

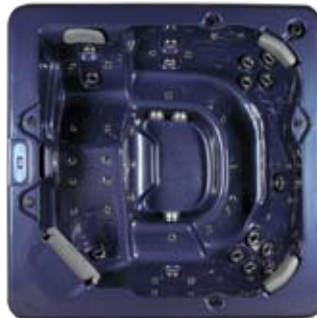


# STRONG SPAS OWNERS MANUAL

United States & European Models

# *Syberian Series*

*Barcelona, Madrid, Vienna, Monaco, Seville, & El Dorado*



**FAILURE TO SUBMIT  
REGISTRATION CARD WITHIN 30  
DAYS OF PURCHASE VOIDS ALL  
WARRANTIES**

**PLEASE READ THIS MANUAL BEFORE ATTEMPTING TO OPERATE YOUR NEW SPA**

### **CAUTION:**

Having more than one GFCI used on the electrical circuit will render the spa inoperable.  
**The spa must be on a dedicated circuit.**

**1-800-STRONG-9**

P.O. BOX 108, ROUTE 11 NORTHUMBERLAND, PA 17857



# TABLE OF CONTENTS

<b>Introduction / Knowing Your Spa .....</b>	<b>3</b>
<b>Safety Instructions .....</b>	<b>4</b>
<b>Installation Instructions .....</b>	<b>5</b>
<b>Filling Your Spa .....</b>	<b>6</b>
<b>Spa Maintenance .....</b>	<b>7</b>
<b>Winterizing Your Spa .....</b>	<b>8</b>
<b>General Wiring (USA) .....</b>	<b>10</b>
<b>European Wiring .....</b>	<b>12</b>
<b>Removing an Airlock .....</b>	<b>13</b>
<b>Mode Option &amp; Freeze Protection.....</b>	<b>15</b>
<b>System Settings .....</b>	<b>16</b>
<b>System Settings (Monaco Only).....</b>	<b>18</b>
<b>Air Flow and Diverter Valves .....</b>	<b>19</b>
<b>Diagnostic Messages .....</b>	<b>20</b>
<b>Diagnostic Messages (Monaco Only) .....</b>	<b>22</b>
<b>Removing The Filter.....</b>	<b>24</b>
<b>Jets &amp; Drain .....</b>	<b>25</b>
<b>Hard Cover.....</b>	<b>26</b>
<b>Stereo.....</b>	<b>28</b>
<b>Step &amp; Towel Warmer .....</b>	<b>30</b>
<b>Troubleshooting .....</b>	<b>31</b>
<b>Frequently Asked Questions .....</b>	<b>32</b>
<b>Warranty &amp; Registration .....</b>	<b>34 - 35</b>

# INTRODUCTION

Congratulations on your purchase of our Syberian Series spa. We at Strong Pools & Spas are excited to assist your family in “Creating a Lifestyle that Lasts a Lifetime”.

With proper care, operation and maintenance, your spa will provide your family many years of comfort and pleasure. Please take time to read all the instructions before you install or operate your Strong Spa. This manual explains safety precautions, installation instructions, operating directions and maintenance procedures. If you have any questions after reading this manual, please call your dealer or Strong Pools & Spas service representative at 1-800-787-6649.

Please read and understand all safety instructions, operating instructions and all warnings and cautions before adding water or attaching electrical power.

## Knowing your spa..

Parts of your spa you should know before calling tech support or your dealer with a problem. Knowing these few simple parts will speed up the time you spend on the phone with tech support and help us help you solve problems faster.



# IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** People with infectious diseases should not use a spa.

The use of alcohol, drugs or medication before or during spa use may lead to unconsciousness with the possibility of drowning.

**DO NOT** use the spa immediately following strenuous exercise.

Persons suffering from heart disease, diabetes, high or low blood pressure or any other serious illness and pregnant women should consult with their physician before using the spa.

Excessive water temperature can be dangerous. Before entering the spa, the user should measure the water temperature with an accurate thermometer, since the tolerance of the water temperature regulating devices may vary as much as  $\pm 3^{\circ}\text{C}$  ( $5^{\circ}\text{F}$ ). The Water should never exceed  $40^{\circ}\text{C}$  ( $104^{\circ}\text{F}$ ) and lower water temperature is recommended for extended use (exceeding 10 minutes) and for young children.

Long exposure at higher temperature can result in dizziness and/or hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of  $98.7^{\circ}\text{F}$  ( $36.7^{\circ}\text{C}$ ). The symptoms of hyperthermia include dizziness, fainting, drowsiness or lethargy.

## **The affects of hyperthermia include:**

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



**CHILDREN SHOULD BE SUPERVISED IN  
OR NEAR THE SPA AT ALL TIMES!**

# INSTALLATION INSTRUCTIONS

## Spa Location:

Improper installation may result in equipment damage and will void the warranty. Your spa must be placed on a flat, level surface.

The space you choose to install your spa is a very important decision, you should consider all of the listed suggestions.

Check your local code office for understanding of building, fencing, gates, electrical, plumbing and enclosure required codes.

A location should be selected to compliment your lifestyle, the view from your house and the ability to supervise the spa.

Position the spa in relation to the surroundings of trees, sunlight exposure, wind, bathroom location, landscaping and evening lighting.

A spa filled with water is very heavy, if the spa is placed on flooring or decking, be sure the structure is strong enough to support the weight. The necessary support should be at least 75 pounds per square foot.

Install your spa, in a way that will allow easy access to the equipment door.

Storage area for maintenance equipment and chemicals (storing chemicals inside your spa cabinet will void the warranty).

## Indoor Considerations:

The interior of your home where the spa is located must be able to withstand high humidity. The spa chemicals may have some corrosive effect.

Floor drain is needed to carry off splashed water from the spa.

It is strongly advised NOT to locate a spa on second story location that may be above finished living space.



# FILLING YOUR SPA WITH WATER THROUGH THE FILTER



Make sure all gate valves are in the UP position (and white plastic clips are inserted), also make sure heater unions are tight.



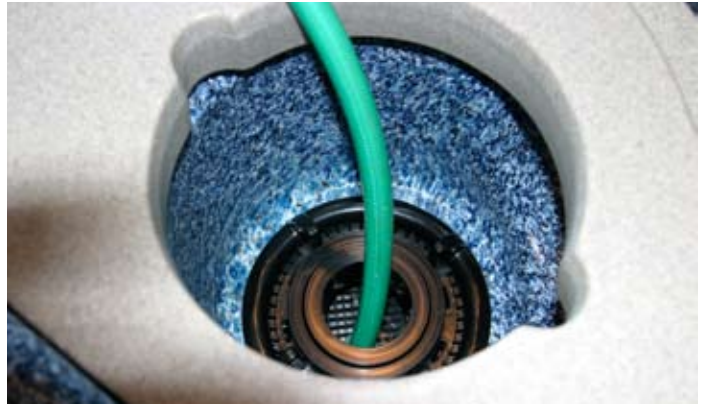
Be sure to check that blue ball valve on drain is turned to the off position (counter-clockwise). Make sure the black cap on the drain is tightened.



Be sure pump suction and pressure unions are tight.

## Filling Your Spa Through the Filter

Place the hose into the filter chamber (as shown), this will ensure the water goes through the filter and removes the air bubbles out of the lines while you fill the system.



## Filling Your Spa Through the Filter (Monaco Only)

Place the hose into the filter chamber (as shown), this will ensure the water goes through the filter and removes the air bubbles out of the lines while you fill the system.



## Proper water level

It is important that you fill your spa with water to the proper level. The water level must be between 1" - 2" above the highest jet. (as shown)



# SPA MAINTENANCE

The maintenance and care of your spa is simple and easy to carry out, and if performed regularly as scheduled, problems will be minimal. It is important that the following procedures be read through and carried out on a regular basis for the best, long term, overall performance of your spa.

The filtering cycle of your spa should be operated at least two hours or more a day (whether or not the heater is heating) to remove impurities and to prevent disposition of contaminants in your spa. The filtering system works automatically. Keep the spa covered when not in use to reduce the loss of heat and to keep debris from settling in the water.

Maintaining the spa's proper water chemical balance is essential to the comfort and safety of the user. Water mineral content varies constantly and is directly affected by evaporation and the use of cleaning and maintenance chemicals, which will increase mineral content, when added. If the mineral content deviates from prescribed pH level (7.2-7.8) deposits on the spa walls, filter, electric heating element or gas heater manifold and piping may adversely affect the condition of your spa equipment.

