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FAQs – Operations

How do I operate my Plug 'n Spa pool?

The spa pool pump is controlled via the touch pad. Press the Pump Button to select the desired operating mode (auto / pump / standby). If left in pump or standby mode the pump will automatically change to auto after 90 minutes. Refer to the SP400P User Guide supplied with the Plug in Spa for detailed discussion.

How often does the pump run?

The spa will switch itself on / off automatically, usually twice daily, when required to maintain water temperature. In addition it will switch on hourly for a short sanitation cycle of two minutes for a standard spa pool or five minutes for a spa fitted with an ozonator.

The motor is surging, what is causing this?

Most likely the water level is too low. Add water until the level is at least 30mm above the filter.

The spa won't start, what should I check?

Check that the power is on, the Residual Current Detector has been reset correctly and that the pump is switched on. Check the SP400P User Guide.

Does the water stay hot all the time?

Yes. The spa is designed to heat automatically to the set temperature.

Can I set the water temperature?

Yes. The desired temperature may be adjusted by pressing and holding down either the “up” or “down” switch.

What is the recommended temperature setting?

Personal preference. Between 38.5 & 39.5 degrees is typical although it can be set to a little higher.

The pump is running but water is not circulating through the jets?

Most likely an air blockage has occurred. This sometimes happens after emptying the pool. Often this will show as “Error 6” on the touch pad – refer to the SP400P Owners manual. Do not run the pump without water circulating. The air blockage can be remedied by bleeding the air from the system:-

- Lower the set temperature to below the actual water temperature.
- Locate the coupling between the “T” junction on the pump and the exit pipe leading off to the right. Gently undo this coupling a little (it should only be hand tightened) until a few dribbles of water appear.
- Re set the pump and run it for a few minutes allowing only a small amount of water to ooze out.
- Re-tighten the coupling by hand.

Can the flow of water through a jet be altered?

Yes although it is recommended that jets are left in the open position. Individual jets can be opened / closed by turning the jet face. The jet face will rotate 90-180 degrees – anticlockwise is open.

What is the aux button for?

It is used to control features that are not part of the Plug in Spa set up. However it is used, in combination with other buttons, to alter specific factory settings. These are described in the SP400P User Guide.