

Start Up Guide - ONZEN™

CORE SERIES

Atlantis Filters, Gecko In-Ye Spa Pack

- Orion
- Lunar
- Grizzly
- Orca
- Aurora
- Ellesmere



CLASSIC SERIES

Atlantis Filters, Gecko In-Ye Spa Pack

- McKinley
- Mustang
- Totem
- Eagle
- Timberwolf
- Hudson - All Weather Pool (AWP)
- Kingfisher - All Weather Pool (AWP)
- Athabaskan - All Weather Pool (AWP)
- Wolverine - All Weather Pool (AWP)



CUSTOM SERIES

Progressive Filters, EcoPak Spa Pack

- Arctic Fox
- Cub
- Yukon
- Kodiak
- Klondiker
- Tundra
- Summit
- Summit XL
- Columbia - All Weather Pool (AWP)
- Ocean - All Weather Pool (AWP)
- Okanagan - All Weather Pool (AWP)



Start Up Guide - ONZEN™

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Water Volume - Arctic Spas

Custom Series Models

| | |
|-------------------|---------------------------|
| Arctic Fox | 787 litres / 207 gallons |
| Cub | 1041 litres / 275 gallons |
| Yukon | 1264 litres / 334 gallons |
| Kodiak | 1295 litres / 342 gallons |
| Klondiker | 1412 litres / 373 gallons |
| Tundra | 1556 litres / 411 gallons |
| Summit | 1363 litres / 360 gallons |
| Summit XL | 2033 litres / 537 gallons |

ALL WEATHER POOL* Series

| | |
|-------------------|----------------------------|
| Columbia | 5100 litres / 1347 gallons |
| Ocean | 5100 litres / 1347 gallons |
| Okanagan | 5100 litres / 1347 gallons |
| Hudson | 5100 litres / 1347 gallons |
| Kingfisher | 5100 litres / 1347 gallons |
| Athabaskan | 5100 litres / 1347 gallons |
| Wolverine | 5100 litres / 1347 gallons |

* AWP Series falls under Custom for the purposes of the guides.

CLASSIC Series

| | |
|-------------------|---------------------------|
| Timberwolf | 884 litres / 234 gallons |
| Totem | 1360 litres / 360 gallons |
| Eagle | 1185 litres / 313 gallons |
| Mustang | 1400 litres / 370 gallons |
| McKinley | 1700 litres / 449 gallons |

CORE Series

| | |
|------------------|---------------------------|
| Grizzly | 1420 litres / 375 gallons |
| Orca | 1540 litres / 400 gallons |
| Orion | 1540 litres / 400 gallons |
| Lunar | 1540 litres / 400 gallons |
| Aurora | 1193 litres / 315 gallons |
| Husky | 1030 litres / 272 gallons |
| Ellesmere | 871 litres / 230 gallons |

Step 1: Filling your new Arctic Spa - Atlantis Filters

Atlantis filters are found on the following Series & Models:

Core Series - Ellesmere, Husky, Orca, Grizzly, Orion, Lunar

Classic Series - Timberwolf, Eagle, Totem, Mustang, McKinley

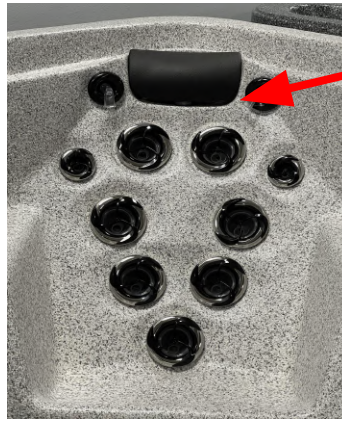
All Weather Pool (AWP) - Athabasca, Hudson, Kingfisher, Wolverine

If you can not locate your model please contact your sales representative.

