



OWNER'S MANUAL

DX 5000 | LX 4000 | EX 3000 | IX 40



5701 E. Hillsborough Ave.
Suite 2450
Tampa, FL 33610-5428
(727) 471-1060
www.GulfCoastSpas.com

Part Number 827359

Owner's Information

Dealer:

Date Purchased: _____

Company: _____

Address: _____

Telephone: _____

Installer:

Date Installed: _____

Company: _____

Address: _____

Telephone: _____

Spa:

Date Delivered: _____

Model: _____

Color: _____

Serial Number: _____

Your unique spa serial number is located on a data plate outside the cabinet at ground level directly below the topside control panel. When calling for service, have your serial number in hand to expedite its servicing.



You will need this serial number to access the online troubleshooting guide at www.GulfCoastSpas.com

Gulf Coast Spas Owner's Manual

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Online troubleshooting is available at www.GulfCoastSpas.com. You will need your serial number to access this site.

Important – Gulf Coast Spa Manufacturers is dedicated to offering you the best in customer satisfaction and service. The warranty is a manufacturer's limited warranty and is included in this manual. Be sure to read, complete and sign the warranty to ensure you understand what you are entitled to in terms of service. If you have any questions whatsoever, do not hesitate to call Gulf Coast for more details.

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Printed in the U.S.A.

Part Number 827359

Version 4.9

Introduction



GULF COAST SPAS

Your choice of a Gulf Coast spa indicates that you are devoted to excellence. The management and staff appreciate your patronage and takes pride in the tradition of quality spas that our company represents.

To properly acquaint yourself with your spa, we suggest that you take time to read through this manual before hook up and operation. Doing so will familiarize you with important operating and safety procedures, thereby ensuring an enjoyable experience right from the start.

If you need any more information than this manual provides, feel free to visit our Web site at www.GulfCoastSpas.com or call our 24/7 technical support line at (727) 471-1060.

⚠ WARNING: This manual was written to ensure the proper use and installation of your spa. Any modifications to the procedures outlined in this manual may result in voiding your warranty.

Important – Please complete, sign, and submit the warranty card located on the back page of this manual within 30 days of purchase.

This manual and its contents are subject to change without notice. Although Gulf Coast Spas has prepared this manual as accurate and precise as possible, we will not be liable for loss, injury or damages caused by improper installation or use of spa (improper or otherwise).



All Gulf Coast spas (except for the IX-40) are made with quality Eon synthetic cabinet materials. Eon materials won't fade and are nearly invulnerable to mold and mildew. Where wood splits, cracks, and stains, Eon stands in timeless perfection.


Important Safety Information

Read and Follow All Instructions


SAVE THESE INSTRUCTIONS!

Avoid Risks To Children:

 **DANGER: RISK OF CHILD DROWNING:** Extreme care must be exercised, to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use the spa unless they are supervised at all times. Always cover the spa and use safety locks.

 **WARNING: RISK OF CHILD INJURY:** Do not permit children to use the spa unless they are closely supervised at all times. Lower water temperatures are recommended for children. Children are especially sensitive to hot water.

Avoid Risks of Electrocution


 **DANGER: RISK OF ELECTRICAL SHOCK:** Install spa at least 5 feet (1.5m) from all metal surfaces. A spa may be installed within 5 feet (1.5m) of metal surfaces when each metal surface is permanently connected by a minimum No. 6 AWG (10 mm²) solid copper conductor to the wire ground connector provided on the terminal for this purpose. Do not permit any electrical appliance, such as a light, telephone, radio, or television within 5 feet (1.5m) of the spa, unless factory installed.

Connect all metal equipment, metal enclosures of electrical equipment, metal water pipes, or conduits to the provided ground connector with a minimum No. 6 AWG (10 mm²) solid copper conductor.

Position your spa to provide proper drainage of the compartment for electrical components. For floor-recessed spas, allow access for servicing from above or below floor. Consideration should be taken for water to splash out. Water can ruin wood floors and some finishes.

- **DO NOT** use a wall switch, ground fault circuit interrupter, circuit breaker, fuse, or plugging and unplugging the spa as a means of turning your spa on or off for normal everyday use.
- **DO NOT** bring any electrical appliances into or near the spa, with the exception of a space heater used for winterizing/troubleshooting ONLY. Call (727) 471-1060 for instructions on this procedure.
- **DO NOT** operate any electrical appliances from inside the spa or when you are wet unless such appliances are built-in by the manufacturer.

Avoid Risks of Hyperthermia

 **WARNING:** To reduce the risk of injury, the water temperature in a spa should never exceed 40°C (104°F). Water temperatures between 38°C (100°F) and 40°C (104°F) are considered safe for a healthy adult. Lower water temperatures are recommended for young children, senior citizens, and when spa use exceeds 10 minutes.

WATER TEMPERATURE IN EXCESS OF 38°C MAY BE INJURIOUS TO YOUR HEALTH.

 **AVERTISSEMENT:** DES TEMPERATURES DE L'EAU SUPERIEURES A 38°C PEUVANT PRESENTER UN DANGER POUR LA SANTE. L'AVERTISSEMENT: LA TEMPERATURE D'EAU DEPASSANT 38°C MAI EST NUISIBLE A VOTRE SANTE.

Since excessive water temperatures have a high potential for causing fetal damage during early pregnancy, pregnant or potentially pregnant women should limit water temperatures to 38°C (100°F). Before entering a spa, measure the water temperature with an accurate thermometer. The tolerances of water temperature-regulating devices vary.

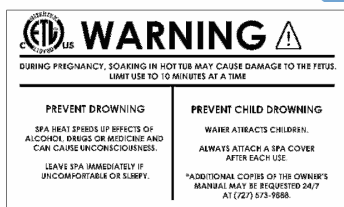
Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F (37°C). The symptoms of hyperthermia include drowsiness, lethargy, and an increase in the internal temperature of the body. The effects of hyperthermia include:

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

Avoid Risks of Burns

- Before entering a spa, measure the water temperature with an accurate thermometer since the tolerance of temperature-regulating devices may vary by as much as $\pm 5^{\circ}\text{F}$ (2°C).
- Test the water with your hand before entering the spa to be sure it's comfortable.

Warning Sign



Warning Sign Must Be Posted – The red WARNING sign like the one shown is packed with your new spa. This sign must be posted in a prominent place in close proximity to the spa installation site immediately upon completion of spa installation.

It is extremely important that this sign be permanently placed in clear view of any persons using the spa. Occasional spa users may not be aware of some of the dangers hot water poses to pregnant women, small children, and people under the influence of alcohol. If you did not receive a warning sign or your sign has become damaged, please contact our 24/7 technical support line at (727) 471-1060 for a replacement.

Basic Safety Guidelines

Your Gulf Coast spa is meant to be enjoyable, healthful and relaxing. Below are some basic safety guidelines to follow every time you use your spa.

- 1) Always check the temperature of your spa before entering. High water temperatures can be hazardous to your health.
- 2) Persons suffering from heart disease, diabetes, high or low blood pressure and pregnant women should consult a doctor before using your spa.
- 3) Persons under the influence of medication, drugs, or alcohol should not be allowed into your spa.
- 4) Do not allow children to use your spa without continuous supervision of an adult.
- 5) Do not use your spa alone.
- 6) The GFCI breaker must be tested prior to using your spa each time to ensure it operates properly.
- 7) Any electrical devices near your spa must be GFCI protected and out of reach from inside the spa.
- 8) Keep all breakables away from the spa area.
- 9) Lock the cover on your spa when not in use.
- 10) Enter and exit the spa slowly. Wet surfaces can be slippery.
- 11) Prolonged immersion can be hazardous to your health.
- 12) Maintain water chemistry in accordance with manufacturer's instructions.

Installation


Proper planning is an important consideration when installing your new spa. Site selection is a critical step and should be given some serious thought. Planning ahead, before the delivery of your spa, makes the installation process easier. The following information is provided to assist you in site preparations.

- 1) Always comply with local building codes with respect to gates, fences, etc.
- 2) Be sure your spa has proper access to water, drainage and electricity.
- 3) Properly support its weight. There are many ways to support your spa. In most cases, a 4-inch thick cement pad suffices. [Or you may purchase a durable, synthetic spa pad by calling the 24/7 technical support line at (727) 471-1060.] Please consult your spa sales representative before constructing a base.
- 4) Be sure your spa will fit into the space you have chosen.
- 5) Ensure there is proper access into the area of the spa for normal servicing.
- 6) Provide adequate ventilation for the humidity created by your spa. In most cases, a Spa Hard Cover is sufficient.
- 7) Check the load carrying capabilities of the floor on which the spa will reside. Most homes meet the requirement of 80 pounds per square foot.
- 8) Protect the pump and all equipment from the weather by ensuring the cabinet panels are secure at all times.

Important – When building a skirt or sinking a spa into a deck or ground, allow a minimum of 36 inches (1 meter) of unobstructed access to all sides of your spa. This ensures proper serviceability to internal plumbing and equipment. Consider your design carefully. The more access the better. Make the access door in a logical place (i.e. near controls and equipment). Call the 24/7 technical support line at (727) 471-1060 for more details.

Electrical Specifications

Important – Qualified and licensed electricians must perform all electrical hookups. The following specifications must be followed in order to ensure proper performance and safety.

 **WARNING:** Starting an incorrectly wired spa could cause severe damage to the mechanical equipment or even bodily harm. Have your licensed electrician verify GFCI (or RCD) wiring with the schematics on pages 9-13 prior to starting the spa or call the technical support line at (866) 697-4528.

 **Caution:** Failure to abide by specifications listed may result in damage to the equipment and will void the warranty.


US/Canada:

All spas must be wired with a properly-sized GFCI breaker (see table below). Failure to do so will cause equipment damage and will not be covered under your warranty.

All spas must be protected with an over current protective device with built-in GFCI in the service panel.

Model	Volts	Freq.	Rating Amps	GFCI Amps	Wire size	Controller
DX 5000	240/120	60	32	40	6-3 plus ground	VS500Z
DX 5000 (Europe)	220-240	50	1x32 or 2x16	IEE wire regulation	3 or 5 Wires 4mm ²	GS500Z
LX 4000	240	60	40	50	6-3 plus ground	VS501Z
LX 4000 (Europe)	220-240	50	1x32 or 2x16	IEE wire regulation	3 or 5 Wires 4mm ²	GS501Z
EX 3000	120/240	60	16	20	12-3 cord with GFCI plug	VS500Z
EX 3000	240/120	60	32	40	6-3 plus ground	VS500Z
IX 40	240	60	40	50	6-3 plus ground	VS501Z

EUROPE:

 **WARNING:** Disconnect the electrical power before servicing. Before obtaining access to terminals, all supply circuits must be disconnected.