Since the water capacity of your spa is far less than that of a swimming pool, the chemical reaction caused by the presence of one or more persons in the spa is more rapid and pronounced. In other words, it is much more difficult to maintain the proper pH balance in a spa than in a swimming pool. For these reasons, it is important to check frequently, the total alkalinity of the water, the pH level, and the sanitize level, then add prescribed chemicals as necessary to maintain the proper chemical balance. Failure to maintain a proper balance of chemicals in your spa will result in an early, premature failure of your spa parts including, but not limited to, the spa cover, piping, certain electrical components in the spa, electrical control box and topside panel, thus voiding the warranty.

Always check with your pool and spa dealer to determine which chemicals and/or procedures they recommend to maintain your spa correctly. STRONG POOLS & SPAS does hereby claim no responsibility or liability for use of and quantities of the chemicals used.

**Spa Water** - should be changed periodically, depending upon frequency of use and other conditions that may affect water suitability. Typically 60 to 90 days is a satisfactory interval under normal conditions. With heavy usage, the interval between water changing may be less.

**Spa Filter Cartridge** - should be cleaned every 2 to 4 weeks depending on the frequency of use. Rinse the filter cartridge with a pressure hose and re-install filter cartridge in the filter housing. When changing spa water it is good practice to soak the filter cartridge in filter cleaner. The filter cleaner is specially made to remove accumulation of oils and other contaminants which will ensure good, sanitary water and extended filter cartridge life.

**Adding Chemicals** - to your spa water: Add to the center of the spa with the pump running. Make sure the water is heated. Never add chemicals to cold water, as this will effect chemical action. Also, never add chemicals directly into the skimmer. Store all chemicals in a cool, dry place and in such a way as to prevent children and pets from contacting.

## WINTERIZING YOUR SPA

Before draining, power must be turned off at the GFCI circuit breaker. Attach a garden hose to the drain and open the blue ball valve. (FIGURE 1) Water will start to drain. The water from the spa is safe and will not harm your lawn or pets. You can also siphon the water from the spa. You may have some water left in the spa that did not drain, you will have to remove a small amount of water by hand, using a towel.

You must also use a wet-vac to remove the water from the lines by suction and/or blowing. Water left in the line and jets might freeze and damage them. To adequately clean out the lines, place the wet-vac over each jet face for 10-15 seconds. (FIGURE 2)

Be sure and loosen all six (6) unions to let excess water drain from the lines. Make sure you retighten all six unions before adding your antifreeze. (FIGURE 3 and 4)

Remove the filter cartridge and do the same to the filter cavity. Also, let the water drain from the heater tube by loosening the white unions on each side of the heater tube. Remember to retighten the white unions when completed. Use the wet-vac to vacuum up any water that may have drained on the spa floor area. After all the water is removed from the spa, jets, and plumbing pour a gallon of spa antifreeze or RV antifreeze into the filter cavity. (FIGURE 5)





(FIGURE 1)



(FIGURE 2)



(FIGURE 3)



(FIGURE 4)

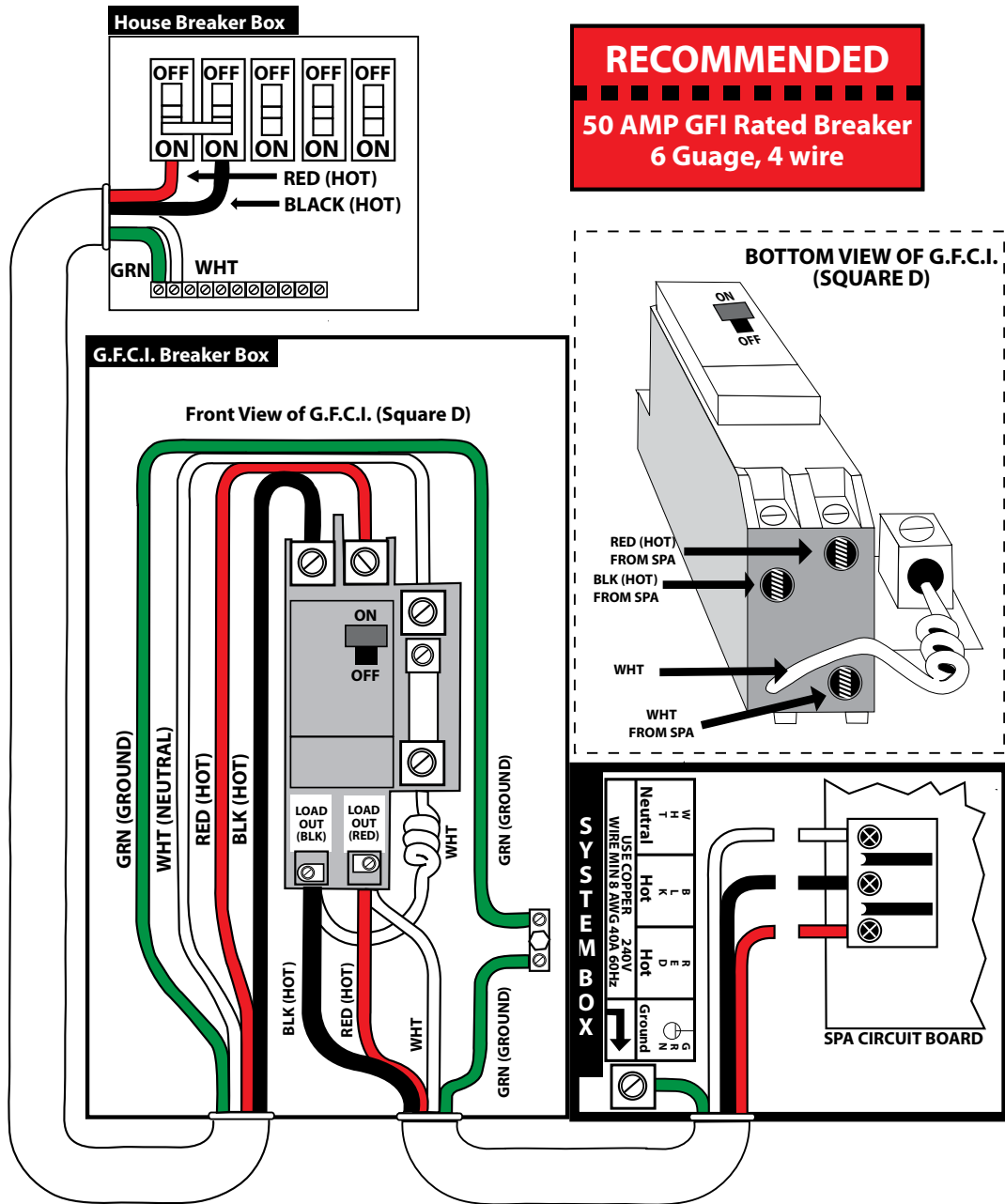


(FIGURE 5)

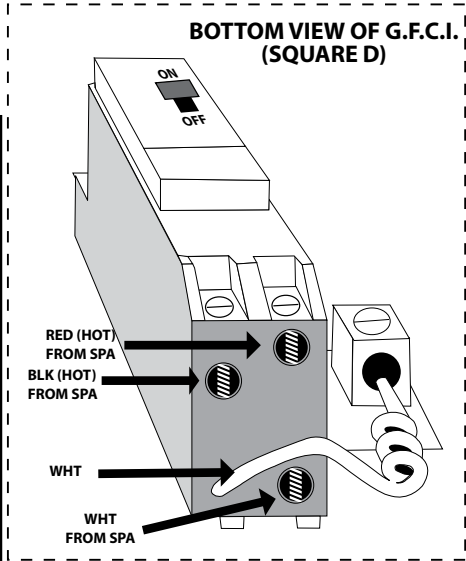
**Note: Damage caused by improper winterizing will not be covered under warranty. You may want to contact a professional for proper winterizing. If you have any questions, please call your dealer or tech support.**

