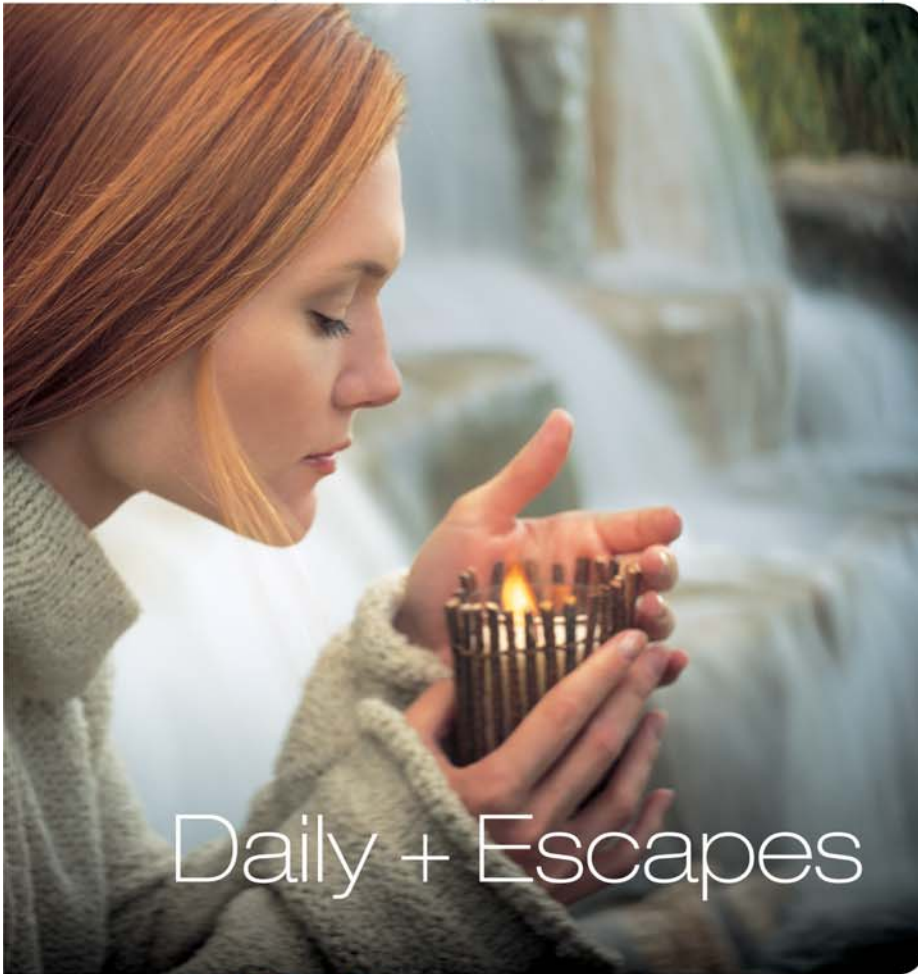


Reflections Collection

OWNER'S GUIDE

16 in [41 cm]



[232 cm]
hell
caution

Daily + Escapes

34 1/2 in [88]

5 1/2 in [143]
in [171]



DIMENSION ONE SPAS®

A Higher Degree of Indulgence.®

Spa Information

My Spa:

Model Name: _____ **Serial Number:** _____

Date Purchased: _____ **Date Installed:** _____

Gallons/Liters: _____

Notes: _____

Dealer Information:

Dealer’s Name: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Telephone: _____ **Fax:** _____

Dimension One Spas, D1, Dynamic Massage Sequencer, Envirotect, Liquid FX, Neckflex Jet Pillow, SoftTouch, UltraPure Water Management, and UltraLounge are trademarks or pending trademarks of Dimension One Spas

Table of Contents

IMPORTANT SAFETY INSTRUCTIONS.....	3
IMPORTANT SAFETY INSTRUCTIONS (CANADA) (CSA SAFETY INFORMATION).....	4
HYPOTHERMIA.....	5
SAFETY DO’S AND DON’TS.....	5
WARNING SIGNS.....	6
INITIAL STARTUP	7
OPERATION.....	11
LOCATING THE CONTROL PANEL	11
CONTROL PANEL FUNCTIONS UNIQUE TO THE SCROLLING MESSAGE CENTER	15
CONTROL PANEL FUNCTIONS UNIQUE TO “DIGITAL CONTROL PANEL” MODELS.....	23
FEATURES UNIQUE TO CERTAIN MODELS.....	26
DIAMIC MASSAGE SEQUENCER™	26
DIAMIC L.E.D. LIGHT (ON CERTAIN MODELS)	28
TOUCH™ LIGHTING PACKAGE (ON CERTAIN MODELS).....	29
JECTOR VALVES, FLOW CONTROLS, AND JET PILLOWS (ON CERTAIN MODELS).....	30
ROUTINE EQUIPMENT MAINTENANCE.....	31
MAINTAINING YOUR HOT TUB	31
WATER CLEANING	31
LIGHT BULB REPLACEMENT.....	33
SKIN CARE FOR ULTRALIFE® AND COLORED SHELLS.....	33
SPECIAL COLD WEATHER INSTRUCTIONS	34
TROUBLESHOOTING GUIDE	37



IMPORTANT SAFETY INSTRUCTIONS

READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY

When installing and using this equipment, basic safety precautions should always be followed, including:

- **Risk of Accidental Drowning.** Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use or approach the spa unless they are supervised at all times.
- **Risk of Serious Injury or Death.** The suction fittings in this spa are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible. Never operate the spa if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.
- **Risk of Electric Shock.** Install at least 5 FEET (1.5 m), from all metal surfaces. As an alternative, a spa may be installed within 5 feet of metal surfaces if each metal surface is permanently connected by a minimum No. 8 AWG (8.4 mm²) solid copper conductor attached to the wire connector on the grounding lug, inside the equipment compartment on the equipment can.
- **Risk of Electric Shock.** Do not permit any electrical appliance, such as a light, telephone, radio, television, etc. within 5 feet (1.5 m) of a spa. Never operate any electrical appliances from inside the spa or when you are wet.
- The electrical supply for this spa must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with section 680-42 of the National Electrical Code, ANSI/NFPA 70-1993. The disconnect must be readily accessible and visible to the spa occupant but installed at least 5 feet (1.5 m), from the spa water.
- A grounding wire connector is provided on this spa to connect a minimum No. 8 AWG (8.4 mm²) solid copper conductor between this unit and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 5 feet (1.5 m) of the spa.
- Do not attempt to remove the light housing cover without lowering the water level below the light housing cover.
- **To Reduce the Risk of Injury:** The water in a spa should never exceed 104° F (40° C). 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 young children and when spa use exceeds 10 minutes.
- **To Reduce the Risk of Injury:** 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).
- **To Reduce the Risk of Injury:** Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature-regulating devices may vary as much as +/- 5° F (2° C).
- **To Reduce the Risk of Injury:** The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
- **To Reduce the Risk of Injury:** Pregnant women, the elderly, infants, or 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 a spa. Pregnant or possibly pregnant women should not enter water warmer than 100° F or 38° C.
- **To Reduce the Risk of Injury:** 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.
- Observe a reasonable time limit when using the spa. Long exposures at high temperatures can cause high body temperature. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could result in possible drowning.
- Enter and exit the spa slowly. Wet surfaces can be very slippery.
- Proper chemical maintenance of spa water is necessary to maintain safe water and prevent possible damage to spa components.

- Use the spa straps and clip tie downs to secure the cover when not in use. This will help to discourage unsupervised children from entering the spa and keep the spa cover secure in high wind conditions. There is no guarantee that the cover, clip tie downs, actual locks will prevent access to the spa.

SAVE THESE INSTRUCTIONS



IMPORTANT SAFETY INSTRUCTIONS (CANADA) (CSA SAFETY INFORMATION)

In addition to the preceding safety instructions, Canadian owners should read and understand the following information from the Canadian Safety Association:

READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY

- A green colored terminal or a terminal marked G, GR, Ground, Grounding, or the symbol * is located inside the supply terminal box or compartment. To reduce the risk of electric shock, this terminal must be connected to the grounding means provided in the electric supply service panel with a continuous copper wire equivalent in size to the circuit conductors supplying this equipment.
 - IEC Publication 417, Symbol 5019.
- At least two lugs marked “BONDING LUGS” are provided on the external surface or on the inside of the supply terminal box/compartment. To reduce the risk of electric shock, connect the local common bonding grid in the area of the hot tub or spa to these terminals with an insulated or bare copper conductor not smaller than No. 6 AWG.
- All field-installed metal components such as rails, ladders, drains or other similar hardware within 3 meters of the spa or hot tub shall be bonded to the equipment grounding bus with copper conductors not smaller than No. 6 AWG.
- Children should not use spas or hot tubs without adult supervision.
- **AVERTISSEMENT:** NE PAS LAISSER LES ENFANTS UTILISER UNE CUVE DE RELAXATION SANS SURVEILLANCE.
- Do not use spas or hot tubs unless all suction guards are installed to prevent body and hair entrapment.
- **AVERTISSEMENT:** POUR ÉVITER QUE LES CHEVEUX OU UNE PARTIE DU CORPS PUISSENT TRE ASPIRÉS, NE PAS UTILISER UNE CUVE DE RELAXATION SI LES GRILLES DE PRISE D’ASPIRATION NE SONT PAS TOUTES EN PLACE.
- People using medications and/or having adverse medical history should consult a physician before using a spa or hot tub.
- **AVERTISSEMENT:** LES PERSONNES QUI PRENNENT DES MÉDICAMENTS OU ONT DES PROBLÈMES DE SANTÉ DEVRAIENT CONSULTER UN MÉDECIN AVANT D’UTILISER USE CUVE DE RELAXATION.
- People with infectious diseases should not use a spa or hot tub.
- **AVERTISSEMENT:** LES PERSONNES ATTEINTES DE MALADIES INFECTIEUSES NE DEVRAIENT PAS UTILISER UNE CUVE DE RELAXATION.
- To avoid injury, exercise care when entering or exiting the spa or hot tub.
- **AVERTISSEMENT:** POUR ÉVITER DES BLESSURES, USER DE PRUDENCE EN ENTRANT DANS UNE CUVE DE RELAXATION ET E SORTANT.
- Do not use drugs or alcohol before or during the use of a spa or hot tub to avoid unconsciousness and possible drowning.
- **AVERTISSEMENT:** POUR ÉVITER L’ÉVANOUISSEMENT ET LA NOYADE EVENTUELLE, NE PRENDRE NI DROGUE NI ALCOOL AVANT D’UTILISER UNE CUVE DE RELAXATION NI QUAND ON S’Y TROUVE.
- Pregnant or possibly pregnant women should consult a physician before using a spa or hot tub.

- **AVERTISSEMENT:** LES FEMMES ENCEINTES, QUE LEUR GROSSESSE SOIT CONFIRMÉE OU NON, DEVRAIENT CONSULTER UN MÉDECIN AVANT D’UTILISER UNE CUVE DE RELAXATION.
- Water temperature in excess of 38° C may be injurious to your health.
- **AVERTISSEMENT:** IL PEUT TRE DANGEREUX POUR LA SANTÉ DE SE PLONGER DANS DE L’EAU À PLUS DE 38°C.
- Before entering the spa or hot tub, measure the water temperature with an accurate thermometer.
- **AVERTISSEMENT:** AVANT D’UTILISER UNE CUVE DE RELAXATION MESURER LA TEMPÉRATURE DE L’EAU À L’AIDE D’UN THERMOMÈTRE PRÉCIS.
- Do not use a spa or hot tub immediately following strenuous exercise.
- **AVERTISSEMENT:** NE PAS UTILISER UNE CUVE DE RELAXATION IMMEDIATEMENT APRÈS UN EXERCICE SATIGANT.
- Prolonged immersion in a spa or hot tub may be injurious to your health.
- **AVERTISSEMENT:** L’UTILISATION PROLONGÉE D’UNE CUVE DE RELAXATION PEUT TRE DANGEREUSE POUR LA SANTÉ.
- Do not permit electric appliances (such as a light, telephone, radio, television, etc.) within 1.5m of this spa or hot tub.
- **AVERTISSEMENT:** NE PAS PLACER D’APPAREIL ÉLECTRIQUE (LUMINAIRE, TÉLÉPHONE, RADIO, TÉLÉVISEUR, ETC.) À MOINS DE 1.5 M DE CETTE CUVE DE RELAXATION.
- Maintain water chemistry in accordance with manufacturer’s instructions.
- **ATTENTION:** LA TENEUR DE L’EAU EN MATIÈRES DISSOUTES DOIT TRE CONFORME AUX DIRECTIVES DU FABRICANT.
- The use of alcohol or drugs can greatly increase the risk of fatal hyperthermia in hot tubs and spas.
- **AVERTISSEMENT:** LA CONSOMMATION D’ALCOOL OU DE DROGUE AUGMENTE CONSIDÉRABLEMENT LES RISQUES D’HYPERTHERMIE MORTELLE DANS UNE CUVE DE RELAXATION.

SAVE THESE INSTRUCTIONS

Hyperthermia

Prolonged immersion in hot water may induce hyperthermia. A description of the causes, symptoms, and effects of hyperthermia are as follows: Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6° F, or 37° C. The symptoms of hyperthermia include dizziness, drowsiness, lethargy, and fainting. The effects of hyperthermia include:

- Failure to perceive heat,
- Failure to recognize the need to exit spa,
- Unawareness of impending hazard,
- Fetal damage in pregnant women,
- Physical inability to exit spa,
- Unconsciousness resulting in the danger of drowning.

Safety Do’s and Don’ts

Do

- **DO** read all operating instructions.
- **DO** read, understand and follow all Safety, Danger and Warning instructions before use.
- **DO** test water temperature with your hand before entering to be sure that it’s comfortable.
- **DO** keep the spa cover closed when the spa is not in use. This is important for safety and for economical spa operation.

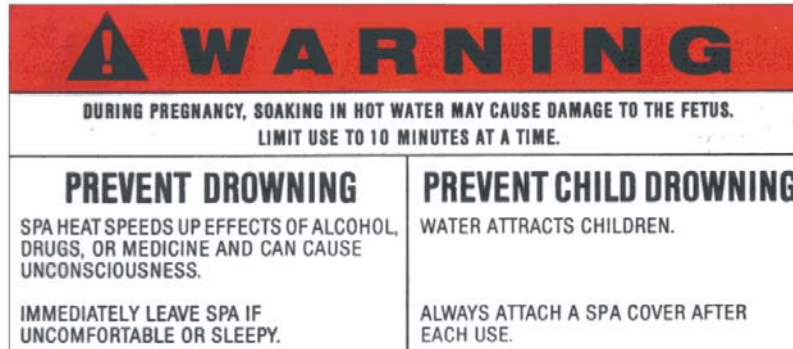
Don’t

- **DON’T** block the equipment compartment vents. Blockage may cause damage to the spa equipment and will void the warranty.

- **DON'T** block or sit on the filter recess area.
- **DON'T** allow horseplay or unsupervised use of your spa.
- **DON'T** allow anyone to tamper or play with any of the safety or suction fittings of your spa.

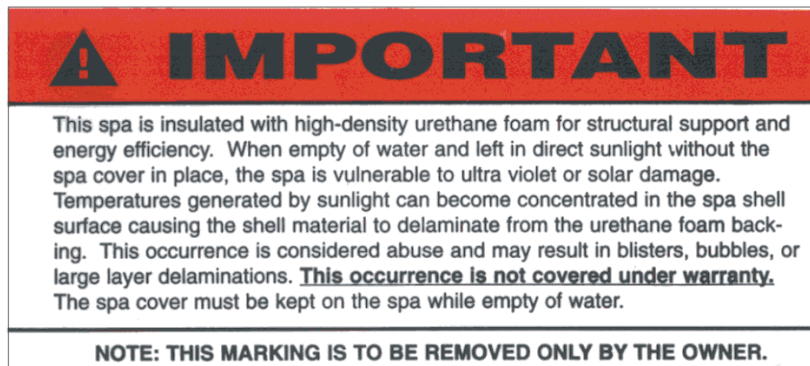
Warning Signs

Each spa has been provided with a Warning Sign and an Important Notice label.



This label outlines safety precautions. This sign should be permanently placed in a location that is visible to the spa user. Replacement signs can be obtained from:

Dimension One Spas
2611 Business Park Drive
Vista, CA 92081
(760) 727-7727

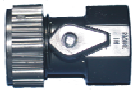
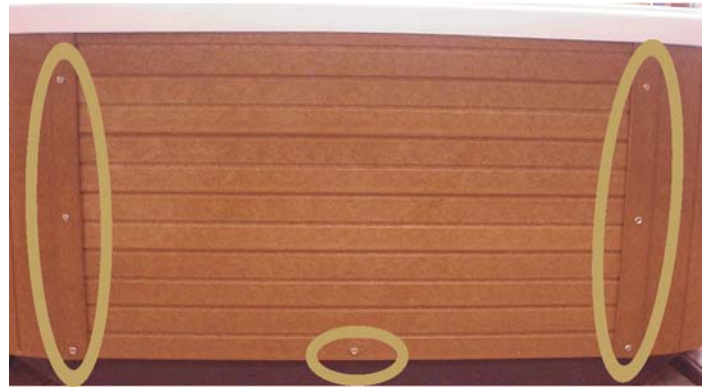


Initial Startup

IMPORTANT: About your GFCI Circuit Breaker — The GFCI (Ground Fault Circuit Interrupter — also called a "circuit breaker") is an electrical safety switch that automatically shuts off power to the spa in case of an electrical malfunction. You must have a GFCI installed according to your local building codes in an electrical power box near your spa. The GFCI should be OFF before you fill your spa. You can manually turn off power to the spa any time by using the GFCI. Just push the switch to the OFF position. After turning off the GFCI, make sure the control panel display window is blank, so you know the power is off. When you are ready to turn the power back on, you can reset the GFCI by returning the switch to the ON position.

If you have questions about the location or operation of your GFCI, ask your dealer to explain it to you. Do not use your spa unless you understand the operation of the GFCI.

1. Locate the Topside Control Panel. The equipment compartment is located on the side of the spa below this panel.
2. Use a Phillips screwdriver to remove the equipment compartment screws.



3. Locate the **hose bib** (see picture to the left) that is included in the owner's manual packet. The packet is shipped inside the equipment compartment. This bib allows you to later connect a hose to your spa to drain it.

