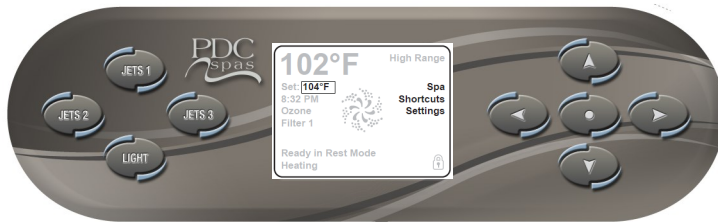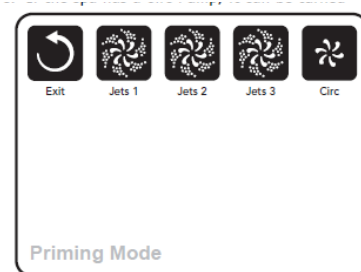# CONTROL GUIDE, BALBOA PROVIEW™

Preparation and Filling

Fill the spa to its correct operating level. Be sure to open all valves and jets in the plumbing system before filling to allow as much air as possible to escape from the plumbing and the control system during the filling process.

After turning the power on at the main power panel, the top-side panel will display a startup screen.

Priming Mode

After the initial start-up sequence, the control will enter Priming Mode and display a Priming Mode screen. Only pump icons appear on the priming mode screen. During the priming mode, the heater is disabled to allow the priming process to be completed without the possibility of energizing the heater under low-flow or no-flow conditions. Nothing comes on automatically, but the pump(s) can be energized by selecting the "Jet" buttons. Manually exit Priming Mode by pressing the "Exit" Button.

Priming the Pumps

As soon as the Priming Mode screen appears on the panel, select the "Jets 1" button once to start Pump 1 in low-speed and then again to switch to high-speed. Also, select the other pumps, to turn them on. The pumps should be running in high-speed to facilitate priming. If the pumps have not primed after 2 minutes, and water is not flowing from the jets in the spa, do not allow the pumps to continue to run. Turn off the pumps and repeat the process. Note: Turning the power off and back on again will initiate a new pump priming session. Sometimes momentarily turning the pump off and on will help it to prime. Do not do this more than 5 times. If the pump(s) will not prime, shut off the power to the spa and call for service.

Important: A pump should not be allowed to run without priming for more than 2 minutes. Under NO circumstances should a pump be allowed to run without priming beyond the end of the 4-5 minute priming mode. Doing so may cause damage to the pump and cause the system to energize the heater and go into an overheat condition.

Exiting Priming Mode

You can manually exit Priming Mode by navigating to the "Back" button on the Priming Mode Screen. Note that if you do not manually exit the priming mode as described above, the priming mode will be automatically terminated after 4-5 minutes. Be sure that the pump(s) have been primed by this time.

Once the system has exited Priming Mode, the top-side panel will display the Main Screen, but the display will not show the temperature yet, as shown below. This is because the system requires approximately 1 minute of water flowing through the heater to determine the water temperature and display it.   _ _ _°F   _ _ _°C

Synergy Series Swim Spas / Premium Series Hot Tubs

Pumps

On the Spa Screen, select a "Jets" button once to turn the pump on or off, and to shift between low- and high-speeds if equipped. If left running, the pump will turn off after a time-out period. The pump 1 low-speed will time out after 30 minutes. The high-speed will time-out after 15 minutes.
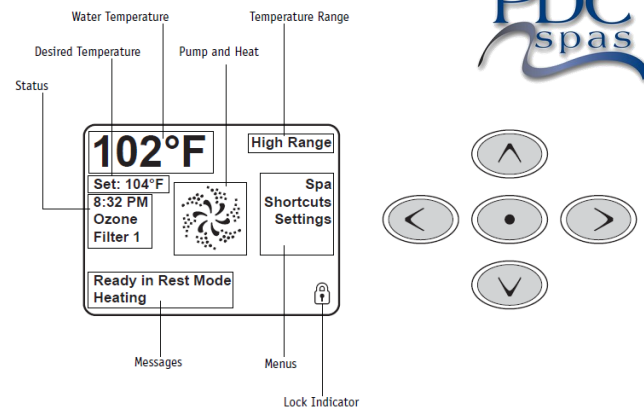
Main Functions

Spa Status

Important information about spa operation can be seen quickly from the Main Screen.

