

OWNER'S MANUAL
2004-2009 Hot Spring® Spas



ACE[®]

Water Care System

By



HotSpring[®]
Portable Spas

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Congratulations on your purchase of the ACE salt water sanitizing system which generates chlorine and powerful mixed oxidants naturally, making it easy to keep spa water sparkling clean.

Important Safety Instructions **(Read, Follow, and Save all Instructions)**

WARNING: Operate the ACE salt water sanitizing system only according to these instructions.

WARNING: To reduce the risk of electric shock, replace damaged cords or cell immediately.

WARNING: Remove power from the spa before performing any maintenance or troubleshooting.

CAUTION: To avoid damage DO NOT insert any objects into the cell.

CAUTION: Prior to using the spa, check water parameters and adjust if necessary.

- When using the spa, the chlorine level must be maintained between 3-5 ppm.
- Ozone, Granular Dichlor, MPS, and sliver are compatible with the ACE system.
- The ACE system is **NOT** compatible with bromine or BaquaSpa®/biguanide.

This Owner's Manual will acquaint you with the operation of the ACE salt water sanitizing system. We suggest that you carefully review the entire Owner's Manual before using the ACE system. Please keep this manual available for reference. If you have any questions about any aspect of your ACE salt water sanitizing system's set-up, operation, or maintenance, contact your authorized Hot Spring® dealer.

THE SPA OWNER IS ULTIMATELY RESPONSIBLE FOR MAINTAINING PROPER SANITARY WATER CONDITIONS.

DISCLAIMER: This is not an automatic water care system. The system is sized for the typical user. Heavy users may need to supplement sanitizer generation with dichlor or MPS.

Product Contents

Your complete ACE® salt water sanitizing system kit includes:

- Owner's Manual
- Cell (accessible through spa's filter compartment)
- Vanishing Act™ Calcium Remover
- FreshWater® Spa Salt
- Cell-cleaning Bottle
- 5-way FreshWater Test Strips
- FreshWater Salt Test Strips
- Controller, Power Supply, Hardware, and Installation Instructions

NOTE: The ACE salt water sanitizing system can only be installed on Hot Spring® spas, and must be performed by an authorized Hot Spring technician to ensure proper operation. The ACE salt water sanitizing system is compatible with all Hot Spring spas equipped with a pass-thru fitting starting in 2004. Your local Hot Spring dealer can verify if your spa is ACE system ready.

Purchase these items separately from your local Hot Spring dealer. Not included:

- Clean Screen™ Pre-Filter
- Additional Vanishing Act Calcium Removers (if necessary)
- Hot Spring Freshwater chemicals for balancing and start-up including Concentrated Chlorinating Granules, pH Up, pH Down.

Overview of the ACE System

The ACE salt water sanitizing system makes water care easy by:

- Naturally generating active oxygen, powerful mixed oxidants like ozone and MPS non-chlorine oxidizer, and chlorine to keep water crystal clear.
- Generating the right amount of sanitizer needed based on your Use Level.
- Testing for high or low salt levels, using the ACE system Salt Test.
- Increasing chlorine levels to meet high chlorine-demand situations as needed with a convenient Boost function.
- Providing peace of mind, while the ACE system is keeping your spa water clean and crystal clear.

Spa Owner Responsibilities

- Thoroughly reading & understanding the spa Owners Manual, Operation & Water Quality sections.
- Balancing the pH level and Total Alkalinity to the “OK” range.

NOTE: The generation of chlorine from salt will cause the pH to drift upwards over time. Check the pH level at least once a week after initial start-up, and once a month after normal use patterns have been established. Adjust as needed to maintain water quality. An extensively high pH will cause premature failure of the system, cloudy water, and decreased effectiveness of the sanitizer.

- Maintaining a low Hardness level of 50 ppm by using the Vanishing Act™ calcium remover.

