



# 2011

OWNER'S MANUAL





# AURA HOT TUBS OWNER'S MANUAL

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We sincerely hope your spa life is a pleasant experience. If problems should arise, contact AURA at any of the following:

**Email: [contact@aurahottubs.com](mailto:contact@aurahottubs.com)**

**Phone: 800-543-8603 (toll free)**

This manual is provided to enhance your enjoyment of your spa and to prevent non-warranty situations. It is your sole responsibility to read, understand and comply with the instructions in the owner's manual. Please save your original sales receipt for reference in case of a future warranty claim. Failure to use, maintain or install the spa in compliance with this owner's manual could result in loss of warranty coverage.

## SERIAL NUMBER LOCATION

You will find the serial number on the tag in the equipment area.

## PLEASE FILL OUT AND KEEP FOR FUTURE REFERENCE

Name of Purchaser \_\_\_\_\_

Date of Purchase \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone \_\_\_\_\_

Spa Model/Color \_\_\_\_\_

Spa Serial # \_\_\_\_\_

Pack Serial # \_\_\_\_\_

Purchased at \_\_\_\_\_

Location \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Every effort has been made to ensure the accuracy of this manual. However, AURA reserves the right to improve its product without notice. This could create a minor variation between this manual and the actual product you receive. We apologize for any inconvenience this may cause.

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The following instructions contain important safety information. We strongly encourage you to read and apply them.

# IMPORTANT SAFETY INSTRUCTIONS

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**WHEN INSTALLING AND USING THIS ELECTRICAL EQUIPMENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED, INCLUDING THE FOLLOWING:**

## 1. READ AND FOLLOW ALL INSTRUCTIONS

2. **WARNING:** To reduce the risk of injury, do not permit children to use this product unless closely supervised at all times.
3. **DANGER: RISK OF CHILD DROWNING.** Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use the spa or hot tub unless they are supervised at all times.

### 120 VOLT, CORD CONNECTED MODELS

4. **DANGER: RISK OF INJURY.** Connect only to a grounded source.
5. Do not bury the power cord.
6. **WARNING:** To reduce the risk of electric shock, replace a damaged cord immediately.
7. A ground terminal (pressure wire connector) is provided on the surface of the control box inside the equipment compartment. This connector should be bonded with a minimum No. 8 AWG (8.4mm<sup>2</sup>) (No. 6 AWG in Canada) solid copper wire between this unit and any metal ladders, metal water pipes, metal enclosures of electrical equipment, conduit, or metal equipment within five feet (1.5m) of the spa. If the spa is located on a reinforced concrete pad, the reinforcing steel should also be bonded to the ground terminal.
8. **WARNING:** Your spa may be equipped with a ground fault circuit interrupter (GFCI) on the end of the power supply cord. Before each use of the spa, with the plug connected to the power supply and the unit operating, press the “test” button. The unit should stop operating and the GFCI power indicator will go out. Wait thirty seconds and then reset the GFCI by pressing the “Reset” button. The GFCI power indicator will turn on, restoring power to the spa. If the interrupter does not perform in this manner, it is an indication of an electrical malfunction and the possibility of an electric shock. Disconnect the plug from the receptacle until the fault has been identified and corrected.

### 240 VOLT, PERMANENTLY INSTALLED OR CONVERTED MODELS

9. A ground terminal is provided on the control box. To reduce the risk of electric shock, connect this terminal to the grounding terminal of your electrical service or supply panel with a continuous green, insulated copper wire. The wire must be equivalent in size to the circuit conductors supplying the equipment. In addition, a bonding terminal (pressure wire connector) is provided on the outside of the control box for bonding to local ground points. To reduce the risk of electric shock, this connector should be bonded with a No. 8 AWG (8.42mm<sup>2</sup>) (No. 6 AWG in Canada) solid copper wire to any metal ladders, water pipes, or other metal within five feet (1.5m) of the spa to comply with local requirements.

10. Your spa uses ground fault circuit interrupters in the electrical sub-panel. Before each use of the spa and with the unit operating press the Test button on each breaker. The switch should click over to the "Trip" position. Wait thirty seconds and reset each GFCI breaker by switching it completely off and then completely on. The switch should then stay on. If either of the interrupters does not perform in this manner, it is an indication of an electrical malfunction and the possibility of an electric shock. Disconnect the power until the fault has been identified and corrected.

## **ALL SPA MODELS**

11. Install the spa so proper drainage is provided.
12. **DANGER: RISK OF ELECTRIC SHOCK.** Install the spa at least five feet (1.5m) away from metal surfaces, in accordance with the National Electric Code ANS/NMFPA70-1993. Each metal surface must be permanently connected to a minimum No. 8 (8.42mm<sup>2</sup>) (No. 6 AWG in Canada) solid copper conductor attached to the wire bonding connector on the terminal box provided for this purpose.
13. **DANGER: RISK OF ELECTRIC SHOCK.** Do not permit any appliance, such as a light, telephone, radio, or television, etc. within five feet (1.5m) of the spa or hot tub.
14. **WARNING:** To reduce the risk of injury:
- Water temperatures between 100°F (38°C) and 104°F (40°C) are considered safe for a healthy adult. Lower water temperatures are recommended for extended use (exceeding 10 minutes) and for young children.
  - 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 temperatures to 100°F (38°C).
  - Before entering a spa, the user should measure the water temperature with an accurate, waterproof, fever thermometer since the tolerance of temperature-regulating devices may vary as +/- 5°F (3°C).
  - The use of drugs, alcohol, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
  - Persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using the spa.
  - Persons using medications 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.
15. **DANGER: TO REDUCE THE RISK OF INJURY TO PERSONS.** Do not remove the suction fittings.
16. **DANGER: RISK OF INJURY:** Never operate a spa if the suction guard(s) is broken or missing. Never replace a suction guard with one rated less than the flow rate marked on the original suction guard. The suction guard(s) in the spa are sized to match the specific water flow created by the pump. Should the need arise to replace the suction guard(s) or the pump, be sure that the flow rates are compatible.
17. **DANGER:** Children are especially sensitive to hot water. At no time should children have unsupervised access to the spa. Children must not be allowed to climb onto the spa cover. All AURA Hot Tubs are equipped with a locking cover that meets the ASTM F1346-91 Standard for Safety Covers. Always lock the child resistant locks after using the spa for your children's safety.

## 18. **SAVE THESE INSTRUCTIONS.**

**WARNING:** Do not permit electric appliances (such as a light, telephone, radio, or television) within five feet (1.5m) of the spa or hot tub.

**WARNING:** Children should not use spas or hot tubs without adult supervision.

**WARNING:** Do not use spas or hot tubs unless all suction guard(s) are installed to prevent body and hair entrapment.

**WARNING:** Do not use drugs or alcohol before or during the use of a spa or hot tub to avoid unconsciousness and possible drowning.

**WARNING:** People using medications and/or having an adverse medical history should consult a physician before using a spa.