 **Avertissement:** Déconnecter du circuit d'alimentation électrique avant l'entretien.

⚠ Caution: Connect only to a circuit protected by a residual current device (RCD). Test the RCD before each use of the spa.

⚠ Attention: Connecter uniquement a un circuit protege par un disjoncteur differentiel.

Toujours verifier l'efficacite du disjoncteur differentiel avant d'utiliser le bain. Bonding lugs. Cosses demise a la masse. Use the copper conductors only. Employer uniquement des conducteurs de cuivre.



Nos stations thermales sont certifiées par les Services de l'Essai d'Intertek NA Ltd. Ontario à CAN/CSA-C22.2 No. 218.1-M89 et ANSI/UL 1563.



SELF CONTAINED HOT TUB

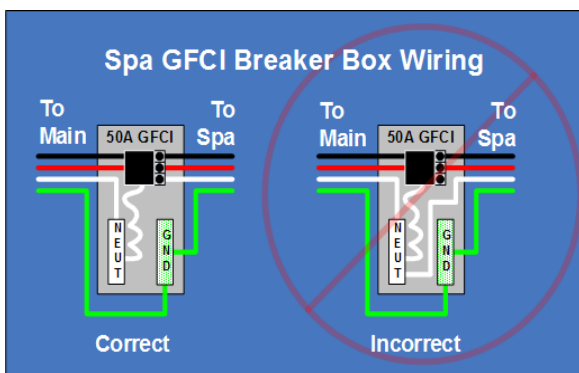
Compliance to Basic Standards
EN60528-1:2002/ALL:2004
EN60528-2:2003/5 Edition
EN60514-1+A1:1997 & Title 47
EN60514-2:1997
CFR Part 15 Subpart B

Report : 3090931TOR-001

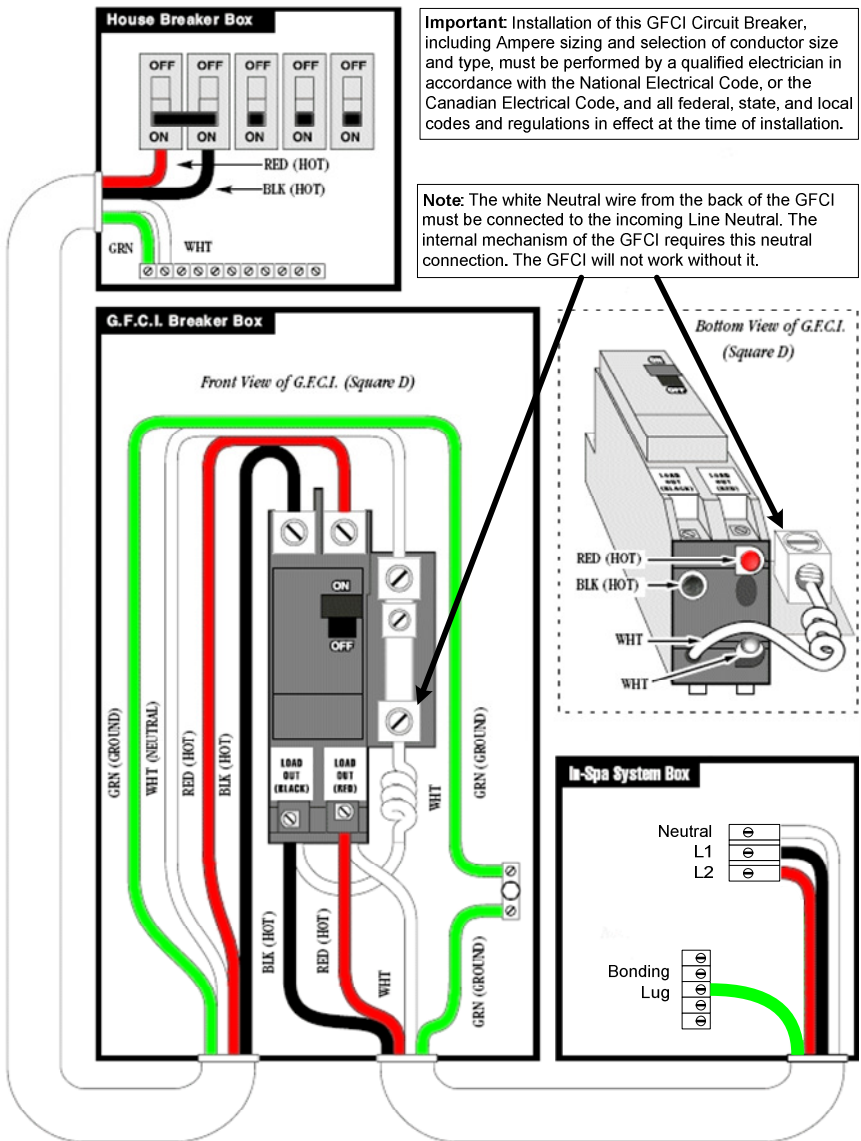
Parts with extra low voltage not exceeding 12v must be inaccessible to a person in the spa. Earthed appliances must be permanently connected to fixed wiring. Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa. Appliances should be supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30ma.

Means for disconnection must be used in fixed wiring in accordance with wiring rules.

Important – To allow the 240V GFCI to function properly, connect the white Neutral wire from the spa to the Neutral terminal on the GFCI breaker, not the Neutral bus in the GFCI breaker box. An improperly connected Neutral causes the GFCI breaker to trip.

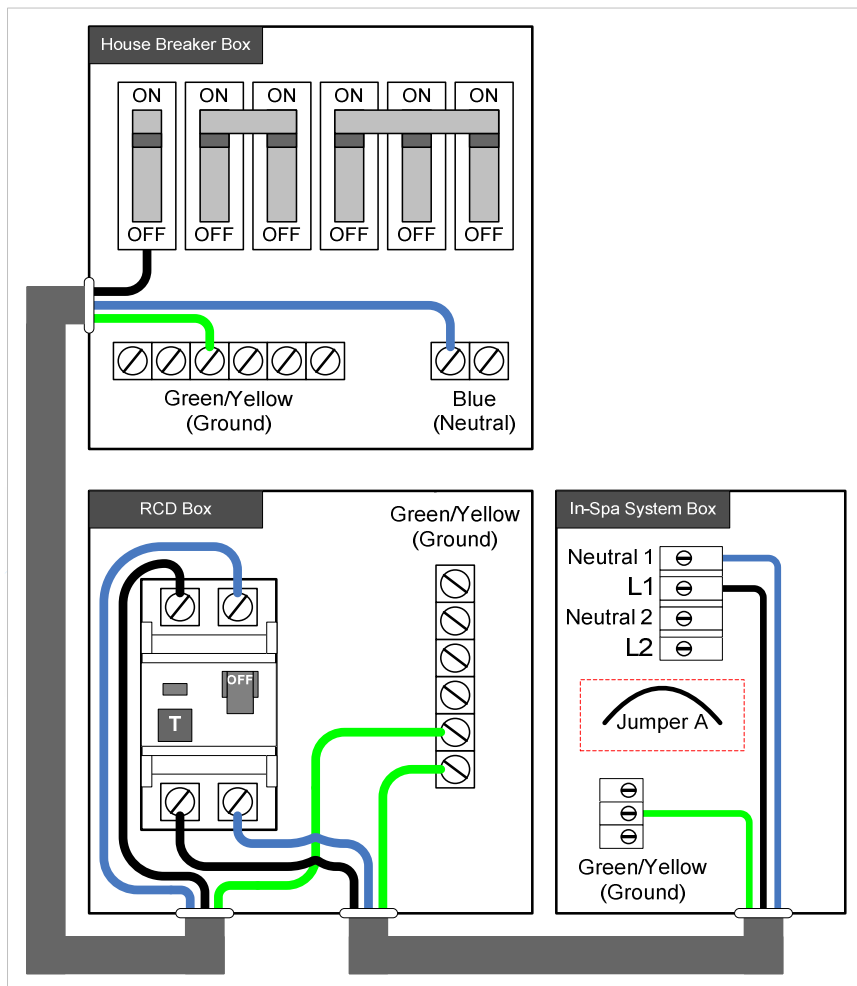


US & Canada 240V Wiring Diagram



All wiring is 6-3 plus ground, solid copper

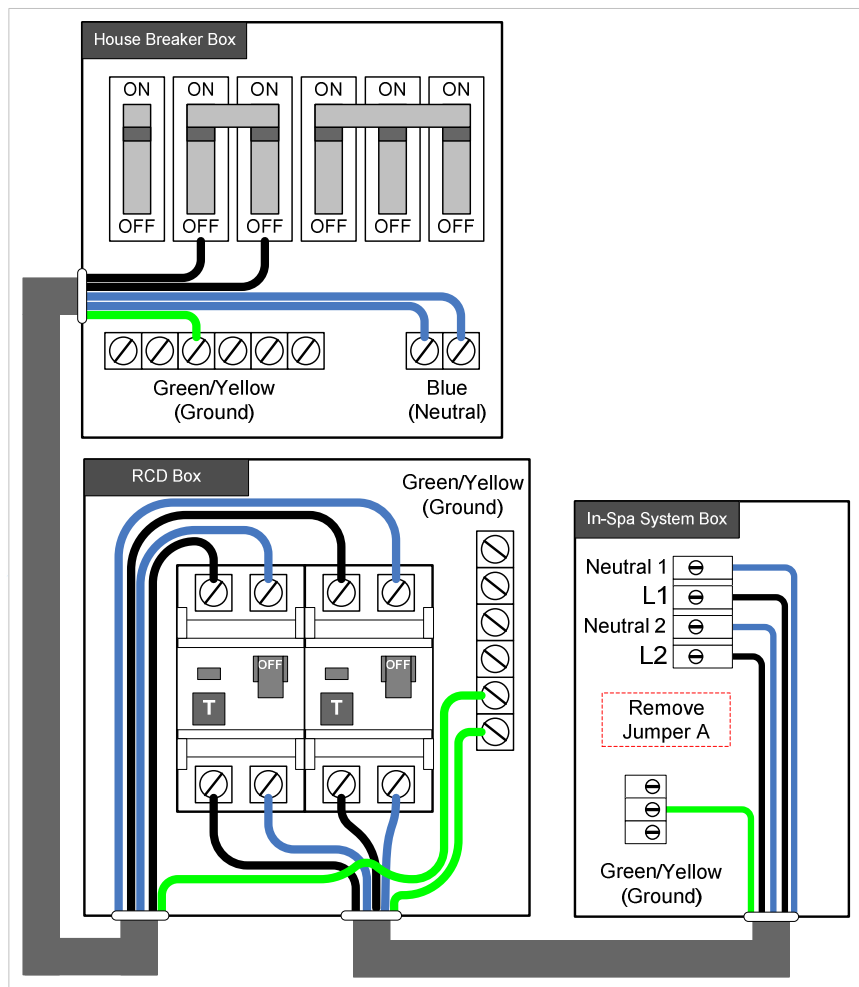
European 1x32A Wiring Diagram



All wiring is 3x4mm², solid copper

Note: Make sure that the DIP switches in the Spa Pack are properly set for 50Hz operation and Jumper A is in place (see VS 500Z Export diagram on page 15).

