



USER MANUAL



INTRODUCTION

COMMITMENT TO OUR CUSTOMERS

- Provide adequate support and information to all Soft Spaworld users.
- This can be accomplished by networking with your local dealer / distributor or a qualified Soft Spaworld Tech Center nearby.



SERVICE MANUAL

1.GENERAL INFORMATION

2.WARRANTY

3.TUB LINER REPLACEMENT

**4.CONNECTING AQUA CENTER
AND COMPONENTS**

5.CONTROL PANEL

SECTION 1

WATER CHEMISTRY
POTENTIAL ELECTRICAL ISSUES
PARTS ORDER PROCEDURES

WATER CHEMISTRY

The correct water treatment is the most important part of spa ownership - good water care practice protects both you and the life of your spa.

Poor water care can result in

Unsightly wrinkles developing in the liner

Bleaching or weakening of the liner

Extensive research and development has gone into the production of the Watercare such as our private labelled Aqua Excellent or Aqua Systems water management and vinyl care products. A Quick Installation Guide on how to set up and use the Soft Spaworld Spa product is provided in every Spa delivered to you.

The primary cause of failure is the improper care of water.
The following guideline must be followed to avoid cancellation of warranty.

Free Available Chlorine Residual: 2 -3 ppm

pH: 7.2- 7.8 (ideal 7.6)

Total Alkalinity: 80 - 120 ppm

Calcium Hardness: 50 - 150 ppm

Total Dissolved Solids: Below 1,500 ppm

Test water chemistry after each use of the Soft Spa, but no less than twice per week to **avoid a high or low pH**, as this will cause unsightly wrinkles to form in the liner and could void warranty.

Never use Shock. It will void warranty.

Never use floating dispensers. They bleach the liner by over-concentration and consequently, lower the pH.

Remember, there is no "set" amount of chlorine to add to a tub on a daily or weekly basis. Add chlorine as needed, and follow directions on the bottle.

Always keep the lid off and water circulating for at least 15 minutes after adding chemicals. Water should be tested prior to each use of the tub.

Potential Electrical Issues

Voltage – Outlet Voltage vs. Run Voltage

The Soft Spa must be plugged into a 220/240 Volt 10 Ampere (in Canada and USA ,110/120 Volt 15 Ampere) electricity socket which is for outdoor usage qualified and tested. Please never use extension cords as this may result in problems and electrical safety issues. If the delivered 5 m cable is not sufficient ask your local electrician to provide a proper electrical installation.

GFCI and Outdoor Outlets – Sprinklers

Ensure there are no water related garden objects in the vicinity of the spa's power source (hoses, water features etc) to ensure the safety of spa users. And that the plug on the pack plugs in tightly to the outlet. This may require removal and replacement of the existing outdoor outlet cover. In many instances, a sprinkler has caused a breaker to trip.

Breaker Load Distribution

Find out what else/how many other outlets are on the same circuit or breaker. The pack draws 10 amps (USA/ Canada) and is a major appliance. If other appliances are used from the same breaker/circuit, the power will be reduced to the unit.

Shared GFCI Circuits

Says the same as above – so not required.

Solving the Issues

Whereas most of the situations can be alleviated by recognition and isolation the circuit in question, it may be necessary to have an electrician wire a new or separate outlet for the tub.

Parts Order Procedures

Parts can be ordered through your local dealer & distributor and also via our website at www.softspaworld.com. Some of the parts can only be installed and managed by a qualified technician from Soft Spaworld Tech Center and / or dealer/distributor for safety and security reasons.

Parts can be ordered via E-mail at customer-service@softspaworld.com or your dealer /distributor who sold you the Spa.

SECTION 2

TERMS OF WARRANTY

Soft Spaworld Ltd, warrants the Soft Spaworld to be free of defects in materials and workmanship for **2 full years** from date of purchase.

The defective product for instance the Aqua Center must be shipped to the next qualified Soft SpaWorld Tech Center and or dealer /distributor for any repairs.

Extent of Warranty

This warranty extends only to the original retail purchaser of the Soft Spaworld and terminates upon transfer of ownership. It does not extend to commercial, institutional or rental use installation. All repair work is guaranteed for a period of minimal 90 days performed by an qualified Soft Spaworld Tech Center or Soft Spaworld Dealer or Distributor. (this can vary depending on local applicable laws per country and state)

All freight charges are the responsibility of the purchaser and if needed an empty carton box for the Aqua Center can be provided by postal services.