The most important features, including Set Temperature adjustment, can be accessed from this screen.

The actual water temperature can be seen in large text and the desired, or Set Temperature, can be selected and adjusted. Time-of-day, Ozone operation and Filter Operation status is available, along with other messages and alerts. High Temperature Range vs. Low Temperature Range is indicated in the upper right corner.

A Lock icon is visible if the panel or settings are locked.

The Menu choices on the right can be selected and the screen will change to show more detailed controls or program functions.
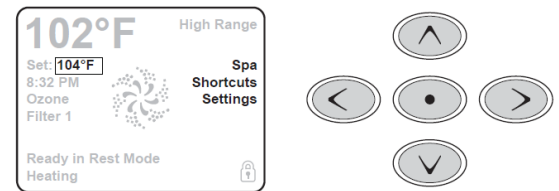
Navigation

Navigating the entire menu structure is done with the 5 buttons on the control panel.

When a text item changes to white during navigation, that indicates the item is selected for action. Operating or changing a selected item is generally done with the center or "Select" button.

The only item that can be changed on the left side of the Main Screen is the Set Temperature. Press the Left Arrow button to change the Set Temperature number to white. The Set Temperature can then be adjusted with the up and down buttons. Pressing the Select button or the Right Arrow button will save the new set temperature.

On the right side of the screen, the menu selections can be selected with the Up and Down Buttons. Use the Select Button to choose an item. Selecting one of these items will change to a different screen with additional controls.

Messages: At the bottom of the screen, messages may appear at various times. Some messages must be dismissed by the user.

Press-and-Hold: If an Up or Down button is pressed and held when the Set Temperature is selected, the temperature will continue to change until the button is released, or the Temperature Range limits are reached.

All Equipment Access: The Spa Screen shows all available equipment to control, as well as other features, like Invert, in one easy-to-navigate screen. The display shows icons that are related to the equipment installed on a particular spa model, so this screen may change depending on the installation.

The navigation buttons are used to select an individual device. The device that is chosen is highlighted with a white outline and the text under the icon changes to white. Once a device is selected, it can be controlled using the center Select Button.

Some devices, like pumps, may have more than one ON state, so the icon will change to reflect the state that the equipment is in.

Programming, Etc.

The Settings Screen is where all programming and other spa behaviors are controlled.

This screen has several features that can be acted on directly. These features include Temp Range, Heat Mode, and Invert Panel. When one of these items is highlighted, the Select Button is used to toggle between two settings.
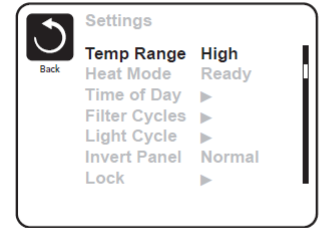
Dual Temperature Ranges (High vs. Low)

This system incorporates two temperature range settings with independent set temperatures. The specific range can be selected on the Settings screen and is visible on the Main Screen in the upper right corner of the display.

These ranges can be used for various reasons, with a common use being a "ready to use" setting vs. a "vacation" setting. Each range maintains its own set temperature as programmed by the user. This way, when a range is chosen, the spa will heat to the set temperature associated with that range.

High Range can be set between 80°F and 104°F.

Low Range can be set between 50°F and 99°F.

Heat Mode – Ready vs. Rest

In order for the spa to heat, a pump needs to circulate water through the heater. The pump that performs this function is known as the "heater pump."

The heater pump will be a 2-speed pump (Pump 1).

READY Mode will circulate water every 1/2 hour, using Pump 1 Low, in order to maintain a constant water temperature, heat as needed, and refresh the temperature display. This is known as "polling."
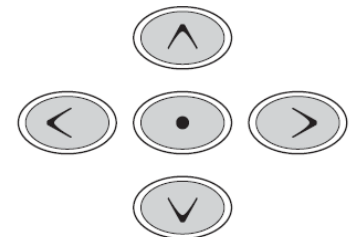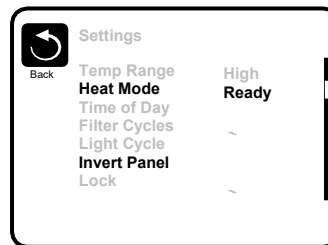
REST Mode will only allow heating during programmed filter cycles. Since polling does not occur, the temperature display may not show a current temperature until the heater pump has been running for a minute or two.

