



**Princess Spas**  
**Pre-Delivery Guide & Owners Manual**

# Let's start your hot tub journey. We're here for you every step of the way.

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If you cannot find the information you require, please visit  
<https://www.combinedshipping.co.uk/Articles/User-Manuals>

There are video tutorials and your full spa control system user  
guide.



## **Delivery Requirements**

All of our deliveries are made using our own vehicles and fully trained staff. We use top of the range equipment for delivering all of our Hot Tubs. These include a spa trolley, Electric Pallet Mover and Airbags. Once you have made your purchase with Combined Shipping, we will contact you via email to arrange a delivery date. Our drivers will call or text 1 hour before arrival **Please note we cannot guarantee a time of delivery, they are all day appointments.** It is really important that adequate access is available for the size and weight of the Spa for positioning, please see below delivery specifications.

**In order for us to deliver and position your spa successfully we must request the following applies:**

- No steps over 15cm high (You must send a photo to [sales@combinedshipping.co.uk](mailto:sales@combinedshipping.co.uk))
- No Walls
- No Fences
- No steep Gradients to go up or down
- Clear pathway to spas desired location
- Other obstacles that could block/restrict our passage
- 1.15 meter width clearance and 2.4 meter Height clearance throughout the entire pathway from vehicle to spa base (Trolley width 97cm)
- No sharp turns with less than 2 meters clearance

**For tighter gaps we have the use of a Spa Sled, which would require 5cm more than the external dimensions of the spa.**

## **IMPORTANT DELIVERY INFORMATION**

It is in your best interest to advise any potential obstructions, or access restrictions as we do not refund the delivery charge if this is not possible. On the event that a spa must be returned and redelivered a redelivery fee will be applied.

Please also note that we exclude any liability for damage to lawns/borders/pathing if we are required to cross to position. Spas weigh on average 350 kilos and it is the Customers responsibility to ensure any sensitive areas are protected.

**If you wish us to remove the Hot Tub Packaging of shrink wrap, foam and cardboard (excluding pallet) there is a charge of £20**

A charge will be levied if we are unable to carry out the delivery, position or installation

### **Kerbside Delivery**

We offer this service if a crane is needed. Please email [sales@combinedshipping.co.uk](mailto:sales@combinedshipping.co.uk) for a crane contact number and price estimate.

### **Positioning**

£300 (Scotland, Devon & Cornwall £400)

### **Installation**

£550 (Not available in Scotland and Cornwall)

See our website for our full terms and conditions

## Base Preparation

You may be wondering what is the best surface to place your new hot tub onto? The variety is huge, but the decision is simple. Anything solid, level and can withstand the weight of the spa when full is usually suitable!

## Our Recommendations

- 4 inch concrete pad
- Reinforced paving slabs
- Reinforced Decking
- Gravel

## We do not recommend

- Grass
- Areas susceptible to flooding
- Loose ground
- A surface that is likely to sink over time

## Sinking Your Hot Tub

If you make the stylish decision to sink your spa into the ground, you need to ensure the following:

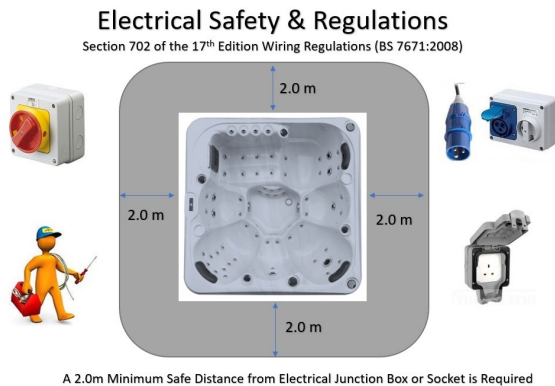
- You have sufficient drainage in the pit
- The base is solid & level
- You have at least 600mm on all sides of the spa

**In the event of an engineer visit, access will need to be prepared prior to their arrival. A charge is applied if we have to revisit due to access restrictions.**

## Electrical Requirements

### 32 Amp Hot Tubs

Your electrical supply must be installed by a qualified electrician. Our 32amp models do not come with any cabling, so it is up to your electrician to provide armoured cable ready to be wired into the spa. No specific connector is required, the termination is the standard earth, live and neutral connection directly into the brainwork of the Hot Tub. A Wiring diagram is provided on the back of the spa control system .