Acts Invalidating Warranty

This warranty is void if the Soft Spa has been altered, misused, abused or has been repaired by an unauthorized person. Misuse shall include operation or maintenance of the Soft Spa in deviation from the published instructions. The following acts will invalidate the warranty: operating the tub without water or with improper water level, filling or operating with a water temperature below 4°C or above 41°C, a water pH below 7.2 or over 7.8, plugging into an extension cord, operating below 210 volts or over 250 volts (100 volts or above 130 volts in the USA & Canada), allowing un-dissolved or concentrated chemicals to lie on the vinyl surface, or leaving the Soft Spaworld empty in direct sunlight (with or without packaging materials). The spa should be closed with the lid locked if not in use all times. (also for security reasons such as strong wind). This is in order to maintain the desired water temperature constantly and by doing so you protect the outside vinyl and inner line from unnecessary sun exposure (and like this you avoid also potential damages) and you are in saving energy & costs for the sustainability and the environment!

Disclaimers

Soft Spa Ltd shall not be liable for loss or use of the Soft Spaworld or other incidental or consequential damages. Under no circumstances shall Soft Spaworld Ltd, or any of its representatives be held liable for injury to any persons or damage to any property. Some countries and areas do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The warranty gives you specific legal rights, and you may also have other rights that vary from country to country. Specifications subject to change without notice.

WARRANTY CARD MUST BE FILLED OUT AND RETURNED

WARRANTY CARD



WARRANTY CARD

Tub No.		Aqua Center No.	
Model Name		Color	
Customer Name			
Street		House No.	
City		Zip Code	
State		Country	
E-Mail		Phone No.	
Purchase Date			
Purchased from Dealer/Distributor			
Name		City	
Address		Phone No.	

SOFT SPAWORLD CO., LTD
customer-service@softspaworld.com

SECTION 3

TUB LINER REPLACEMENT

Installing New Liner

Any tub and Aqua Center Liner exchange must be done by a Soft Spaworld Qualified Tech Center or Dealer / Distributor.

Only the lid liner exchange (the so-called encasement) can be and should be done by a customer. Also the lid inserts can be exchanged by the customer or, for best results, order a complete lid with liner and the inserts from your Dealer and / or Distributor.

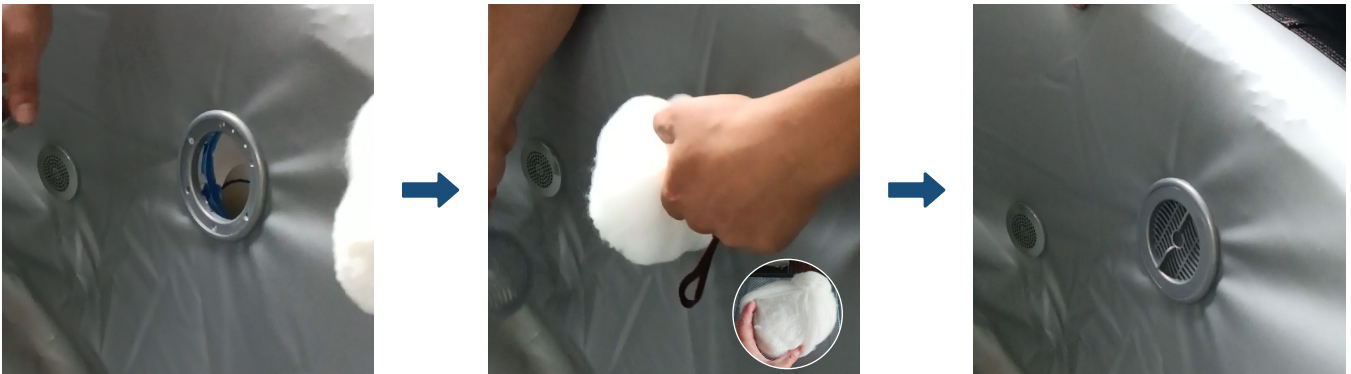
SECTION 4

CONNECTING & OPERATING AQUA CENTER

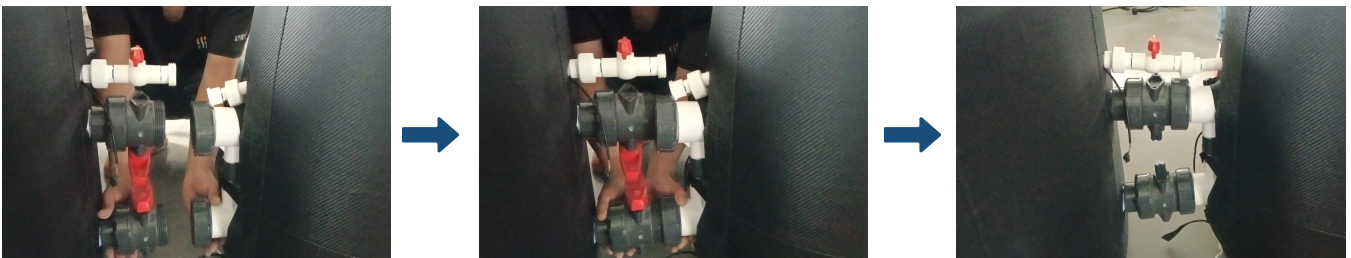
 Warning

Avoid installing your spa in a glass roofed conservatory or building as this can cause the 'lens effect' in which concentrated high temperatures can damage the vinyl of your spa.

