## PRO RANGE

# WATER HYGIENE

### Daily

**Throughout the day**

Check & clear
Test & dose

**End of day**

Wipe down
Backwash TwistIIclean
Test & dose

It is essential users shower before use

### Every 3 Days

**Extended Backwash**

**New particle filter**

**Check & balance water**

Adjust frequencies of cleaning protocols around user load

### Monthly

**Laboratory testing**

**System Flush**

### Quarterly

Deep clean

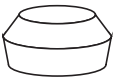
Guides and downloads available
Search Pro range on **brassmonkey.co/help** for further guidance

# 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. |
| A small brush/ pipe cleaner brush | For cleaning first stage filter. |
| System flush | For monthly maintenance. Speak to your local supplier for their recommendation. |
| Filter cleaning solution | This is only required if you intend on reusing filters. (If so, you will need an additional bucket for them to sit in). |
| 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 |
| Digital water test | 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. |

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

# WHAT YOU NEED

| What | Why |
|---|---|
| Spare filters | 20 inch 50 micron filter - this can be bought from Brass Monkey or speak to your local supplier. |
| Filter housing key | This is supplied by Brass Monkey and comes with your bath/barrel. |
| Small brush | This is supplied by Brass Monkey and will come with Barrels for cleaning the inside. |
| Paper towels | Wiping bath when empty and general cleaning. |
| Bottom drain removal tool | This is used for the removal of the bottom drain. This is supplied by Brass Monkey.  |
| Centring ring | This is supplied by Brass Monkey with your bath/barrel  |
| 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. |
| **COMING SOON** TwistIIclean removal tool | **COMING SOON** This is used for the removal of the filter. This is supplied by Brass Monkey.(not essential but reduces chance of breaking clips)  |

Guides and downloads available
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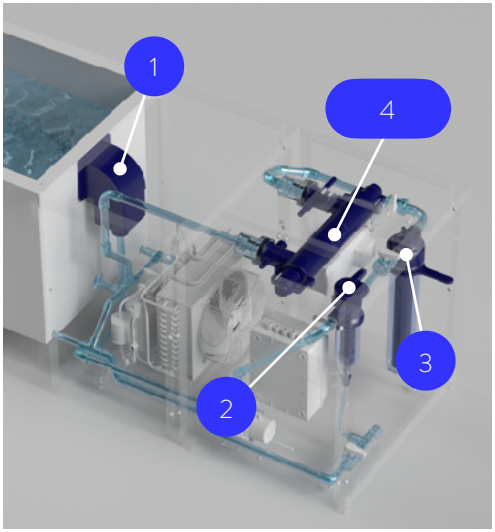
# CLEANING AND FILTRATION – PLUNGE




- Always keep your Brass Monkey powered on and connected to the WiFi. This keeps the filtration always running and prevents stagnant water. The Wi-Fi ensures we can support your Brass Monkey remotely.

**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. TwistIIClean filter**

The TwistIIClean traps solid sediment, and when flushed regularly, extends the lifespan of the particle filter and keep the water clear.

**3. Particle filter**

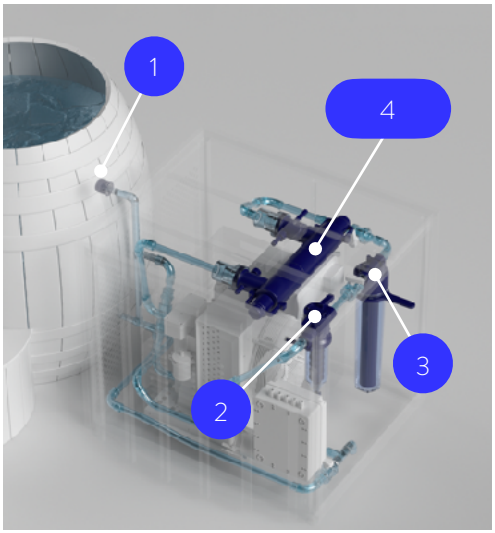
This secondary filter collects the finer particles in the water down to 50 microns.

