



2024 Owner's Manual

Purfikt™ Series

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CONGRATULATIONS!

YOU'RE ALMOST READY TO ENJOY YOUR NEW SPA!

Before you begin to enjoy your spa, please take a moment to submit your spa warranty. For registering your spa, you will need the spa serial number. Picture below will help you locate the serial number on your spa.



You can register your spa by using below link.

<https://coastspas.microsoftcrmportals.com/>

FOR YOUR REFERENCE

Spa owner name: _____

Address: _____

Contact: _____

Email: _____

Spa Serial number: _____

Purchase Date: _____

Delivery Date: _____

Dealer Name: _____

Contact your spa selling dealer if you have any queries related to your Purfikt spa. Coast Spas authorized dealers are trained professionals who can assist you with spa parts, setup, operations, maintenance, and technical support.

DISCLAIMER: At the time of print, this manual is accurate in its information. Coast Spas reserves all the rights to change/modify any spa designs and/or features without notification. To check on updates or for other information, please visit www.coastspas.com

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PLEASE READ YOUR ENTIRE OWNER'S MANUAL BEFORE SPA OPERATION



Basic Information

Water Care

IMPORTANT: Caring for your water by ensuring proper chemical usage is the single most important thing you can do to keep your Purfikt spa in good condition.

WARNING: Improper chemical usage and maintenance will quickly lead to severe issues with your spa and can effect the spa equipment, jets, pumps, and all other components in contact with the spa water.

All spas are susceptible to damage from unbalanced spa water.

Always maintain your water chemistry within the following parameters.

pH	7.2 - 7.8
Chlorine	1.0 - 3.0 ppm
Bromine	2.0 - 5.0 ppm
Total Alkalinity	100 - 120 ppm
Calcium Hardness	150 - 250 ppm

Electrical

All self contained spas use 120VAC or 240VAC electrical spa packs.

120VAC: requires an isolated 15 Amp circuit breaker, an isolated circuit with no other appliances or lights on the circuit at any time. Extension cords are not to be used in conjunction with the operations of the spa. Low voltage damage could result and this is not covered under warranty.

IMPORTANT: spas with 110V means that the jets and heater will not work at the same time.

Note: All components must be 120V. No 240V components allowable.

240VAC: Depending on the model of the spa, it will require either a 40, 50, or 60 Amp dedicated circuit breaker with the proper wire size (gauge) based on the length of the run.

The electrical circuit must be installed by a certified electrician and approved by a local building or electrical inspector.

Surface

Your new portable spa must be placed on a solid, level surface so that the weight is supported uniformly. We recommend no less than a 3" (93 mm) thick concrete slab. Wood decking or balconies must be constructed to support 150 pounds per square foot (730 kg/m²). Refer to the local and current building codes in your area. Should your new spa need to go through the gate or space –restricted area, ensure you've communicated those limitations with your dealer to avoid delivery complications.

NOTE: Damage caused by alternate decking methods may void the spa warranty. Contact your dealer if you have any questions regarding spa location and placement.

Transport

Your new spa has left the factory cleaned and polished and ready to begin operation after passing our many quality and operational tests. However, depending on your location in the world, your spa may have spend days or even weeks in transit before arriving at your home. Please ensure that before filling or operating your spa that you check all electrical and plumbing connections are securely connected in the equipment area as they might have loosened during shipping. If any dirt has accumulated, you will want to remove with a clean cloth or sponge using warm water.

Always maintain your Cascade Spa's water chemistry within the following parameters:

pH: pH is a measure of relative acidity or alkalinity of water and is measured on a scale of 0 to 14. The midpoint of 7 is said to be neutral, above which is alkaline and below which is acidic. In spa water, it is very important to maintain a slightly alkaline condition of 7.2 to 7.8. Problems become proportionately severe the further outside of this range the water gets. A low pH will be corrosive to metals in the spa equipment. A high pH will cause minerals to deposit on the interior surface (scaling). In addition, the ability of the sanitation agents to keep the spa clean is severely affected as the pH moves beyond the ideal range. That is why almost all spa water test kits contain a measure for pH as well as sanitizer.