4. Screw the hose bib onto the male drain fitting located at the bottom of the hot tub, on the pedestal, to the lower left of the equipment compartment (see arrow in the photo to the right).
5. **Close the valve** on the side of the hose bib (if it is not already closed) by turning the valve handle perpendicular to the pipe. (In the illustration below the valve is open).



6. Check the pump unions (circled in illustration) to be sure they are hand tight to prevent the possibility of leakage.



7. Remove the two shipping bolts located on the front of the pump mount (circled in illustration).

Then check to ensure that the gate valves (arrows on the illustration) on the pump(s) are in the open position (handles fully extended).

8. Inside the spa, remove the bleeder valve(s) located in the skimmer area (see picture at right) to allow air to escape from the pump(s) while you are filling the spa.



Caution

Don't forget to replace the bleeder valve(s) once the pumps are operational.

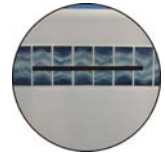


9. Remove the filter lid(s) and then remove the foam blocks securing the filter(s). Your spa may have one or two filters.



10. If your spa has two filters, remove the UltraPure™ filter (see photo to the left) and fill the spa with a hose in that canister. Otherwise, remove the single filter and fill the spa through that canister. (You can see Filter Cleaning instructions in this manual to learn more about removing filters).

11. Fill the spa until the water level is about six inches below the top of the spa or two inches above the bottom of the tile line if your spa has tile.



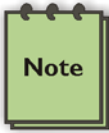
12. Once the spa is filled, turn on the GFCI circuit breaker. Flashing dashed lines will appear for 30 seconds on the Display Window followed by the current water temperature (flashing). The **Topside Control Panel**, shown below, will vary depending on the model of your spa.



13. Push the **JETS Button** twice (use the **JETS 1** Button on multi-pump spas) on North American 60Hz models to turn the pump on to high speed. (Push it once on European 50Hz models). Let the system run for 30 to 45 seconds to prime the pump. Then push the button again to shut the pump off. If your spa has two jet pumps, repeat the process using the **JETS 2 Button**. Replace the bleeders once the pumps are running properly.



If there is no jet action, then there is air trapped in the plumbing lines. To eliminate the trapped air, turn the pumps on and off several times to force the trapped air through the pumps. If there is still no jet action, and the bleeder valves have been open for some time, turn off the pumps and loosen the top pump unions (see illustration in step 6) slightly to let any trapped air escape. Re-tighten the pump unions and turn the pumps on again. Turn the pumps on and off several times until jets function properly.



Ozone bubbles will continue to rise from the skimmer compartment UltraPure™ bleeder valve as long as the valve remains open. Once the jets are working, be sure that the bleeders are closed tightly.

14. After you have the jets functioning properly, replace and close the bleeder valves and push the UP/DOWN Buttons until your desired water temperature (called the “Set Temperature”) appears in the Display Window. The Display Window will show your Set Temperature for thirty seconds before reverting to show the current water temperature.



Warning

The Display Window will not allow you to set the temperature above 104° F (≈40°C). However, if the water temperature exceeds 104° F (≈40° C), the display will show the actual temperature. **Never get in water if the temperature exceeds 104° F (≈40° C).**

15. Once the spa has begun heating, you can reinstall the equipment compartment panel removed in Step 2.



You can confirm that the heater is on by checking that the Heat Indicator light at the right side of the control panel is glowing.



Depending upon the size of the hot tub and the size of the circuit breaker used, your spa will heat at approximately 3° F (≈1.65° C) to 10° F (≈5.5° C) per hour.

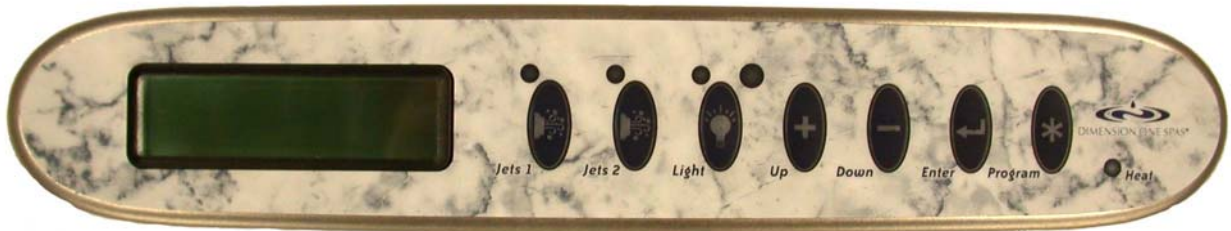
16. After completing the above steps, see the **Water Care Guide** (provided separately) to ensure proper water chemistry.
17. Place the thermal cover on the hot tub to conserve energy and to keep it ready for use.

Operation

You control the functions of your spa using the topside Control Panel. Your spa is equipped with either the **Scrolling Message Center** (in which the words or numbers “scroll” in the display window), or the **Digital Control Panel** where words and numbers appear without scrolling.

Before continuing, identify which control panel you have by looking at the pictures below:

The Scrolling Message Center has two additional buttons marked **Jets2** and **Enter** that do not appear on the Digital Control Panel (on select models there is a “Water Feature” and “Light/Enter” button).



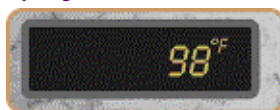
The Digital Control Panel



Using the Control Panel

The following information applies to both of the control panels shown above. Other instructions specific to each panel follow this section. Gain a thorough knowledge of the following features before starting up your spa.

Display Window



The **Display Window** shows the current status of the hot tub, its monitoring functions, self-diagnostics, or programming messages. By default it shows the spa water temperature.

JETS Buttons



When you push the **JETS 1** or **JETS 2** Button (or the **JETS** Button on one-pump models) :

- The corresponding jet pump activates.
- The Jet Indicator Light glows.



- A swirl icon appears in the upper left corner of the Display Window. Its swirl speed indicates the pump’s speed.

Pushing a **JETS Button** once starts the pump on LOW speed. Pushing it a second time turns on HIGH speed. Pushing it a third time turns the pump off.

A built-in timer will automatically shut the pump off after 30 minutes (60 minutes on some models), unless you turn it off manually. (You can reprogram this shut-off time if you like. See the Programming section).



When the pump is turned on, after the pump speed appears in the Display Window, a status bar appears indicating the time remaining until shut-off. If your spa has multiple jet pumps, they are all controlled by the same shut-off cycle.

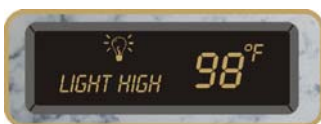


Feature

The automatic shut-off not only protects your pumps from running continuously, it also allows you to filter your hot tub immediately after use. Just push the Jet button one more time as you get out, for an additional cycle of filtering.

Pushing a **JETS Button** will disable any concurrent filter cycle.

LIGHT Button



Push the **LIGHT Button** once to turn on the spa light at the brightest setting. Push a second time for medium, a third for dim, and a fourth to turn the light off. When the spa light is on, the indicator light glows on the control panel, and a Light icon appears in the display window. (If your spa is equipped with the Scrolling Message Center HIGH, MEDIUM, or LOW scrolls twice in the display window, and dots around the light icon indicate the brightness). When the spa is no longer in use, the light automatically turns off after one hour.



If your spa is equipped with the optional **Dynamic L.E.D. Light**, the Low, Medium and High settings are disabled. The Light Button turns the Dynamic Light on or off and controls programmed sequences. See the “Dynamic L.E.D. Light” section for details.

TEMPERATURE Buttons



You control the water temperature with the **Up (+) and Down (-) Buttons**. Push a button once to change the temperature by one degree, or hold it down to rapidly change it by many degrees. For your safety, the temperature can be set no higher than 104 ° F. For a detailed description of setting the temperature, see the section that applies specifically to your type of control panel (either the “Scrolling Message Center” or the “Digital Control Panel”).

Heat Status Light



The **Heat Status Light** glows when the heater is on. This is a normal function.

ENTER Button



If your spa is equipped with the **Scrolling Message Center**, the **Enter Button** is used to control some programming operations, or to exit the programming sequence at any time. (This button is not present on the Digital Control Panel).

PROGRAM Button



You push the **PROGRAM Button** to begin the process of programming, or reprogramming, the spa.

For more information, see the section on “Programming the Scrolling Message Center” or “Programming the Digital Control Panel.” (You can recognize which panel you have by consulting the pictures at the beginning of this Operation section, or by noting that the Scrolling Message Center has an Enter Button, the Digital Control Panel does not).

Dimension One Spas ICON (Logo) Button



Time of Day: Push the Dimension One **ICON Button** to see the time of day. If no other button is pushed within 5 seconds, the display will revert to water temperature.

Standby Mode: If your spa has the **Scrolling Message Center**, you can Press the ICON Button for 5 seconds to put the spa in “Standby” mode, which allows you to clean the spa without turning off the power.

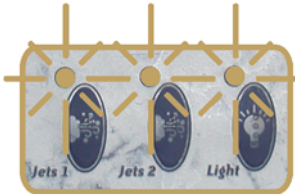
Infrared Sensor



If your spa is equipped with the **Scrolling Message Center**, you can control the spa jets, interior lights, and optional perimeter lighting using the optional D1 Remote Control.

