

Troubleshooting guide for a pellet burning hot tub functioning

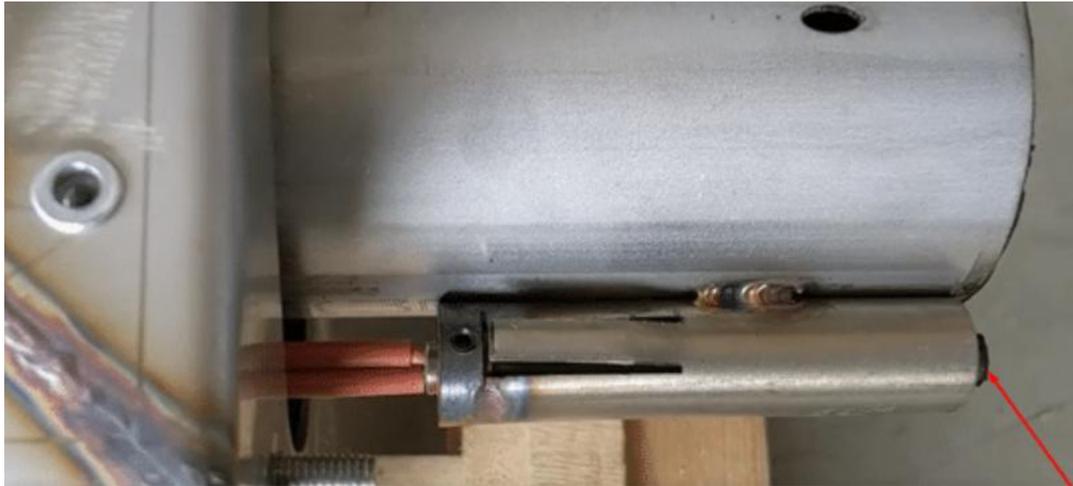
If all of the sudden your pellet burning hot tub stops working, please follow the steps below. The main parts that can cause the issue are: (1) the malfunction of a bigger spiral which transports the pellets from the bunker to the smaller spiral (very unlikely); (2) the malfunction of the smaller spiral 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.

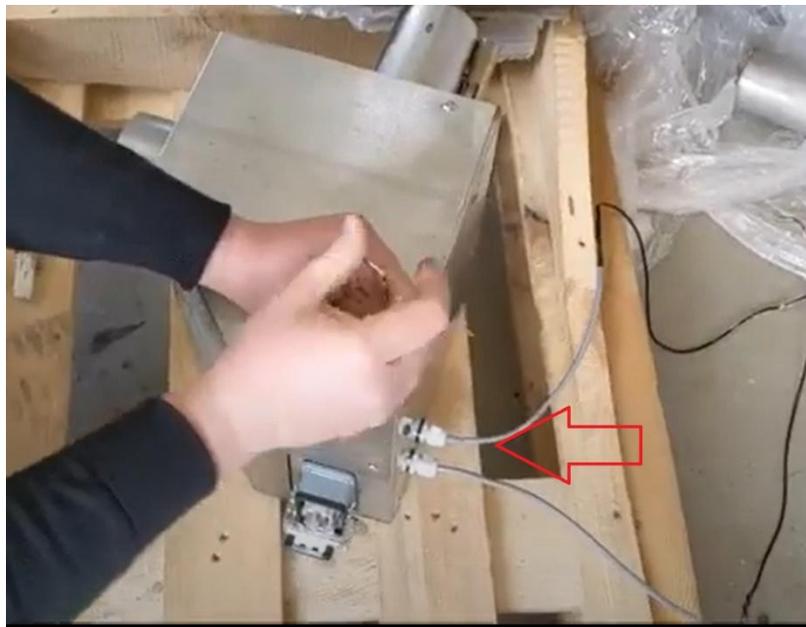


2. FM – please enter approx. 20 – 30 in the field. This is the seconds for the fan test to run. You will hear it running or not.
3. SF – One of the two spirals that transports the pellets, you will hear the sound and see if the element is spinning.
4. SB - One of the two spirals that transports the pellets, 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