**4. 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.

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

# CLEANING AND FILTRATION – BARREL




- Always keep your Brass Monkey powered on and connected to the WiFi. This keeps the filtration always running and prevents stagnant water. The Wi-Fi ensures we can support your Brass Monkey remotely.

**1. Mesh pre-filter**

The skimmer filter catches any large debris before the water is passed through the filtration system.

**2. TwistIIClean filter**

The TwistIIClean traps solid sediment, and when flushed regularly, extends the lifespan of the particle filter and keep the water clear.

**3. Particle filter**

This secondary filter collects the finer particles in the water down to 50 microns.

**4. 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.

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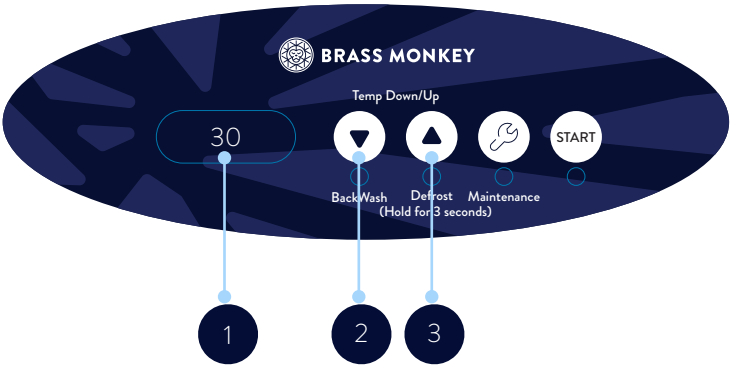
# BATH CONTROLS




| | | |
|---|---|---|
| 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.<br>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.<br>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
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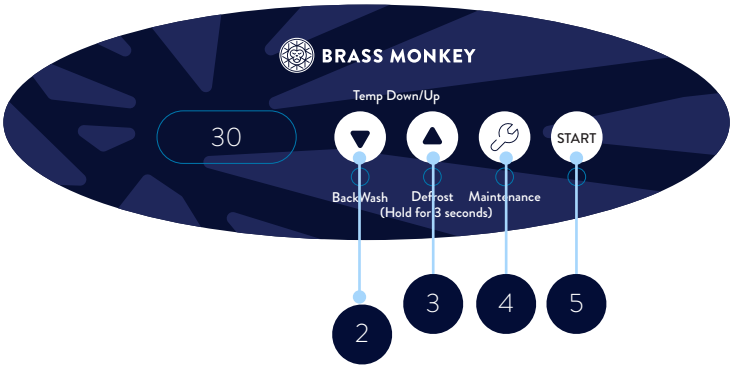
# BATH CONTROLS




| | | |
|---|---|---|
| 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 PRO 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 team. |

Guides and downloads available
Search Pro 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 (not applicable to barrels)

## 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.

# CHECK AND CLEAR SKIMMER

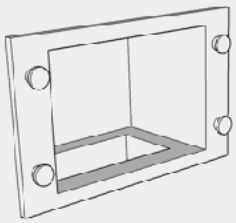
Daily

Throughout the day - **Not applicable to barrels**

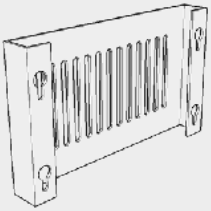
If you have a skimmer cover plate, remove this by sliding it up and putting to one side whilst you complete the following steps.

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.

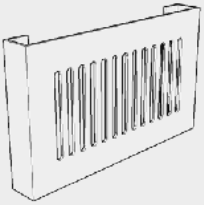
If you have a skimmer cover plate, remember to put this back on by lining it up and sliding it back down into position.