Be sure to point the remote control at the infrared sensor, located to the left of the **Up (+)** button.

Three Flashing Lights



DO NOT ENTER THE WATER if you see **Three flashing Lights** on the control panel. This indicates a problem with the spa.

If you have flashing lights, but the Digital Display Window shows the current water temperature, you have a water flow problem. You will need to check the water level and/or clean the filters.

The flashing lights should stop once the problem is fixed. If the problem persists, reset the power to the spa by resetting the GFCI breaker.

or



If the problem persists after resetting the power, contact your local Authorized Dimension One Spas Dealer, or authorized service center.

Control Panel Functions Unique to the Scrolling Message Center

Messages that Appear in the Scrolling Message Center

If your spa is equipped with the Scrolling Message Center (to confirm this, see that your control panel has an Enter Button on it), then the spa will automatically provide warnings, prompts, or reminders to you in the Display Window as described below.

Setting the Temperature



When you press the **Up (+) and Down (-) Buttons** to set the spa temperature the words **“SET TEMP TO __ _ ° F”** appear in the lower left of the Scrolling Display Window. After you set the target temperature, the current temperature again appears in the Display Window while the bottom left corner scrolls the message **“HEATING TO __ _ ° F”** until the hot tub reaches the target temperature. A thermometer icon appears in the top center of the Display Window while the spa is heating.



If the water reaches 2° F (≅1° C) above the target temperature, the message **“COOLING TO __ _ - CIRC PUMP & O3 OFF”** will be displayed in the bottom left hand side of the Digital Display Window, and a cooling cycle will start.



Rinse Filters



Every other month, your Scrolling Message center will Display **“RINSE FILTERS.”** The bottom of the Display Window will scroll the following instructions : **“ REMOVE FILTERS & RINSE WITH HOSE... PUSH AND HOLD ICON BUTTON MORE THAN 3 SECONDS TO RESET THIS MESSAGE.”**

Clean Filters



To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) located at the right hand side of the control for 3 seconds. On alternate months when “Rinse Filters” does not appear, the Scrolling Message Center will display **“DIRTY FILTER.”** The bottom of the Display Window will scroll the following instructions: **“ REMOVE FILTERS & CLEAN IN SOLUTION... PUSH AND HOLD ICON BUTTON MORE THAN 3 SECONDS TO RESET THIS MESSAGE”**



To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) Button located at the right hand side of the control panel for 3 seconds.

Change Water



Every four months, your Scrolling Message center will Display **“CHANGE WATER.”** The bottom of the Display Window will scroll the following instructions : **“ TURN POWER OFF, DRAIN & REFILL SPA...PUSH AND HOLD ICON BUTTON MORE THAN 3 SECONDS TO RESET THIS MESSAGE.”**

To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) Button located at the right hand side of the control panel for 3 seconds.



Change Vision Cartridge

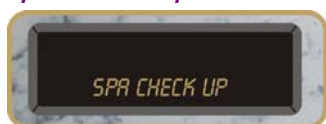


OPTIONAL FEATURE: If your spa is equipped with the optional Vision Cartridge filtration system “**CHANGE VISION CARTRIDGE**” appears in the Display Window when it is time to replace it. For details see the separate instructions that came with your Vision Cartridge.



To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) Button located at the right hand side of the control panel for 3 seconds.

Spa Check Up



When “**SPA CHECK UP**” appears in the Digital Display Window, we recommend that you have your hot tub inspected by your dealer for routine preventative maintenance.

To reset (turn off) this message, push and hold the Dimension One Spas ICON (logo) Button located at the right hand side of the control panel for 3 seconds.



Overheat



DO NOT ENTER THE WATER when “**OVERHEAT**” appears in the Display Window! Check the water temperature with a certified thermometer, and if it is above 104° F (\cong 40° C), remove the hot tub cover and allow the water to cool. If the problem recurs, contact your local Authorized Dimension One Spas Dealer, or authorized service center.



The overheat condition could be caused by excessive filtration. See the [Troubleshooting Guide](#) section for more information.

Check Water Level



DO NOT ENTER THE WATER if you see the message, “**CHECK WATER LEVEL - CLEAN FILTER-IF PROBLEM CONTINUES, TURN OFF POWER AND RESTART THE SYSTEM-IF PROBLEM CONTINUES, CALL FOR SERVICE**” in the Display Window.

If the water level is high enough, clean the filters as directed. The warning should stop once the problem is fixed. If the problem persists, reset the power to the spa by turning off the GFCI breaker and then back on.

If the problem persists after resetting the spa, contact your local Authorized Dimension One Spas Dealer, or authorized service center.

Erroneous Temperature on the Display



DO NOT ENTER THE WATER if you see a temperature reading of **32° F** ($\approx 0^{\circ}$ C) or **136° F** ($\approx 57.8^{\circ}$ C) without first checking the actual water temperature with a certified thermometer. The system has detected a Temperature Probe Failure and the water may be too hot, or too cold, to safely use.

Contact your local Authorized Dimension One Spas Dealer, or authorized service center.

Ice



When **ICE CONDITION** appears in the Display Window, the air temperature has dropped below a factory-preset level, and the system has activated “**Smart Winter Mode.**” The pump will automatically run to circulate the water and prevent it from freezing.

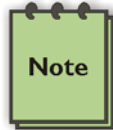


This is a normal hot tub function. No corrective action is necessary.

Cooling



When “**COOLING**” appears beside the water temperature in the Display Window, the water temperature has reached 2° F ($\approx 1^{\circ}$ C) above the set temperature. The circulation pump and ozone generator will turn off to allow the water to cool back to the set temperature. This is a normal hot tub function. No corrective action is necessary.



The circulation pump and ozone generator will run while either jet pump is on. They will remain on for 30 minutes after the pump(s) turn off regardless of the water temperature.

Summer Mode



The “**SUMMER MODE**” feature (available only in the *Scrolling Message Center* models) allows the circulation pump to continue running even when the spa exceeds the Set Temperature. During hot weather, normal filtering can cause the spa to exceed the Set Temperature, which halts circulation pump so the spa can “cool off.” If your spa is not filtering enough during hot weather, you can put it in Summer Mode to allow the pump to keep running.

To initiate SUMMER MODE, use the Down Button to set the temperature below 59° F (15° C). SUMMER MODE will appear in the Display Window. In this mode the pump will run the filter cycle until the water reaches 107° F (41° C) before turning off. It will remain off until the water temperature falls to 102° F (38° C) at which point the pump turns on again.

Standby Mode



STANDBY MODE (available only in the *Scrolling Message Center* models) allows you to clean the filter without turning off the power to the spa. This feature disables all automatic and manual functions so that pumps don’t accidentally start while you’re cleaning the filters.

To enter **STANDBY** mode press and hold the Dimension One ICON (logo) Button for 5 seconds. To exit Standby mode, press and hold the Logo Button for 5 seconds.

If you do not exit Standby mode manually, the spa will automatically exit it and return to normal functioning after 24 hours.

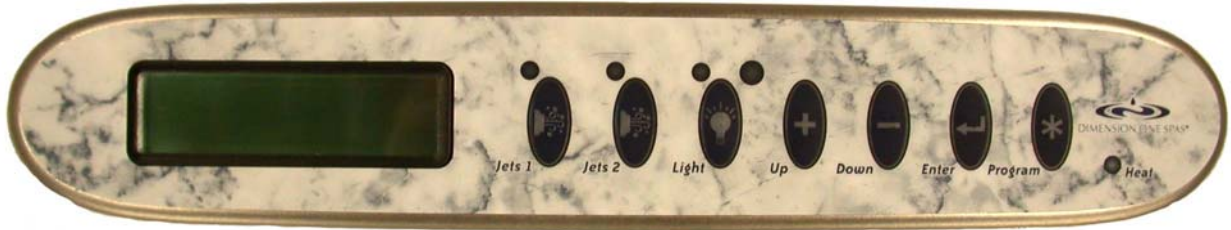


Battery Backup - The Dimension One Spas *Scrolling Message Center* Control Panel has a battery back-up that will retain the time of day for 30 days, even without an active power source. The control panel will also store your custom programming commands for up to 40 years without power. This battery backup will **not** provide power to heat or operate the hot tub. (*This feature is not present in the "Digital Control Panel" models.*)

Programming the “Scrolling Message Center” Control Panel

You can program your spa any time to change the automatic filter cycles and other functions. You have the **Scrolling Message Center** if your control panel has an Enter button. (For instructions on programming the “Digital Control Panel” found on some other models, see “Programming the Digital Control Panel”).

The Scrolling Message Center Control Panel



The Program Button



Starting the Programming Sequence

To start programming the *Scrolling Message Center* control panel, push and hold the **Program Button** for 3 seconds. If within 10 seconds you do not continue programming, the hot tub will automatically exit the programming mode and go back to the main screen.

Exiting the Programming Sequence at Any Time

To **exit** the programming sequence at any time, push the **Enter Button**, or simply do not press any button for 10 seconds. Any programming changes made up to that point are saved.

