



M SERIES OWNERS MANUAL

bullfrog[®]
spas

TABLE OF CONTENTS

Getting to Know Your Spa	3
Filling Your Spa.....	5
Premium Touch Screen Control (K1000).....	6
JetPaks & Jets.....	11
Water Care & Chemistry	12
Spa Maintenance	18
Display Messages & Error Messages.....	25
Troubleshooting Guide	26
Limited Warranty Information	27

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® M Series® 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

M Series spas include the following models:

M SERIES: M9, M8, M7, M6

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.

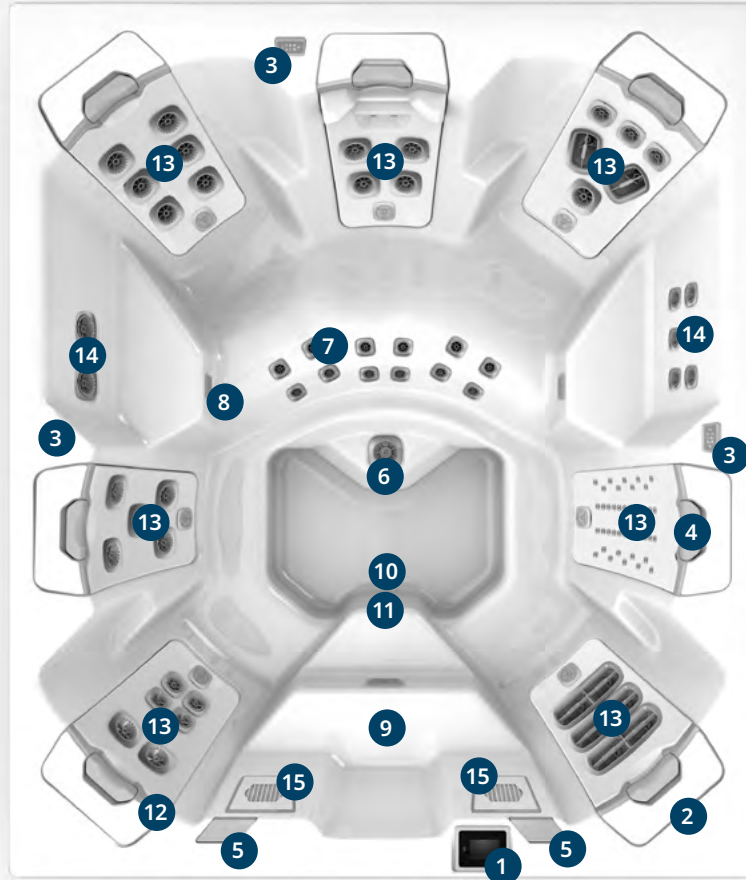


Spa Registration

GETTING TO KNOW YOUR SPA

Spa Overview

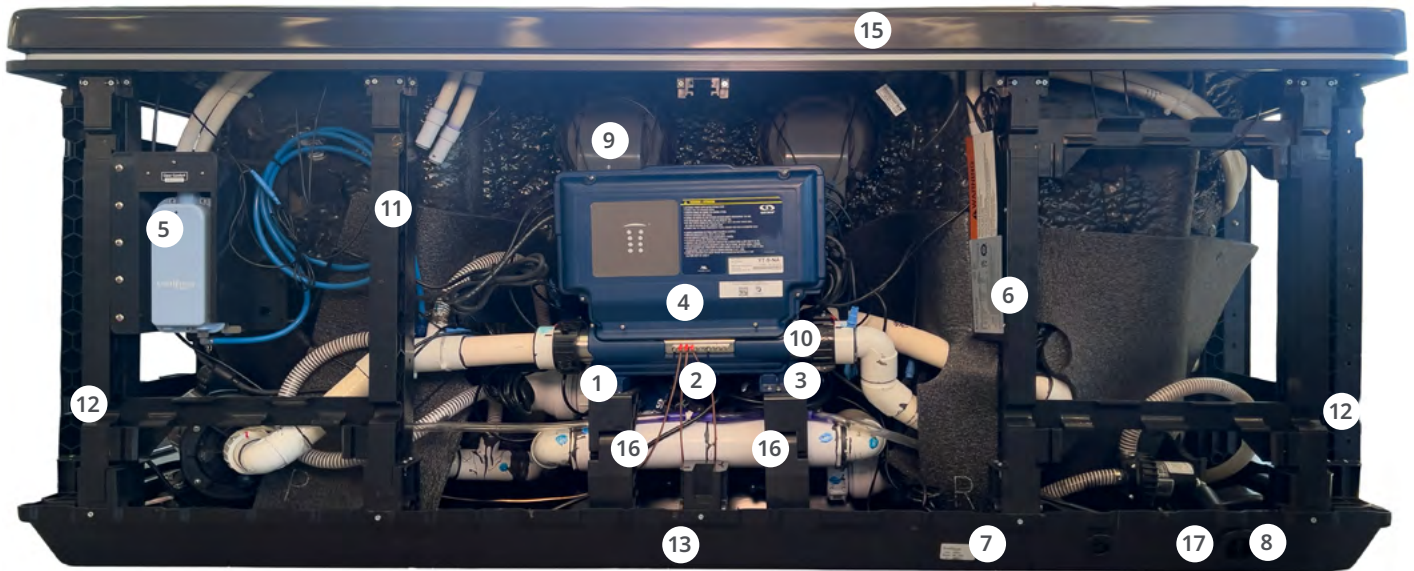
M9 Spa Pictured



1. Main touch-screen control
2. Filter access located behind 1st JetPak to the right of main control
3. Multi-function auxiliary control
4. Adjustable headrest
5. Water feature
6. High-flow foot therapy jet
7. Leg therapy jets
8. Interior LED lights
9. Easy-entry steps
10. Floor drain
11. Ozone jet
12. Lighted snap cap and JetPak access
13. JetPaks
14. In-wall therapy jets
15. Filter intake

Equipment Compartment Overview

M8 Spa Model Pictured



Front Compartment

1. Jet pump 1
2. Jet pump 2
3. Jet pump 3
4. Control box
5. Premium AOP by Clear Comfort®
6. Safety certificate and serial number
7. Serial number sticker (visible with door installed)
8. Drain outlet
9. New weir cannisters
10. Water heater
11. Support stud
12. Door attachment notch in support stud
13. ABS spa base pan
14. Audio control box
15. Acrylic spa shell
16. Pump access hinge assembly
17. External air bleeder



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 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 (M Series)

Step 1: Select any seat with a JetPak. Lift the headrest and cap assembly to exposed the opening behind the JetPak.