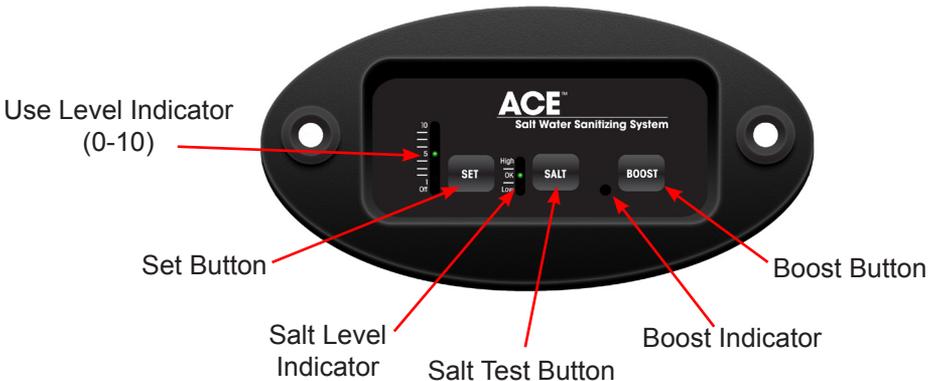
NOTE: The ACE® system works best with low levels of calcium and minerals in the water. This prolongs the life of hot tub equipment, while enhancing the soaking experience.

- Inputting Spa Size and Use Level.
- Checking chlorine level before each use to determine best Use Level to maintain healthy water quality.
- Conducting a check up every 30 days, which includes testing and balancing the spa water, and reconfirming Use Level.

NOTE: The 30-day cycle begins when the Use Level is confirmed at start-up, and resets any time the Use Level is changed or re-confirmed. The use level LED will flash as a reminder when each 30-day cycle is over.

- Establishing a 5 ppm chlorine residual at start up and flushing plumbing lines monthly by super-chlorinating or “shocking” the spa. **IMPORTANT:** Ensure that the chlorine level is always between 3-5 ppm before using the spa. Add chlorine manually if needed.

Control Panel



Before Start-Up

1. Fill your spa with water using the Clean Screen™ pre-filter.

NOTE: If you are not filling your spa for the first time, clean your filters with FreshWater Filter Cleaner or replace with new filters, before refilling spa.

2. Once your spa is filled, use a FreshWater® test strip to measure the pH, Total Alkalinity, and Hardness. Use the table below to determine if your spa water is in the “OK” range. The “OK” ranges listed below are specific for use with the ACE® salt water sanitizing system and may vary from the back of your test strip bottle.

ACE Salt Water Sanitizing System Spa Water Guidelines

Parameter	Target	Min - "OK" Range - Max
Salt	1500 ppm	1000 ppm - 1750 ppm
Hardness	50 ppm	25 ppm - 75 ppm
Alkalinity	80 ppm	40 ppm - 120 ppm
pH	7.4	7.2 - 7.6
Chlorine	3 ppm	1 ppm - 5 ppm

3. Adjust pH and Total Alkalinity following the instructions in the Water Quality and Maintenance section of your spa's Owner's Manual. The pH, and Total Alkalinity must be in the “OK” range as indicated in the table above, before starting the ACE system.
4. The Vanishing Act calcium remover, included with your ACE salt water sanitizing system, will help you reduce the Hardness level of the water if needed. Rinse the calcium remover with a garden hose first, then place over the heater return at the bottom of the spa for up to 24 hours. Flip and reposition the calcium remover over the heater return after 12 hours.

NOTE: The ACE system start-up procedure can begin while the calcium remover is in the spa working to decrease Hardness.

IMPORTANT: It is critical that the Hardness level is in the “OK” range of 25-75 ppm to ensure effectiveness of the ACE system. Use additional calcium removers if necessary.

Start-Up and Refill Procedures

At this point your spa should have balanced water, new or properly cleaned filters, and power. The USE and SALT lights on the ACE controller should be flashing, indicating that action is required.

STEP 1 – Add Salt

1. With the jets running, slowly add the directed amount of salt (see SPA MODEL table on next page) to the filter compartment, one cup at a time.

NOTE: Your fill water may require slightly more or less salt than what is recommended here.

Run jets an additional 5 minutes to ensure salt is totally dissolved.

