



***Congratulations on your new Cloud 9
Spa and welcome to our Cloud 9 family!***



Pre-Delivery Guide

Please take the time to read this booklet carefully, as it will provide you with the information you will need to ensure the safe, secure, and timely installation of your new spa. The following sections are guidelines on how to prepare for delivery and set-up of your new spa. Specifically covered are site selection, delivery access, ground preparation, and electrical requirements.

Remember to carefully review the Owner's Manual that accompanies your spa. The Owner's Manual can be found in the Owner's Package and online at <https://cloud9spas.com/owners-corner/>. **Cloud 9 Spas LLC** reserves the right to change features, specifications, and design without notification and without incurring any obligation.

DATE PURCHASED: _____

In most cities and counties, permits will be required for the installation of electrical circuits or the construction of exterior surfaces (decks and gazebos). In addition, some communities have adopted residential barrier codes which may require fencing and/or self-closing gates on the property to prevent unsupervised access to a pool (or spa) by children under 5 years of age. Your spa is equipped with a locking cover that meets the **ASTM F1346 Standard for Safety Covers** and as a result is usually exempt from most barrier requirements. As a general practice, your local Building Department will inform you of any applicable barrier requirements at the time a permit is obtained for the installation of an electrical circuit.

For Customer Service, please call us at 1-800-383-6119

Site Selection and Preparation

IMPORTANT: Site selection and preparation are your responsibility. Carefully read these instructions and consult your authorized dealer if you have any questions.

You probably have a spot picked out for your new spa (whether it's indoors, outdoors, on a patio, or on a deck). Just make sure you check the following:

- Always put your spa on a structurally sound surface that is level within ½" per 10' (1 cm per 3 m).
 - *A filled spa can weigh thousands of pounds; make certain that the location you choose can support the weight of your filled spa.*
- Locate your spa's equipment compartment (which houses all of the electrical components) in a place where water will drain away from it.
 - *Allowing water into the equipment compartment can damage the electronics or may result in tripping your home's circuit breaker.*
- Leave yourself easy access to the circuit breakers in the subpanel (220V models) or to the GFCI at the end of the power cord (110V models).
- Never let water get into the subpanel (220V models) or into the GFCI (110V models), or into the electrical outlet into which your spa is plugged.
- Leave access to the spa's equipment compartment for periodic spa care and maintenance.

OUTDOOR INSTALLATION

When installing your spa outdoors, select a solid, level surface to place it on. The bottom of your spa is totally protected and will not rot. Special preparation, such as a concrete pad or wood deck, is not mandatory, although they make very suitable bases. If installing your spa on a wood deck, ensure that the deck is built to code and that it will withstand the filled weight of the spa. When full, your spa weighs approximately 90 lbs. (41 kg) per square foot. Ensure that you do not install your spa underneath overhead power lines.

INDOOR INSTALLATION

For indoor installation, ensure that your doorway is at least 36 inches (91 cm) wide and tall enough for the spa turned on its side on a dolly. The location where you intend to place your spa should be equipped with adequate ventilation to remove chemical odors and added humidity, and adequate drainage to handle splashing and in case of a spa leak. It is not recommended to install your spa above a ground level floor.

GROUND PREPARATION

Your spa has been engineered to perform on all kinds of common yard surfaces. While a concrete slab is best for long-term use*, other foundations are acceptable so long as a level base is prepared prior to delivery. Three foundation base pictures (shown at right) represent examples of foundations acceptable for spas installed without gazebos or other accessories, including the recommended concrete pad.

***NOTE:** A reinforced concrete pad at least four inches (10 cm) thick is recommended. We also have [Spa Pads](#) available as an economical alternative to pouring a concrete pad.

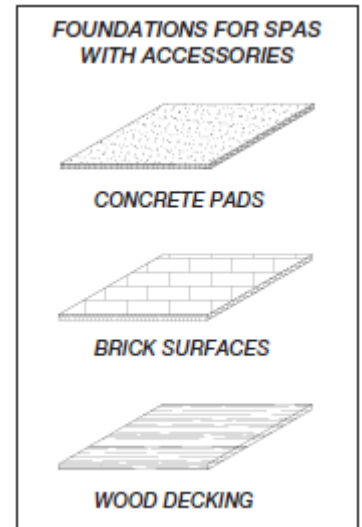
INSTALLATION NOTES

As a homeowner, it is your responsibility to provide a suitable, level foundation for your spa.

