Start Up Guide - SPA BOY®

CUSTOM SERIES

- ***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)***

UPGRADED CLASSIC SERIES

- ***McKinley***
- ***Mustang***
- ***Totem***
- ***Eagle***
- ***Timberwolf***
- ***Hudson - All Weather Pool (AWP)***
- ***Kingfisher - All Weather Pool (AWP)***
- ***Athabascan - All Weather Pool (AWP)***
- ***Wolverine - All Weather Pool (AWP)***
- ***Polar Bear - All Weather Pool (AWP)***

Start Up Guide - Spa Boy®

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This guide is based on the best practices of Arctic Hot Tubs Ajax, Arctic Hot Tubs Vaughan and Arctic Hot Tubs Whitby. There are instances where an individual's start-up and/or continued maintenance may be different from the recommendations in this guide. Consult your sales representative for more information.

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Water Volume

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
Columbia	5100 litres / 1347 gallons
Ocean	5100 litres / 1347 gallons
Okanagan	5100 litres / 1347 gallons
Polar Bear	7200 litres / 1901 gallons

CUSTOM 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
Hudson	5100 litres / 1347 gallons
Kingfisher	5100 litres / 1347 gallons
Athabascan	5100 litres / 1347 gallons
Wolverine	5100 litres / 1347 gallons

CLASSIC SERIES
Upgraded to Custom Series

Filling your new Arctic Spa

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)

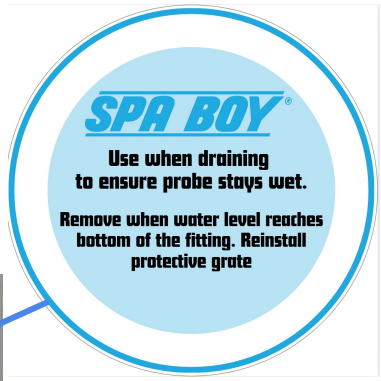


(img 1.2)

Preparing ORP Probe.

Based on the time of year and if your spa or all weather pool was being filled and turned powered up on delivery day, our team would have installed a threaded elbow as shown below. This fitting is to stay in place until the water level reached the bottom of the sticker.

The elbow is filled with water to prevent the probe from drying out. Simply remove the fitting when the water level reaches the bottom of the sticker and thread in the protective grate in its place.



**** Save the elbow to be used when you drain and refill your spa or all weather pool.**



Remove Elbow

Install Grate



Preparing SpaBoy® Probe - Plug installed

If the delivery team was unable to install the Spa Boy® due to colder temperatures or the spa not being filled you will notice a plug installed into the housing **(img 2.1.)**



(img 2.1.)

