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Lay-Z-Spa™

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P-S-004795

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SAFETY INSTRUCTIONS

When installing and using this electrical equipment, basic safety precaution should always be followed, including the following:

IMPORTANT SAFETY INSTRUCTIONS - READ AND FOLLOW ALL INSTRUCTIONS.

WARNING:

- The spa must be supplied through an isolating transformer or supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30mA.
- The pump must be tested before each use, to test follow the instruction of pump.
- If the supply cord is damaged, it must be replaced by the manufacturer, service agent or similarly qualified persons in order to avoid a hazard.
- To reduce the risk of electric shock, do not use extension cord to connect unit to electric supply; provide a properly located outlet.
- No part of the appliance is to be located above the bath during use.
- Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in spa pool; Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa pool.
- The spa must be supplied by earthed power source.
- **Warning: Always keep plug dry, plug in with wet plug is definitely forbidden!**
- The plug shall be directly connected only to a socket-outlet of the fixed electrical installation.
- It is necessary to have the plug accessible after installation of the spa.
  CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility. After using your spa for 3-5 years, you should contact your local qualified maintenance technician to ensure the safety and performance of the spa. The main components, such as heating element, air blower motor and non-return valves within the electric unit should be checked and replaced (if necessary) by professional persons.
- **TO AVOID ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING.**
- Never wear your contact lenses when in your spa.
- Do not use spa during chemical maintenance.
- Extension cords can't be used.
- Don't plug or unplug the appliance if hand is wet.
- Always unplug the appliance:
  - on rainy days
  - before cleaning or other maintenance
  - if leave it unattended on holidays
- When the appliance will be not used for a long time, such as in the winter, the spa or pool set should be disassembled and stored indoor.
- **Caution:** Read the instruction before using the appliance and installation or reassemble every time.
- Safekeeping the instruction. If instruction is missed, please contact with manufacturer or search it in website www.bestwaycorp.com
- **Warning: For electric safety, a PRCD is incorporated in the power cord, if the leakage current is detected more than 10mA, the device will operate and cut-off**

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the power supply, in such case, please unplug and stop using the spa at once. Don't reset the product by yourself. And you must contact the local service agent to check and repair the product.

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. (For EU market)
- Cleaning and user maintenance must be performed by an adult above18 years old who is familiar with the risk of electric shock.
  This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance. (For market other than EU)
- Water attracts children; always attach a spa cover after each use.
- Do not bury cord. Locate cord to minimize abuse from lawn mowers, hedge trimmers, and other equipment.
- Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children can not use this spa unless they are supervised at all times.
- **RISK OF INJURY.** Never operate spa if inlet / outlet pipes are broken or missing. Never attempt to replace the inlet / outlet pipes. Always consult your local Aftersales centre.
- **RISK OF ELECTRIC SHOCK.** Install at least 2m from all metal surfaces.
- **RISK OF ELECTRIC SHOCK.** Never operate any electrical appliance when in your spa or when your body is wet. Never place any electric appliance, such as a light, telephone, radio, or television, within 2m of spa.
- During pregnancy, soaking in hot water may cause damage to the fetus. Limit use to 10 minutes at a time.
- **TO REDUCE THE RISK OF INJURY:**
  - **A.** The water in a spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°F) is considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.
  - **B.** 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 temperature to 38°C (100°F).
  - **C.** Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating device varies.
  - **D.** The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.
  - **E.** Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.
  - **F.** 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.
- **TO REDUCE THE RISK OF INJURY:** Never pour water with a temperature higher than 40°C (104°F) into the spa pool directly.
- The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level that is several degrees above the normal body temperature of 37°C (98.6°F). The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include failure to perceive heat; failure to recognize the need to exit spa or hot tub; unawareness of impending hazard; fetal damage in pregnant women; physical inability to exit the spa or hot tub; and unconsciousness resulting in the danger of drowning.
- Electric installations should follow national wiring rules, consult a qualified electrician with any questions.

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CONSULT YOUR PHYSICIAN FOR RECOMMENDATIONS.