**WARNING:** The use of alcohol, drugs, and medication can greatly increase the risk of fatal hyperthermia.

**WARNING:** Before entering the spa or hot tub measure the water temperature with an accurate thermometer.

**WARNING:** Water temperature in excess of 104°F (40°C) may be injurious to your health.

**WARNING:** Prolonged immersion in a spa or hot tub may be injurious to your health.

**WARNING:** People with infectious diseases should not use a spa.

**WARNING:** Pregnant or possibly pregnant women should consult a physician before using a spa or hot tub.

**WARNING:** To avoid injury, exercise care when entering and exiting the spa or hot tub.

**WARNING:** Do not use a spa or hot tub immediately following strenuous exercise.

**WARNING:** Maintain water chemistry in accordance with manufacturer's instructions.

## **PERSONAL SAFETY**

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Prolonged immersion in hot water can result in **HYPERTHERMIA**, a dangerous condition which occurs when the internal temperature of the body reaches a level above normal (98.6°F, 37°C). The symptoms of hyperthermia include dizziness, fainting, drowsiness, lethargy, and a body temperature above 98.6°F (37°C). The physical effects of hyperthermia include unawareness of impending hazard, failure to perceive heat, failure to recognize the need to exit the spa, physical inability to exit the spa, fetal damage in pregnant women, and unconsciousness resulting in a danger of drowning.

**WARNING:** The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia in hot tubs and spas.

Persons taking medications which induce drowsiness such as tranquilizers, antihistamines, or anticoagulants should not use the spa. Pregnant women and persons with a medical history of heart disease, diabetes, or high blood pressure should consult a physician before using the spa.

**PERSONAL SAFETY DOs:**

- Be sure your spa is connected to the power supply correctly – only use a licensed electrical contractor.
- Shut off power supply (unplug 120V models) before draining the spa or servicing the electrical components.
- Test the Ground Fault Interrupter (GFCI) monthly.
- Always test the water temperature with an accurate thermometer before entering the spa to be sure that it's a safe temperature.
- Do not use the spa if water temperature is outside of set temperature. Remember that wet surfaces can be very slippery. Take care when entering and exiting the spa.
- Lock the DuraCover™ when the spa is not in use, whether it is empty or full of water.
- Keep the water clean and sanitized with correct chemical care.
- Turn on the jets when adding ANY chemicals to the spa water.
- Clean the filter cartridge(s) monthly to remove debris and mineral buildup which affects the performance of the hydrotherapy jets, limits the flow, or trips the high limit thermostat which will turn off the entire spa.

**PERSONAL SAFETY DO NOTs:**

- Don't use the spa with the equipment compartment door removed.
- Don't use the spa for more than 10 minutes of time at water temperatures in excess of 102°F (39°C).
- Don't allow the jet pump(s) to operate for an extended period of time with the cover in place. Extended pump operation causes a slow heat buildup due to water friction. The spa equipment controls are equipped with a built-in safety timer that automatically shuts off the jet pump(s) after 15 minutes of continuous operation should it have been left on inadvertently.
- Don't operate the spa at any time with the filter cartridges removed.
- Don't lift or drag the cover by using the tie-down straps; always lift and carry by using the external handles.
- Don't store chemicals in the spa's equipment compartment.



## LOCATION

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For your portable spa to function properly and safely, it must be located on a hard, flat, level surface. Inground spas require special installation techniques and should be planned in conjunction with your contractor. Improper installation can result in structural damage to the spa and the voiding of your spa warranty. Items to discuss with your contractor include: Local construction codes, electrical service requirements, serviceability of equipment present underground obstructions such as gas, water, and telephone lines, safety measures such as fences and locks, and visibility of the spa installation from the home, street, and neighbors.

Do not shim your spa. If your pad is not level you must pour a top cap: contact a professional.

- Allow for sufficient water drainage around the spa to help preserve the equipment and support structure. This includes indoor installations.
- A filled spa can weigh up to 5,000 pounds and the location should support the weight of the filled spa.
- Locate the equipment compartment where it will be accessible. Your spa **MUST** be installed to permit access for servicing the equipment above and/or below any decks or floors. Access is essential and must allow adequate room for service. To facilitate repairs, AURA or its agent may require access to spa equipment. It is your responsibility to provide unencumbered access. See spa diagrams for location of power supply.
- Leave access to the circuit breakers in the sub panel (240V models) or to the interrupter switch (GFCI, 120V models) on the end of the power cord.
- Be sure the spa is level and in the final position **BEFORE** filling with water. Check for power cords, tools, and hoses that may be caught underneath the spa. Do not apply power to the spa before it is completely filled with water. Damage to the pumps, heater and sensors may result.
- **IMPORTANT: DO NOT LET AN EMPTY SPA REMAIN EXPOSED TO DIRECT SUNLIGHT.** Spa surface temperatures can reach in excess of 180°F (82°C) if left exposed to the sun. Significant damage can occur if this is allowed to happen, including warping and blistering of the surface. Damage, that occurs as a result of this exposure, is not covered under the warranty.
- **CAUTION:** Never try to move a spa that has not been fully drained. To do so could result in damage to the spa and physical injury to the mover. Cracks in the spa surface, exterior siding due to improper transport or support of the spa are not covered under the warranty.

### OUTDOOR AND PATIO INSTALLATION

To install the spa outdoors, we recommend a reinforced concrete pad at least four inches thick. The reinforcing material should be attached to a #8 AWG bonding wire per national and local electrical code.

If you place the spa on the ground, even temporarily, place the spa empty of water on concrete pavers under the entire bottom of the spa. The concrete pavers should be at least two inches thick and level across the entire surface. The spa will inevitably settle and not remain level on this surface, thus it's important to get the spa onto a solid foundation as soon as possible.

## DECK INSTALLATION

Be sure the deck can support the weight of your filled spa by checking the deck's maximum load capacity. Consult a qualified building contractor or structural engineer. Minimum requirement is 100 pounds per square foot.

## INDOOR INSTALLATION

There are special requirements if you place your spa indoors. Flooring material must provide adequate traction when wet. Proper drainage is essential to prevent water puddling. Proper ventilation to the area is required. The addition of a ventilation system is recommended. Please see your contractor for details.

## INSTALLATION INSTRUCTIONS

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### SHUT-OFF VALVES

Your spa is equipped with shut-off valves (see EQUIPMENT DIAGRAM) that shut off the water flow to the equipment system. At times, a new spa or one that has recently been serviced, may have the shut-off valves partially closed which can restrict the water flow and hinder jet performance. Be sure the valves are fully open.

### FREEZE PROTECTION

When a freeze condition is detected (which occurs when the temperature in the heater housing drops to 55°F, (13°C) the jet pump(s) is automatically activated. In areas with extremely cold winter conditions, your spa should be fine as long as it is left running at normal operating temperatures. If you plan to turn the spa off, follow the instructions in this manual (see SUSPENDED USE OR WINTERIZING YOUR SPA).

### OVERHEATING

In the case of extended hot weather, the spa water temperature may reach and maintain 104°F to 106°F (40°C to 41°C) or higher. This is due to the ambient temperature and the full insulation in the spa cabinet. You have the option of shortening the pump-run time. See SPA CONTROL OPERATION for available options.

### FILTER CARTRIDGE

**NOTE:** It is very important that the components of these filtration systems be installed properly in the proper part of the spa.

1. To remove the filter cartridge, locate the skimmer catch basket and turn it counter-clockwise until it clears the retaining tabs and lift up. Remove the filter cartridge by lifting straight up. This is a good time to also clean the catch basket out by using a garden hose to rinse out any debris that may have been trapped.
2. To replace the filter cartridge, insert the cartridge into the opening of the filter housing being sure to align the hole in the bottom of the cartridge with the short tube in the bottom of the housing.
3. Re-install the skimmer catch basket by centering in the filter housing and turning clockwise until it locks in place.