1. Fill your spa with a garden hose put the hose in your filter canister. **(img 1.1)**
2. Once the water level has reached the bottom of the headrest, turn off the water and remove the hose from the spa. **(img 1.2)**



(img 1.1)



(img 1.2)

Step 2: Installing Atlantis Filters

1. Your new Arctic Spa comes equipped with 3 different types of filter media. An Atlantis thread in filter **(img 3.1s)**, a rescue bag **(img 3.2s)** and a short pleated thread in filter **(img 3.3s)** **** NOTE - Timberwolf will only come with an Atlantis thread in filter (img 3.1s)**



(img 3.1s)



(img 3.2s)



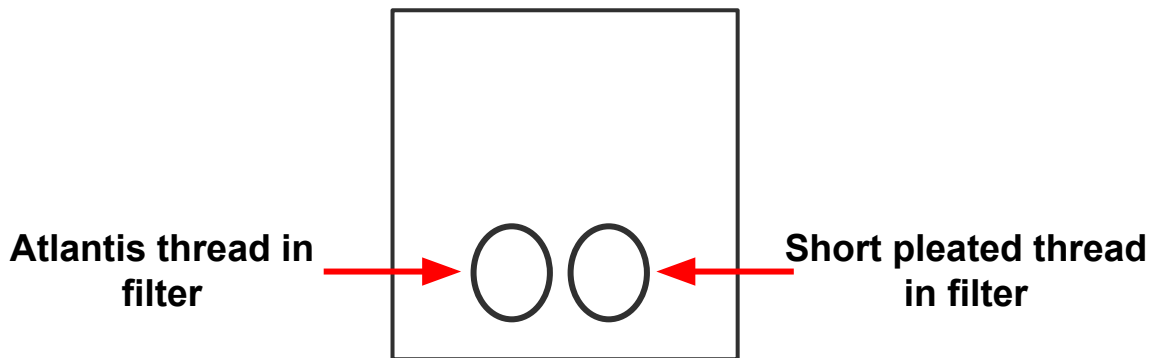
(img 3.3s)



(img 3.4s)

Step 2: Installing the filters continued

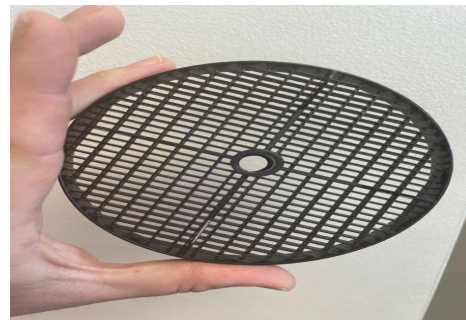
- To install the filters, locate the filter weirs (**img 3.4s, found on previous page**) in your spa. Standing outside of the spa with the weir(s) directly in front of you, remove the weir by simply lifting out of the spa. On the left side insert the Atlantis thread in filter by pushing down and turning until filter does not float. Once in place return the filter weir back into the canister. Repeat this process on the right side using the short pleated thread in filter keeping the weir out to install the rescue bag.



- With the filter weir still not in place, invert to expose the open end (**img 3.5**). Looking inside the weir you will notice a grate. Remove the grate (**img 3.6**) by turning counter clockwise. In place of the grate, thread in the rescue bag. Return the weir into the spa overtop of the short pleated thread in filter.



(img 3.5)



(img 3.6)

Step 1: Filling your new Arctic Spa - Progressive Filter

1. Fill your spa with a garden hose put the hose in your filter canister. (img 1.1)
2. Once the water level has reached the bottom of the headrest, turn off the water and remove the hose from the spa.(img 1.2)



(img 1.1)



(img 1.2)

Step 2 Installing Progressive Filters

Your new Custom Series Arctic Spa comes equipped with 2 new Progressive Filters. Progressive Filters are designed to last up to six months. Usage, water chemistry and bather load are a few factors that will greatly affect the lifespan of your filters.

There are a variety of Progressive Filters to choose from based on your source water, usage and maintenance program (img 3.1)

Your new spa or AWP is equipped with HYBRID Progressive Filters (img 3.2).



(img 3.1)



(img 3.2)

HYBRID Progressive Filter

Installing the Progressive Filters

- 1.) With the spa or AWP full (bottom of head rests), insert the filter into the opening,
- 2.) Move the filter back and forth to remove any potential air pockets.
- 3.) Press down firmly until the filter locks in place.
- 4.) Install the weir you removed to fill the spa back over top of the filter
- 5.) Repeat the process for the second filter.

ONZEN™ Saltwater Startup

As with any start up and maintenance procedure this is simply a guide. Arctic Hot Tubs has gathered data and revised the process several times in order to simplify for the end user. While these are our best practices be aware that they may not work specifically for your spa or all weather pool environment.

In order for our team to assist you as best as we possibly can please refer to these documents or reach out to your sales representative for more information.