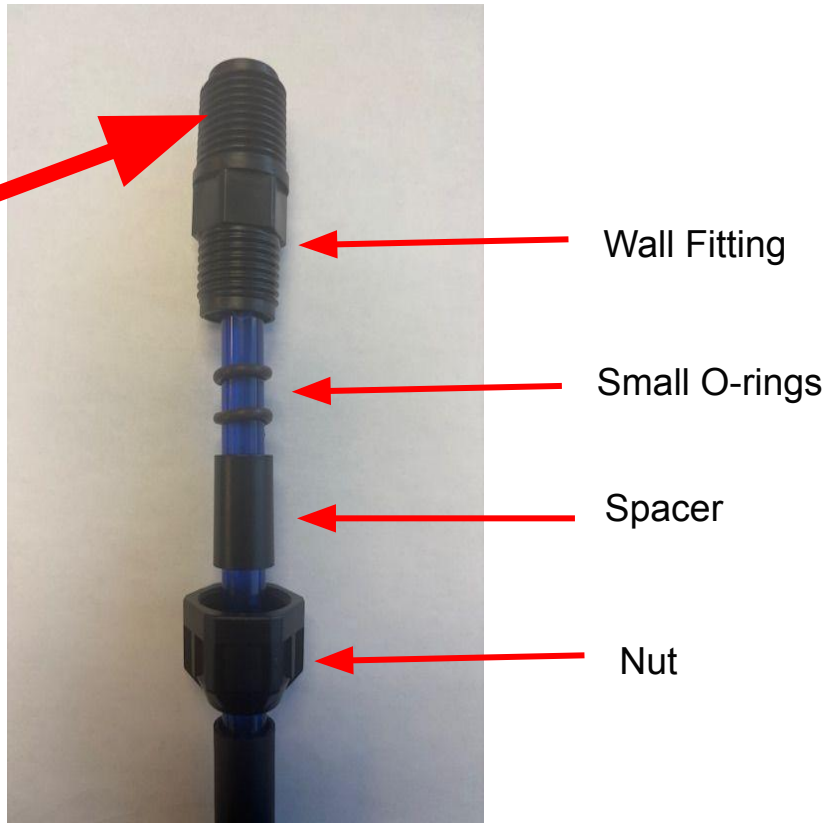


(img 2.2)

DO NOT remove the plug until you have installed the Spa Boy® probe and the water level is half way up the plug.

1. Remove the panels where you will need access to the back of the probe housing.
2. Take the probe out of the box and prepare it for installation.You will find a white bottle on the end of the probe with a solution inside. Keep this bottle on until you are ready to put the probe together **(img 2.2)**.
3. With the probe removed from the box you will find a black fitting. Disassemble the fitting ensuring to keep track of the parts.
4. Remove the bottle from the end of the probe and keep aside. Be careful not to touch the ends of the probe as the 2 bulbs are very sensitive.
5. Follow the diagram below starting with the NUT.

Apply Teflon tape to the fitting end that connects to the housing



Preparing SpaBoy® Probe - Plug installed



When fully assembled there should be about 1” of probe exposed at the back of the fitting

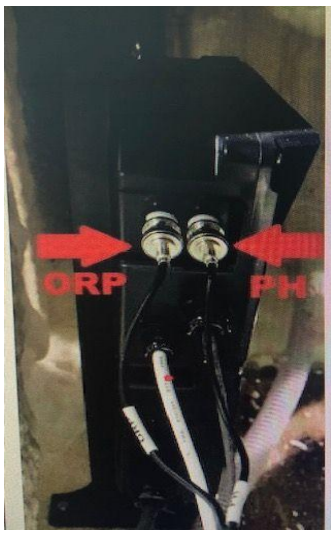


(Img 2.3)

With the probe assembled locate the back of the housing. Insert the probe into the back of the housing.**(img 2.3).**

With the probe in place screw the fitting (end with the teflon tape) into the housing. Once hand tight, slide the nut onto the back of the fitting and tighten by hand.

With the probe in place, remove the plug and install the grate. Check for any leaks at the fitting.



(Img 2.4)

Once you have verified the probe has been successfully installed, you need to ensure it is connected to the generator. The wires attached to probe are labelled ORP and pH. Attached to the corresponding fitting on the generator **(img 2.4).** Insert the wire end giving a turn clockwise to ensure connection is secure.

Installing the filters - 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 life spa

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**).

Different Styles of Progressive Filters



(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.

Installing the filters - Atlantis Filter

** upgraded Classic Series

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)

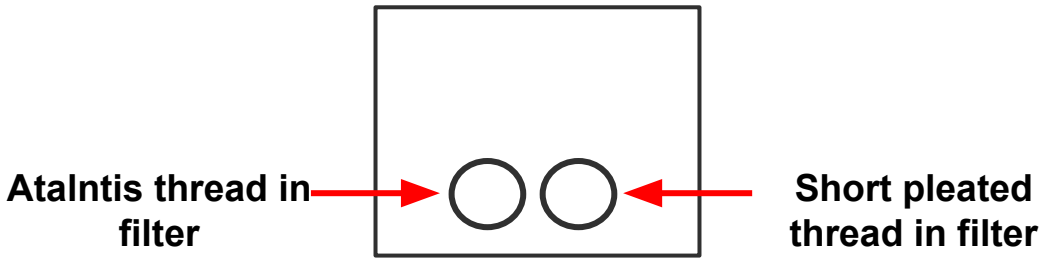


(img 3.3s)



