SPA AND PLANT RANGE

WATER HYGIENE

Daily

Throughout the day

Check & clear
Test & dose

End of day Checklist

Wipe down
Test & dose
Check and replenish chemical levels

It is essential users shower before use

Every 3 Days

Backwash media filter

Check & balance water

Adjust frequencies of cleaning protocols around user load

Monthly

Laboratory testing

System Flush

Quarterly

Deep clean

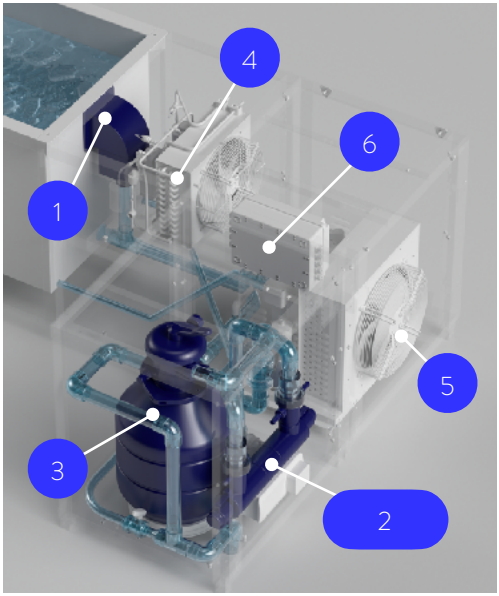
Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

WHAT YOU NEED

What	Why
Paper towels	Wiping bath when empty and general cleaning.
Micro fibre cloths	To polish bath when empty and general cleaning.
Sodium bicarbonate	To clean around and remove body fat from the water line.
Spa vac	For removing debris from bath base and lower pre filter.
Small bucket	To catch water when removing filters e.g. skimmer basket.
A small brush / pipe cleaner brush	For cleaning first stage filter.
System flush	For monthly maintenance. Speak to your local supplier for their recommendation.
Digital water tester	For daily water testing. We recommend the HI-97710c - Most accurate and can be calibrated by the user. You will need the reagents HI -93701-T to go with this for testing.
Bottom drain removal tool	This is used for the removal of the bottom drain. This is supplied by Brass Monkey. 
Top Filter Bung	This is supplied by Brass Monkey and is used to cover the top filter of a barrel/ bottom of the skimmer to prevent air being sucked when back washing.
Sodium Hypochlorite	Strength can be 11-12% or 14-15% This is the chlorine needed to dose the water.
Sulphuric Acid	Strength should be no more then 16%. This is needed to control the PH

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

KEY COMPONENTS



1. Water skimmer

The always-on skimmer gently draws the water through a narrow opening, removing debris from the surface. The water then continues through the system for a deeper clean.

2. UV light filter

The water is passed through a UV light chamber, killing pathogens for a deeper clean. A digital screen below shows when your UV bulb next needs changing.

3. Media filter

Water is flowed through the media filter, removing fine sediment and organic materials, collecting the finest particles in the water for ultimate water clarity and member safety.

4. 1HP ice maker (This is an upgrade option)

Connected to the sides of the plunge by copper pipework using gas to super cool the sides of the bath and form ice under 3 degrees. For plant room installs we would move this on top of the 2HP chiller.

5. 2HP chiller

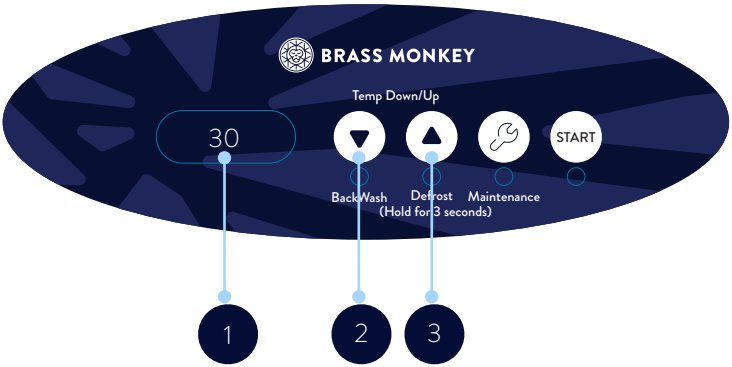
High powered chiller that allows quick cooling to the water. Water passes into the heat exchanger after filtration and travels back to the plunge via an insulated PVC pipe.

6. Electronics box

Housing our custom PCB, it has six sensor inputs from the plunge and equipment and supplies power to the various components controlled via our software. The Wifi aerial is also housed here. A dual engine setup would contain two of these.

