



Calm

OWNERS MANUAL

bullfrog[®]
spas

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User Safety and Setup Guide

Reference the User Safety and Setup Guide for important safety instructions, information about installation and delivery, electrical requirements, and more.

Use the QR code or this link:
bullfrogspas.com/manuals





Congratulations on your purchase of a Bullfrog Spas® Calm™ hot tub.

NOTE: In this document, the terms “Spa” and “Hot Tub” are used interchangeably. Take a moment to read this manual carefully. Following the instructions in this manual will ensure the safe and smooth operation of your new spa.

Carefully read this Owner’s Manual before you install your spa. Your Bullfrog Spas Limited Warranty may be voided if damage is caused by failure to install, maintain, and operate your spa in accordance with the recommendations contained in this Owner’s Manual or any other printed instruction, notice, or bulletin from Bullfrog Spas. Your spa’s serial number is located both on the base under the equipment door and the Manufacturing ID Label located inside the equipment compartment of your spa.

For the safety of all those who utilize your spa and its surroundings, please make sure your spa and any adjoining installations, including the electrical hook-up, are completed according to codes and only after acquiring any necessary approvals and permits from your local, state/provincial, and/or national government. Follow all local, state, and national safety and wiring rules. Some jurisdictions require certain fencing and/or self-closing and self-latching gates to prevent accidental drowning in a pool or spa. Your spa cover comes with a locking system that meets the ASTM F1346-91 Standard for Safety Covers, which when properly used, may satisfy certain fencing and gating requirements. Your spa meets or exceeds all requirements of the Virginia Graeme Baker Pool and Spa Safety Act. Your spa has been tested and either meets or exceeds the UL-1563 portable spa standard.



Patents: www.bullfrogspas.com/patents

U.S. Patents: 7,908,684, 8,661,576, 8,881,321, 8,689,370, 8,869,469, 5,754,989, 5,987,663, 6,000,073, 6,092,246, 6,256,805, 6,543,067

New Zealand Patent: 555112, 334,093

Australia Patent: 737,335

Canada Patents: 2,588,884, 2,260,237, 2,915,184

Other patents pending worldwide

Calm spas include the following models:

CALM: Calm7, Calm7L, Calm6

Bullfrog Spas reserves the right to change features, specifications & design without notification and without incurring any obligation.

Register Your Spa

Ensure the very best hot tub ownership experience by registering your warranty. Use the QR code or go to bullfrogspas.com/warranty-registration to register.



Spa Registration

GETTING TO KNOW YOUR SPA

Spa Overview

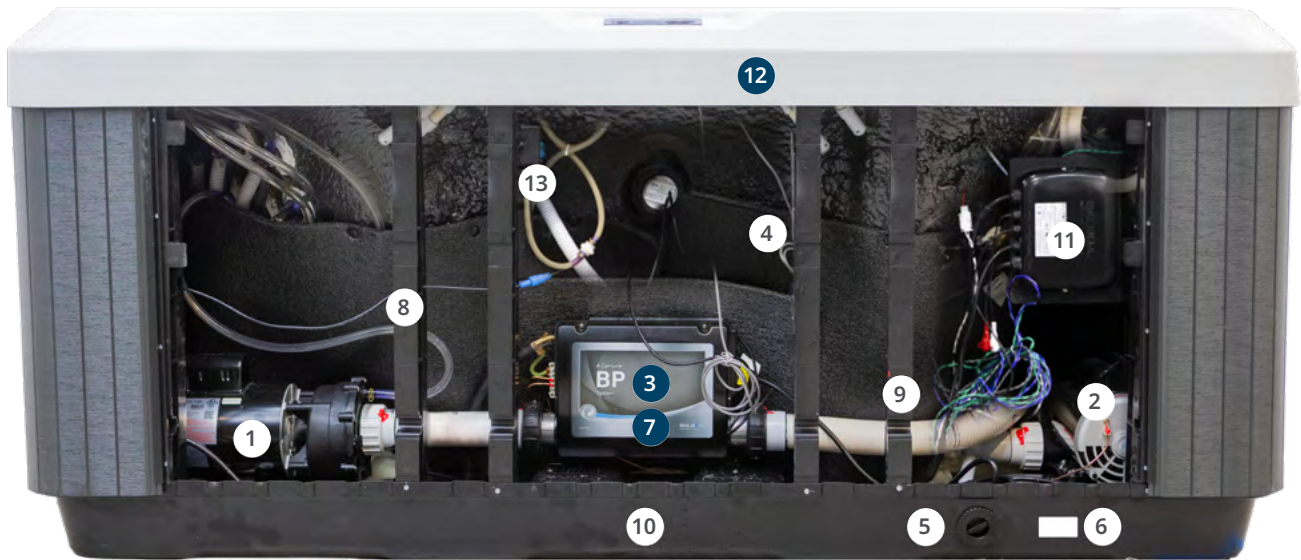
Calm7 Spa Model Pictured



1. Main control
2. Filter intake/access
3. Headrest
4. Water feature
5. Foot therapy jet
6. Main LED lights
7. Entry step and cool-down seat
8. Floor drain
9. Ozone jet
10. In-wall therapy jets
11. Diverter Valves
12. Pump intake

Equipment Compartment Overview

Calm7 Spa Model Pictured



1. Jet pump 1
2. Jet pump 2
3. Control box
4. Safety certificate and serial number
5. Drain outlet
6. Serial number sticker (visible with door installed)
7. Water heater
8. Support stud
9. Door attachment notch in support stud
10. ABS spa base pan
11. Audio control box (optional)
12. Acrylic spa shell
13. Ozone system (optional)

FILLING YOUR SPA

▲ **WARNING:** An empty spa (spa without water in it) must not be left exposed to sunlight as shell damage may occur. Once the spa is unwrapped, fill the spa with water immediately or shade the spa with cover to prevent direct exposure to sunlight.

IMPORTANT: Do not turn power on to the spa without water in the spa. Serious damage to the pump and heater may occur.

▲ **WARNING:** Make sure power is off to your spa prior to following spa filling procedure. Failure to do so may result in serious injury.

Spa Filling Steps

Step 1: Remove floating weir by lifting until it separates from the filter housing.



Step 2: Place garden hose inside the inner chamber of the filter cage.



IMPORTANT: Never fill the spa with soft water unless an appropriate mineral supplement is immediately added (see your authorized Bullfrog Spas Dealer). If your water is extremely hard, it is preferable to either dilute the water's hardness by blending the water with water from a water softener, using a mineral filter, or

by the addition of a special water softening chemical (see your authorized Bullfrog Spas Dealer).