NOTE: After adding the salt at start-up, the salt level indicator may continue to flash. **Allow 24 hours for the spa to come to temperature (100°-104°F, 38°- 40°C), and for the ACE® cell to stabilize, before retesting and adding salt to obtain a solid green indicator.**

Spa Model Table

Spa Model	Salt		Estimated Increase in ppm per 1 cup/290g	Initial Recommended USE Setting
	(cups)	or (grams)		
Vista®/ Summit*	9.5	2750	170 ppm	7
Grandee®	9.5	2750	170 ppm	7
Envoy®	8	2500	170 ppm	7
Aria®	7.5	2200	210 ppm	6
Vanguard®	7.75	2250	190 ppm	6
Accolade®	6.75	1950	220 ppm	5
Sovereign®	6.75	1950	220 ppm	5
Prodigy®	6.25	1800	235 ppm	5
Jetsetter®	4.0	1150	360 ppm	4

* 50Hz Models only

STEP 2 - Enter Use Level

On the ACE control panel, press the **SET** button to scroll through the OFF & 1 - 10 USE settings, 1 being the lowest and 10 being the highest.

The following are approximate guidelines for determining use level.

- 0 = Off setting for when the spa not being used or during maintenance.
- 1-3 = Low bather load (1 person less than 1 hour per week, vacation mode).
- 4-7 = Normal bather load (1-2 persons less than 3 hours per week).
- 8-10 = High bather load (2 or more persons more than 3 hours per week)

Note: Smaller spas generally run at a lower Use Level. If you are unsure of your Use Level at start-up, an initial Use Level is provided in the table. Regularly testing your water during the first weeks after start-up will help you best determine your correct Use Level setting.

STEP 3 - Superchlorinate/Shock Spa Water and Establish Residual

1. Once your ACE system is programmed with the expected Use Level, check the chlorine level with a FreshWater® 5-way test strip. Depending on your spa model and water quality, it will take approximately 24 hours for the ACE system to generate enough sanitizer to establish a chlorine residual of 3-5 ppm
2. Superchlorinate: Add granular sodium dichlor as directed on the bottle to bring the spa water to 5ppm as described in the spa's Owner's Manual. This creates a sanitizer residual until the ACE system is generating sanitizer at full capacity.

3. Allow jets to run 5 minutes per jet system (rotating the diverter valves).

NOTE: Ensure that the Vanishing Act™ calcium remover is repositioned after running jets

STEP 4 - After 24 Hours

1. Remove Vanishing Act calcium remover after 24 hours – discard in your normal trash. Using a new test strip, test spa water for Hardness. If Hardness level still reads above the recommend range of 25-75 ppm, additional calcium removers will be needed at this time.
2. Test salt level with the ACE. Dose 1/2 cup at a time to achieve green reading.

STEP 5 - Following Initial Start-Up

Following initial start-up, test the chlorine level and pH level of your spa once a week and before use. Adjust the Use Level up if the chlorine level is low, or down if the chlorine level is high, to find the level that produces a stable chlorine level of 3-5 ppm. This will help maintain water quality. Allow 24 hours for a change in Use Level to register in the chlorine reading on a test strip.

ACE 30-Day Check-up

You must check your spa water at least once every 30 days. To remind you, the ACE® system USE setting light will flash at the end of the 30-day cycle. If the USE level has not been changed 3 days after the reminder started, the use level will automatically drop to 1 and continue to flash. This is to protect your hot tub from excessive levels of chlorine. The 30 day cycle resets any time the Use Level is changed.

STEP 1 - Test Water

1. Use a FreshWater test strip to measure the pH, Total Alkalinity, and Hardness. Use the Spa Water Guidelines in this manual to determine if your spa water is in the “OK” range.
2. Adjust pH and Total Alkalinity following instructions in the Water Quality and Maintenance section of your spa’s Owner’s Manual.
3. To decrease the Hardness level of the water, place a new Vanishing Act calcium remover over the heater return at the bottom of the spa for 24 hours.

STEP 2 - Update Use Level

1. On the ACE control panel, press the **SET** button to change the USE level.
2. If Use level is correct, then use the SET button to scroll back to the original setting. If chlorine level has been too low or too high, adjust Use Level accordingly.
3. Adjusting the Use level will cause the USE light to stop flashing. Allow 24 hours for a change in Use level to register in the chlorine reading on a test strip.

NOTE: If your spa usage has not changed, you must still change the Use Level setting on the ACE control panel and then change it back, in order to reset the 30-day timer and stop the USE light from flashing.

Superchlorinate/Shock Spa and Plumbing Lines

This step is required monthly or bi-weekly depending on bather load.

1. Use a 5-way Freshwater® test strip to measure chlorine levels.
2. Increase chlorine level to 5 ppm using granular sodium dichlor.
3. Activate spa's automatic clean cycle using the main control panel.