Skimmer on bath



Back of skimmer plate holes locate onto bolts on skimmer



Front of skimmer plate

Guides and downloads available
Search Pro 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

### Pool maintenance: chlorine and pH Levels

**Chlorine:** The ideal level is **1–3 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.**

# 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 1-3ppm.
- **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 1-3 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 Pro range on **brassmonkey.co/help** for further guidance

# BACK WASH TWISTIICLEAN

Daily

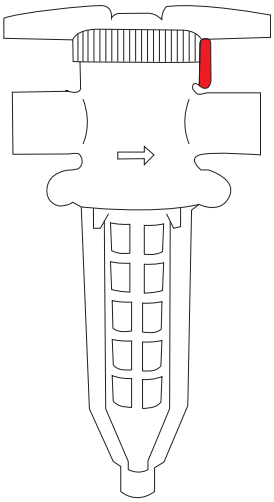
End of day

## Do

- Always ensure the red tag is positioned up before twisting to open or close the backwash.
- If after backwashing the filter looks dirty complete a full clean. (See trouble shooting)

## Don't

- When turning the TwistIIClean ensure you don't twist too far, the red tag can get caught and break.



Guides and downloads available
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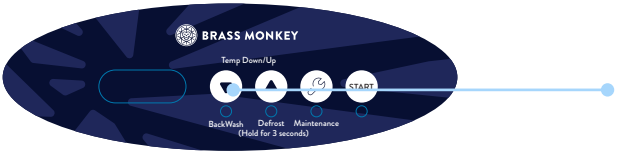
# BACK WASH TWISTIICLEAN

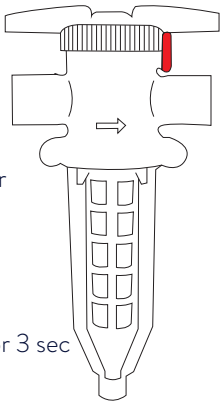
Daily

End of day / allow 1 hour before the bath is used after backwashing

## How to complete the TwistIIClean backwash

1. Activate **backwash mode** (Press and hold the down arrow for 3 seconds on control panel). This turns the engines off whilst leaving the pump running.
2. Close the top filter by using the bung supplied
   Barrels - Remove the top filter by unscrewing and replacing with the bung
   Baths - Remove skimmer basket and insert bung into hole
3. Open **fill tap**
4. Pull the neoprene cover down so you can see the filter.
5. On top of TwistIIclean, **pull up red tag and turn** to flush for approximately 2 minutes before twisting back to original position.
   ***make sure you don't turn too far or the red tag will break.**
6. **Check** all debris fully removed from filter. If debris do not clear after backwashing this is a sign you need to backwash more often. Follow steps in the trouble shooting section on how to remove the filter for cleaning .
7. Close the fill tap once water level reaches the middle point of the skimmer or Or 20cm from the top of the barrel ensuring top filter is submerged.
8. Exit **backwash mode**
   (Press and hold the down arrow for 3 seconds on control panel).
9. **Check** the bath is running: Light illuminated and water flowing
10. Remove bung fitted and replace skimmer basket or re-screw top filter




Guides and downloads available
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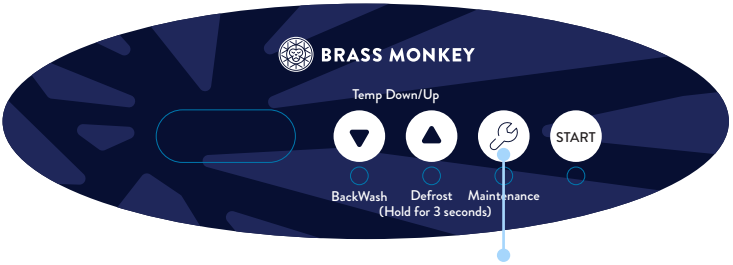
# WATER TOP UP

Daily

Throughout the day as required and after backwashing




1. Activate **maintenance mode**
   (Press and hold the spanner on the control panel for 3 seconds).
2. Open **fill tap**, bring water level up to the **middle of the skimmer**
   **(Or 20cm from the top of the barrel ensuring top filter is submerged )** and then close fill tap
3. Exit **maintenance mode**
   (Press and hold the spanner on the control panel for 3 seconds).
4. Check the bath/barrel is running:
   Light illuminated and water flowing.