**ALWAYS TURN OFF YOUR GFI BREAKER BEFORE DRAINING OR SERVICING YOUR SPA!**

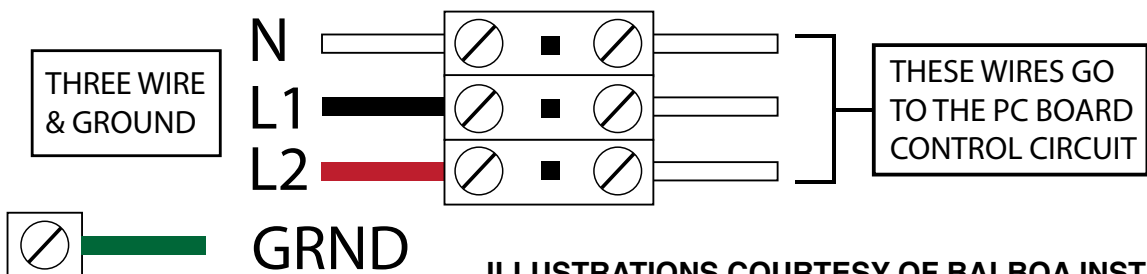
# Syberian Spa 220 Volt Wiring Diagram



**RECOMMENDED**  
**50 AMP GFI Rated Breaker**  
**6 Guage, 4 wire**

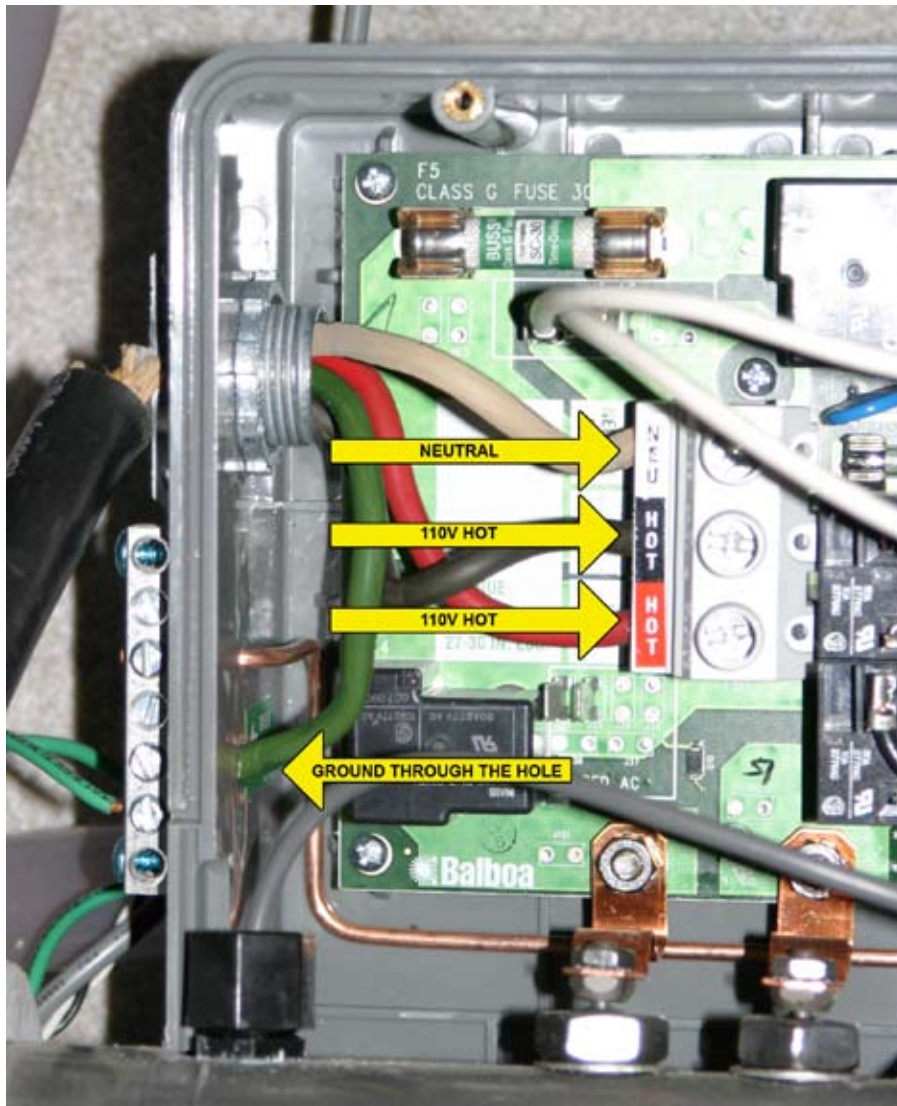


**220V**

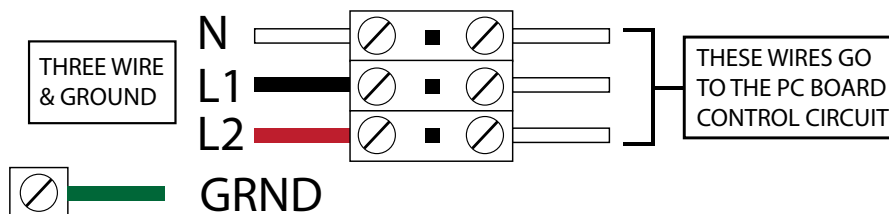


ILLUSTRATIONS COURTESY OF BALBOA INSTRUMENTS

Your wiring should look like this. If wiring appears differently, DO NOT power your spa and contact our tech support for assistance.

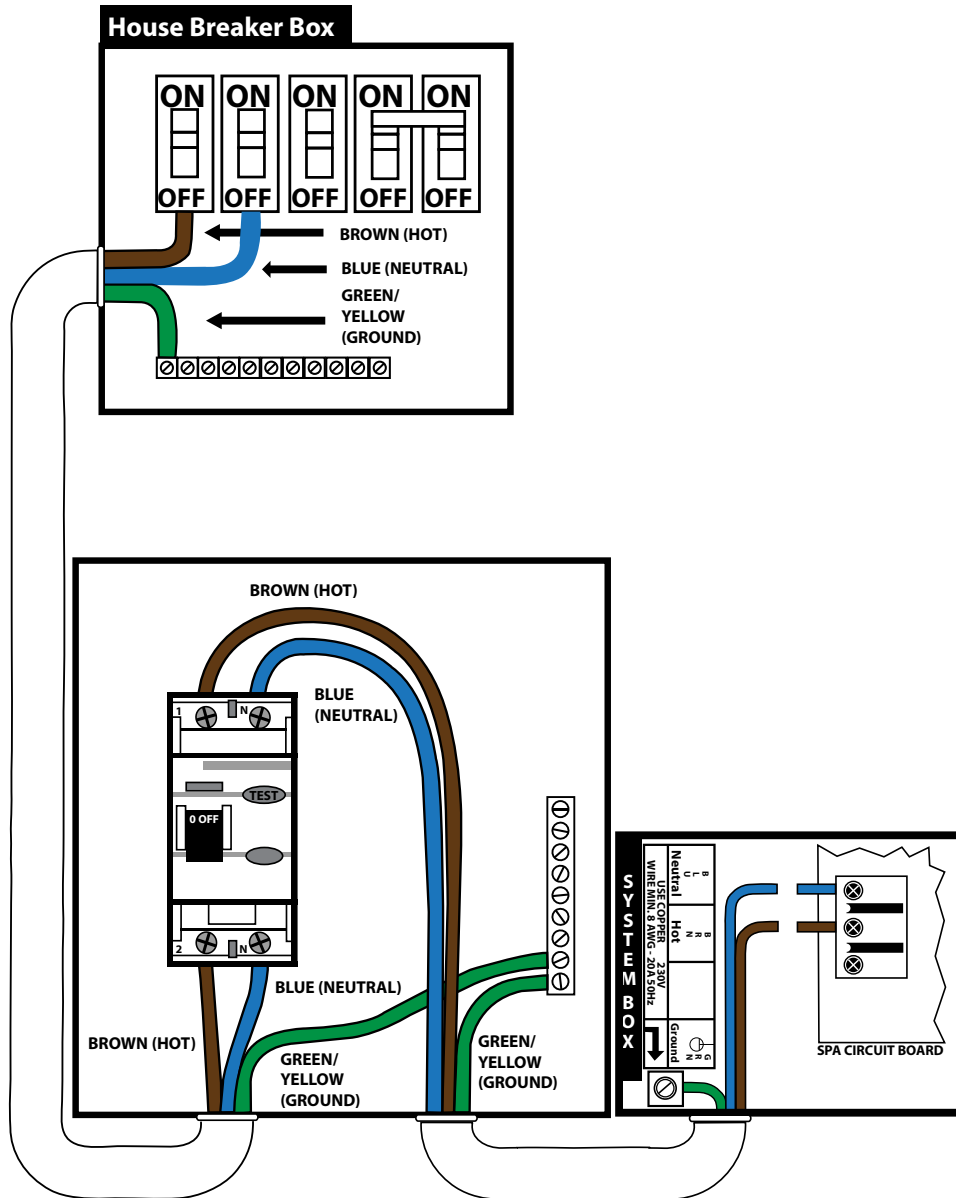


## 220V



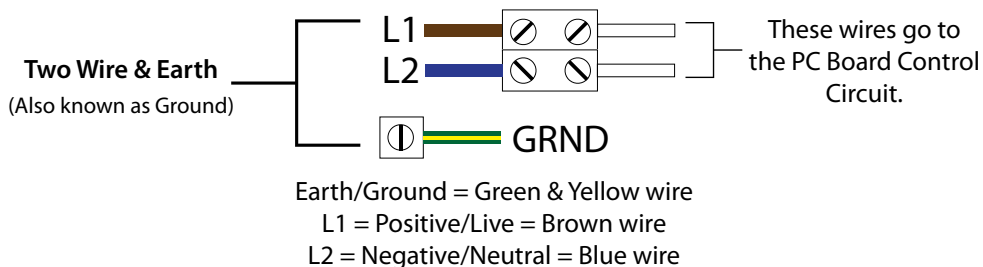
QUESTIONS? PROBLEMS? PLEASE CALL YOUR DEALER FOR HELP.