Chlorine Boost

1. If the spa is being used more often than usual, it may be necessary to add more chlorine to the water by "boosting" the ACE® system. To increase the chlorine level:
 1. Press the **BOOST** button on the ACE controller.
 2. The system will automatically initiate a salt test before the boost. Once salt test is complete, the boost light will glow solid when active.
 3. To stop the boost before it is complete, press the **BOOST** button.

IMPORTANT: It takes 24 hours to complete the Boost cycle. The chlorine level must be maintained between 3-5 ppm at all times. Manually add sodium dichlor if necessary for regular use or shocking the spa.

Cell Cleaning

Periodic cleaning of the ACE cell is recommended to maximize the life of your equipment. Use of the Vanishing Act™ calcium remover will help reduce the cleaning frequency. On average, the cell should be cleaned every 3 months. When the Salt indicator indicates Low Salt and the water has not been changed or topped off recently, it may be time to inspect and clean the cell.

CAUTION: To avoid damage DO NOT insert any objects into the cell.

1. Turn off the power to the spa. Open the spa cover and remove the filter lid.
2. Unscrew the gray filter cap and gently pull the cell out of the filter.
3. Unscrew the lid to the cleaning bottle included with the ACE system and fill with spa water to the fill-line indicated on the bottle. Add 3 tablespoons of pH down to the cleaning bottle and secure lid. Shake bottle to create cleaning solution.

NOTE: If the scale is difficult to remove and the salt meter continues to read low salt, a stronger cleaning solution of 1 pt muriatic pool acid & 10 pt water can be used.

4. Remove the lid from the cleaning bottle. Place the cell in the bottle, ensuring that the bottom of cell is floating.
5. Soak the cell for 10 minutes or until bubbles stop coming from the cell. If bubbles are still releasing from the cell after 10 minutes, change the cleaning solution and repeat until the cell is clean and all scale is removed.
6. Replace cell into the filter standpipe, and power up the spa. Ensure that the cell is at the bottom of the filter standpipe by feeling for the pull of the pump's suction.

Salt Indicator & Test



Red & Flashing =
High Salt - Offline



Red & Green =
OK (upper end)



Green =
OK (middle)



Green & Yellow =
OK (lower end)



Yellow & Flashing =
Low Salt - Offline

The ACE[®] system automatically tests the water's salt level. A manual Salt Test is only required if the salt meter is flashing HIGH (red) or LOW (yellow). The ACE system is offline/stops generating when High or Low salt is measured. FreshWater Salt test strips should be used to verify the sodium chloride salt level.

To conduct a manual Salt Test:

1. Press the **SALT** button. Do not attempt to conduct a Salt Test while the jets are running as this will give you a false reading.
2. The Salt indicator lights will scroll until the test is complete and the value is updated.

Possible Causes of a Low Salt Reading –The salt level reading can be affected by cell age, scale build-up (dirty cell), cold water, high chlorine, dirty filters, or dirty water. (Do not add salt until the previous conditions have been inspected). A salt test strip or meter should be used to manually verify the system's salt level reading before adding additional salt.

For Low Salt –Verify the actual salt level of the water using the salt test strips included with your ACE system.

1. Target salt level solid green or green/red.
2. If the reading on the test strip confirms that the salt level of the water is low: Add 1 cup (290 grams) of salt to the water and turn on jets for 5 minutes. Activate a second salt test.
3. If the proper amount of salt is present, the SALT Meter Light will stop flashing. If the meter light still displays Low Salt, repeat the process as needed. If the salt test strips show that the salt level is within the OK range, inspect the spa for other causes indicated above.

4. If 50% of the spa's recommended salt has been added and the meter continues to flash, contact your Hot Spring® Service Professional for assistance.

For High Salt –

1. Drain 25% of the water from the spa and refill with clean, clear water.
2. Run the jet pumps for 5 minutes, then conduct another manual Salt Test.
3. If the proper amount of salt is present, the salt meter lights will be solid. If the meter still displays High Salt, repeat steps as needed.