Installation instructions for filter FLUFFY BLOCK



Connection instructions between TUB and AQUA CENTER



(1) Connect the TUB and AQUA Center: start with the tub first, then connect the pipes to the Aqua Center and rotate them to tighten.

(2) After the connection is completed, the red handle of the ball valve needs to be aligned straight (as shown in Figure 1) and they can be removed but please store them safely, so you have them handy.

(3) Install the foam silencer component (as shown in Figure 2) over the connections and then cover it with the hose cover when installed.

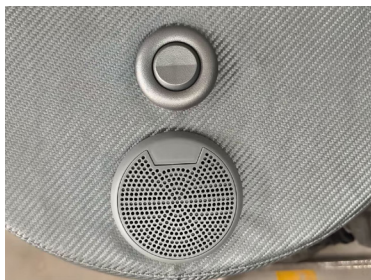


Figure 1



Figure 2

Air switch operating instructions:



OFF



OFF



Middle gear



Maximum gear

Air switch operating instructions:

When the switch is pressed to "off" Facing away from the speaker the air is turned all off), the bubble closes. The middle position is half open, and the bubble force is relatively small. When pressed towards the side of the speaker, the bubble power is the greatest.

Note: Always leave the air closed for best heat results!

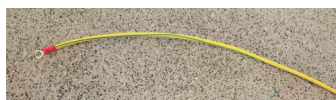
Instruction for the Use of Webbing Combination Lock:



The lock can only be pulled out and inserted when the number is set to "0 0 0" (as marked in the red box in the above picture).

Remember: Do not switch to other numbers to pull out or insert, as this may cause damage to the lock.

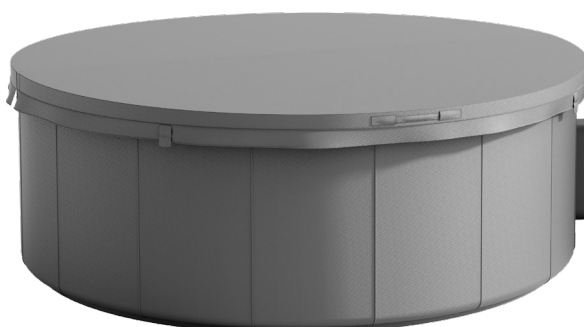
Grounding Wire Requirements



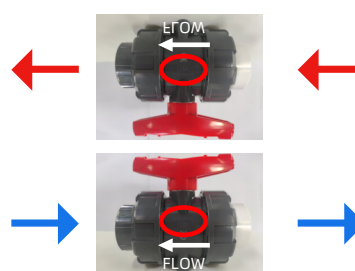
- Connect to a grounded, grounding type power supply only.
- A residual current device (RCD) type circuit breaker is required on the circuit supplying power to your spa.
- Do not connect an extension cord.

Note: Most countries have a fixed ground by low already in the electrical system in general in the house installed. (this can vary on your local rules & laws).

Ball Valve Connect:



Connect TUB



Connect AQUA CENTER

SECTION 5

CONTROL PANEL

TOUCH 4.0



- * Clear and user-friendly interface.
- * 5.0"TFT display, specialized interface display with separate pages.
- * Control panel features 'real time' display, touch buttons with backlight, navigation & short-cut buttons.
- * With RTC and malfunction information display.
- * Capacitive touch buttons with backlight, with navigation and shortcut buttons.
- * Change control system configuration on control panel.
- * Install and uninstall the control panel manually without any tools.

WIFI:

Operating Frequency: 2012-2472MHz
 Output Power: Max 20dBm
 RF Hardware Version: xxx
 RF Software Version: xxx

EMF:

These devices comply with RF specifications when the device is used at 20 cm from your body.

EMC:

These devices can be connected only to a supply with system impedance no more than 0.099 ohm for Single-phase input or 0.001 ohm for Multi-phase input. In case necessary, please consult your supply authority for system impedance information.

Importer: xxx

RSS-Gen & RSS-247 statement:

This device complies with Industry Canada licence-exempt RSS standard(s).
 Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

RSS-102 Statement:

This equipment complies with Industry Canada radiation exposure limits set forth for an uncontrolled environment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution:

Changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

FCC Statement:

"This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help."