Clock

After you press the **PROGRAM Button** for three seconds, “**SET TIME OF DAY**” appears in the Display Window above the scrolling instructions: “**PUSH UP OR DOWN TO CHANGE - PUSH PROGRAM TO SELECT NEXT FUNCTION - PUSH ENTER TO EXIT**”. (If you’d like to skip setting the Clock, press Program to move on to the Filter Start Time.) When you push the **Up** or **Down** button, the Time screen appears with “Hours” (_ .00) flashing. Set the hour using the **UP** or **DOWN** buttons, then push the **LIGHT** button to move on to the “Ten Minute” setting (12: _0). Set it using the **Up** or **DOWN** buttons, then push the **LIGHT** button to move on to the “Minute” setting (12: 0_). Set it using the **Up** or **Down** buttons, then push the **LIGHT** button to move on to the “AM or PM” setting. Select AM or PM with the **UP** or **DOWN** buttons. When you are finished, push the **PROGRAM Button** to exit the clock-setting mode. You will then be prompted to set the Filter Start Time. If you want to stop here, press Enter to exit the programming sequence and save your changes. **If your model has a **Water Feature** button, substitute the **Water Feature** button for the **Light Button** in the above instructions.

Filter Cycle Start Time

After you set the clock, the Display Window will prompt you to “**SET FILTER CYCLE TIME**”. Push the **UP** or **DOWN Buttons**, as you did in setting the clock, to set the time you want your filter cycle to start. When finished, push the **PROGRAM Button**. *The pre-set factory default is 12:00 p.m. to 1:00 p.m. repeating every 12 hours unless the number of filter cycles per day has been changed.*

During a filter cycle, “SPA FILTERING” appears in the corner of the Display Window. JETS 1 will run for 5 minutes at high speed and for the remainder of the cycle at low speed. JETS 2 will run for 1 minute at high speed and then turn off.

Filter Cycle Duration

After you set the Filter Cycle Start Time, the Display Window will prompt you to “**SET CYCLE DURATION**”. Push the **UP** or **DOWN Buttons** to choose 60, 90, 120, 150 or 180 minutes. Push the **PROGRAM Button** to save your setting. The pre-set factory default is 60 minutes.

Number of Filter Cycles

After you set the Filter Cycle Duration, the Display Window will prompt you to “**SET # OF CYCLES**”. Push the **UP** or **DOWN Button** to choose **1, 2, 3** or **4** cycles per day. Push the **PROGRAM Button** to save your setting. *The pre-set factory default is 2 cycles per day.*



Long and/or numerous filter cycles could cause overheating of the hot tub, especially in hot climates.

Pump Run Time

After you set the Number of Filter Cycles, the Display Window will prompt you to “**SET PUMP RUN TIME**”. Push the **UP** or **DOWN Button** to choose **30, 45** or **60** minutes. Push the **PROGRAM Button** to save your setting. This sets how long the pump will run when a Jets Button is pushed, before shutting off automatically. *The pre-set factory default is 30 minutes.*

Temperature Units (°F or °C)

After you set the Pump Run Time, the Display Window will prompt you to “**SET TEMPERATURE UNITS**”. Push the **UP** or **DOWN Buttons** to toggle between **°F** (Fahrenheit) to **°C** (Celsius). Push the **PROGRAM Button** to save your setting. *The pre-set factory default is Fahrenheit.*

Vision Cartridge

After you set the Temperature Units, the Display Window will prompt you to “**SET VISION CARTRIDGE**”. Push the **UP** or **DOWN Buttons** to toggle between “**Yes**” and “**No**”. If your spa has a Vision Cartridge select Yes, if not, select No. Selecting “Yes” will tell the Message Center to notify you when your cartridge needs replacement. Push the **PROGRAM Button** to save your setting.

This ends the programming sequence. Remember, during programming, you can press Enter at any time to exit the programming sequence and return to the main screen.

Invert the Display Window

You can flip the text in the Display Window to make it readable from either inside or outside the hot tub. To invert the text, push the **ENTER Button** three times. Do the same to return it to its original position.

Control Panel Lock

You can lock the control panel to prevent other people from using the hot tub or changing your settings. When the panel is locked, all programmed or default hot tub functions will operate normally, but the control buttons will not operate. When locked, the Display Window displays: “**ALL SPA FUNCTIONS LOCKED.**”

To lock the panel, push the following sequence of buttons within 3 seconds:

1. The Dimension One Spas **ICON** (logo) Button.
2. The Dimension One Spas **ICON** (logo) Button (again).
3. The **ENTER** Button.

Control Panel Unlock

To unlock the panel, push the following sequence of buttons within 3 seconds:

1. Push the **ENTER** Button.
2. Push the **ENTER** Button (again).
3. Push the Dimension One Spas **ICON** (logo) Button.

Programming Lock

You can lock the spa programming to prevent other people from changing your settings. When programming is locked, all programmed or default functions will operate normally, and a user may still operate the hot tub jets and light. When locked, **PROGRAMMING LOCKED** will scroll twice in the Display Window, then a lock icon will appear at the right. To lock programming, push the following sequence of buttons within 3 seconds:

1. Push the Dimension One Spas ICON (logo) Button.
2. Push the Dimension One Spas ICON (logo) Button (again).
3. Push the PROGRAM Button.

Programming Unlock

To unlock the Programming functions, push the following sequence of buttons within 3 seconds:

1. Push the ENTER Button.
2. Push the ENTER Button (again).
3. Push the Dimension One Spas ICON (logo) Button.

Reset the Control Panel

If needed, you can reset all your hot tub settings to the factory defaults with one step. Please keep in mind that this resets not only your programming, but also all maintenance messages (clean filters, change water, etc.), as if the hot tub had just been installed. To reset the control panel, push the following sequence of buttons within 3 seconds:

1. Push the ICON (logo) Button
2. Push the ENTER Button
3. Push the PROGRAM Button

The top line of the Display Window will say: **“RESET PROGRAMMING?”**

The bottom line will say: **“IF SO, PUSH ICON”**

Push the Dimension One ICON Button to reset the entire control system to factory defaults, or do not push any button for 10 seconds to exit without resetting.

Control Panel Functions Unique to “Digital Control Panel” Models

Your spa is equipped with either the **Scrolling Message Center**, OR the **Digital Control Panel**. (If your control panel has an **Enter** button then you have the *Scrolling Message Center*, and you should see “Features Unique to Scrolling Message Center Models” for instructions).

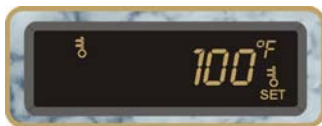
The Digital Control Panel



The basic features of your control panel are described in the preceding **Operation** Section. The following features and functions are unique to models with the Digital Control Panel.

Setting the Temperature

Setting the Temperature



You control the water temperature by using the **Up (+) and Down (-) Buttons**. The SET TEMPERATURE Icon appears in the lower right side of the Window to indicate that the temperature shown is a “target setting” and not the actual temperature. The Temperature Icon will appear at the top of the window if your new setting requires more heat.

Once the new temperature is set, the Display Window once again shows the actual spa water temperature. The spa will heat to the new temperature automatically.

Programming the Digital Control Panel

Program Button



To enter the programming mode, press and hold the Program button for 5 seconds. Each time you press the button you’ll move to the next step of the programming sequence.

Programmable Item	Program Button Action
Clock	Press & Hold 5 seconds
Filter Cycle Start Time	2 nd Press
Filter Cycle Duration	3 rd Press
Number of Filter Cycles	4 th Press
Pump Run Time	5 th Press
Temperature Unit	6 th Press
Quit Program sequence	7 th Press or wait 60 seconds

To exit the programming sequence before the end, just wait for 60 seconds without touching any buttons.

Clock



When you enter Programming mode, the clock appears with the Hour flashing. Use the **UP** or **DOWN** Buttons to set the HOUR.

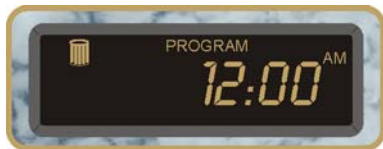


When the HOUR is correct, press the **LIGHT** Button to move to the MINUTES setting.



Use the UP or DOWN Buttons to set the minutes, the press Light to move to the **AM/PM** setting. Use the Up or Down buttons to select AM or PM. Then press the Program button to move on to the next step.

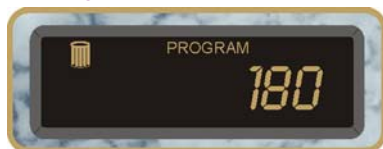
Filter Cycle Start Time:



When you press the Program button the 2nd time, the Filter Icon appears in the Display Window to indicate that you are setting the **Filter Cycle Start Time**.

Use the Up and Down buttons and the Light button to set the Filter Cycle Starts time just as you did in setting the Clock (see above).

Filter Cycle Duration

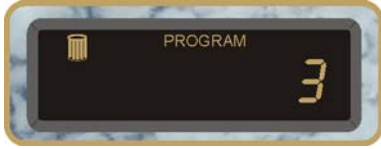


Pressing the Program button the third time brings you to the **Filter Cycle Duration**. This tells your spa how long to run during each filter cycle.

Use the **UP** or **DOWN** Buttons to choose from 60, 90, 120, 150, or 180 minutes. *The factory default is 60 minutes.*



Number of Filter Cycles:



Pressing the Program button the fourth time brings you to the **Number of Filter Cycles** that your spa will run each day.

