



AUSTRALIA

Manual

IMPORTANT!

Please ensure you read this manual in it's entirety before using your new Softub.

Escape...Relax...Take a soak at your leisure, as you have now become a proud owners of one of the world's most energy efficient and comfortable portable hot tubs. Your Softub's uniquely patented design is the product of more than 25 years of research and development.

Your Softub has been designed for ease of usage and operation. Please take a moment to learn how to care for it, as simple instructions are covered in the latter pages of this manual. Proper installation and maintenance is important to ensure many years of trouble free operation.

We are always interested in how Softub has affected your life. We are open to your comments and suggestions, and look forward to your correspondence. Most importantly, take a moment to congratulate yourself – You have just joined the ranks of tens of thousands of Softub users who relax and enjoy a full body and mind experience.

Sincerely,

Tom Thornbury

Chairman – Softub Inc.

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Safety Instructions

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

- 1. READ AND FOLLOW ALL INSTRUCTIONS**
- 2. WARNING** To reduce the risk of injury do not permit children to use this product unless they are closely supervised at all times.
3. Further to the above **WARNING:** Findings in the “Journal of the American Medical Association” show that women who are planning a pregnancy should avoid hot tubs and saunas. Please consult your physician before using the Softub Spa if you are pregnant or think you may be.
4. A copper connector is provided under the Motor Unit (Hydromate) to permit connection of a minimum No.8 AWG (8.4mm) solid copper conductor between this point and any metal equipment, metal enclosures of electrical equipment, metal water pipe, or conduit within 1.5m of the unit.
- 5. DANGER Risk of Injury**
 - A. Connect to a standard 240 Volt 10 AMP GPO outlet only.
 - B. Always install Residual Current Device (RCD) type breaker on the power supply circuit.
 - C. Do not connect to an extension cord.
6. **WARNING.** This appliance needs to be connected with a ground RCD which must be tested before each use. With the unit operating, push the test button. The unit should stop operating. Push the reset button. The unit should now operate normally. If the RCD does not operate in this manner, there is ground current flowing. Disconnect the unit until the fault has been identified, corrected, and the unit operates fine after conducting the aforementioned tests.
7. **DANGER Risk of Accidental Drowning.**

Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use the Softub unless they are supervised by an adult at all times.
8. **Risk of Injury.** The suction fittings in this Softub are sized to match the specific water flow created by the pump, be sure the flow rates are compatible. Never operate the Softub if the suction caps are broken or missing. Never replace a suction fitting with one rated less than the flow of the original suction fitting.
9. **DANGER Risk of Electric Shock. Install at least 1.5m from all metal surfaces.**

A Softub may be installed 1.5 Meters from a any metal surface , unless as outlined above in section 4 of this page.

10. **DANGER. Risk of Electric Shock.** Do not permit any electrical appliance, within 1.5m of the Softub.

11. **WARNING To reduce the risk of injury.**

- A. The water in a Softub should not exceed 40°C . Water temperatures between 38°C and 40°C are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when Softub use exceeds 10 mins.
- B. Since high water temperature have a high potential for causing fetal damage during early months of pregnancy, pregnant or possibly pregnant women should seek medical advice before use.
- C. Before entering a Softub the user should measure the temperature with an accurate thermometer since the tolerance of water temperature regulating devices varies.
- D. The use of alcohol, drugs or medication before or during Softub use may lead to unconsciousness with the possibility of drowning.
- E. It is recommended, persons suffering from any medical condition or using any medication should receive medical advice, BEFORE using a Softub.

MANUFACTURER'S WARNING

In addition to the Safety Instructions found in the beginning of this manual, these warnings have been assembled to help you enjoy the use of your Softub spa.

Reading and understanding these warnings will allow you to reduce the risk of causing inadvertent damage to your Softub spa, your surrounding's or yourself. Please read these warnings carefully.