Tips

- **Prevent Cell Damage:** Do not insert anything into the cell or pressure wash it. This will damage the electrodes.
- **Salt:** Salt is not consumed during sanitizer production. The salt level is only reduced by adding water to the spa. Using the spa and adding chemicals will increase the salt level over time.
- **Turning The ACE® System Off:** Setting USE to OFF will stop the generation of sanitizers.
- **Vacation or Limited Use:** When the spa is not going to be in use, shock the spa by increasing chlorine to 3-5 ppm and then run the automatic clean cycle. Clean or replace filters. Lower Use Level setting to 2 or 3 for intermittent use. For extended vacations, lower the USE to 1.
- **Water Changes:** Because the ACE salt water sanitizing system reduces the amount of chemicals added to the spa water, it is possible to significantly extend the life of the water. Test your water regularly to ensure safety.
- **If Heavy Bathing Is Expected:** Initiate a Boost a few hours prior. Periodically measure the chlorine and add granular sodium dichlor as need.
- **MPS Use:** Granular MPS (Potassium Peroxymonosulfate) can be used for shocking the spa at each 30-day check up. Use FreshWater MPS test strips to measure MPS levels in the spa water.
- **Mixed Oxidants:** To clean the water, the ACE salt water sanitizing system generates a variety of mixed oxidants, in addition to chlorine. The chlorine reading on the test strip may not be indicative of total oxidizer level.
- **Ozone:** The ACE salt water sanitizing system is safe to use with ozone; however, except for high use situations, it is not recommended.
- **Calcium & Metal Treatment:** Use the Vanishing Act calcium remover to keep total hardness levels low and minimize the need for anti-scalant & metal control. If metals are an issue, use the Clean Screen Pre-filter and follow your dealer recommended treatment program. Excessive use of phosphate anti-scalant will promote high phosphate levels & will be difficult to remove scale.

- **Phosphates:** High levels of phosphates (above 300 ppb) may cause reduced sanitizer output, ask your local Hot Spring® dealer to help you test for phosphates.
- **Summer Timer:** The ACE® System will power down for 8 hours per day when the Summer Timer is active. If the spa's Summer Timer is activated, the Use Level will most likely need to be increased to compensate. If chlorine level is low, adjust Use Level up by one each day until 3-5 ppm is maintained.
- **Avoiding Salt Buildup:** Periodically hose off your spa and the deck or concrete surrounding your spa after use to prevent salt buildup that can occur from splash-out.

Troubleshooting

- **Flashing Lights:**
 - Attention is needed. Check table for condition and correction.
 - Errors: Press Salt to retest system, then power down and up the spa, if the error persists contact your Dealer.

Light Sequence	Condition
All lights solid / Boost light off	Operating Normally
Boost light solid	boosting
Use level indicator OFF	System is off
Scrolling Salt meter lights	Salt test active
Flashing Red salt meter	High salt - system not generating
Salt lights solid	OK salt
Flashing yellow salt meter	Inspect cell - Check salt (maybe low) system not generating
Flashing USE light	30-day timer
OFF flashing 1/sec	Summer timer active/pressure switch - system not generating
OFF & USE 3 flashing 2/sec	System error
OFF & USE 7 flashing 2/sec	System error
OFF & USE 10 flashing 2/sec	System error

- **The water is cloudy:**
 - Use a 5-way FreshWater® test strip. If chlorine is low, manually add granular dichlor as needed, or initiate a chlorine Boost.
 - Check filters and clean as needed (see your spa's Owner's Manual).
 - Use a 5-way FreshWater test strip to check spa pH level. Add pH down as needed.
- **Low Sanitizer level:**
 - Check settings. A higher than expected bather load will require a higher USE setting
 - Install a ozone unit if the ACE system is running at capacity.
 - Add granular dichlor after each use until the sanitizer level is stabilized.

- **High Sanitizer level:**

WARNING: Maintaining high salt and chlorine levels above recommended range can contribute to corrosion of pool or spa equipment.

- Check settings. A lower than expected bather load will require a lower USE setting.
- Reduce chlorine level by adding 1 cup hydrogen peroxide with jets running. Check chlorine level after 10 minutes and repeat as needed.

- **Low salt reading:**

- Water temperature may be low. Allow water temperature to reach 100°F/ 37.5°C and retest.
- Filters may be dirty. Remove cell from filter and place in main tub. Re-test the salt level. If the salt shows in the OK range, replace or clean the filters as needed.
- Cell may require cleaning. Review Cell Cleaning section.
- Cell may need to be replaced.

NOTE: You may continue to use your spa as long as the chlorine level on the FreshWater test strip is in the OK range.