Sanitizer (Chlorine or Bromine): To destroy bacteria and organic compounds in the spa water by breaking them down into non-harmful levels which get filtered out. A sanitizer must be used regularly, either chlorine or bromine. Sanitizing your spa water is the most important spa maintenance you can do for yourself.

Total Alkalinity: This refers to the ability of the spa water to resist changes in pH. Controlling alkalinity can help keep your pH in the appropriate range thereby lessening the need for pH balancing. If the TA is too low the pH level will fluctuate rapidly from high to low. If the TA is too high the pH will tend to be too high and will be very difficult to bring back down.

Calcium Hardness: This is a measurement of dissolved calcium in the water. Calcium will help control the corrosive nature of the spa's water.

WARNING: Never store chemicals inside the equipment area of your spa.

IMPORTANT: Do not use Hydrogen Peroxide based sanitizers in your spa. When using Chlorine or Bromine tablets you must use a floating dispenser. These chemicals can have an extremely corrosive effect on certain materials in the spa. Damage caused by use of these chemicals, or improper use of any chemicals, is not covered under the spa's warranty.

OTHER ADDITIVES: Many other additives are available for your spa. Some are necessary to compensate for out-of-balance water, some aid in cosmetic water treatment and others simply alter the feel or smell of the water. Your Authorized Dealer can advise you on the use of these additives.



Look for these specialized cleaning attachments at your local dealership.

WATER CLARITY TROUBLESHOOTING

PROBLEM	PROBABLE CAUSE	POTENTIAL SOLUTIONS
Water Odor	<ul style="list-style-type: none"> • Improper sanitization • Excessive organics in water • pH is too low 	<ul style="list-style-type: none"> > Add sanitizer > Shock spa with sanitizer > Adjust pH
Chlorine Odor	<ul style="list-style-type: none"> • Chloramines are too high • pH is too low 	<ul style="list-style-type: none"> > Shock spa with sanitizer > Adjust pH
Musty Odor	<ul style="list-style-type: none"> • Bacteria or Algae growth 	<ul style="list-style-type: none"> > Shock spa with sanitizer > Drain and refill spa water
Scale	<ul style="list-style-type: none"> • Total alkalinity is too high • pH is too high • High calcium content in water 	<ul style="list-style-type: none"> > Adjust total alkalinity > Adjust pH > Use stain and scale product
Stain	<ul style="list-style-type: none"> • Total alkalinity is too low • pH is too low • High metal content in water 	<ul style="list-style-type: none"> > Adjust alkalinity > Adjust pH > Use stain and scale product
Cloudy Water	<ul style="list-style-type: none"> • Poor filtration • pH is too high • Hardness is too high • Total alkalinity is too high • Suspended particles 	<ul style="list-style-type: none"> > Clean filter cartridge > Adjust pH > Adjust hardness > Adjust total alkalinity > Drain and refill spa water
Algae Growth	<ul style="list-style-type: none"> • pH is too high • Sanitizer is too low 	<ul style="list-style-type: none"> > Adjust pH > Shock spa with sanitizer > Adjust sanitizer level
Eye Irritation	<ul style="list-style-type: none"> • pH is too low • Sanitizer is too low 	<ul style="list-style-type: none"> > Adjust pH > Shock spa with sanitizer > Adjust sanitizer level
Skin Rash/Irritation	<ul style="list-style-type: none"> • Free chlorine level too high • Unsanitary water 	<ul style="list-style-type: none"> > Adjust chlorine level > Shock spa with sanitizer > Adjust sanitizer level

TROUBLESHOOTING GUIDE

SPA SYSTEM

SYMPTOM	PROBABLE CAUSE	RECOMMENDED ACTION
Spa does not work	<ul style="list-style-type: none"> Power is turned off 	<ul style="list-style-type: none"> > Reset GFCI
No display on the control panel	<ul style="list-style-type: none"> Power is turned off Defective topside control 	<ul style="list-style-type: none"> > Reset GFCI > Contact your Dealer
Letters on the control panel	<ul style="list-style-type: none"> An error has been found 	<ul style="list-style-type: none"> > Refer to the Reference Card for your control panel to verify the error. Contact your Dealer for service