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

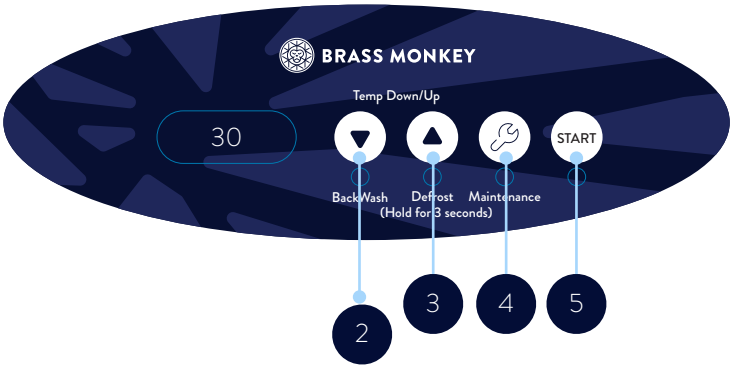
BATH CONTROLS



1	Temperature Display	The control panel displays the CURRENT water temperature. The display has no decimal place, therefore 3°C is displayed as 30. When up or down keys are pressed, the TARGET temperature is displayed.
2	Temp down	The lowest temp setting is 3°C for chill products. For Ice products the target temp dial goes down to 2°C, then under 2°C there are 3 levels of ice intensity to choose from (1-3). Level 3 is the most intense. Please note, when changing the target temperature, the cooling engine may take a few minutes to restart.
3	Temp up	The highest temperature setting is 10°C, going above this sets the bath to 'idle' (filtration continues to run but the cooling engine is off). NB. If the target temp is adjusted to be set above the current water temp, there is no heating function - water will warm up naturally until the target set exceeded, when cooling will kick back in.

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

BATH CONTROLS



2	Backwash mode (temp down long press)	Press and hold the Temp Down arrow for 3 seconds to put the bath into a backwash mode - This turns the cooling engine off (on plunges with a chiller engines) while keeping the pump running. This is important to protect plunges with a chiller engine while backwashing. The LED will flash quickly.
4	Maintenance mode (spanner)	Press and hold for 3 seconds to put the bath into a maintenance mode - The LED light on the chiller and light in the bath will flash 3 seconds on 3 seconds off whilst in this mode. From here you can change the particle filter. Exit maintenance mode by pressing and holding for 3 seconds again.
5	Start	This function is for our residential range to turn the light on in the plunge. Not applicable for SPA range.
3	Defrost	This function is for ice baths only, and should only be used if ice ever becomes stuck on the bottom of the plunge.
	Bath light	The light in the bath will remain on even when not in use. The light will flash when in maintenance/backwash mode. If the light flashes when not in one of these modes contact the support

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

CHECK AND CLEAR

Daily

Throughout the day

How does the water look?

Is it clean and clear or is it noticeably dirty/murky?

Are there debris or foreign objects within the unit?

Is there enough water?

Do

- Clear the pre filter that sits over the suction hole inside the unit. If debris are stuck in the bottom drain please see troubleshooting and remove drain for cleaning
- Use the spa vac to reach into the water and clean around the pre filter removing any debris.
- This keeps the water flowing smoothly and helps to maintain a good flow rate.
- Once done - move onto cleaning/ emptying the skimmer.

Don't

- Don't ignore cleaning the pre filter or skimmer - If this becomes blocked it can reduce the flow of water causing inefficient filtration and sanitation and can cause damage to your unit.
- If the water is looking murky you may need to:
    1. Complete an extended backwash and top up water.
    2. Clean scum line.
    3. Complete system flush

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

CHECK AND CLEAR SKIMMER

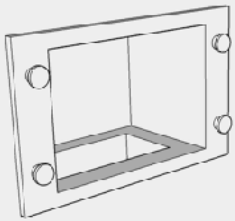
Daily

Throughout the day

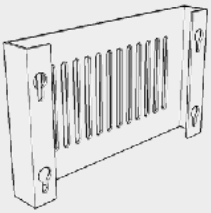
If you have a skimmer cover plate, remove this by sliding it up and putting to one side whilst you complete the following steps.

1. Open the door to the skimmer, there is a groove on the door to help pull it open. When holding the door open do not put excessive pressure on it.
2. Reach into the skimmer and take out the basket. Be mindful that the basket will catch any debris so do not empty this into the water.
3. Rinse the basket until all debris is removed.
4. Open the door to the skimmer and replace the basket. The large lip should face the front of the skimmer.