European 2x16A Wiring Diagram



All wiring is 5x4mm², solid copper

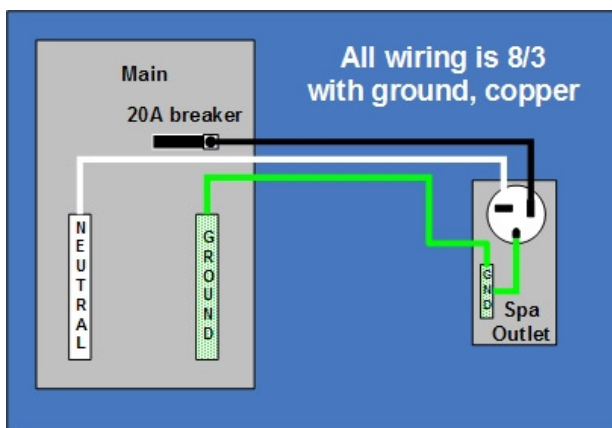
Note: Make sure that the DIP switches in the Spa Pack are properly set for 50Hz operation and Jumper A is removed (see VS 500Z Export diagram on page 15).

European 3-phase Wiring

Note: 3-phase wiring is not possible with these spas. Wire as 1-phase or 2-phase only.

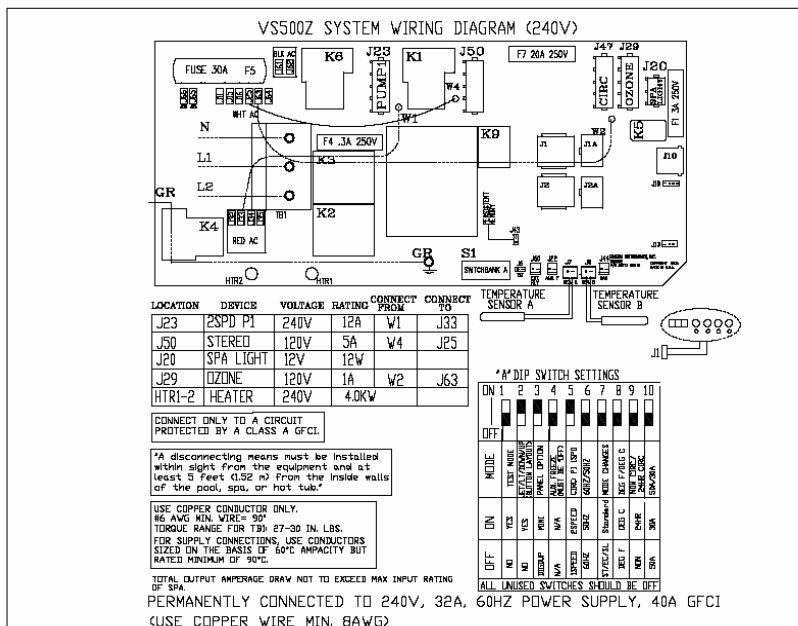


120V 20A Wiring Diagram

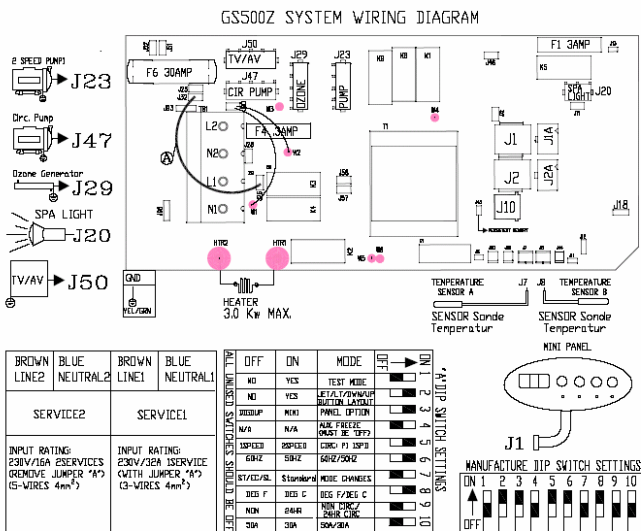


GFCI Plug Test/Reset

For DX 5000 Domestic models

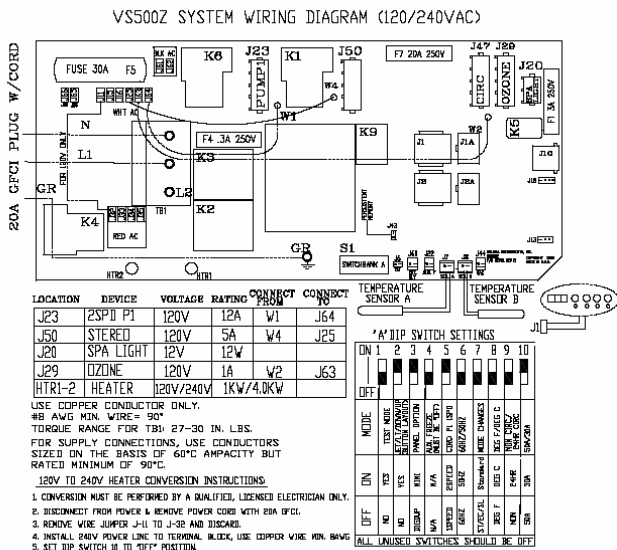


For DX 5000 European Models



PERMANENTLY CONNECTED TO 220-240VAC, 1X32A OR 2X16A, 50HZ POWER SUPPLY
(USE ONLY COPPER CONDUCTORS 3 X 4MM²)

For EX 3000 Domestic Models



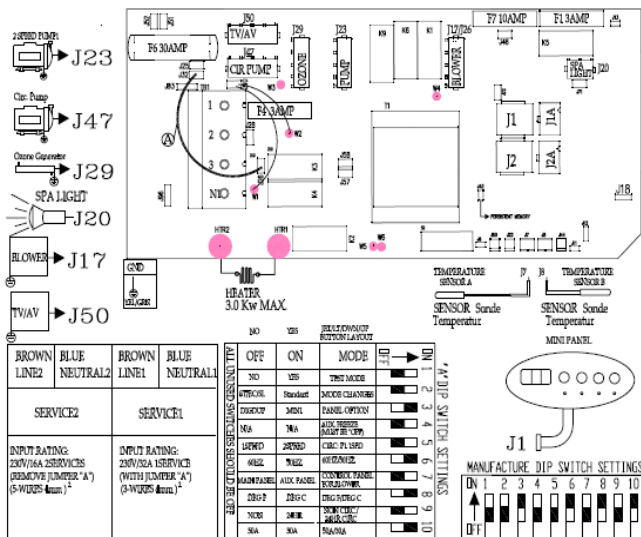
120V: CONNECT GFCI PLUG WITH CORD TO L1, N, GR
240V: PERMANENTLY CONNECT POWER TO L1, L2, N, GR

JUMPPER CONFIGURATIONS:

JUMPER W2-WHT. AC
JUMPER W4-RED. AC
JUMPER W1-RED. AC
JUMPER W3-RED. AC

[illegible]

WIRING DIAGRAM WITH BALBOA GS501Z CONTROL
(240V, 50HZ)




PERMANENTLY CONNECTED TO 220-240VAC, 1X32A OR 2X16A, 50HZ POWER SUPPLY
(USE ONLY COPPER CONDUCTORS 3 X 4MM²)

Startup

Important – Read these step-by-step startup procedures before starting your spa. Failure to follow any of these steps listed may result in damage to the equipment and may void your warranty.

Special Note: If you are unsure of any of the above startup procedures, please call the 24/7 technical support line at (727) 471-1060. For best results, read each step in its entirety before proceeding.

 **Caution:** Running the spa pump dry (without water running through it) can cause IMMEDIATE damage and will void the warranty! Be sure that the spa is installed properly in accordance with the instructions in this manual.

Refer to the following picture for an explanation of your spa's controls, components, and technical terms. Note that not all models have all features and components.



Before Adding Water

Before adding water, go through these simple steps now to prevent common issues when setting up your spa for the first time. Verify that the following have all been rechecked.

1. Turn off all power to the spa at the main breaker panel.
2. Open the side panels to access the internal components.
3. Check that all slide valves are opened (T-handles pulled out) to the heater and all pumps.
4. Check that there are no obvious signs of loose wires or broken pipes.
5. Check that the two heater unions are tight. These are hand-tightened and do not need any kind of special tool to tighten them.



Caution: Do not use a wrench. Over-tightening may cause damage to unions and gaskets, which will not be covered under warranty.


6. Check that the unions on the pump are tight.
7. Clean out any foreign debris from within the service access area or inside of the spa itself.
8. With the drain open and filters removed, thoroughly rinse out the spa with warm water until the drained water runs clear. Run water through the filtration canister and jet lines to remove any incidental dust, dirt, and debris that may have accumulated during shipment or installation. Drain all water completely.
9. Make sure that the spa drain valve is closed and the cap is on tight (see page 32).
10. Install the filter.
11. Check that all of the spa jets are open (turned full counter-clockwise).
12. Now is the best time to clean and polish the surfaces of your spa (see page 33-34).

Filling Your Spa

Now it's time to fill your spa with water. Do not turn on the electricity yet until the spa is completely filled. To properly fill your spa:



1. Make sure that the filters (in the filtration canister) are gently screwed into place. Turn them clockwise until they stop being careful not to over-tighten them (this avoids cracking the filter).
2. Connect a standard garden hose to a faucet with regular cold tap water (not softened water or hot water).

 **Caution:** The water from your hot water tank should not be used to fill the spa.

3. Put the AquaClara pre-filter (if equipped) on the other end of the hose, turn on the water, and allow any sediment to be flushed out.
4. Put the AquaClara pre-filter (if equipped) into the filtration canister and turn on the hose.


Important: To assure that the pump is properly primed, **fill the spa through the filter area only.**

5. Fill the spa until the water level is about 1" above all jets (or about ½" below the pillow). Do not over fill.

Note: Every person entering a spa displaces a given volume of water, so adjust water level to the number of people regularly using the spa.

Turn off the hose and check again for any small leaks.

Start-up Instructions

 **Caution:** Do not turn on any pump until your spa is properly filled with water. Running any pump without water in your spa can cause IMMEDIATE damage, which is not covered under warranty!