## **SUCTION GUARDS**

The suction guard(s) in the footwell of your spa is an opening through which the jet pump(s) draws water. The suction fittings have an integrated vacuum release built into them. In the event that a suction fitting gets blocked, air will be induced causing the pump to cavitate and the water flow interrupted. Once the blockage is removed, normal operation will resume.

Suction fittings are equipped with a safety guard. Suction through the fittings can be strong. The safety guard(s) must remain in place and undamaged. A fitting with a damaged guard(s) can be dangerous, especially to small children or people with long hair. Should any part of the body become drawn to a fitting, turn the jet pump(s) off immediately. Long hair should be restrained. Never allow long hair to float freely in the spa. Replace any missing or damaged suction guard(s).

**NOTE:** It is normal for the flow rates of the suction fittings to vary from strong to barely noticeable.

## **ELECTRICAL REQUIREMENTS**

It is the responsibility of the spa owner to ensure that all electrical connections are made by a qualified electrician in accordance with all national, state, and local electrical codes in effect at the time of installation. The recommended spa operating environment is -5°C to +45°C, at 20-80 percent of relative humidity. Fuses are covered to be free of defect at time of installation only.

### **120 Volt**

120 Volt spas shall be plugged into a properly grounded, grounding type 15 amp receptacle on a dedicated circuit. A dedicated circuit is a circuit with no other components that consume power, such as lights, televisions, radios, computers, or other electronic devices or appliances. These could cause your spa to malfunction by any of the following: unusual text on the control panel, slow heating, poor jet action, tripping house breaker, or blown fuses. Failure to follow these instructions could lead to premature failure of spa components that would not be covered under the warranty. The dedicated circuit shall meet the following specifications:

- Rated 120V, 60Hz, 15A (2 wires plus ground)
- Circuit breaker or fuse size: 15A
- The receptacle must be at least 5 feet (1.52 m) from the spa.
- The 15 foot GFCI power cord provided with the spa must be plugged directly into the receptacle. Do NOT use an extension cord or any other adaptor. Actual exposed length of cord will vary by model, but will never be less than 12 feet.

## **STARTUP PROCEDURE**

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### **UNPACKING THE HOT TUB**

- DO NOT USE A KNIFE to open the packaging; this could damage the spa and/or the cover.
- First remove the box containing the cover and with adequate manpower, slowly lean the hot tub over and set it on its base. Then remove the pallet.
- Do not remove the packaging from the hot tub until it's in the final position. This will provide additional protection while moving and positioning the hot tub.

### **LOCATION AND PLACEMENT**

- Determine a suitable location that will provide easy access for use of the hot tub and removal of the cover.
- Make sure the equipment door is unobstructed for easy equipment access.
- The hot tub needs to be located within 10' of a permanent outdoor electrical outlet.
- When placing your hot tub, please remember it must be on a hard, flat, and level surface able to support the tub's filled weight. We recommend a 4" reinforced cement slab or a wood deck able to support 100 lbs. per square foot.

### **MOVING THE HOT TUB**

- Please note the hot tub is very heavy. You will need additional help to move it into place and set it up. Suitable aids for moving the unit can include dollies or other wheeled devices.
- To protect the cabinet, use a piece of plywood between the hot tub and any moving apparatus.
- Do not roll the hot tub; this may damage the lip or cabinet. Damage caused by improper handling is not covered under the warranty.
- Once the hot tub is in the desired location, make any small adjustments to the final resting position and remove the protective wrapping.

### **FILLING THE HOT TUB**

- Fill the spa with fresh clean water from a garden hose to the bottom of the water line. Typically this level is 2" to 3" above the skimmer.

### **STARTING THE HOT TUB**

- Plug the GFCI cord directly into the outside electrical outlet and push the RESET BUTTON. The spa will start to circulate the water automatically. (IMPORTANT: DO NOT USE AN EXTENSION CORD.)
- The daily filtration cycle of the spa will start. Please note every 12 hours from the time you plug it in, a filter cycle of 2 hours will begin.
- To change when the filtration cycle times run, simply unplug your hot tub and plug it back in at the time you want the cycle to run. We recommend a 7 p.m. start time.
- On the control panel, please find the TEMPERATURE BUTTON and set it to the desired temperature. The hot tub is preset from the factory for 100° F and is adjustable up to 104° F.
- Place the cover on the hot tub and allow it reach temperature. This normally takes about 24 hours but depends on fill water temperature.
- After allowing the hot tub time to heat, please remove the cover and set aside.
- Press the JET BUTTON to turn the pump on. Add 1 ounce of SPA SHOCK, then balance the pH checking levels using the appropriate test strips.
- Add your preferred sanitizer (chlorine or bromine), and check the levels periodically with a test strip.
- Place the cover back on. After the hot tub has circulated for 15 minutes, remove the cover and check that all levels are appropriate and adjust if necessary.

PLEASE NOTE: the pH and sanitizer levels will change with hot tub use and need to be checked and adjusted regularly.

### USING THE HOT TUB

- Before entering the hot tub, please use your fingers to make sure the water is not too hot.
- Use the JET BUTTON on the control panel to turn on the water flow.
- You can individually control the flow of water from each jet by turning the jet face in either direction.
- PLEASE NOTE: the pump will automatically shut off after 15 minutes and may continue to run on low speed if the system calls for heat or filtration.
- Use the LIGHT BUTTON on the control panel to turn the hot tub lights off and on. If your spa is equipped with an LED light system, use the LIGHT BUTTON to move through the different colors and functions. The light will automatically turn off after 60 minutes.

### SPA COVER

When the spa is not in use, the cover should be kept on the spa to retain the water's heat and to keep out dirt, leaves, etc.

For your safety and convenience, the cover is equipped with adjustable straps, safety locks, and handles. Use the exterior handles to remove and replace your cover. Never attempt to open or remove the cover by grasping or pulling on the cover skirting or cover lock straps as the skirting will tear. We suggest you use the safety locks to help keep out unintended users, prevent covers from being blown off in windy conditions and to maximize heat retention/energy efficiency.

Open the spa cover:

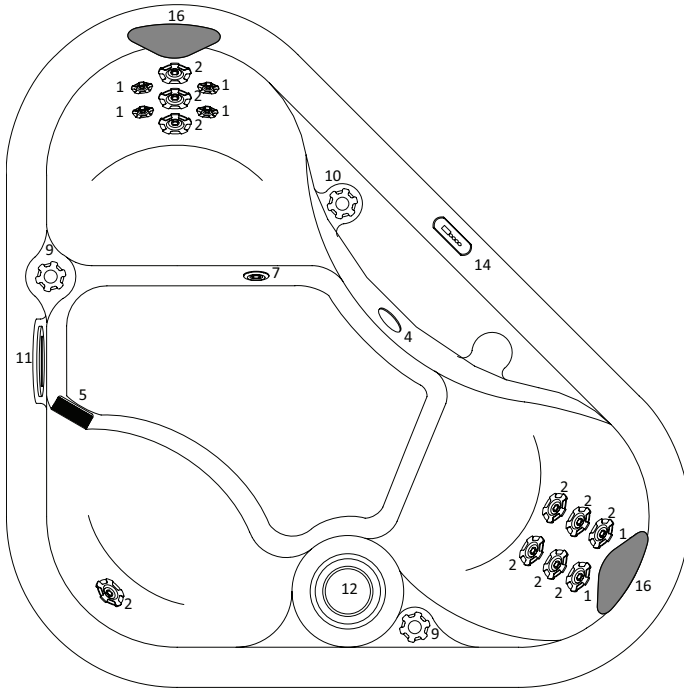
1. Unfasten all cover lock straps.
2. Place one hand under the cover skirting, between the spa and cover, to break the cover's vacuum seal. Do not use cover handles to break vacuum seal.
3. Fold the front half of the cover over onto the back half.