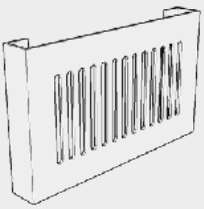
If you have a skimmer cover plate, remember to put this back on by lining it up and sliding it back down into position.



Skimmer on bath



Back of skimmer plate holes locate onto bolts on skimmer



Front of skimmer plate

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

TEST AND DOSE

Daily

Prior to opening and then every 2 hours throughout the day and at the end of the day after completing maintenance

Pool Maintenance: Chlorine and pH Levels

Chlorine: The ideal level is **1-4 ppm**.
PH Balance: The optimal range is 7.2–7.6, with **7.4** being the target.
These measurements should be taken:

1. Before opening
2. Regularly throughout the day to ensure levels remain stable.
3. At the end of the day, especially after completing any maintenance tasks.

Step one: Taking the sample:

1. Get the water testing kit, including the dipstick and bottle.
2. Attach the bottle to the dipstick and take both to the bath with a thermometer.
3. Submerge the bottle 30cm into the water, fill, shake, and rinse it.
4. Repeat, but this time hold the blue button on the dipstick to close the bottle while lowering it.
5. Release the button to fill the bottle at 30cm depth, then press the button again to seal it before removing.
6. Measure the water temperature with the thermometer at the same depth.
7. Record water and air temperatures on the Daily Water Quality Test Log.

Step two: Reading the sample:

Follow test kit instructions to measure:

- Free Chlorine DPD1.
- Total Chlorine DPD 3.
- Combined Chlorine.
- pH.
- Record results on the Daily Water Quality Test Log.

The form below can be down loaded by following the QR code and searching for Daily Water Quality Test Record Sheet.

Turn over for next steps.

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

TEST AND DOSE

Daily

Prior to opening and then every 2 hours (minimum) throughout the day and at the end of the day after completing maintenance

Step three - Interpret & action the results

Enter the clarity of the water under the same heading

- The optimum chlorine level is around 2-4ppm.
- **Anything above 5ppm is dangerous.** Dosing should be stopped immediately and the bath put out of use until the water has been diluted and the re-tested to an acceptable chlorine level.
- If below 0.5ppm close the bath to users and increase chlorine levels by adding small amounts at a time - this is best done manually and placed in top of bath in the skimmer.
- When re-testing after dosing, wait 15 mins until the chlorine has fully mixed with the body of water.
- Test again until you meet the correct level.

Chlorine: Ideal chlorine level in a pool is 2-4 ppm.

Chlorine Dosing Example in our standard plunge:
1g of HTH Granular will raise the level by 1ppm
3.5ml of Sodium Hypochlorite 15% will raise the level by 1ppm

PH Balance: Ideal PH range is 7.2 - 7.6 with optimum measure being 7.4

Day	Time	Water temp	Air temp	A Chlorine Available to kill bacteria (DPD1)	B Total amount of chlorine in water (DPD3)	C B – A = Combined Chlorine	Ph	Clarity	Initials and comments
MON									
TUE									
WED									

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

WATER TOP UP

Daily

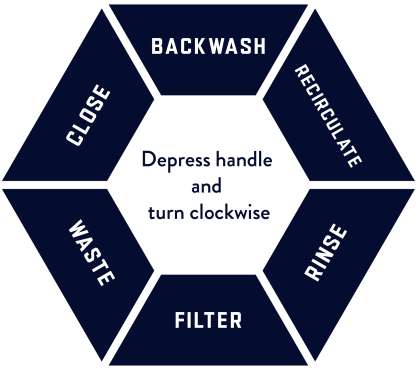
Throughout the day as required and after backwashing

If you have a Hanna Dosing unit - Switch this off before putting bath into maintenance or backwash mode.

1	Activate **maintenance mode** (Press and hold the spanner for 3 seconds on the control panel).	Turns off the engines and pump, allowing you to move the filter handle without water rushing through.
2	Depress the media filter handle and turn it to the **closed** position. (Always turn the handle clockwise)	Closes the media filter so the bath can be refilled with water.
3	Open the **fill tap** and close it once the water level reaches the middle of the skimmer.	Restores the correct water level for operation.
4	Depress the media filter handle and turn it to the **filter** position.	Sets the media filter to its daily use configuration.
5	Exit **maintenance mode** (Press and hold the spanner for 3 seconds on the control panel).	Restores pump and engine operation.
6	Check the bath is running: ensure the light is illuminated, and water is flowing.	Confirms the backwash process is complete. Wait 1 hour before using the bath.