PUMP PROBLEMS

SYMPTOM	PROBABLE CAUSE	RECOMMENDED ACTION
Noisy/Loud motor	<ul style="list-style-type: none"> Air trapped in the pump Low water level Worn pump seal Defective pump 	<ul style="list-style-type: none"> > Open bleed valve in the skimmer > Add water to the spa > Contact your Dealer > Contact your Dealer
Pumps power down on their own	<ul style="list-style-type: none"> Set temperature has been reached Filtration cycle has ended Automatic time out Overheat safety protection 	<ul style="list-style-type: none"> > No problem > No problem > Pumps are set to run for a predetermined time while the spa is in use (15-20 Mins) > The pumps have a thermal overload which will prevent them from running for extended periods of time. Wait until pumps have cooled down (1+ hrs). If problem persists, contact your Dealer.
Pump running constantly, will not turn off	<ul style="list-style-type: none"> Filter cycle set to 24 hours Problem with the circuit board 	<ul style="list-style-type: none"> > Turn off 24 hour filtration > Turn power off at GFCI and contact your Dealer
Pump will not turn on	<ul style="list-style-type: none"> GFCI tripped Motor has overheated Not plugged in Damaged plug Seized motor Blown fuse Motor vent is blocked 	<ul style="list-style-type: none"> > Reset the GFCI > Let cool for 1+ hour > Plug in to the board > Contact your Dealer > Contact your Dealer > Check fuse or contact your Dealer > Clear debris from the vent

HEAT PROBLEMS	PROBABLE CAUSE	RECOMMENDED ACTION
Water will not heat	<ul style="list-style-type: none"> • Error message on control panel • Spa is in a different Heat Mode • Water level is too low • Poor water flow • Closed valves • Pump 1 is not running 	<ul style="list-style-type: none"> > Refer to the Reference Card for your control panel to verify the error > Set spa to "Standard Mode" > Add water to the spa > Clean filter & check valves > Open all valves > Contact your dealer
Water is too hot	<ul style="list-style-type: none"> • Incorrect reading • Filter cycle duration is too long 	<ul style="list-style-type: none"> > Verify temperature with thermometer > Reduce duration of the filter cycle
Water will not maintain heat	<ul style="list-style-type: none"> • Cover is off for extended periods of time in cold weather / cold wind. • Spa is wired for 110V and jets are on. 	<ul style="list-style-type: none"> > Put cover back onto spa and allow for heat to regenerate. Call your dealer if temperature does not increase. > Spa wired for 110V only have enough power to heat or operate pumps. Turn off jets to power heater.

LIGHTING ISSUES	PROBABLE CAUSE	RECOMMENDED ACTION
Standard light will not come on	<ul style="list-style-type: none"> • Bulb has burnt out 	<ul style="list-style-type: none"> > Replace the light bulb
LED lighting not in sync	<ul style="list-style-type: none"> • Burnt out bulb/connection 	<ul style="list-style-type: none"> > Contact your dealer
LED lighting won't come on	<ul style="list-style-type: none"> • Incorrect settings 	<ul style="list-style-type: none"> > Contact your dealer

PUMPS WILL NOT PRIME	PROBABLE CAUSE	RECOMMENDED ACTION
Pump on but no water flow	<ul style="list-style-type: none"> • Air trapped in pump • No water in the pump • Closed valves 	<ul style="list-style-type: none"> > Loosen bleed valve in skimmer > Check the fill level in the spa > Open all valves

HYDROTHERAPY JETS	PROBABLE CAUSE	RECOMMENDED ACTION
Little to no water flowing from jets	<ul style="list-style-type: none"> • Jets turned off • Pump not primed • Valves are closed • Diverter set to a different seat • Dirty filter 	<ul style="list-style-type: none"> > Open jet by turning the face counter clockwise > Reset breaker to allow for the spa to prime the pump. Open bleed valve in the skimmer area > Open valves > Switch diverter > Remove and clean filter cartridge

PLUMBING SYSTEM	PROBABLE CAUSE	RECOMMENDED ACTION
Water around base of spa	<ul style="list-style-type: none"> • Loose connections • Leak from internal fitting 	<ul style="list-style-type: none"> > Hand tighten all quick disconnects and fittings. > Check gaskets and O-rings > Contact your dealer

DRAINING AND WINTERIZING

DRAINING YOUR SPA

After a period of 3-4 months, detergent residues from bathing suits and soap film will build up in your spa water. Once this happens, your spa water will appear cloudy and should probably be replaced.