**NOTE:** Unlock and release all cover locks before attempting to open cover. Damage caused by attempting to open the cover while locked or by wind is not covered under warranty. Do not walk, stand, climb, or sit on the vinyl cover. Do not use hard, sharp, or metal objects, such as a windshield scraper, to remove ice. Such objects can cut, mar, or puncture the cover's vinyl surface.

Close the spa cover:

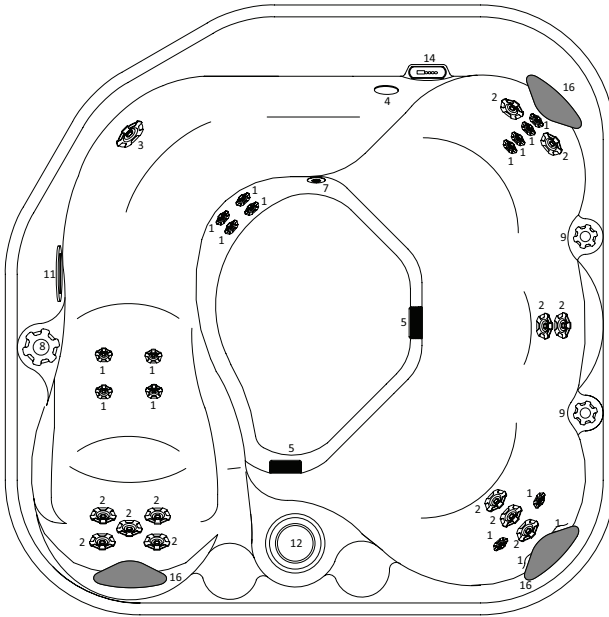
1. Place one hand on the upper corner of the cover and gently push forward in the direction of the spa. The cover will rotate forward to cover half of the spa.
2. Unfold the cover by lifting the handle located on the top (front) half of the cover. Allow the unfolded half to fall down onto the spa.
3. Secure the cover lock straps to the spa and lock them.

**NOTE:** When opening a cover with a cover removal mechanism, use one of the manufacturer's recommended methods. Do not attempt to open the cover in any other way. Damage caused by improper opening or closing of the cover is not covered under the warranty. Fading, staining, torn stitching of the spa cover and broken foam cores are not covered under the warranty for any reason. Spa covers do not qualify for labor coverage under the warranty. These parts can be purchased or exchanged under warranty by contacting AURA Hot Tubs.



#	Component Identification	Qty.
1	100 Jets	6
2	200 Jets	10
4	Light	1
5	Suction Fitting	1
7	Ozone Fitting	1
9	Air Controls	2
10	Zone Control	1
11	Water Feature	1
12	Filter Canister	1
14	Control Panel	1
16	Headrests	2

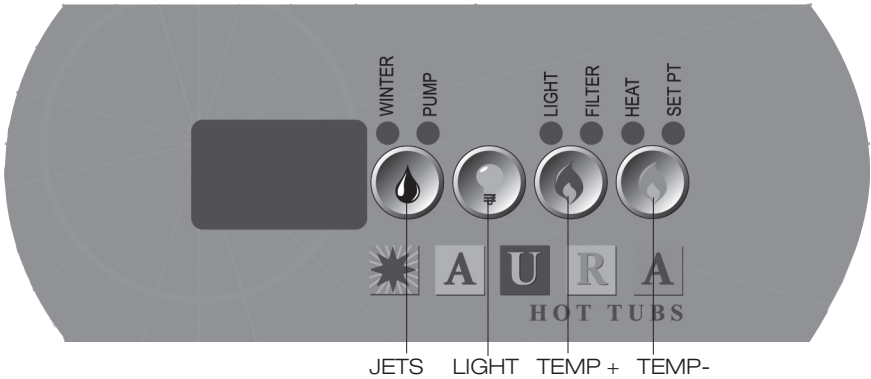
Physical Specifications	Size
Dimensions	68" x 68"
Height	29.5"
Corner Radius	17"
Seating Capacity/Positions	2/3
Weight Dry/Lbs.	300
Weight Full/Lbs.	1545
Water Capacity/Gallons	150
Total Therapy Jets	16



#	Component Identification	Qty.
1	100 Jets	16
2	200 Jets	12
3	300 Jets	1
4	Light	1
5	Suction Fittings	2
7	Ozone Fitting	1
9	Air Controls	2
10	Zone Control	1
11	Water Feature	1
12	Filter Canister	1
14	Control Panel	1
16	Headrests	3

Physical Specifications	Size
Dimensions	77" x 77"
Height	34"
Corner Radius	17"
Seating Capacity/Positions	4/5
Weight Dry/Lbs.	450
Weight Full/Lbs.	2660
Water Capacity/Gallons	265
Total Therapy Jets	29

## SPA CONTROL OPERATION



### UNDERWATER LIGHT

Press the LIGHT pad on bather's panel to turn the underwater lights on and off. The low-voltage system produces a night light for evening use. After being on for 60 minutes, the lights automatically turn off.

### JETS

Use the JETS pad on the bather's panel control. First press of the JETS pad activates pump on low-speed. Second press of the JETS pad activates pump on high-speed. Third press of the JETS pad turns jets off. If the system is in a filter cycle or calling for heat, low speed will continue to run. The high and low speed operation will stop after 15 minutes of use. To restart the pump, press the JETS pad. The pump LED will flash when the pump is on low speed and will be steady when the pump is on high speed.

### TEMPERATURE DISPLAY AND ADJUSTMENT

#### Factory Default Settings:

- Temperature: 100°F (38°C)

Use the TEMP UP or TEMP DOWN buttons to change the setting to the desired temperature. The temperature setting will be displayed for 5 seconds to confirm your new selection.

The LED "set point" light on the control panel indicates that the display shows the desired temperature, NOT the current water temperature

### HEAT LIGHT

The HEAT light illuminates when the heater is on. The pump circulates on low-speed whenever the thermostat calls for heat. A flashing heat light indicates the system is preparing to heat.

### OFF MODE

This mode allows you to turn off all functions for 30 minutes. This can be useful when changing/cleaning the filter or for relaxing in just the hot water.



To activate, press and hold the JET button for 5 seconds to activate the off mode. Pressing the JET button again at any time during the 30 minute off cycle will restart the spa. While in the off mode, the display will toggle between off and the water temperature.

## **FILTRATION**

Your spa is preset at the factory with a default setting to filter itself using the jet pump on low-speed for two hours (d2) twice (F2) in a 24 hour period. These settings represent the filter settings necessary for average use. The timing of the first filter cycle is determined by when the spa was initially energized. The first cycle begins six minutes after this initial power-up. The second filter cycle begins 12 hours after the first cycle.

To program how your spa filters the water, you must enter these parameters: duration and frequency. During a filter cycle, the pump will run at high speed for one minute to purge the plumbing. The pump then runs on low speed for the remainder of the cycle.