Step 3: Fill to the water level indicator line located on the acrylic near the floating weir. See image below.



Step 4: Reinstall the floating weir.

Step 5: Check for leaks: After the spa is filled, check all fittings and equipment in the equipment compartment for signs of leakage before turning on the spa. Turn on the pump(s), and once again, check for leakage. If a leak is detected, tighten the fitting by hand. If the leak persists contact your authorized Bullfrog Spas Dealer.

Step 6: Install Cover: The spa cover comes with tie down straps and locking hardware that attaches the cover to the spa or decking. If your dealer did not install the cover, refer to the Cover Installation Instructions included with the cover.

Cover locks are an essential component for compliance with the ASTM F1346-91 safety standard for spa covers.

IMPORTANT: The spa cover is a critical feature in maintaining a safe and secure spa environment. In addition, keeping your spa covered when not in use is important for maintaining spa water at the desired temperature and saving energy. When the spa is not in use, always place the cover over the spa and secure it by pulling down on the cover strap, clicking the two sides of the cover clips together, and then locking each clip with the key provided. The cover should remain in place and locked at all times when not in use to prevent unauthorized entry and to prevent the wind from blowing it open inadvertently.

CALM SPA CONTROL PANELS



Calm Standard Control

Preparation and Filling

Fill the spa to its correct operating level. Be sure to open all valves and jets in the spa before filling to allow as much air as possible to escape from the system during the filling process. For details see “Filling your spa” section. After turning the power on at the main power panel, the control panel display will go through an initializing sequence. This sequence displays information regarding the configuration of the hot tub control. After a few seconds, your control will display the Home/Status screen which shows time, jet and light status, temperature status, operation mode, etc.

Priming the Pumps

Pumps must be primed directly after filling to ensure the correct operation of your spa. After initial startup, the control panel will enter Priming Mode. To prime the pumps, press the “Jets 1” button twice to prime in high speed. The pump has primed when water is flowing from the jets. If your spa is equipped with a second jet pump repeat the priming process for Pump 2 by pressing the “Jets 2” button once to prime in high-speed.

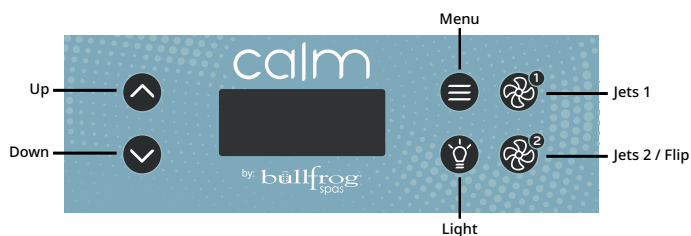
IMPORTANT: Pumps should not be allowed to run without priming (no water flowing out of the jets) for more than 2 minutes. Doing so may cause damage to the pump(s).

NOTE: 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.

Exiting Priming Mode

You can manually exit Priming Mode by pressing the up or down button. Note that if you do not manually exit the priming mode as described above, the priming mode will automatically end after 4-5 minutes. Be sure that the pump(s) have been primed by this time. Once the system has exited Priming Mode, the control panel will display the set temperature. The system requires approximately 1-2 minutes of water flowing through

the heater to determine and display the correct water temperature.



Calm Standard Control

Home/Status Screen

The Home/Status screen on your Calm Spas control shows basic statuses including: jet status, light status, current water temperature, spa operation mode, and heating/cooling status. In addition, many of the basic functions of operating your spa can be performed with one touch from the Home/Status screen. In addition, any necessary error or maintenance messages will appear on the screen.

Start or Stop Accessories

To start or stop an accessory (jets, lights, etc.), press the associated button. Icons will appear on the bottom of the screen when their accessory is turned on and disappear when turned off. Icons on the screen will reflect the speed or state of the devices running on your spa. When an accessory has more than two states, press the button until it reaches the desired state.

Light Operation

Turn lights on and off using the button. Press once to turn the lights on. Press again to turn it off. Pressing the button repeatedly will cycle through light modes and colors (flashing, fading, solid color).

Screen Rotation/Mode Button

On one pump models, you can press the Rotate Screen button to rotate the screen 180 degrees for easier viewing from inside the spa. On two pump models, rotating the screen can be done by pressing the Up button in the “FLIP” menu.

Adjusting the Set Temperature

The current water temperature is displayed in the middle of the Home screen. Press the up or down button to set the desired temperature. The set point will begin to flash. Press or hold the up or down button immediately to adjust the set point to your desired temperature. After a few seconds without any change to the set temperature value, the set point will stop flashing and the current water temperature will reappear.

Spa Settings

The settings on the Calm Spas control pad are navigated using the Menu, Up, and Down buttons. One press of the Menu button gives you access to several menus where you can manage the specific settings of your spa. After pressing the Menu button you may navigate to each sub-menu by repeated pressings of the Menu Button and then using the Up or Down buttons to select a sub-menu. When using the Settings menu or sub-menus the screen will revert back to the Home screen if no key is pressed for a few seconds. Note that if an accessory is not present in your spa configuration, its menu will not appear. Refer to the following sections to get details about the possible settings, accessories, and their detailed functionalities.

TEMP - Dual Temp Range

This system incorporates two temperature range settings with independently set temperatures. The current setting is displayed on the right side of the Home screen next to a thermometer icon, with an up arrow indicating High Range and a down arrow indicating Low Range. The most common use for the Low Range is during vacations or extended periods of non-use. When a range is chosen, the spa will heat to the set temperature associated with that range and hold. High Range can be set between 80°F and 104°F. Low Range can be set between 50°F and 99°F. Freeze Protection is active in either range.

To select a range, press the Menu button until “TEMP” is visible in the display window. The thermometer icon will flash on the right of the screen with an up or down arrow to indicate which selection is currently active. Press the Up or Down buttons to switch between High and Low and then press the Menu button to confirm.

MODE - Ready and Rest Mode

There are two Heating Modes available with the Calm spas – Ready and Rest. When in Ready mode, the pump that circulates water through the heater will turn on periodically to measure water temperature, heat if needed, and refresh the temperature display. Ready mode will continually maintain your spa at its set temperature.

Rest mode will only turn on the pump that circulates water through the heater during programmed filter cycles. Since the pump is not turning on periodically, the temperature display will not show a temperature until the pump has been turned on and water is flowing through the heater for a minute or two. Rest mode is recommended for the most economic performance.