NOTE:

In order for the spa to operate properly and the internal plumbing to drain completely, you must ensure that the spa is leveled within $\frac{1}{2}$ " per 10' (1 cm per 3 m) after it has been installed. Do not shim your spa in any manner, as this could cause the cabinet to warp, thereby voiding the warranty.

If you have any questions concerning startup, contact Cloud 9 Spas directly for help at 1-800-383-6119 or by email at customerservice@cloud9spas.com.



DELIVERY

Your spa will be delivered curbside (at the end of your driveway). It is typically delivered on end and wrapped on a sturdy pallet for convenient placement. You will be responsible for any arrangements needed to have your spa placed in your desired location. It is recommended to consult professionals (i.e. local moving company) who have experience moving large items.

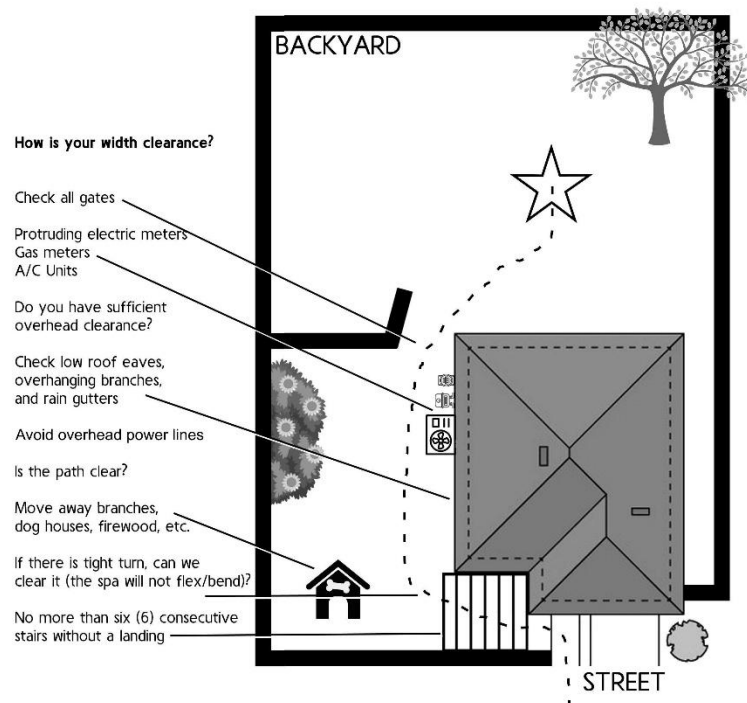


**These pictures are an example of how the spa is expected to arrive for curbside delivery. Freight companies may require removing the spa from the pallet in some cases.*

REVIEW THE ROUTE OF YOUR SPA DELIVERY

Carefully review the route that the spa will take through your property. Make sure there is sufficient clearance. Keep the overall dimensions in mind when your spa is wrapped on a pallet. You are able to remove the hot tub from the pallet and put a 4-wheel furniture dolly underneath it to move it, if preferred. In this case, you will need a 3-ft-wide pathway that will accommodate an approximate 7' - 7½' height clearance. Keep in mind that it will be almost 7' long, so check for clearances when turning corners.

NOTE: The empty spa can weigh as much as 1,000 lbs. Choose the safest and most direct route possible. We recommend hiring professionals to avoid physical harm or property damage.



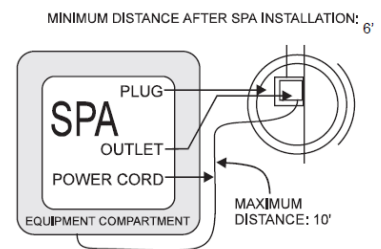
ELECTRICAL INSTALLATION

To ensure you will have an opportunity to use your spa soon after delivery, it is very important that the required electrical service has been installed. **THIS IS YOUR RESPONSIBILITY.**

IMPORTANT: All electrical circuits must be installed by a qualified, licensed electrician.