Step 2: Place garden hose in the opening behind the JetPak.



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 mid point of the filter intake grate and proceed to start up procedure.

Step 4: Check for leaks: After the spa is filled, check all fittings and equipment in equipment compartment for signs of leakage before turning on the spa. If a leak is detected, tighten the fitting by hand. If the leak persists contact your authorized Bullfrog Spas Dealer.



Step 5: 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.

PREMIUM TOUCH SCREEN CONTROL (K1000)



M Series Touch Control

Start Up

Fill the spa to its correct operating level. Be sure to open all valves in the JetPaks and all other 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 a standard status screen with time, jet and light status, temperature status, operation mode, etc.

Power

Tap screen to wake up the control. Touch and drag the logo icon  to the reverse logo icon  to unlock and access controls. After 30 seconds without activity the touch control will shut off.

Priming the Pumps

Pumps must be primed directly after filling to ensure correct operation of your spa. After initial start up, verify that the home status screen appears on the panel. To prime the pumps press the  “Jets 1” button once to prime in low-speed. After the pump turns on and water is visibly flowing from the jets wait a few seconds and then press  “Jets 1” again to initiate high-speed operation of Pump 1. The pump has primed when water is flowing from the jets.

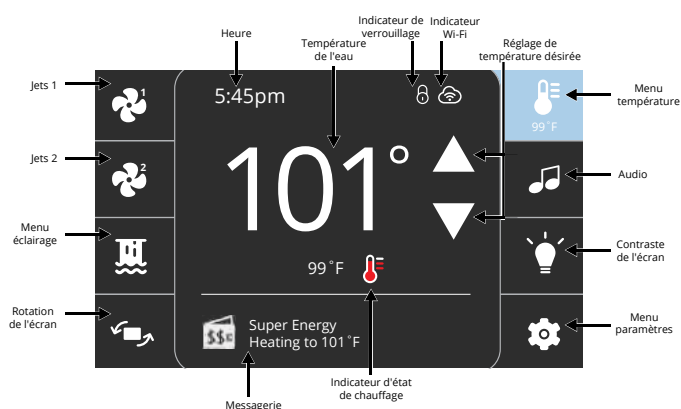
If your spa is equipped with a second jet pump repeat the priming process for Pump 2 by pressing the  “Jets 2” button once to turn on low speed and then a second time to turn Pump 2 on high.

If you have the M9 or M8 models your spa will be equipped with 3 jet pumps. Press the  “Jets 3”

button to prime the third jet pump. All pumps will have primed when water is observed flowing from the jets associated with each pump.

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.



Home/Status Screen

The Home/Status screen on your M Series (K1000) control shows basic statuses, including time, jet status, light status, screen orientation, current water temperature, heating/cooling status, spa operation mode, audio status (optional), day/night status, and settings. Most 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 at the bottom of the screen.

Start or Stop Accessories

To start or stop an accessory (jets, lights, etc.), press the associated button. Icons will become animated when their accessory is turned on and inanimate 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 once and then again until it reaches the desired state.

To turn on all available spa pumps in one touch, press and hold the  “Logo” button located at the side of the main control screen. Press and hold the button again to turn off all available pumps.

Light Operation

Use the  button to access the lights menu. Use the  button to turn on interior lights. Use the  button to turn on exterior lights. Use the associated menu options to control interior light modes (flashing, fading, solid color) and/or colors.

Invert Screen Button

From the home status screen, you may press the  button to rotate the screen 180 degrees for easier viewing from inside the spa. For spa models with 3 jet pumps (M8 and M9), this function is available in the  Settings menu.

Adjusting the Set Temperature

Within 1 to 2 minutes after spa start-up and initialization, the water temperature will be displayed in the center of the home status screen. Press the  and  buttons to set the desired temperature. The set point will appear in blue. After 3 seconds without any change to the set temperature value, the current water temperature will reappear in white.

When the set value is lower than the current temperature, “Cooling to xx.x” will appear at the bottom of the screen. When the set value is higher than the current temperature, “Heating to xx.x” will be indicated. Normally there may be a short delay before the heating starts, during which “Heating suspended” is indicated under the value.

Spa Settings

The settings on the M Series (K1000) control pad is navigated by the use of the  (Settings) button. One press gives you access to several menus where you can manage the specific settings of your spa. After pressing the Settings button, you may access a sub-menu by pressing the associated icon.

Note that if an accessory is not present in your spa configuration, its menu will not appear. Refer to the following section to get details about the possible settings, accessories, and their detailed functionalities.

Water Care

The Water Care sub-menu will help you set up your ideal filtration and heating settings. Choose from Energy Saver, Standard, Super Clean, Weekender, and Vacation depending on your needs. Touch the Water Care mode name to choose your setting. A confirmation message will appear to prevent inadvertent modification of spa water care settings. Touch the check icon to confirm your choice or touch the X icon to decline.

In Economy modes, the set point will be reduced by 20°F* (11°C), which means that the heating system will

not be engaged unless the temperature falls to 20°F (11°C) below the spa’s set temperature. The filtration schedule shown on the M Series (K1000) screen will apply to the main filtration pump.