If overfilled and wanting to drain a small amount of water follow these steps but on step 3.

- Open drain valve not fill tap.
- Allow water to drop to the middle of the skimmer.



Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

END OF DAY CHECKS

Daily

End of Day checks are your opportunity to review your maintenance regime against the visual checks of the bath and it's performance.

- Check Free Chlorine, Combined Chlorine, and pH levels; adjust as needed.
- If using a Hanna Auto unit, ensure chemicals are filled and check for error/warning lights.
- If Combined Chlorine levels are high, consider a backwash to clean filters and dilute water. (Backwashing is recommended every 3 days as a minimum)
- Ensure water is clean and clear; if not, perform a backwash and dilution. (Backwashing is recommended every 3 days as a minimum)
- Clean the skimmer basket and bottom drain; increase frequency if debris accumulates.
- Wipe around the waterline with sodium bicarbonate to remove body fat buildup.
- Use an anti-bacterial cleaner to wipe down the insulated cover, top deck, steps, and panels.
- Check when the next system flush is due; if issues arise, consider doing it earlier. (System flush is recommended every month as a minimum)
- Be aware of the next quarterly clean; if the bath or plant area looks dirty, schedule it sooner.
- Ensure the records of testing throughout the day have been completed and are stored.

BACKWASH MEDIA FILTER

3 Days

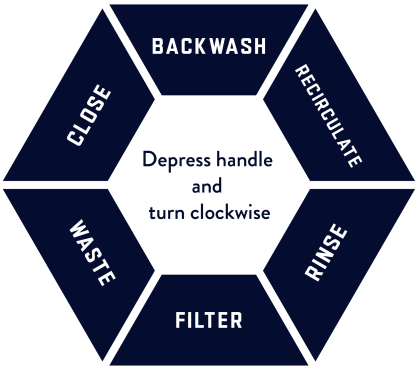
Allow 1 hour before the bath is used after backwashing as advised by PWTAG Technical note 71.

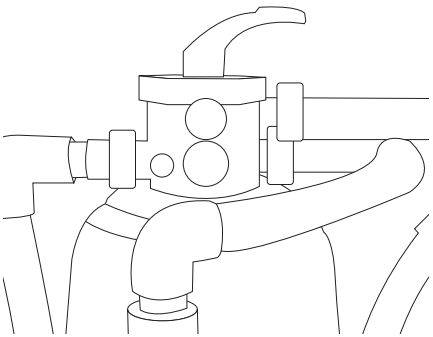
Do

- Before backwashing the media filter read the instructions.
  We recommend you do 'dry' practice run.
- Before backwashing **always check and clear the bottom drain**
- Always be sure you know where your turning the handle to, your main points are backwash, rinse, filter and close.
- Familiarise yourself with the media filter.

Don't

- Do not turn the handle to recirculate or waste unless you have read the WaterCo. Instruction manual.





Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

BACKWASH MEDIA FILTER

Allow 1 hour before the bath is used after backwashing as advised by PWTAG Technical note 71.

3 Days

If you have a Hanna Dosing unit - Switch this off before putting bath into maintenance or backwash mode.

	Task	Why
1	Take out the skimmer basket and use the bung to screw into the opening. Ensure the bottom drain has been cleaned and replaced.	This will plug the top suction point, preventing air intake during backwashing. Cleaning the bottom drain ensures maximum flow for backwashing.
2	Activate **maintenance mode** (Press and hold the spanner for 3 seconds on the control panel).	Turns off the engines and pump, allowing you to move the filter handle without water rushing through.
3	Open the **fill valve**	This is to allow fresh water to enter the bath whilst the backwash is being completed.
4	Depress the media filter handle and turn it to the **backwash** position.	Directs water through the media filter and out to waste.
5	Activate **backwash mode** (Press and hold the down arrow for 3 seconds on the control panel).	Turns on the pump for cleaning while keeping the engines off.
6	Allow the backwash to run until the sight glass runs clear (if unsure allow the backwash to run for around 4 minutes).	Ensures the media is fully cleaned the bath water is diluted with clean fresh water.
7	Activate **maintenance mode** (Press and hold the spanner for the 3 seconds on the control panel).	Stops the pump and engines so you can safely adjust the filter handle.
8	Depress the media filter handle and turn it to the **rinse** position.	Prepares the media for rinsing when the pump is turned back on.