1. CONNECTING THE ELECTRICITY (110V – Origin, Arise, Spark models)

- a. If you plan to operate your spa using a 110V electrical supply, a 12' electrical cord (with attached GFCI) is already connected to your spa; It must be plugged into a dedicated 15-amp wall outlet.
- b. **DO NOT** plug the cord into your electrical outlet until you have completed **Step 4**, and your spa is full of water.
- c. **DO NOT** use an extension cord.
- d. If you plan to operate your spa using a 220V electrical supply, you will be required to install a 220V GFCI breaker and disconnect box. You will need a minimum 40-amp GFCI breaker.
 - i. *It is recommended that you use a certified electrician to install your GFCI breaker and disconnect box and to connect your spa to your house electrical panel.*
 - ii. *The spa pack in the 110V models is convertible and can be connected with a 110V or a 220V electrical power supply (instructions to convert the spa pack are located on the inside of the spa pack cover).*
 - iii. **Ensure that the 220V breaker is disconnected until you have completed Step 4 and your spa is full of water.**
- e. For your safety, when your electrician is installing the electrical outlet or disconnect, it should be no closer than 6 feet (1.8 m) and no farther than ten feet (3 m) from the spa (reference National Electric Code).
- f. The 110V GFCI switch and the receptacle must be protected from weather and landscape sprinklers—they should never get wet. Your spa has been carefully engineered to provide maximum safety against electric shock. Remember, connecting the spa to an improperly wired circuit will negate many of its safety features and warranty coverage.



2. CONNECTING THE ELECTRICITY (220V – Ignite, Prime models)

- a. You must install a 220V, minimum 40-amp GFCI breaker and disconnect box, and connect your spa to this GFCI breaker and the electrical panel using a grounded 6 AWG/3 wire if the spa is more than 50 feet (15.25m) from the wall outlet (or using a grounded 8 AWG/3 wire if the spa is located within 50 feet (15.25m) from the wall outlet).
- b. It is recommended that you use a certified electrician to install your GFCI breaker and disconnect box, and to connect your spa to your house electrical panel.
 - i. **Ensure that the 220V breaker is disconnected until you have completed Step 4 and your spa is full of water.**

3. SETTING THE SPA IN PLACE

- a. Move your new spa to the location where it will be installed.
- b. Leave a minimum of 36 inches (91 cm) of space at each end of the spa (this ensures that you will be able to remove the end panels, and you'll be able to access your spa equipment).
- c. Leave enough room on the side(s) of the spa to be able to take your cover off and put it back on without obstruction.

ELECTRICAL INSTALLATION, cont'd on next page

4. ATTACHING THE ACCESSORIES

- a. Open the accessories box and remove the waterfall assembly.
 - i. Lubricate the rubber O-ring with a bit of water and insert it into its housing on the top of the spa.
- b. Remove the forklift channel covers and the hardware kit.
 - i. Following the instructions in the hardware kit, install the forklift channel covers.
 - ii. **Do this before you fill the spa with water** (you may have to slightly lift the spa to position the covers in their proper place).

5. FILL THE SPA WITH WATER

- a. Place the hose in the filter well.
 - i. In the center opening of the filter, if the filter has an open top or removable cap.
 - ii. Or, remove the filter and place the hose in hole into which the filter screws.
 - iii. It is always a good idea to use a hose filter (special hose filters can be purchased for things like hard water or metal in your water).
 - iv. This method of filling the spa pushes water and air out and through the jets, preventing possible air locks in your plumbing system.
- b. Monitor the filling of the spa and stop the water once the water level is ½" to 1" above the filter and the highest jet (the water level will rise once people get in the water, so be careful not to overfill the spa).