If you opt for the installation package for £250, our engineer will fit the cable left by the electrician into the spa control system. **We are only permitted to interact with the spa , we cannot handle the household electrics.**

### Rotary Isolation Switch

We always recommend that our customers install a rotary isolation switch. This makes it easy to turn the spa off in the event of us needing to service the spa. An IP65 45amp Rotary Isolator is suitable in most situations.

## Electrical requirements

### 13 Amp Hot Tubs

Plug and play spas are relatively straightforward, they simply plug into the nearest 13A socket. If you do not already have a socket in your garden, it should not take more than an hour for an electrician to wire one in. It would be wise to pick up a small 13A RCD. The RCD will simply trip and turn the hot tub off if there is a surge of electricity. You can pick these up for less than £20 from most electrical stores.

To avoid overloading, make sure there are not too many plugs on the same circuit. If you have a washing machine, cooker, and 30 plugs on the same circuit it's likely it will over power and trip your RCD. If you're not sure on this, always contact a local electrician to advise.



Ensure that your RCD protected plug has an IP rating. If you see water ingress in the plug, it's likely to damage the plug, cabling or even the hot tub.

**Unless for troubleshooting, do not run your spa on an extension lead.**

### Heater

A 2kw heater will be fitted to a 13 amp hot tub. The difference between the 32 amp version is when the jets are running the heater will automatically turn off. 32 amp hot tubs will be fitted with a 3kw heater and the heater can remain on whilst the jets are running, you can adjust these settings and change it so the heater turns of when jets are running if you wanted.

## Quick Set Up

1. Remove the filter from the filter casing. The style of filter casing will vary from model to model, it will look like either one of the following:



For the square filter casing, unscrew the single screw, slide it up, remove the tray internally and unscrew your filter.

For the cylindrical casing, pull out the filter casing and unscrew the filter.

**Please note: Cylindrical filter housing is designed to float on the water and should not be fastened into place**

2. Remove the side panel. It varies from model to model as to how to take off the side panels, but the majority unscrew. Firstly remove the screw caps (as the image shows) and unscrew using a phillips screwdriver. Once both sides are unscrewed the full side panel can be removed. **Please note: Some models have more than one side panel per side.**





## Quick Set Up

Once you have removed the side panel, check and tighten any unions that may have come loose in transit. Areas like the image to the right. If you notice any areas like this leaking once full, tighten as much as possible to resolve.



3. Place the hose into the filter housing where the filter was before it was removed. This will fill up the circulation system first, overflow into the spa and fill the rest. It is normal for the filter housing to overflow. Leave the hose in until the water level is at least 2 inches above the highest jet, or 1 inch over the water level symbol.

3.Plug the spa into the power supply, or have your electrician connect the cable to the main control box and power on.

4. Use the arrow keys to set your temperature. **Max Temperature 40°.**  
**Your spa will heat on average 1 degree per hour.**

## Recommended Settings

### Filter Cycles

We recommend running the filter cycles for 2 hours, twice a day. If you have a Gecko System press and hold the light button until the time starts to flash. With single presses, keep pressing the light button until you see FS on the screen. FS shows the time on a 24 hour clock EG FS19 would be **Filter start 7PM**. Press the light button again and set FD2 **Filter duration 2 hours**. Press the light button again and set FF2 **Filter frequency Twice a day**. Press the Light button once more to set, and leave to go back to the time and temperature.

## Hot Tub Care Advice

It's all very alien when it comes to maintaining a Hot Tub for the first time. There are certain things that need to be done regularly to keep your spa sparkling.