**EUROPEAN WIRING DIAGRAM**



ILLUSTRATIONS COURTESY OF BALBOA INSTRUMENTS

**230 Volt - Single service 1x16 - 20 AMP Breaker  
230 Volt - Double service 1x32 - 40 AMP Breaker  
Electrical Connections**



PLEASE CHECK YOUR LOCAL BUILDING CODES AND ONLY USE A CERTIFIED ELECTRICIAN TO INSTALL ANY ELECTRICAL COMPONENTS TO YOUR SPA.  
Substitute these common **HOT, NEUTRAL, EARTH GROUND** colors for your countries standard.

**QUESTIONS? PROBLEMS? PLEASE CALL YOUR DEALER FOR HELP.**

**Prior to spa operation, plumbing fittings on pump & control pack must be tightened. Spa is shipped with loose unions to avoid damage during transportation. There are FOUR unions that require hand tightening prior to operation of your spa. When filling the spa with water, keep observing these fittings for any slight water drips. If a drip is observed, just hand tighten until dripping ceases.**

## REMOVING AN AIR LOCK

NOTE: See Union Adjustment Information before operating spa. Before starting up your spa, make sure you have read and understand all of the previous instructions. Make sure the spa has been installed correctly, including the electrical wiring connections as specified,

- Spa's water is at the correct level
- Ensure all gate valves are opened
- The circuit breaker on the control panel has automatic functions that operate upon start up and normal operation to protect the system. Upon power up, "PR" will appear for 30 seconds while system is in purge mode and then normal operation will assume. Approximately two minutes after the system has been powered up the first filtration cycle will begin to operate. Any time after the start up, you will be able to change the filter cycle and reset your temperature set point.

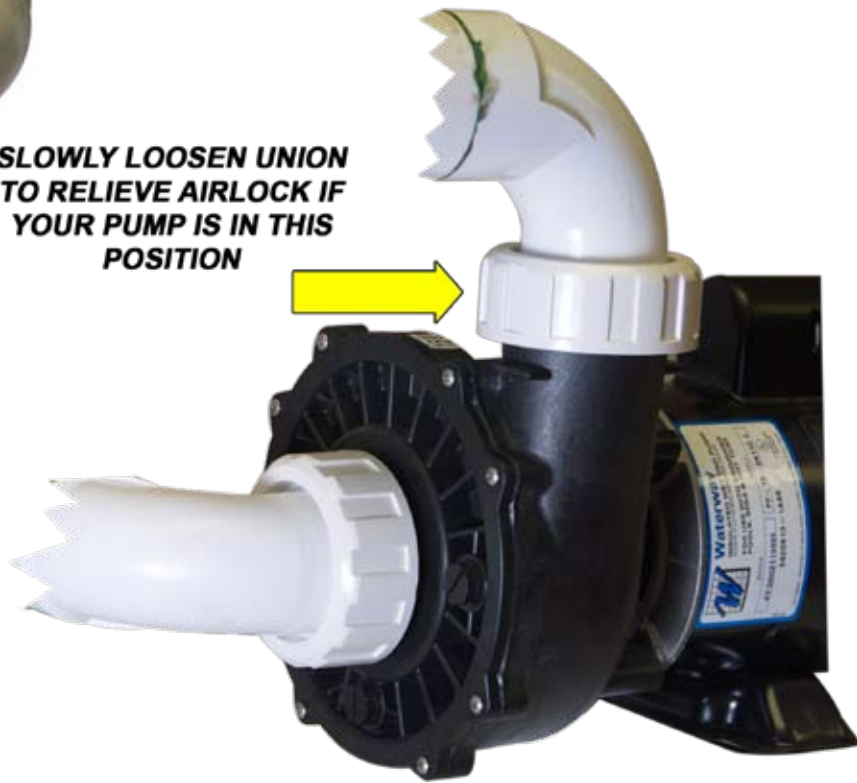
Upon startup, the pump(s) may sound sluggish and the flow from the jets will be minimal, this indicates you have an air lock in the pump(s). To release the air from the pump(s), simply open the highest union (or upper union) to release the air trapped in the water lines, or gently, using a 17mm or 18mm wrench (varies on pump size) slowly loosen the black plastic hex head bolt in front of pump. You will hear air being pushed out the union or bolt, once the air stops and water starts to come out, the pump(s) will pick up speed and the jets flow will increase. Carefully tighten the union or bolt until the water does not leak from the union or bolt. Be careful not to over-tighten the black hex head bolt this may cause the bolt to strip or you may pinch the gasket. Strong recommends that you loosen the upper union to relieve the air from the lines since this method lessens the chance of stripping the hex bolts.



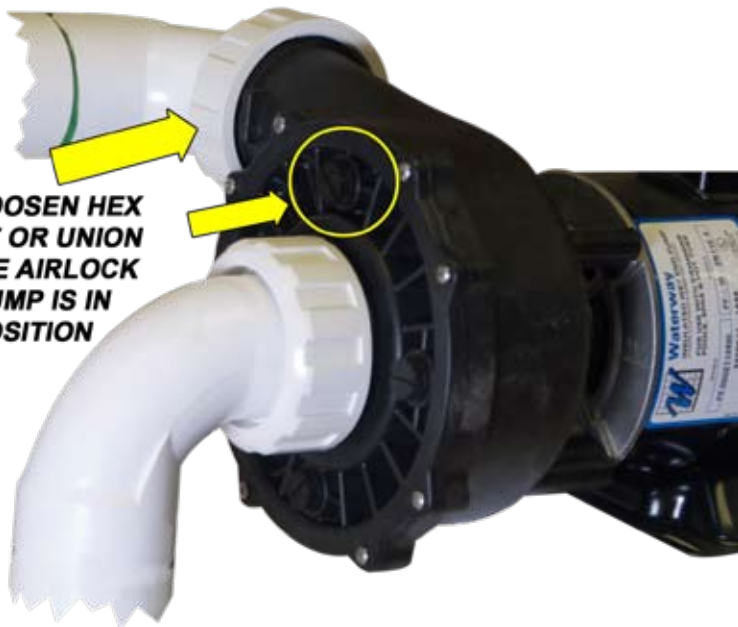
**SLOWLY LOOSEN HEX HEAD BOLT TO RELIEVE AIRLOCK, ONLY IF YOUR PUMP IS IN THIS POSITION.**



**SLOWLY LOOSEN UNION TO RELIEVE AIRLOCK IF YOUR PUMP IS IN THIS POSITION**



**SLOWLY LOOSEN HEX HEAD BOLT OR UNION TO RELIEVE AIRLOCK IF YOU PUMP IS IN THIS POSITION**



## Mode (OPTIONAL)

All Syberian series spas (except the Monaco) are factory set in STANDARD MODE.