To set the Heat Mode, press the menu button until “MODE” appears in the display window. The selected mode will flash at the bottom left of the display screen. Press the Up or Down button to change the selected heat mode and press the Menu button to confirm.

When the spa is in Rest mode and a Jet button is pressed, the spa will enter Ready-in-Rest mode. This mode heats the water up to the selected temperature, allowing for use in periods outside of scheduled filter cycles. This mode is active until the set temperature has been reached or one hour has passed, at which point the spa will revert back to Rest mode.

TIME - Setting the Time

Setting the time is important for filtration settings and other background settings to function as expected. To set the time, press the Menu button until “TIME” is visible on the display window. Press the Up or Down buttons to select the hour and press the Menu Button to confirm. Repeat this process to select the minutes.

To toggle between a 12 or 24 hour clock, press the Menu button until “PREF” is visible on the display. Press the Up or Down button to enter the Preferences Menu. Press the Menu button until “24-12” displays on the display. Press Up or Down button to enter the toggle between a 12 or 24 hour clock and press the Menu button to confirm.

LOCK - Locking the Panel

The control panel can be restricted to prevent unwanted use or temperature adjustments. These lock features can prevent most functions on the control panel from being used, while all automatic functions remain active. “TEMP” locks the temperature selection, preventing unwanted temperature adjustments. “PANL” in contrast, locks all changes from the panel.

To lock the temperature, press the Menu button until “LOCK” is displayed. Press Up or Down to enter the Lock menu, where “TEMP” will be visible in the display window. Press Up or Down to enter the Temperature Lock menu, where “OFF” will be visible in the display window. Press Up or Down to select “ON” and press the Menu button to confirm. Follow the same process and select “OFF” to unlock the temperature.

To lock the panel, press the Menu button until “LOCK” is displayed. Press Up or Down to enter the Lock menu, and then press the menu button until “PANL” is displayed. Press Up or Down to enter the Panel Lock menu, where “OFF” will be visible in the display window. Press Up or Down to select “ON” and press the Menu button to confirm.

To unlock the panel, press and hold the Up button and then, while continuing to hold the Up button, press the Menu button twice. “UNLK” will be visible in the display window and the panel controls will return to normal.

HOLD - Standby

The Hold mode prevents the jets from running to allow filters to be cleaned or replaced. By default, a hold lasts

60 minutes or until the menu is exited manually. To put the spa in Hold, press the Menu button until “HOLD” is displayed. Press the Up or Down button to enter Hold mode. Press the Up or Down button again to exit Hold mode manually.

FLTR – Filtration Cycles

Your Calm Spa comes factory programmed to run two cycles in each 24 hour period. Filter Cycle 1 begins at 8:00pm and runs for 1.5 hours. Filter Cycle 2 begins at 8:00am and runs for 1.5 hours. These factory set filtration cycles should be adequate for light to normal spa use (spas used once to twice per week). For cases of more frequent spa usage, you may need to increase the filter cycle durations to maintain water clarity.

To change filter cycles, press the Menu button until “FLTR1” or “FLTR2” appears on the display. Press the Up button and “BEGN” will be visible on the display. Press the Up button to change the Filter Cycle’s begin time. Press the Up or Down button to change the hour digit and then press the Menu button to confirm (NOTE: “A” for am or “P” for pm will be displayed in the bottom right corner of the display window). Repeat the process to change the minutes digit.

“RUN HRS” will then be visible on the display. Press the Up button to change the Filter Cycle’s run time. Press the Up or Down button to change the hour digit and then press the Menu button to confirm. Repeat the process to change the minutes digit. “F1 ENDS” or “F2 ENDS” will then be visible on the display, showing the Filter Cycle’s end time. Press the Menu button to confirm the Filter Cycle’s settings.

Note that the Filter 2 menu has an additional option to toggle the Filter Cycle 2 On and Off. Filter Cycle 2 can be turned off, but this is not recommended and can lead to poor water clarity.

PREF – Preferences

The Preferences menu allows you to modify the ways some settings on the spa are displayed. To access this menu, press the Menu button until “PREF” is displayed and then press the Up button to enter the menu. Continue to press the menu button to cycle through different sub-menus.

The default temperature displayed is Fahrenheit. To change the temperature display between Fahrenheit and Celsius, navigate to the “F/C” sub-menu and press the Up or Down button to toggle between Fahrenheit and Celsius. Press the Menu button to confirm.

The default time displayed is 12 hour. To change the time display between 12 and 24 hour, navigate to the “12/24” sub-menu and press the Up or Down button to toggle between 12 and 24 hour time display. Press the Menu button to confirm.

The display of Reminders is defaulted to Off. To change the Reminders to on, navigate to the “RE-MIN-DERS” sub-menu and press the Up or Down button to toggle the Reminders between On and Off. Press the Menu button to confirm.

UTIL – Utilities

The Utilities menu shows technical information related to your Calm Spa that could be provided to an authorized technician.

BT - Bluetooth Audio (Optional)

One of the options available on Calm Spas is a Bluetooth audio system. If your spa is equipped with this system, you can use the control panel to turn the Bluetooth function On and Off. To do this, press the Menu button until “BT” is visible on the display window. Press the Up or Down buttons to toggle the system On and Off. Note that pressing the Up or Down button returns to the Home screen, where a music note icon at the bottom of the screen indicates whether the system is On (icon visible) or Off (icon not visible).

The first time you use your Bluetooth device with the audio system, you must first pair your device to it. Each device must be paired separately. To pair, first verify Bluetooth is On for the spa (music note icon) and turn on Bluetooth on your device. On your device, search for Bluetooth devices and select “BBA Spa Music” from the list. Make sure that you are close to the spa and have line of sight to the spa control panel / equipment area.

Note that there may be some settings on your Bluetooth device that need to be adjusted so that the sound system can play at full volume. For example, some devices recognize the sound system as a headphone, and so any settings that Reduce Loud Audio for headphones will need to be temporarily turned off.

Diverter Valve

The diverter valve is used to direct water flow from the pump to a specific seat that the user will be sitting in. Water flow can be dispersed to all jets that are powered by that pump or it can be diverted to a specific seat. This diverter valve regulates the flow of the water so that the user can dial in the correct therapy they desire.

To use the diverter valve:

Step 1: Turn the valve in the direction you’d like the water to flow. For instance, if you’d like water to divert to the right seat, turn the valve to the right, etc.

Step 2: To evenly distribute water flow to all seats, set the valve to the middle and receive equal jet power to each seat.