### **Factory Default Settings:**

- Filter Cycle Duration: d2 (2 hours)
- Filter Cycles: F2 (twice per day)

### **Setting Filter Duration:**

Press and hold the LIGHT button until the display shows dxx, with “xx” representing the duration of the filter cycle in hours. Use the TEMP UP or TEMP DOWN buttons to change the setting. It’s not recommended to use 0 as a setting.

### **Setting Cycle Frequency:**

Press the LIGHT button again. The display will show Fx with “x” being the number of filter cycles per day (up to 4). Use the TEMP UP OR TEMP DOWN buttons to change the setting. When the desired setting is displayed, press the LIGHT button to confirm. The newly programmed filter cycle will start immediately.

The “Filter” LED indicator will light up when a filter cycle is on.

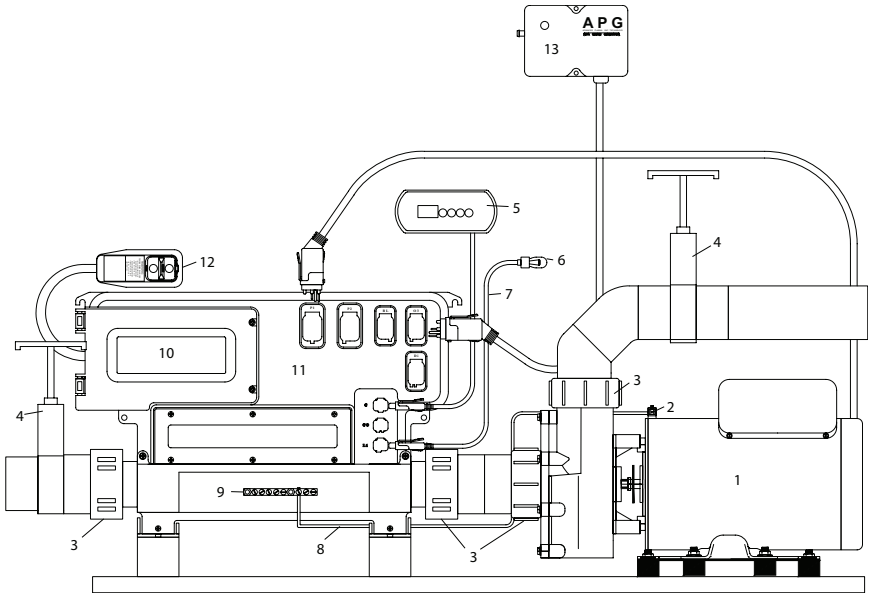
### **Setting the Display for Fahrenheit (F) or Celsius (C):**

Press the LIGHT button again to show F or C in the display. Use the TEMPERATURE UP OR TEMPERATURE DOWN buttons to change the setting. Press the LIGHT button to exit the programming sequence.

### **Smart Winter Mode:**

Smart Winter Mode automatically protects the pump and control system from the cold by turning on the pump several times a day to prevent freezing. The Smart Winter Mode LED on the control panel will illuminate when this feature is engaged.

## EQUIPMENT DIAGRAM



#	Component	Quantity
1	Pump	1
2	Ground Lug	1
3	Pump Unions	4
4	Slice Valves	2
5	Control Panel	1
6	Light Bulb	1
7	Light Cord	1
8	Ground Wire	1
9	Ground Strip	1
10	Cord & Fuse Access Door	1
11	Equipment Pack	1
12	GFCI	1
13	Ozonator (option)	1

## **TROUBLESHOOTING**

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**PLEASE NOTE:** The following corrective actions may be performed by the spa owner. If the trouble cannot be corrected in the steps below, please contact AURA Hot Tubs. (Improper servicing by an unauthorized service provider or spa owner could result in damage not covered by the warranty and could cause serious injury.)

### **EQUIPMENT WILL NOT OPERATE**

- Check the control panel LCD window for diagnostic code.
- Check the GFCI power cord and reset if necessary (see IMPORTANT SAFETY INSTRUCTIONS at beginning of manual).
- Check the condition of the power cord.
- Check the breaker in the main panel of the house that powers the hot tub to be sure it has not been tripped.

### **INADEQUATE JET ACTION**

- Be sure the shut-off valves are completely open.
- Open the jets by turning the jet face counter-clockwise to allow for maximum water flow.
- Check that the air control valve is open (rotate lever counterclockwise).
- Check for obstruction or restrictions at suction guard(s) or filters, such as leaves, etc.

### **JET VALVES ARE HARD TO OPERATE**

- Valves and rotating jets that become hard to turn is an indication of sand, dirt or too high calcium level in the water.
- Remove components and rinse before damage occurs.
- Advise bathers to shower or use a foot bath before entering the spa. Failure to use or maintain valves as directed may cause damage by introduction of foreign materials such as dirt, sand and calcium that is not covered under the warranty.

### **NO HEAT**

- Check temperature displayed in the LCD window for desired temperature setting.
- Inspect the filter cartridge for dirt and debris.
- Check that the water is at proper level, at least 2" above the skimmer.
- Lower ambient temperatures may result in heat loss.

**NOTE:** Do not expect instant hot water from the jets. It will take the heater up to 24 hours to heat the water to the temperature you desire.

### **LIGHT DOES NOT WORK**

- Press the LIGHT pad on the control panel.
- Reposition the light bulb in the socket. (See REPLACING LIGHT BULB.)
- Replace the light bulb with a 6 WATT BULB (GE 918 ONLY).

## LCD ERROR MESSAGES

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The advanced technology built into the spa allows it to perform a number of self-diagnostic system checks and it can display a variety of messages in the LCD window on the control panel.

### FLO:

Pump is activated but the system doesn't detect any water flowing through the system.

- Make sure the shut off valves are open and that the water level is high enough, 2" – 3" above the skimmer.
- Check and remove anything obstructing the filter

### UPL:

No low level configuration software in the system

- Contact AURA Hot Tubs using toll free customer service line

### AOH:

Temperature inside the spa equipment compartment is too high

- Make sure water level is 2" to 3" above the skimmer
- Remove the equipment access door for 1 hour to allow excess heat to escape
- Replace control equipment if problem persists.

### OH:

Water temperature in the spa has reached 108°F

- Remove spa cover and let water cool down or add some cold water
- Reduce the filtration cycles so that equipment doesn't run as long.
- Replace control equipment if problem persists.

### Hr:

An internal hardware error has been detected

- Cycle the power to the spa using the GFCI on the end of the electrical cord.  
After spa starts back up, cycle the pump on and then off.

### Prr:

Regulation probe issue

- Replace control equipment if problem persists.

**NOTE:** If power is shut off or a power outage occurs the 240V system has a battery backup. All user settings are retained.

### HL:

The system has shut down because the water temperature in the heater has reached 119°F. **WARNING** – water may be very hot.

- Cycle the power to the spa using the GFCI on the end of the electrical cord.  
After spa starts back up, cycle the pump on and then off.