Continue to Step 9 on the next page

BACKWASH MEDIA FILTER

3 Days

Allow 1 hour before the bath is used after backwashing as advised by PWTAG Technical note 71.

	Task	Why
9	Activate **backwash mode** (Press and hold the down arrow for 3 seconds on the control panel).	Starts the pump to rinse the media while keeping the engines off.
10	Wait 60 seconds, then activate **maintenance mode** (Press and hold the spanner for 3 seconds on the control panel).	Turns off the pump so the handle can be adjusted again.
11	Depress the media filter handle and turn it to the **closed** position.	Closes the media filter so the bath can be refilled with water.
	If completing a full drain down, **stop** here and refer to Full drain down . If refilling, follow the steps on the **next page**.	
12	Close the fill tap once the water level reaches the middle of the skimmer.	Restores the correct water level for operation.
13	Depress the media filter handle and turn it to the **filter** position.	Sets the media filter to its daily use configuration.
14	Exit **maintenance mode** (Press and hold the spanner on the control panel).	Restores pump and engine operation.
15	Check the bath is running: ensure the light is illuminated, and water is flowing.	Confirms the backwash process is complete. Wait 1 hour before using the bath.
16	Remove the bung fitted within the skimmer and replace the skimmer basket	Removing the bung allows for the water to be sucked through the skimmer for normal filtration.

If you have a Hanna Dosing unit -Switch this back on after completing maintenance/backwashing .

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

CHECK AND BALANCE WATER

3 Days

You may hear the term "balancing the water." While we cover the basics in our flash cards, regular balancing isn't essential if you're frequently diluting or changing the water—this aligns with PWTAG guidelines.

The key to maintaining water is balancing various factors. The Langelier Saturation Index (LSI) helps by combining these elements. It's best to calculate the LSI weekly, alongside checking alkalinity, TDS, and calcium hardness. Results should be recorded weekly.

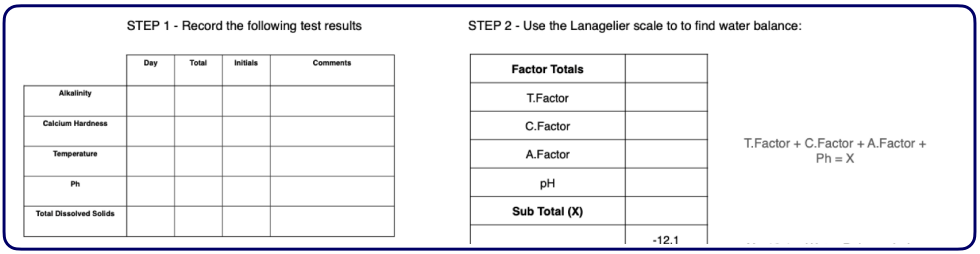
Step one

- Take a sample bucket of water from the bath at a depth of 30cm.
- Take a temperature reading.
- Take a TDS reading using your preferred meter.
- Take a total alkalinity reading using your preferred meter.
- Take a pH reading using your preferred meter.
- Take a calcium hardness reading using your preferred meter.

Step two

- Record the findings on the weekly test record sheet and work out the water balance.
- If the reading is outside of the acceptable balance dilute the water in the bath until an acceptable level is found.

Further information and the weekly record log can be downloaded by following the QR code and searching for: Weekly water test procedure.



STEP 1 - Record the following test results

	Day	Total	Initials	Comments
Alkalinity				
Calcium Hardness				
Temperature				
Ph				
Total Dissolved Solids				

STEP 2 - Use the Lanagelier scale to to find water balance:

Factor Totals	
T.Factor	
C.Factor	
A.Factor	
pH	
Sub Total (X)	
	-12.1

T.Factor + C.Factor + A.Factor + Ph = X

For further information or guidance refer to PWTAG Technical note 71.
www.pwtag.org/ice-baths-tn71/

Guides and downloads available
Search Pro range on **brassmonkey.co/help** for further guidance

WORKING OUT YOUR WATER BALANCE

3 Days

Temperature	T. factor	Calcium hardness	C. factor	Total alkalinity	A . factor
1°	0.0	5ppm	0.3	5ppm	0.7
8°	0.2	50ppm	1.3	50ppm	1.7
15°	0.4	100ppm	1.6	100ppm	2.0
18°	0.5	150ppm	1.8	150ppm	2.2

Use the T. factor, C. factor and A. factor from your results to work out your water balance using the langlier equation:

(T.factor + C. factor+ A.factor + Ph) - 12.1 = Water balance index

Compare you result to the index below. Reading between +0.5 and -0.5 are acceptable.