### Filters

Take your filter out at least once a week to clean. Use a pressure washer to remove large debris from the fabric and spray closely between the folds to ensure it's cleaned efficiently. Your filter will last up to 6 months if looked after correctly. You may wish to soak in a filter cleaner whilst your doing your weekly spa maintenance. **If you do not regularly clean filters, you will get a FLO error code. In this event, remove the filter, turn the spa off and back on again and run for 24 hours with no filter. If the Flo message disappears, thoroughly clean your filter or purchase a new one.**

### Water Quality

Cloudy water is common! More often than not with your new hot tub, you'll use the spa one evening and come to check on it in the morning and the water is cloudy. This is usually due to a lack of sanitiser and bacteria has begun manifesting. Use your test strips to determine what you need to add. **If your chlorine or bromine level is low simply add some more.**

### Here are some things that can cause cloudy, foamy water:

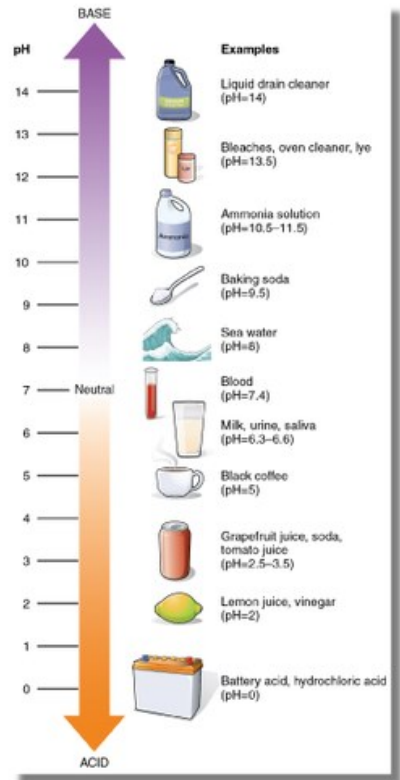
- Washing clothes with detergent
- Not showering before use
- Not using enough chlorine or Bromine
- PH Imbalance
- Fake tans, sun creams or lotions



## PH In Your Hot Tub

PH is extremely important to maintain, especially to increase the longevity of the spa. **High PH when you've first added fresh water suggests that you live in a hard water area.** This means that calcium build ups (Limescale) is likely both on the surface and internally. Once you've balanced this using your PH minus, your PH will continue to drop, so requires at a minimum weekly maintenance adding PH + (This will vary, **use your test strip to see what your spa needs**)

**Low PH in the water suggests that you have water softeners, or live in a soft water area.** You'll need to ensure that you're adding PH + regularly.



The lower your PH gets, the closer it is to battery acid, the higher it is the closer it is to liquid drain cleaner. As you can often use the spa whilst the PH is not at the correct level, it will still damage your spa in the long term, so be sure to keep testing.

# Beginners Chemical Guide

Once you have filled your spa with water, you will need to add your preferred sanitiser. Ideally wait until the spa is above 20 degrees Celsius to ensure the granules dissolve efficiently.

## Chlorine

The most commonly used sanitiser and an effective way to kill bacteria. If you have allergies, or reactions when using your local pool we recommend using bromine. Chlorine is better used In hardwater areas, where the PH is high in fresh water.

## Chlorine Granules

If you are using chlorine granules, you'll need to keep your level of chlorine between 3-5 PPM (Parts per million). Simply sprinkle granules into the water with the pumps running. Leave for 10-15 minutes and then replace the cover.

## Bromine

Favoured and recommended by many Spa and Hot Tub suppliers. It is kinder on the skin and less volatile at higher temperature. The only downfall is that it's less concentrated, meaning you may have to top up the sanitiser more often than chlorine.

## Bromine Granules

If you are using Bromine Granules, you need to keep your level of bromine between 4-6ppm (parts per million). Simply sprinkle granules into the water with the pumps running. Leave for 10-15 minutes and then replace the cover.