WATER CARE & CHEMISTRY

Chemicals

Properly maintaining your spa water is very important to ensure enjoyment in using your spa and to maximize spa shell and equipment life. Properly maintaining your spa water chemistry will require regular attention to prevent poor water quality, potential unhealthy conditions, and possible damage to your spa.

Please refer all water care-related questions and concerns to your local Authorized Bullfrog Spas Dealer. Your Authorized Bullfrog Spa dealer can recommend the correct products and procedures for safely sanitizing and maintaining your spa according to local water chemistry, regulations, and your specific circumstances.

Suggested Water Care Method:

FROG® @ease® (USA Only)

The @ease system holder and system cartridge kits may be obtained through your Authorized Bullfrog Spas Dealer.



Floating Sanitizing System Operating Instructions



FROG® @ease® is the hot tub sanitizing system* that takes the guess work out of water care so you always feel at ease while enjoying your hot tub.



This is not a toy. For sanitizing hot tubs only!

The FROG @ease Floating System has two replaceable cartridges.

The combination provides the Fresh Mineral Water®∞ benefits of **cleaner, clearer and softer®** water that's easier to take care of.



TOP HALF (Blue)
FROG @ease Mineral
Cartridge

BOTTOM HALF (Silver)
FROG @ease SmartChlor®
Cartridge

FROG @ease Mineral Cartridge

Active Ingredient:

Silver Chloride	0.5%
Other Ingredients:	99.5%
Total:	100.0%

KEEP OUT OF REACH OF CHILDREN

CAUTION

DIRECTIONS FOR USE: It is a violation of Federal Law to use this product in a manner inconsistent with its labeling. For use in hot tubs up to 600 gallons. Use with the FROG @ease SmartChlor Cartridge. Ensure all hot tub equipment is working properly. Operate the pump and filter as recommended by your hot tub manufacturer. Clean filter following manufacturer's directions. May be used with a previously filled hot tub unless it was sanitized with bromine or biguanides. Then drain and fill the hot tub with fresh water before using this product.

Read entire operating Instructions for complete directions for use.

Ver la versión en español de este manual en frogproducts.com

Step 1: Prepare the Hot Tub

1.



Fill hot tub with fresh water. If using source water that is high in calcium, iron or other metals, see your dealer before filling the hot tub. It may require the use of a metal control product.

If previously using bromine and switching to the FROG @ease System, you must drain and refill your hot tub before using this product.

If previously using dichlor you may convert to the FROG @ease System without having to drain the hot tub, as long as cyanuric acid level is below 80 ppm.

2.



Clean or replace filter cartridges when dirty (Follow manufacturer's instructions).

3. Balance water by following STEPS a - d in order.

IMPORTANT: Always follow printed instructions on the balancing chemical packages. Add balancing chemicals in small increments one at a time with the jets on and wait 6 hours before testing again and adding any additional balancing chemicals.

Water Balance Guidelines

pH:	7.2 - 7.6
Total Alkalinity:	80 - 120 ppm
Hardness:	150 - 250 ppm
Total Dissolved Solids:	<1500
Cyanuric Acid:	0 - 50 ppm

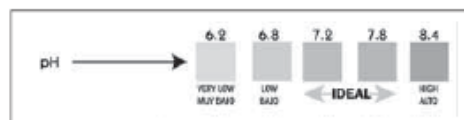
a. Take a water sample from the hot tub and dip a FROG @ease Test Strip into it.



b. Look at the **Total Alkalinity** reading first. Adjustments should be made to bring the Total Alkalinity in the **range of 80 - 120 ppm** prior to making any adjustments to pH even if it throws pH off further.



c. After Total Alkalinity is in range, **test for pH**. It should be **between 7.2 and 7.6**. If higher or lower, add a pH adjuster.



d. Lastly **test for Hardness**. It should be **between 150 and 250 ppm**. If higher, partially drain the hot tub (about 6 inches) and fill with water low in calcium. If lower, add Calcium Increaser.

If balancing takes longer than 2 days shock the water and maintain a chlorine level while continuing balancing.

4.



Very Important! After balancing and before using cartridges, establish an initial residual of 0.5 - 1.0 ppm free chlorine with FROG® Jump Start® start-up shock, included in this package, that quickly dissolves with an effervescent fizzing action - one packet per 600 gallons.

5.

Heat water to the manufacturer's recommended temperature.

Step 2: Put the System to Work

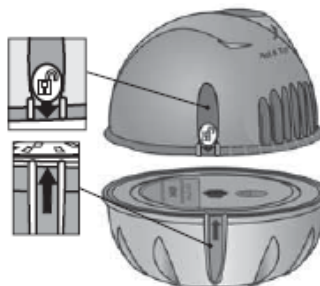
Simply follow these easy steps:

1.



Remove outer packaging from the FROG @ease SmartChlor Cartridge.

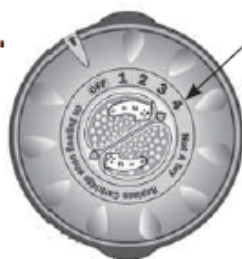
2.



Line up arrows on both cartridges, push together and lock.

Step 2 Continued . . .

3.



Setting # on the FROG @ease SmartChlor Cartridge

Setting Chart	
Gallons	Setting #
200-299	1
300-450	2
451-550	3
551-600	4

Twist the dial on the FROG @ease SmartChlor Cartridge to the setting number for your hot tub. (See chart based on gallons).

4.



Toss into the hot tub. It will float in the water at a slight tilt.

If you like, remove the FROG @ease System from the hot tub while soaking. Lift out the FROG @ease System

and let drain into the hot tub. Place on any surface not susceptible to chlorine bleaching. Remember to return it to the hot tub afterwards.

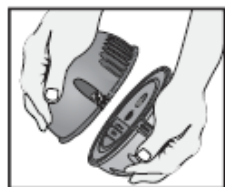
Replacing Cartridges:

When the FROG @ease Floating System flips completely over, remove the FROG @ease SmartChlor cartridge.



1. FROG @ease SmartChlor Cartridge will last about 3-4 weeks for an average 400 gallon hot tub.

2. Floating System naturally lists in the water. To check if FROG @ease SmartChlor Cartridge is empty, lift up and drain all water from the system, then replace in the hot tub and see if it flips completely.



3. Detach FROG @ease SmartChlor Cartridge by twisting to align with "unlock" arrow and pull apart.

4. Attach new cartridge (see Step 2: Put the System to Work)

5. Discard in trash or offer for recycling if available.

Note: If the FROG @ease SmartChlor Cartridge still contains a small amount after detaching, place in hot tub to float on its own until empty. Do not let it sink to bottom as it may bleach hot tub surface.