While Pump 1 High can be turned on and off, Pump 1 Low will run until set temperature is reached, or 1 hour has passed.

Ready-in-Rest Mode

READY/REST appears in the display if the spa is in Rest Mode and the Jets 1 Button is pressed. It is assumed that the spa is being used and will heat to set temperature. While Pump 1 High can be turned on and off, Pump 1 Low will run until set

temperature is reached, or 1 hour has passed. After 1 hour, the System will revert to Rest Mode. This mode can also be reset by entering the Settings Menu and changing the Heat Mode.
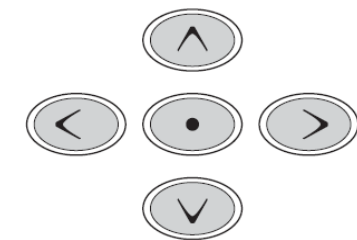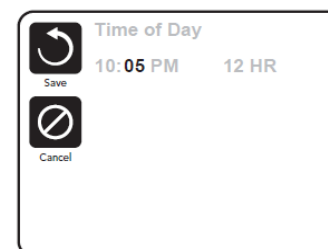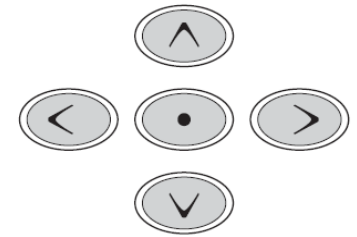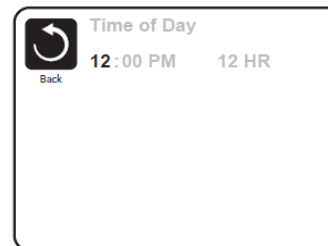
Time-of-Day

Setting the time-of-day is important for determining filtration times and other background features. "Set Time" will appear on the display if no time-of-day is set in the memory.

On the Settings Screen, select the Time-of-Day line. On the Time-of-Day screen, simply navigate right and left to select the Hour, Minutes, AM/PM and 12/24 Hour segments. Use the Up and Down Buttons to make changes.

When changes are made, the icon to go "Back" changes to "Save" and a new icon for "Cancel" appears under the Save icon. Navigating to the left will highlight the Save icon, and navigating down from there will allow the user to cancel the pending change. Pressing the "Select" button will save or cancel the changes and go back to the previous screen.

NOTE: If power is interrupted to the system, Time-of-Day will be maintained for several days.

Adjusting

Main Filtration

Using the same navigation and adjustment as Setting the Time, Filter Cycles are set using a start time and a duration. Each setting can be adjusted in 15-minute increments. The panel calculates the end time and displays it automatically.
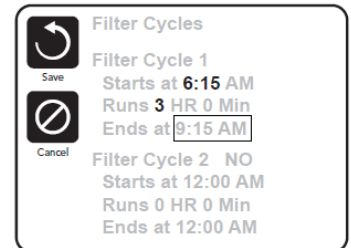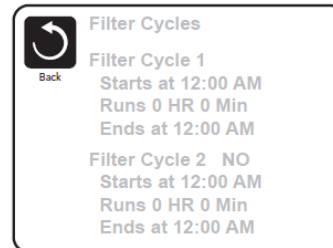
Filtration and Ozone

Pump 1 low and the ozone generator will run during filtration.

The system is factory-programmed with one filter cycle that will run in the evening (assuming the time-of-day is properly set) when energy rates are often lower. The filter time and duration are programmable.
A second filter cycle can be enabled as needed.

At the start of each filter cycle, the water will run briefly to purge the plumbing to maintain good water quality.

Filter Cycle 2 - Optional Filtration

Filter Cycle 2 is OFF by default.

Simply navigate to the Filter Cycle 2 line by pressing the Right Navigation Button, and when "NO" is highlighted, press Up or Down to toggle Filter Cycle 2 on and off. When Filter Cycle 2 is ON, it can be adjusted in the same manner as Filter Cycle 1 by navigating to the right.