# END OF DAY WIPE DOWN

1. Clean around the waterline using product such as sodium bicarbonate which can help to remove body fat around the waterline.
2. Use an anti-bacterial cleaner to wipe down the insulated cover, top deck, step and panels.

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

# EXTENDED BACKWASH OF TWISTIICLEAN

3 Days

The cure to pollution is dilution, the extended backwash not only ensures particles are removed from the water but also means your essentially removing 25% of the water and replacing.

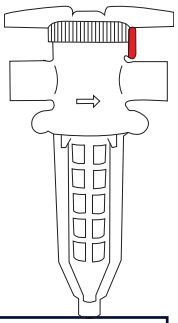
## How to complete the TwistIIClean backwash

1. Activate **backwash mode** (Press and hold the down arrow for 3 seconds on control panel). This turns the engines off whilst leaving the pump running.
2. Close the top filter by using the bung supplied

   Barrels - Remove the top filter by unscrewing and replacing with the bung

   Baths - Remove skimmer basket and insert bung into hole
3. Open **fill tap**
4. Pull the neoprene cover down so you can see the filter.
5. On top of TwistIIclean, **pull up red tag and turn** to flush for approximately 4 minutes before twisting back to original position.

   ***make sure you don't turn too far or the red tag will break.**
6. **Check** all debris fully removed from filter. If debris do not clear after backwashing this is a sign you need to backwash more often. Follow steps in the trouble shooting section on how to remove the filter for cleaning .
7. Close the fill tap once water level reaches the middle point of the skimmer or Or 20cm from the top of the barrel ensuring top filter is submerged.
8. Exit **backwash mode**
   (Press and hold the down arrow for 3 seconds on control panel).
9. **Check** the bath is running: Light illuminated and water flowing
10. Remove bung fitted and replace skimmer basket or re-screw top filter



Guides and downloads available
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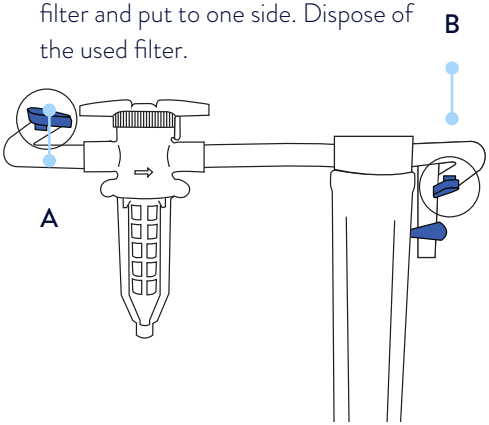
# REPLACE THE PARTICLE FILTER

3 Days

1. Place the bath into **maintenance mode** by pressing and holding the spanner for 3 seconds.
2. Turn the blue isolation valves closest to either side of your particle filter 90 degrees so the valves are not inline with the pipe. (Isolation valves should be labelled A and B).
3. Remove the neoprene cover off the particle filter housing unit, use the filter housing key to loosen the chamber.
4. Unscrew the chamber by hand - remember, it will be full of water.
5. Pour the water away and remove the filter. The chamber has a rubber ring at the top of it, make sure this doesn't come out when pouring water away.
6. Remove the centring ring from the filter and put to one side. Dispose of the used filter.
7. Clean the inside of the filter chamber with a cloth.
8. Remove the new filter from it's packaging and place the centring ring put aside on the new filter.
9. Ensure the chamber has the rubber ring fitted at the top and then place new filter into the chamber.
10. Screw the chamber back in place by hand, use the filter housing key to ensure a tight fit but don't over tighten it.
11. Turn the blue isolation valves (A+B) so they are inline with the pipe.
12. Exit Exit **maintenance mode** (Press and hold the spanner on the control panel for 3 seconds).
13. Check the bath/barrel is running: Light illuminated and water flowing.