Water Care Operation Modes

NOTE: Your spa will come from the factory in “Energy Saver” mode. See operation mode options below and select the best mode for your anticipated usage.

Energy Saver (factory default setting)

In Energy Saver mode, the spa temperature set point will be reduced by 20°F (11°C) (see description of “Economy modes” above) during peak daytime hours. The spa will heat to the normal set point during evening hours every day of the week.

Suggested use: Use to save maximum energy and heat only during set filter cycles.

Economy time: Every day of the week, daytime hours. Heats during filtration cycles.

Filter cycle start time: 8:00 AM, duration 1.5 hours, and 8:00 PM, duration 1.5 hours.

Standard

In Standard mode, the spa will heat to the set point and filter according to the spa’s standard configuration. The spa will heat to set point at all times and all days of the week.

Suggested use: Use to maintain readiness for use every day at all times of the day.

Economy time: Not an Economy mode.

Filter cycle start times: 8:00 AM, duration 1.5 hours, and 8:00 PM, duration 1.5 hours.

Super Clean

In Super Clean mode, the spa will heat to the set point according to the spa’s standard configuration. Filtration times are double the standard, increasing both filtration and operation time of supplemental water care systems like EOS and others. The spa will heat to set point at all times and all days of the week.

Suggested use: Use to maintain readiness for use every day at all times of the day and increase water care system effectiveness.

Economy time: Not an Economy mode.

Filter cycle start times: 7:00 AM, duration 3 hours, and 6:00 PM, duration 3 hours.

Weekender

In Weekender mode, the spa temperature set point will be reduced by 20°F (11°C) (see description of “Economy

modes” above) from Monday to Friday. The spa will heat to set point at all times on the weekend (Saturday & Sunday).

Suggested use: Use when the spa is used only on weekends and not on weekdays.

Economy time: Monday - Friday, 24 hours per day.

Filter cycle start time: 8:00 AM, duration 1.5 hours, and 8:00 PM, duration 1.5 hours.

Vacation

In Vacation mode, the spa temperature set point will be reduced by 20°F (11°C) (see description of “Economy modes” above). The spa will remain in this condition at all times of the day and all days of the week.

Suggested use: Use when on vacation or not using the spa for longer than 2 weeks.

Economy time: Every day of the week, 24 hours per day.

Filter cycle start time: 8:00 PM, duration 3 hours.

Default Settings: The Default Settings option will restore all Water Care modes and schedules to the spa’s default settings. You will be asked to confirm your choice.

NOTE: Your spa is equipped with a freeze-prevention system. If potential freezing conditions are detected one or more jet pumps will turn on automatically to circulate water and prevent the possibility of freezing. This is normal operation.

Modifying Water Care Schedules

To modify a Water Care category, touch the pen icon at the right of the desired Water Care option to open the sub-menu.

Touch the Economy tab to change the economy setting and the Filter cycle tab for the filtration settings (or schedules). You can add economy or filtration schedules by touching the title labeled “Add filter cycle” or “Add economy cycle”. To delete a schedule, touch the garbage can icon at the right of the desired function title. Confirm your action when prompted.

You can modify the programmed schedules by selecting one and adjusting the schedule. You have several possibilities for the schedule (Mon-Fri, weekend, every day, or single days). The schedules will be repeated each week. The time and duration are set in 30-minute increments. When changes are done, press “confirm”. If you don’t want to keep any changes, press “cancel” or use the calendar icon to go back.

Ensure that you have selected the desired Water Care mode in the main Water Care menu.

Maintenance Reminders

The M Series (K1000) keypad can be set up to remind you of several types of maintenance required on your spa, including rinsing the filter, cleaning the filter, changing spa water, and doing two-year professional maintenance checks. Each task has its own standard duration based on normal use, or you may adjust it to fit your specific expected usage.

Access the Reminders sub-menu by pressing the  Reminders icon in the Settings menu.

Maintenance reminders allow you to verify the time left before maintenance is required, as well as to reset the time once a task is completed.

To reset a task, select it by pressing the title of the specific reminder, then confirm when prompted. Once you have confirmed, the task timer will be reset. You can also use the option “Reset Reminders” to reset all the reminders.

Status Light

On all M Series trim packages, the door light will act as a status alert for maintenance reminders or if there is a problem with your spa. If there are no reminders or no warning lights, the light will remain ON, with no flashing. Here is what the reminder light and warning light look like:

Reminder Light: 1 Slow Fading Flash

This will come on when there is a filter that needs to be replaced, a change of water is recommended, maintenance to EOS filter or headrests is recommended, when a spa check-up is recommended, or to replace your cover.

Warning Light: 3 Quick Flashes

This will come on if there is a low flow warning, a high limit error, temperature prob error, or an overheat condition with the water.

The status light will stop when the issue has been fixed.

The reminder alert can be checked on the screen once the task has been completed or when the user disables the feature. Following this, the light will return to normal operation as solid white.

Set Date and Time of Day

Setting the correct date and time is important for settings to function as expected. Upon restarting your spa adjust the time format (24 hr. or AM/PM) and change the year, date, and time as needed.

Within the ⚙ Settings menu, select 🕒 “Date & Time” to access these sub-menus.

Select “Set Date” to adjust the year, month and day. Swipe up and down the column you want to change and select the desired value. When you are done, touch the ⚙ Settings icon to save.

Select “Set Time” to change the hour, minute, and time format. Swipe up and down the column you want to change and select the desired value. When done, touch the ⚙ Settings icon to save.

Configuration (CONFIG)

Press the Config button to access the configuration settings; Electrical Configurations, Units, Language, Warm Weather, and About screens.

Change temperature unit settings by pressing the Units button. Select either Celsius (c) or Fahrenheit (f).

Change the language setting by touching the “Language” title and then selecting the desired language.