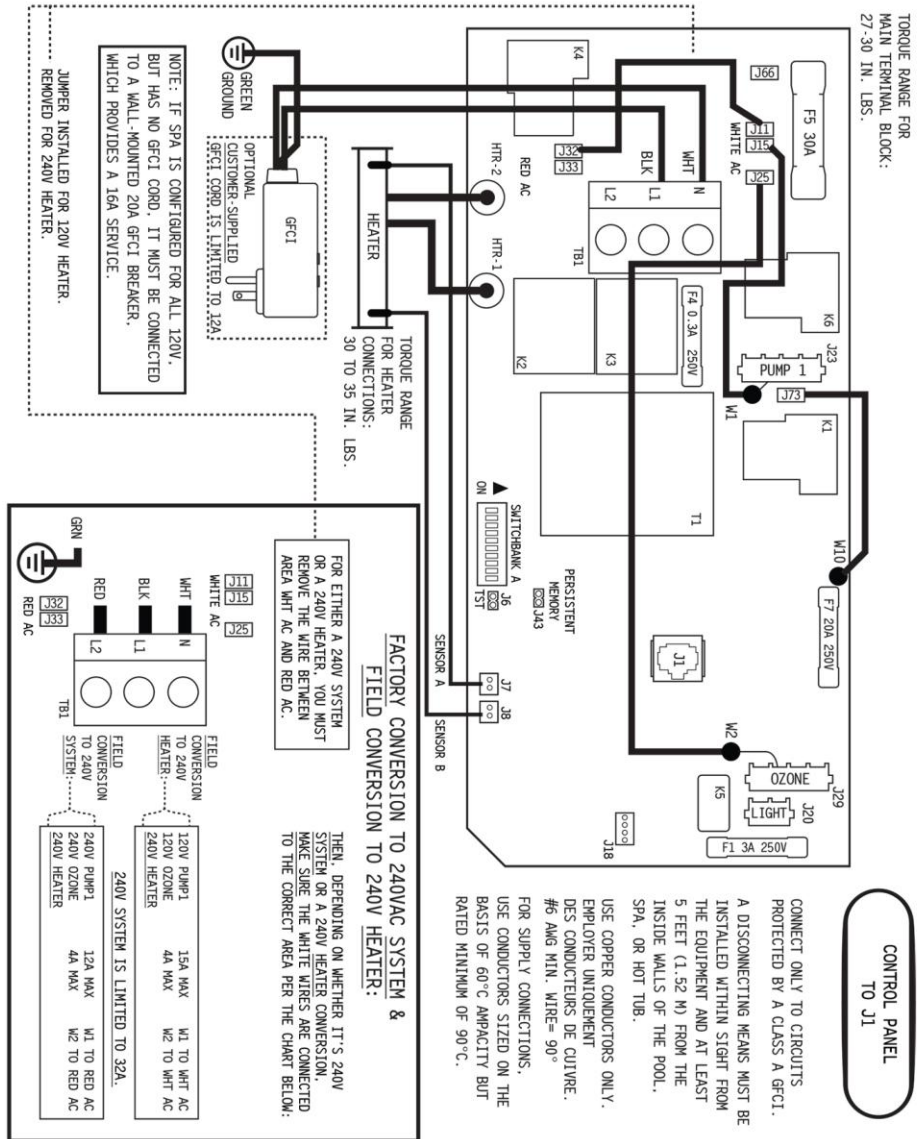
6. CHECKING THE CONNECTIONS AND SETTINGS

- a. Remove the equipment access door to expose the pump and spa pack.
 - i. To remove the door(s), remove the 4 screws located near the ground in each door.
- b. Check the unions to the pump and to the heater manifold to ensure that they are tight.
 - i. Vibration during shipping may cause them to loosen.
 - ii. **Do not overtighten these unions with channel locks (you could crack or damage them).**
 - iii. It is recommended that you check these unions regularly. Pump vibration can cause them to loosen, and this can cause a leak.
- c. Ensure that the two slice valves are in their open position and that they have shaft lock clips installed on the stems to prevent self-closing.
- d. Ensure that the shut off valve on the end of the drain hose assembly is closed.
- e. Remove the cover of the spa pack by loosening the two screws at the front.
 - i. Near the bottom of the circuit board, you will see a small red panel with 10 white DIP switches.
 - ii. These switches should be factory set; however, you should ensure that they are properly set (see fig. 1.1).
 - iii. Replace the spa pack cover after checking the settings and tighten the screws.

MODEL	OPERATING UNDER 110V										OPERATING UNDER 220V									
ON		X	X				X			X		X	X				X			
OFF	X			X	X	X		X	X		X			X	X	X		X	X	X
DIP #	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10

FIGURE 1.1

SPA PACK DIP SWITCHES POSITIONS



VS300FL4
PN 56059-02



USE EARTH GROUND CONNECTIONS AS INDICATED INSIDE THE SYSTEM ENCLOSURE

LOCATION	DEVICE	VOLTS	MAX AMPS	FROM	TO
J23	2 SPD PUMP1	120V	14A MAX	W1	WHT AC
J29	OZONE	120V	1A	W2	WHT AC
J20	SPA LIGHT	12V	1A		
HTR-1 J100	HEATER	120V	1.0kW (4.0kW @ 240V)		
HTR-2 J101	120V-ONLY JUMPER WIRE**			RED AC	WHT AC