CAUTION:

- The spa should not be setup or left out in temperature lower than 4˚C (40˚F).
- Do not use the spa alone.
- People with infectious diseases should not use a spa.
- Do not use the spa immediately following strenuous exercise.
- Always enter and exit the spa slowly and cautiously. Wet surfaces are slippery.
- To avoid damage to the pump, the spa must never be operated unless the spa is filled with water.
- Immediately leave spa if the user feels uncomfortable or sleepy.
- Never add water to chemicals. Always add chemicals to water to avoid strong fumes or violent reactions that may result in hazardous chemical spray.
- Regarding the information pertaining to cleaning, maintenance of water, and disposal of water, please see section "MAINTENANCE".
- Regarding the information pertaining to the installation, thanks to refer to the below paragraph of the manual.

NOTE:

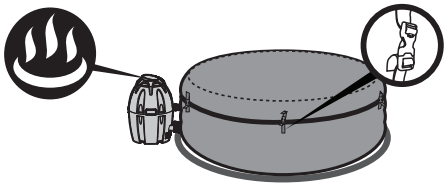
- Please examine equipment before use. Notify Bestway at the customer service address listed on this manual for any damaged or missing parts at the time of purchase. Verify that the equipment components represent the models that you had intended to purchase.
- This product is not intended for commercial use.

SAVE THESE INSTRUCTIONS

IMPORTANT !

To reach 40ºC (104ºF), the heating duration required is base on the starting water temperature and ambient temperature, the data below is purely for reference. To display the current water temperature, run the filter system for at least a minute.

Ambient Temperature	Water Temperature	Set Temperature	Heating Duration
10ºC(50ºF)	10ºC(50ºF)	40ºC(104ºF)	18.5 h
15ºC(59ºF)	15ºC(59ºF)	40ºC(104ºF)	15 h
20ºC(68ºF)	20ºC(68ºF)	40ºC(104ºF)	11.5 h
25ºC(77ºF)	25ºC(77ºF)	40ºC(104ºF)	8.5 h
30ºC(86ºF)	30ºC(86ºF)	40ºC(104ºF)	5.5 h



Be sure to cover the spa with the spa cover whenever the heating function is activated. Leaving the spa uncovered will increase the heating duration required. Please do not use the spa when ambient temperature is lower than 4ºC (39ºF).

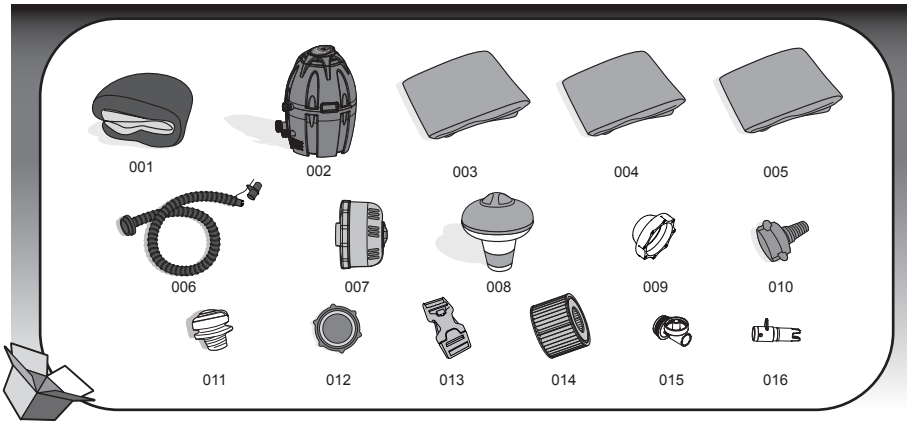
Power Rate	Massage Tube Power	Heat Element Power	Water Pump Power
220-240V AC, 2,050W at 20ºC	800W	2,000W at 20ºC	50W

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SPECIFICATIONS FOR LAY-Z-SPA™ Riviera AirJet

Capacity:	4-6 Adults	Massaging Turbo Blower:	800W	Increased Heat Rate:	Approximately 1.5-2ºC/h (3-4ºF/h)
Water Capacity (80%):	935 L (247 gal)	Heat Element:	2,000W at 20ºC	Actual Water Flow:	1,325 L/h (350 gal/h)
Inflated Size:	1.96m x 61cm (77'' x 24'')	Pump:	50W Circulation Filter Pump	Power Rate:	220-240V AC, 2,050W at 20ºC
Filled Weight:	966 kg (2,130 Lb)	Temperature Capacities:	40ºC (104ºF)	Working Pressure:	0.8PSI (0.055Bar)

NOTE: The above heating rate is based on a lab test conducted with an ambient temperature of 25ºC (77ºF) and above.



