

Troubleshooting guide for a pellet burning hot tub functioning

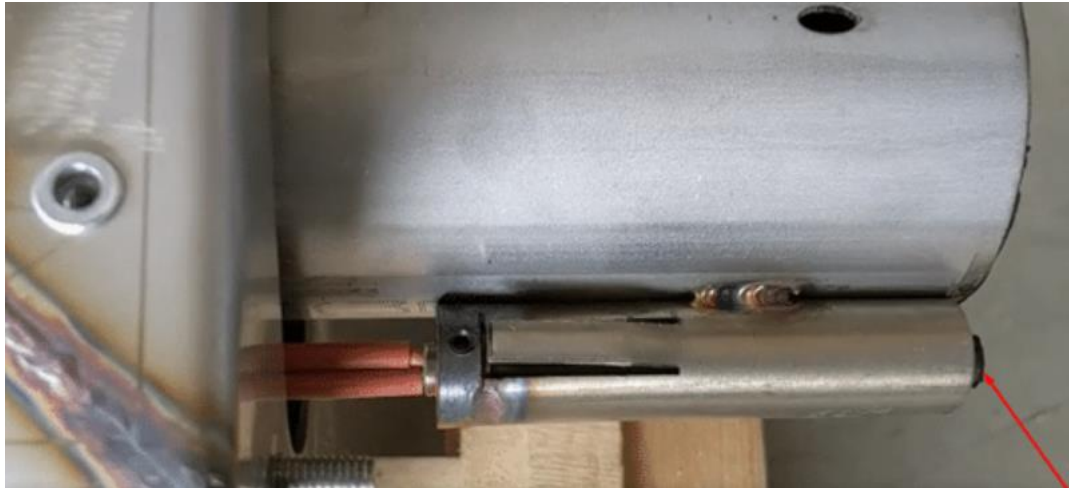
If all of the sudden your pellet burning hot tub stops working, please follow the steps below. The main parts that can cause the issue are: (1) the malfunction of a bigger spiral which transports the pellets from the bunker to the smaller spiral (very unlikely); (2) the malfunction of the smaller spiral which transports the pellets from the bigger spiral to the ignition chamber (very unlikely); (3) the malfunction of the fan which pushes air for the ignition process to happen as well as for the cleaning at the end of the burning process (very unlikely); (4) failure of the ignition element (most likely).

In order to know which element has failed please conduct the test below:

1. On the monitor of the stove, press the menu button once. Please scroll down to see the field „Output test“. Enter it. You will see the required option for the test.



2. FM – please enter approx. 20 – 30 in the field. This is the seconds for the fan test to run. You will hear it running or not.
3. SF – One of the two spirals that transports the pellets, you will hear the sound and see if the element is spinning.
4. SB - One of the two spirals that transports the pellets, you will hear the sound and see if the element is spinning.
5. IGN – Ignition element. In order to test it, mark it and check for approximate duration of 2 minutes. You can simply put your finger onto the ignition element and see if it is getting warm. The ignition element is inside the burning chamber.



** Please note that ignition element has its own span life and it is utmost important to never start the stove without the pellets. The ignition element will be burning without stopping and will kill it. Before starting the ignition element SB and SF spirals have to be full of pellets.

** The stove uses 2 temperature sensors to measure water temperature. If the monitor shows the error of boiler temperature sensor failure that means that the sensor is damaged and needs to be replaced. The temperature sensors are shown below.



** Error „Off PT sensor“. If this error occurs, please find the option PT sensor under the setting field in the APP and turn it off. It is not being used with the hot tub setups.

*** Error „Off WH sensor“. This error means that the temperature sensor which measures the water temperature is damaged or disconnected. There are 2 sensors installed. The first sensor is attached

on the upper connection of the stove and the second is attached directly to the bottom of the tub (in case integrated stove) or on the lower connection of the stove (in case external stove).

Troubleshooting guide for WIFI connection

Troubleshooting or reconnecting after a certain time:

1. Turn off electricity from the tub, the monitor should go black
2. Turn it back on
3. Delete the app from the phone
4. Install the app from the store
5. Kill the mobile internet on the phone
6. Start the wifi on the monitor
7. Connect and make sure you stay connected to the hot tub router, it does not provide internet, therefore, the phone can try to reconnect to the last wifi with the internet.
8. Open the app and in settings enter the name of your router, password, wpa and wpa2 protocol should be selected and enter the access code, it should be 4 last of the hot tub ID shown on the monitor
9. Press connect and wait, just do not do anything until either it says success or fail. If it fails, try to repeat all this again. It is very important to power off the monitor and kill or better to reinstall the app;
10. Turn the internet on your phone back either mobile or wifi