- Clean/replace the Filter Cartridge (refer to Filter Cartridge Cleaning and Replacement section)&lt;br&gt;- Refer to the chemical manufacturer’s instructions</td>
</tr>
<tr>
<td>PRCD test failed</td>
<td>- Something wrong with the SPA</td>
<td>Contact your local Bestway Aftersales Service Center and return the SPA</td>
</tr>
<tr>
<td>Control panel not working</td>
<td>- The control panel has an auto-lock, which is activated after 5 minutes of inactivity. The LED display has one icon if the lock icon is highlighted, the control panel is locked.&lt;br&gt;- Control panel is not activated.</td>
<td>- To unlock the control panel, press the button for 3 seconds. If the control panel will not unlock, restart the pump – unplug and plug in the pump&lt;br&gt;- Press the on/off button for 2 seconds. If the problem persists, please contact your local Bestway Aftersales Service Center for instructions</td>
</tr>
<tr>
<td>What kind of chemicals should be used for water maintenance?</td>
<td>Please consult your local chemical supplier for information about chemical maintenance. Pay close attention to the chemical manufacturer’s instructions</td>
<td></td>
</tr>
<tr>
<td>Water leaks from the adapters between the pump and spa</td>
<td>Insert the stopper caps on to the spa’s ports to prevent water from escaping and disconnect the pump. Check and make sure the seals are placed correctly inside the pump adapters. If the seals are missing or not installed correctly, please contact your local Bestway Aftersales Service Center for instructions. If the seals are correctly in place, reconnect the pump to the spa and hand-tighten the adapters</td>
<td></td>
</tr>
</tbody>
</table>
Limited BESTWAY® Manufacturer’s Warranty

The product you have purchased comes with a limited warranty. Bestway® stands behind our quality guarantee and assures, through replacement warranty, your product will be free from manufacturer’s defects.

To enact a warranty claim, this form must be completed and submitted with a copy of your receipt/purchase to your local Bestway After Sales Center. Please contact your local Bestway After Sales Center before sending any documents. 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 use 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 products which have not been modified by any 3rd 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 warranty start date is the date of sale shown on the original receipt/purchase invoice.

Please write your SPA name

TO: Bestway® Service Department  Date of purchase: __________________________
Date: __________________________  Customer Code Number: __________________________

FAX/E-MAIL/TEL: Please refer to your country according to the information found on the back cover or on our website: www.bestwaycorp.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 SHIPPING ADDRESS

Name: __________________________  Address: __________________________
Zip Code: __________________________  Retailer: __________________________
Country: __________________________  City: __________________________
Mobile: __________________________  Telephone: __________________________
Fax: __________________________  E-mail: __________________________
Spa Pump Batch Number: __________________________  Spa Pool Batch Number: __________________________
Spa Pump Item Code: __________________________

FOR FAQ, MANUALS, VIDEOS OR SPARE PARTS, PLEASE VISIT OUR WEBSITE: www.bestwaycorp.com.

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 sending the item for additional testing.
In order to better assist you, we request all information you provide to be complete.

All drawings for illustration purpose only. Not to scale.

Description of Problem

○ Spa leakage  ○ 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 leakage  ○ Adapter leakage  Missing part - Please use the code for the missing part. This can be found in the owner’s manual.
○ Other (please describe)

LAY-Z-SPA Vegas / Paris

Batch Number

Model No. HX4XX

S-S-005895