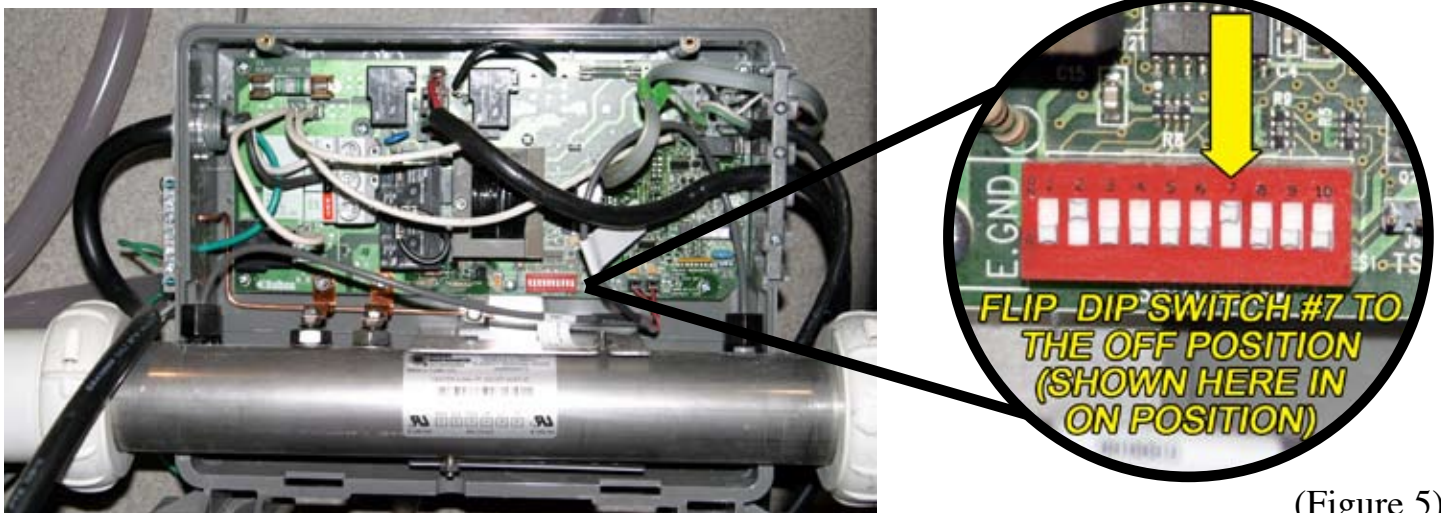
Mode is changed by pressing the “Warm” or “Cool” button, then pressing the “Mode” button. For Monaco MODE is changed by pressing “Warm” or “Cool”, then pressing LIGHT button.

Standard Mode is programmed to maintain the desired temperature. Note that the last measured spa temperature displayed is current only when the pump has been running for at least 2 minutes. “Std or St” will be displayed momentarily when you switch into Standard Mode.

Economy Mode heats the spa to the set temperature only during filter cycles. “Ecn or Ec” will display solid when temperature is not current, and will alternate with temperature when temperature is current.

Sleep Mode also heats the spa to the set temperature only during filtration cycles “Slp or SI ” will display solid when temperature is not current, and will alternate with temperature when temperature is current, but only within 20 degrees of your set temperature. *If you would like to use Economy or Sleep Mode you must flip dip switch #7 to the OFF position.*

**SEE FIGURE 5 BELOW.**



(Figure 5)

**FOR MONACO ONLY.**

**ALL OTHER ACRYLIC SPAS THE MODE FEATURE IS FACTORY SET.**

## Freeze Protection

If the temperature sensors detect a drop to below 44°F/6.7°C within the heater, the pumps will automatically activate to provide freeze protection. The equipment stays on until 4 minutes after the sensors detect that the spa temperature has risen to 45°F/7.2°C or higher. In colder climates, an optional additional freeze sensor may be added to protect against freeze conditions that may not be sensed by the standard sensors. Auz freeze sensor protection acts similarly except with the temperature thresholds determined by the switch and with out a 4-minute delay in turnoff. See your dealer for details.

## System Settings (except Monaco spa)

When your spa is first actuated, it will go into Priming mode, indicated by “Pr.” The Priming mode will last for less than 5 minutes (press “Warm” or “Cool” to skip Priming Mode) and then the spa will begin to heat the spa and maintain the water temperature in the Standard mode.

The start-up temperature is set at 100°F/37°C. The last measured temperature is constantly displayed on the LCD.

Note that the last measured spa temperature displayed is current only when the circulator pump has been running for at least 2 minutes.



To display the set temperature, press the “Warm” or “Cool” pad once. To change the set temperature, press the pad a second time before the LCD stops flashing. Each press of the “Warm” or “Cool” pad will continue to either raise or lower the set temperature. After three seconds, the LCD will stop flashing and display the current spa temperature.

### Jets 1

Touch the “Jets 1” button once to turn pump 1 on or off, and to shift between low and high speeds (if equipped). If left running, the low speed of the pump will automatically turn off after 4 hours, and the high speed will automatically turn off after 15 minutes.

### Jets 2 (If equipped)

Touch the “Jets 2” button once to turn pump 2 on or off. If left running, pump 2 will automatically turn off after 15 minutes.

To program, press WARM, then JETS. Press WARM to adjust from 2 -8. Press JETS to exit programming. The default filter time is two (2) hours.



## Light

Press the “Light” button to turn the light on and off. If left on, the light automatically turns off after 4 hours unless manually turned off prior to 4 hours

## Mode

Mode is changed by pressing the “Warm” or “Cool” button, then pressing the “Mode” button. Standard Mode is programmed to maintain the desired temperature. Note that the last measured spa temperature displayed is current only when the circ pump has been running for at least 2 minutes. “Std” will be displayed momentarily when you switch into Standard Mode.

Economy Mode heats the spa to the set temperature only during filter cycles. “Ecn” will display solid when temperature is not current, and will alternate with temperature when temperature is current.

Sleep mode heats the spa to the set temperature only during filtration cycles. “Slp” will display solid when temperature is not current, and will alternate with temperature when temperature is current and will only heat to within 20 degrees of set temperature.

## Option

The Option button is obsolete. It can be used for an extra blower or circulation pump. Pump 1 works as a circulation pump when run on low speed.

## Preset Filter Cycles

The first filter cycle begins 6 minutes after the spa is energized. The second filter cycle begins 12 hours later. Filter duration is programmable for 2, 4, 6, 8 hours or for continuous filtration (indicated by “Filc”). The default filter time is 2 hours.

To program, press “Warm” or “Cool”, then “Jets 1”. Press “Warm” or “Cool” to adjust. Press “Jets 1” to exit programming. At the beginning of each filter cycle the pumps purge for 5 minutes. The only effect filter duration has is: 1) During the filter cycle, the pump never turns off, and 2) In Economy and Sleep Mode, heating only occurs during the filter cycle.

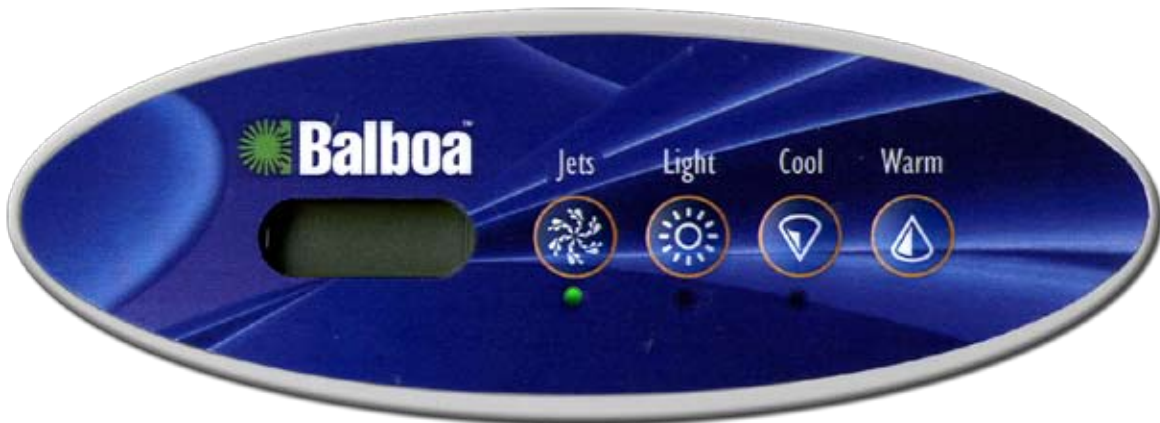
## Freeze Protection

If the temperature sensors detect a drop to below 44°F/6.7°C within the heater, the pumps will automatically activate to provide freeze protection. The equipment stays on until 4 minutes after the sensors detect that the spa temperature has risen to 45°F/7.2°C or higher. In colder climates, an optional additional freeze sensor may be added to protect against freeze conditions that may not be sensed by the standard sensors. Auz freeze sensor protection acts similarly except with the temperature thresholds determined by the switch and with out a 4-minute delay in turnoff. See your dealer for details.

## SYSTEM SETTINGS (Monaco Only)

When your spa is first actuated, it will go into Priming mode, indicated by “Pr.” The Priming mode will last for less than 5 minutes (press “Warm” or “Cool” to skip Priming Mode) and then the spa will begin to heat the spa and maintain the water temperature in the Standard mode.

The start-up temperature is set at 100°F/37°C. The last measured temperature is constantly displayed on the LCD. Note that the last measured spa temperature displayed is current only when the pump has been running for at least 2 minutes.