- Turn power OFF at the breaker.
- Locate the drain valve (usually in the equipment area).
- Remove the safety cap and attach garden hose.
- Drain water to a convenient area (Spa water may harm grass or plants if sanitizer levels are high.)
- When water begins to flow out of the hose, open the air relief valve located on filter lid (Hydro-Cyclonic Filtration) or Air Bleeder Valve (Skim Filtration).
- Your spa will drain except for a small portion left in the foot well. This can be removed with a sponge and pail.
- Once empty, clean as required.
- To finish, remove garden hose and attach safety cap.



WINTERIZING YOUR SPA

In many areas of the world the temperature may drop below 32° F (0°C). We recommend the spa is always filled with water and running at normal spa temperatures. By doing this you will minimize the risk of freezing within your spa. If it is necessary to leave your spa unattended for long periods of time during cold weather conditions, you should drain your spa to avoid accidental freezing caused by power outages.

Your local dealer can perform the following winterizing procedures, if you are not completely comfortable with them.

- Ensure that you have fully drained the spa (Refer to the DRAINING YOUR SPA section).
- After draining, your spa may still have water remaining in the equipment and plumbing fittings. Disconnect the hand-tightened union fittings going to and from the jet pumps. Be careful not to lose the O-rings between the unions and pump housing.

- Leave drain valve in the open position and safety cap off .
- To completely drain the plumbing lines, a wet/dry shop vacuum can be used to draw out any remaining water. Place the vacuum hose over the jet fittings in the spa as well as the plumbing lines in the equipment area. You should also disconnect the plug on the crystal clear inspection tube (if installed).
- Remove the filter cartridge and store in a warm, dry area.
- Clean the spa shell and place spa cover on spa. Be sure to lock the cover in place in case of high winds or rain.

WARNING: The instructions above should be followed accordingly when winterizing your spa however they are guidelines and potential freeze damage may still occur. All freeze damage is the sole responsibility of the spa owner and will not be covered by the warranty should it occur.

EMERGENCY SITUATIONS: To eliminate freezing in the event of equipment failure, use a 100-watt light bulb or small heater via extension cord and place it in the equipment area, keeping it away from plumbing lines. This will help for a short period of time until proper service can be rendered.



DRAINING INSTRUCTIONS

1. On the control panel (settings) select **hold**. This will suspend all functions so that the spa can start to be drained.
2. Remove the false bottom in cabinet area.
3. Connect your hose to the hose bib located in the lower compartment. Open the hose bib valve until water starts coming out of the drain hose.
4. Turn evacuation pump power switch ON - located at the top left of the enclosure.
5. The length of time it will take to drain depends on the size of your spa. On average it will take approximately 1 hour.

If you have an Infinity Edge Spa allow it to drain for 30 minutes and then take it off of **hold**. Pump 1 will run on low speed to drain the tank into the main body of the spa.

Let pump 1 run on low speed until the water stops coming out of the jets/waterfall and immediately put the system back into **hold** (refer to step one).

6. Allow spa to finish draining. When fully drained, switch off the evacuation pump and close the hose bib valve.
7. Switch off power to the spa via the main GFCI Breaker.
8. You may have to use a shop vacuum to remove any excess water. Clean the spa before refilling. Refer to your Owner's Manual for proper filling instructions. Once the spa is filled, **prior to adding chemicals**, open the hose bib valve for approx. 15 seconds to allow fresh water to flush the Water-Vac™ System then close the hose bib valve.

IMPORTANT PLEASE READ

Do not leave your spa unattended while draining. After 90 minutes the hold function is disabled and will allow your spa pumps to activate. This could cause damage to your equipment.



Connect GATEWAY ULTRA hardware in your home

Step 1

Plug the supplied ethernet cable into the home router (A).

Step 2

Plug the other end of the ethernet cable into the GATEWAY ULTRA module (B).

Step 3

Plug the supplied power cord into the GATEWAY ULTRA module (C).