**Chlorine Tablets should not be used with any acrylic spa. Using these will void your warranty and cause damage to the acrylic, rubber seals, metals and plastics inside the Hot Tub.**

<b>Water (Litres)</b>	<b>Add Chlorine (Weekly)</b>	<b>Bromine (Weekly)</b>
600-800	¾ Teaspoon/Capful	¾ Teaspoon/Capful
900-1200	1 & ½ Teaspoons/Capfuls	1 & ½ Teaspoons/Capfuls
1300-1500	2 Teaspoons/Capfuls	2 Teaspoons/Capfuls
1600-1800	3 Teaspoons/Capfuls	3 Teaspoons/Capfuls

San Marino	650 litres	Sunset 4	<b>1450 litres</b>
Twin	900 litres	Neva Plus	1100 litres
Sure 3	1150 litres	Rhine	1150 litres
Moonlight	1200 litres	Milano	1100 litres
Tiny	600 litres	Munich	1100 litres
Georgia	820 litres	Volta	1470 litres
Tennessee	750 litres	Atlantic	1600 litres
Harmony & Harmony P	800 litres	Nevada	1450 litres
Horizon	800 litres	Neva	1100 litres
Destiny	1500 litres	Orion 4	650 litres
Niagara	1600 litres	Orion 6	1400 litres
Aurora	1800 litres	Orion 8	1680 litres
Ultimate & Ultimate Plus	1650 litres	Rose	950 litres
Amethyst	950 litres		

This is just a guide. You will be adding more/less chemical depending on usage. The key is to test the spa regularly and add as the test strip shows.

Add 1 tablespoon of shock with the initial dose

## Drainage

Most of our spas are gravity drained VIA an outlet located on the ABS base. **Check the website to see which corner your drainage pipe is located.** Once the cap has been unscrewed, you'll need to twist and pull the pipe to the outward position. On occasion, the outlet may have moved slightly during transit or wet testing so the action you use may differ slightly. You can purchase a hose adapter from any local hardware store, and screw this onto the drainage point, attach a hose and have the water drain to your nearest waste point.

### Why Are My Jets Turning On By Themselves?

Your hot tub is designed to filter as and when it's programmed to. Your jets will run when the spa is winterising and when it decides to purge. (Purge cycles are automatic and you do not need to do anything). You'll see bubbles and a slight ripple coming from the bottom of the spa. If you have a spa with a 2 speed pump, all of your jets will come on at a low speed until it's finished it's filtration cycle. You will not be able to turn the jets off at this time.

### Why Are Only Half Of My Jets Working?

If you find that certain seats aren't working, this will be due to closed diverters or air valves. The dials on the topside of the acrylic control the water flow. In a plug and play model, you'll typically have 2 pumps controlling all jets. The largest dial will divert the water flow from one side to the other, whereas the smaller dials will control the water flow once diverted to that side. If one side isn't working, simply turn the largest diverter to allow flow to the other side.

## What Should I Do With My Headrests?

To limit chemical exposure as much as possible, we'd recommend removing the headrests after each use. These are subject to a number of damaging, external factors so it's important to look after them. **There is a 24 hour warranty on headrests covering manufacturing defects.**

## My spa Is Making A Noise?

If you notice a strange sound, remove the side panel and locate where this is coming from. **If it's coming from the pump**, you'll need to bleed it for air. Loosen the white cuff on both the top and the side until water has ran smoothly for 10 seconds. Ensure this is done whilst the filter is removed. There is a video on how to do this on our website. Select the \*User guides\* Tab, and then the subcategory \*User manuals\*. **If coming from one of the dials on the top of the acrylic**, remove the black plastic cap, loosen the silver dome underneath until water starts to run, tighten this back up and then place the black plastic cap back on.

## How often should I drain my Hot Tub?

We recommend draining the spa down every 3-6 months depending on usage

## FLO error message

The Flo condition check error message appears when there is not enough water flow through the heater (Or it is flowing too slowly). Remove the filter, turn the spa off and back on again. Run the filter for 24 hours with no filter. If this resolves the error code, jet wash the current filter, or purchase a replacement. The next step would be to bleed the pump for air as detailed in the paragraph above.













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