Part N.	Part Code	Description	QTY
001	54112TASS18	Pool liner	1
002	P4H054ASS18	Spa Heater	1
003	P5R353GASS18	Top Nylon Cover	1
004	P5R353-01TASS18	Liner Nylon Cover	1
005	54112GASS15	Inflatable Cover	1
006	P6931	Inflation Hose	1
007	P6653	Filter Set	1
008	58426S18	Chemical Floater	1
009	P6575	Stoppers	2
010	P6932	Hose Adapter	1
011	F4A024	Screw Valve	1
012	P6611	Cover Adapter A	1
013	F6414	Buckle	8
014	58323	Filter Cartridge (VI)	2
015	P61726	Deflation T-joint	1
016	P61727	Deflation Valve Adapter	1

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INSTALLATION

Selected Location

WARNING: The selected location has to be able to support of supporting the expected load.

WARNING: An adequate drainage system has to be provided to deal with overflow water for both indoor and outdoor installations.

IMPORTANT: Because of the combined weight of the Lay-Z-Spa, water, and users, it is extremely important that the base where the Lay-Z-Spa is installed is smooth, flat, level and capable of uniformly supporting the weight for the entire time the Lay-Z-Spa is installed (not on the carpet or other similar material). If the Lay-Z-Spa is placed on a surface, which does not meet these requirements, any damage caused by improper support is not covered under the manufacturer's warranty. It is the responsibility of the Lay-Z-Spa owner to assure the integrity of the site at all times.

1. Indoor Installation:

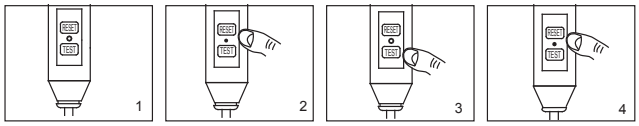
Be aware of special requirements if you install the spa indoors.

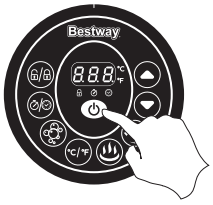
- Humidity is a natural side effect with Lay-Z-Spa installation. Determine the effects of airborne moisture on exposed wood, paper, etc. in the proposed location. To minimize these effects it is best to provide plenty of ventilation to the selected area. An architect can help determine if more ventilation is needed.

2. Outdoor Installation:

- During filling, draining or when in use, water may flow out of the spa. Therefore the Lay-Z-Spa should be installed near a floor drain.
- Do not leave the spa's surface exposed to direct sunlight for long periods of time.

PRCD Test





NOTE: Drawings for illustration purpose only. May not reflect actual product. Not to scale.

1. Insert the plug.
2. Press the "RESET" button, the indicator light turns on.
3. Press the "TEST" button, the indicator light turns off.
4. Press the "RESET" button, the indicator light turns on.
5. Press the "On/Off" button for 2 seconds, your pump is ready to use.

WARNING: The PRCD plug must be tested before each use to avoid risk of electric shock.

WARNING: Before inserting plug into a power outlet, make sure the current rate of the power outlet is suitable for the pump.

WARNING: Do not use the pump if this test fails and contact our Aftersales Service.

NOTE: When inflating, you will notice that air will be expelled from the area where the air hose connects to the pump, this is normal for technique requirements.

NOTE: Do not use an air compressor to inflate the pool.

NOTE: Do not drag the pool on rough ground as this may cause damage to the pool liner.

NOTE: Inflation time for reference only.

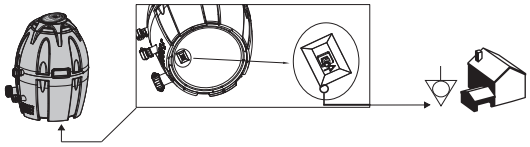
NOTE: Pressure gauge is for inflation purpose only, and the value of the pressure gauge is just for reference, should not be used as a precision instrument.



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SPA PUMP EQUIPOTENTIAL BONDING TERMINAL

It is recommended to arrange for a qualified electrician to connect the spa pump to an equipotential bonding terminal using a minimum 2.5mm^2 solid copper conductor.