The isolation valves can be difficult to see, put your hand on the pipe to the left/right of the filter and follow this around until you get the valve.

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

# CHECK AND BALANCE WATER

3 Days

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.

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

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

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. Readings 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 Pro range on **brassmonkey.co/help** for further guidance

# CHECK AND BALANCE WATER

3 Days

| What | Ideal Levels | Actions |
|---|---|---|
| Chlorine | 1-3 ppm | – Kills bacteria and viruses.<br>– Low? Increase chlorine.<br>– High? Stop adding and dilute with water. |
| Ph balance | 7.2-7.6<br>(Best at 7.4) | – Low pH: Causes irritation and corrosion.<br>– High pH: Cloudy water, weakens chlorine.<br>– Adjust with chemicals or fresh water. |
| Alkalinity | 80-120 ppm. | – Stabilizes pH.<br>– Adjust alkalinity first, then recheck pH. |
| Free chlorine | 1mg/L. | – Upper limit: 3mg/L.<br>– If too high, reduce dosing or dilute water. |
| Combined chlorine | Should be less than 50% of free chlorine. | |
| Calcium hardness | 75-150mg/L. | – High levels cause scaling.<br>– 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 Pro 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 you're 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

There are many brands of system flush. A system flush is a strong cleaner that cleans the inside of pipe work from build up which if left can impact the performance of your product.

Completing a monthly system flush not only ensures the unseen parts of your unit are kept clean, it also gives you a fresh start to the following month.

Different brands will have different instructions on how to use their system flush product.

Once the system flush has been added to the water and been left to run for the recommended length of time follow the **Full drain down steps to empty and then refill.**

# FULL DRAIN DOWN

Monthly

## Drain

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

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

## Refill - The bath should have no power when empty.

1. Open the fill valve.
2. Fill the bath/barrel until water line is in the middle of the skimmer or until water line or 20cm from the top of the barrel ensuring top filter is submerged.
3. Close fill valve.
4. Power on the bath/barrel by pressing orange button on RCD
5. Check the bath is running, the light will be on and water will be flowing

# 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 Barrels every 12 months.**

Using a an exterior wood cleaner (we recommend a product like Osmo Reviver) follow the cleaning product manufacturer's guidance to fully clean the exterior of the barrel.

Once you have cleaned the exterior of the barrel/bench front we then recommend you seal the barrel with exterior wood oil. We suggest two fresh coats but please follow manufacturers guidelines.