1. **The water level must be 5cm above all jets.** The jets can spray water out of the Softub if the water level becomes too low. This can cause the Hydromate to overheat and void your warranty.
2. **Always unplug your Hydromate before draining and while filling.**
3. **Use only approved accessories.** Use of non-approved accessories could void the warranty.
4. **Maintain correct water Ph(7.4-7.6).** The vinyl liner can be damaged by improper Ph balance.
5. **NEVER use an extension cord to connect the Hydromate to the power source.** An extension cord will cause a voltage drop which may cause damage the the pump motor and controls.
6. **Do not operate without a RCD located on the power supply.** This safety device should shut off the power within 30 milliseconds in the event of an electric shock.
7. **Install the Softub spa only on floors or areas that can withstand repeated exposure to water (tile, brick, etc).** Splashing, dripping, filling and draining are all routine operations which can spill water. Equipment failure may also cause substantial water spillage. Care must be taken that the structure underneath the Softub spa will not warp or suffer damage in the event of a water spill. If located in a multiple floor structure take into consideration objects below.
8. **Place only on surfaces that can withstand the floor loading requirements of your Softub.** If you do not know the rating of your floor, consult a suitable professional before filling.
9. **NEVER use sharp utensils in or around the Softub spa.** Sharp objects can puncture the vinyl.
10. Handle the Hydromate gently. The components inside may incur damage if dropped. Do not lift the Hydromate using the inlet or outlet pipes.
11. Do no open the Hydromate. There are no user serviceable parts inside. Opening the Hydromate will void your warranty.

12. Pets should be kept away from the Softub spa to avoid damage to the Softub.
13. Findings in the “Journal of the American Medical Association” show that women who are planning a pregnancy or are experiencing the first months of pregnancy should avoid hot tubs and saunas. Please consult your physician before using the Softub spa if you are pregnant or think you may be.
14. Prolonged immersion in hot water may induce hyperthermia. Hyperthermia occurs when the internal temperature reaches a level of several degrees above normal body temperature of 40°C. Symptoms of hyperthermia include dizziness, lethargy, drowsiness and fainting. The effects of hyperthermia include failure to perceive heat, failure to recognize the need to exit the Softub, unawareness of impending hazard, fetal damage in pregnant women, physical inability to exit the Softub, and unconsciousness resulting in the danger of drowning.
WARNING: The use of alcohol, drugs or medication can greatly increase the risk of fetal hyperthermia.
15. Do not fill the Softub spa through any water softening device as this can damage the liner.

Installation Instructions

SITE SELECTION

Before selecting a site, please read the Safety Instructions, Manufacturer's Warnings and relevant Indoor/Outdoors Installation sections.

Your Softub spa is completely self-contained and portable. It can be set up on a patio, deck, indoors or outdoors.

- A. **Structure:** The Softub should always be placed on a structurally sound, relatively smooth and level surface.
- B. **Drainage:** Do not place the Hydromate in an area where water will "puddle" around the Hydromate.
- C. **Electrical:** A copper connector is provided on the underside of the Hydromate to permit connection of a minimum NO.8 AWG (8.4mm) solid copper bonding conductor between this point and any metal equipment, metal enclosures or electrical equipment, metal water pipe or conduit, within 1.5m of the Hydromate as needed to comply with local requirements. Your Softub has been carefully engineered to provide maximum safety. Connecting the Softub to an improperly wired circuit, or using an extension cord, may cause damage to the Hydromate which is not covered under your warranty.
- D. **Location:** Choose a location that is not susceptible to infestation. This will help to protect against ants, termites or any other type of burrowing insect as well as field mice and rats from inhabiting the foam, be mindful of grass roots which may penetrate the base and sides of the Softub. Such an occurrence may cause damage to your Softub and is not covered under warranty.