(img 3.4s)

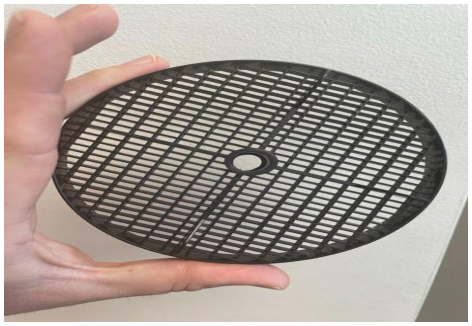
2. To install the filters, locate the filter weirs **(img 3.4s)** in your spa. Standing outside of the spa with the weir(s) directly in front of your, remove the weir by simply lifting out of the spa. On the left side insert the Atlantis thread in filter by pushing down and turning until filter does 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.



3. 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.



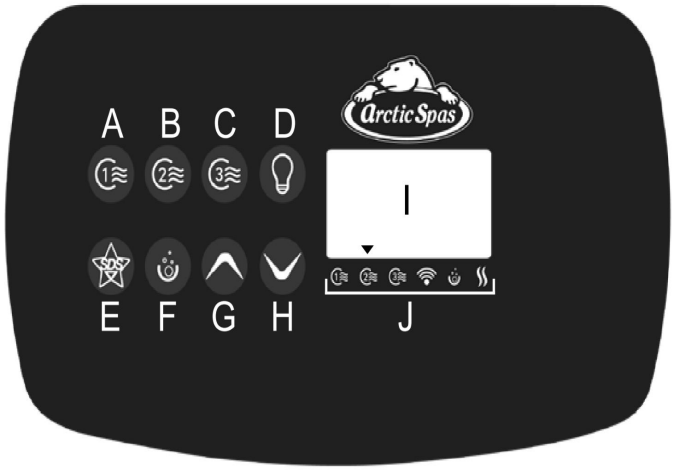
(img 3.5)



(Img 3.6)

Completing Startup - Power On

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.



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

1. Step 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

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

ONSPA & Home Connect

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

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 make 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 you 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.

Spa Boy® 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 our are 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 SpaBoy 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)**
   *** Turn off air controls prior to adding ANY chemicals. The introduction of air can raise your pH levels**

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 if 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℉/30℃ the salt can be added

Spa Boy® 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 ⅓ 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 SpaBoy 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 ½
Tundra, McKinley	3.4 kg / 7.4 lbs	7 ½
Kodiak	2.8 kg / 6.2 lbs	6
Klondiker, Mustang	3.1 kg / 6.8 lbs	6 ¾
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 ¾
All Weather Pool	11.2 kg / 24.7 lbs	25 ¾
Polar Bear (AWP)	15.8 kg / 34.8 lbs	35 ¾

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.

Spa Boy® Saltwater Startup

Step 3: Testing the Salt Level

1. Your Spa Boy® Salt water System is most efficient when the salt level is between **2200-2500 parts per million (ppm).**

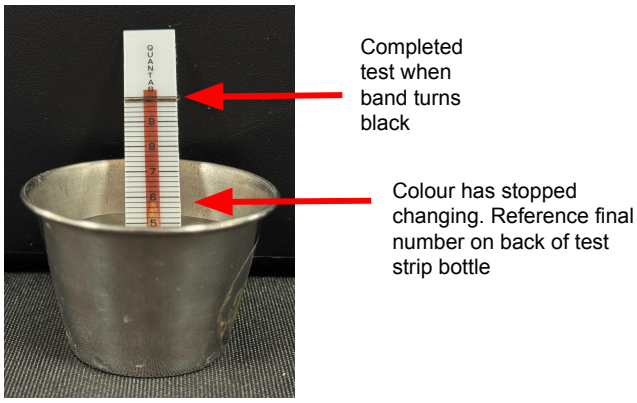
2. You may periodically be required to test your salt levels when you add water, the cell indicator is low or you are having water balance issues. It will be necessary when the original dose of salt is added after a refill.

