

Connected Spa Kit

OWNER INSTALLATION GUIDE



TABLE OF CONTENTS

3 **Contents of Connected Spa Kit**

4 **Installation Process**

6 **Home Network Adaptor Status Lights**

7 **Frequently Asked Questions**

8 **Safety & Compliance Information**

9 **Warranty**

KIT CONTENTS

Home Network Adapter (HNA)



For reference only

Ethernet Cable

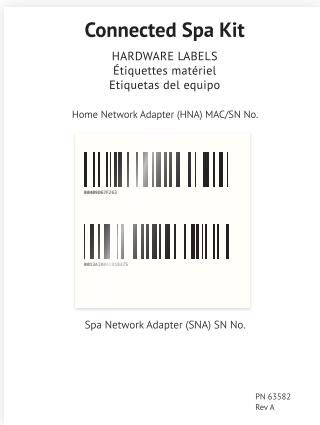


Spa Network Adapter (SNA)



Installed by dealer

HNA/SNA Scanning Sheet



HNA Power Supply



Based on your region

INSTALLATION PROCESS

Get started by downloading the appropriate application (the Hot Spring® Spas app or the Caldera® Spas app) from the App Store® or on Google Play™.



Apple and the Apple logo are trademarks of Apple Inc.

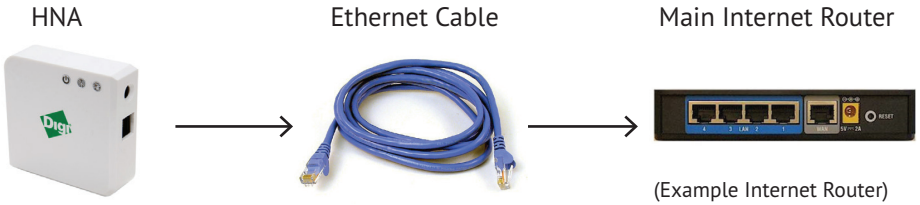


Google Play and the Google Play logo are trademarks of Google LLC.

Your application will prompt you with step-by-step instructions. For a successful installation, be sure your spa is powered down before beginning, then follow the steps carefully per the application set-up process. Failing to follow the instructions on the application may result in your equipment not working. The following information is provided for reference only.

INSTALLATION PROCESS (continued)

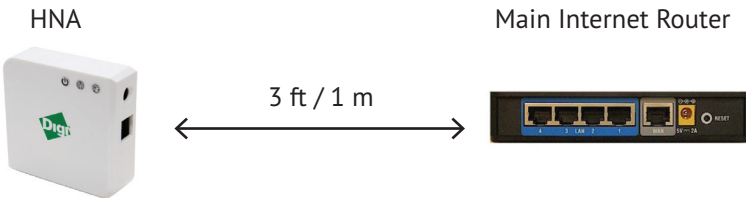
Connection of the HNA to your existing Main Internet Router using the supplied Ethernet Cable



Connection of the HNA Power Supply to the Wall Outlet



Spacing of the HNA from the Main Internet Router (approximately three feet or one meter)



HOME NETWORK ADAPTER STATUS LIGHTS

LED Lights on the HNA: Power, Communication, and Network

POWER LED

- LED is OFF: No power. Check power supply.
- Solid Green: Device is powered on. This state does not indicate that the device is fully operational.

COMMUNICATION LED

- Solid Green: HNA is not linked to your spa. Make sure your spa is powered up.
- Blinking Green: HNA is linked to your spa.

NETWORK LED

- LED is OFF: Ethernet not detected. Check your ethernet cable and make sure HNA has power.
- Blinking Yellow (slow): Ethernet interface identified; waiting for link to Home Network.
- Blinking Yellow (fast): Connected to ethernet. Establishing LAN connection. Waiting for internet connection.
- Solid Yellow: HNA is connected to Home Network, but not connected to internet. Check your router and cable / DSL modem / broadband connection.
- Solid Green: HNA is connected to the internet.



FREQUENTLY ASKED QUESTIONS

1. Can I download the app on a tablet?

The app will work on a tablet, however the application is optimized for smartphones.

2. Is there a laptop version of this app?

No, the app is available only on mobile devices.

3. What operating systems support the app?

iOS® and Android™ only.

4. Are there minimum OS requirements for the new app?

Your current mobile phone requires:

Minimum OS version for iOS: 13.0 or later

Minimum OS version for Android: 5.0 or later

5. What is a Spa Network Adapter (SNA)?

This is a dealer installed component located in the equipment compartment of your spa.

6. My app is not monitoring a feature, what do I do?

Make sure that you have selected all of your installed accessories under Spa Accessories on your new app.

7. Who do I contact for support?

Reference Support option within the app.