OUTDOOR INSTALLATION

You may place the Softub on most smooth surfaces (tile, concrete, wood, brick or sand). Verify that there are no sharp objects under the Softub prior to setup. It is suggested you do not place your Softub in an area where dirt and debris may be tracked into the Softub. Check your local codes for restrictions (i.e. childproof gates, etc).

For easy maintenance, improved energy efficiency, better cleanliness and to prolong the life of your Softub, always use the specially made protective cover, available from your agent.

INDOOR INSTALLATION

Water splashing on the floor may cause a walking hazard and/or structural damage unless good drainage is provided. The use of a catch basin capable of holding the tub's capacity of water is recommended as a safeguard in the event of a major spill. Proper building material must be used in the area surrounding and beneath the tub. Take into consideration the room humidity which will exist due to high temperatures. Providing natural or forced ventilation in the room will help to maintain comfort and minimize moisture damage to the surrounding environment.

SET-UP Checklist

1. Set the Hydromate beside the Softub on the same level surface. Align the hoses from the Hydromate with the fitting on the Softub.
2. Set up straps first (found in accessory bag) being sure to put them under the tub prior to filling. Make sure the straps are straight.
3. Take the three hose clamps (found in accessory bag) and place them over the hoses on the Hydromate.
4. Push the Hydromate toward the Softub while guiding the hoses over the Softub fittings. *Hint: start with the air hose (smallest) first.* Continue pushing until the end of the hose covers the black tub fitting.
5. Slide the clamps towards the Softub. Tighten the clamps. *Hint: do not over tighten.*
6. With the Hydromate now connected, make sure the Softub is placed where you want it to be. Remember to leave room from deck, surround or steps.
7. Please make sure any wrinkles in the liner are smoothed out as the water is filling.
8. Continue to fill with water until the level is about 5cms above the highest jet.
9. As the Softub fills, check your three hose clamp connections for leaks. *Hint: If you see a leak, turn off the water and tighten the clamps.*
10. Plug the Hydromate in to the power supply. Turn the power on to the Hydromate. *Hint: Check again for leaks from the hose connectors.*
11. Get the foam insulation piece from the accessory bag and place it between the Hydromate and the Softub. Cover the foam with the vinyl cover.
12. Congratulations, your Softub is now ready to heat to your desired temperature. Push the (+) button to make the water hotter or the minus (-) button to lower the water temperature. Set the temperature where you would be most comfortable. *Hint: The Softub will heat faster if you turn off the air control (fewer bubbles) – that is the lever on top of the Hydromate and if you cover the Softub with the lid, the water temperature will rise faster depending on the model. The Softub will turn off once the water reaches the set/desired temperature.*

It is the responsibility of the Softub owner to make sure the above installation conditions are met as well as to follow the Safety and Warning instructions. Softub Australia is not responsible for any damage that may result from water spillage, excessive humidity or structural loading. Please take all precautions necessary to ensure years of use from your Softub.

OPERATION

Your Softub has been designed to be simple to operate and maintain

TEMPERATURE SETTING

By experimenting with different settings, you will find the temperature most comfortable for you. Using the + & - buttons the desired temperature may be selected, the thermostat will automatically turn the Softub on as the water temperature falls below then off as the temperature selected is reached.

JETS

If you wish to use the Softub, the JETS button on the control panel activates the jets on for a set period. If you want the jets to stop within the set period, press the jets button again. During use (lid off and air valve open) the water temperature usually drops enough to allow the thermostat to keep the Hydromate running after the set period. If the Hydromate stops after the set period the jets button may be pressed again to keep the Hydromate running.

LIGHT

Your Softub is equipped with a multi-coloured LED light. This light offers up ten different lighting effects for your Softub. These light modes are;

White (clear)

Spectrum Slow Dance (slow fades through the colour spectrum)

Sunburst (yellow and orange glow)

Blue

Red

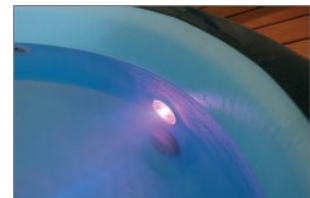
Green

Magenta Fade (pink, blue and red glow)

Tidal Fade (blue and green glow)

Afterburner Fade (red, orange, yellow, pink and purple glow)

Colour burst (strobe effect through colour spectrum)



Pressing the light button turns the LED on in the same mode as it was last time it was used. Pressing the light button on and off rapidly will change the settings between the ten different light modes.