Starting off with balanced water does not only make maintenance easier but it ensures that the ONZEN™ Salt Water System can perform at its optimum levels.

Once the spa or all weather pool is full follow the suggested start up procedure below.

Step 1: Establish Correct Water Chemistry

1. Add the initial dose of **Best Defence (2oz/1000L)**
Run the pumps for a cycle **(20 mins approx)**
2. Balance the spa or all weather pool pH levels using the drop test kit provided.
***It is important to note that the system operates best when pH is between 7.2-7.6.**
Source/municipal water straight from the tap pH typically falls within the safe range.



Drop Test Kit (Testing pH & Chlorine)

- Run pumps prior to collecting water to test
 - Take sample by inverting underwater at elbow depth.
 - Fill both sides of the vial to the line indicated.
 - Add 5 drops of the Phenol Red (ph test) to the red side.
 - Add 5 drops of the OTO (chlorine test) to the yellow side
 - Place the caps on and invert the test 5-6 times to mix the solution
3. If pH is reading above 7.6, use **Salt Water Balance** to lower at a rate of 1 cap (25 grams) for a spa and 2 caps (50 grams) for an all weather pool. Turn pumps on to mix the solution and test again in 15 mins. Repeat immediately in pH still above 7.6
 4. If pH is low DO NOT add anything. It is possible that your source water already has a small chlorine content in it. If the reading is low or non-existent that is OK for now. No action is required.
 5. Now that pH is stable and the water temperature is above 85°F/30°C the salt can be added

ONZEN™ Saltwater Startup

Step 2: Mixing & Adding the Salt

1. Using the chart below find your model. A measuring cup is provide inside the 5kg pail of Onzen Sea Salt Blend. Use the “mark” on the measuring cup labelled as Sea Salt Blend to add the correct number of scoops. (1 scoop = 1 pound)
2. The required amount of salt should be added in 3 equal doses while adjusting pH levels in between each dose. Mix $\frac{1}{3}$ of the recommended dose in a pail of warm water. Add the mixture to the spa or all weather pool with the pump(s) running.
3. After 30 mins, re-test pH and adjust accordingly if necessary. To lower pH, add 1 cap of **Salt Water Balance** in 15 minute increments, checking between each dose. All weather pools add 2 caps at a time. Once pH is within the accepted range of 7.2 - 7.6, repeat step 2 until all the salt is added. If pH goes low DO NOT add anything as it will rise on its own when the ONZEN system is trying to make chlorine.

| Spa Model | Recommended Salt Dosage | # of scoops using measuring cup provided |
|------------------------|-------------------------|--|
| Summit XL | 4.5 kg/ 10 lbs | 10 |
| Summit | 3.0 kg / 6.6 lbs | 6 $\frac{1}{2}$ |
| Tundra, McKinley | 3.4 kg / 7.4 lbs | 7 $\frac{1}{2}$ |
| Kodiak | 2.8 kg / 6.2 lbs | 6 |
| Klondiker, Mustang | 3.1 kg / 6.8 lbs | 6 $\frac{3}{4}$ |
| Yukon, Totem, Eagle | 2.8 kg / 6.2 lbs | 6 |
| Cub | 2.3 kg / 5 lbs | 5 |
| Arctic Fox, Timberwolf | 1.7 kg / 3.75 lbs | 3 $\frac{3}{4}$ |
| All Weather Pool | 11.2 kg / 24.7 lbs | 25 $\frac{3}{4}$ |

4. Once all the salt has been added you will need to possibly do a final pH test and adjust further. Now you can move on to ensuring we have the correct level of salt in the water.

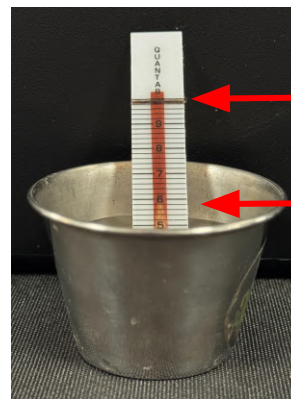
ONZEN™ Saltwater Startup

Step 3: Testing the Salt Level

1. Your ONZEN™ Salt water System is most efficient when the salt level is between **2200-2500 parts per million (ppm)**.
2. You may periodically be required to test your salt levels when you add water, the cell indicator is low or you are having water balance issues. It will be necessary when the original dose of salt is added after a refill.
3. You have been provided with salt test strips in your starter kit. In addition to the salt test strips you will need a small container (not included) to hold your spa or all weather pool water to complete the test. A shot glass is ideal.
4. Remove a test strip from the bottle and place in a container full on the water from your spa or all weather pool. Once the yellow band at the top of the strip turns completely black the test is complete.
5. Remove the strip from the water and where the colour change on the strips end is the reference number to be matched up on the back of the test bottle.