This controller is not intended for transportable pools use.

Warning

1. Please connect power by strictly following the SPA wiring diagram.
2. Please do not power on the SPA until the water level reaches the water level line inside the tub.

Warning

Please set the date and time before using the SPA control system.

Warning

When starting up, first turn on the surfing mode and let it run in a loop for 5 minutes to expel the air in the water pipe before you can activate the heating mode.

Main interface



Details are as follows

- | | | |
|---|---|--|
| ① |  | Display inverted icon |
| ② |  | Current time |
| ③ |  | The status of the functions in operation |
| |  | UV working |
| |  | Heater working |
| |  | WIFI not connected |
| |  | WIFI is connected |



Heat pump cooling



NOR mode is on



Heat pump heating



ECO mode is on



The circulating pump is in operation



User mode in operation

④



Temperature and power curve icons

⑤



Current water temperature °F/°C

⑥



Preset heating temperature °F/°C

Click to switch temperature units

Click to enter the temperature setting interface

⑦



Slide to find more functions in Function control area.

Touch the function icon to change the function status or enter the function page. The water pump will automatically shut down after working for 30 minutes.

Press 1 time on the pump button to turn on the small water flow circulation and enter the automatic heating mode. Press 2 times on the pump button to switch to the strong water flow mode and stop heating.



Pump

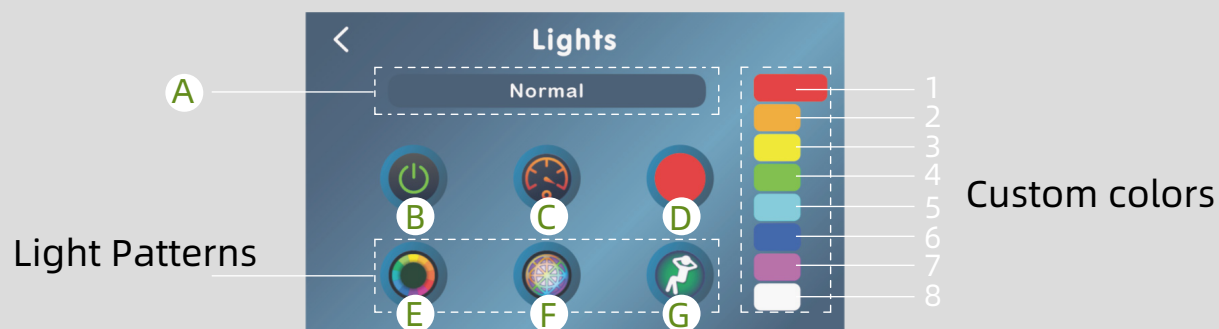


Settings



Light on

Lights interface (RGB mode)



In the function control area of the Home screen, slide left and right to find the lights icon "⚙️" / "🌈", and touch this icon to enter the lights interface.

- Ⓐ Mode toggle button. Click the button to toggle "Normal"/"Water Temp." mode.
- Ⓑ Power button. It powers On/Off all User-Controlled lights. If the button icon has a white ring, at least some User-Controlled lights are powered On. If the button doesn't have a white ring, all User-Controlled lights are powered Off.
- Ⓒ Speed control for light patterns.
- Ⓓ Go to the color palette button.
- Ⓔ Color wheel light pattern. This smoothly cycles through the full color spectrum.
- Ⓕ Party light pattern. This cycles through a festive pattern.
- Ⓖ Lounge light pattern. This smoothly cycles through a soothing pattern.

Water Temperature color chart

RED
Above 108°F.
Approximately 42.2°C.

ORANGE
Between 2°F above the set temperature and 107°F.
Approximately 1°C above the set temperature and 41.6°C.

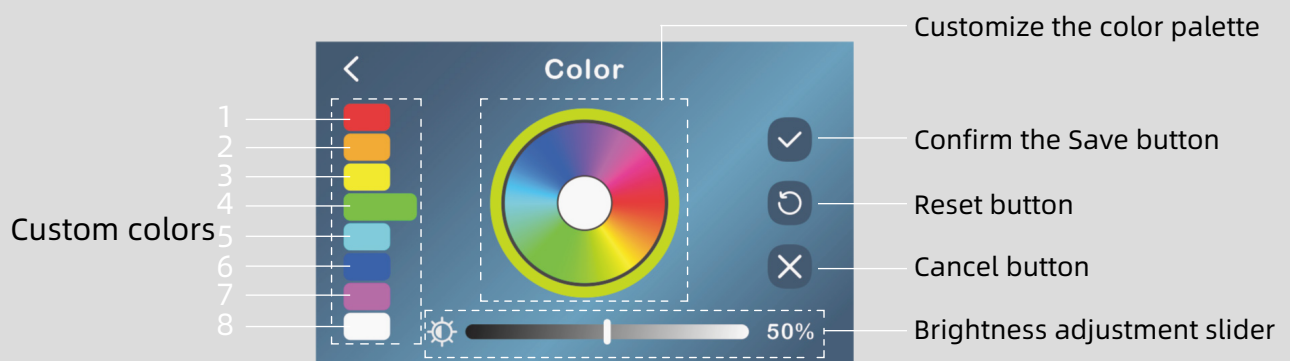
GREEN
 Within +/- 2°F of the set temperature.
 Approximately within +/- 1°C of the set temperature.