It is possible to overlap Filter Cycle 1 and Filter Cycle 2, which will shorten overall filtration by the overlap amount.

Purge Cycles

In order to maintain sanitary conditions, as well as protect against freezing, secondary water devices will purge water from their respective plumbing by running briefly at the beginning of each filter cycle.

If the Filter Cycle 1 duration is set for 24 hours, enabling Filter Cycle 2 will initiate a purge when Filter Cycle 2 is programmed to begin.

Invert Panel

Selecting Invert Panel will flip the display and the buttons so the panel can be easily operated from inside or outside the hot tub.

Restricting Operation

The control can be restricted to prevent unwanted use or temperature adjustments. Locking the Panel prevents the controller from being used, but all automatic functions are still active. Locking the Settings allows Jets and other features to be used, but the Set Temperature and other programmed settings cannot be adjusted. Settings Lock allows access to a reduced selection of menu items. These include Set Temperature, Invert, Lock, Utilities, Information and Fault Log. They can be seen, not changed or edited.

Locking & Unlocking

Lock

1) Scroll to setting, press select button.
2) Scroll to lock, press select button.
3) Press > to Highlight either Setting or Panel.
4) Press select button.
5) "Setting" will light and be activated.
6) Press < key, press select button twice.
7) If Panel is selected, press select button, control will return to main screen.

Unlock Temp

1) Scroll to setting, press select button.
2) Scroll to Lock, press select button.
3) Press > key to highlight Setting.
4) Press Select button.
5) Press select button twice, press v key.
6) Press <, press select button twice.

Unlock Panel

1) Press select button.
2) Press > key.
3) Press select button twice.
4) Press v key.
5) Press <, press select button twice.

Additional Settings

Hold Mode - M037*

Hold Mode is used to disable the pumps during service functions like cleaning or replacing the filter. Hold Mode will last for 1 hour unless the mode is exited manually. If spa service will require more than an hour, it is best to simply shut down power to the spa.
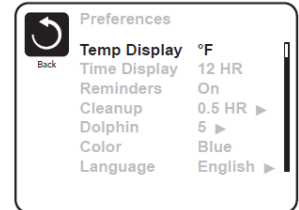
Utilities

The Utilities Menu and Preferences selections are to be accessed only by qualified service techs.

Temp Display: Change the temperature between Fahrenheit and Celsius

Time Display: Change the clock between 12 hr. and 24 hr. display.

Reminders: Turn the reminder messages (like "Clean Filter") On or Off.

Cleanup: Cleanup Cycle Duration is not always enabled, so it may not appear. When it is available, set the length of time Pump 1 will run after each use. 0-4 hours are available.

Color: Pressing the Select Button when Color is highlighted will cycle through 5 background colors available in the control.

Language: Change the language displayed on the panel.

Clean-up Cycle (optional)

When a pump is turned on by a button press, a clean-up cycle begins 30 minutes after the pump is turned off or times out. The pump and the ozone generator will run for 30 minutes or more, depending on the system.

Freeze Protection

If the temperature sensors within the heater detect a low enough temperature, then the water devices automatically activate to provide freeze protection. The water devices will run either continuously or periodically depending on conditions.

GFCI Test

The Ground Fault Circuit Interrupter (GFCI) or Residual Current Detector (RCD) is an important safety device and is required equipment on a hot tub installation.

CE registered systems do not have an RCD Test Feature due to the nature of the electrical service. The end-user must be trained how to properly test and reset the RCD.

It is mandatory to verify proper installation and function of the GFCI or RCD. Users / owners are to manually test this safety device prior to each use. Should the device not function properly, shut the hot tub off at the breaker and contact service tech.

General

Most messages and alerts will appear at the bottom of the normally used screens. Several alerts and messages may be displayed in a sequence. Some messages can be reset from the panel. Messages that can be reset will appear with a "right arrow" at the end of the message. This message can be selected by navigating to it at pressing the Select button.

Water Temperature is Unknown

After the pump has been running for 1 minute, the temperature will be displayed. $---°F$ $---°C$ <u>NOTE:</u> The icon on the main screen will glow red when the heater is activated. The Jets 1 icon will also glow red while in low speed and the heater is activated.