After 4 months or when draining and refilling the hot tub, the FROG @ease Mineral Cartridge must be replaced even if you hear the spent minerals inside. This cartridge is available only in the FROG @ease Floating Sanitizing System.



Step 3: Routine Hot Tub Care

1.



Drain and refill hot tub as directed by your hot tub manufacturer. Whenever you drain and refill, make sure to replace your FROG @ease Minerals.

2.



Run filtration system as recommended by your hot tub manufacturer.

3.



Regularly test water with FROG @ease Test Strips and follow directions in Step 1 for maintaining pH, Total Alkalinity and Hardness.

NOTE: pH is affected by bather load, chemicals used, evaporation and the make-up of your source water so maintaining water balance regularly is important.

4.

FROG @ease SmartChlor Cartridge will maintain 0.5-1.0 ppm free chlorine level as long as the water is balanced.

NOTE: Free Chlorine levels are reduced up to 75%* when using FROG @ease Minerals.

NOTE: Why FROG @ease Test Strips? The FROG @ease SmartChlor Cartridge forms a chlorine reserve that will be inaccurately measured as total chlorine on other test strips. Unlike conventional chlorine, the SmartChlor reserve readily shifts to free chlorine as needed, maintaining hot tub health with a low level of chlorine.

5.



Shock the hot tub with FROG @ease Maintain®, a non-chlorine shock for single dose shocking when you replace the FROG @ease SmartChlor Cartridge or once a month.

6.



Replace the FROG @ease SmartChlor Cartridge when the system flips over and the complete FROG @ease Floating System that includes a FROG @ease Mineral Cartridge as directed under "Replacing Cartridges".

Troubleshooting

Cloudy Water or Low-Chlorine Levels

- Shock the hot tub with FROG Maintain, a non-chlorine shock.
- Check water balance. pH and Total Alkalinity need to be in the proper ranges for the FROG @ease System to work correctly.
- Check FROG @ease SmartChlor Cartridge and replace if empty—see instructions under “Replacing Cartridges”.
- If the FROG @ease SmartChlor Cartridge is not empty, turn dial setting up one number while maintaining water balance. If needed, turn dial up again.
- Check your calendar. The entire FROG @ease System including a FROG @ease Mineral Cartridge needs to be replaced every four months. Without the minerals, SmartChlor will not be enough to sanitize the hot tub.

FROG @ease SmartChlor Cartridge Life

- If hot tub is larger than 400 gallons with significant bather load, you may require a higher dial setting which will shorten the cartridge life.
- If you think the cartridge setting is too high, you can turn the dial setting down one number while maintaining water balance. If needed, turn dial down again.
- If the FROG @ease System is continually sucked into the skimmer or filter well, tether the product to the tub away from the jets.
- Remove the FROG @ease System while using the hot tub with the jets running.

High Chlorine Levels

- This is highly unlikely with the FROG @ease System because SmartChlor is self-regulating. However, if you use standard test strips, it may appear that total chlorine is higher than the free chlorine.
- No worries—the strip is measuring the SmartChlor reserve, which will shift to free chlorine as needed. Please always use the FROG @ease Test Strips that were included with your System.

Learn more at frogproducts.com or call 800.222.0169

Register your FROG @ease Sanitizing System at frogproducts.com



Manufactured by King Technology, Inc.

6000 Clearwater Dr, Minnetonka, MN 55343 U.S.A.
800-222-0169 | frogproducts.com

Made in U.S.A. Patents: kingtechnology.com/IP

Ver la versión en español de este manual en frogproducts.com



+ FROG @ease System consists of the FROG minerals silver chloride and carbonate used with 0.5 ppm of FROG @ease SmartChlor Cartridge. The FROG @ease Mineral Cartridge must be used in conjunction with the FROG @ease SmartChlor Cartridge.

* Compared to the minimum ANSI recommended chlorine level of 2.0 ppm for a hot tub.

∞∞ For pools and hot tubs.

EPA Est. No.: 64114-MN-1

E05211022R8 20-48-0192

Additional Water Care Methods (alternative or outside USA)

In areas where the FROG @ease system is not available (outside the USA) consult your local Authorized Bullfrog Spas dealership for specific options for maintaining water quality. Your Authorized Bullfrog Spa dealer who can recommend the correct products and procedures for safely sanitizing and maintaining your spa according to local water chemistry, regulations, and your specific circumstances.

CAUTION:

- Always follow chemical manufacturers' instructions and never mix chemicals.
- Use an accurate test kit to perform all chemical tests.
- Add chemicals directly to the spa, evenly spreading the chemicals over the surface of the water with the jets operating, or use an appropriate feeding or metering device and check chemical levels often.
- Run the filter pump on high speed, with the cover removed, for at least 30 minutes after applying any chemicals to mix adequately and avoid potential damage to equipment, accessories, or surfaces.
- Names of spa chemicals will vary from one manufacturer to another. Please contact your authorized Bullfrog Spas dealer if you have any questions.

Regular Spa Water Care Sanitizer and pH Levels

It is important to test and adjust the sanitizer and pH level of your spa on a frequent basis. If the spa is used 0-3 times weekly, we recommend that you test the water a minimum of 2-3 times a week. For each additional use, test the water one additional time. Test kits and supplies are available from your authorized Bullfrog dealer.

pH Control: Proper pH balance is extremely important in controlling bacteria, providing water that is comfortable to the user, and preventing damage to the spa and equipment. The pH scale ranges from 0-14. Levels of pH less than 7.0 are acidic while pH levels greater than 7.0 are basic. The proper pH range for a spa is 7.4-7.6.

High pH levels (greater than 7.6): Can cause scale build-up on the spa and its equipment, cloudy water, a prematurely dirty filter, and less effective chlorine sanitation. To correct high pH levels, add a pH decreaser.

NOTE: Never use Muriatic or Hydrochloric acid to adjust pH as it can damage the spa shell and surroundings.

Low pH levels (less than 7.4): Can cause discomfort to the spa users and corrosion to the spa equipment. To increase pH levels, add a pH increaser.

Always test, and adjust the pH level before you test and adjust the sanitizer level.

Sanitation: Spa water sanitizers kill bacteria and keep the water clean. Effective and safe sanitizers recommended by Bullfrog Spas are granular chlorine (Dichlor) or granular bromine. Chlorine and bromine are the only two spa sanitizers approved for use in spas by the EPA.