BLUE
 Between 46°F and 2°F below the set temperature.
 Approximately between 7.7°C and 1 °C below the set temperature.

WHITE
 Less than 45°F.
 Approximately less than 7.2°C.

PURPLE
 Temperature unknown because the water has not been cycled.

Color interface (RGB mode)



In the lights interface, find the “Go to the color palette button (D)” , and touch this icon to enter the color interface.

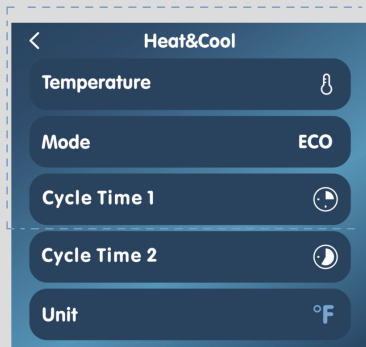
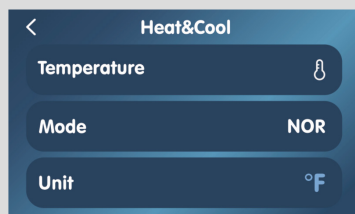
1.1 How to enter the setting interface



Slide in the function control area to find "  " icon.Touch the icon to enter the setting interface.

1.2.1 Settings / Heat&Cool

1 Heat&Cool



— (1) Temperature

— (2) Mode

— (3) Cycle Time

— (4) Unit

Interface overview

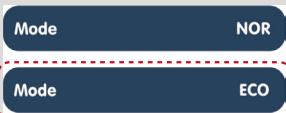
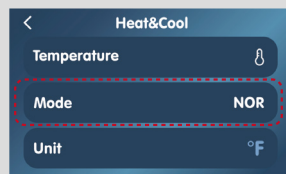
Details are as follows



SUGGEST THAT USERS USE THE ECO MODE

It is recommended that it be done twice a day, each time for 2 hours (from 9 a.m. to 11 a.m. and from 5 p.m. to 7 p.m.)

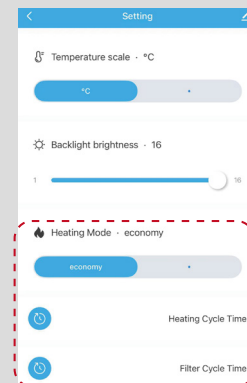
① CONTROL PANEL



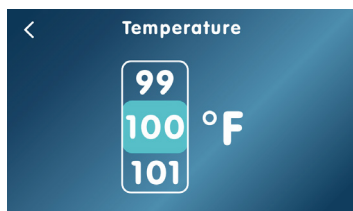
Click on the "Setting" icon, select "Heat & Cool", then click on "Mode" and choose the "ECO" mode.

② APP

Setting → Heating Mode → Economy



(1) Temperature



Adjust the preset temperature value. Find the "Temperature" function by sliding up and down. Touch "Temperature" and enter its interface. Slide white box up and down to adjust the value.

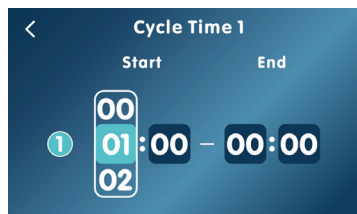
The temperature setting range is from 50 °F to 104 °F / 10 °C to 40 °C. When the heating function is activated, this temperature value will be the operating target.

(2) Mode



NOR: The heating/cooling is turned on all day long
ECO: The heating/cooling is only turned on during Cycle Time.

(3) Cycle Time 1/2



How to adjust the heating time period: Slide the screen to select "Cycle Time 1" or "Cycle Time 2" to enter the interface, touch "1" to start, and then adjust the value by sliding the white box up and down.

Set the daily heating operation time period and its on or off.

1 On: The heating will start running within the set time period everyday.

1 Off: This time period has no effect on the heating operation.

(4) Unit

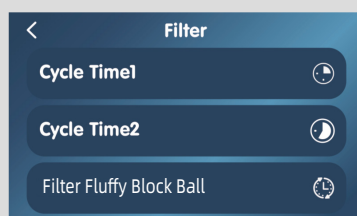


Find "Unit" by sliding up and down. Touch "Temperature Unit" to switch between °C/°F temperature units.