Important Additional Information

WARNING: Operating the ACE® system without water flow through the cell can cause a build up of flammable gas.

WARNING: To reduce the risk of injury, do not permit children to operate this device.

WARNING: Spa usage and higher temperatures may require higher chlorine output to maintain proper free available chlorine residuals.

Check the expiration date of test strips as test results may be inaccurate if used after that date.

The life expectancy of the ACE system is 14,000 hours of operation under normal use conditions. Note that the ACE cell operates for different amounts of time each day, depending on USE settings.

When replacing the cell, only use replacement cells having a label that clearly states that it is a replacement cell for the chlorine generating ACE device.

Follow all aspects of the local and National Electrical Code(s) when installing ACE.

Per Canadian requirements:

For proper sanitation, spas must be completely drained periodically. The number of days between COMPLETE SPA DRAINAGE is equal to the volume of spa water in liters, divided by 10 times the maximum number of daily spa users. Refill spa with water and repeat DIRECTIONS FOR USE of the device. People with a medical condition should consult a physician before entering spa.

Maximum spa water usage temperature is 104° F (40° C). Bathing in spa water at maximum temperature should not exceed 15 minutes.

Specifications - Canadian Requirements

- System designed to treat 500 gallons (1890 liters).
- The maximum output of hypochlorous acid equivalent to 16 grams of free available chlorine per day.
- Input: 100-240VAC 0.55A 50/60Hz
- Output: 12VDC 1.67A

Customer Service

If you have any questions about your ACE® salt water sanitizing system that have not been answered by this manual, consult your authorized Hot Spring® dealer.

Watkins Manufacturing Corporation can be reached at: 1-800-999-4688 (extension 8432) inside the USA or +1 760-598-6464 outside the USA Monday through Friday, 8 a.m. to 5 p.m. Pacific Standard Time (PST) or e-mail custsvc@watkinsmfg.com.

Watkins Manufacturing Corporation, 1280 Park Center Drive, Vista, CA 92081 USA.

ACE Salt Water Sanitizing System Warranty

One-Year Limited Warranty

Watkins warrants to you, the original consumer purchaser, that the components of the ACE salt water sanitizing system will be free from defects in materials and workmanship for one year.

Extent of Warranty

This warranty extends only to the original consumer purchaser of the ACE salt water sanitizing system when purchased and originally installed within the boundaries of the United States. If the ACE salt water sanitizing system is purchased outside the United States other warranties may apply. See your local Hot Spring dealer for details. This warranty begins upon installation of the spa. This warranty terminates upon any transfer of ownership, or if the spa is installed or relocated outside the boundaries of the United States by the original consumer purchaser prior to the expiration of the warranty period.

Warranty Performance

To make a claim under this warranty, contact your dealer. In the event you are unable to obtain service from the dealer, please contact Watkins Manufacturing Corporation, 1280 Park Center Drive, Vista, California, 92081. Attn: Customer

Service Department (800) 999-4688 inside the USA or +1 760-598-6464 outside the USA or via e-mail, custsvc@watkinsmfg.com. You must give Watkins and/or your dealer written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase, within ten (10) days of the time you discover the claim. Watkins reserves the right to inspect the malfunction or defect on location.

Watkins or its Authorized Service Agent will repair any defects covered by this warranty. Except as described herein, you will not be charged for parts, labor or the freight costs for parts necessary to repair the ACE system for defects covered by this warranty. In some cases, the servicing dealer may charge you a reasonable repairperson travel/service charge that is not covered by this warranty. Please contact the dealer for information regarding any such charges.

Limitations

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Watkins' prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Watkins, failure to follow Watkins' Owner's manual, or repairs made or attempted by anyone other than an authorized representative of Watkins. Alteration includes, but is not limited to, any component change, or electrical conversion. Visit www.hotspring.com or contact your dealer for a list of manufacturer approved accessories.

Disclaimers

TO THE EXTENT PERMITTED BY LAW, WATKINS SHALL NOT BE LIABLE FOR LOSS OF USE OF THE SPA OR OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES OR DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE SPA, IF NEEDED. Some states do not allow limitation or exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. **ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE.** Some states do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you.

Legal Remedies

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.



IMPORTANT: Watkins Manufacturing Corporation reserves the right to change specifications or design without notification and without incurring any obligation.

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