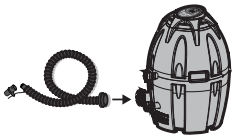


Riviera AirJet

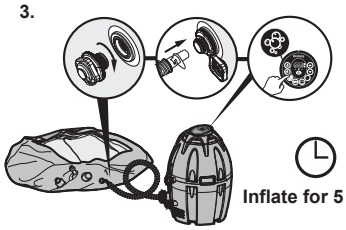
1.



2.



3.



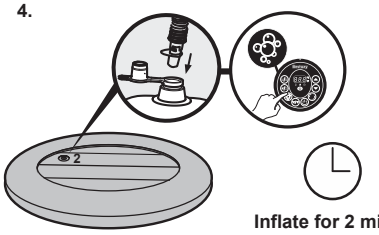
Inflate for 5 min.

3 seconds to unlock.



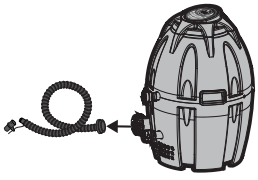
To stop inflation.

4.

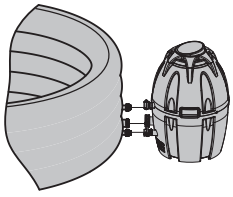


Inflate for 2 min.

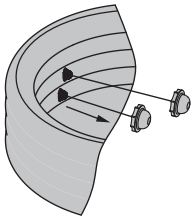
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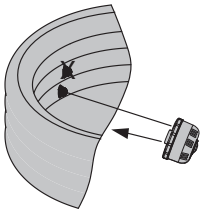
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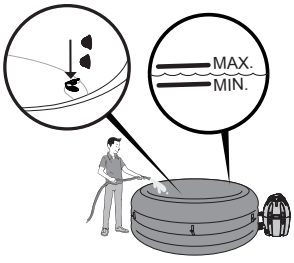
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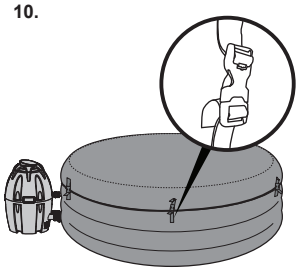
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9.



10.



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PUMP OPERATION

Heating Reset
When using the Lay-Z-Spa for first time, or after a long period of inactivity, be sure to press the reset button on the pump using a small and thin object.



RESET BUTTON

IMPORTANT INSTRUCTIONS FOR USING

If the temperature on the control panel (or the water temperature) has not changed 4-5 hours after activation of the heating system, use a thin object to press the RESET BUTTON, and restart the heating system.

IMPORTANT: The heating System will not operate if the outside temperature is above 40ºC (104 ºF) or if the Lay-Z-Spa is under direct sunlight. Under these conditions, please wait until a cooler time of day before pressing the RESET BUTTON with a thin object and restart the heating System.



Lock/Unlock Button

The pump has a 5-minute auto-lock. The LED light will dim out when the pump is locked (no function is activated). To lock or unlock the pump, place a finger over the lock/unlock button for 3 seconds.

Power-Saving Timer Button

This is a newly added function, designed to help avoid wasting power by setting the time and duration of the heating cycle for the spa.
This way, you can enjoy your spa at the time you desire, without needing to leave the heater on at all times.

STEP 1: Set the heating duration
1. Press the button unit the LED starts to flash.
2. Press the or button to adjust the heating duration (From 1-48 hours).
3. Press the button again to confirm the heating duration.

STEP 2: Set the number of hours FROM NOW when the heater will activate
1. After setting the heating duration, the LED starts to flash.
2. Press the or button to adjust the hours until time of activation (From 0-99 hours).
3. Press button again or simply touch nothing for 10 seconds to confirm the setting. The LED will light steadily, and the countdown to heater activation will begin.

To modify the timer settings: Press the button and use the or button to adjust.
Cancel the setting: Press the button for 2 seconds.
NOTE: After setting, the screen flashes the current temperature and time alternately.
NOTE: Timer adjustment (amount of time with the heater ON) may be set from 1 to 48 hours; Reservation time adjustment (the number of hours FROM NOW when the heater will begin to function) may be set from 0 to 99 hours. If the timer is set at 0 hour, the heating system will activate immediately.
Note that the timer is one time per use - the user sets the duration of the heating cycle, and how many hours from now the heating cycle begins. The timer does NOT repeat until reset.