Standby/Lock

Standby mode allows you to service your spa. Pumps can be stopped for 30 minutes in this mode and will automatically restart after. Select Standby mode by pressing the ⏸ pause/standby icon. The home/status screen and normal spa function will resume after the 30-minute standby period.

The Lock option allows the user to partially or completely lock the keypad. Selecting the “Lock” option will lock all functions on the control, while the

“Partial Lock” option will allow jets, audio, and lights to remain functional. To lock the keypad, select 🔒 “Lock Settings,” then select “Lock” or “Partial Lock” according to the functions you wish to lock. When asked, select a 4-digit code. The same code will be needed to unlock the keypad. To lock the keypad again, you will be prompted to select another 4-digit code.

The keypad can be unlocked with a universal unlock code (3732) or by a reset of the keypad. When Full Lock is selected, all functions are locked. In Partial Lock, you may activate accessories, but spa settings may not be changed.

Electrical Configuration

IMPORTANT: Please do not make changes in this section unless you are a qualified electrician.

In this section, you can change the low-level configuration, as well as modify the number of phases and the input current value.*Please refer to the diagram on the spa control center box, located inside of the equipment compartment, for the default configuration of your specific spa model. Once the modification is completed, confirm the selection when asked and touch the ⚙ Settings icon to return to the Settings menu.

NOTE: On initial connection, the installer is prompted for electrical configurations. The Low-Level setting is selected by the installer. The Phase and Amperage is set automatically. Default settings should be confirmed by the installer to match the actual phase and amperage at the spa’s installation location. In rare occasions it may be necessary to adjust the Phase and Amperage setting to match the actual service available at the installation location using the instructions above.

*Depending on the pack configuration, a code may be required to modify the low-level number. This code is 5555.

About

This section displays technical information about the M Series control software version and applicable revisions of the different components of your system.

Audio System Controls (Optional)

Press the  Audio icon to access “in.stream 2” player controls.

If you are using a device with Bluetooth technology, it must be connected for functions to work. Use code 5555 to pair.

Speaker settings: Move the sliders to adjust the Balance, Fader, and Subwoofer settings. The Fader and Subwoofer sliders will only appear in the Speakers menu if the corresponding speakers are available.

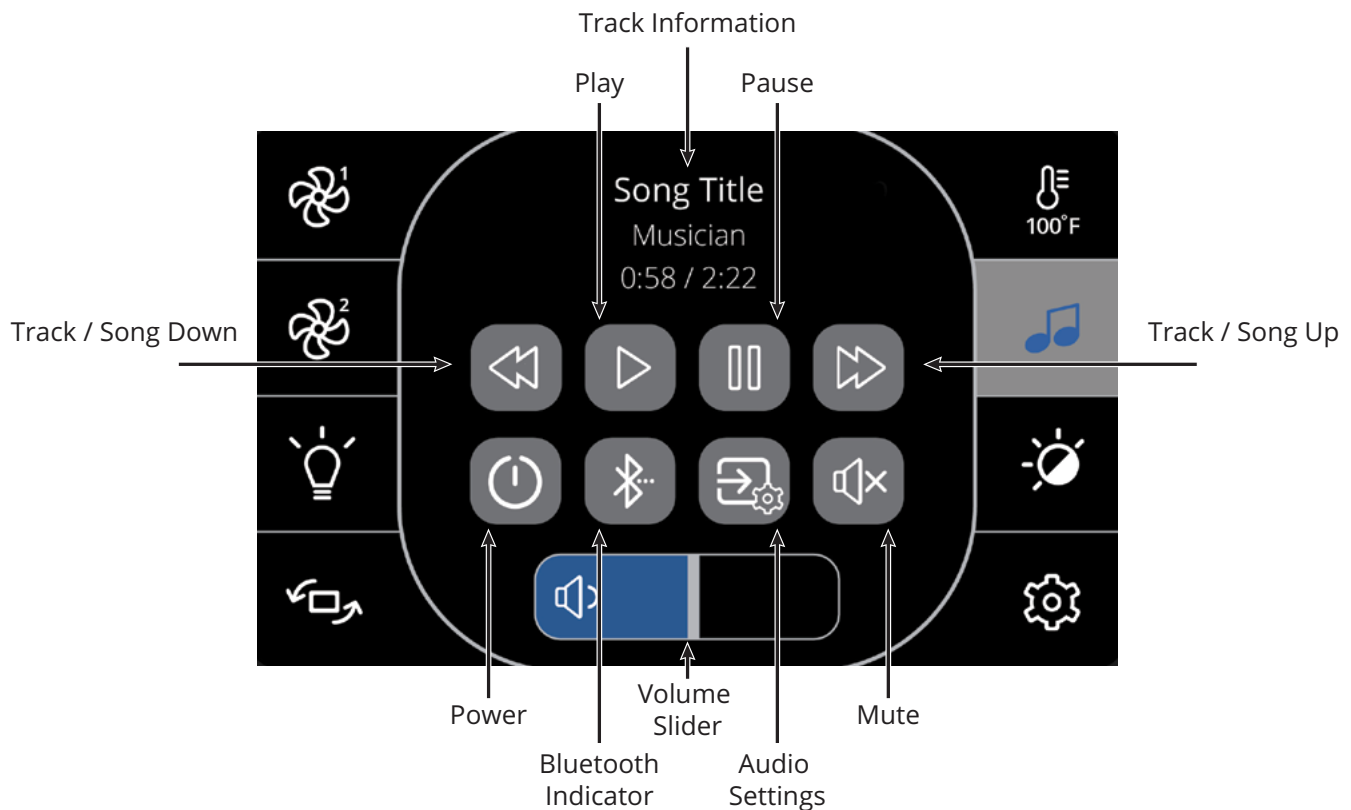
Source menu: To change the audio source, simply tap on the “Audio Settings” menu and select the desired audio source or device. Note that only the sources available on the M Series Audio will be displayed in the source menu.