COMBINATION LOCK

Your Softub features a patented combination located at the end of the fastening straps with the lock preset to open at 0 – 0. To reset the combination to your own number first open the buckle, use a small tipped object (eg ball point pen) to press in the reset button, next rotate the dial to your own desired number while keeping the reset button depressed, finally release the reset button and repeat the process on the other side of the lock.



24 HOUR MODE

The 24 hour cycle will cause the Softub to turn on every 24 hours from when it was activated and run until it reaches the temperature that is set on the control panel, only once per day. To activate the 24 hour mode hold down both the + button and the light button for approximately ten seconds, “24” will flash on the LED read out once the cycle is activated.



FILTRATION

The Softub automatically runs when filtration is required. When the Softub is running in the filtration cycle, the filter icon will glow. The Softub is set to run two 15 minute filtration cycles in a 24 hour period. These will run every 12 hours and are set when the Softub is first plugged in. **The filtration cycle will only run if there has been no heat call in the prior 12 hours or JETS button depression. If there has been a heat call, the filtration cycle will be skipped, saving you money.**

OZONE

Ozone is a gas that is used as an aid to the sanitiser in the water. Ozone helps to oxidise any contaminants in the water. The Softub automatically cycles ozone into the water for the first 15 minutes of every heat call as well as during a filtration cycle. Additionally the ozone will run for 1 hour duration during the next heat cycle after the usage of the Softub. In the event of a manual activation (depression of the jets button) the ozone is automatically turned off and will not run until the next heat call or filtration cycle, this prevents the immediate contact with ozone.

AIR CONTROL

The main air control lever is located on the control panel of the Hydromate. To open the air control, rotate the air lever towards the (+) symbol a quarter of a turn. To close the air control, rotate the knob clock-wise. Each jet can also be individually directed by rotating the head of the jet.

See your Softub dealer for optional jets which can customise your Softub.

Maintenance

Your Softub will last many years when properly maintained. The primary cause of failure is the improper care of the water. A regular program of water treatment is essential.

Recommended Water Balance

Free available Chlorine Residual: 2-3 ppm

Ph: 7.4 – 7.8 (7.6 ideal)

Total Alkalinity: 80 – 120 ppm

Calcium Hardness: 50 – 150 ppm

Total Dissolved Solids below 1,500 ppm

Test your water chemistry after each use of your Softub but no less than twice per week. **Avoid a low Ph, as this will cause unsightly wrinkles to form in the liner and could void your warranty.**

Chemical Additions

1. Always have the water circulating when adding chemicals. Add only one chemical at a time.
2. Floating dispensers are to be used with caution, rinsing tablets before using in the Softub and replacing before complete break down of tablets is necessary. Incorrect or over use of bromine will bleach the liner.
3. Do not use gas chlorination, ionizers, scents, salts or soaps that are not approved for use in the Softub. Consult your agent.

WARNING: USING SHOCK WILL VOID YOUR WARRANTY

Cleanliness

Empty the Softub and refill with clean water 4 – 5 times per year or when it becomes cloudy and proper water chemistry does not clear it up. While empty use a mild soap to wipe away any soil or stains on the inner liner. Rinse thoroughly before refilling the Softub again. Do not use cleaning aids such as steel wool, stiff bristle brushes or abrasive cleaners.

Repair

If your liner or exterior does get a tear or puncture, contact your Softub agent.

LEATHERTEX

The exterior of the Softub, lid, Hydromate and vinyl cover, are made of Leathertex which is specifically formulated to resist mildew, cracking and discoloration.