Level	Meaning
0.5	Scale forming
+ 0.2 to + 0.5	Acceptable balance
0.2	Aim for +0.1
- 0.1 to + 0.1	Ideal balance
- 0.1 to - 0.5	Acceptable balance
-0.5	Corrosive and erosive

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

CHECK AND BALANCE WATER

3 Days

What	Ideal Levels	Actions
Chlorine	2-4 ppm	– Kills bacteria and viruses. – Low? Increase chlorine. – High? Stop adding and dilute with water.
Ph balance	7.2-7.6 (Best at 7.4)	– Low pH: Causes irritation and corrosion. – High pH: Cloudy water, weakens chlorine. – Adjust with chemicals or fresh water.
Alkalinity	80-120 ppm.	– Stabilizes pH. – Adjust alkalinity first, then recheck pH.
Free chlorine	1mg/L.	– Upper limit: 3mg/L. – If too high, reduce dosing or dilute water.
Combined chlorine	Should be less than 50% of free chlorine.	– Upper limit: 1mg/L.
Calcium hardness	75-150mg/L.	– High levels cause scaling. – Test weekly.
Total dissolved solids (tds)	Keep under 1000mg/L.	– Test weekly, reduce by dilution.
Sulphates	Less than 360mg/L.	– Test weekly.

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

BIOLOGICAL TESTING

Monthly

Each month you should arrange a biological water test from an accredited 3rd party laboratory for bacterial testing.

What to do when the results are in?

If the results show your maintaining good levels of water sanitation then continue as you are remembering to adjust your regime as and when required. We still recommend you complete a system flush which will mean draining and replacing the water.

If the results show concerning levels of bacteria follow the following:

1. Complete steps for **System flush**.
2. Complete steps for **Full drain and deep clean**.
3. Seek to understand why the results aren't as you expected:
   - Review the daily and weekly water logs.
   - You may need to increase the frequency of your maintenance regime.
   - Ensure bathers are following pre-showering.

SYSTEM FLUSH

Monthly

A system flush is when you a run a chemical through the bath (length of time will depend on manufacturers guidance).
This is different to a shock dose where chlorine levels are temporarily lifted.

A system flush will break down body fats, grease and bio-film within the pipework.
We recommend this is done on a monthly basis, this will help with flow rates and combined chlorine levels.

1. Before completing a system flush always carry out a back wash first.
2. Put bath into **MAINTENANCE MODE** (Hold spanner for 3 seconds)
3. Remove and clean the bottom drain and the skimmer basket, once cleaned refit these to the bath.
4. Move media filter handle to **RECIRCULATE** - we don't want system flush to go through the media with in the filter. System flush is to clean the pipework.
5. Put the bath into **Backwash Mode** hold down arrow for 3 second
6. Add the system flush to the bath within the skimmer area.
7. Leave the bath running for a minimum of 1 hour. Ensure that no one enters the bath while the system flush is running. We suggest sealing the insulated cover down to avoid temptation.
8. Once the required time has passed - Power down the bath - do this by pressing the red button on the RCD box.
9. Open **drain valve** until bath is **empty,** close the valve.
10. Turn media filter handle back to filter position
11. Open the **fill valve** and refill bath to half way before turning back to closed position. Use this water to clean the sides of the bath and ensure any debris are fully removed.
12. Open **drain valve** until bath is **empty,** close the valve.
13. Follow daily wipe down steps, ensure skimmer basket and bottom drain are cleaned.
14. Use a microfibre cloth to dry the inside of the bath.
15. Re-Fill the bath by opening the fill valve. Once full, switch the bath back on using the orange button on the RCD

Guides and downloads available
Search Pro range on **brassmonkey.co/help** for further guidance

FULL DRAIN DOWN

Monthly

Drain

1. Follow back wash media filter steps to the end of step 11.
2. Power down the bath - do this by pressing the red button on the RCD box.
3. Open **drain valve** until bath is **empty.**
4. Clear any debris and remove the last of the water using a cloth or a wet vac if you have one.
5. Follow daily wipe down steps and clean the inside of the bath.
6. Use a microfibre cloth to dry the inside of the bath.
7. Close the drain valve.

Before refilling consider completing the **deep clean steps**.

Refill - The bath should have no power when empty.

