



## USER GUIDE



PN 63034, Rev. A 05/15



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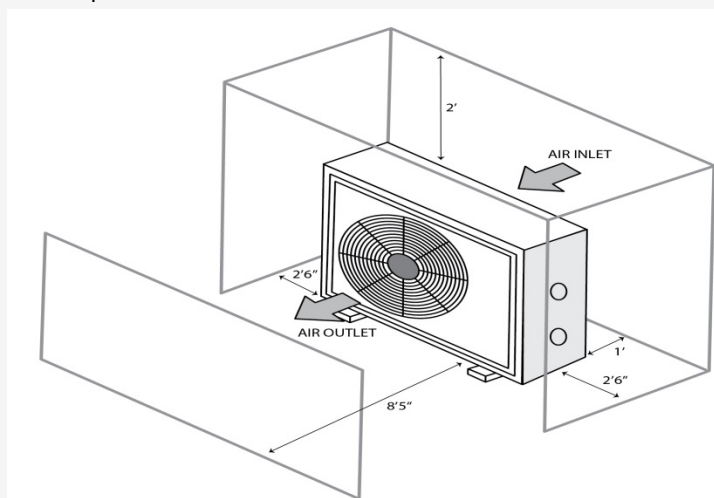
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# SAFETY & COMPLIANCE INFORMATION

## WARNINGS and CAUTIONS

- This product can only be repaired by a qualified installer or an authorized dealer.
- Installation must be performed in accordance with the NEC/CEC by a certified/licensed installer only.
- This product is not intended for use by persons (including children) with lack of experience or knowledge of this product unless they have been given supervision or instruction concerning the use by a person responsible for their safety.
- Children should be supervised at all times.
- Make sure that the unit and power connection have good earthing, otherwise it may cause electrical shock.
- If the supply cord is damaged, it must be replaced by the manufacturer or their service agent or similarly qualified person in order to avoid a hazard.
- Directive 2002/96/EC (WEEE): At the end of its useful life, this product must be handled separately from domestic waste and be taken to a recycling center for electric and electronic devices.
- This product is compliant with directive 2002/95/EC (RoHs) concerning restrictions for the use of harmful substances in electric and electronic devices.
- This unit CANNOT be installed near a flammable gas source as fire may occur.
- The heat pump located inside the unit is equipped with an over-load protection system. It does not allow for the unit to start for at least 3 minutes from a previous stoppage.
- Use supply wires suitable for 75°C.
- Caution: Single wall heat exchanger not suitable for potable water connection.
- Make no modifications to the product. Unauthorized alterations may compromise safety, regulatory compliance, and system performance, and will void the warranty.
- Do not place any flame sources, such as candles, on or near the Heat Pump Condenser.
- Do not store any component near chemicals nor use any chemicals for the cleaning of the components.
- This system was designed for hot tubs with control systems manufactured after September 2012.
- The Heat Pump Condenser must be installed in an open air environment with the manufacturer recommended air space on all sides (see diagram below)



## TROUBLESHOOTING

If you are having any problems related to the operation of the CoolZone system, please contact your spa dealer for assistance.

# System Overview

Congratulations on your purchase of CoolZone! This guide contains basic information on the use of the system. Please contact your dealer for additional information and support.

## REQUIREMENTS FOR OPERATION \*

CoolZone  
Components

Inside the Spa



Inside the Spa



Outside of the Spa



## Operating Modes/definitions

Your CoolZone system comes equipped with the following five standard operating modes

TO CHILL YOUR SPA WATER	
COOLZONE MODE	WHY/WHEN TO USE
Chill	Chills the water, but will not heat the water back up if it drops below the set temperature. Great for when air temperature is hotter than desired water temperature. (Recommended setting for cooling your spa water)
Auto Saver	Chills the water, and will heat the water back up using the efficient* CoolZone unit if it drops below the set temperature.
Auto with Boost	Chills the water, and will heat the water back up using the efficient* CoolZone unit and the spa heater if it drops below the set temperature.
TO HEAT YOUR SPA WATER	
COOLZONE MODE	WHY/WHEN TO USE
Heat Saver	Heats the water and maintains the temperature using the efficient* CoolZone unit. (Recommended setting for heating your spa water)
Heat with Boost	Heats the water and maintains the temperature using the efficient* CoolZone unit and the spa heater. Great for when you want to heat the water back up to your desired temperature setting quickly, after chilling it.
* Energy efficiency will vary depending on the size of the hot tub, ambient temperature and other factors	

\* - Additional materials required for professional/certified installation. Contact your dealer for additional information.