After setting the °C/°F temperature unit, all the temperature units in the system will be based on it.

1.2.2 Settings / Filter

2 Filter



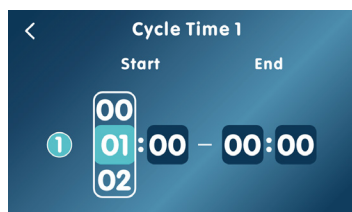
— (1) Cycle Time

— (2) Filter Fluffy Block Ball

Interface overview

Details are as follows

(1) Cycle Time 1/2



How to adjust the filtering time period: Slide the screen to select "Cycle Time 1" or "Cycle Time 2" to enter the interface, touch "1" to start. And then adjust the value by sliding the white box up and down.

Set the daily filtering running time period and its on and off.

1 On: Filtering will start running within the set time period everyday.

1 Off: This time period has no impact on the system filtering operation.

(2) Filter Fluffy Block Ball



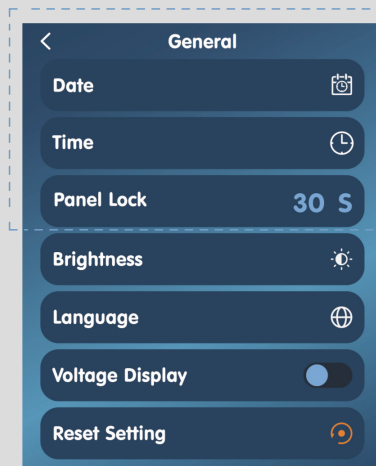
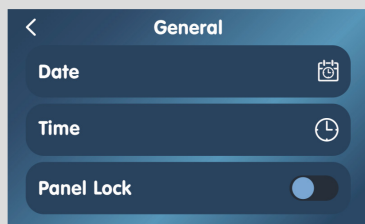
On the filter usage interface, slide the screen to select the "Filter Usage" function, and adjust the value by sliding the white box up and down. Press and hold "🔄" to reset the used time to 0.

1 The number of days the filter has been used is displayed.

90
100
110 The preset usage days of the filter are displayed.

1.2.3 Settings / General

3 General

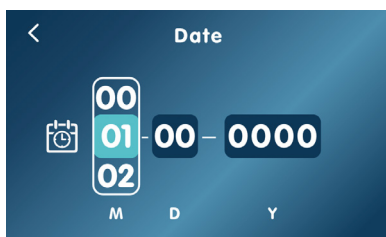


- (1) Date
- (2) Time
- (3) Panel Lock
- (4) Brightness
- (5) Language
- (6) Voltage Display
- (7) Reset Setting

Interface overview

Details are as follows

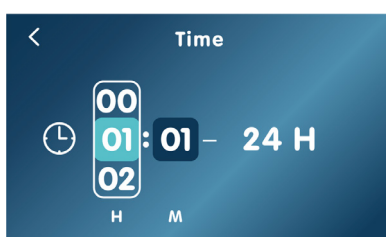
(1) Date



Adjust the date. Touch the "Date" function to enter this interface, and then adjust the value by sliding the white box up and down.

Set the current date, and the system date will be based on this.

(2) Time



Adjust the time. Touch the "Time" function to enter this interface, and then adjust the value by sliding the white box up and down.

Set the current time, and the system time will be based on this.

(3) Panel Lock



Adjust the automatic screen lock time. Touch the " Panel Lock " function to cycle through  /30S/1M/3M.

 : Automatic screen lock turned off.

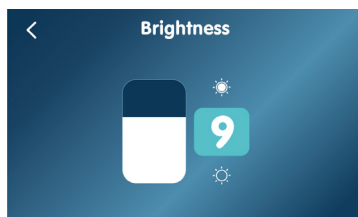
30S : When it reaches 30 seconds without operating on the system, the screen will be locked.

1M : When it reaches 1 minute without operating on the system, the screen will be locked.

When locked, the screen brightness decreases and the "  " icon appears on the screen, and the functions cannot be controlled by touches.

Unlocking the screen: When the screen is locked, press on the screen and slide to unlock it.

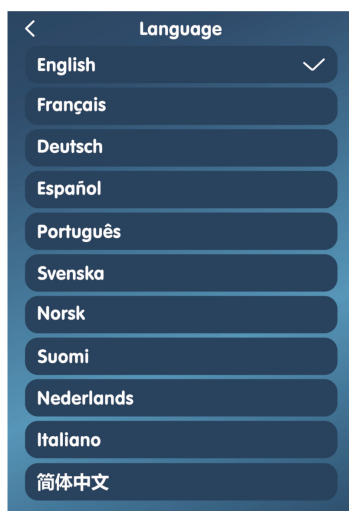
(4) Brightness



Adjust the screen brightness: press "Brightness" to enter this interface, and then adjust the value by sliding up and down.