1. Check the filter is in the closed position.
2. Open the fill valve
3. Fill the bath until water line is in the middle of the skimmer
4. Close fill valve
5. Depress media filter hander and turn to **filter** position
6. Power on by pressing orange button on RCD.
7. Check the bath is running, the light will be on and water will be flowing, ensure bung from skimmer has been removed

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

DEEP CLEAN

Quarterly

1. Ensure compartment areas and vents are clear of dust and debris.
2. Clean insulated topper and covers with a disinfectant or with chlorinated water (100mg/l). Spot treat any stains.
3. Wipe down the exterior of the unit with a disinfectant or with chlorinated water (100mg/l).
   For solid surfaces such as the top deck and feature panels everyday cleaning only requires a damp cloth and a mild cleanser. If you have chosen a matt finish, you can also use a mild abrasive cream cleaner. If you do use an abrasive cleaner, we recommend periodically cleaning the entire surface in a circular motion to maintain uniformity.
   It is also useful to wipe your surface occasionally with a mild abrasive cream cleaner or wet sponge to retain the even finish of the surface.
   Remove stubborn stains: Use an all-purpose cleaner, bleaching agent, or scouring agent. If you use a bleaching agent, don't leave it on the surface for more than 5 minutes.
   For wood feature panels - everyday cleaning only requires a damp cloth and a mild cleanser.
4. When the bath is empty - ensure all water has been removed by using a cloth or wet vac and clean the inside of unit. Baby oil can be used to polish the inside of a steel bath. Make sure that any residue oil is removed in part of the drying and buffing process.

ProCare

Contact us and ask about our service plans, we can complete the deep clean with the addition of:

- Replacing any insulation that has become worn or damaged.
- Inspection and cleaning of the fan, pump, compressor radiator, flow meter.
- UV change (every 2 years).

Call us on +44 1135 267 255

Or raise a support ticket on brassmonkey.co/support

Weekdays 9:00am - 5:30pm

LEAKS

If you think you have a leak you need to:

- Firstly check that all connections are secure and tightened.
- Following this check that the drain valve has been closed correctly and hasn't been left open.
- In warm environments the pipework and exposed parts of pipework can gather condensation. Check if any of the insulation has been damaged and is allowing the build up of condensation.

If the unit is leaking you need to:

Before draining down the unit try to identify where the leak is coming from, contact our customer support team (photo's / videos of the issue will help us to identify the issue)

1. Complete drain down steps and power off. (power off by pressing the Red button on the RCD)

TROUBLE SHOOTING

POWER

Power cut

If there is a power cut on the premises, once power returns, reset the bath's RCD by pressing the orange "Reset" button. This should restore power to the bath.

No power to the bath (no power cut)

Can you hear any noise from the bath's components?
Is anything displayed on the control box or UV?

1. If no:
   - Check that the socket/power source has power.
   - Verify that the electrical supply or power source hasn't tripped.
   - Try resetting the bath's RCD by pressing the orange "Reset" button inside the compartment.
2. If still no success, contact the support team, as a fuse may have blown.

TROUBLE SHOOTING

How to identify and address a blown fuse

Indicators of a blown fuse:

1. Mains:
   - No power to the bath.
   - Topside controller is not lit.
   - No noise from any components.
2. Pump:
   - No water flow.
   - Test: Place a hand near the water inlets—there should be strong flow. If there's none, it could indicate a blown fuse.
   - Other possible causes: Blue levers not reopened or bath in maintenance mode.
3. Compressor:
   - Bath is not cooling.
   - No vibration from the compressor.
   - The support team can confirm via remote tests.
4. Solenoid (only applicable to ice generating baths):
   - If you can not enter a defrost mode.
   - The support team can confirm via remote tests.

Next steps for suspected fuse issues:

1. Customers should contact the support team for assistance.
2. Opening the PCB has safety risks, and should only be done when is is absolutely necessary under the guidance of the Brass Monkey support team.

TROUBLE SHOOTING

You can see or believe there is soap/oil in the water or the water looks cloudy

- Complete a system flush and drain down. (See monthly flash card for steps)
- Re-fill the bath and complete a back wash to ensure any residues are cleared from within the pipe work and filtration system. Top the water back up.
- To reduce this from re-occurring.
    A. Ensure clients are showering prior to use.
    B. Check maintenance tasks are being completed correctly and as often as required.
    C. Check that the testing and dosing of the water is being completed correctly.

Cleaning the Pre Filter

If debris are lodges into the filters you may need to drain the water down to a point you can reach the drain to remove it and give it a clean. Follow the relevant instructions to your drain.