Your choices are 1, 2, 3, or 4 cycles per day. *The factory default is 2 times per day.*



Caution

NOTE: Long and/or numerous filter cycles could cause overheating of the hot tub - especially in hot climates.

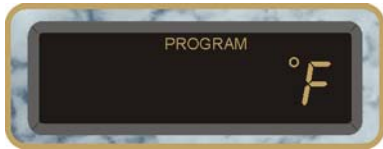
Pump Run Time



Pressing the Program button the fifth time brings you to the **Filter Pump Run Time**. Push the UP or DOWN Button to choose 60, 90, 120, 150, or 180 minutes. This sets how long the pump will run when a Jets Button is pushed, before shutting off automatically. The pre-set factory default is 60 minutes.

Temperature Units (°F or °C)

Pressing the Program button the sixth time brings you to the **Temperature Unit** selection.

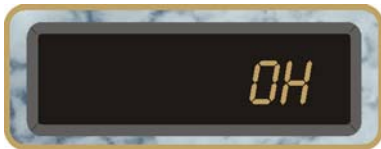


Use the **UP** or **DOWN Buttons** to choose Fahrenheit (°F) or Celsius (°C). *The factory default setting is Fahrenheit.*

Press the Program Button a seventh time to finish and exit the programming sequence.

Warning Messages in the Digital Control Panel

Overheat Warning



If your control panel has flashing lights and an **OH** in the display, your system has overheated. The water temperature has reached 118° F (≈47.8° C). The entire system is disabled.

Contact your local Authorized Dimension One Spas Dealer, or authorized service center.

Ice Warning



When **ICE** appears in the Display Window, the air temperature has dropped below a factory-preset level, and the system has activated "**Smart Winter Mode**." The pump will automatically run to circulate the water and prevent it from freezing.

This is a normal function and no action is necessary.

Features Unique to Certain Models

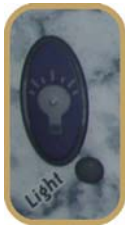
Dynamic Massage Sequencer™

If your spa is equipped with the Dynamic Massage Sequencer, it controls the jets in the UltraLounge™ seating area to sequentially massage different muscle groups. When you select a massage sequence, the human figure on the control panel displays corresponding lights, allowing you to preview that sequence before starting it.

The Dynamic Massage Sequencer Control Panel



LIGHT Button



The **LIGHT Button** on the Dynamic Massage Sequencer works just like the one on the topside control panel to turn the spa light on and off.

JETS Button



The **JETS Button** on the Dynamic Massage Sequencer turns the jet pump associated with the Sequencer on or off. The same spa jet pump jet may be turned on or off using the button on the topside control panel.

SPEED Button



The **SPEED Button** changes the amount of time between each step of the massage sequence. *The default time is 5 seconds.* Push the **SPEED Button** once to change it to 15 seconds, again to change it to 30 seconds. A third push will return it to 5 seconds. The status light below the **SPEED Button** will blink at the current speed.

BEGIN/PAUSE Button



Press the **BEGIN/PAUSE Button** to start a massage sequence or pause one already underway. Pause **does not stop** the massage, it holds it in one place for as long as you like.

For example: If you want to massage any particular zone for a long time, press the **BEGIN/PAUSE Button** when the massage is working on that zone, and the system will remain there until the button is pushed again.

While paused, the lights on the human figure show the current massage pattern. You can preview other patterns while in pause mode by pressing the **SEQUENCE Button**.

SEQUENCE Button



The **SEQUENCE Button** allows you to choose between the six different massage sequences. The light glows to indicate the current sequence.



When all jets are operating at once (the default mode) none of the sequence lights will glow.

Massage Zones

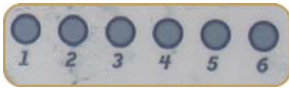


The lights in the **Massage Zone Indicator (Human Figure)** show which zone is currently selected. When you find the sequence you want by pressing the **Sequence Button**, press the **BEGIN/PAUSE Button** to start your massage.

Operating the Dynamic Massage Sequencer



Push the **JETS Button** to turn on the spa pump.



Select a sequence by pushing the **SEQUENCE Button** until you find the one you want (the lights in the Human Figure show the zones that will be active). Press the **BEGIN/PAUSE Button** to begin the massage.



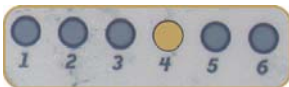
SEQUENCE #1 steps through each individual zone one at a time, from zone A through F, then reverses the sequence. The time between zones is set using the Speed Button.



SEQUENCE #2 activates **all** zones at once, then deactivates individual zones one at a time, from A through F. Then it reverses that sequence. The time between zones is set using the Speed Button.



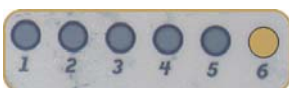
SEQUENCE #3 activates alternate groups of zones. It activates Zones A, C, and E all at once, then switches to Zones B, D, and F. The time between zone groups is set using the Speed Button.



SEQUENCE #4 steps through each individual zone one at a time, from zone A through F, then it starts over in groups of two zones – activating zones A and B, then zones B and C, etc. The time between zones is set using the Speed Button.



SEQUENCE #5 starts with Zone A and adds new zones one at a time until all zones are active. Then it reverses the sequence by removing zones one at a time until all zones are inactive. The time between zones is set using the Speed Button.



SEQUENCE #6 activates random pairs of zones at one time, starting with adjacent zones, (A and B, then B and C, etc.), then opposite zones (A and F, then B and F, etc.), and finally the middle zones (B and E, then C and D, etc.). The time between zone groups is set using the Speed Button.

Dynamic L.E.D. Light (On Certain Models)

If your spa is equipped with the Dynamic L.E.D. Light feature, you control the speed of the color sequence by pushing the **Light Button**:

Push Light once to Start: **Color Fade Fast** (cycle all colors twice per minute)

Off for 1 second and back On: **Color Hold** (keep the current color)

Off for 1 second and back On: **Color Fade Slow** (cycle all colors once per minute)

Off for 1 second and back On: **Color Hold** (keep the current color)

Off for 1 second and back On: Return to **Color Fade Fast** and repeat cycle

Turning the Light off for more than five seconds, then on, resets the sequence to Start.

SoftTouch™ Lighting Package (On Certain Models)

SoftTouch Lighting

If your spa is equipped with the optional SoftTouch Lighting Package, you can use your topside controls to choose from three different ambient settings.

Press the light button once to enter **Mode 1: Brilliant Mode**. All lights are turned ON in the spa.
To switch to **Mode 2: Candle Mode** press the light button once, and then again just after “LIGHT OFF” disappears from the Display Screen. The lights in the air valves, tile line, and fountain are ON, and the spa light is OFF.
To switch to **Mode 3: Fountain Mode**, press the light button once, and then again just after “LIGHT OFF” disappears from the Display Screen. The fountain light is ON, and all other spa lights are OFF. Changing mode again returns you to Mode 1.



In any mode, to change **the color wheel speed** push the Light button twice quickly.

SoftTouch Air

You can adjust the amount of air in the jets by turning the valve on the topside of the spa towards the plus (+) or minus (-) sign.



Liquid FX Fountain

The Liquid FX fountain (also called the Water Feature) works with the SoftTouch Lighting.

You can customize the fountain with additional, interchangeable fountainheads available from your spa dealer. To remove a fountainhead, twist the retainer cap, remove the inner acrylic fountainhead and replace with another. Note: Make sure that the rubber “O” ring is properly in place.



Selector Valves, Flow Controls, and Jet Pillows (on Certain Models)

If your spa is equipped with any of the following features, you can use the manual controls to adjust their performance.

Jet Zone Selector

If your spa is equipped with the **Jet Zone Selector**, you can rotate this knob on the topside controls to change the flow of water from one group of jets to another.



Water Feature Flow Control

If your spa is equipped with certain types of water features (such as fountains), you can turn this topside control knob to adjust the water flow from a trickle to a full stream. Note: The valve will not shut the water feature off completely.



NeckFlex Jet Pillow

The **NeckFlex Jet Pillow** has five adjustable height positions. Gently pull the bottom of the pillow forward and slide it up or down the guide rails. Adjust the water flow from the jets by rotating their nozzles clockwise or counterclockwise.



Routine Equipment Maintenance

Draining Your Hot Tub

Your spa is gravity-drained, without the need for a pump. To drain the spa, locate the **hose bib**, which you attached to the spa in the **Initial Setup** operation (described earlier), on the base near the lower left side of the equipment panel. Remove the cap (if any) from the hose bib. Screw a garden hose onto the hose bib, put the other end of the hose in a safe place for water run-off (do not drain onto lawn or plants), and then turn the valve on the side of the hose bib ninety degrees to release the flow of water. Don’t forget to close the valve again before you re-fill the spa.

For information about how often you should drain and refill your spa, refer to the **Water Care Guide** that came with the spa.

Filter Cleaning

IMPORTANT: To prevent debris from getting into the system during filter cleaning, shut off the power to the spa at the **GFCI circuit breaker** (see Initial Startup section of this manual for details). (Note: If your spa has the *Scrolling Message Center*, you can instead put it in “Standby Mode” by pressing the Dimension One ICON (logo) Button, found on the right side of the Control Panel, for 5 seconds. After cleaning the filters, exit Standby mode the same way).