To display the set temperature, press the “Warm” or “Cool” pad once.

To change the set temperature, press the pad a second time before the LCD stops flashing. Each press of the “Warm” or “Cool” pad will continue to either raise or lower the set temperature. After three seconds, the LCD will stop flashing and display the current spa temperature.

### Jets

Touch the “Jets” button once to turn the pump on or off, and to shift between low and high speeds. If left running, the low speed of the pump will automatically turn off after 4 hours, and the high speed will automatically turn off after 15 minutes.

### Light

Press the “Light” button to turn the light on and off. If left on, the light automatically turns off after 4 hours unless manually turned off prior to 4 hours.

## Preset Filter Cycles

The first filter cycle begins 6 minutes after the spa is energized. The second filter cycle begins 12 hours later. Filter duration is programmable for 2, 4, 6, 8 hours or for continuous filtration (indicated by “Filc”). The default filter time is 2 hours.

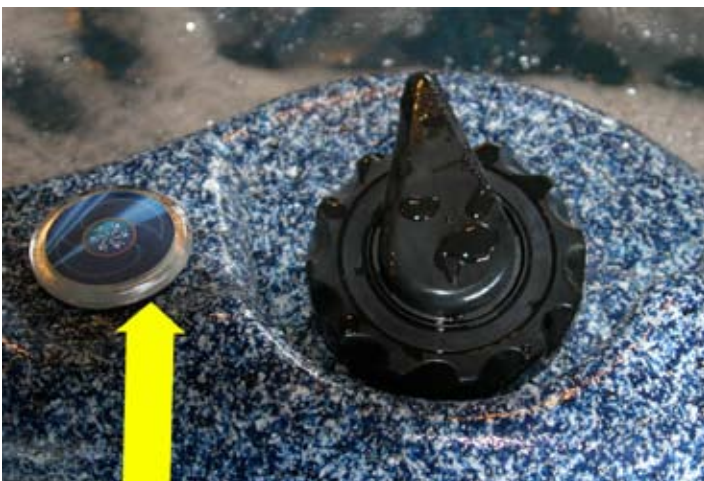
To program, press “Warm” or “Cool,” then “Jets.”  
Press “Warm” or “Cool” to adjust. Press “Jets” to exit programming.

During the filter cycle, the low speed on the pump never turns off, and in Economy and Sleep Mode, heating only occurs during the filter cycle.

To program, press WARM, then JETS. Press WARM to adjust from 2 -8. Press JETS to exit programming. The default filter time is two (2) hours.

## AIR CONTROL & WATER DIVERTER VALVES

Turning the air control knobs will adjust the amount of air pressure coming out of the jets. You can adjust them from MINIMAL to FULL power. Turning the water diverter knobs from left to right will divert the water pressure from seat to seat in the tub.



Remote pump controls, there are 2 of these buttons to control your pumps. You can switch the pumps from HI to LO by pressing these remote buttons. They are located next to each water diverter.



Waterfall Flow adjustment will adjust the amount of water coming out of the waterfall. You can adjust it from OFF to FULL power.



# Diagnostic Messages (Not for Monaco)

No message on display. Power has been cut off to the spa.

The control panel will be disabled until power returns. Spa settings will be preserved until next power up.

--

**Problem:** Temperature unknown.

**Solution:** After the pump has been running for 2 minutes, the temperature will be displayed.

OH4

**Problem:** "Overheat"- The spa has shut down. One of the sensors has detected 118 F/43 C at the heater.

**Solution:** DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. If spa does not reset, shut off the power to the spa and call your dealer or service organization.

OH5

**Problem:** "Overheat"- The spa has shut down. One of the sensors has detected 118 F/43 C at the heater.

**Solution:** DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107 F/ 42 C, the spa should automatically reset. If spa does not reset, shut off the power to the spa and call your dealer or service organization.

ICE

**Problem:** "Ice" – potential freeze condition detected.

**Solution:** No action required. The pump will automatically activate regardless of spa status.

SNA

**Problem:** Spa is shut down. The sensor that is plugged into the Sensor "A" jack is not working.

**Solution:** If the problem persists, contact your dealer or service organization. ( May appear temporarily in an overheat situation and disappear when the heater cools.)

SNB

**Problem:** Spa is shut down. The sensor that is plugged into the Sensor "B" jack is not working.

**Solution:** If the problem persists, contact your dealer or service organization. ( May appear temporarily in an overheat situation and disappear when the heater cools.)

## SNS

**Problem:** Sensors are out of balance. If alternating with spa temperature, it may just be a temporary condition. If flashing by itself, spa is shut down.

**Solution:** If the problem persists, contact your dealer or service organization.

## HFL

**Problem:** A significant difference between temperature sensors has been detected. This could indicate a flow problem.

**Solution:** Check water level in spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. If problem persists, contact your dealer or service organization.

## LF

**Problem:** Persistent low flow problems. ( Displays on the fifth occurrence of “HFL” message within 24 hours.) Heater is shut down, but other spa functions continue to run normally.

**Solution:** Follow action required for “HFL” message. Heating capability of the spa will not reset automatically; you may press any button to reset.

## DR

**Problem:** Possible inadequate water, poor flow, or air bubbles in detected in the heater. Spa is shut down for 15 minutes.

**Solution:** Check water level in spa. Refill if necessary. If water level is okay, make sure the pumps have been primed. Press any button to reset, or this message will automatically reset within 15 minutes. If problem persists, contact your dealer or service organization.

## DRY

**Problem:** Inadequate water detected in heater. (Displays on third occurrence of “dr” message) Spa is shut down.

**Solution:** Follow action required for “dr” message. Spa will not automatically reset. Press any button to reset.

On a fresh fill your pump may be air locked, refer to page #13 for removing an air lock.

### **WARNING! SHOCK HAZARD! NO USER SERVICEABLE PARTS.**

**Do not attempt to service the control system. Contact your dealer or service organization for assistance. Follow all owner’s manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.**

## Diagnostic Messages (Monaco Only)



**Problem:** No message on display. Power has been cut off to spa.

**Solution:** The control panel will be disabled until power returns. Spa settings will be preserved until next power up.



**Problem:** Temperature unknown.

**Solution:** After the pump has been running for 2 minutes, the temperature will be displayed.



**Problem:** "Overheat" - The spa has shut down. One of the sensors has detected that 110°F/43°C at the heater.

**Solution:** DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled reset by pushing any button. If spa does not reset, shut off the power to the spa and call your dealer or service organization.



**Problem:** "Overheat" - The spa has shut down. One of the sensors has detected that the spa water is 110°F/43°C.

**Solution:** DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107°F/42°C, the spa should automatically reset. If spa does not reset, shut off the power to the spa and call your dealer or service organization.



**Problem:** "Ice" - Potential freeze condition detected.

**Solution:** No action required. The pump will automatically activate regardless of spa status.



**Problem:** Spa is shut down. The sensor that is plugged into the Sensor "A" jack is not working.

**Solution:** If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear when the heater cools.)



**Problem:** Spa is shut down. The sensor that is plugged into the Sensor "B" jack is not working.

**Solution:** If the problem persists, contact your dealer or service organization. (May appear temporarily in an overheat situation and disappear when the heater cools.)



**Problem:** Sensors are out of balance. If alternating with spa temperature, it may just be a temporary condition. If flashing by itself, spa is shut down.

**Solution:** If the problem persists, contact your dealer or service organization.

**HFL**

**Problem:** A significant difference between temperature sensors has been detected. This could indicate a flow problem.

**Solution:** Check water level in spa. Refill if necessary. If water level is okay, make sure the pumps have been primed. If problem persists, contact your dealer or service organization.

**LF**

**Problem:** Persistent low flow problems. (Displays on the fifth occurrence of “HFL” message within 24 hours.) Heater is shut down, but other spa functions continue to run normally.

**Solution:** Follow the action required for “HFL” message. Heating capability of the spa will not reset automatically; you may press any button to reset.

**DR**

**Problem:** Possible inadequate water, poor flow, or air bubbles are detected in the heater. Spa is shut down for 15 minutes.

**Solution:** Check water level in spa. Refill if necessary. If water level is okay, make sure the pumps have been primed. Press any button to reset, or this message will automatically reset within 15 minutes. If problem persists, contact your dealer or service organization.

**DR**

**Problem:** Inadequate water detected in heater. (Displays on third occurrence of “dr” message. Spa is shut down.

**Solution:** Follow action required for “dr” message. Spa will not automatically reset. Press any button to reset.

On a fresh fill one or both of your pumps may be air locked, refer to page 13 for removing an air lock.