## **IMPORTANT CHEMICAL SAFETY PROCEDURES**

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1. Always keep chemicals out of reach of children.
2. Read product labels carefully prior to use.
3. When dissolving, always add chemicals to water, do not add water to chemicals. Some dry chemicals should be dissolved prior to adding them to the spa. Using a clean container, dip some water from the spa. Mix until dissolved, then add to circulating water.
4. CAUTION: Do not mix chemicals together. Add them separately to the spa water.
5. All chemical products should be stored in a cool, dry, well-ventilated area where the average temperature does not exceed 90°F (32°C). Keep storage area clean of debris such as rags, newspaper, and combustible materials.
6. Keep chemicals away from open flame or other heat source. Do not smoke near chemicals. If a dry chlorine chemical fire should occur, use water only. Do not use a dry chemical fire extinguisher to attempt to put out the fire.
7. When adding chemicals, always keep the water circulating in the spa with jets in a downward circular pattern for better chemical distribution. Add chemicals to the spa water one at a time. Allow several minutes between any new chemical additions using the jet action to evenly distribute throughout the spa.
8. It is important to leave the spa cover open for 20-30 minutes while shock treating your spa to avoid damage. Do not leave spa unattended while cover is open. Damage such as discoloration or brittle vinyl due to chemical damage is not covered under the warranty.
9. After adding chemicals, wait the amount of time recommended on the chemical container before retesting your water for an accurate reading. Retest your spa water before using.
10. If you have any questions or concerns about the correct procedures for handling chemicals, please refer to the Water Care Guide or contact AURA Hot Tubs.

## **WATER CARE**

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There are three things necessary for clean safe water:

1. CIRCULATE: Water has to be circulated regularly; it can not be stagnant.
2. FILTER: Water has to be filtered to remove particulate and debris.
3. SANITIZE: Water has to be sanitized to kill organisms like algae, bacteria and viruses.

It is critical to maintain proper water balance to protect the spa heater and other components from damage. Damage to the spa surface and equipment caused by poor chemical or harsh chemical treatment is not covered under the warranty. Discoloration of jet faces, valves and controls are an indication of poor chemical maintenance or exposure to the sun.

Jet inserts and valves do not qualify for labor coverage. These parts can be purchased or exchanged under warranty at your authorized dealer. Gaskets and seals are not covered under the warranty.

The control system in your spa will automatically circulate and filter. (See SPA CONTROL OPERATION section.) The sanitation requires minimal effort if done consistently and properly.

To sanitize spa water, three things are required:

1. **BALANCE:** The water must be balanced so the sanitizer can work and spa equipment is protected.
2. **SHOCK:** Shock to oxidize organics and maximize sanitizer efficiency.
3. **SANITIZE:** Maintain a proper level of sanitizer at all times.

## **UNDERSTANDING WATER BALANCE**

Water balance is the interrelation of factors that determine the quality of the spa water. The effectiveness of chemicals and other additives are dependent on all these factors working together or “in balance”. The primary elements to water balance are the calcium hardness, total alkalinity and pH. Always use water treatment products recommended for use in a spa.

### **pH Balance**

Keeping the pH balanced is the most critical component of water balance. Calcium hardness and total alkalinity act as buffers to stabilize the pH. When they are properly adjusted, the pH will be stable and easy to maintain. The pH is a measure of the relative acidity and basicity of the water. The ideal pH range is 7.4 - 7.6. When the pH falls below 7.2, the water can become corrosive. Low pH can cause damage to metal in the control system and heater, excessive sanitizer consumption, and skin irritation. A pH above 7.8 can be scale-forming and allow metals or minerals in the water to form deposits and stain spa surfaces. pH above 7.8 can also cause eye and skin irritation.

### **Total Alkalinity**

Alkalinity acts as a buffer to prevent the pH from changing as other substances are added to the water. Stability of the pH is directly related to the alkalinity. The alkalinity should be between 80 - 140 ppm. Alkalinity below 80 ppm makes it difficult to stabilize the pH. Alkalinity above 140 ppm may increase the pH and cause cloudy water, scaling, and decreased efficiency of the sanitizer.

**NOTE:** Alkalinity & pH Increase and Alkalinity & pH Decrease will affect both the pH and alkalinity. Generally, smaller additions will change the pH and have a very minor effect on the alkalinity. Larger additions will also affect the pH, but will have a much greater effect on the alkalinity. (Example: If the pH is very high and the alkalinity is within range, adding a few smaller doses of pH and alkalinity Decrease instead of one large dose will reduce the pH with little effect on the alkalinity.)

### **Calcium Hardness**

Do not use soft water in your spa. It is critical to have calcium in your water. The ideal range of calcium is between 200 – 300 ppm. The calcium hardness is normally adjusted when filling or refilling after draining the spa. High calcium levels can cause scale buildup on spa surfaces and equipment. Your spa can be protected against high calcium by using Metal & Stain Remover per the directions on the container. Low calcium levels can cause spa water to become highly corrosive and damaging to the equipment components and plumbing. To raise calcium levels, use Calcium Hardness Increase.

## **BALANCE**

When initially filling or refilling your spa, follow these steps to achieve proper water balance.

**IMPORTANT!** Always follow instructions on the chemical container when adding chemicals.

1. Test the spa water using a test strip or test kit. Determine the pH and alkalinity of the water.
2. If adjustments are needed for the pH and/or alkalinity, always balance the alkalinity before balancing the pH. The product(s) you should use to adjust pH and/or alkalinity are pH Alkalinity Increaser or pH & Alkalinity Decreaser. Make any additions per the directions on the bottle and then test and repeat if necessary until all readings are in the desired range.
3. Increase the calcium hardness if necessary.

## **SHOCK**

### **Initial Treatment**

Shock the spa using granular Chlorine Sanitizer or non-chlorine Spa Shock. Add directly to the spa per the instructions on the container. For the initial treatment, Chlorine Sanitizer is preferred as it will also establish a residual of sanitizer.

### **Maintenance Treatment**

Once bacteria and other wastes are neutralized by the sanitizer, they stay in the water unless oxidized or shocked. Often called chloramines or bromamines, they create dull, cloudy water and can cause odor and eye or skin irritation. Shock treatment rids your spa of these wastes for clear, sparkling water. Shocking with non-chlorine Spa Shock or granular Chlorine Sanitizer is recommended once a week or whenever the water appears dull or cloudy or has a strong odor. Non-chlorine Spa Shock allows use of the spa 15 minutes after shock treatment.

**NOTE:** A strong bromine or chlorine odor typically indicates the spa needs to be shocked – not that there is too much bromine or chlorine in the water. A properly balanced spa that is shocked regularly will not have an odor.

## **WATER CARE REGIMEN**

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Sanitizers are classified by easy to follow usage guidelines. The information below indicates whether the product should be used daily, weekly, monthly, when filling, or as needed – if special water conditions arise.

### **DAILY**

#### **Sanitizer**

Maintain 1 - 2 ppm of bromine at all times.

### **WEEKLY**

#### **Spa Shock**

Sanitizer combines with bacteria and neutralizes sanitizer/bacteria on contact. However, the used sanitizer/bacteria particle is still present in the spa water. Used sanitizer in the water emits an odor and causes cloudy water. To oxidize, or rid the spa of this used sanitizer, you must shock the spa once a week.

**NOTE:** Additional shocking may be necessary if the spa is under heavy use.

## **AS NEEDED PRODUCTS**

### **pH & Alkalinity Increase**

### **pH & Alkalinity Decrease**

These two products work to raise or lower the pH and alkalinity in the spa. They are only needed if the test strip indicates the levels are not in the ideal ranges.