Connect Bluetooth: The first time you use your Bluetooth device with an M Series Audio system, you must first “pair” or connect your device to the spa audio system according to the standard functionality of your specific device.

*Each device must be connected separately. Use code 5555 to pair.

Disconnect Bluetooth: If a device with Bluetooth technology is connected to the M Series Audio, you can disconnect it by pressing the Disconnect button at the bottom of the screen. Doing so will also prevent the audio system from automatically reconnecting to this specific device until it has been reconnected using the device itself. For proper function, place your Bluetooth device within 20 feet (6 meters) of your spa. The device should have a “line of sight” to the spa control panel / equipment door area.

NOTE: Certain house construction materials and other obstructions can impair Bluetooth connectivity. You may need to experiment with where to place your device for best results.



JETPAKS & JETS

Interchanging JetPaks M Series

Step 1: Put the spa in “Standby.” This will prevent the pump(s) from activating (see Control Systems).

Step 2: For M Series spas the Snap-Cap remains attached to the spa. From the outside of the spa use both hands to pull upward on the front of the Snap-Cap to release. Rotate and slide back towards you to access the JetPak.



Step 3: While applying pressure downward on the manifold push the manifold toward the inside of the spa to release the manifold from the wall clip assembly, then lift the jet plate straight up to remove.

CAUTION! WHILE PERFORMING STEPS 3 AND 4 YOU MUST USE THE BLACK MANIFOLD AREA AS THE POINT OF CONTACT AS SHOWN IN THE PICTURE. PRESSURE APPLIED TO THE FRONT FACE (ACRYLIC PLATE) MAY CAUSE DAMAGE TO THE JETPAK VOIDING THE WARRANTY.



Step 4: Exchange JetPak.



Step 5: Lower the manifold of the new JetPak carefully as to align the lower valve assembly and gasket into the bulkhead fitting. Apply pressure downward as you move the JetPak manifold until the manifold is secured in the wall clip assembly.

Step 6: Replace the M Series snap caps press down on the front part of the Snap-Cap to place and then press firmly on the rear portion of the Snap-Cap to reengage the snap feature and secure in place.

Additional Jets

In addition to the jetting options offered as part of the JetPak Therapy System, additional foot, hip, calf, wrist, and hip jets may be available in your spa model to provide an optimal spa therapy experience. Like JetPaks, many of these jets may also be adjusted to personalize your spa to achieve your ideal therapy, intensity, and massage experience.

Adjustable Jets M Series

To adjust the water flow to JetPak jets turn the valve located in the lower portion of each JetPak.



To increase jet water pressure, turn the valve handle counter clockwise.

To decrease jet water pressure, turn the valve handle clockwise.

To adjust the water flow to adjustable jets in the shell of M Series spas turn the inner jet face.

To increase jet water pressure, turn the jet face clockwise.

To decrease jet water pressure, turn the jet face counter clockwise.



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.

For all water care-related questions, 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)

All 2-filter Bullfrog Spas come equipped with an @ease-ready holder system installed in the filtration compartment. This holder accepts FROG @ease system cartridges (mineral & SmartChlor® chlorine) designed specifically for Bullfrog Spas. The @ease system holder and system cartridge kits may be obtained through your Authorized Bullfrog Spas Dealer.



Sanitizing System Operating Instructions for Bullfrog Spas®

FROG® @ease® and FROG @ease XL™ are hot tub sanitizing systems* custom designed for Bullfrog Spas that takes the guess work out of water care so you always feel at ease while enjoying your hot tub.

Triangle Cartridges



Blue -
FROG
@ease
Mineral
Cartridge

Silver -
FROG
@ease
SmartChlor®
Cartridge
(180 gr)

Rounded Cartridges



Blue -
FROG
@ease
Mineral
Cartridge

Silver -
FROG
@ease
SmartChlor®
Cartridge
(180 gr)

Silver -
FROG
@ease XL
SmartChlor®
Cartridge
(300 gr)

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

FROG @ease Mineral Cartridge

Active Ingredient:

Silver Chloride0.5%
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 in the FROG @ease Sanitizing System for Bullfrog Spas. 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.

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 FROG @ease System, you must drain and refill your hot tub before using this product.

If previously using dichlor you may convert to 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.

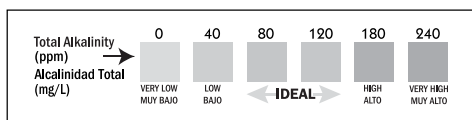
Water Balance Guidelines

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

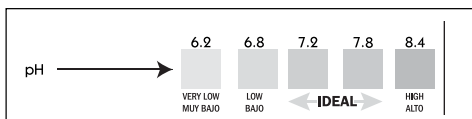
a. Take a water sample from the hot tub and dip a FROG @ease Test Strip into it.



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: Set the Cartridges

1. Remove the FROG @ease SmartChlor Cartridge from its bag before proceeding.
2. Set the FROG @ease Mineral Cartridge to the highest setting using the dial on the bottom of the cartridge. No further adjustments are necessary for the life of the cartridge.
3. Set the FROG @ease SmartChlor Cartridge to the setting that matches your hot tub model number and the type of cartridge being used.

For Triangular Shaped Cartridges	Setting #
A5L, R5L	1
A6, A6L, M6, R6, R6L, STIL5, X6L, X7, X7L	2
A7, A7L, M7, M8, R7, R7L, R8L, STIL7, X8, X8L	3
A8, A8D, A8L, A9L, M9, R8,	4
For Round Shaped Cartridges	Setting #
A5L	2
A6, A6L, STIL5, X6L	3
X7, X7L	3
A7, A7L, STIL7	3
M7, X8, X8L	4
A8D, A8L, M8	4
A9L, M9	5

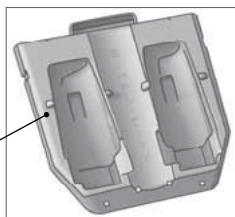
If needed, you may increase or decrease the dial setting. Once set, the FROG @ease SmartChlor Cartridge will maintain a low 0.5 to 1.0 ppm chlorine level as long as the pH stays within 7.2 and 7.6 so typically there is little need to adjust the cartridge setting.