AS MANUFACTURED

LOW-SPEED	HIGH-SPEED	A5	A9
2 HOURS	15 MINUTES	OFF	OFF
2 HOURS	30 MINUTES	ON	OFF
15 MINUTES	15 MINUTES	OFF	ON
30 MINUTES	30 MINUTES	ON	ON

PUMP 1 TIMEOUTS

A10 MUST BE "ON" WHEN 120V ONLY OR 240V PUMPS. A10 CAN ONLY BE OFF WHEN 120V PUMP WITH 240V HEATER

TEST MODE OFF	A1	TEST MODE ON	A2
UNUSED/JET/TEMP/LIGHT	A2	JET/LIGHT/TEMP DOWN/TEMP UP	A3
LTDIP OR DTDIGUP PANEL	A3	MINI PANEL	A4
MUST BE OFF	A4	MUST BE OFF	A5
SEE PUMP 1 TIMEOUT TABLE	A5	SEE PUMP 1 TIMEOUT TABLE	A6
60HZ	A6	50HZ	A7
STD/EON/SLEEP MODE	A7	STANDARD MODE ONLY	A8
DEGREES F	A8	DEGREES C	A9
SEE PUMP 1 TIMEOUT TABLE	A9	SEE PUMP 1 TIMEOUT TABLE	A10
HIGH AMP MODE	A10	LOW AMP MODE	



BALBOA
A HELIOS TECHNOLOGIES COMPANY

TP (MAIN) PANELS
J34 OR J35

BP100G2 PN 59268-03
59268-03

LOCATION	DEVICE	VOLTS	MAX AMPS	FROM	TO
J9	2/1-SP PUMP 1	240V**	12A MAX	J46	AREA 3
J19	CIRC PUMP	240V**	2A MAX	J46	AREA 3
J21	OZONE	0.5A		J46	AREA 3
J33	CIRC AND OZONE LINE 1 CONNECTION	J51, J52		J38	AREA 2
J35	TV / AV	120V*	3A	J38	AREA 1
J11	SPA LIGHT	10V	1A		
J11 & J13	HEATER	240V	4.0 KW (1.0KW @120V)		

**PUMP 1, CIRC AND OZONE ALL MUST BE THE SAME VOLTAGE.

USE EARTH GROUND CONNECTIONS AS INDICATED INSIDE SYSTEM ENCLOSURE
TOTAL OUTPUT AMP DRAW NOT TO EXCEED MAX INPUT RATING OF SPA

SETUP #	CIRC PUMP	PUMP 1	PUMP2	TEMP SCALE
1	FILTERS + POLLING	1-SPEED	1-SPEED	°F
2	NONE	2-SPEED	1-SPEED	°F
3	FILTERS + POLLING	1-SPEED	NONE	°F
4	NONE	2-SPEED	NONE	°F

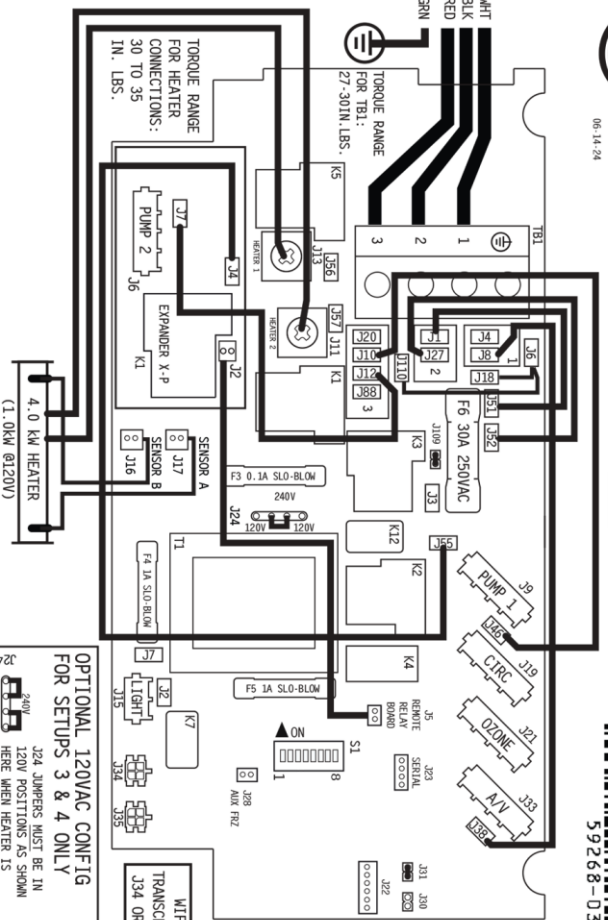
FOR SUPPLY CONNECTIONS, USE CONDUCTORS SIZED ON THE BASIS OF 60°C AMPACITY BUT RATED MINIMUM OF 90°C.