Lay-Z-Massage System Button

Use this button to activate the massage system, which has a 30-minute auto-shutoff feature. The light above the Lay-Z-Massage System Button displays red when activated.

IMPORTANT: Do not run the Lay-Z-Massage system when the cover is attached. Air can accumulate inside the spa and cause irreparable damage and bodily harm.
NOTE: Heat and massage system work together to create a warm massage experience.



Celsius/Fahrenheit Toggle

The temperature can be displayed in either Fahrenheit or Celsius.

Heat Button

Use this button to activate the heating system. When the light above the heat button is red, the heating system is activated. When the light is green, the water is at the set temperature and the heating system is at rest.
NOTE: If the heating system is activated the filtration system will automatically start.
NOTE: After turning off the heating system the filtration system will continue to operate.

Water Filter Button

This button turns the filter pump on and off. The light above the Water Filter Button displays red when activated.

Temperature Adjustment Buttons

Pressing the Temperature Increase or Decrease buttons will cause the LED to flash. When it is flashing you can adjust to the desired temperature setting. If you hold these buttons down the values will rapidly increase or decrease. The new and desired temperature setting will remain on the LED display for 3 seconds to confirm the new value.
NOTE: The default temperature is 35°C (95°F).
NOTE: Temperature adjustment ranges from 20°C (68°F) to 40°C (104°F).

On/Off Button

Press this button for 2 seconds to active the control panel bottons and the light turns to green. Press this button for 2 seconds to turn off all currently activated functions.

Power-Saving Timer LED

This LED flashing means you are setting the heating duration. The light will be on when the heating function starts to work.
This LED flashing means you are setting the number of hours FROM NOW when the heater will activate. When the light is on, the Power-Saving Timer function is set.

LED Display

Once powered-up the LED displays the current water temperature automatically.
After 72 hours of filtration (without using the power saving timer function), the pump will hibernate and flash "End" with the current water temperature. When the pump is hibernating both the heating and water filter functions are disabled. To re-activate the pump press lock/unlock button for 3 seconds.

NOTE: The water heat rate may change in the conditions below:
• When the outdoor temperature is below 15°C (59°F).
• If the cover is not in position when the heating function is activated.
NOTE: To display the current water temperature, run the filter system for at least a minute. The water temperature as tested by an external thermometer may vary from the temperature as displayed on the spa panel by as much as approximately 2°C.

Alarms

Causes		Reasons	Solutions
E01	The water flow sensors work without pressing the filter or heat button.	1. The water flow sensor flags didn't fall back into the correct position. 2. The water flow sensors are broken.	1. Unplug the plug gently, strike the side of the pump but not violently, and plug it back in. 2. Contact your local Bestway After Sales service point to get instructions.
E02	After starting or during the functions of filtering or/and heating, the water flow sensors do not detect water flow.	1. You forgot to remove the 2 stopper caps from inside the pool. 2. Filter cartridges are dirty. 3. Activate the filter or heat system and put your hand in front of the outlet pipe inside the pool to check if you can feel water flowing out. a. If no water flows out the water pump is broken. b. Water flows out but the alarm E02 appears, the water flow sensors are broken.	1. Remove the 2 stopper caps before heating, refer to Assembly section in the User's Manual. 2. Remove the filter set from inside the pool and push the filter or heat button. If no alarm appears, clean or change the filter cartridges install the filter set inside the pool. 3. Contact your local Bestway After Sales service point to get instructions.
E03	The pump's thermometer reads the water temperature below 4°C (40°F).	1. The water temperature is lower than 4°C (40°F) 2. If the water temperature is higher than 7°C (44.6°F), the pump's thermometer is broken.	1. The spa is not designed to operate with water temperatures lower than 4ºC (40°F). Unplug the pump and only re-start the pump when the water temperature reaches 6°C (43°F). 2. Contact your local Bestway After Sales service point to get instructions.
E04	The pump's thermometer reads the water temperature over 50°C (122°F).	1. The water temperature is over 50°C (122°F) 2. If the water temperature is lower than 45°C (113°F), the pump's thermometer is broken.	1. The spa is not designed to operate with water temperatures greater than 40°C (104°F). Unplug the pump and only re-start the pump when the water temperature reaches 38°C (100°F) or lower. **IMPORTANT:** Before you re-start the pump, push the pump's reset button. 2. Contact your local Bestway After Sales service point to get instructions.
E05	The pump's thermometer connections have issues.	1. The pump's thermometer connectors don't work properly. 2. The pump's thermometer is broken.	Contact your local Bestway After Sales service point to get instructions.
E08	The manual reset thermal cut-out has problem.	The manual reset thermal cut-out trips off.	1. Unplug the pump and push the reset button, then plug the pump back in. 2. In case the alarm still remains, check the RESET BUTTON section in manual. 3. Contact your local Bestway After Sales service point to get instructions.