Step 3: Put the System to Work

Using the Simplicity Filter System

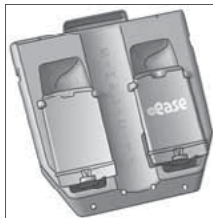
1. Turn off main power to the hot tub and remove the JetPak to the right of the main control.

Simplicity
Filter
System

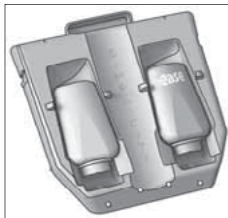


2. Insert FROG @ease Mineral Cartridge and FROG @ease SmartChlor Cartridge into the two openings on the outside of the filter system. Push cartridges in until they are latched.

FROG @ease System

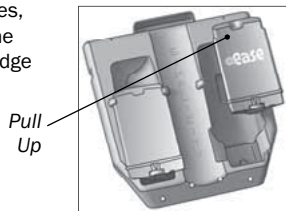


FROG @ease XL System



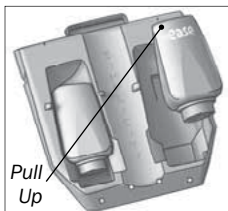
3. To remove cartridges, pull up at the top of cartridge and lift out.

FROG @ease System



Pull
Up

FROG @ease XL System



Pull
Up

4. Replace JetPak.

Replacing Cartridges

Replace FROG @ease Mineral Cartridge every four months, or when draining and refilling hot tub.

Discard it in the trash even though you will hear the spent media left inside. Don't attempt to reuse: the minerals are spent after 4 months.

Replace FROG @ease SmartChlor Cartridge when empty based on the FROG @ease Test Strip showing a lighter color than the out indicator on the bottle. The life of the cartridge varies depending on hot tub size and number of users. FROG @ease SmartChlor Cartridge will last about 3-4 weeks for an average 400 gallon hot tub. Drain water from cartridge to ensure it is empty. Discard in trash or offer for recycling if available.

Step 4: 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 to maintain proper water flow through the system.

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

6.

Replace your FROG @ease SmartChlor Cartridge and complete FROG @ease System that comes with a FROG @ease Mineral Cartridge as directed under “Step 3: Put the System to Work”.

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 Step 3: Put the System to Work.
- If 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.

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 for 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

E09220723R5 20-48-0108

Additional Water Care Methods (alternative or outside USA)

In areas where the FROG @ease system is unavailable (outside the USA), consult your local Authorized Bullfrog Spas dealership for specific options for maintaining water quality. 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.

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.

Starting the Spa with New Water

IMPORTANT: Never fill the spa with soft water unless an appropriate mineral supplement is immediately added. If your water is extremely hard, it is preferable to dilute its hardness by blending it with water from a water softener or adding special water softening chemical. For more information, contact your authorized Bullfrog Spa dealer.

Step 1: Add the prescribed dose of stain and scale inhibitor while filling the spa. This will provide the initial protection against staining and scaling. Once the spa is filled, add the prescribed dose of water clarifier. This will clear the water of any micro-particulates in the new water.

Step 2: If possible, have your authorized Bullfrog Spas dealer test the calcium hardness (CH) of your spa. Adjust as per your dealer's recommendations.

Step 3: Test and adjust the total alkalinity (TA). The TA should measure 125 to 150 parts per million (PPM).

Step 4: Test and adjust the pH. The pH should measure 7.4 to 7.6.

Step 5: If you use a water clarifier. After the spa water has circulated for one hour, add ½ teaspoon of granular chlorine or one teaspoon of granular bromine per 200 gallons (909.2l) of spa water. After several hours, check the sanitizer level and adjust, if necessary, to the following levels: • Chlorine Level: 5.0 PPM (parts per million). • Bromine Level: 6.0 PPM (parts per million).

Step 6: Startup water chemistry is now complete. However, it may take additional time for the filter to completely clear the water.

Regular Spa Water Care Sanitizer and pH Levels

It is essential to test and adjust your spa's sanitizer and pH level frequently. 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. Bullfrog Spas recommended effective and safe sanitizers 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 extremely low pH of this chemical can cause severe damage to the spa surface and components. The 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

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

Regular sanitation does not eliminate non-filterable wastes, such as sweat, 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 every week; 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, in addition to other pH-related problems. Contact your authorized Bullfrog Spas dealer if the spa water has high TA.

Calcium Hardness (CH): Calcium hardness (CH) measures dissolved calcium in the water. Low CH (soft water) can stain the spa surface and 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 and rough-scale build-up on the spa surface and equipment. Contact your authorized Bullfrog Spas dealer if the spa water has high CH.

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

Before 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.

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

Your Bullfrog Spas spa may be equipped with the EOS enhanced ozone purification system. Long-term maintenance of this system requires the replacement of the O3 Filter Cartridge approximately every 24 months. Contact your authorized Bullfrog Spas dealer for replacement cartridges and more information.

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 primary control screen, indicating this mode is engaged.

Status Light

The lighted logo badge on the equipment door of your M Series spa acts as an indicator of spa function. If your spa is functioning normally, the lighted badge will remain lighted in a solid or steady state. If there is a reminder or error condition, you will see the light functioning as below.

Reminder Light: 1 Slow Fading On/Off

A slow on/off fading of the indicator light in the M Series name badge is an indication of a reminder or recommended action. Refer to the text on the main control for the specific recommendation. Reminders may include: filter change or cleaning, spa water change, water care device replacement, headrest replacement, spa check up, cover replacement, or other recommended actions. Once the recommended action is performed, or if the action is deemed not necessary, you may reset the reminder in Settings. Once the reminder is reset the light will return to a solid state.