**WARNING! SHOCK HAZARD! NO USER SERVICEABLE PARTS.**

**Do not attempt to service the control system. Contact your dealer or service organization for assistance. Follow all owner’s manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.**

## Removing and Replacing the Filter on your Barcelona, Madrid, and Vienna spa.

FIGURE 1



FIGURE 2



FIGURE 3



FIGURE 4

To remove the filter in your spa you must first reach into the filter chamber, then turn the weir counterclockwise until you hear the cover unlock (FIGURE 1). Lift out the weir (FIGURE 2) and remove the filter basket (FIGURE 3). Then lift out the filter (FIGURE 4).

Reverse the order to replace with a new filter.

## Removing and Replacing the Filter on the Monaco, El Dorado, and Seville Spa.

To remove and replace the filter you push the filter gate forward, and unscrew and remove and replace the filter.





## Jets & Drain



Strong Spas come with the following types of jets, cluster, directional, and spinner. They range in sizes from 2" to 5", are adjustable and come only in Stainless Steel. (Jet sizes subject to change)



The suction drain is used for filtration, circulation, and draining your spa. It is located in the foot well at the bottom of your spa.

Be sure that the filter plug is removed with the filter when removing the filter.



## HARD COVER

The Hard Cover & cabinet is designed to last years with minimal cleaning and maintenance. Cleaning should be done regularly using only mild detergent and water, generally using a garden hose is sufficient. **DO NOT USE ANY BLEACHES, HARSH CHEMICALS, SCOURING PADS, BRILLO PADS OR SAND PAPER TO CLEAN YOUR SPA!**

Damages caused by using any of the above will not be covered under warranty.



## OPENING AND CLOSING THE HARD COVER

Grab the handle with two hands, lift the hard cover directly upward.



Slide the hard cover toward your body, the cover should easily slide and there should be minimal resistance.



Lower the cover to the ground, the cover will rest on the resin brackets on the underside of the cover. To close the cover, reverse the steps until both sides of the cover are in place and lock.



## OPTIONAL STEREO SYSTEM



## Tsunami

Waterproof | AM/FM | Weatherband | CD/CD-R /CD-RW/MP3 | Full iPod Controls | SIRIUS Satellite Radio Ready | Auxiliary Input | 200 Watts | Full Dot Matrix Display

Waterproof (IPX5 rated) | ASTM B117 Salt Spray Exposure Compliant | Sealed Chassis | 40 Seconds of Skip Protection

Tsunami Sound System only available in the Vienna and Madrid spas.



## High Tide

Waterproof | AM/FM | Weatherband | Full iPod Controls | SIRIUS Satellite Radio Ready | Auxiliary Input | 160 Watts

Waterproof (IPX5 rated) | ASTM B117 Salt Spray Exposure Compliant | Sealed Chassis

Tsunami or High Tide Sound System not available in the Monaco or Rotational Spas.



## Amplified Sub

200 Watt Marine 6" Amplified Subwoofer

Water Resistant Housing | Conformal coated PCB | Vertical and Horizontal Mounting Provisions | Easy Access to gain control and frequency response | ASTM B117 Salt Spray Exposure Compliant

Subwoofer only available with Tsunami Sound System package.



## Remote Control

Remote control allows you to control the stereo from your spa.



Remote control only available for Tsunami Sound System.



## 2" Pop-Up Speakers

New Pop up Design  
Round Hole Pattern for Easy Assembly  
Three-Way Speaker Delivers Low, Medium, and High Pitch Sounds.  
340° Rotational Housing  
Dual 2" Drivers: Anti-Magnetic Design  
Frequency Response: 185Hz - 20 KHz  
Watts RMS: 40W  
Watts Peak: 80W  
Sensitivity: 84dB 1w/1M (+/- 2dB)  
Resistance: 4 ohm

Pushing down on the top of the pop-up speaker will cause them to pop up for play, to close the speaker just push back down.

Technical Support for the stereo package can be obtained by calling **ASA Electronics** at 1-877-845-8750. Customer Service can be reached by calling 1-800-859-3899, or by e-mail at [customerservice@asaelectronics.com](mailto:customerservice@asaelectronics.com)

1 year warranty on all Jensen products from original date of retail purchase.

The Pop-up Speakers will be warranted by Strong Industries for 90 days from date of purchase. Warranty excludes damage caused by abuse, neglect, vandalism, or act of nature.

## STEP AND TOWEL WARMER



The step and towel warmer is built into the spas cabinet system, all Syberian series spas except the Monaco come with a step and towel warmer. The towel warmer is heated by the excess heat from your pumps.

On all European models, the lighted step and towel warmer is only available if you purchase a stereo package with your spa. On all American models the lighted step and towel warmer is available without the stereo options.

# TROUBLESHOOTING

## **No power to spa:**

1. Check proper connection to the pack
2. Check fuse in pack. (30 AMP Slow Blow)
3. Must have very good ground connection - If none call your dealer.

## **Trips Breaker:**

1. Make sure your spa is on a dedicated line.
2. Check breaker to make sure it is wired properly.
3. First take note to how the pump runs before it trips.

## **Trips instantly:**

1. Mis-wired - check electrical wiring.
2. Breaker replacement.
3. Short in Ozone - unhook to check - call your dealer.
4. Short in pumps - unhook to check - call your dealer.

## **Poor Water Flow:**

1. Clean filter.
2. Check if adjustable jets (are all open).
3. May have air lock, prime pump by loosening top pump union.
4. If water diverter valves are present make sure they are all the way open.
5. If gate valves are present, make sure they are all the way open.
6. If none of this works possible line obstruction or impeller loose on pump drive shaft.

## **No water or air flow to jet:**

1. If adjustable jets, probably in off position. (At times the jets can lock into position, may require some effort.)
2. Pinched line, cutting off flow before reaching spa.
3. Water diverter valve if present may be closed.

## **Air controls not working:**

1. Remove cap on air valve, (with flat head screw driver) and make sure internals are not broken or improper alignment.
2. If internals are broke, call your dealer.

## **Jets only have one speed:**

1. Programming error, call your dealer.
2. Button not responding, call your dealer.

## **Heat not working:**

1. Make sure the desired temperature is higher than current temperature.
2. Make sure spa is in standard mode. If problem persists contact your dealer or manufacturer.

## FREQUENTLY ASKED QUESTIONS

### **Q: Why is my spa not heating?**

**A:** You might be in “ECONOMY” or “SLEEP” mode, refer to page 15 for mode options. The spa MUST be in STANDARD mode for continuous heating. If problem persists, please contact your dealer or manufacturer.

### **Q: Why does the system power input fuse (30 A) keep blowing?**

**A:** Chances are the control box is improperly wired or is connected to an insufficient power source. Check all wires to GFI Breaker, and check all wires from GFI to your control box. Make sure to replace any blown fuses with a fuse of the exact same type and rating. You may also have a faulty pump, ozonator, or element. Please contact your dealer or manufacturer.

### **Q: Why does the control panel display OH?**

**A:**

1. Overheat protection may occur if the pump is set to operate for extended periods.
2. In extremely hot weather, check for proper cabinet ventilation.
3. When the hot tub is in a filter cycle make sure pump 1 low-speed is on.
4. Check gate valves make sure that they are open.
5. Check for blockage in the filter cartridge, skimmer basket and pump intake fittings. If problem persist please call your dealer or manufacturer.

### **Q: Why isn't the system maintaining the set temperature of the water?**

**A:** Make sure that the water temperature displayed on the topside panel is at least 1 degree below the heaters set temperature, and set the control to (standard mode).

### **Q: The system is receiving proper voltage, why doesn't anything function?**

**A:**

1. Check for blown fuses, burn marks or signs of tampering in the box.
2. Power down the spa, and reset the GFI, if problem persists contact your dealer or manufacturer.



**Q: Why does the GFI trip immediately upon power up?**

- A:**
1. If this is a new installation, make sure GFI breaker is wired correctly.  
Refer to page #10 .
  2. Disconnect all the components (pumps, ozonator, and plug them back in one at a time to verify which component is causing the GFI to trip.
  3. Check for any loose connections or cut wires in the box.  
If problem persist contact your dealer or manufacturer.

**Q: Why is my spa running all the time?**

**A:** Check your filtration settings, you might be in *continues filtration mode* “Filc” or just set in a high filtration. Factory setting is F2 or Fil 2 which means your spa will filtrate 2 hours out of every 12 hours. Twice a day. If problem persists contact your dealer or manufacturer.