By now you have rechecked your spa's mechanical connections and filled it with water to about 1" above all jets by adding cold tap water through the pre-filter. Turn on power to the spa at the main breaker panel and test the operation of the electrical system. If you encounter a problem, please reference the troubleshooting guide.

1. Turn on the breaker and test the operation of the Ground-Fault Circuit Interrupter (GFCI) breaker by pushing the small button. This should automatically trip the spa's circuit breaker.



DANGER: If this breaker does not trip, immediately call your electrician. Do not use your spa!

Only if pushing this button successfully trips this circuit breaker should you reset this breaker and proceed to the next step.

2. Go to the topside control panel. The spa first goes into a 5-minute Priming mode, indicated by "Pr" message. Water heating is disabled during priming. To exit Priming mode and begin normal spa operation, press a temperature button.
3. Press the Jets (Jest 1) button. You should hear the pump turn on, see water circulating, and see the Jets light illuminate on the panel.
4. Press the Jets (Jets 1) button again. You should hear the pump turn on a higher speed.



Caution: If water is not flowing from the jets in the spa after 2 minutes, turn the power off at the main panel and bleed air from the system (see page 27). Turn the power on again. Sometimes momentarily turning the pump off and on will help to prime. Do not do this more than four times.

5. If the water is running smoothly through the lines, open the air control valve to the jets and you should see an increase in jet pressure. Check and adjust the water and airflow of every jet if necessary.

Each jet in your spa can be adjusted for massage intensity and directional flow. Turn the outer jet dial counterclockwise to increase the water volume and clockwise to turn it off. Pivot the angle of a jet to achieve an optimal massage.

An air mixture intensifies the level of your massage. Turn the air control valve counterclockwise to increase the air mixture and clockwise to turn it off.

To minimize heat loss, close the air control valve when your spa is not in use.

6. Press the Jets (Jets 1) button a third time to turn off the pump.

Note: The pump remains on if filtration or heat is needed.

7. Press the Light button to turn the spa Light on. Verify the spa Light is on.

8. Press the Light button a second time to turn the spa Light off.

9. If equipped, press the Jets 2 button. You should hear the pump turn on, see water circulating, and see the Jets2 light illuminate on the panel.

10. Press the Jets 2 button again to turn off the pump.

11. If equipped, press the Blower button. You should hear the blower turn on, see water bubbling, and see the blower light illuminate on the panel.

12. Press the Blower button again to turn off the blower.

Step-by-step Programming



Jets – Light – Down – Up

Jets Light	<i>Steady</i> – filtration cycle ON
Down Light	<i>Flashing</i> – checking water temperature
	<i>Steady</i> – heater ON

Use Up/Down buttons to set the desired water temperature (80-104, **102°F** recommended). Pressing Up/Down and then the Light button switches between standard, economy, and sleep modes (see *Programming Summary* on the next page). Standard mode heats the spa water to the set temperature. "St" displays momentarily when switching to Standard mode.



Jets1 – Jets 2 – Temp – Light

Jets Light	<i>Steady</i> – filtration cycle ON
Temp Light	<i>Flashing</i> – checking water temperature
	<i>Steady</i> – heater ON

Use Temp button to set the desired water temperature (80-104, **102°F** recommended). Press Temp twice to change set temperature while display is flashing. Pressing Temp and then Light switches between standard, economy, and sleep modes (see *Programming Summary* on the next page). Standard mode heats the spa water to the set temperature. "Std" displays momentarily when switching to Standard mode.



Blower – Jets – Temp – Light

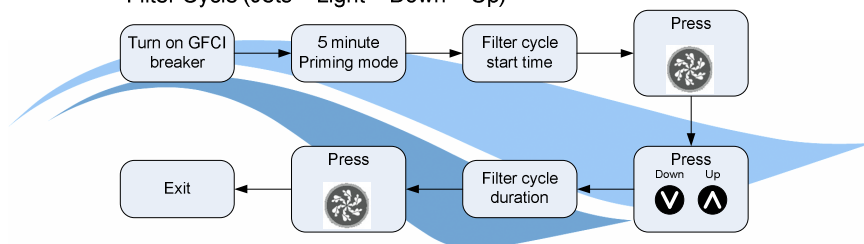
Jets Light	<i>Steady</i> – filtration cycle ON
Temp Light	<i>Flashing</i> – checking water temperature
	<i>Steady</i> – heater ON

Use Temp button to set the desired water temperature (80-104, **102°F** recommended). Press Temp twice to change set temperature while display is flashing. Pressing Temp and then Light switches between standard, economy, and sleep modes (see *Programming Summary* on the next page). Standard mode heats the spa water to the set temperature. "Std" displays momentarily when switching to Standard mode.

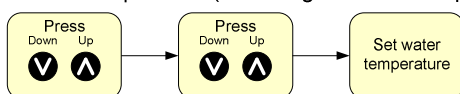
Press the Light button again to change to Economy mode. Economy mode heats the spa water to the set temperature only during filter cycles. "Ec" displays continuously when temperature is not current and alternates with the water temperature when it is.	Press the Light button again to change to Economy mode. Economy mode heats the spa water to the set temperature only during filter cycles. "Ecn" displays continuously when temperature is not current and alternates with the water temperature when it is.	Press the Light button again to change to Economy mode. Economy mode heats the spa water to the set temperature only during filter cycles. "Ecn" displays continuously when temperature is not current and alternates with the water temperature when it is.
Press the Light button again to change to Sleep mode. Sleep mode heats the spa water to within 20°F (11°C) of the set temperature only during filter cycles. "SI" displays continuously when temperature is not current, and alternates with the water temperature when it is.	Press the Light button again to change to Sleep mode. Sleep mode heats the spa water to within 20°F (11°C) of the set temperature only during filter cycles. "SLP" displays continuously when temperature is not current, and alternates with the water temperature when it is.	Press the Light button again to change to Sleep mode. Sleep mode heats the spa water to within 20°F (11°C) of the set temperature only during filter cycles. "SLP" displays continuously when temperature is not current, and alternates with the water temperature when it is.

Programming Summary

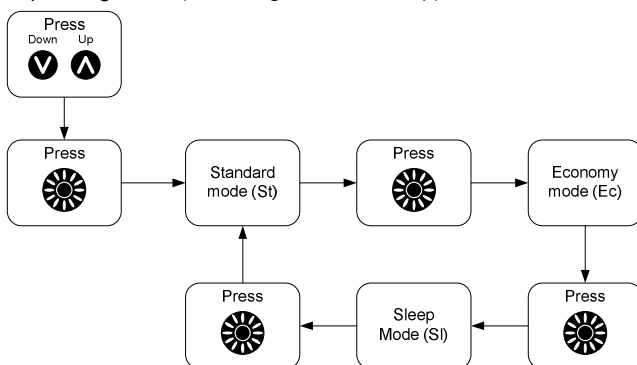
Filter Cycle (Jets – Light – Down – Up)



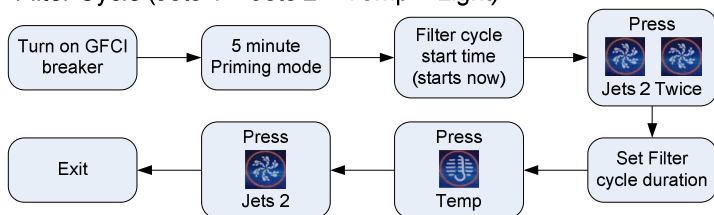
Water Temperature (Jets – Light – Down – Up)



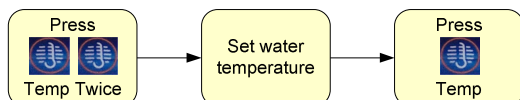
Operating Mode (Jets – Light – Down – Up)



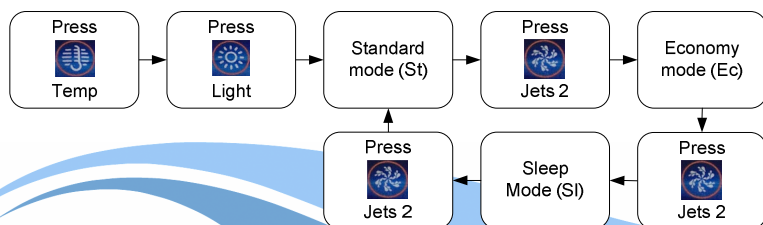
Filter Cycle (Jets 1 – Jets 2 – Temp – Light)



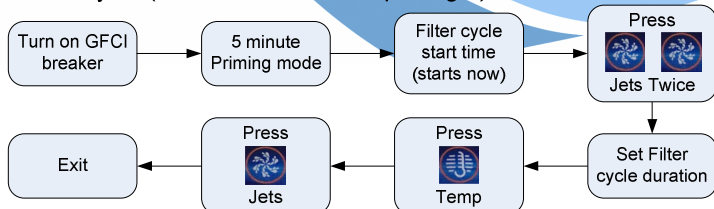
Water Temperature (Jets 1 – Jets 2 – Temp – Light)



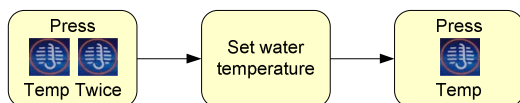
Operating Mode (Jets 1 – Jets 2 – Temp – Light)



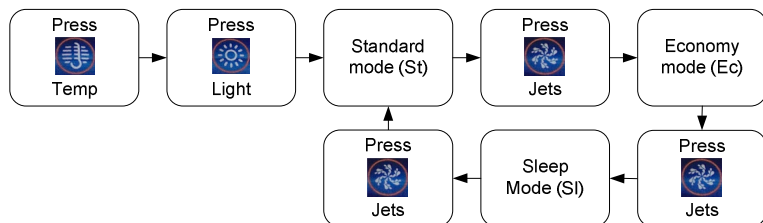
Filter Cycle (Blower – Jets – Temp – Light)



Water Temperature (Blower – Jets – Temp – Light)



Operating Mode (Blower – Jets – Temp – Light)



Operating Instructions

Setting the Water Temperature

Use a temperature button to set the water temperature you desire. The temperature setting displays for five seconds to confirm your new selection. The set point icon indicates that the display shows the desired temperature (not the actual water temperature). The default temperature setting is 100°F.

Setting the Filtration Cycles

To set the filtration cycle start time, reset the controller by power cycling (power off). After the five minute priming, the filtration cycle starts 12 hours later. You can also skip the priming period by pressing a temperature button.

To change the filter cycle setting:

Filter duration is programmable for 2, 4, 6, 8 hours or for continuous filtration (indicated by "FC"). The default filter time is 2 hours. To program, press Up/Down button, then Jet. Press a temperature button to adjust. Press Jet to exit.

