

Jilong Spas Commonly Asked Questions

Q. What kind of warranty is offered on the spas?

A. We warrant all components contained in this product against defects in materials and workmanship under normal use and service, for a period of 6 months on tub and 12 months for electric parts from the date of purchase for the original owner only. If any of the components have been consumer-replaced, damaged, or misused, the corresponding warranty on those components is invalidated. In this situation, you will be advised of the cost of replacement parts and processing instructions. Please register warranty within 30 days of purchase on www.jilong.com in order to validate your warranty.

Your receipt is required as proof of purchase and to verify the length of your ownership.

Q. What kind of chemicals should I use to maintain my water?

A. Do not use Chlorine sanitizer; it may cause the heater system damage. Bromine sanitizer is the optimistic choice. Please contact your local chemical supplier to check the proper usage of your chemicals.

Q. What is wrong when the LED screen displays “---” or “E3”?

A. That means the water inside the spa is too hot, the temperature of which is more than 104 degrees. Refer to your manual, activate temperature control switch on the bottom of pump by the pin.

Q. Why is the filter function activated at the same time when I press the heater button?

A. It is normal. The heater function always works together with filter function. You may use the filter function only by pressing the filter button.

Q. Is the Spa's filter cartridge interchangeable with other brands?

A. No, because of the different size. The wrong size may cause the abnormality. Please purchase filter cartridges with model No. JL290124 mentioned on your manual.

Q. Can the spa pool be setup outside in cold weather?

A. No. Do not use the spa pool in temperature lower than 4 Degrees (40 degrees) because the inner tube is made by vinyl, which will crack under such freezing weather.

Q. How often should the water be changed?

A. If you follow correct water treatment method, you can reduce the frequency of water changes. We strongly recommend you keep the spa covered when not in use. Make sure the water is in proper chemical balance, and operate the filter system for hours each day. Clean and replace the filter cartridge on time.

Q. Can I pour water with a high temperature of 104 Degrees in the spa?

A. No, the max. heating temperature is 104 Degrees, hotter water may cause the temperature control switch tripped.

Q. Can the spa pump be repaired by myself?

No, please contact our after sales service center for repair. Improper repair may result in damage, injury, or death.

Q. How do I deal with cloudy water in the spa?

A. Once you find any cloudy in the water, stop using the spa at once and change water. The cloudiness is the result of the undissolved particles. Regular water treatment is required to keep the water in SPA clean. Contact your local pool supplier to check correct chemical maintenance and filtration.

Q. Why does the water filtration system not work?

A. Please refer to below lists to diagnose the trouble and solve it:

CAUSE	SOLUTION
A. Dirty filter cartridge.	Using a garden hose to clean the filter cartridge or replace a new one.
B. Filter pump is air bound. Noise can be heard when the motor is running.	Unplug the plug from the electrical outlet. Bleed air from the filter by turning the air purge valve on the top of the filter tank counter-clockwise. When water drips from the opening of the air purge valve, close the valve and dry the water on the surface of pump.
C. O-ring on the top of the filter tank is not placed properly, or is damaged.	Adjust the position of O-ring or replace a new one.
D. Motor of filter pump is wrong	Press the filter button to check if filter function does work or not.

Q. Why does the pump not heat the water?

A. There are 2 main causes: filter system does not work properly, so the water current can not enter into heating system or over-heating switch is tripped. Pls refer to below lists to diagnose the trouble and solve it:

	CAUSE	SOLUTION
Filter system does not work properly	A. Dirty filter cartridge.	Using a garden hose to clean the filter cartridge or replace a new one.
	B. Filter pump is air bound. Noise can be heard when the motor is running.	Unplug the plug from the electrical outlet. Bleed air from the filter by turning the air purge valve on the top of the filter tank counter-clockwise. When water drips from the opening of the air purge valve, close the valve and dry the water on the surface of pump.
	C. O-ring on the top of the filter tank is not placed properly, or is damaged.	Adjust the position of O-ring or replace a new one.
	D. Motor of filter pump is wrong	Press the filter button to check if filter function does work or not.
Temperature control switch is tripped	E. Temperature control switch is tripped because the temperature inside the heating tube is too high. The Led display screen may indicate “---” or “E3”?	Refer to your manual, activate the temperature control switch on the bottom of pump by the pin.

Q. Useful tips to heat the spa water more quickly.

A. We strongly recommend that the inflatable cover should be placed onto the spa pool (or the top lid is well-zippered) when the heater function is activated. The pool cover can prevent the heat loss effectively.

Q. What is the maximum heating temperature?

A. The max. temperature is 104 Degrees. (the tolerance is +/-2 Degrees)

Q. Why does the home electrical circuit turn off when both heating and massage systems are activated?

A. The max. current rate of our spa will reach 12.5A when heating and massage system are activated. Double-check if the current rate of your power outlet is appropriate to the pump. Or request a qualified electrician to verify it.

Q. Why does the spa stop working within a few minutes?

A. Don't worry, our spa has the automatic stop function under below circumstances:

1. The spa would stop after half an hour of the bubble function. Just press the bubble button, it will start again.
2. When the water temperature reaches the setting one, the heater function will automatically stop. It will restart heating system once the water temperature is 2° lower than the setting one.

Q. Why does the pump not work? (All indicator lights are off on the LED display screen.)

A. Double-check if the pump is plugged into the electrical outlet properly and the outlet is with power. Then, check if the RCD/PRCD is tripped. Reset RCD/PRCD. If the problem is still unsolved, check if the home fixed wiring is too thin to afford Max. Power of pump.

Q. Can the spa be setup on a concrete platform?

A. Yes. It's important to make sure that the platform is smooth, level, stable and free of any sharp objects. Moreover, the pool liner should not be dragged across the solid ground, because abrasions may cause holes.

Q. What is the water capacity of the spa?

A. The water capacity of the spa pool is 212gal. The max. water level and minimum water level are printed on the inside pool wall for your reference. Make sure that water surface should not surpass than the max. water level or lower than the minimum water level.

Q. How do I inflate my spa?

A. No separate pump is needed. The SPA Massage System can be used to inflate the spa liner with the inflation hose.

Q. How much air should be inflated in the spa?

A. The spa should be inflated to 85% rigidity only. Over-inflation may result in the bursting or leaking in the welding seam of pool when the spa pool with water is exposed under the sun or thermal source.