### **Water Clarifier**

Microscopic particles can pass through the spa filter and create cloudy water. The use of Water Clarifier combines these microscopic particles into larger particles that can be trapped in the filter to clear cloudy water.

### **Spa Defoamer**

If foam appears in your spa, the action of the jets will keep it from dissipating. The use of Spa Defoamer instantly rids your spa water of foam.

### **Metal and Stain Remover**

Metal and Stain Remover will remove metals such as iron and copper from spa water.

## **WATER CARE TROUBLESHOOTING GUIDE**

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**NOTE:** If you request a service call and no problem is found with the spa or the problem is not covered by warranty (i.e. chemical damage), you will be charged at the regular service rate.

P: Problem

S: Solution

### **Cloudy Water**

P: Inadequate filtration or dirty filter.

S: Ensure that the filter is securely installed. Clean or replace filter. Increase the length of clean up and/or filter cycles.

P: Water is not balanced.

S: Test water and adjust pH, alkalinity, and sanitizer as needed. Shock to oxidize and destroy organics in the water.

P: Unfiltered particles or chemically saturated.

S: Use Water Clarifier to combine particles.

P: High total dissolved solids

S: Drain, clean, and refill the spa.

### **Chemical Odor**

P: Too many chloramines/bromamines in the water.

S: Treat water with Spa Shock, then adjust sanitizer level as necessary.

P: Dull looking water, difficult to manage. High total dissolved solids (TDS) may be the cause.

S: Drain, clean and refill with fresh water.



**Musty Odor**

- P: Not enough sanitizer in water – bacteria or algae in water.
- S: Add sanitizer as necessary and shock. Readjust sanitizer level if necessary.

**Yellow Water**

- P: Low pH and/or low alkalinity.
- S: Test and adjust pH with pH and Alkalinity Increase. Adjust alkalinity if necessary.

**Foaming**

- P: High concentration of body oils, lotions or soaps, as well as excessive organics.
- S: Use spa defoamer and adjust pH and sanitizer as needed.

**Scum Line in Spa**

- P: Body oils and dirt.
- S: Use a sponge to clean the spa. Test and adjust the sanitizer and pH if necessary. Increase the clean up cycle.

**No Sanitizer Reading**

- P: Sanitizer level is too low.
  - S: Shock until the sanitizer registers in the recommended range.
- 
- P: Test strip remains “white” even after sanitizer has been added.
  - S: Sanitizer level could be extremely high. It can bleach the reagents on the test strip and give a false reading. Remove spa cover and activate jets and air control. Allow jets to run for 30 minutes. Test water to see if desired level has been reached. Adjust bromine cartridge to reduce bromine level.

**High Sanitizer Reading**

- P: Too much chlorine or bromine added or dispensed into the spa.
- S: Remove spa cover and activate jets and air control. Allow jets to run for 30 minutes. Test water to see if desired level has been reached. Adjust bromine cartridge to reduce bromine level.

**Eye or Skin Irritation**

- P: Contaminants or excessive amount of chloramines/bromamines in water.
- S: Treat water with Spa Shock. Adjust sanitizer level.

- P: pH is low.
- S: Adjust as needed.

**Corrosion of Metal**

- P: Low pH.
- S: Adjust pH with pH and Alkalinity Increase.

**Green Water/Algae**

- P: Low sanitizer level or high pH.
- S: Adjust pH, shock and/or adjust bromine cartridge as necessary.

**Erratic pH**

- P: Alkalinity and/or calcium hardness are too low causing pH “bounce”.
- S: Test and adjust alkalinity and/or calcium hardness to bring them into the ideal range.

# SPA MAINTENANCE

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## WEEKLY MAINTENANCE

### Removing Debris

Remove any debris and leaves from the skimmers and suction guard(s) on the inside of the spa. Blocked intakes can impede the flow of water through the jetting system.

### Water Level

Replenish the water level if necessary so that it is approximately 2"-3" above the skimmer. (See STARTING YOUR SPA.) Low and high water levels can damage your spa. It is important to check your water level often.

## MONTHLY MAINTENANCE

### Filter Care

We cannot stress enough the importance of a clean filter for proper water filtration. Dirty filters can restrict water flow, cause hazy water, and prevent your chemicals from working properly. Dirty filters can also cause low flow from jets, poor water clarity and sensors to activate error codes. It is important to clean filters regularly. Many water treatment products clear or clarify the water by clumping microscopic particles and minerals together so that these larger particles can be effectively trapped in the filter. A filter clogged with debris and calcium deposits does not trap particles properly. Soak your filter cartridges in Filter Cleaner monthly.

### Removing the Filter

To remove the filter cartridge, locate the skimmer catch basket and turn it counterclockwise until it clears the retaining tabs and lift up. Remove the filter cartridge by lifting straight up. This is a good time to also clean the catch basket out by using a garden hose to rinse out any debris that it may have trapped.

1. To replace the filter cartridge, insert the cartridge into the opening of the filter housing being sure to align the hole in the bottom of the cartridge with the short tube in the bottom of the housing.
2. Re-install the skimmer catch basket by centering in the filter housing and turning clockwise until it locks in place.

Use a hose to clean the filter cartridge and Filter Cleaner to soak the filters.

**NOTE:** Keep an extra set of filters on hand so you always have a clean set ready for immediate spa enjoyment. Remember to replace the filter cartridges at least once a year.

**NOTE:** Filters and filter lids do not qualify for labor coverage. These parts can be purchased or exchanged under warranty at your authorized dealer.

### Leakage Detection

Open the equipment door and check for signs of water leakage around the pump(s). Pump seals wear out over time, especially with improper water chemistry. Early detection of pump seal failure can significantly reduce repair costs. Pump seals, heater gaskets and pump gaskets must be checked each month to ensure they are not leaking. Further damage caused by a leak from any component is not covered under the warranty.

## EVERY THREE TO FOUR MONTHS

### Draining and Filling the Spa

The average spa needs to be drained every three to four months. After months of continually adding chemicals to the water and introducing body oils and lotions, the water can be difficult to manage and chemicals are not as effective as usual. You may also notice excessive foaming. More frequent draining may be required depending on use.

### Draining the Spa

1. Turn off the power to the spa.
2. Create a siphon using a garden hose or purchase a Spa Vac.

### Ozonator (option) Operation

See instructions included with optional ozonator.

### Refill the Spa

Fill the spa with fresh water from a garden hose and balance the water as described in the Water Treatment section. The use of a Fill Filter is recommended when filling especially in areas of high mineral content in the water. Attach to the end of a garden hose to filter out any grit and sediment that could accumulate in the spa and potentially scratch the spa surface.

## AS NEEDED MAINTENANCE

### Cover Care

It is recommended that you use a cover cleaner to keep the cover clean and conditioned. Proper care of the cover increases the life and keeps it looking great in even the harshest conditions. NOTE: Do not use regular household products or products that contain silicone, alcohol, steel wool, or bleach.

1. Remove the cover from the spa and gently lean it against a wall or fence.
2. Use a garden hose to spray the cover and loosen and rinse away dirt or debris.
3. Use a large sponge and/or soft bristle brush with a very mild soap solution. Scrub the vinyl top in a circular motion. Rinse vinyl clean before a soap film has a chance to dry.
4. Scrub the perimeter of the cover and side flaps. Rinse clean with water.
5. Rinse off underside of cover with water only (no soap) and wipe clean with a dry rag.
6. Use a cover cleaner to condition the top of the cover after cleaning.