The screen brightness range is 1-16.

(5) Language



Language change: Press "Language" to enter this interface. After selecting the language by pressing "  ", press "  " in the upper left corner to return to the main interface.

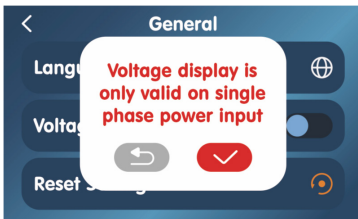
The system will display the interface in the corresponding language.

(6) Voltage Display



Turn on or off the display of electrical parameters in the Overview interface: press the "Voltage Display" to switch between  / .

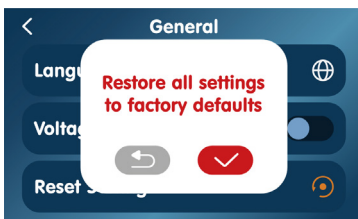
-  : Display electrical parameters on the Overview interface.
-  : Do not display electrical parameters on the Overview interface.



Press "Voltage Display", and select "  " to complete the setup.

-  : Return
-  : Voltage Display confirmation

(7) Reset Setting



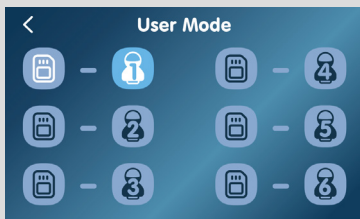
Reset: press "Reset Setting", and select "  " to complete the reset.

-  : Return
-  : Reset confirmation

The reset operation restores all settings to their factory default values.

1.2.4 Settings / User Mode

4 User Mode



Save and activate user mode: touch the "User Mode" function to enter this interface. Touch "  " to complete saving (and activating) the data. When it displays "  -  " or after selecting a save location, touch "  " to activate the data stored (when there is data stored in this location)



Not saved, not activated



Saved, not activated



Saved, activated

The stored data includes temperature units, automatic locking time, screen brightness, heating cycle time, filtering cycle time, etc.

1.2.5 Settings / Wifi

5 Wifi

WIFI 

WIFI AP

WIFI STA

WIFI Clear



WiFi is turned off

AP

WiFi is in a hotspot state

STA

WiFi is connected

Clear

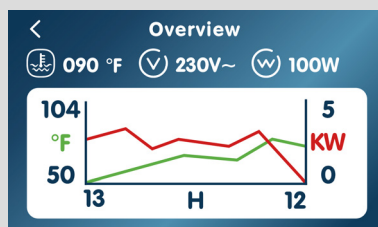
Connection record cleared

WiFi connection steps:

- ① Install the "JOYONWAY" app on your phone. Register and log on the APP. Please first enable your phone's location information, and then connect your phone to a 2.4G WiFi network;
- ② Connection record clearing: Find Wifi function on the control panel and press and hold the "Wifi" button for 5 seconds to change the state to Clear.
- ③ In the WiFi interface of the control panel, press "WiFi" to switch to AP mode. 
- ④ In the app, find the "Device" interface, press the " + " icon, and add a SPA controller;
- ⑤ Press Next and go to the "Connect WiFi" interface. Enter the name and password of the WiFi that the phone is connecting to;
- ⑥ Press "Connect" and the "Device Connecting" interface will appear. Go to your phone's WiFi and find the WiFi name starting with the "adh" and connect. When connected, return to the APP;
- ⑦ When the progress bar of the "Device Connecting" interface reaches 100%, Sta will appear on the Wifi interface of the control panel , indicating that the connection is made.
- ⑧ Then, you can control your SPA on your mobile app "JOYONWAY" through the internet. Scan the QR code on the back of the manual and download the APP.

1.2.6 Settings / Overview

6 Overview



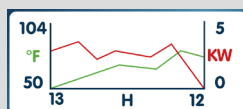
Display current temperature



Display current voltage

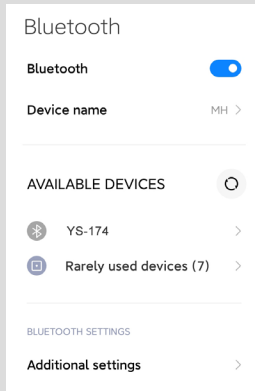


Display current power



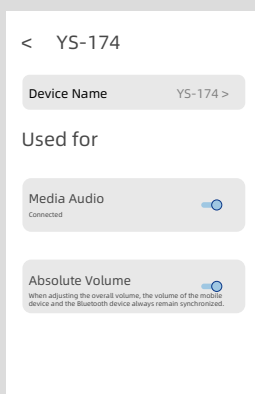
Display changes in temperature and power within 24 hours

BLUETOOTH CONNECTION



①

Find the "Settings" icon on the phone's home screen and tap to enter. In the settings menu, find the "Bluetooth" option and tap it, then switch the Bluetooth toggle to the "On" state. At this point, the phone will automatically start searching for nearby Bluetooth devices. Locate the device named "YS-174" in the "Available Devices" list.