For baths

- Use the the tool provided, insert this into the drain by screwing it in. Once secure you can pull the drain out. Clean the filter under a tap using a stiff brush to remove any lodged debris (don't forget to take it off the removal tool for cleaning). Secure back to tool and to replace the drain filter back in place reach into the bath push it into the drain hole and then unscrew the removal tool.
- Unscrew this pre-filter, rinse under a tap and use a stiff brush to scrub and remove any lodged debris .


Removal tool


Drain


Pre-filter

Your plunge will either have a drain and removal tool or a Pre Filter

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

TROUBLE SHOOTING

-0ºC ICE GENERATING BATHS

Ice issues (n/a to chill units)

Stuck ice

1. Check for water flow from the bath's inlets:
    - Low or no flow:
        - Perform an extended backwash.
        - Ensure blue levers are in the open position.
        - Check for blockages in the pre-filter or drain inside the bath.
    - Good flow:
        - Press defrost and repeat until the ice is released.
2. If the issue persists, contact the support team for further support.

Not enough ice

- Lower the temperature to 0°C or increase ice production in the app (set to 1–3).
- Is there morning ice after overnight inactivity?
    - If no ice is present at 0°C or 3 ice, contact the support team.

TROUBLE SHOOTING

LIGHT STATUS

Standard Operating Status - Applicable to single (chill or Ice) and dual engines

LED ON	Normal operating	Engine and Pump are on, the unit is either at idle state or cooling to target temperature.
LED flashing 1 flash - 1 second gap - 1 flash	Maintenance mode	Engine and the pump are off. This is to allow for maintenance tasks to be completed. The unit will stay in this mode until maintenance mode is re-pressed on the control panel.
LED flashing Quick flash on and off	Back wash mode	Engine is off , pump is on. The pump keeps kept on to allow for back washing of filtration.

TROUBLE SHOOTING

LIGHT STATUS CHILLER ENGINES ONLY

Issue Status

Please contact the support team to confirm what action is required

LED flashing 1 flash - 5 second gap - 1 flash	No flow	Water is unable to flow through the chiller unit.
LED flashing 3 flashes - 5 second gap - 3 flashes	Frost protection	The water flowing through bath/ barrel is approaching freezing points. Take action to protect your chiller engine.
LED flashing 5 flashes - 5 second gap - 5 flashes	Overheat	Your chiller is overheating. Take action to help cool it down.
LED flashing 10 flashes - 5 second gap - 10 flashes	Lock out	Your chiller has 'locked - out' to protect itself.

Guides and downloads available
Search Spa range on **brassmonkey.co/help** for further guidance

TROUBLE SHOOTING

AUTO TOP UP

Not sure if Auto Top Up is woking

- Put the bath into maintenance mode (hold the spanner down for 3 seconds)
- Open the drain valve and allow the water to get to the bottom of the skimmer, close the drain valve
- Take the bath out of maintenance mode (hold the spanner down for 3 seconds)
- The auto top up should now start filling the bath so the water line is mid skimmer level.

If this does not happen please contact the Brass Monkey support team.

Auto Top is not maintaining water level correctly

If you have confirmed auto top up is working by following the test above but are finding the water level is dropping below the skimmer unit then there are a couple of possible causes of this -

1. The drain valve hasn't been fully shut. Leaving this open even slightly
   - Open the drain valve and allow the water to get to the bottom of the skimmer, close the drain valve
   - Take the bath out of maintenance mode (hold the spanner down for 3 seconds)
   - The auto top up should now start filling the bath so the water line is mid skimmer level.

If this does not happen please contact the Brass Monkey support team.

We're in this together!

Need some help? Download the Brass Monkey app or check out our knowledge base at **brassmonkey.co/help** to troubleshoot most issues. Here's a few tips to keep your plunge in top condition...

- **Keep on top of regular maintenance and cleaning tasks.**
  This will prevent most issues ever happening.
- **Regularly monitor the water quality throughout each day.**
  Increase the frequency if the user load is high.
- **Keep track of your daily user load.**
  We'll need to know this to help with any performance questions.
- **Shower before use.**
  You'd be amazed how much sweat, dirty feet and towel fibres impact water quality and filtration flow.
- **Keep your bath connected to wifi.**
  That way we can see how it is performing.
- **Make note of the ID number of your plunge(s).**
  It is shown beneath the QR code in the compartment area of the plunge.

Call us on +44 1135 267 255

or email **support@brassmonkey.co**

Weekdays 9:00am - 5:30pm

brassmonkey.co