Warnings and Cautions

- To reduce the risk of fire or electric shock, do not expose any of the components to rain, moisture, splashing or place them near objects filled with liquids. Liquids can cause a failure and/or a fire hazard.
- The Home Network Adapter's power supply should be used indoors only. It is not designed or tested for use outdoors.
- Make no modifications to the product or accessories. Unauthorized alterations may compromise safety, regulatory compliance, and system performance, and will void the warranty.
- Do not place any flame sources, such as candles, on or near the Home Network Adapter.
- Do not store any component near chemicals or use any chemicals for the cleaning of the components.

This system is designed for hot tubs with control systems manufactured after September 2012. Reference the enclosed booklet (PN 90000876-88) for the following Compliance, Conformity and Standards:

- FCC Part 15 Class B Radio Frequency Interference (RFI)
- Device Labeling Requirements (FCC 15.19)
- Industry Canada
- Declaration of Conformity
- International EMC Standards
- Safety Standards

For additional information:

XBee Gateway: www.digi.com/products/embedded-systems/digi-xbee/digi-xbee-gateways/xbee-gateway#specifications

Certifications: www.digi.com/resources/certifications

Quality and Environmental Policies: www.digi.com/about-digi/environment

WARRANTY

Watkins Wellness (“Watkins”) warrants to the original consumer purchaser (“you”) the following about your new Connected Spa Kit hardware, when purchased from an authorized dealer/service provider (“dealer”).

1 YEAR LIMITED WARRANTY

Watkins warrants to the original consumer purchaser that the components of the hardware product will be free from defects in material and workmanship for one year from the original purchase date. If this product is purchased outside of the United States other warranties may apply - contact Watkins Wellness for details, at 1280 Park Center Drive, Vista, California, 92081, USA Attn: Customer Service Department +1 (760) 598-6464 or via e-mail, customerservice@watkinsmfg.com

This warranty only applies to the hardware devices and does not cover terms of use for the software application(s).

EXTENT OF WARRANTY

This warranty extends only to the original consumer purchaser of the Connected Spa Kit hardware devices when purchased and originally installed within the state/country of purchase or, in case of devices purchased in the European Union (“EU”) when originally installed within the EU. This warranty begins on the date of installation of the device, but in no event later than one year from the date of purchase. This warranty terminates upon any transfer of ownership or if the product is installed or relocated outside the boundaries of the country of purchase or, in case of spas purchased in the EU, if the device is installed or relocated outside the EU, prior to the expiration of the warranty period. Services under this warranty does not extend the warranty period.

WARRANTY PERFORMANCE

To make a claim under this warranty, contact your dealer. In the event you are unable to obtain service from the dealer, please contact Watkins Wellness, at

WARRANTY (continued)

1280 Park Center Drive, Vista, California, 92081, USA Attn: Customer Service Department +1 (760) 598-6464 or via e-mail, customerservice@watkinsmfg.com. You must give Watkins and/or your dealer written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase, within thirty (30) days of the time you discover the claim. Watkins reserves the right to inspect the malfunction or defect on location.

Watkins or its Authorized Service Agent will repair any defects covered by this warranty. Except as described herein, you will not be charged for parts and/or labor necessary to repair the device for defects covered by this warranty. In some cases, the servicing dealer may charge you a repairperson travel/service charge that is not covered by this warranty. Please contact the dealer for information regarding any such charges.

LIMITATIONS

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Watkins' prior written consent, accident, acts of God, misuse, abuse, neglect, use of an accessory not approved by Watkins, failure to follow Watkins' Pre-Delivery Instructions or Owner's Manual, or repairs/installations made or attempted by anyone other than an authorized representative of Watkins. Alteration includes, but is not limited to, any component or plumbing change, or electrical conversion. Please contact your dealer for a list of manufacturer approved accessories.

This warranty does not cover industrial or commercial applications, including installations in property used for long-term or short-term rental.

DISCLAIMERS

ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THE APPLICABLE

WARRANTY (continued)

WARRANTY STATED ABOVE, WHICHEVER IS SHORTER. Some states, provinces or countries (including Quebec) do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you. **Notice to residents of the State of New Jersey: The provisions of this warranty, including its limitations, are intended to apply to the fullest extent permitted by the laws of the State of New Jersey.**

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE SPA, IF NEEDED. Some states, provinces or countries (including Quebec) do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

LEGAL REMEDIES

This warranty gives you specific legal rights, and you may have other rights which vary from state to state, province to province or country to country. This warranty is not transferable.



WatkinsWellness®

Feel good. Live well.

©2021 Watkins Wellness, 1280 Park Center Drive, Vista, California 92081. All rights reserved. Caldera, Hot Spring, and Watkins Wellness are trademarks of Watkins Manufacturing Corporation registered in the U.S., Canada, CTM and other countries. App Store is a trademark of Apple Inc., registered in the U.S. and other countries and regions. IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license. Android and Google Play are trademarks of Google LLC. All other marks are property of their respective owners.