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 tst 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.





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

SPA BOY® 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)

- 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

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 Spa Boy settings based on your usage.

3. If CHLORINE levels are low or after heavy usage add **REFRESH.** Ideal range 0.5-1.5 ppm
   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 all weather pool 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 pHis low in a salt water unit is if it is manually lowered using product.

The more the system runs the higher 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**.

SPA *- pH is in the* ***red (high side)*** *add 2 caps (50 grams) checking every 20 minutes. Repeat the process until pH is within range.*

SPA - *pH is in the* ***yellow (high side),*** *add 1 cap (25 grams) checking every 20 minutes. Repeat the process until pH is within range.*

AWP *- pH is in the* ***red (high side)*** *add 3 caps (75 grams) checking every 20 minutes. Repeat the process until pH is within range.*

AWP *- pH is in the* ***yellow (high side),*** *add 2 caps (50 grams) checking every 20 minutes. Repeat the process until pH is within range.*

If pH has been lowered below 6.6 for more than 24 hours you may require a small dose of Adjust Up (not included in the starter kit) to bring pH back into range. Please consult your sales person or our support team for assistance in dosage amounts required

OPTIONAL Smart pH® - Preparing the system

After the addition of the required amount of salt and the water has been balanced you can now proceed to setting up your Smart pH® system.

1. Start by removing the cap from the Smart pH® canister to expose the rack that holds the canisters. Grab the exposed handle, gently apply a ¼ turn and lift straight out of the canister.

2. With the rack removed turn pump #1 on low speed.
You are getting ready to prime the Smart pH® system

3. Pour ½ a cup of the spa water directly into the open canister. Allow the water you poured into the canister to fully drain before proceeding to the next step. **If canister does not drain please contact our support team at support@arctichottubs.com. DO NOT proceed to the next step**

4. With the canister empty of the water your poured in, press and hold the pump 2 button until "phb" appears on the display and let go. Verify that water starts to fill the canister within a minute. Once the water supply turns off the canister should drain fully within a minute.

5. Take both cartridges supplied in your starter kit and set both to the number that corresponds to your model in the chart below. Click both cartridges into the rack and return to the canister by inserting and giving a ¼ turn to lock in place. Reinstall the cap and your system is ready to go.

Spa Model	Cartridge Setting
Fox	**2**
Cub, Yukon	**3**
Summit, Kodiak, Tundra, Klondiker, Summit XL	**4**
AWP	**6**



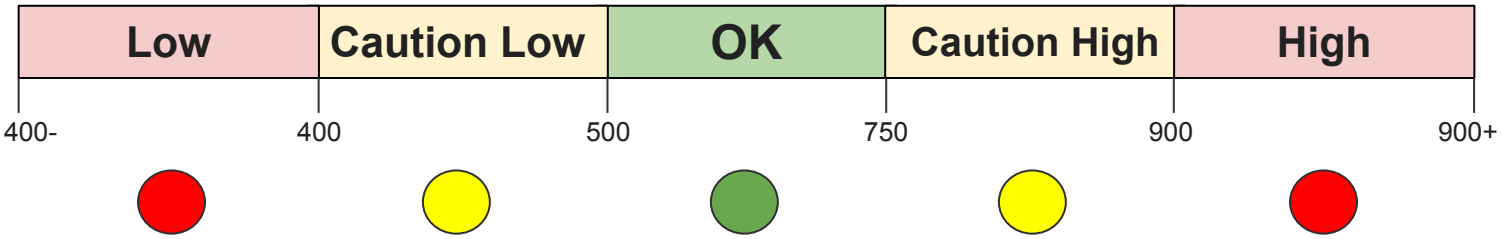
Smart pH® rack with cartridges installed.