When *Jets* LED is ON and the *Heat* LED is OFF, the spa is in filtration mode.

Covering Your Spa

Place the insulated cover on your spa. Keeping the cover in place anytime the spa is not in use reduces the heating time and minimizes operating costs. The time required for initial heat-up varies depending on the starting water temperature, ambient temperature and the capacity of your spa.

Water Chemistry

Once your spa reaches 90°F or higher, add the start-up AquaClara Natural spa care system (if equipped, see page 22) to the water. Turn Pump 1 on high speed immediately after you add AquaClara Natural to the water to evenly distribute AquaClara through your system.

Water Management

Gulf Coast Spas offers an optional enzyme-based water purification system for your spa.

AquaClara naturally solves most spa water treatment problems and dramatically reduces spa maintenance.



Added monthly, it effectively stabilizes pH/alkalinity, eliminates scum lines, foam, itching and rashes and helps to alleviate dry skin, by reducing overall chemical use. Below are some answers to common water chemistry questions.

pH – It is common to have pH fluctuations after adding chemicals and while AquaClara Natural conditions your spa. Let your jets run and give your water time to stabilize. 9 times out of 10, your pH will come back into the 7.2-8.2 range on its own.

Mildew on cover – Mildew usually grows in the folds and seams of your cover and then drips into your spa water causing cloudiness and/or odor. Clean with our special non-foaming Shell Cleaner and then rinse the inside of your cover with clean warm water.

Foamy water – Foam typically results from soap residue on your skin and hair, or laundry detergent residue on clothing. Take a soapless shower and rinse all clothing in warm water prior to bathing.

CLEAR green/brown water – Your “source water” most likely has dissolved heavy metals. When this is the case, use a respected brand of demineralizer found at any local pool/spa store. Using the AquaClara Pre-filter [included with some spas and available by calling (727) 471-1060] can remove these contaminants before they get into your spa (see *Filling Your Spa* on page 19).

CLOUDY green water – Algae can be resolved by adding a respected brand of algicide and 2 ounces of Clara Boost.

Odor and/or cloudy water – If your water develops an odor and/or cloudiness, clean your cover and filters, turn your filtration cycle up and add two AquaClara Tablets. AquaClara Natural's effectiveness is increased by air being drawn into the water. You can accelerate the rate at which AquaClara Natural performs by increasing the amount of time your spa filters per day.

Heavy Use – After a period of heavy use, your spa may cloud. Shock your spa with 2 ounces of Clara Boost and wait 36 hours.

Frequently Asked Questions

Who do I call for warranty information or service?

Trained representatives are available 24 hours a day, seven days a week to meet all of your needs. Call (727) 471-1060. Please note, you must register your spa within 30 days of purchasing or your warranty will be voided. Our representatives can assist with this process or you can get help online at www.GulfCoastSpas.com.

Who are the service companies in my area?

Gulf Coast Spas contracts with several service companies in your area to ensure the best possible response time. Gulf Coast customers are guaranteed to receive service response priority. If you encounter a matter that can't be easily resolved over the phone, a local technician can be dispatched to your home. The service technician may assess reasonable travel charges during on-site repairs. Call our service department at (727) 471-1060.

What happens when my warranty is expired?

Gulf Coast Spas will continue to provide service for your spa after your warranty has expired via the 24/7 technical support hotline – (727) 471-1060.

Are the jets removable? Interchangeable? Replaceable?


Most jets are made removable and adjustable for customized hydrotherapy.

How often should I drain my spa?

You should drain and refill your spa every 1-3 months depending on usage. Every other time you drain and refill, you should also replace the filters and wipe down the spa (see pages 23 and 29).

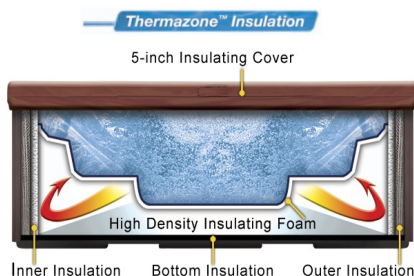
How do I adjust my jet?

Simply turn the jets counterclockwise to open and clockwise to close. Be careful not to overturn the jets, as damage can occur.

 **Caution:** Do not turn off too many jets at the same time. This will create backflow and possible damage to your spa!

What is the insulation made of?

Gulf Coast Spas uses a five-step Thermazone™ process to fully insulate all of its hot tubs. First, the bottom of each shell is blanketed with a thick layer of solid-cell, high-density insulating foam. Second, an outer layer of insulation is added. Third, an inner layer of insulation is wrapped around the entire cabinet. Fourth, an air-tight base prevents heat loss. Fifth, a 5-inch thick tapered cover is included.



How do I use aromatherapy (if equipped)?

Remove scented bead cartridge from plastic cover. Twist off aromatherapy injector valve cap on top of spa. Insert scented bead cartridge. Replace cap and tighten. (Turning on the pump activates the aromatherapy via the jets.)



How do I bleed air from my system?

When draining and refilling your spa, the pump may become air locked. An air-locked pump stops water from flowing in your spa and is easily resolved by bleeding off the trapped air. To do this:

- Turn off all pumps
- Open the access panel below the topside control panel
- Loosen a heater union until you hear the trapped air escape
- Once water drips out in a continuous stream, hand tighten the union until the water stops leaking
- Loosen the discharge union on Pump 2 (if equipped) as above
- Turn on all pumps to make sure that there are no leaks
- Put the access panels back on

Where can I order more AquaClara Natural or other accessories?

Visit www.GulfCoastSpas.com/store and sign up for our easy-to-use, auto-ship program and receive all the spa care products you need sent to your home automatically every two months. Or purchase a year's supply and save up to 20 percent. Or call (727) 471-1060.

Troubleshooting

Gulf Coast Spa Manufacturers offers a quality of spa that is second to none. If a problem arises, you can check this list for a quick solution. If this does not resolve your problem, please call our 24/7 technical support hotline at (727) 471-1060. Detailed online troubleshooting is also available at www.GulfCoastSpas.com. You will need your serial number to access this site.

PROBLEM	CAUSE	SOLUTION
Breaker trips	Wiring error	Spa Neutral wire not connected to GFCI (connected to Neutral bus)
	Wrong GFCI	GFCI breaker is wrong size
Foamy Water	Soaps, Skin oils, or undissolved sanitizer particles	Close the air control valves and allow filtration cycle to run Add defoamer Drain and clean spa Clean or change filters Rinse all bathing suits before bathing
	Leak	Check and hand-tighten unions at heater & pumps, or clamps on jets
	Loose connection	Close drain valve or replace cap
	Drain open	
Light doesn't work	Burnt out	Replace bulb
	Loose wire	Check wiring harness to Light
	Loose plug	Reseat L1 plug on spa pack
Low/no jet pressure	Air lock	Bleed air from the system (page 27)
	Dirty filter	Check and clean or replace filter
	Closed Jets	Open all jets by turning CCW
	Closed valves	Open all T-handle shutoff valves on heater and pumps
	ACV open	Close air control valves
	Low water	Fill spa 1" above all jets
Moved my spa and now it doesn't work	Wiring error at GFCI	Check Neutral wiring of GFCI (see diagrams on pages 9-11)
	No power to spa	Reset circuit breakers on GFCI panel and main circuit breaker panel
Nothing works	Breaker has tripped	Check and reset breaker. If problem persists, check for loose electrical connections. Check for Neutral wiring error at GFCI.
	Fuse blown	Check for blown Fuse 4 (F4) inside of spa pack.

PROBLEM	CAUSE	SOLUTION
Pump not running	No power to spa	Reset circuit breakers on GFCI panel and main circuit breaker panel
Water does not flow	Air lock Closed Jets	Bleed air from the system (page 27) Open all jets by turning counterclockwise
	ACV open	Close air control valves
Water too hot	High set temperature High ambient temperature	Turn down set temperature on topside control panel Remove the cover from the spa
Water will not heat	Thermostat is set too low Air open Dirty filter Blown fuse Slide valve closed Cover off Spa in Economy mode	Check and reset to desired temperature Close air control valve Check and clean filter Check and replace fuse Check and open all valves Put cover back on spa Press the Standby button and take spa out of Economy (see Economy Mode on page 21)

Error Codes

MESSAGE	MEANING	ACTION REQUIRED
(none)	No message on display. Power has been cut off to spa.	The control panel will be disabled until power returns. Spa settings are preserved
HH	The spa has shut down from high heat detection. One of the sensors detected 118°F (48°C) at the heater.	Do not enter the water. Remove the spa cover and allow the water to cool. Once the heater has cooled, reset by pushing any button. If the spa does not reset, shut off the power to the spa and call service.

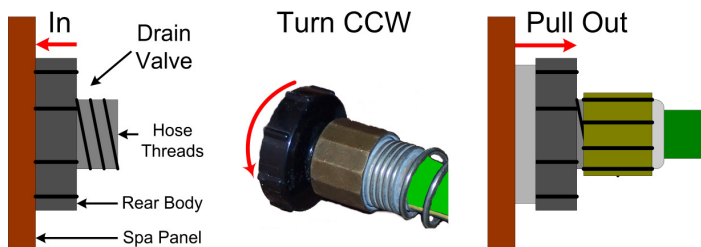
MESSAGE	MEANING	ACTION REQUIRED
OH	The spa has overheated and shut down. One of the sensors detected that the spa water is 110°F (43°C).	Do not enter the water. Remove the spa cover and allow the water to cool. At 107°F (42°C), the spa resets automatically. If the spa does not reset, shut off power to the spa and call service.
IC	Potential freeze condition detected (Ice)	No action required. The pump will automatically operate regardless of the spa status.
SA	Sensor A is not working correctly. Spa is shut down.	Check the sensor "A" plug connection to circuit board. The problem may appear temporarily in an overheat situation and disappear when the heater cools. If the problem persists, contact service.
SB	Sensor B is not working correctly. Spa is shut down.	Check the sensor "B" plug connection to circuit board. The problem may appear temporarily in an overheat situation and disappear when the heater cools. If the problem persists, contact service.
Sn	Sensors are out of balance.	If this alternates with the temperature, it may be temporary. If the display shows only this message (periodically blinking), the spa is shut down. If the problem persists, contact service.
HL	A substantial difference between sensors was detected (possible flow problem).	Check water level in spa and add water if necessary. Be sure that slide-valves are open. Make sure the pump is primed and has power. If the problem persists, contact service.