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MAINTENANCE

NOTE: Your spa will require additional air to be added from time to time. Changes in temperature from day to night will change the pressure in the spa and may cause a certain amount of deflation. Please follow the Assembly instructions and drain the spa before inflating to the accurate pressure needed.

CAUTION: YOU MUST ENSURE THE PUMP IS UNPLUGGED BEFORE BEGINNING SPA MAINTENANCE TO AVOID RISK OF INJURY OR DEATH.

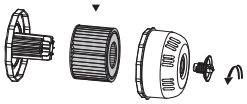
Filter Cartridge Maintenance

NOTE: To ensure your spa water stays clean, check and clean your filter cartridges every day follow the steps below.



P6653
Filter Set

58323
Filter Cartridge





NOTE: We recommend changing your filter cartridges every week or, if the filter cartridges remain soiled and discolored, they should be replaced.

Water Maintenance

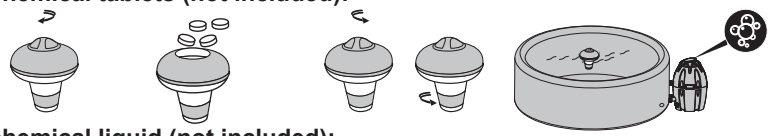
Keeping your SPA water clean and chemically balanced is necessary. Simply cleaning the filter cartridge is not enough for proper maintenance, we recommend you use pool chemicals to maintain water chemistry and chlorine or bromine tablets (do not use granules) with the chemical floater.

Water quality will be directly related to frequency of use, number of users and overall maintenance of the spa. The water should be changed every 3 days if there is no chemical treatment being performed with the water.

Note: We recommend you take a shower before using your Lay-Z-Spa, as cosmetic products, lotions, and other residues on the skin can quickly degrade water quality.

To use the chemical floater, please follow the below instruction.

Using chemical tablets (not included):



Using chemical liquid (not included):



NOTE: Remove the chemical floater from spa when the spa is in use.

IMPORTANT: After performing chemical maintenance and before using the spa, use a test kit (not included) to test the water chemistry.

We recommend maintaining your water as table below.

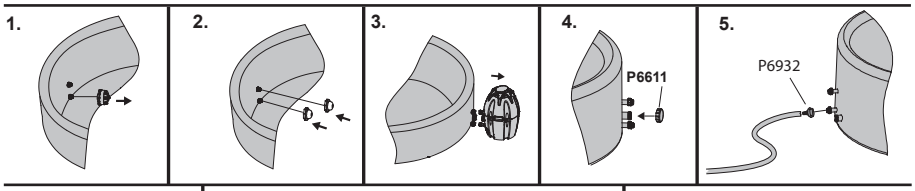
pH	Total Alkalinity	Free Chlorine
7.4-7.6	80-120ppm	2-4ppm

NOTE: Damage resulting from chemical imbalance is not covered by the warranty. Pool chemicals are potentially toxic and should be handled with care.

There are serious health risks from chemical vapors and the incorrect labeling and storage of chemical containers. Please consult your local pool supply retailer for more information about chemical maintenance. Pay close attention to the chemical manufacturer's instructions. Spa damage resulting from misuse of chemicals and mismanagement of spa water is not covered by the warranty.