Each time you are replacing a cartridge you will need to repeat step 4 and step 5.

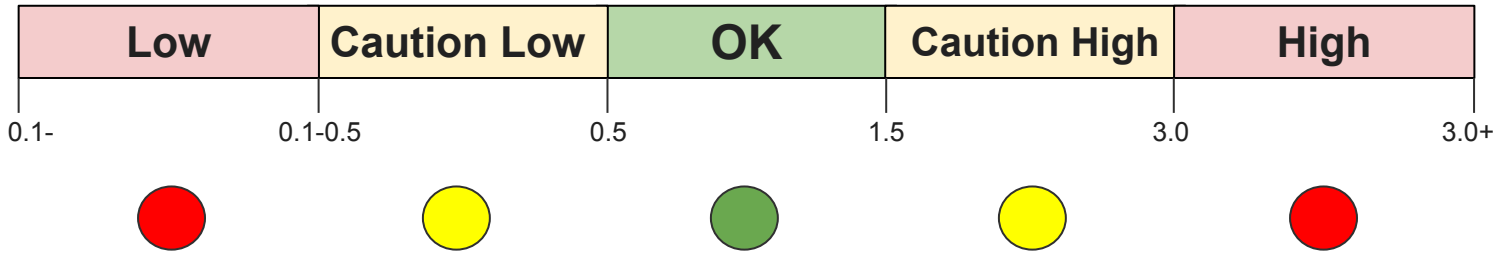
SpaBoy® Status Readings

The combination of SpaBoy & Smart pH® changes the range status (red, yellow green) of ORP in relation to the setting (low, medium, high)

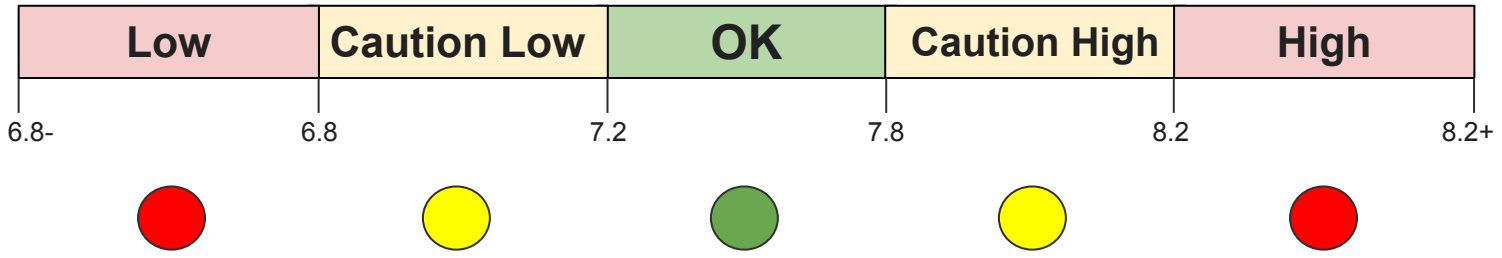
ORP (Oxidation Reduction Potential)



ORP converted to CL (Chlorine level)



pH (Potential Hydrogen)



Why is my pH high in a salt water system?

One of the by products created through the electrolysis process is Hydrogen. The more SpaBoy operates to increase ORP (CL) the more Hydrogen that is created. In turn your pH will raise.

Spa Boy® 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 20 mins until pH is in range** **AWP - 2 caps (25 grams) every 20 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 frequently 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**
ADJUST UP	Only included with spas or all weather pools that have the Smart ph® system installed. To be used in the case of over correcting of pH levels Use if pH drops below 6.6 for 24 hours. Consult your sales representative before adding.

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
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.