Yellow strip to change black when test complete.



Completed test when band turns black

Colour has stopped changing. Reference final number on back of test strip bottle

5. Optimal range on test strips is 5.8 - 6.0 or approximately 2250 - 2430 ppm. If the salt level is very low or extremely high the salt system will not produce the correct amount of sanitizer

ONZEN™ Salt Water Maintenance

Suggested Maintenance - OPEN COVER WHEN ADDING CHEMICALS

1. Add weekly recommended dose of **BEST DEFENCE**
2 ounces (oz) per 1,000 litres of water with pump(s) running
2. Check and balance pH using the drop test kit provided



Drop Test Kit (Testing pH & Chlorine)

- Fill both sides of the vial to the line indicated.
- Add 5 drops of the Phenol Red (pH test) to the red side.
- Add 5 drops of the OTO (chlorine test) to the yellow side
- Place the caps on and invert the test 5-6 times to mix the solution

NOTE: Chlorine levels of 0.5 - 1.5 on your drop test kit are acceptable. If levels are low or too high you may need to adjust your onzen settings based on your usage.

3. If CHLORINE levels are low or after heavy usage add **REFRESH**
100 grams (g) per 1,500 litres of water with pump(s) running
4. If HEAVILY USED (3+ people) add **ENZYME DESCUMMER**
60 millilitres (ml) per 1,000 litres of water with pump(s) running
5. After the addition of chemicals and the breakdown of contaminants you may notice a ring forming around the water line. Wipe with a damp cloth.
6. Raise pillows just above the water line to extend the life and prevent discolouration.
Be sure that the headrest does not interfere with the cover. If the spa is not being used for an extended period of time, consider removing the headrest from the tub completely.

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Adjusting pH - Salt Water

Understanding how to properly adjust pH in your salt water spa or AWP is important in ensuring clean, safe, balanced water. Unlike traditional chemical systems your salt water system uses a pH neutral product. No matter how much salt you add to the water the pH levels will remain the same until the generating unit turns on to “charge” the elements resulting in chlorine.

During the charging process both the Salt (NaCl) and water (H₂O) are subject to electrolysis breaking down the elements. The results are Na (Sodium) making the water soft and Cl (Chlorine) keeping you and the components safe.

An additional element being charged and left in the water is H (Hydrogen). With this hydrogen being left in the water the pH levels in salt water units will always climb or be high. The only way pH is low in a salt water unit is if it is manually lowered using product.

The more the system runs the higher the pH will climb. pH (Potential Hydrogen) can be very stubborn to lower and you have to be aggressive and fast in lowering pH. The product to do this is called **Salt Water Balance**.

ADJUSTING pH (AWP double the recommended dose)**

If your pH is high add 1 cap checking every 15 minutes. Repeat the process until pH is within range.

Programming ONZEN™ Settings (Gecko In-YE Pack) CORE SERIES



SETTING FILTER CYCLE START TIME - The display will show FSxx, “xx” representing the starting hour of the cycle. Use the arrow keys to adjust the hours. Use the Light key to jump to the next parameter, filter duration (Fd)



SETTING FILTER CYCLE CYCLE DURATION - The display will show Fdxx, “xx” representing the duration in hours of the filter cycle. Use the arrow keys to adjust the hours. Use the Light key to jump to the next parameter, filter or purge frequency (FF).

0 = no filtration (not recommended)
24 = continuous filtration



SETTING FILTER CYCLE FREQUENCY - The display will show FFxx, “xx” representing the number of cycles per day. Use the arrow keys to adjust the frequency. Use the Light key to jump to the next parameter, Onzen Cycles (OC).

The “Filter” indicator lights up when filter is on and flashes when suspended.



SETTING ONZEN CYCLE START TIME - The display will show oSxx, “xx” representing the starting hour of the cycle. Use the arrow keys to adjust the hours. Use the Light key to jump to the next parameter, Onzen duration (od.)