WARNING: Trichlor chlorine tablets should never be used in a portable spa. Dissolve rate, potency and the extreme low pH of this chemical can cause severe damage to the spa surface and components. Use of trichlor chlorine tablets will void the Bullfrog Warranty.

Bromine and Dichlor tablets are also not recommended as an acceptable sanitizer in Bullfrog Spas unless an appropriate feeding or metering device is used and the water is frequently tested and monitored as excessive bromine or chlorine in the spa can cause surface damage and component failure.

SPA MAINTENANCE

WARNING: An empty spa (spa without water in it) must not be left exposed to sunlight as shell damage may occur. Once the spa is unwrapped, fill spa with water immediately or shade the spa with cover or wrapping to prevent direct exposure to sunlight.

Spa maintenance:

With each sanitizer test, use either granular Chlorine or Bromine to maintain the following levels:

- Chlorine Level: 3.0 to 5.0 PPM (parts per million)
- Bromine Level: 3.0 to 6.0 PPM (parts per million)

Super Sanitation or Spa Shock

Normal sanitation does not eliminate non-filterable wastes, such as perspiration, oils, hair sprays, etc., which may build up in the water. These substances make the water unattractive, and can interfere with sanitizer effectiveness. Super sanitation is achieved by “shocking” the spa water with a non-chlorine shock (Potassium Peroxymonosulfate), granular chlorine (Dichlor), or granular Bromine (Bromine concentrate).

Super Sanitize the water once a week by adding one of the following:

- Granular chlorine 2 teaspoons (10ml) of per 200 gallons (909.2l) of water
- Granular bromine 4 teaspoons (20ml) of per 200 gallons (909.2l) of water
- Non-chlorine Shock 5 teaspoons (25ml) of per 200 gallons (909.2l) of water

NOTE: Super sanitation may be required more than once per week for heavy usage. With ozone, it may not be necessary to shock the water on a weekly basis, contact your authorized Bullfrog Spas dealer for more information.

Total Alkalinity (TA): Total alkalinity (TA) is the quantitative measurement of alkaline components (carbonates and bicarbonates) present in water to act as a buffer against rapid pH changes. Proper total alkalinity levels are important to ensure optimal chemical balance in spas. Low TA can cause pH to be unstable. To correct low TA, add a Total Alkalinity Increaser. High TA can cause the water to be scale forming, cloudy and corrosive to the spa and its components, as well as other pH related problems. If the spa water has high TA, contact your authorized Bullfrog Spas dealer.

Calcium Hardness (CH): Calcium hardness (CH) is the measure of dissolved calcium in the water. Low CH (soft water) can stain the spa surface as well as cause

corrosion to the spa and its equipment. To correct low CH, add a calcium hardness Increaser. High CH (hard water) can cause cloudy water as well as rough scale build-up on the spa surface and equipment. If the spa water has high CH, contact your authorized Bullfrog Spas dealer.

Stain and Scale Control: Stain and scale problems are common in hot water environments. To help prevent and control staining and scaling, use a stain and scale inhibitor per the manufacturer’s instructions. Add stain and scale inhibitor 3-4 days after super sanitation.

Foam Control: Spa water that contains body oils, lotions and soap residue combined with high water temperatures can cause excessive foaming on the water’s surface. For a temporary fix add a foam remover as per the manufacturer’s instructions. The best way to control foam is to super chlorinate the water; this will destroy the soap agents that normal levels of sanitizer will not. Add 2 tablespoons (20 ml) per 100 gallons (454.6 liters).

Cloudy Water Prevention and Control: There are two basic reasons that spa water becomes cloudy. First, non-filterable liquid waste (e.g. perspiration) has contaminated the water. To remove these substances, Super Sanitize the water. Second, non-filterable micro-particulate waste (e.g. dust) has contaminated the water. To remove these substances use a Water Clarifier as per the manufacturer’s instructions.

Water Chemistry Troubleshooting

Prior to each spa use, check the water. If the water appears cloudy, off color, has significant surface foam, or smells of excessive chlorine/bromine, the water needs to be treated or drained. Using the spa in these conditions could result in irritations.

For assistance in handling spa water chemistry, contact your authorized Bullfrog Spas dealer or another service center capable of performing a computerized water analysis.

Freeze Protection

NOTE: Your spa is equipped with a freeze protection mode. When potentially freezing outside temperatures are detected your control system will turn on to check the water temperature. If heating is necessary to protect from freeze conditions your spa may turn on and heat to a safe temperature. A notification will display on the main control screen indicating this mode is engaged.

Ozone Purifier (Optional)

Your Bullfrog Spas spa may be equipped with an optional WellSpring High Output ozone purification system. This system may also reduce your sanitizer usage. Contact your authorized Bullfrog Spas dealer for information on periodic maintenance or replacement of ozone system parts.

Changing Spa Water

As you use your spa, soap and detergent residues from your skin and bathing suits, along with other substances from maintaining the spa's water chemistry will accumulate in the spa water and make maintaining the water more difficult. Rinsing your bathing suits and showering without soap prior to entering your spa will increase the life of your spa water. Depending upon usage, the spa water will need to be changed every 1–4 months or when the water chemical levels become difficult to manage. Clean the shell with a spa surface cleaner. See Spa Shell Care. Clean the other areas of the spa with a spa surface cleaner as necessary.

IMPORTANT: Drain your spa to an area that can handle a large quantity of water. If draining water onto vegetation, make sure that the sanitizer level (chlorine or bromine) of the water is less than 0.5 PPM.

WARNING: Avoid drainage that can lead into basement window wells or any other area where damage could occur.

To Drain Your Spa:

Step 1: Turn-off main electrical breaker to spa.

Step 2: Locate drain below equipment compartment door.

Step 3: Rotate drain cap tab with a 90° clockwise turn and pull out drain.

NOTE: Drain is fully extended at approximately 2 inches (5 centimeters).

Step 4: Remove drain cap.

NOTE: The drain spout will not drain when fully extended.

Step 5: Attach a standard garden hose. Rotate the blue collar with a 90° clockwise turn.

NOTE: The Spa will drain about 5 gallons (20 liters) per minute. Ensure that the drainage is in an area safely away from window wells or basement entries.

Step 6: Once the spa is fully drained, rotate the blue collar with a 90° counterclockwise turn, remove hose, replace the drain cap and push drain in all the way, and rotate the drain cap tab with a 90° counterclockwise turn.