# Operation with Utopia spas

**Step 1** – If no readings are visible on the screen, touch the back button to bring up the Home Screen.

**Step 2** – Once the Home Screen appears, press the Option button to move to the Temperature screen.



**Step 3** – Press the dark grey button next to word “Temperature” to move to the Set Temperature screen.



**Step 4** – Select your desired Operating Mode by pressing the dark grey button next to word “Mode”.



Hint: There are five operating modes to choose from so you may need to hit this button multiple times to bring your desired mode onto the screen.

**Step 5** – The requested CoolZone operating mode is now displayed on the Set Temperature screen. You can adjust your temperature setting from 80°F to 104°F by simply using the up and down arrow indicators on this screen. With the CoolZone system, the water temperature can be set below 80°F. Simply press and hold the down arrow key until the temperature showing on the control panel is 79°F. Once the control panel shows 79°F you press the black button next to the white arrow down indicator on the display screen to continue to lower the temperature to the desired setting. This is a built in safety feature to ensure that spa temperatures are not inadvertently lowered.

Hint: You may need unlock your Set Temperature in order to adjust your temperature setting up and down.

# Operation with Paradise spas

**Step 1** – Use the Mode up or Mode down buttons until the Tools menu is displayed.



**Step 2** – Press the On button to enter into the Tools submenu.



**Step 3** – Press the Mode up or Mode down buttons to scroll through the submenus until you see one of the following submenus: Heat, Heat\*, Auto, Auto\*, or Chill



Note: The \* next to Heat and Auto indicate Heat with boost and Auto with boost. See page 4 of this guide for operating mode descriptions.

**Step 4** – Press the On or Off buttons to locate your desired operating mode and stop on that mode.



**Step 5** – Now that you have selected your desired operating mode you will need to return to the temperature setting screen. Press the Mode up or Mode down buttons until the word Exit is displayed on the screen.



**Step 6** – Press the ON button to exit this submenu.



**Step 7** – From here, you can adjust your temperature setting from 80°F to 104°F by simply using the up and down arrow buttons. With the CoolZone system, the water temperature can be set below 80°F. Simply press and hold the down arrow key until the temperature showing on the control panel is 79°F. Once the control panel shows 79°F you press the black down button to continue to lower the temperature to the desired setting. This is a built in safety feature to ensure that spa temperatures are not inadvertently lowered.



# Frequently Asked Questions

QUESTION	ANSWER
What is the warranty on the CoolZone® System?	One (1) Year
What do I do if the system fails?	Contact your dealer. They will work with you to troubleshoot any issue.
Can I take it with me when I move <u>with my spa</u> ?	The CoolZone system has external parts (outside of the spa). Contact your dealer for details about moving the system.
Is CoolZone available on all spa models?	Due to the size of the Heat Exchanger that is installed inside of the spa, the CoolZone system is compatible with “larger” spa models (see chart below). In addition, the CoolZone system will only function on 220V spas with circulation pumps. <b><u>Compatible spa models</u></b> <ul style="list-style-type: none"><li>○ Caldera® Spas<ul style="list-style-type: none"><li>▪ Utopia®Series– all but Tahitian®</li><li>▪ Paradise™ Series– all but Kauai®</li></ul></li></ul>
Is CoolZone available on older spas?	CoolZone works with a particular spa control box (Eagle) that we began using in our 2012/13 production of spas. Spas older than 2012 would additionally need an upgraded control box in order to install CoolZone.
Can I install the CoolZone system myself?	<b><u>NO.</u></b> The CoolZone system must be installed by your dealer <b><u>in conjunction with a licensed/certified HVAC installer</u></b> . Do not attempt to install this system on your own. Contact your dealer for additional details.
How long will it take to install a CoolZone System?	We <b><u>estimate</u></b> that the installation of the CoolZone system will take between 6 and 8 hours. Included within this timeframe is approximately 1.5 – 2 hours to fill/charge the refrigerant lines ( <b><u>to be performed by a certified/licensed HVAC installer</u></b> ). Contact your dealer if you have additional questions regarding the installation process.
Does the Heat Pump Condenser need to be installed right next to the spa?	No. The Heat Pump Condenser can be installed away from the spa. However, the further from the spa, the more copper tubing, R410 refrigerant, etc. you will need. This could add to the overall installation costs. In addition, you will need enough space around all sides and the top of the Heat Pump Condenser in order to allow for proper airflow into/out of the device (see page 3 of this guide). Contact your dealer if you have additional questions regarding the installation process.
Will my Connexion™ Remote Spa Monitoring system run CoolZone?	Yes. Connexion will operate the CoolZone system within a temperature range of 80°F to 104°F.