MESSAGE	MEANING	ACTION REQUIRED
LF	Low Flow – persistent problem. Displays after the fifth occurrence of the "HL" message within 24 hours. Heater shuts down but other spa functions run normally.	Heating capacity of the spa will not reset automatically; press any button to reset.
dr	Inadequate water, poor flow, or air bubbles detected in the heater. Spa is shut down for 15 minutes.	Check water level in spa. Add water if necessary. Be sure that slide-valves are open. Make sure the pump is primed and has power. Press any button to reset (automatically reset within 15 minutes). If the problem persists, contact service.
dy	Inadequate water detected in heater. Displays on third occurrence of "dr" message. Spa is shut down.	Check water level in spa. Add water if necessary. Be sure that slide-valves are open. Make sure the pump is primed and has power. Press any button to reset.
Pr	When your spa is first activated, it goes into Priming mode.	The Priming mode runs for up to four minutes and then the spa begins to heat and maintain the water temperature in Standard mode.
- - F	Temperature unknown	After the pump has been running for two minutes, the temperature will be displayed.
- - C	Temperature unknown	After the pump has been running for two minutes, the temperature will be displayed.

Maintenance and Care

Important – The warranty on your spa and equipment depends on the proper use of the AquaClara Natural Water Management System™. (Refer to page 25 for more information on the AquaClara Natural Water Management System.) In addition, the following maintenance procedures must be followed periodically.

Draining and Refilling Your Spa



- 1) Turn off the GFCI breaker.
- 2) Remove spa cover and allow spa water to cool down.
- 3) Select a safe, suitable drainage area capable of safely assimilating 300 plus gallons of water, that may contain unsanitary contaminants and chemical residue that could cause harm to plants or grass.
- 4) Locate drain valve at front of the spa (see page 17). Hold the rear body to prevent it from turning, then loosen and remove the front cap.
- 5) Attach a garden hose to the exposed threads and route the hose downhill to your drainage area.
- 6) Twist the drain fitting 1/3 turn counterclockwise to unlock the drain valve and pull it outward to open completely. The spa water will drain by gravitational flow.
- 7) After the spa drains, perform steps 3-5 in reverse order to close the drain prior to refilling spa.
- 8) Attach the garden hose to a thoroughly-flushed AquaClara pre-filter (rinsed of all sediment) and refill your spa through the filtration canister.
- 9) After refilling, turn on the GFCI breaker to the spa.

If the pump runs but no water flows, see page 27 to see how to bleed air from the system.

Filters

The filters in your spa should be removed and cleaned every 2 weeks with our special Filter Cleanser and typically replaced every month (depending upon use). You can clean your filters with the water pressure from the end of a garden hose then rinsed with warm water. This ensures that the water is being filtered properly. **DO NOT USE BLEACH.** Gulf Coast Spas recommends having replacement filters on hand, that can be swapped between cleanings. Doing so enables you to quickly exchange the dirty filters with the clean ones and immediately start your spa again. Call our order line at (727) 471-1060 to order replacement filters and our special Filter Cleanser.

Water

Depending on usage, the water in your spa should be changed every 1-3 months. Upon each change of water it is a good practice to wipe down the spa.

Jets

Remove and clean the jets as needed using our special Plumbing Cleanser, water, and a cloth or soft-bristled brush. Call our order line at (727) 471-1060 to order our special Plumbing Cleanser.

Pillows

Remove and clean the headrest pillows as needed using our special Shell Cleaner and rinsed thoroughly with warm water. Call our order line at (727) 471-1060 to order our special Shell Cleaner.

Light

Drain the spa and clean the light lens as needed using an optical cloth and an eyewear cleaning product specifically designed not to scratch optical surfaces. If the back side of the lens is also dirty remove the rear panel, remove the light from the holder, and clean in this same manner.

Spa Surface

The acrylic surface of your spa should be cleaned with our special Shell Cleaner and thoroughly rinsed with warm (not cold) water before refilling. Call our order line at (727) 471-1060 to order our special Shell Cleaner.

Cabinets

The spa consists of a rigid polymer that combines the durability of plastic with the beauty of a wood-looking cabinet. To clean the cabinet, a mild soap and water solution easily removes residue.

Spa Cover

The 5-inch thick tapered cover on your spa is made from a weatherproof marine vinyl. Your cover will last much longer if you heed the following suggestions:

- 1) Don't drag the cover on the ground; wearing of the vinyl could easily develop into a tear.
- 2) The insulating foam in your cover is not designed to hold the weight of a person or an animal.
IMPORTANT – Cracked foam in the cover is not covered under warranty! Do not stand on it.
- 3) Occasionally clean the inside of your cover with our special Shell Cleaner rinsed with warm water. (Using soap or vinyl cleaners on the inside of your cover causes foamy water.) Call our order line at (727) 471-1060 to order our Shell Cleaner.
- 4) Our special Vinyl Cover Cleaner applied to the outside of the cover and stitching once yearly will keep your cover looking better longer. Call our order line at (727) 471-1060 to order our special Vinyl Cover Cleaner.
- 5) Do not lift the cover by the safety straps, they are made to secure the tub to the cabinet and may tear.

Shutdown / Winterizing



Your Gulf Coast spa is designed to operate year round. If you plan to leave your spa unused for long periods of time in severely cold weather, you should winterize your spa to avoid accidental freezing due to a power or equipment failure.

We highly recommend that you have a spa professional winterize and restart your spa.



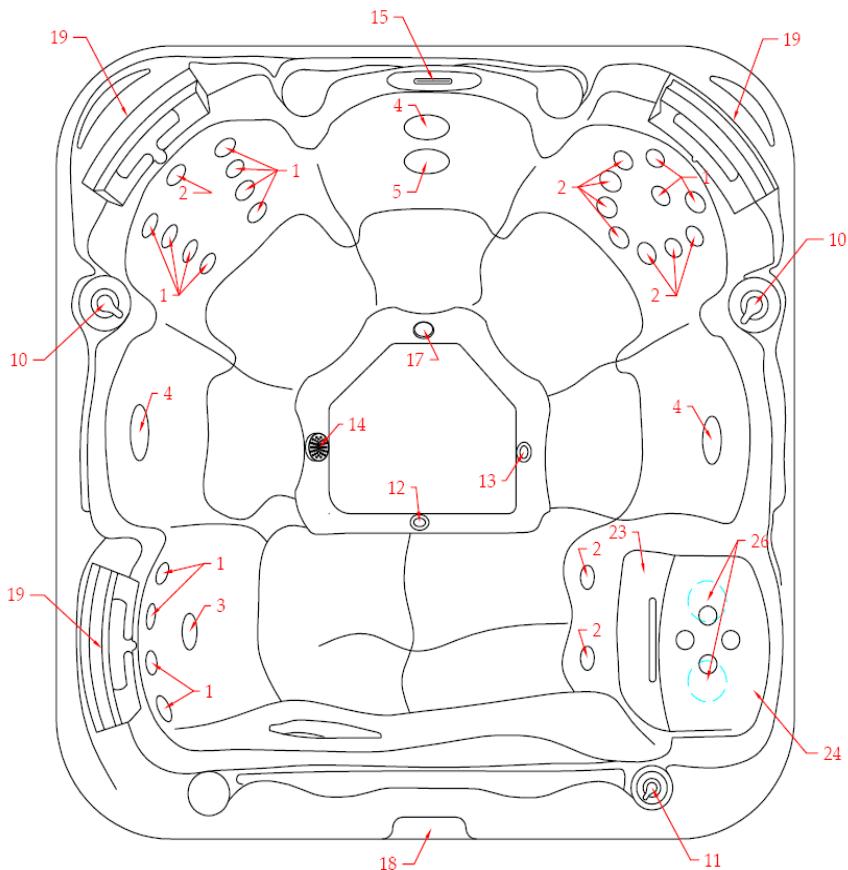
WARNING: Damage from improperly winterizing or restarting your spa is not covered under your warranty. You can call the Gulf Coast Spas 24-hour technical support hotline at (727)471-1060 for recommended service organizations to assist you in properly winterizing your spa.

Glossary

AquaClara	An enzyme-based water purification system for your spa. AquaClara naturally solves most spa water treatment problems and dramatically reduces spa maintenance.
Blower	A heavy duty motor which aerates the water with millions of tiny bubbles throughout the spa providing soft tissue massage.
Drain Bib	A male garden-hose-style fitting to which a garden hose is connected for draining water from a spa.
GFCI	Ground Fault Circuit Interrupter. A special type of circuit breaker designed to shut power off if there is a leak of electricity detected in the spa equipment.
Ionizer	See <i>Ozonator</i> .
Jet	A plumbing device that directs pressurized air and/or water to desired areas of a spa.
Ozonator	An electronic unit designed to purify and destroy algae, bacteria, mold, and viruses while prolonging equipment life.
Ozone (O₃)	Produced by an Ozonator, Ozone is a form of oxygen (O ₂) and is a powerful oxidizing agent used to destroy organic waste and byproducts and help in the control of algae and bacteria. Ozone is not a stand-alone sanitizer (see <i>AquaClara</i>).
pH	The scientific scale for measuring Hydrogen Ion concentration (0 to 14) that shows the acid/alkaline content in water.
Pump	The electrical component that keeps water moving throughout the entire circulation system.
RCD	Residual Current Device (European models). A special type of circuit breaker designed to shut power off if there is a leak of electricity detected in the spa equipment.
Spa Pack	The main control box that operates the electrical systems within the spa.
Topside Control	The user-interface panel that connects to the control box and controls various spa functions such as jet pumps and heater.

Specifications

DX 5000 (MODEL 1005)



Specifications*

Dimensions	79"L x 79"W x 34"D
Seats	6
Water Jets	32
Air Jets	0
Capacity	255 USG /965 L
Dry Weight	555 Lbs/252 Kg
Filled Weight	2682 Lbs/1216 Kg
Electrical	240VAC 32A 60Hz
GFCI	40A

* Specifications are subject to change without notice.