**Q: After powering up my spa, Why do I get a Dr or Dry code on my topside display?**

**A:** This indicates that there is insufficient amount of water in your heating tube, due to an air lock in your pump. Which is an air bubble in the water lines. You will need to bleed your pump or pumps. Refer to page 13. If problem persists contact your dealer or manufacturer.

**Q: What the Ozonator does: (The Ozonator located inside your spa may either be a white or black box)**

**A:** With the correct amounts of ozone it reduces the need for high chemical doses, helps destroy bacteria, viruses, algae, yeasts, oxidizes other contaminants prolong equipment life, Reduces maintenance time & cost ozone purifies naturally.

**Q: Why can't I just use an Ozone for water purification?**

**A:** Ozone dissipates very quickly and cannot be measured over time. High ozone concentration is not good for the spa's gaskets and seals.

# WARRANTY

## **Spa Surface (Acrylic): 7 years**

Strong Spas warrants the original retail purchaser the surface integrity of the spa against blistering or delaminating as a result of defects in material or workmanship for a period of 7 years. (repair or replacement)

## **Plumbing & Equipment: 5 years**

Strong Spas warrants the original retail purchaser the integrity of the spas plumbing against leaks as a result of defects in material or workmanship for a period of 5 years. (parts and labor). Strong Spas warrants the original retail purchaser the integrity of the spas Equipment Pack (pumps, heater, control system) to be free from defects in material and workmanship for a period of 5 years from the date of the original retail purchase. (parts and labor)

## **Cabinet Structure & Syberian Hard Cover: Lifetime**

Strong Spas warrants the original retail purchaser the integrity of the spas cabinet structure and Syberian Series Hard Cover to be free from defects in material and workmanship for as long as the customer shall own the spa. (repair or replacement)

## **Warranty Specifics**

**Ozonators** - Strong Spas warrants the original retail purchaser that the factory installed ozonators will not malfunction due to defects in workmanship for a period of 1 year from the date of the original retail purchase.

**Cabinet Structure & Syberian Hard Cover** - Strong Spas warrants the original retail purchaser that the factory installed Syberian Series Cabinet & Syberian Series Hard Cover will have a lifetime warranty.

**LED Lighting** - Strong Spas warrants the original retail purchaser that the factory installed LED Lighting System will have a 1year warranty to be free from defects in workmanship and materials from the date of the original retail purchase.

## **Exclusions**

- This limited warranty is enforceable only by the original retail purchaser. Fuses, covers, light bulbs, light lenses, spa pillows, seals on pump and motor, and any dealer installed accessories are specifically excluded from this limited warranty.
- All warranties are null and void if any of the following occur:
  - the spa has been subject to alteration, neglect, misuse or abuse.
  - any damages caused by failure to install, maintain, and operate the spa in accordance with the recommendations contained in Strong Spas Owners Manual.
  - any and all costs of spas removal and replacement including but not limited to removal and transportation, damages to landscaping, house structures.
  - the spa has been used in a non-residential application or an application in which it was not designed.
  - spa shell damage caused by excessive heat build-up due to failure to cover the spa while empty of water and/or exposure to direct sunlight.
  - any damages caused by improper maintenance of spa water chemistry or by any undissolved spa chemicals which may cause bleaching of the spa shell and erosion or discoloration of stainless jets.
  - any repairs that are done by any one other than authorized Strong Spas agent, or anyone without expressed written permission by Strong Spas warranty department.

## **DISCLAIMERS**

ALL IMPLIED WARRANTIES ARE NULL AND VOID IF THE RETAIL PURCHASER FAILS TO RETURN THE SPAS WARRANTY CARD BACK TO THE MANUFACTURER SUPPLIED WARRANTY ADDRESS WITHIN 30 DAYS FROM DATE OF PURCHASE. STRONG SPAS AND ITS AUTHORIZED AGENTS SHALL NOT BE LIABLE FOR ANY NJURY, LOSS, COST OR OTHER DAMAGE, WHETHER INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE, ARISING OUT OF ANY DEFECT COVERED BY THIS LIMITED WARRANTY, INCLUDING WITHOUT LIMITATION, LOSS OF USE OF THE SPA AND COST FOR REMOVAL OF DEFECTIVE PRODUCT, EVEN IF STRONG SPAS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, THE LIABILITY OF STRONG SPAS UNDER THIS LIMITED WARRANTY, IF ANY, SHALL NOT EXCEED THE ORIGINAL AMOUNT PAID FOR THE DEFECTIVE 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 PERIOD. THESE DISCLAIMERS SHALL BE EQUALLY APPLICABLE TO ANY SERVICE PROVIDED BY STRONG SPAS OR ITS AUTHORIZED AGENTS.

## LIMITATIONS

THIS LIMITED WARRANTY IS NONTRANSFERABLE AND ONLY APPLIES TO THE ORIGINAL PURCHASER. THIS LIMITED WARRANTY SUPERSEDES THE PLACE OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, IN FACT OR AT LAW, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTY SERVICE MUST BE AUTHORIZED BY STRONG SPAS AND PERFORMED BY ITS AUTHORIZED AGENT. NO DEALER, DISTRIBUTOR, SERVICE COMPANY, OR OTHER PARTY IS AUTHORIZED TO CHANGE, MODIFY, OR EXTEND THE TERMS OF THIS LIMITED WARRANTY IN ANY MANNER WHATSOEVER. **SOFT COVERS ARE NOT COVERED UNDER THE WARRANTY BY STRONG SPAS, WARRANTIES FOR SOFT COVERS WILL BE COVERED BY THE COVER MANUFACTURER.**

## REGISTRATION

### **SAFETY PRECAUTIONS / DANGER - RISK OF INJURY**

1. Please use the Hot Tub when others are present.
2. Children should be supervised at all times.
3. To avoid the risk of drowning, keep the filter clean and unclogged. Do not remove the suction drain cover. Do not modify the suction or filtration systems.
4. Exercise caution when entering or leaving the Hot Tub. When changing positions, be sure of your footing before applying your full weight as water refraction can be misleading.
5. Do not stay in the water for extended periods of time. Set reasonable time limits. Leave the Hot Tub, cool down, take a shower, relax, then return for another stay.

#### FOR YOUR RECORDS:

For future use, it is advisable that you write down some information pertaining to the model of the spa you have purchased. If you are unsure of the model name, frame size, etc., contact your dealer immediately to acquire the information needed. When making a warranty claim or just purchasing replacement parts, it is necessary to know the following information.

PURCHASE DATE: \_\_\_\_\_  
MODEL NAME: \_\_\_\_\_  
SERIAL NUMBER: \_\_\_\_\_  
SHELL COLOR: \_\_\_\_\_

### **PLEASE FILL OUT AND RETURN WITHIN 30 DAYS OF PURCHASE**

#### REGISTRATION CARD

I have read and fully understand the warranties given to me by STRONG POOLS & SPAS and have assembled my spa in accordance with THIS INSTRUCTION BOOKLET. Furthermore, I have read the SAFETY/PRECAUTIONS at the top of this warranty card. I am returning this card and a copy of my sales receipt to you, signed by me, in order to register my spa in accordance with your warranties, within 30 days of purchase.

Purchaser's Name: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Telephone No.: \_\_\_\_\_  
Model Name: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Dealer's Name: \_\_\_\_\_  
Address: \_\_\_\_\_

Signature: \_\_\_\_\_  
Comments: \_\_\_\_\_

**RETAIN THIS BOOKLET FOR FUTURE REFERENCE**

A PDF VERSION OF THIS MANUAL IS ALSO AVAILABLE BY CALLING TECH SUPPORT

FOR ANY MISSING PARTS, PROBLEMS, OR QUESTIONS CALL:  
MONDAY \_ FRIDAY 9:00AM to 5:00PM EST.  
(570) 275-2700

Be sure to have your spas serial number, model, and date of purchase ready when calling.

**WARNING! SHOCK HAZARD! NO USER SERVICEABLE PARTS.**

Do not attempt to service the control system. Contact your dealer or service organization for assistance Follow all owner's manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.

**PLEASE CHECK YOU LOCAL BUILDING CODES AND ONLY USE A CERTIFIED ELECTRICIAN TO INSTALL ANY ELECTRICAL COMPONENTS TO YOUR SPA.**

**CHILDREN SHOULD BE SUPERVISED IN OR NEAR THE SPA AT ALL TIMES!**

PLACE  
STAMP  
HERE



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P.O. BOX 108  
Northumberland, Pa 17857  
U.S.A.