Possible freezing condition

A potential freeze condition has been detected, or the Aux Freeze Switch has closed. All water devices are activated. In some cases, pumps may turn on and off and the heater may operate during Freeze Protection. This is an operational message, not an error indicator.

The water is too hot – M029

The system has detected a spa water temp of 110°F (43.3°C) or more, and spa functions are disabled. System will auto reset when the spa water temp is below 108°F (42.2°C). Check for extended pump operation or high ambient temp.

Heater-Related

The water flow is low – M016

There may not be enough water flow through the heater to carry the heat away from the heating element. Heater start up will begin again after about 1 min. See "Flow Related Checks" below.

The water flow has failed* – M017

There is not enough water flow through the heater to carry the heat away from the heating element and the heater has been disabled. See "Flow Related Checks" below. After the problem has been resolved, you must press any button to reset and begin heater start up.

The heater may be dry* – M028

Possible dry heater, or not enough water in the heater to start it. The spa is shut down for 15 min. Press any button to reset the heater start-up. See "Flow Related Checks" below.

The heater is dry* – M027

There is not enough water in the heater to start it. The spa is shut down. After the problem has been resolved, you must clear the message to restart heater start up. See "Flow Related Checks" below.

The heater is too hot* – M030

One of the water temp sensors has detected 118°f (47.8°C) in the heater and the spa is shut down. You must clear the message when water is below 108°f (42.2°C). See "Flow Related Checks" below.

Flow-Related Checks

Check for low water level, suction flow restrictions, closed valves, trapped air, too many closed jets and pump prime. On some systems, even when spa is shut down by an error condition, some equipment may occasionally turn on to continue monitoring temperature or if freeze protection is needed.

Sensor-Related

Sensors are out of sync – M015

The temperature sensors MAY be out of sync by 2°F or 3°F. Call for Service.

Sensors are out of sync -- Call for service* – M026

The temperature sensors ARE out of sync. The fault above has been established for at least 1 hour. Call for service.

Sensor A Fault, Senor B Fault – Sensor A: M031, Sensor B: M032

A temperature sensor or sensor circuit has failed. Call for Service.

Miscellaneous Messages

Communications error

The control panel is not receiving communication from the System. Call for Service.

System-Related
Program memory failure* – M022

At Power-Up, the system has failed the Program Checksum Test. This indicates a problem with the firmware (operation program) and requires a service call.

The settings have been reset (Persistent Memory Error)*** – M021**

Contact your dealer or service organization if this message appears on more than one power-up.

The clock has failed* – M020

Contact your dealer or service organization.

Configuration error (Spa will not Start Up)

Contact your dealer or service organization.

The GFCI test failed (System Could Not Test the GFCI) **– M036**

(North America Only) May indicate an unsafe installation. Contact your dealer or service organization.

A pump may be stuck on – M034

Water may be overheated. POWER DOWN THE SPA. DO NOT ENTER THE WATER. Contact your dealer or service organization.

Hot fault – M035

A Pump Appears to have been Stuck ON when spa was last powered. POWER DOWN THE SPA. DO NOT ENTER THE WATER. Contact your dealer or service organization.

Reminders

General maintenance helps.

Reminder Messages can be suppressed by using the Preferences Menu.

Clean the filter

May appear on a regular schedule, i.e. every 30 days. Clean the filter media as instructed by the manufacturer.

Test the GFCI (or RCD)

May appear on a regular schedule, i.e. every 30 days.

The GFCI or RCD is an important safety device and must be tested on a regular basis to verify its reliability. Every user should be trained to safely test the GFCI or RCD associated with the hot tub installation. A GFCI or RCD (European) will have a TEST and RESET button on it that allows a user to verify proper function.

Change the water

May appear on a regular schedule, i.e. every 90 days. Change the water in the spa on regular basis to maintain proper chemical balance and sanitary conditions.

Change the filter

May appear on a regular schedule, i.e. every 30 days. Filters should be replaced regularly to maintain proper spa function and sanitary conditions.

Warning! Qualified Technician Required for Service and Installation

Do not attempt service of this 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.