4. When the bath/barrel 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.

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

# 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

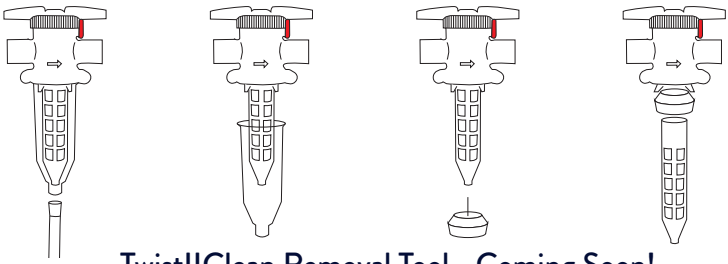
Weekdays 9:00am - 5:30pm

## TROUBLE SHOOTING

# DEBRIS STUCK IN TWISTIICLEAN FILTER

### Remove and clean TwistIIclean

1. Place the bath into maintenance mode by pressing and holding the spanner for 3 seconds. You will hear the pump stop.
2. Turn the blue isolation valves closest to either side of your TwistIIClean 90 degrees so the valves are not inline with the pipe. (Isolation valves should be labelled A and B.)
3. Slide the black neoprene cover down and past the bottom of the chamber.
4. Unclip the red safety latch at the top of the TwistIIClean by lifting it up. This does not require force and should be easy to do.
5. Turn the TwistIIClean 90 degrees clockwise to empty the chamber. You will see the water drain out of the chamber.
6. Once empty, remove the drain pipe from the TwistIIClean by unscrewing it from the bottom of the chamber. Now unscrew the chamber.
7. Remove the chamber by unlatching the black clips, you can use the removal tool to guide the clips open. - follow diagrams. Wash out the filter and and clean the chamber. **Be careful not to pull the black clips out too far**.
8. Replace the filter, before screwing the chamber back on check that the rubber ring is still there. Screw the chamber ensuring it is tight to stop any leaks.
9. Screw the drain pipe back in place and pull the neoprene cover back over the TwistIIClean.
10. Turn the blue isolation valves (A+B) so they are inline with the pipe.
11. Exit maintenance mode by pressing and holding the spanner for 3 seconds.



**TwistIIClean Removal Tool - Coming Soon!**

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

## TROUBLE SHOOTING

# IF YOU WANT TO REUSE FILTERS

### If you are reusing particle filters you need to:

- Rinse away any visible scum or debris under a tap.
- Give the filter a wash with a small brush to ensure any large particles have been removed.
- Soak the the particle filter in a solution of filter cleaner (there are off the shelf products for this, follow their guidelines on solution strength and soaking time).
- Before re-using the particle filter must be left to fully dry, this is how the filter regains its shape.

**Please note:** A re-used filter is likely to need changing more often so your maintenance schedule may require adjusting. Particle filters are not designed to last forever, if you choose to re-use filters please check them regularly.

### Replace your cartridge filter if you see:

- Holes in the fabric.
- Frayed or fuzzy pleat edges.
- Splits or cracks along the seams.
- Flattened pleats.

### Broken bands

The bands that go around the edge of the filter help keep the pleats from flattening. But they can break easily, so they're not considered a reliable indicator of when to replace your pool cartridge filter. Broken bands do, however, usually indicate aging. Especially when they break on their own. So in some cases, they can be considered early warning signs.

### Cracked end caps

Similar to the bands, cracked end caps are more an indicator of aging. But it's usually rough handling or harsh chemical exposure that will cause the end caps to crack. In most cases, the end caps on quality cartridge filters will outlast the lifespan of the filter's fabric.

# 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

# LEAKS

## If you think you have a leak you need to:

- Firstly check that both the particle filter and TwistIIClean filter housings are screwed in correctly and check they have their neoprene covers fitted.
- 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.

## Your Barrel Is Leaking

If your Barrel is leaking report this to our customer support team - please provide any photos showing where the leak is coming from.

If your barrel has been stored without any water inside it the wood can shrink.

This can be resolved by filling the barrel by around 1/4 and leaving for 48 hours, this will allow the wood to swell back up again and become water tight.

# TROUBLE SHOOTING

# POWER

## 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/barrel 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*

## For barrels

The pre filter on the inside of the barrel simply unscrews. There is one at the top and one at the bottom. You will need to drain the barrel to reach the bottom one.

Guides and downloads available
Search Pro 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<br>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<br>Quick flash on and off | Back wash mode | Engine is off, pump is on.<br>The pump is 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<br>1 flash - 5 second gap - 1 flash | No flow | Water is unable to flow through the chiller unit. |
| LED Flashing<br>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<br>5 flashes - 5 second gap - 5 flashes | Overheat | Your chiller is overheating.<br>Take action to help cool it down. |
| LED Flashing<br>10 flashes - 5 second gap - 10 flashes | Lock out | Your chiller has 'locked - out' to protect itself. |

## 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.

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brassmonkey.co