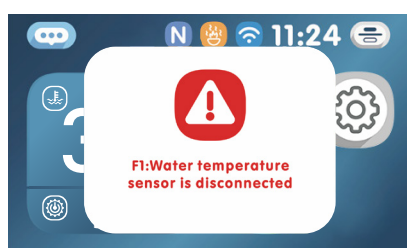
②

Tap "YS-174" to pair. After successful pairing, the phone will automatically connect to the Bluetooth device. At this point, you can see the "Connected" status of the device in the phone's Bluetooth interface, and then you can use the Bluetooth function normally. Bluetooth music function, with easy installed bluetooth technology you can connect to any other audio device like your smart phone or such and you can enjoy your favorite music at a very good sound level.

PANEL WARNING INFORMATION

When there are some states that require user attention in the control system, the control panel will display warning information of the state on the control panel. If there are several types of information that need to be displayed at the same time, this information will be displayed in a loop.

The following is the screen status when this information is displayed, as shown in the figure:



Warning message display location

In a 'Warning' situation, the fault will be displayed on the control panel in a loop. When the following fault information appears on the control panel, switch off the spa at the mains, then switch back on after a few minutes to clear the fault – if the same fault re-appears, please follow the instructions below to rectify the issue. During this process, ensure the power is off.

F1:Water temperature sensor is disconnected

Temperature sensor disconnected

The control system has detected that the temperature sensor is not connected.

Please check the temperature sensor and its connections, and replace it if necessary.

F2:Water temperature sensor is short circuit

Temperature sensor short circuit

The control system has detected a short circuit in the temperature sensor.

Check the temperature sensor and its connections, and replace it if necessary.

F3:Water Temperature too high

Water temperature too high

The control system has detected that the temperature is too high. If there is no water flow or the flow is slow in the heat pipe, the following message may appear:

Measure: Please ensure there is sufficient water in the spa and that the heating circulation pipe is not obstructed.

F4:Water temperature is too low

Water temperature too low

The control system has detected that the temperature of the temperature sensor is too low.

Please pay attention to frost protection.

F5:EEPROM error

Memory Fault

When a memory fault occurs, please power off the SPA and power it back on after a few minutes. If the memory fault occurs again,contact the service provider or manufacturer.

F6:Manual-reset thermal switch is open

Overheat protection switch (manual reset) on

If the overheat protection switch is turned on,there may be overheating in the heating tube.

Please manually reset the overheat protection switch or contact the service provider and manufacturer.

F9:System setting error

System settings error

Reason: It has been established that configuration is incorrect.

Action: Please turn off the power, wait 10 seconds, turn power on again. If the fault appears again, contact the service provider or manufacturer.

F10:Communications error

Control panel and control pack cannot communicate

Reason: The control panel cannot exchange information with the control pack.

Measure: Please turn off the power, and check if the wiring connection between the control panel and the control pack is good and if the connectors are tightly connected. After confirmation, power on again.If this fault cannot be eliminated, please contact the service provider or manufacturer.

F12:Heater PT temperature is too high

Heating tube protection temperature too high

The control system has detected that the surface temperature of the heating tube is too high.

Measure: Please ensure that there is sufficient water in the SPA and the heating circulation pipeline is unobstructed.

F13: Heater PT temperature is too low

Heating tube protection temperature too low

The control system has detected that the surface temperature of the heating tube is too low.

Please pay attention to frost protection.

F14: Heater PT temperature sensor is disconnected

Heating tube protecting temperature sensor disconnected

The control system has detected that the heating tube protecting temperature sensor is not connected.

Measure: Please check the heating tube protecting temperature sensor and its connection, and replace it if necessary.

F15: Heater PT temperature sensor is short circuit

Heating tube protecting temperature sensor short circuit

The control system has detected a short circuit in the heating tube protecting temperature sensor.

Measure: Check the heating tube protecting temperature sensor and its connection and replace it if necessary.

F20: Controller fault

When a microelectronic malfunction occurs

Please power off the SPA and power it on again after a few minutes. If a microelectronic malfunction occurs again, contact the service provider or manufacturer.