SETTING ONZEN CYCLE DURATION - The display will show odxx, “xx” representing the duration in hours of the cycle. Use the arrow keys to adjust the duration. Use the Light key to jump to the next parameter, Onzen cycle frequency (oF).



SETTING ONZEN CYCLE FREQUENCY - The display will show oFxx, “xx” representing the number of cycles per day. Use the arrow keys to adjust the frequency. Use the Light key to jump to the next parameter, Economy Mode (EP).

Programming ONZEN™ Settings (Gecko In-YE Pack) CLASSIC SERIES



Press the Settings button to enter the settings menu.



Use the Up / Down arrows to navigate to Onzen™ tab.



Press the light key to enter the Onzen™ menu. Use the light key (to go forward), Pump 1 key (to go back), and the up/Down keys to change the desired setting.



Set desired Start time, Duration, and Frequency of Onzen™ cycles.



Press the Pump 1 key to exit out of the Onzen™ menu.

The amount of time your Onzen™ system will need to operate will vary based on many different factors. Usage, bather load, time spent in spa and water chemistry are the most common. It is recommended that you set your start time when you will not be using the tub to Duration 1 hour Frequency 2 times a day.

Programming ONZEN™ Settings (EcoPak) CUSTOM SERIES



Press the Filter button to enter into your filtration options. Your display will show "SEtt" and from here you will be able to choose your settings.



Press your Filter button again to display your first option. This is your Ozone Cycle Duration (if equipped).



Use your arrow keys to select your Ozone Cycle Duration. You can select from 1 to 24 hours per day.



Press your Filter button again. Your display will now show the settings for your Onzen (if equipped).



Use your arrow keys to select your Onzen Cycle Duration. You can select from 1 to 24 hours per day.



Press your Filter button again. Your display will now show the settings for your Filter Duration.



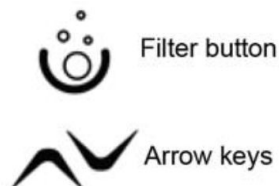
Use your arrow keys to select your Filter Duration in hours. You can select from 0 to 6 hours.



Press your Filter button again. Your display will now show the settings for your Filter Cycle Frequency.

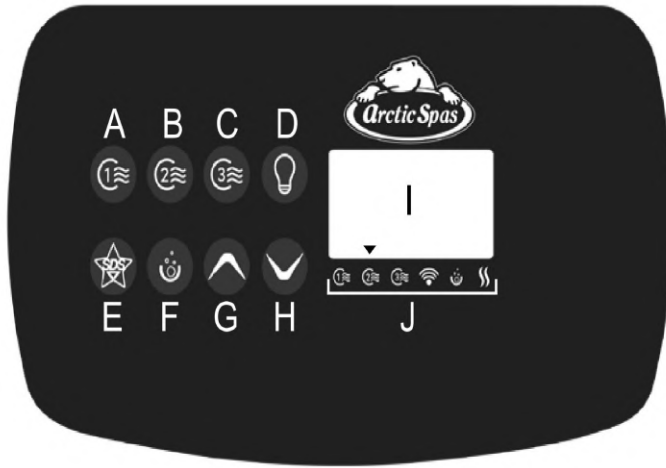


Use your arrow keys to select your Filter Cycle Frequency from 1 to 4 times per day.



Completing Start-up - EcoPak

Now that your electrical is verified and your spa is on you can go to your display and set your desired temperature all other settings will be factory set.



1. Set the desired temperature by pressing the up and down buttons (G & H).
2. Once your temperature is set close the lid and allow the spa to heat up to desired temperature.
3. Additional control information can be found on pages 32 to 34 of your owner's manual.

- | | |
|------------------------|---|
| A Pump 1 | F Setting / YESS |
| B Pump 2 | G Up Arrow |
| C Pump 3 | H Down Arrow |
| D Light Control | I Display |
| E SDS Control | J Function Indicator Section A small inverted triangle over the symbol indicates that the corresponding function is active. |

Based on the series of spa you have some buttons that may not have any function

ONSPA & Home Connect - EcoPak

All Custom Series, Upgraded Classic Series & All Weather Pool Series is equipped with software that allows you to access your units features remotely either through an app or via a web browser.

In order to access all that ONSPA has to offer you we must start by using the spas WIFI access point and linking it with your home network. This is referred to as Home Connect.