STORAGE

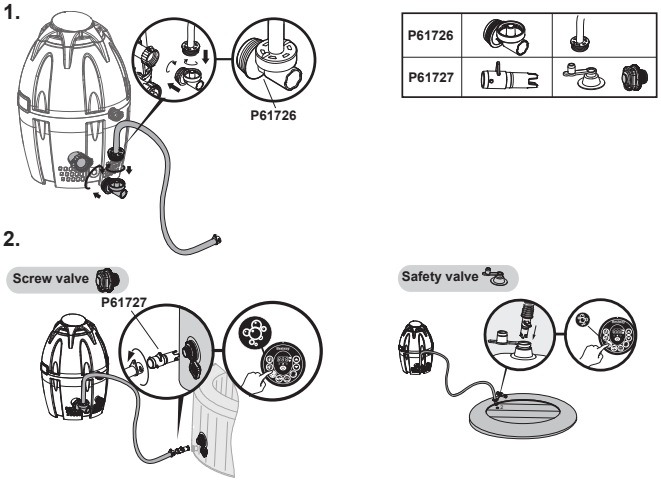
Draining the Spa



Cleaning the spa Detergent residues and dissolved solids from bathing suits and chemicals may build up on the spa walls. Use soap and water to clean the walls and rinse thoroughly.

NOTE: DO NOT use hard brushes or abrasive cleaners.

DEFLATION



REPAIR
For PVC part.
If the spa is torn or punctured, use the provided heavy-duty repair patch.
1. Clean area to be repaired.
2. Carefully peel patch.
3. Press patch over area to be repaired.
4. Wait 30 seconds before inflation.

Make sure the spa and pump are completely dry. This is essential to extend the life of the spa. We recommend using the pump to blow dry the spa, pump and pipes. Remove the filter sets and discard the used filter cartridges. Re-attach the two stopper caps onto the spa's inlet and outlet valves. It is recommended you store the spa in its original package in a warm dry place.
NOTE: Plastic becomes brittle and susceptible to breaking when exposed to subzero temperatures. Freezing can severely damage the spa. Improper winterization of your spa can void your warranty.

Disposal



Meaning of crossed-out wheeled dustbin symbol: Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities. Contact your local government for information regarding the collection systems available. If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being. When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.

TROUBLESHOOTING Bestway strives to provide the most trouble-free spas on the market.
If you experience any problems whatsoever, do not hesitate to contact Bestway or your authorized dealer. Here are some helpful tips to help you to diagnose and rectify some common sources of trouble.

Problems	**Probable Causes**	**Solutions**
Pump does not operate	- Power failure - Power circuits broken	- Check power source - Contact your local Bestway Aftersales Service Center for instructions
Pump does not heat properly	- Temperature set too low - Dirty Filter Cartridge - The thermal cut-out cut off - Spa is not covered - Heating element failed or fuse cutout	- Set to a higher temperature refer tosection pump operation - Clean/replace the filter cartridge referto section filter cartridge cleaning and replacement - Unplug the pump, and put the plug in a dry, cool place. Only restart the pump when the water temperature reaches 35°C (95°F) or lower - Attach the cover - Contact your local Bestway After Sales service point to get instructions
Lay-Z-Massage System does not work	- Air Pump is overheating - The Lay-Z-Spa Massage stops automatically - Air pump is broken	- Unplug the pump and wait two hours until the pump has cooled. Insert the plug and press the Lay-Z-Massage System Button - Press the Lay-Z-Massage System Button to reactivate - Contact your local Bestway Aftersales Service Center for instructions
Pump adapters are not level with the spa adapters	One characteristic of PVC is that it changes shape, which is normal	- Elevate the pump with wood or another type of insulated material to bring the pump's adapters level with the spa's adapters
Spa pool leakage	- Spa is torn or punctured - Air valve is loose	- Use provided repair patch - Using soapy water, cover the air-valve to check if air is leaking, if so, use the provided wrench to fasten the air-valve following these steps: 1. Deflate the SPA. 2. With one hand, hold the backside of the air valve from the inner side of the spa wall and turn the wrench clockwise.
Water is not clean	- Insufficient filtering time - Dirty Filter Cartridge - Improper water maintenance	- Increase filtration time - Clean/replace the Filter Cartridge (refer to Filter Cartridge Cleaning and Replacement section) - Refer to the chemical manufacturer's instructions
PRCD test failed	Something wrong with the SPA	Contact your local Bestway Aftersales Service Center and return the SPA
Control panel not working	The control panel has an auto-lock, which is activated after 5 minutes of inactivity. The LED display has one icon: If the lock icon is highlighted, the control panel is locked. - Control panel is not activated.	- To unlock the control panel, press the button for 3 seconds. If the control panel will not unlock, restart the pump – unplug and plug in the pump - Press the on/off button for 2 seconds. If the problem persists, please contact your local Bestway Aftersales Service Center for instructions
What kind of chemicals should be used for water maintenance?	Please consult your local chemical supplier for information about chemical maintenance. Pay close attention to the chemical manufacturer's instructions	
Water leaks from the adapters between the pump and spa	Insert the stopper caps on to the spa's ports to prevent water from escaping and disconnect the pump. Check and make sure the seals are placed correctly inside the pump adapters. If the seals are missing or not installed correctly, please contact your local Bestway Aftersales Service Center for instructions. If the seals are correctly in place, reconnect the pump to the spa and hand-tighten the adapters	