### Cushioned Headrest Care

To increase the life of your cushioned headrest, remove and replace them with care only when necessary.

### Exterior Spa Care

Clean the exterior of the spa with a mild soap and water solution. Cleaners that contain alcohol or high levels of solvents, along with Acetone, Nitrobenzene, and Cyclohexanol, can dissolve and discolor the synthetic exterior.

## **Excess Debris**

Grit and debris tracked into the spa should be removed during draining and filling.

## **Water Line**

To avoid buildup of oils and lotions at the water line, clean the interior weekly or when needed. We suggest using a sponge to clean without scratching.

**NOTE:** Do not use the same brush or sponge to clean the exterior of the spa and the interior of the spa. Soap and other product residue used on the outside of the spa can cause foaming of the spa water and scratches to the spa surface if used on the inside of the spa.

## **SUSPENDED USE OR WINTERIZING THE HOT TUB**

If you decide to discontinue the use of your spa for any extended period of time, we suggest you follow the steps below.

**NOTE:** During long periods of inactivity, damage can occur to equipment from condensation within the equipment compartment. Failure to follow these instructions during freezing conditions will result in cracked fitting(s) and glue joints, and other damage.

1. Turn off the power to the spa.
2. Drain the spa. (See DRAINING AND REFILLING THE SPA.)
3. Remove all residual water from the seating and footwell. If necessary, bail out the remaining water then dry the spa with towels. A wet/dry vacuum is recommended for best results.
4. Using the wet/dry vacuum, place vacuum nozzle over each jet nozzle to remove water from plumbing lines, starting with the highest jet and finishing with the lowest jet.
5. Unscrew the pump plug(s) from the pump(s). (See STARTING YOUR SPA.)
6. Again, using the wet/dry vacuum, place nozzle over the exposed pump opening(s) to remove excess water. The pump(s) should be removed from the spa and stored in a climate-controlled room.
7. Clean the spa interior.
8. Clean the filter cartridges.
9. Reinstall the cover and lock in place. **NOTE:** Direct sunlight on the spa surface can cause severe damage or blemishing and can result in the voiding of any surface warranties.

## **VACATION CARE INSTRUCTIONS**

### **Short time periods: 3-5 days**

1. Adjust the pH (see WATER CARE).
2. Sanitize the water by following the shock procedures (See WATER CARE).
3. Lock your spa cover in place with cover locks.
4. Upon return, shock sanitize water.

### **Long time periods: 5-14 days**

1. One day before leaving, set the temperature to its lowest level (approximately 80°F, 27°C).
2. Adjust pH as needed.
3. Shock sanitize water.
4. Upon return, shock sanitize water.
5. Return temperature to original setting.
6. Test water chemistry and adjust as necessary.

# **AURA HOT TUBS LIMITED WARRANTY**

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## **WHAT THE AURA LIMITED WARRANTY COVERS**

AURA warrants that the products will be free from defects in materials and workmanship for the term set forth exclusively in this warranty. Accessories added to the hot tub after manufacture of the hot tub are not covered under this warranty but may have other warranties. Refer to the owner's manual for proper use, maintenance and installation of the hot tub. The Limited Warranty is made to the original purchaser of the hot tub and is not transferable.

- The fiber glass structure is warranted for five years against water loss. Fittings and attachments are not included.
- The acrylic surface is warranted for one year against defects caused in manufacturing. Defects caused by outside force such as the sun, heat or poor installation techniques are not covered.
- Plumbing and fittings are warranted against water loss for one year. Warranty coverage excludes unions, valves, gaskets and seals.
- Electronic equipment is warranted against defects in materials and workmanship for one year. Equipment includes equipment pack, PC board, pump, control panel, heater and heat sensors.
- The synthetic skirt exterior is warranted to be free from defects at time of delivery.
- The ozonator, LED Light (if equipped) and GFCI cord are warranted against defects in material and workmanship for one year.
- Fuses, non-LED lights, filter, filter lid and other items not specifically mentioned in this warranty are warranted to be free from defects in materials and workmanship at time of delivery. Labor for the repair of water loss from plumbing or fiber glass structure is covered for 1 year from date of purchase according to predetermined schedule. All other labor reimbursement is specifically excluded from this warranty.

You will be required to provide proof of purchase of the hot tub prior to receiving any warranty parts.

## **TERM OF THE AURA LIMITED WARRANTY**

- The term of the warranty begins on the purchase date and continues for the term described in this warranty for each component.

## **WHAT YOU SHOULD DO IF YOU EXPERIENCE A PROBLEM**

- Read the troubleshooting guide provided with this hot tub.
- If you have read the troubleshooting guide and still have a problem call 800-543-8603. Please provide the following information when requesting assistance: your name, address and contact information; serial number; purchase date, a description of the hot tub and a description of the problem.

## **WHAT AURA WILL DO IN THE EVENT OF A PROBLEM**

- A replacement part will be furnished for any factory-installed component covered under this warranty which, upon test and examination by AURA proves to have manufacturing defects.

- AURA will provide parts and labor for the repair of leaks and surface defects only up to \$150. Service provider may charge additional service and travel fees.
- A replacement part will be provided to you at no charge when you return the defective part. The warranty period on the replacement part continues from original purchase date of hot tub.

### **WHAT THE AURA LIMITED WARRANTY DOES NOT COVER**

The following situations will void the warranty. (i) modified, altered or adapted in any way; (ii) maltreated or used in a manner other than in accordance with the hot tub owner's manual; (iii) repaired by any third party and repair fails (iv) improperly installed by any party; (v) used with equipment not covered by this warranty, to the extent that problems are attributable to such use; (vi) relocated to the extent that problems are attributable to the relocation; (vii) located on any support surface other than specified in the hot tub printed instructions; and (viii) damage caused by pH level outside the range of 7.4 to 7.6 and other chemical abuse. Refer to instructions in the owner's manual for proper use, maintenance and installation of the hot tub.

Other items excluded from this warranty include freight expenses; labor and material cost associated with removal and or replacement of the hot tub; damage to or fading of the hot tub surface and staining of the hot tub surface or equipment caused by impact, scratching, abrasive or corrosive cleaners; damage due to extreme water temperatures outside the range of 32°F to 120°F (0°C to 49°C) even if the damage was the result of a covered failure; or damage to the hot tub surface or equipment caused by acts of nature, including wind and power surges. Damage caused by the sun and heat from leaving the cover open is not covered.

Other costs not associated with the direct repair of the hot tub, such as phone charges and missed work are excluded from this warranty.

In the event that the AURA serial number tag on the hot tub has been removed or tampered with, the warranty will be void.

### **LIMITATIONS**

The owners sole and exclusive remedy and AURA's entire liability in connection with manufacture and sales of its hot tub products is repair or replacement (at AURA's option) of a defective part, as expressed in the limited warranty. Any other express or implied representation or warranty, including the implied warranties of merchantability and of fitness for a particular purpose as well as non-infringement, is excluded to the maximum extent permitted by law.

Except as may be required by applicable law, AURA shall not be liable for injury, loss, or damage to person or property, however arising, in connection with manufacture or sale of its hot tub products. This includes indirect, punitive, special, incidental, or consequential damages (including but not limited to loss of use) whether the claim for such injury, loss, or damage is based on breach of contract, breach of warranty, or tort, even if AURA has previously been advised of the possibility of such damages.

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