During the setup process (explained on the next page) it is not uncommon to reset your breaker and start over again as the setup process is time sensitive between steps.

Due to the limitations of WIFI, providers and items that limit WIFI signals (water, electrical noise etc) your spa may not connect to your home network. Please consult with your sales representative or our support team for alternatives to getting connected.

Setting up Home Connect - EcoPak

1. Visit www.myarcticspa.com to create your personal account. Once you have created an account a confirmation email will be sent to the email address you have chosen to use.
****Record the username and password you have created in setting up the account.**
2. Download the Arctic Spas App.
**** DO NOT download Arctic Spas - Direct Connect**
3. Once app is downloaded, open and click on “Set Up New Spa” in the bottom right corner of the app.
4. With “**Set Up New Spa**” clicked you must now go and stand by your spa or all weather pool
5. Follow the instructions as explained in the app to connect your spa or all weather pool to your home network. You will need to know your home WIFI username and password to get connected successfully.
6. Press and hold pump 3 until you see AP, Once AP appears let go and await until AP UP shows
**** If the temperature flashes in between AP & APUP that is normal. Please wait until you see APUP which means you Access Point is UP and accessible.**
7. Leave the app and go to the settings menu on your device and find your WIFI list. You are looking for “**MyArcticSpaAP**”.
Choose this WIFI network and you may be asked to enter the password 1234567890.
8. Once connected you will see a check mark beside “**MyArcticSpaAP**”. Return to the app. The app will ask you to find your home network. Click “Continue” and a list of available WIFI networks will appear. Please choose your home network. It will then ask for the home WIFI username and password.
9. To confirm your spa is connected to your home network please check that the WIFI symbol on your topside has a solid arrow above it and not flashing.
10. Once you have verified the connection to your spa and home WIFI network, the app will ask you to create an account or already have account. Select “**Already have an account.**”
11. It will ask you for your username and password. This is the same username and password you created in Step 1. Enter your username and password.
12. You will now be asked to register the spa or all weather pool. You will need your serial number and the registration code.
13. The registration code can be found by pressing and holding the pump 3 button on the topside control, until you see REG in lowercase letters. Once you see this let go of the pump 3 button and wait for a 4 digit code to appear. Enter the code in the registration field. You are now connected.
14. Select Arctic Hot Tubs Whitby/Vaughan as your preferred dealer.

ONZEN™ Starter Kit Contents

The potential maintenance of your salt water system will vary depending on factors such as bather load, usage, water quality etc. There is no one specific set of guidelines to follow. Your maintenance program will be as unique as you and your spa or AWP.

Frequently used items in your starter kit

| | |
|--|---|
| SALT WATER BALANCE (907 gram bottle) | Used to lower pH levels when outside of 7.2 - 7.6 Spas - 1 cap (25 grams) every 15 mins until pH is in range AWP - 2 caps (25 grams) every 15 mins until pH is in range |
| BEST DEFENCE | Removes metals and minerals while protecting equipment Weekly add 2oz / 1000 L of water with the pumps running |
| ZORBIE | Gathers grease and surface oils. Replace every 3-4 months |
| DROP TEST KIT | Used to test Sanitizer and PH levels in your spa or All Weather Pool. |

Not commonly used.

| | |
|-------------------------|---|
| ENZYME DESCUMMER | Effectively eliminates cloudy water. Breaks down organic contaminants such as suntan oils, cosmetics and body oils that cause cloudy water. Add 60ml / 1000L directly to the spa water as needed. |
| REFRESH | An oxidizer that is designed to destroy foreign contaminants that reduce the effectiveness of chlorine.** If your system is equipped with the optional Peak Ozone System you may not require Refresh |

Optional items not found in starter kit

| | |
|----------------------------------|--|
| PERFECT BALANCE | Used to control the alkalinity of your water. Prevents erratic changes to the pH of spa and all weather pool water |
| FOAM DISSOLVE | Designed to eliminate the occasional foaming problem associated with heavy bather loads. Use only if needed as overuse may cause cloudy water. |
| COVER & CABINET RENEW | An exclusive product designed to clean and protect both the vinyl spa cover and cedar cabinet. |
| SALT CELL CLEANER | Used when scale build up is present on cell. Helps clean and protect the cell maximizing the efficiency of generating. |