DX 5000 (MODEL 1005) CALLOUTS

	Part #	Description
1	820245 606174 606036	Jet, Typhoon Dir 2" Gr Compensator Ring 2" Body, Jet 2"
2	820246 606174 606036	Jet, Typhoon Rot 2" Gr Compensator Ring 2" Body, Jet 2", Gasket, Nut
3	820247 606175 606037	Jet, Rotational 3" (Gr) Compensator Ring 3" Body, Jet 3", Gasket, Nut
4	820248 606176 606038	Jet, Directional 4" (Gr) Compensator Ring 4" Body, Jet 4", Gasket, Nut
5	820249 606176 606038	Jet, Rotational 4" (Gr) Compensator Ring 4" Body, Jet 4", Gasket, Nut
10	621321	Valve Air control 4" Gr

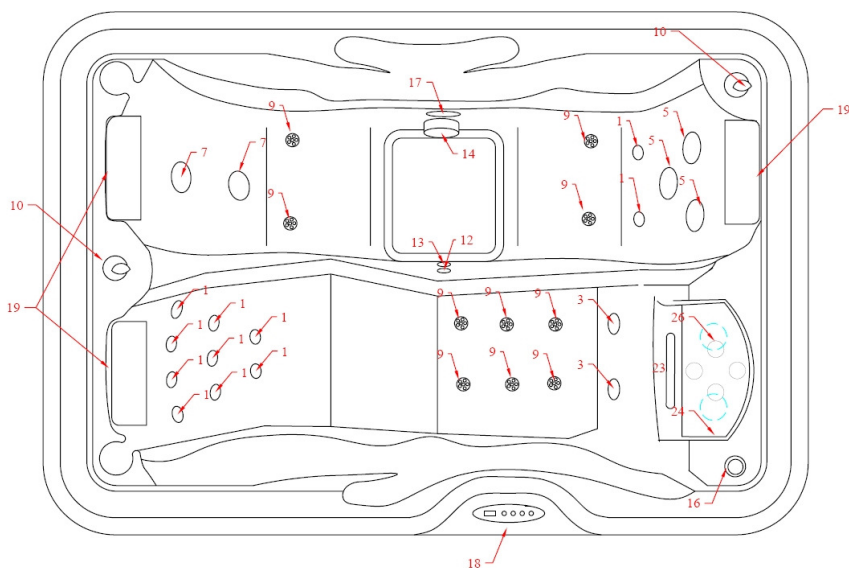
	Part #	Description
11	621251	Waterfall Valve 1" Gr
12	609082	Ozone Wall fitting (Gr)
13	609082 609084	Drain (Gr) Drain Valve, Economy
14	612069	Suction 200GPM 2"Slip (Gr)
15	620252	Waterfall Assembly (Gr) 6"
17	510026 510144 515294	Light Kit 5" Light Bulb Light Amp cord
18	521376	Topside
19	823090	Pillow Small
23	822368	Weir Door SCP
24	822073	Filter Lid (4 cup)
26	822070	50 sq. ft. Cartridge Filter

DX 5000 (MODEL 1005) PARTS

Part #	Description (Domestic)
513167	2 Speed Motor
515285	4' Cord 20A (2 speed)
513173	Wet end
608131	Pump Union 90deg SlpxSlp
515257	Equipment Pack VS500Z (dom.)
514018	Ozonator w/ Cord
830260	Spa Cover (79"x79")

Part #	Description (Export)
513224	2 Speed Motor
515285	4' Cord 20A (2 speed)
513173	Wet end
608131	Pump Union 90deg SlpxSlp
515449	Equipment Pack GS500 (export)
514451	Ozonator w/ Cord
830260	Spa Cover (79"x79")

LX 4000 (MODEL 1006)



Specifications*

Dimensions	86"L x 58"W x 30"D
Seats	3
Water Jets	19
Air Jets	10
Capacity	175 USG /662 L
Dry Weight	480 Lbs/218 Kg
Filled Weight	1940 Lbs/880 Kg
Electrical	240VAC 40A 60Hz
GFCI	50A

* Specifications are subject to change without notice.

LX 4000 (MODEL 1006) CALLOUTS

	Part #	Description
1	820074 606174 606036	Jet, Typhoon Dir 2" SS Compensator Ring 2" Body, Jet 2"
3	820077 606175 606037	Jet, Rotational 3" SS Compensator Ring 3" Body, Jet 3", Gasket, Nut
4	820078 606176 606038	Jet, Directional 4" SS C Compensator Ring 4" Body, Jet 4", Gasket, Nut
5	820079 606176 606038	Jet, Rotational 4" SS C Compensator Ring 4" Body, Jet 4", Gasket, Nut
7	820138 606177 606039	Jet, Directional 5" SS Compensator Ring 5" Body, Jet 5", Gasket, Nut
9	620080	Galaxie Air injector (Gr)

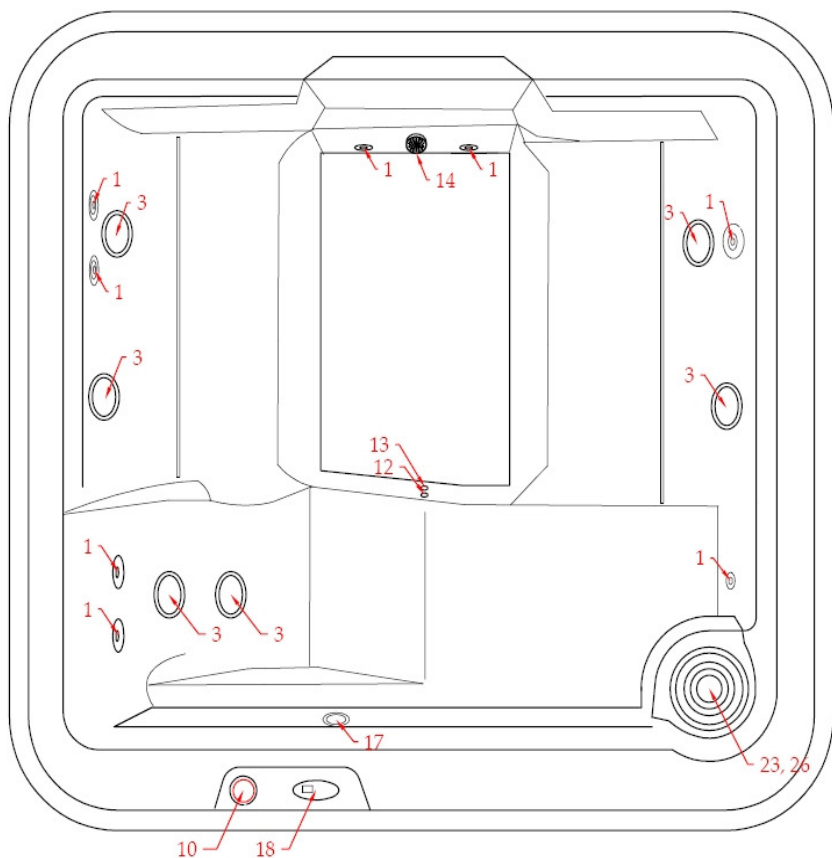
	Part #	Description
10	621087	Valve Air control 1" (Gr)
12	609082	Ozone Wall fitting (Gr)
13	609082 609084	Drain (Gr) Drain Valve, Economy
14	612069	Suction 200GPM 2" Slip Gr
16	621085	Aroma Therapy Injector
17	510026	Light Kit 5" w. Amp. Cord
18	521258 826758	Topside MVP260 Overlay GC 4b
19	823090	Pillow
23	822072	Weir door filter
24	822073	Filter Lid
26	822070	50 sq. ft. Cartridge Filter

LX 4000 (MODEL 1006) PARTS

Part #	Description (Domestic)
513167	2 Speed Motor
515285	8' Amp. Cord (2 speed)
513173	Wet end
821086	Aroma Cartridge (Gardenia)
516027	Blower 120V MaxAir w/cord 4ft.
515707	Equipment Pack VS501Z
514284	Ozonator w/ Amp. Cord
830303	Cover 85-3/4" x 58-3/4", R6-9/16"

Part #	Description (Export)
513224	2 Speed Motor
515285	8' Amp. Cord (2 speed)
513173	Wet end
821086	Aroma Cartridge (Gardenia)
516768	Blower 240V MaxAir w/cord 4ft.
515751	Equipment Pack GS501
514451	Ozonator w/ Amp. Cord
830303	Cover 85-3/4" x 58-3/4", R6-9/16"

EX 3000 (MODEL 1107G)



Specifications*

Dimensions	76"L x 70"W x 30"D
Seats	3
Water Jets	15
Air Jets	0
Capacity	225 USG /852 L
Dry Weight	460 Lbs/209 Kg
Filled Weight	2335 Lbs/1060 Kg
Electrical	120/240VAC 16/32A 60Hz
GFCI	20/40A

* Specifications are subject to change without notice.

EX 3000 (MODEL 1107G) CALLOUTS

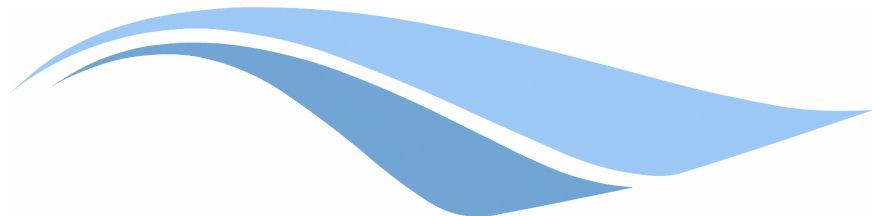
	Part #	Description
1	820245	Jet, Typhoon Dir 2" Gr
	606174	Compensator Ring 2"
	606036	Body, Jet 2"
3	820247	Jet, Rotational 3" (Gr)
	606175	Compensator Ring 3"
	606037	Body, Jet 3", Gasket, Nut
10	621250	Valve Air control 4" (Gr)
12	609082	Ozone Wall fitting (Gr)

	Part #	Description
13	609082	Drain (Gr)
	609084	Drain Valve, Economy
14	612069	Suction 200GPM 2" Slip Gr
17	510287	Light Kit 3" w. Amp. Cord
18	521258	Topside MVP260
	826304	Overlay
23	822288	Floating skim filter(Gr)
26	822289	35 sq. ft. Cartridge Filter

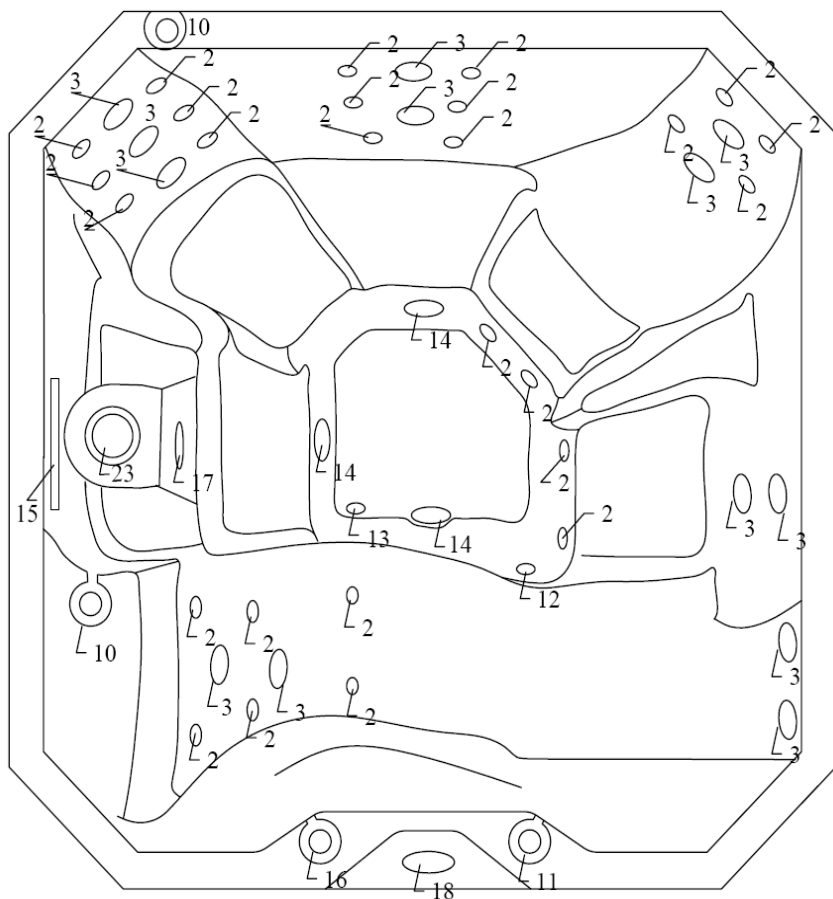
EX 3000 (MODEL 1107G) PARTS

Part #	Description
513280	2 Speed Motor
515318	8' Amp. Cord (2 speed)
513286	1140SD Wet end
608131	Pump Union 90deg SlpxSlp
515331	Equipment Pack VS500Z
827340	Owner's Manual