Upgrade 2025

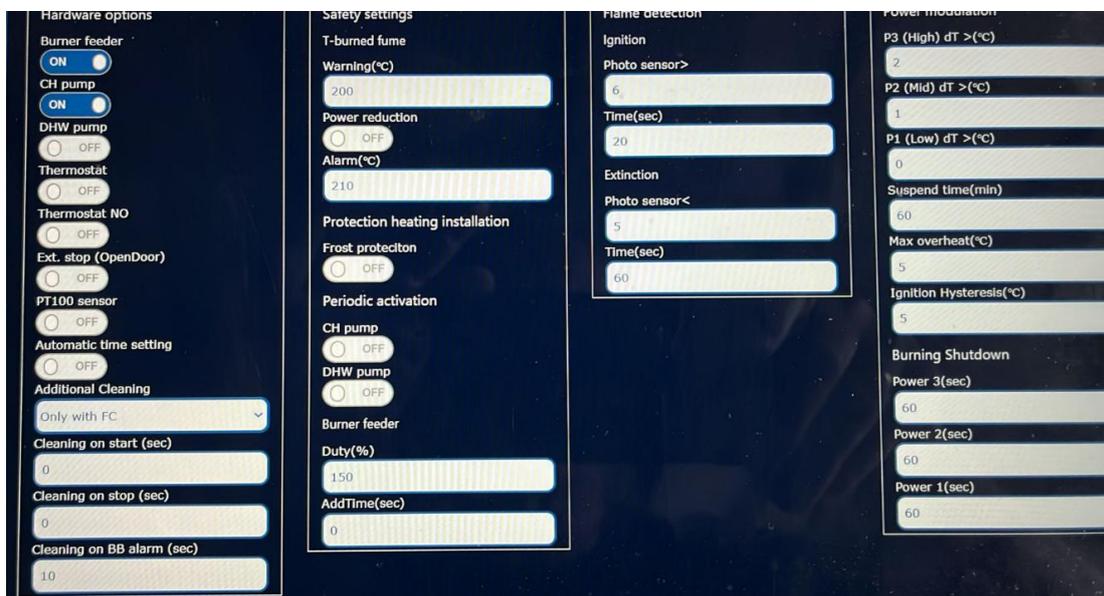
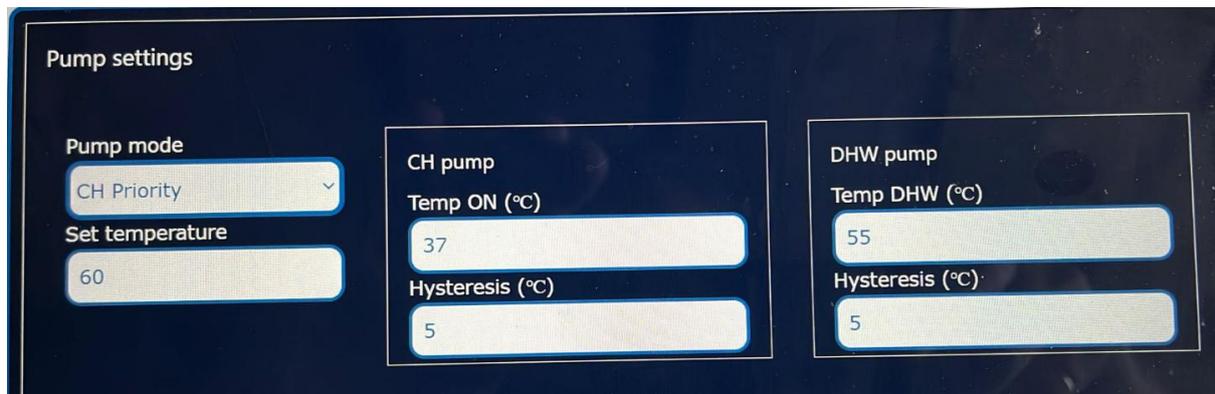
Starting 2025, the main pellet screen was upgraded with touch capabilities as indicated below. Together with the upgrade, some properties were also changed. To make temperature control easier, we now install a single temperature sensor that is managed via the circulation (CH) pump settings. This sensor is mounted on the upper pipe of the stove, which delivers heated water to the hot tub. The temperature reading indicates the temperature of the water being supplied to the tub. Please note that this supply water temperature will always be higher than the actual water temperature inside the tub. For this reason, we recommend setting the temperature slightly higher than your desired bathing temperature—typically around 5-10 C higher, depending on personal preference.