Your spa is equipped with one or two filters. We recommend that you clean the filters every month as preventative maintenance.

Cleaning the Skimmer Filter



To clean the skimmer filter, remove the access lid that covers the entire filter area. Lift the center float of the skimmer assembly until it is fully extended. Hold the centerpiece of the assembly and turn it counterclockwise until the flats of the basket are aligned with the securing tabs. Then pull the basket assembly straight up to remove it.

Below the basket is the filter. Remove the filter by twisting it 1/4 turn counterclockwise to its stop (be careful not to overturn it.) Then lift the filter out of its canister. Clean the filter with a high-pressure garden hose. Every other cleaning, soak the filter in filter-cleaning solution and rinse it thoroughly. Reinstall the filter by reversing the removal process, then replace the skimmer basket assembly and the access cover. Then turn the power back on at the GFCI breaker, (or exit “Standby” Mode, if you used it, as described above). After cleaning the filter, run the pump for a few minutes at high speed before leaving the spa in its normal mode.

Cleaning the UltraPure™ Filter Cartridge

If your spa is equipped with an **UltraPure™** filter (see photo), in addition to the skimmer filter, remove the access lid, then remove and clean the filter as described above.

Cleaning the Filter Screens

The Filter Screen is a black plastic perforated cylinder located at the bottom of the canister that holds the filter. It normally requires no maintenance. However, if your spa is frequently telling you to clean the filter, or if the spa is reporting “low



water flow,” you may want to clean the screen in addition to the filter.



First, remove the filter(s) as described in the Filter Cleaning section above.

Then locate the black plastic Filter Screen at the base of the filter canister (see photo at left).



To prevent debris from getting into the pump, be sure to remove any floating debris **BEFORE** removing the Filter Screen.

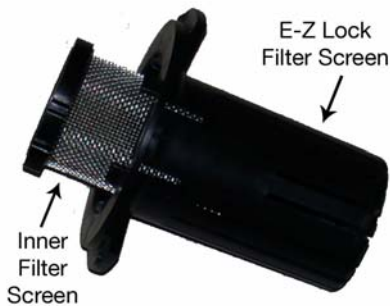
Remove the filter screen by inserting the tip of a flat-blade screwdriver into the slot as shown, and gently apply outward pressure until the catch releases. Then lift the black screen to remove it from the filter canister. Outside the spa, rinse the screen with water using pressure from **inside** the screen.



Cleaning the UltraPure Inner Filter Screen

The UltraPure filter (if you spa is equipped with it) contains a metal Inner Filter Screen inside the black plastic Filter Screen. (This inner screen is not present in the skimmer filter).

To clean the Inner Filter Screen, first remove the entire plastic Filter Screen as described above.



Then remove the Inner Filter Screen and clean both screens with water, using pressure from the **inside** of each screen.

Replace the Inner Filter Screen into the plastic Filter Screen by lining up the grooves (shown by the arrow in the photo) and pressing it snugly into position.

Then press the Filter Screen (with the Inner Filter Screen inside) back onto the base of the spa filter canister.

Finally, replace the filter into its canister and replace the lid.

Then turn the power back on, (or exit the “Standby” Mode, if you used it, as described above).



Light Bulb Replacement

Some models are equipped with a standard light bulb, others with an optional “Dynamic L.E.D. Light,” and others with a Soft Touch Lighting System, but all are replaced in the same way. To change the bulb:

1. **Turn the power off** at the GFCI breaker and drain the water to below the level of the light.
2. Using the special tool provided in the owner’s manual packet, unscrew the lens that covers the light housing.
3. Remove the old bulb and install the new bulb.
4. Use the special tool to replace the lens on the light housing.
5. Turn the light on and off to make sure it works before refilling the spa.



Warning

Do not attempt to remove the lens without draining the water to below the level of the light.



Do not attempt to remove the lens without the special tool. If you have lost it, contact Dimension One Spas Service Department to have one sent.



Be sure the rubber O-ring behind the lens is undamaged and is properly positioned when replacing the lens. Contact Dimension One Spas if you need a replacement O-ring.

Surface Care for Ultralife® and Colored Shells

We recommend using a “cheesecloth” rag, or other soft rag, to clean the entire shell surface with **Water Line Cleaner** or a similar product from your spa dealer. You may also use **ph/Alkalinity Increaser** or a 50/50 solution of denatured **alcohol and water**. Be sure to thoroughly rinse the shell after cleaning. To restore the luster of the shell after cleaning, you can use **Poli-Gloss** or a similar product from your spa dealer.



Caution

Do not use “409” type cleaners or other caustic solutions as they may damage the shell surface and void the warranty. If you are using baking soda to clean your hot tub shell, be careful not to get it on the wood skirt. It may bleach the wood.



Caution

Do not use citrus-based cleaners on the shell surface.



Colored Shells: If your spa has a colored shell you must keep the spa covered even when it contains no water. Sunlight can damage the spa surface and cause it to peel or blister.

Dimension One “Envirotect”™ Skirts and Vinyl Covers

The Dimension One **Envirotect** skirts are unaffected by most corrosive substances, and will not absorb moisture. To maintain the original skirt finish, clean with soap and water. No sealing or painting is required. To maintain a “nearly original” appearance on your **vinyl cover**, we recommend applying a protectant with a high SPF (sun protection factor), obtained from your spa dealer, at least once a month if exposed to direct sunlight.

Care for the Wood Spa Cabinet

When properly cared for, the wood cabinet of your hot tub will maintain its beauty for many years. Wood reacts to the elements by expanding and contracting. To protect your wood finish, re-stain it every 3-6 months with **Redwood** or **Coastal Gray Stain**, which seals the wood. Please note that the cabinet is not warranted against reaction to natural weather conditions. Check with your spa dealer for wood maintenance products.

Special Cold Weather Instructions

All Dimension One Spas are designed for year-round use. They are insulated for energy efficiency and to protect the plumbing and equipment when the spa is operational. The spa has a freeze protection mode to circulate water during freezing weather, assuming the spa has electrical power and the proper water level. Therefore, keeping your spa operational is your best defense against freeze damage.

If you find it necessary to drain your water during the winter months, in an area where freezing conditions may exist, please follow all of the **Winterizing** instructions below to minimize the risk of freeze damage. Failure to complete any of the steps will increase the chance of damage, as small amounts of water trapped in pipes will expand as it freezes, and may damage your plumbing lines or fittings.



Dimension One Spas recommends that you do not drain your system for the winter. Freeze damage caused by draining or Winterizing your system is specifically not covered by your warranty.

Items Required for Winterizing

- Phillips head screwdriver
- 16” (40.6 cm) Channel-lock pliers
- High pressure air blower
- Commercial grade wet-vacuum
- Protective goggles
- 3 gallons (11.37 liters) to 6 gallons (22.74 liters) of Non-Toxic, Swimming Pool or Recreational Vehicle Drinking Water Antifreeze
- Strong, able-bodied people capable of lifting the spa into upright position
- Enough time (and patience) to perform all steps.

Procedure for Winterizing

1. Shut off the power to the system and make sure that it cannot be accidentally turned back on.

2. Remove filter elements from filter assembly.
3. Drain water from the system using the drain fitting and garden hose, or a submersible pump.
4. Open the equipment compartment and locate pumps and heater.
5. Remove all of the drain plugs from each pump.
6. Loosen the unions on both sides of each pump, and on the heater if applicable.
7. If your system has a Dynamic Jet Sequencer, please remove that access panel as well and loosen all unions on each of the sequencer valves. There are 6 sequencer valves, so you need to loosen 12 unions.
8. Tip the entire spa up onto one side (not the equipment bay side or the opposite side). The system will have some water remaining, which will add to the weight. Be sure to have enough people available to safely lift the weight of your spa.
9. Close all jets, by turning the jet faces counter-clockwise.
10. Put on goggles to protect your eyes from air, water, antifreeze or debris exiting the jets or drains.
11. Insert the hose of a high-pressure air blower into the filter-element fitting. Some models may have 2 filters. Begin with the left-hand filter fitting, which will help evacuate water from the circulation pump system. Then proceed to the right-hand filter fitting. When using air blower on single-filter systems or the right-hand fitting on dual filter systems, rotate each of the jet faces clockwise to open it, and then counter-clockwise to close it after blowing that jet. Do this to each jet, one jet at a time. Be careful, as water will be coming out of each jet fitting as you blow it out. Perform this operation until no more water is coming from the jets.
12. Remove jet faces and insert the hose of a high-pressure air blower into each jet fitting. Continue this process, until no more water comes out of any jet fitting or drain fitting, and you no longer hear water gurgling within the plumbing. Place all jet faces in a plastic bag and set aside until you are ready to use your spa again.
13. Remove both bleeder valves from the top of the filter canister area. Place hose of a high-pressure air blower into the rear-most bleeder fitting first. Confirm that water mist is blowing from one or both of the circulation system return jets in the footwell of the system. You may also get some water mist blowing from the filter canister. Repeat this process with the front-most bleeder fitting. Confirm that water mist is blowing from the drain fittings of the jet pumps.
14. Place the hose of a commercial grade, wet-vacuum over each jet fitting, bleeder valve fitting, and drain fitting to draw out as much remaining standing water as possible.
15. Remove drain hose bib assembly from the outside bottom of the system.
16. Use the wet-vacuum to remove standing water from the pumps and any other fittings within the equipment compartment.
17. Once you are sure that all water is evacuated from the plumbing and equipment of the system, put the system back down in its normal position and repeat Step 10 and Step 11
18. Read all Directions and Safety Precautions on the Swimming Pool or Recreational Vehicle antifreeze bottle before opening and using. Ensure that it is non-toxic and safe for this use. Beware of and follow all safety precautions.
19. Using a long funnel, begin pouring non-toxic swimming pool or recreational vehicle water system antifreeze into the filter canister fittings, bleeder valve fittings and jet fittings of your system. Continue adding antifreeze until it comes out of the drain fittings or from the opening you are pouring it into. You must complete this task for every jet fitting in the system. Some of the antifreeze will seep into the system from the drain or jet fittings, which is okay, the goal is to have anti-freeze collect in the areas of the plumbing that would normally trap water. Use the funnel to also place antifreeze into the pump housing(s).