Limited BESTWAY® Manufacturer's Warranty

The product you have purchased comes with a limited warranty. Bestway® stands behind our quality guarantee and assures, through areplacement warranty, your product will be free from manufacturer's defects.

To enact a warranty claim, this form must be completed and submitted with a copy of your receipt/purchase to your local Bestway After Sales Center. Please contact your local Bestway After Sales Center before sending any documents. They will provide full instructions of what is needed for your claim. Bestway® will not replace any products deemed to have been damaged due to negligence or use outside of the owner's manual guidelines.

Bestway's warranty covers manufacturing defects discovered while unpacking the product or during use as recommended within the user manual. This warranty applies only to products which have not been modified by any 3rd parties. The product must be stored and handled in accordance with the technical recommendations.

The warranty does not cover damages caused by misuse, abuse, neglect, including, but not limited to collision, fire, use of incorrect voltage, excessive heat exposure, improper installation, improper wiring or testing, improper storage.

Replacements and repairs don't extend the duration of the warranty. The warranty start date is the date of sale shown on the original receipt/purchase invoice.

Please write your SPA name Lay-Z-Spa™ _____

TO: Bestway® Service Department — Date of purchase: _____

Date: _____ — Customer Code Number: _____

FAX/E-MAIL/TEL: Please refer to your country according to the information found on the back cover or on our website: www.bestwaycorp.com

Please provide your address details in full. **Note:** Incomplete address details will result in delayed shipments.

Bestway reserves the right to charge for redelivery of undelivered packages where the recipient is at fault.

REQUIRED INFORMATION - PLEASE WRITE THE SHIPPING ADDRESS

Name: _____ — Address: _____

Zip Code: _____ — Retailer: _____

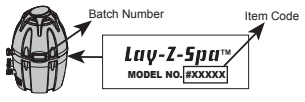
Country: _____ — City: _____

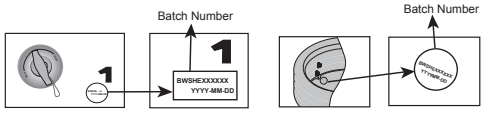
Mobile: _____ — Telephone: _____

Fax: _____ — E-mail: _____

Spa Pump Batch Number: _____ **Spa Pool Batch Number:** _____

Spa Pump Item Code: _____





LAY-Z-SPA Vegas / Paris

All drawings for illustration purpose only. Not to scale.

Description of Problem

- ◯ Spa leakage
- ◯ Water Filtration System not working
- ◯ Heating System not working
- ◯ Control panel shows a failure which cannot be solved
- ◯ Lay-Z-Massage System not working
- ◯ Pump leakage
- ◯ Adapter leakage
- Missing part - Please use the code for the missing part. This can be found in the owner'smanual.
- Other (please describe)

_____

_____

IMPORTANT: ONLY THE DAMAGED PART WILL BE REPLACED, NOT THE COMPLETE SET.

Bestway reserves the right to request photographic evidence of defective parts, or to require sending the item for additional testing.

In order to better assist you, we request all information you provide to be complete.

FOR FAQ, MANUALS, VIDEOS OR SPARE PARTS, PLEASE VISIT OUR WEBSITE: www.bestwaycorp.com.
VIDEOS ARE ALSO AVAILABLE ON OUR BESTWAY CHANNEL ON YOU TUBE: www.youtube.com/user/BestwayService

Bestway®

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