



Quick Tips

Filling Your Spa

1. To minimize airlocks in the equipment, put hose down the center of the filter in the filter compartment.
2. Turn hose on. This will fill the spa through the heater, pumps and jets pushing most of the air out of the lines.
3. Fill the spa to the bottom of the pillows or above the jets.
4. For 240 v spas, turn on the 50 amp breaker and run jets 10 minutes. For 120 v spas, plug in and immediately turn on jets for 10 minutes. Either way, turn the diverter handle(if applicable)slowly 360°
5. If refilling spa, bring water sample in for analysis.
6. It is recommended to balance spa water TA, CH and pH immediately after refilling, then sanitize within 36 hours.
7. Spas on 220v may take up to 15 hours to heat and 110v spas may take up to 36 hours.

Spa not heating

1. The Spa will stop heating due to low flow through the heater in order to keep the heater from being damaged.
2. Check your filter to make sure that it is clean; some heaters have a reset button, refer to owners' manual for location or other tips. It is best to remove the filter from the spa, before resetting the heater/GFCI, because debris in the filters may be restricting the flow and causing the problem. Service calls that are the results of a dirty or clogged filter are **NOT** covered under warranty and we will have to charge a service call.

Flashing "----" on controls (2006-2009) or flashing 3 diamonds (2002-2005)

1. Did you remember to put the hose down the center of the filter area and clean your filter?
2. If No, the pump may have an airlock, or the filter may have tripped the hi-limit. Reset the hi-limit (Refer to Owner's Manual) and place a hose down the center of the filter (just like when you fill your spa) to flush out the air. Make sure that the water level is at the correct level.
3. Turn spa power off, then make sure there is no foreign debris in the spa, pull the filter out and replace the basket. Turn the power to the spa on and run jets 10 minutes.
4. If the flashing "----" stops then the problem has been corrected.
5. If the flashing "----" continues, call for service.

Flashing "-.-.-" on controls

1. Turn power to the spa off, take out filter and clean, then turn power back on per start up instructions/ "filling your spa" step 4, replace clean filter and check water level
2. If the "-.-.-" continues to flash, call for service

Locking/Unlocking Spa and/or Locking/Unlocking the Spa's Temperature, on control panel (2006-2009)

1. To lock/unlock **the spa**, press the "set" button and then (the word "set" will be flashing) press "temperature up" button once, wait 10 seconds before pressing any other buttons.
2. To lock/unlock the **spa's temperature**, press the "set" button and then (the word "set" will be flashing) press "temperature down" button once, wait 10 seconds before pressing any other buttons.

No Jet Pressure/Priming the pumps

Upon filling or refilling the spa, if a pump is operating and water is not flowing from any of its jets, the pump may not be properly primed (have water in it). To correct, refer to the Overhead View and perform the following procedures:

1. Turn off power to the spa at the breaker(s) and remove the equipment compartment door.
2. Loosen the union on the top of the pump(s) to allow the air to escape. When water is present, hand-tighten the union.
3. Turn power back on, activate the pump(s) and check to make sure union is tight enough to keep it from leaking.
4. Replace equipment compartment door.

Draining Your Spa (3-4 times per year)

1. Turn the power to the spa off by turning breakers off or unplug from the wall.
2. Locate drain on the front or in the equipment compartment area. See Owners Manual.
3. Attach garden hose and drain
4. After your spa is drained then close the drain and replace cap
5. Refer to Filling procedures
6. If winterizing spa, follow detailed steps in Owner's Manual or contact our store for assistance. Damage caused to your spa by improper winterizing is **NOT** covered by your spa warranty.
7. **DO NOT** change your spa water when the temperature is below freezing.

Breakers/GFCI Tripping – If the breaker(s) or GFCI is continuously tripping, call for service.

Filter - Rinse Filter once a **month**, (or as needed), soak in recommended filter cleaner every 2-3 months.

Cover - Condition cover monthly according to owners manual. When cover gets heavy, it will need to be replaced as it will become less energy efficient. Heavy covers can be unsafe and may cause damage to cover assist and/or skirting.

Skirting – Clean as needed according to owners manual

Rodents – If your spa is going to be placed in an area known to be frequented by ants, termites or like creatures, mice, rats, or other nocturnal creatures it is your responsibility to protect your spa. Damage to the spa's equipment components or internal plumbing as a result of pest/rodent infestation is **NOT** covered under your warranty.

These tips will work on all Caldera Spas within the Highland and Oasis Series mfg. from 2002-2009

Tips on the following 2 pages are designed at a "quick" reference.
Always refer to your Owner's Manual for more detailed information.

Water Care Tips

Fresh Fill

- It is recommended you bring a water sample into the store when you refill because the water sources change. Water must have Sanitizer added within 36 hrs of the spa being up to temperature and before use. Water must be over 80° before adding Biquanide based Waterline control.

Weekly Care

1. Test Total Alkalinity, pH & Sanitizer
2. Adjust Total Alkalinity and/or pH as needed (always adjust Total Alkalinity first if needed) Note: These adjustments may take up to 24 hrs to fully register.
3. For Monarch Silver Ion with Monarch ozone Spas, add weekly
 - a. Stain & Scale Control
 - b. Shock (Spa Shock, Non-Chlorine Shock or Chlorine Concentrate)
 - c. Change Monarch Silver Cartridge every 4 months, along with draining and refilling the spa.
 - d. Do NOT use liquid water clarifier.
4. For Chlorine Spas, add weekly
 - a. Stain & Scale Control
 - b. Shock (Spa Shock, Non-Chlorine Shock, Chlorine Concentrate)
 - c. Top off Chlorine if needed according to test strips (It may be necessary to add Chlorine more frequently than once per week)
5. For Biquanide based Spas, add weekly (check with store for appropriate amounts)
 - a. Stain & Scale
 - b. Waterline Control
 - c. Shock
 - d. Top off Sanitizer if needed according to test strips

Tips

- Water Care Products are added to the filter area with the jets running, except Calcium Hardness.
- Calcium Hardness Increaser always goes in center of spa **slowly**, with jets running
- Always run jets 10 minutes after adding any product
- Leave cover open for 30 minutes after adding shock, chlorine or bromine.
- Always wait 30 minutes after adding any product **before** adding Biquanide based Sanitizer.
- Water chemistry is very important as improper water chemistry can lead to corrosion or calcification of equipment which is **NOT** covered under warranty

Orientation

- Orientation classes are available free of charge. More information is presented on how to properly test water and also more tips on calculating how much product to add. Please call **(262-544-5500)**, for more information regarding the orientation classes and to reserve a time. We will also go over spa operations and give you more tips on taking care of the spa.

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