When pouring antifreeze into the rear-most bleeder valve fitting, you may see antifreeze pouring from one or both of the circulation system return fittings. This is okay.



DO NOT USE AUTOMOTIVE COOLING SYSTEM ANTIFREEZE IN YOUR SYSTEM. IT IS TOXIC AND HARMFUL TO HUMANS AND ANIMALS. CHECK WITH YOUR LOCAL SPA DEALER OR RV DEALER TO PURCHASE NON_TOXIC ANTIFREEZE THAT IS COMPATIBLE WITH DRINKING WATER SYSTEMS!

20. Replace all equipment access panels onto the system.
21. Replace thermal cover and secure locking tabs. If your system is located in an area of high snowfall, you may want to take one more extra precaution to safeguard the life of your system cover. Span the cover with (2 or more) 2x4’s cut to length to reach the outside edges of your cover. Place a sheet of plywood, cut to fit each half of the cover, over the 2x4’s; this will support the load of a heavy snowfall and prevent the cover from warping or breaking. You can also cover the entire system with a tarp at this point for maximum protection.

Springtime Startup of a Winterized Spa

In the spring, or when you are ready to restart a Winterized spa, follow these instructions:

- Make sure o-rings for pumps are in place and undamaged.
- Make sure all the fittings that loosened are re-tightened.
- Replace all jet fittings, pump drain plugs, hose bib drains, and bleeder valves
- Fill the system up, as you would normally do.
- Turn the power back on.
- Run the jets on high speed for about 15 minutes.
- Drain the water.
- Put your filter(s) back in.
- Refill spa and treat chemically as you would during a normal water change.



Your system is equipped with automatic freeze protection. However, power outages can cause your system equipment to freeze quickly. During freezing conditions, check your system frequently to ensure proper operation. Always check your system after any power failure to ensure that it is operational. Draining and discontinuing the operation of your system disables the freeze protection feature and may result in freeze damage.

For more information about winterizing your spa, please contact your local Authorized Dimension One Spas dealer.

Troubleshooting Guide

Heating System

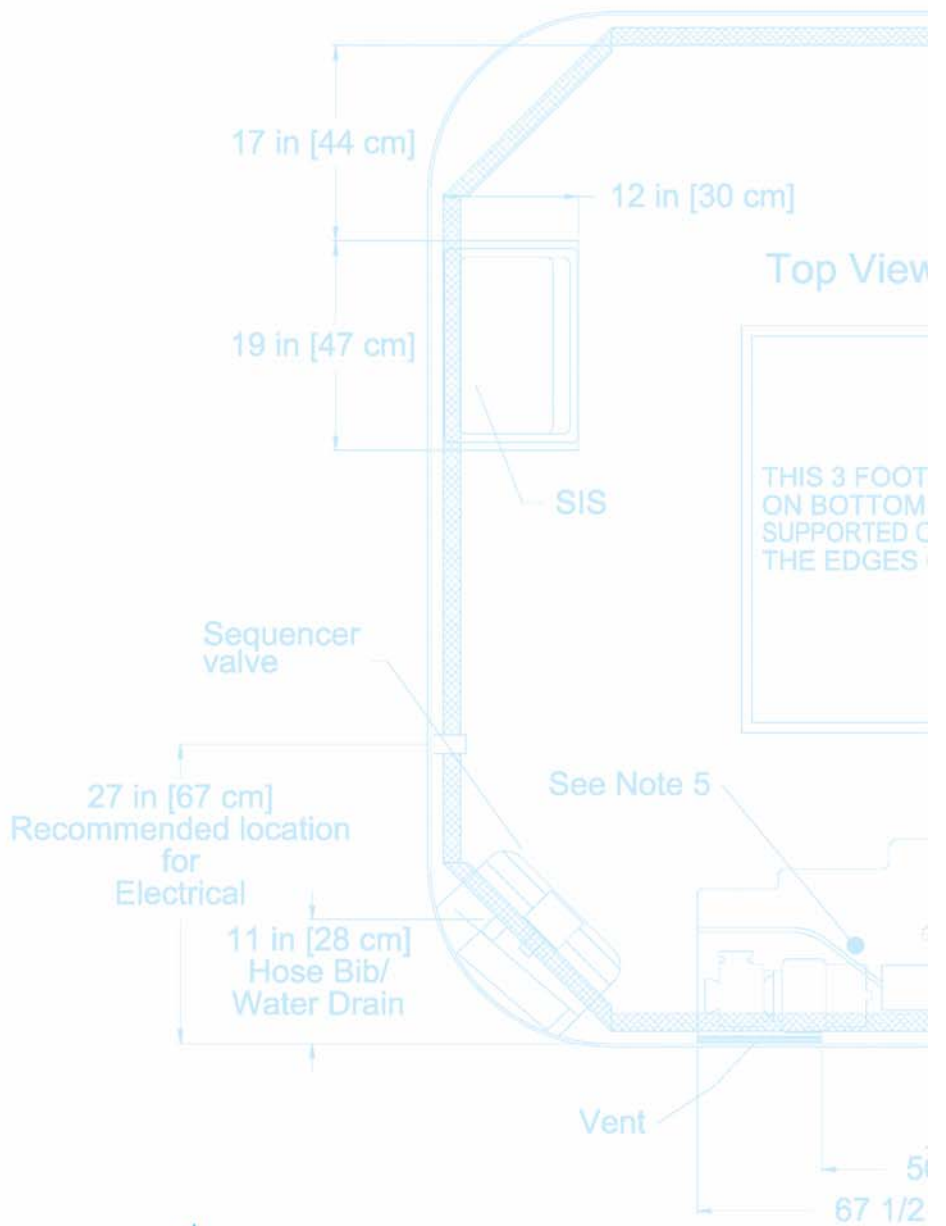
Symptom	Problem	Corrective Action
Does not heat	1. Temperature setting is too low	1. Turn up the “set temperature” on the control panel
	2. Dirty filter	2. Clean filter
	3. Flow switch malfunction	3. Call your dealer for service
Too hot	1. Temperature setting too high	1. Turn down the “set temperature” on the control panel
	2. High limit tripped	2. Call your dealer for service
Flashing temperature of 34°F (≅1° C) or 134°F (≅56° C) appears on the display	Possible temperature sensor failure	Call your dealer for service
Hot Tub Temperature erratic	Water level	Fill hot tub to about six inches below the top of the spa or 1” (2.54 cm) to 2” (5.08 cm) above the bottom of the tile line if your spa has tile.
Display reads OVERHEAT	1. Too much filtration	1. Reduce the number of filter cycles and/or the filter cycle duration
	2. Temperature setting too high	2. Turn down the “set temperature” on the control panel
	3. High limit or sensor problem	3. Call your dealer for service

Electrical System

Symptom	Problem	Corrective Action
Will not turn on – in any mode	No power	Check circuit breaker and/or GFCI
Turns on by itself	Normal automatic daily filtration, or anti-freeze cycle	No action required
Light is out	Burned out bulb	Replace bulb
Pump shuts down unexpectedly while in use	1. Automatic timer has shut pump off	1. Push JETS Button again to start another cycle. If desired, reprogram automatic pump timer for longer duration.
	2. Motor overheated and automatic protective device has shut down pump(s)	2. If pump(s) will not restart when JETS Button is pushed, call for service Make sure that the equipment panel vent area is not blocked. Vent blockage can cause serious damage to your equipment.
3 flashing lights on the Topside Control	Possible sensor errors	1. Check water level, adjust if needed
		2. Clean filter
		If problem persists:
		1. Turn power off at GFCI breaker, then back on
		If problem still persists: Call your dealer for Service

Water System

Symptom	Problem	Corrective Action
Pulsing jets	Water level too low	Fill spa to proper water level
No Jet Action, or action is poor	1. Jets turned off	1. Turn jets on by turning jet face clockwise
	2. Selector Valve turned	2. Turn the Selector Valve to the appropriate position
	3. Dirty Filter	3. Clean Filter
	4. Air lock	4. Loosen pump union to allow air to bleed
	5. Gate valve closed	5. Open gate valve
"Check Water Level" message or 3 flashing lights on control panel	Possible sensor errors	1. Check water level
		2. Clean filter
		3. If problem continues: Turn power off at GFCI breaker, then back on
		If problem still persists, call your dealer for service



DIMENSION ONE SPAS®

A Higher Degree of Indulgence.®

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