Step 4






Plug the other end of the supplied power cord into wall power (D).

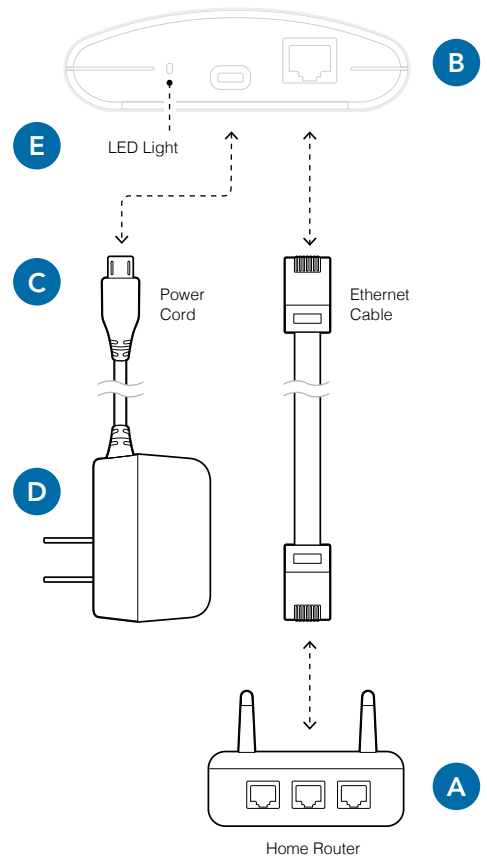


GATEWAY ULTRA Module (side view)

LED Light Chart (E)

This chart applies to the home and spa GATEWAY ULTRA modules.

-  Red - Solid: The GATEWAY ULTRA and the spa are not connected.
-  Red - Blinking: Home and spa GATEWAY ULTRA modules are connected, but no connection to the spa controller.
-  Blue - Blinking: Remote software update is underway. Do not unplug power.
-  Green - Blinking: CMS™ GATEWAY ULTRA spa and home modules RF is connected, but no connection to internet.
-  Green - Solid: Spa successfully connected to internet. No errors.



CMS™ Code Overview

WHAT IS A CMS™ CODE?

- CMS™ Code is an 8 digit letter/number combination that all Spa owners must have to use spas equipped with the ControlMySpa™ system
 - A) The CMS™ code is obtained from your Dealer.
- Spa owners will need this CMS™ code to setup and connect their spas in the ControlMySpa™ database.
- The CMS™ code connects your spa to your OEM and Dealer for service and support

EXAMPLE CMS™ Code: ABC-12345

ABC = 3 letter code unique to each spa Manufacturer or OEM 12345 = 5 number code unique to each spa Dealer or Distributor

ControlMySpa™

Setup Spa Owner User Account



- 1. Open the app on your smart device**
Press "SETUP" on the app.



- 2. Press "Next"**
Confirm Bluetooth is ON in the iOS Settings.



- 3. Press "Next"**
Stand near your spa (within 10 feet/3 meters) and ensure the spa power is ON by pressing the topside panel. If the spa is powered ON, press "Next".



- 4. Detect Bluetooth**

BALBOA WI-FI

This is an optional feature. The Spa can be controlled by using the Balboa Worldwide App (bwa™) that allows you to access your spa via a direct connection anywhere in the local proximity of your tub, anywhere in your house that you can connect to your local Wi-Fi network, or anywhere in the World you have an Internet connection to your smart device via 3G, 4G, or Wi-Fi. The bwa™ app can be downloaded from Google play store or Apple App store. Follow instructions on the app to complete the setup and connect to the Purfikt spa.



Balboa Wi-Fi Module



bwa™ for Android™

bwa™ for iOS®

BALBOA ULTRAZONE OPERATION

- Ozone will turn on during the programmed filter cycles and pump #1 operation.
- Verify that the green light on the Ozone turns on when activated.
- Check the spa drain (at the bottom of the spa) to verify that small ozone bubbles are coming out.
- Verify that one way check valve is installed on the ozone tubing and it is working as intended.



For more information on app setup follow the link below:

<https://www.balboawatergroup.com/bwa>



WORLD'S BEST BUILT SPAS