Cleaning

Use a mild soap and water solution to wash the vinyl, and then rinse with clean water. Avoid abrasive soaps, tools or any other solvents. Improper use of these products can void the warranty.

Solar Exposure

If the Softub is located outside we strongly recommended the use of the Softub protective cover available from your Softub agent. This will protect the Softub from direct ultra-violet (UV) exposure, keep rain water out of the tub, and keep the surface clean. If you are placing a dark colour Softub in direct sunlight, the use of a Softub Protective Cover is mandatory to protect the warranty. Never cover your Softub with a transparent plastic covering.

FILTER CLEANING

Clean your filter at least once a month depending on usage. To do so remove the filter in warm water, remove the outer sock and follow the directions on the bottle of the filter cleaner. Replace the sock and snap the filter into position on either of the suction covers. After pushing into place, rotate the filter until it has 1.2" of clearance between the filter and the bottom of the unit. You must first soak the filter connector in luke warm water for one to two minutes for ease of installation. Do not attempt to remove or install the filter unless the filter connector is warm. The filter should be replaced at least once a year.

WINTERISING/VACATIONING

If you are taking a vacation or leaving your Softub outdoors and unused for a week or more, you should leave the lid on, air control valve closed, and set the temperature control to 28°C. This will protect the Softub Spa from freezing, yet continue to filter the tub water to maintain cleanliness. Upon return adjust water chemistry to correct sanitising and pH levels, increase temperature to desired level. If you are leaving your Softub for an extended period of time, or do not plan on using it, drain your system completely. Turn the Hydromate so that the hoses are facing down, and allow all water to drain from the internal plumbing. Replace the lid on the Softub.

STORING AND TRANSPORTING

You may save the original shipping carton from the Softub and Hydromate for storing and transporting. Before re-packing, make sure all components are completely dry and clean. The Softub and lid must be stored horizontally.

IMPORTANT! Be sure nothing is placed on top of the tub when it is stored away. Do not store empty in sunlight.

For transporting, the Softub should be in its original shipping container and securely tied down. The use of a strapping device of at least 5cm wide is recommended. A tarp or net may be needed to spread out tension. If boxes are not available, tensions must be enough so as to prevent the Softub from floating off the vehicle but not so much as to cause any permanent markings on the vinyl or foam.

WATER LEVEL

Always keep the water level at least 5cm above the top jet. This will ensure that the jets do not spray water out of the Softub, as well as not overworking the motor. The lid should not float on the water when covered, this would indicate an over filled tub.

FILLING AND DRAINING

Empty and clean your Softub 4 – 5 times a year or when the water chemistry becomes difficult to manage. Always unplug the Hydromate before draining the Softub. If you pump water out of the Softub, do not allow the suction end of the hose to contact the vinyl – this may damage the vinyl and void your warranty.

Always use hot and/or cold water to fill; making sure the water temperature is not over 40°C. To reduce the time needed for the initial warm up, hot household water may be used, if you are not using a water softening device. Fill the Softub slowly (over a period of a few hours). This allows your home's water heater to recover and supply enough hot water. *Hint: Fill the first 20cm of the Softub with cold water before adding any hot water.*

Water Treatment

Water treatment is an important factor in the enjoyment of your Softub. Correct water maintenance is essential for a healthy Softub. We strongly recommend discussing with your Softub agent the best chemicals for your situation.

The most common water chemistry problems that can damage a Softub are:

1. Improper pH management.
2. Not pre-dissolving chemicals before adding to the water.
3. Use of improper chemicals
4. Over-chlorinization.

Too low a Ph Level will result in excessive wrinkles and damage to the vinyl liner as well as corrosion of the motor.