Warning Light: 3 Quick Flashes

Three quick flashes of the indicator light in the M Series name badge are an indication of a system warning and immediate action is required. Refer to the text on the main control for the specific warning or error. Warnings and errors may include: low flow to the heater, a high limit error, temperature probe error, a freeze or overheat condition, or other critical system error. Please contact your Bullfrog Spas Authorized retailer or service center immediately. The quickly flashing indicator light will return to solid once the issue has been corrected and the error cleared.

Ozone Purifier (Optional)

The EOS premium ozone system operates automatically when installed. Spas with EOS installed may experience a reduced need for chemical sanitizer, allowing for maintaining sanitizer levels closer to the suggested minimum recommended level of 3 PPM. Always maintain an absolute minimum of 2 PPM. The EOS system may also potentially reduce the frequency of super sanitization or spa shock application to a bi-weekly basis or less, depending on usage patterns.

The Bullfrog EOS requires no special maintenance during normal usage. Long-term maintenance requires replacing the Carbon filter cartridge approximately every 24 months. Contact your authorized Bullfrog Spas dealer for more information.

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

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.

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 before 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. When changing spa water, remove all JetPaks. Clean the shell and jet pod areas with a spa surface cleaner. See Spa Shell Care. Clean the other areas of the spa, including JetPaks, 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 water's sanitizer level (chlorine or bromine) 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: Pull the drain out with a slight clockwise turn. Use pliers if needed.

NOTE: Drain is fully extended at approximately two inches (five centimeters).

Step 4: Remove drain cap.

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

Step 5: Attach a standard garden hose. Push the drain spout in halfway to actuate the drain.

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

Step 6: Once the spa is fully drained, pull the drain spout out all the way, remove hose, replace the drain cap and push drain in all the way.

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.

See Spa Filling instructions Page 9.

It is recommended that the pleated flat Simplicity filter used in M Series spas be cleaned or replaced every 4 weeks, or sooner if needed. You may prefer to simply replace monthly, or Simplicity filters can be cleaned by spraying along the pleats from one side of the filter to the other with a garden hose and nozzle, then rinsing thoroughly. Even with regular cleaning, Simplicity filters will eventually become less effective and should be replaced at least every 12-16 weeks.

Replacing the filter

To ensure proper cleaning and function of your M Series spa, filter cartridges will need to be replaced at recommended intervals. To maintain warranty protection, use only genuine Bullfrog Spas filter cartridge replacements. To replace your filter complete the following:

CAUTION: Never operate spa with the filter removed.

Step 1: Turn off main power to the spa.

Step 2: Remove the JetPak in front of the Simplicity filter housing (this is the first JetPak to the right of main control) following the instructions in the section titled “Interchanging JetPaks.”



Step 3: Remove the Simplicity Filter holder. Reach down into the jet pod and grasp the handle. Push toward the inside of the spa and lift up to remove from the housing. Place the unit on a flat surface with the filter facing up.



Step 4: Remove and replace the filter. To remove the Simplicity Filter, compress the pleats and push forward. Lift the edge of the filter past the capture tab. This will allow you to lift the used filter from the filter holder. Discard the used filter.

Insert a new Simplicity Filter. Orient the filter media with the glue lines facing upward. Slide one end of the filter under the retention tabs, and then press in and down to tuck the remainder of the filter into the frame.



Step 5: Reinstall the Simplicity Filter holder back into the pod, by aligning the bottom of the unit in the housing with the handle up and snap the filtration unit into place in the housing with a back and down motion.

Step 6: Replace the JetPak and snap cap by following the instructions in the section titled “Interchanging JetPaks.”

Step 7: Restore the main power to the spa.

LED Light Replacement

Contact your authorized Bullfrog Spas Dealer for repair.

Clear Comfort for Bullfrog Spas AOP System Maintenance

Swim Series spas feature the premium Clear Comfort for Bullfrog Spas AOP System (CCW25) installed standard. The Clear Comfort AOP system supports water care with a powerful advanced oxidation process (AOP). The system operates automatically during filtration cycles. You can confirm normal system operation by opening the equipment door, locating the system control unit and cartridge, and viewing the color of the status lights. There is a status light on the CCW25 control unit (gray box) and one on the

Clear Comfort for Bullfrog Spas CCW25 cartridge (blue). A green light on the control unit indicates normal operation. No status light indicates a power interruption or malfunction. If this is the case, contact your Authorized Swim Series Dealer for service. A blue light on the cartridge indicates normal operation at full capacity. When the light on the cartridge changes to yellow, it is time for a cartridge exchange. Depending on use, it is expected to be necessary to exchange your cartridge about once per year with a Clear Comfort for Bullfrog Spas CCW25 cartridge available at your Authorized Bullfrog Spas Dealer.

Clear Comfort for Bullfrog Spas CCW25 Cartridge Exchange

Follow the instructions to exchange your Clear Comfort for Bullfrog Spas CCW25 cartridge.

Turn off power to the spa at the breaker.

NOTE: Never attempt to service the CCW25 unit if wet. To access the Clear Comfort cartridge follow the instructions in “Removing & Installing the Equipment Door” to access the equipment area. Locate the Clear Comfort for Bullfrog Spas control unit and cartridge.

Ensure power to the CCW25 controller and cartridge are off by ensuring that both status lights are not illuminated.

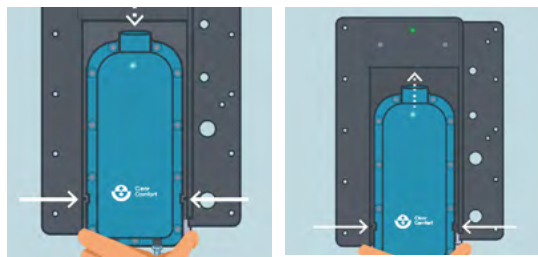
Disconnect air tubing (2 lines) from the barbed fittings at the bottom of the CCW25 cartridge by pulling the air line from the barbed fitting.