Part #	Description
514284	Ozonator w/ Amp. Cord
830302	Spa Cover 75- ³ / ₄ " x 70- ¹ / ₄ ", R 6- ⁹ / ₁₆ "
515309	20A GFCI plug w. 15' cord



IX40 (MODEL 1007)



Specifications*

Dimensions	80"L x 81"W x 33"D
Seats	5
Water Jets	40
Air Jets	0
Capacity	230 USG /870 L
Dry Weight	660 Lbs/300 Kg
Filled Weight	2575 Lbs/1170 Kg
Electrical	240VAC 40A 60Hz
GFCI	50A

* Specifications are subject to change without notice.

IX40 (MODEL 1007) CALLOUTS

	Part #	Description
2	820246	Jet, Typhoon Rot 2" Gr
	606174	Compensator Ring 2"
	606036	Body, Jet 2", Gasket, Nut
3	820247	Jet, rotational 3" (Gr)
	606175	Compensator Ring 3"
	606037	Body, Jet 3", Gasket, Nut
10	621321	Valve Air control 1" (Gr)
11	621251	Waterfall Valve 1" (Gr)
12	609082	Ozone Wall fitting (Gr)

	Part #	Description
13	609082	Drain (Gr)
	609084	Drain Valve, Economy
14	612069	Suction 200GPM 2" Slip (Gr)
15	620252	Waterfall Assembly (Gr) 6"
16	621085	Aroma Therapy Injector (Gr)
17	510287	Light Kit 3"
18	521258	Topside MVP260
23	822288	Floating Filter
26	822289	35 sq. ft. Cartridge Filter

IX40 (MODEL 1007) PARTS

Part #	Description
513460	1 Speed Motor
515619	8' Amp. Cord (1 speed)
513461	Wet end
513167	2 Speed Motor
515285	8' Amp. Cord (2 speed)
513173	Wet end
832086	Aroma Cartridge (Gardenia)
515707	Equipment Pack VS501Z

Part #	Description
830260	Spa Cover (80"x80")

Notes:



Notes:



Conditions of Warranties

All limited warranties provided hereunder extend only to the original consumer/purchaser of the spa if purchased and installed within the boundaries of the United States or Canada and terminate upon transfer of ownership from original consumer/purchaser. The warranties will not include any:

- Shipping cost and/or taxes incurred.
- Cost of repair or parts incurred by a non-factory-authorized agent.
- Damage due to improper PH Levels.
- Damage due to too much Bromine.
- Heater element shortages.
- Corrosion at jets.
- Deterioration of pillows, filter lid, filters, any seals and gaskets.

Note: Gulf Coast Spas must receive written notification within 10 days if the original consumer/purchaser plans to relocate the spa to a site other than the address on file.

Gulf Coast Spa Services Customer Expectations

Gulf Coast Spa Services is a full service and diagnostic care center. Your spa comes with 24 hour technical support and after sales care. For the life of your spa, trained and certified technical product support specialists are available 24 hours a day, 7 days a week even after your warranty has been exhausted. Most service inquiries can be answered by referring to your owner's manual, accessing the online troubleshooting guide or calling a Gulf Coast Spa Services representative (727) 471-1060.

Do not call your local dealer for Warranty Service. All Warranty Service must be Authorized by Gulf Coast Spa Services.

IMPORTANT WARRANTY INFORMATION

The warranty card MUST be filled out completely and mailed within 30 days of purchase to validate warranty.

Please make a copy before mailing. Mail to:

Gulf Coast Spas
Attn: Technical support
11620 – 54th Street North
Clearwater, FL 33760

or FAX to: (727) 572-4567

Customer Service Options

Option 1 – Dispatch Service Company

This option can take up to **12 days**.

- 1-2 days for part to ship*
- 3-5 days for part to arrive at service company.
- 1-5 days for the service company to schedule service call and perform work.

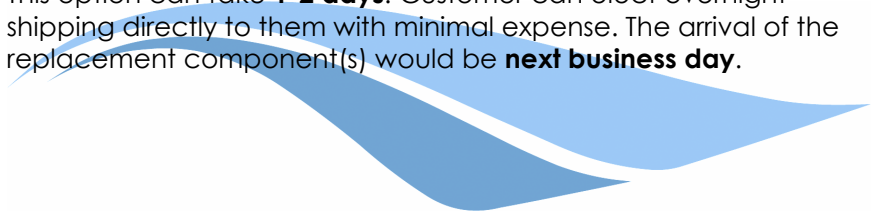
* Orders received before 2 P.M. EST are shipped the same day.

Option 2 – Ship Direct

This option can take **3-5 days**. The simplicity of the Power Depot™ allows anyone to replace parts in a matter of minutes. Customers can elect to expedite direct shipping of parts to their home.

Option 3 – Expedited Shipping

This option can take **1-2 days**. Customer can elect overnight shipping directly to them with minimal expense. The arrival of the replacement component(s) would be **next business day**.



When you call, please have your spa's serial number ready. Your spa has built-in self monitoring diagnostics capabilities. When calling for warranty service, you may be required to assist with minor diagnostic procedures. (Please stand next to spa when calling).

A credit card must be provided to secure shipment of parts.

All repairs and replacements will be made in accordance with the limited warranty. The consumer/purchaser is responsible for mileage or travel charges incurred by authorized Gulf Coast Spas services companies.

Failure/damage due to an improper electrical installation will not be covered under the terms of the warranty.

Notes:



Limited Warranty

This Limited Warranty is extended to the original purchaser of this spa, manufactured after January 1, 2007 and installed for residential use in the United States and Canada. It terminates with any transfer of ownership. We warrant only our manufactured acrylic spa shells, cabinets and equipment assembled at our manufacturing facility. The Manufacturer warrants to the original buyer of its spa shell, that the shell is free of defects in material and workmanship, and will repair or replace the shell at our option if any of the following occurs:

5-Year Warranty	against cracking, blistering, fading or delaminating of the shell surface (prorated after the first year).
2-Year Warranty	for all mechanical and solid-state components (1-year for model EX 3000 and IX 40 spas) (1-year on the solid-state audio system).
2-Year Warranty	for authorized labor beginning on the purchase date (90 days for model EX 3000 and IX 40 spas).

WARRANTIES FOR OTHER COMPONENTS: The spa cover, light bulb, light lenses, fuses, headrests, cabinet finish and filters are warranted to be free of defects in workmanship and materials at the time of delivery.

PERFORMANCE: To obtain service in the event of a defect covered by this Limited Warranty, call the 24/7 technical support line at (727) 471-1060 as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, a designated service representative will correct the defect subject to the terms and conditions in the Limited Warranty. There will be no charge for parts or labor to repair the defect, although providing access to effect the repair is the responsibility of the spa owner. The authorized service company will assess the spa owner reasonable costs of travel. Visits to diagnose/inspect/troubleshoot problems are **not covered** under this limited warranty. The spa owner shall pay the travel cost directly to the service company. If the Manufacturer determines that repair of the covered defect is not feasible, it reserves the right to provide a replacement spa instead, equal in value to the purchase price of the original spa. In such an event, costs for removal of the original spa, shipping costs from the factory for the replacement spa and delivery and installation of the replacement will be the responsibility of the spa owner. The replacement spa will carry the balance of the original spa's warranty, if any.

WARRANTY LIMITATIONS: This Limited Warranty is void if: the registration card is not returned within 30 days of the purchase date, the Manufacturer or its designated representative determines that the spa has been subjected to alteration, neglect, misuse or abuse, or freight damage caused by the common carrier; any repairs have been attempted by anyone other than a designated representative; or if the failure is caused by accident, acts of God or other causes beyond the control of the Manufacturer. Neglect, misuse and abuse include any installation, operation or maintenance of the spa other than in accordance with the instructions contained in the owner's manual provided with the spa, including but not limited to the failure to maintain proper water chemistry and chemical balance, the use of abrasive or improper cleaners, spa water temperatures below 33° or above 110° Fahrenheit and improper electrical installation. This Limited Warranty does not provide coverage for any item attached to or installed on the spa after the date of manufacture, or for gaining access to any component for repair or replacement. Spa units used in a commercial application are excluded from any coverage whatsoever. The spa owner accepts liability for parts purchased from or repair work performed by anyone other than the Manufacturer or its designated service representative. Performance of any Lifetime warranties does not include any shipping or handling fees associated.

LIMITATIONS: This Limited Warranty takes the place of all other warranties, express or implied, in fact or at law, including implied warranties of merchantability and fitness for a particular purpose. The Manufacturer or its designated representative must perform all warranty service. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this limited warranty in any manner whatsoever. The Manufacturer will not be responsible for any statements or representations made in any form that go beyond, are broader than or are inconsistent with any authorized literature or specifications furnished by the Manufacturer.

DISCLAIMERS: The Manufacturer and its representatives shall not be liable for any injury, loss, cost or other damage, whether incidental or consequential, arising out of any defect covered by this limited warranty, including without limitation, loss of the use of the spa, damage to any surface or item the spa is placed on or near (i.e. wood, carpets, etc.) and cost for removal of defective product even if the Manufacturer was advised of the possibility of damage. The liability of the Manufacturer under this limited warranty, if any, shall not exceed the original amount paid for the original product. Coverage under this limited warranty shall commence as of the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. These disclaimers shall be equally applicable to any service provided by the Manufacturer and its designated representatives.

LEGAL RIGHTS: This Limited Warranty gives you specific legal rights. You also may have other rights that vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.



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(727) 471-1060

www.GulfCoastSpas.com