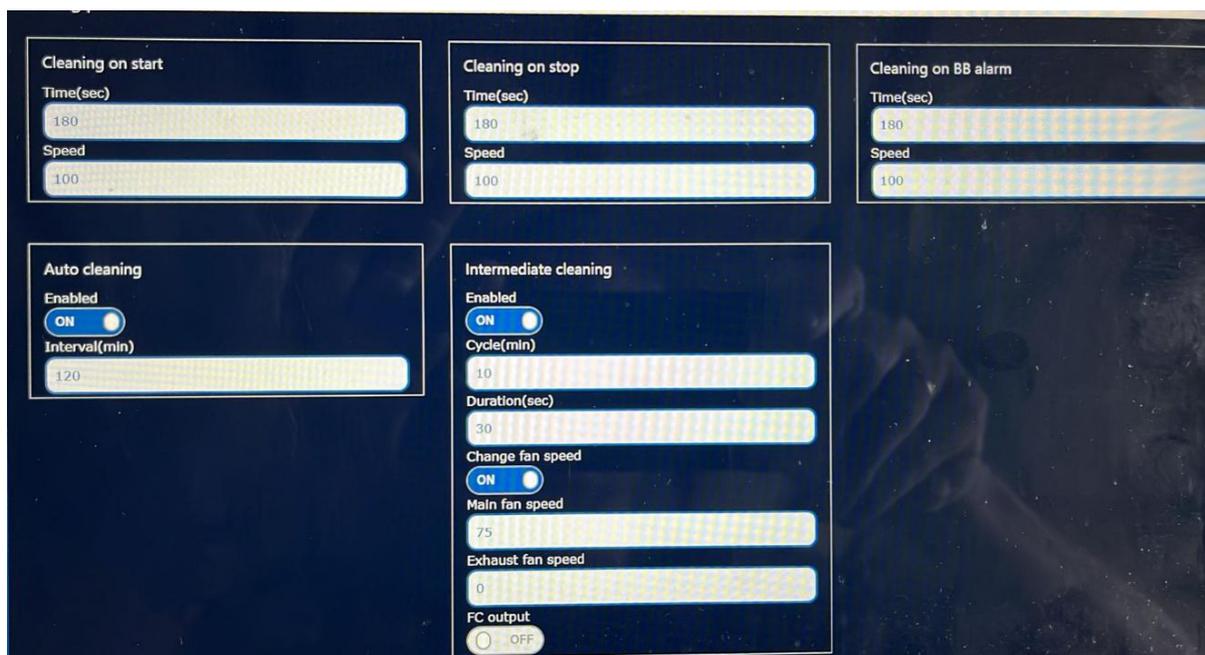


1. In order to delete the errors from the screen, one has to click and keep holding for a few seconds on the exclamation mark which can be found on the main screen, bottom right side.



2. Below are the main default properties that must be kept to ensure a proper functioning of the heater.





3. In order to find the ID of the stove, please follow the instructions below

A. Press on the information mark "i" on the main screen



B. Press the arrow right once



C. Press the arrow down 1 once and you will see the ID information of the stove



We strictly do not recommend changing any settings of the pellet stove. The factory settings are already pre-configured specifically for this type of hot tub application.

Please also note that some settings are disabled for safety reasons. We do not recommend using scheduled heating, as there may be an insufficient amount of water in the tub during heating or an insufficient amount of pellets in the stove. In both cases, irreparable damage may occur.

For the same safety reasons, the scheduled winter heating protection has also been disabled.