To Refill Your Spa:

WARNING: When refilling the spa, always super sanitize the new water by adhering to the instructions in the Water Chemistry section. Fill the spa to its correct operating level. Be sure to open all valves and jets in the spa before filling to allow as much air as possible to escape from the system during the filling process. For details see “Filling your spa” section. After turning the power on at the main power panel, the control panel display will go through an initializing sequence. This sequence displays information regarding the configuration of the hot tub control. After a few seconds, your control will display the Home/Status screen which shows time, jet and light status, temperature status, operation mode, etc.

Filter Maintenance

It is recommended that cylindrical filter cartridge used in Calm spas be cleaned every 3-6 weeks or as needed.

Clean the filter cartridge

After multiple cleanings, worn filter cartridges will need to be replaced. To maintain warranty protection, use only genuine Bullfrog Spas filter cartridge replacements. To clean your filter cartridge(s), complete the following:

CAUTION: Never operate spa with the filter removed.

Step 1: Turn off main power to the spa or put spa in Hold/Standby mode.

Step 2: Remove floating weir.



Step 3: Remove the pleated cartridge by grabbing the cartridge and pulling upward from the filter core.



Step 4: Using a garden hose with a nozzle or other high-pressure device, clean cartridge. Work first from the inside, top to bottom on each pleat then from the outside, top to bottom on each pleat.

- To remove collected lotions or body oils, soak cartridge in warm water with a filter cleaner or detergent.
- To remove calcium deposits, soak cartridge in a plastic container using a 1:10 ratio of muriatic acid to water solution. Calcium deposits indicate a high spa pH, which should be corrected.

NOTE: Filter must be cleaned with a filter cleaner/degreaser before attempting to remove calcium and mineral deposits with any acidic based product.

Step 5: Reinstall filter and floating weir.

Step 6: Restore main power to the spa or exit Hold/Standby mode.

IMPORTANT: Using a brush to clean a filter cartridge could cause damage to the filter media.

Spa Surface Care

IMPORTANT: Your spa cover is an essential part of the spa system in order to protect spa surfaces, ensure safety, and to provide the highest possible efficiency. Ensure the cover is in place at all times except during spa use.

General Cleaning

For normal cleaning, use a mild dish-washing soap, window cleaner, or other products recommended by your local authorized Bullfrog Spas Dealer. For stubborn stains, use a mild acrylic cleaner or a mild detergent. To apply these cleaners, use a soft, damp cloth or sponge. Rinse well and dry with a clean cloth. To clean hard water stains, remove light scratches and protect your spa shell, contact your authorized Bullfrog Spas Dealer.

Cleaning a Surface Buildup Line

With normal use of the spa, oils, lotions, and hair products can build up on the surface of the water in

small amounts. This could leave a line around the perimeter. This buildup can be easily removed using a spa surface cleaner or its equivalent. Avoid using cleaning agents that leave soap residue in the water.

WARNING: Never allow your spa surface to be exposed to alcohol, acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, abrasive cleaners, or any other household chemicals other than those listed. These chemicals void the warranty.

Spa Cabinet Care

The EternaWood™ cabinet components are made to provide many years of maintenance-free service. For normal cleaning, use a mild dish-washing soap. For stubborn stains, contact your authorized Bullfrog Spas Dealer.

Spa Cover Care

WARNING: A non-secured, improperly secured, or damaged cover may pose a safety threat to children and may also cause damage or injury if blown off by wind. Always remove entire cover before using the spa.

IMPORTANT: Do not stand, sit, or place any item on the cover that could damage it. Gently remove any snow accumulations over 2 inches (5cm). Always secure the cover with all of the cover locks when not in use, whether the spa is empty or full of water.

Cleaning the Spa Cover

At least monthly, clean the spa cover.

Step 1: Use a garden hose to spray entire cover down with water.

Step 2: Rinse all traces of dirt, sand, and debris from cover.

Step 3: Try not to touch cover or rub anything on it while it is wet.

Step 4: Let cover air dry.

Step 5: Make sure the cover clips are secured.

NOTE: If water doesn't bead on cover when spraying with water and cover looks darker in some areas, use an outdoor fabric protectant (never petroleum based) to condition the area per your Bullfrog Spas Dealer's instructions.

NOTE: If more thorough cleaning is required, add 2 ounces of mild soap to 1 gallon of warm water. Clean the cover fabric with a soft brush. Rinse thoroughly with cold water and air dry. Use an outdoor fabric protectant to condition the area per your Bullfrog Spas Dealer's instructions.

Miscellaneous Care

Cleaning and Protecting Headrests

Regularly clean all headrests with mild soap, water, and a clean cloth. Monthly, treat headrests using a non-petroleum-based conditioning product as recommended by your Bullfrog Spas dealer. This will maintain water resistance and luster of the product.

IMPORTANT: Remove the headrests during and after shock treating the spa water or when sanitizer levels are high. Leave cover open for at least 30 minutes after shocking to ensure headrests are not affected.

NOTE: Headrest discoloration and/or degradation is accelerated by high sanitizer use, improper ventilation after shock treatments, and is not covered by the Bullfrog Spas Warranty.

Vacuum the Spa

Debris from wind, trees, and users will occasionally accumulate on the bottom of the spa. The filtration system will remove the smaller debris. Large or heavy debris can be removed with a hand held spa vacuum available at your Bullfrog Spas dealer.

Low-Use or No-Use Periods

During certain times of the year, you may not use the spa on a frequent basis. For these low-use or no-use periods, consider the following:

No Use for Two to Six Weeks

If the spa will not be used for at least two weeks, lower the temperature to the lowest setting of 80 F (26°C) or place in low range heat mode. Lowering the temperature will cut the cost of operation, however; you will need to adjust the temperature setting approximately 4 hours before use in order to heat the spa to 100 F (38°C).

IMPORTANT: During all low and no-use periods, be sure to maintain the spa water as per the instructions in the Water Chemistry section.

IMPORTANT: For all no-use periods, and on a weekly basis, be sure to have someone visually check that the spa is functioning correctly and to also maintain the spa water as per the instructions under the Water Chemistry section. Not doing so may lead to corrosion, staining, and/or scaling to the spa and its equipment. During periods of freezing temperatures, a spa that has malfunctioned may be subject to damaged plumbing or equipment as a result of ice buildup within the spa. If the spa cannot be checked and maintained on a weekly basis, then consider winterizing the spa.