Press and hold the metal release tab at the bottom right of the controller to free the cartridge.



Pull the CCW25 cartridge unit down until the indented slots in the cartridge align with the guide ridges in the controller (about 1 inch/2.5 cm).



When slots in the cartridge align with the guides in the controller, pull the cartridge towards you and free it from the unit.

Repeat these instructions in reverse to install the new cartridge. Be sure to use Clear Comfort for Bullfrog Spas CCW25 cartridges, available at your Authorized Bullfrog Spas Dealership. Other Clear Comfort cartridges are not configured for and will not function correctly in a Clear Comfort for Bullfrog Spas unit. For proper recycling, please return your used cartridge with the pre-paid label and packaging provided with your new cartridge.

Spa Surface Care

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

General Cleaning

Use mild dish washing soap, window cleaner, or other products recommended by your local Authorized Bullfrog Spas Dealer for regular cleaning. 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 regular use of the spa, oils, lotions, and hair products can build up on the water's surface in small amounts. This could leave a line around the perimeter. This buildup can be easily removed using a spa surface cleaner or 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 regular cleaning, use 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 cause damage or injury if blown off by the wind. Always remove the 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 the entire cover with water.

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

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

Step 4: Air dry.

Step 5: Secure the cover clips.

NOTE: If water doesn't bead on the cover when spraying with water and the 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

Waterfall Cleaning Instructions

Step 1: Carefully remove the waterfall cover by pulling up on the edges. (This might be tight when your spa is new.)

Step 2: Use a flat head screwdriver to unscrew the plug. This includes a small attached basket which acts as a debris filter.

Step 3: Clean the filter basket and internal waterfall parts.

Step 4: Twist the basket and internal mechanics back into the hole and replace the cover.

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 the water resistance and luster of the product.

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

NOTE: Spa headrest material is not designed to last forever in the presence of the sanitizers necessary to maintain clean and clear spa water. However, discoloration and degradation are greatly accelerated by high sanitizer use and/or improper ventilation after sanitizer application and shock treatments. Proper care will extend headrest life but most often headrests will need to be replaced every few years and are not covered by the Bullfrog Spas Warranty beyond manufacturer defects.

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 handheld spa vacuum available at your Bullfrog Spas dealer.

Low-Use or No-Use Periods

For extended low-use or no-use periods, consider the following options to maintain your spa more easily.

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 every week, be sure to have someone visually check that the spa

is functioning correctly and maintain the spa water as per the instructions under the Water Chemistry section. Not doing so may lead to corrosion, staining, and 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 weekly, 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 cannot maintain the spa every week, you should use Vacation mode. For extended absences, you may also choose to winterize the spa. To winterize, follow these steps:

Winterization

▲ **WARNING:** Before 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 entirely 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 primary control screen, indicating this mode is engaged.

Step 1: Drain the water.

Step 2: Open all lower JetPak valves to allow the water to drain from each JetPak as you drain the spa. Once the water is completely out of the spa, close each valve before proceeding to step 3.

Step 3: 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 4: 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 5: Clean the spa shell and JetPaks.

Step 6: Remove Simplicity Filter and clean or replace, and then reinstall.

Step 7: 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 support the cover with the added weight of the snow. Remove snow off the cover following each snowstorm.

▲ **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 from the pipe by placing the vacuum end over the filter hole. In a two-pump spa, plug off one filter using a tennis ball, then vacuum out the water. Or pour ½-1 gallon (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.

Equipment Doors

M Series 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.



Note: if panel other than the front door is being removed, three screws will also have to be removed in order to remove the black retaining clip prior to step 2.

Step 2: Remove door by carefully pulling 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 lift up and 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: Electrical Disconnect – be sure to disconnect any lighting or any other electrical wiring that is mounted onto the door before completely removing it.

Step 4: When removed, lean door against spa.

M Series Door Installation

Step 1: Electrical –Reconnect any lighting or electrical devices on the door before installing.

Step 2: 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 3: Replace retaining clip and screws if necessary then replace trim strips by snapping each carefully into the trim channel.

DISPLAY MESSAGES & ERROR MESSAGES

Code	Message
HL	High Limit circuit has tripped!
FLO - L01 FLO - L02 FLO	FLO condition - Check filter, pump, blockage, air lock and water level
NO FLO	Persistent NO FLO, all off - Check filter, pump, blockage, air lock and water level
HR	A hardware error was detected (Relay stuck)
OH	Spa temperature is too high
Pr	Temp probes or detection circuit are defective
AOH	Elevated internal temperature
FLC	The pressure switch is closed
SP in	Input voltage issue
RH NC	Comm. error between in.xm2 - in.therm
RH ID	in.xm2 and in.therm incompatible
SC ER	Error detected during the learning mode
F1	in.xm2 Fuse # 1 is blown
F2	in.xm2 Fuse # 2 is blown
F3	in.xm2 Fuse # 3 is blown
ER1	SwimSpa config. : slave unit is missing
Hr	Hardware error was detected (Thermal fuse)
UPL	The spa pack does not have valid software. Please insert valid in.stick to reprogram spa pack.
CFLO	No Flow condition
HiBr	Add fresh water to the spa
HiBr	Add fresh water to the spa
LoBr	Add BromiCharge to spa water
NoBr	Add BromiCharge to spa water
Comm	Verify cable connections
Supp	Connect power cord to 240 V source

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 bulb has burned out.

Solution: Replace light bulb.

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) M Series are partially or fully closed. Valves 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).

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 1.2

© 2026 Bullfrog International, LC. All rights reserved.