NOTE: SWITCH A7 SHOULD BE OFF IF USING WFT. SINCE WFT DOESN'T SUPPORT SIMPLIFIED MENUS.

ON POSITION	S1 SWITCH #	OFF POSITION
NOT ASSIGNED	8	NOT ASSIGNED
SIMPLIFIED MENUS	7	STANDARD MENUS
MEMORY RESET*	6	STORE SETTINGS*
SPECIAL AMPERAGE RULE ON	5	SPECIAL AMPERAGE RULE OFF
5 MIN HTR COOLDOWN (GAS)	4	1 MIN HTR COOLDOWN (ELEC)
ADD 2 HS PUMPS WITH HEAT	3	DON'T ADD 2 HS PUMPS W/HTR
ADD 1 HS PUMP WITH HEAT	2	DON'T ADD 1 HS PUMP W/HTR
TEST MODE ON	1	TEST MODE OFF

*SWITCH # 6 SHOULD BE SET TO OFF UPON FINAL INSTALLATION.
ALL UNUSED SWITCHES SHOULD BE OFF

NOTE: SWITCH A7 MUST BE OFF WHEN USING GRAPHIC PANELS (TP800, TP900, OR SPATOUCH FAMILY).



Spa Specifications

Model	SKU	Dimensions (inches)	Heater	Dry Weight (Pounds)	Water Capacity (Gallons)	Filled Weight* (Spa+Water)	Filter Area
Arise	C9-ST-45	85" x 71" x 34"	1 kW/4 kW convertible	322	275	2,616	Threaded 25 Sq Ft Top Load (4 ¾ X 9 ¾)
Ignite	C9-OR-65	82" x 82" x 34"	4 kW	436	330	3,188	Threaded 25 Sq Ft Top Load (4 ¾ X 9 ¾)
Origin	C9-FAN-30	79" x 76" x 32"	1 kW/4 kW convertible	344	310	2,929	Threaded 25 Sq Ft Top Load (4 ¾ X 9 ¾)
Prime	C9-OR-99	82" x 82" x 34"	4 kW	437	330	3,189	Threaded 25 Sq Ft Top Load (4 ¾ X 9 ¾)
Spark	C9-OR-35	82" x 82" x 34"	1 kW/4 kW convertible	437	330	3,189	Threaded 25 Sq Ft Top Load (4 ¾ X 9 ¾)

CAUTION:

Cloud 9 Spas LLC suggests a structural engineer or contractor be consulted before the spa is placed on an elevated deck.

* NOTE:

The "Filled Weight" of the spa includes the weight of spa and water only (this does not consider the weight of any occupants or object placed in the spa).

Final Notes

Your spa includes the spa cover and the first filter. However, it does not include the chemicals required to balance the water chemistry and sanitize the water.

Cloud 9 Spas are not compatible with saltwater systems, and the use of saltwater systems can cause corrosion to your spa components and void the warranty.

Granulated chlorine or bromine are recommended to sanitize your spa water. We recommend the FROG @Ease SmartChlor kit to sanitize your water, which includes water balancers to balance the water chemistry (The Serene Kit is a bromine alternative to the SmartChlor system).

We also recommend having extra filters to rotate weekly when you clean your filter (you should always put a dry filter back in the spa, so it is helpful to replace the used filter with a fresh one each time you clean it).

Visit our Water Care page for chemical and filter options:

<https://cloud9spas.com/water-care/>

Cover lifters and steps also enhance the enjoyment of your spa by making the experience easier and safer. Cover lifters allow your cover to be moved on and off with minimal effort, while holding and protecting the cover while the spa is in use.

Quality spa steps allow you to get in and out of the spa with comfort and ease, while minimizing fall hazards.

Visit our website for a full line of accessories for your spa:

<https://cloud9spas.com/accessories/>



800-383-6119

customerservice@cloud9spas.com

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