Chemical granules may cause damage to the vinyl. High chlorine or bromine levels can damage the vinyl and pose health risks. Ensure all chemicals used dissolve before contacting the bottom of your Softub. It is the responsibility of the owner to properly maintain the chemical balance and sanitation of the water. **Softub Australia is not responsible for any damages which result from improperly maintained water.** Improper water maintenance may result in voiding the warranty. If you have any questions regarding chemicals, please contact your Softub agent.

Service

Your Softub has been designed to minimise service requirements. There are no user serviceable parts in the Hydromate.

DO NOT open the Hydromate as this will void your warranty. If you have an operational problem, carefully go through the steps outlined in the trouble shooting section of this manual. If you are still having a problem, contact your Softub agent.

TROUBLE SHOOTING

Problem: My Softub is connected to the power but nothing is working.

Cause: Press the “reset” button on the RCD, if the problem persists contact your Softub agent.

Problem: The control panel reads “IPS”

Cause: The Softub is connected to an “Insufficient Power Supply” and has deliberately turned itself off.

Solution:

1. There is a temporary brown-out of low-voltage situation from the power company (i.e. windstorm, thunderstorm, earthquake or any other reason for power irregularities) unplug the Softub and wait for the power to be fully restored. Be careful during extreme low temperatures to protect the unit from freezing.
 2. If no large scale power delivery problem is present, check the installation to ensure that an extension cord is not being used. If one is, eliminate the extension cord.
 3. Ensure the Softub connection is good and has not been compromised.
 4. Check for all other appliances or equipment on the same circuit that may be causing a drain on the supplied power. Either isolate the Softub power supply by connecting the other equipment to another circuit or connect the Softub to a different isolated circuit.
-

Problem: The LED Temp display light is flashing.

Cause: The water is too hot.

Solution:

1. Allow the temperature to fall below 40°C.
 2. If the light still flashes contact your Softub agent.
-

Problem: I cannot activate the jets.

Cause: There is a voltage supply problem or a mechanical problem in the Hydromate or RCD.

Solution: Check that the LED Temp display on the control panel is on. If the display is on:

1. Press the JETS button; if the Hydromate comes on, the water in the Softub has reached its set temperature.
 2. If the motor unit still does not turn on, advance temperature to 40°C. If the heating light is on and the pump is not running, unplug the unit for a few hours and then repeat step one. If the motor still fails to start, disconnect the motor unit per instructions and contact your Softub agent.
-

Problem: No LED Temp Display

Cause: Loss of Power to the Hydromate.

Solution:

1. Check your RCD is on at the power supply.
 2. Check your RCD is on at the Hydromate.
 3. If the RCDs are on but there is still no display contact your Softub agent.
-

Problem: All jets lost power while operating

Cause: Obstruction in the plumbing

Solution:

1. Remove filter.
2. Check to see if the suction strainers are in place and free of debris
3. If these are clean and you still have weak jets.
 - A. Unplug motor unit,
 - B. Drain tub
 - C. Disconnect hoses
 - D. Separate Hydromate from Softub
 - E. Inspect the inlet and outlet pipes for blocking materials such as hair, leaves, string, grass etc.
4. If no blocking objects were found and there is still no power contact your Softub agent.

Problem: One jet has lost power

Cause: The jet is closed or there is an obstruction in this jet

Solution: Check behind offending jet and see above "All jets lost power while operating"

Problem: Softub will not heat up to desired temperature

Cause: Settings are not correct for tub to heat.

Solution:

1. To heat faster, turn air valves off completely (no air bubbles in jets)
 2. Fit lid onto the Softub.
 3. Set temperature to 40°C.
-

Problem: Softub and/or Hydromate leaks water.

Cause: Water may be observed where the Hydromate attaches to Softub.

Solution:

1. Dry the area
 2. Check the hose clamps are tight
 3. Identify origin of leaking water.
-

Problem: The air control is turning on and off on its own during heat calls and filter cycles

Cause: The tub is automatically adding ozone

Solution: None necessary. The Softub is doing what it designed to do.