No Use for Over Six Weeks

When you are not planning to use the spa for six or more weeks, or when someone is not able to maintain

the spa on a weekly basis, you should use Vacation mode. For extended absences you may also choose to winterize the spa. To winterize, follow these steps:

Winterization

WARNING: Prior to winterizing your spa, it will be necessary to super sanitize the spa water as per the instructions in the Water Chemistry section. This procedure will help prevent the growth of bacteria, algae and fungi in any areas of plumbing that may not be fully free of water after you drain your spa for its period of winterization.

NOTE: Your spa is equipped with a freeze protection mode. When potentially freezing outside temperatures are detected your control system will turn on to check the water temperature. If heating is necessary to protect from freeze conditions your spa may turn on and heat to a safe temperature. A notification will display on the main control screen indicating this mode is engaged.

Step 1: Drain the water.

Step 2: Use a shop vacuum to vacuum the plumbing lines by placing the vacuum nozzle over each of the lower jet faces in the spa. Lower jets are any jets located at or below the bench seat area.

Step 3: Remove the drain plug from the pump(s) and loosen all PVC pipe unions in the equipment compartment. Do not replace the plugs or tighten the unions until the spa is de-winterized.

Step 4: Clean the spa shell.

Step 5: Remove filter cartridge(s), clean, and reinstall.

Step 6: Secure the cover to the spa utilizing the tie downs and locking system. In areas where heavy snow is anticipated, place a large piece of plywood (or its equivalent) on top of the spa cover to assist in supporting the cover with the added weight of the snow. Remove snow off the cover following each snow storm.

WARNING: To avoid water from becoming trapped between the floor suction fitting and the filter pipe. Use a wet/dry vacuum to remove the remaining water out of pipe by placing the vacuum end over the filter hole. In a two-pump spa, first plug off one filter using a tennis ball then vacuum out the water. Or pour ½-1 gallons (5-9 liters) of RV antifreeze into the filter hole.

NOTE: RV antifreeze is nontoxic and does not require evacuation at start up.

Spa De-Winterization

To de-winterize the spa, reverse the winterization procedure. Refill to the water level mark.

WARNING: Whenever refilling the spa, it will be necessary to Super Sanitize the new spa water. Instructions are found in the Water Chemistry section.

LED Light Replacement

Contact your authorized Bullfrog Spas Dealer for repair.

Calm Door Removal

Step 1: Remove trim strips from trim channels by pulling carefully and firmly, working from the bottom of the trim strip to the top. Place trim strips aside.



Step 2: Remove door — Carefully pull bottom of door out toward you. Carefully grab the bottom corner of the door and pull it out enough that you can slip your other hand in behind the side of the door about 4-5 inches (10-13 cm) up from the bottom. From there you will pull the door firmly away from the spa until the snap on the door pulls out of the snap feature in the rib. Continue to pull the door away until the second snap on the other side pulls out. The door can then be dropped out of the groove on top and removed from the spa.



Step 3: When removed, lean door against spa.

Calm Door Installation

Step 1: Door – Slip the upper lip of the door into the top behind the lip of the spa. Lower the door while gently pushing on it until you feel the snaps line up with the snap features in the ribs. Starting from one side, force the first snap into place and then force the other side until the door is secured.

Step 2: Replace trim strips by snapping each carefully into the trim channel.

TROUBLESHOOTING GUIDE

This guide will assist in solving simple problems with the spa. If the problem cannot be solved using these procedures, contact your authorized Bullfrog Spas Dealer.

Control panel displays an error message:

Cause: An error has occurred.

Solution: See Diagnostic Messages for specific errors.

Control pad and spa equipment do not operate:

Cause #1: No electrical power to spa.

Solution: Turn on or reset the GFCI circuit breaker.

If this does not solve the problem, have a qualified Electrician check the electrical service.

Cause #2: The 20 or 30A fuse, depending on the system, has blown.

Solution: Contact your authorized Bullfrog Spas Dealer.

GFCI breaker trips repeatedly:

Cause #1: Improper wiring to spa or GFCI breaker is defective.

Solution: Consult with a qualified Electrician.

Cause #2: There is a defective component on the spa.

Solution: Contact your authorized Bullfrog Spas Dealer.

Spa pump turns off during operation:

Cause #1: Automatic timer has completed its 30 or 60 minute cycle.

Solution: Turn on the pump.

Cause #2: Pump has overheated due to the vents on the equipment door being blocked.

Solution: Clear items away from vents.

Cause #3: The pump motor is defective.

Solution: Contact your authorized Bullfrog Spas Dealer.

Spa will not heat:

Cause #1: Thermostat has been turned down or set to low heat range.

Solution: Adjust thermostat to desired temperature or set to high heat range.

Cause #2: High limit sensor has tripped.

Solution: Press any button to reset.

Cause #3: Heating system is defective.

Solution: Contact your authorized Bullfrog Spas Dealer.

Standard Spa light does not work:

Cause #1: Light has failed.

Solution: Replace light.

Cause #2: Lighting system is defective.

Solution: Contact your authorized Bullfrog Spas Dealer.

Jets surge on and off:

Cause: Water level is too low or filters may be dirty.

Solution: Adjust water to the water level indication mark on the faceplate of the filter assembly. Clean the filters.

Spa pump will not turn on, creates a burning smell while running, or makes excessive noise while running:

Cause: Pump motor is defective. Running during high ambient outside temperatures, excessive run time.

Solution: Contact your authorized Bullfrog Spas Dealer.

Jets are weaker than normal or do not work at all, but the pump is running:

Cause #1: Jet handle(s) are partially or fully closed.

Solution: Open jet handle(s) / valve(s).

Cause #2: Filter cartridge is dirty.

Solution: See Cleaning the Filter.

Cause #3: There is air trapped in the spa equipment or its face piping.

Solution: Remove the clamp to the air bleed line and remove the air line from the pump until air has purged out and you see water flow and reconnect.

Cause #4: The suction fitting(s) are blocked.

Solution: Remove any debris that may be blocking the suction fitting(s).

If your issue is not listed here, contact your dealer for further instructions.

LIMITED WARRANTY INFORMATION

Strong, Reliable Warranty Protection

Your spa is protected by one of the strongest warranties in the industry. Use the QR code or go to bullfrogspas.com/warranty to refer to the warranty for your specific spa series.



Warranty Information

Register Your Spa

Ensure the very best hot tub ownership experience by registering your warranty. Use the QR code or go to bullfrogspas.com/warranty-registration to register.



Spa Registration



Bullfrog International, LC.
7017 W 11800 S
Herriman, UT 84096
T: 801.565.8111
F: 801.565.8333
E: info@bullfrogspas.com

v 1.1

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