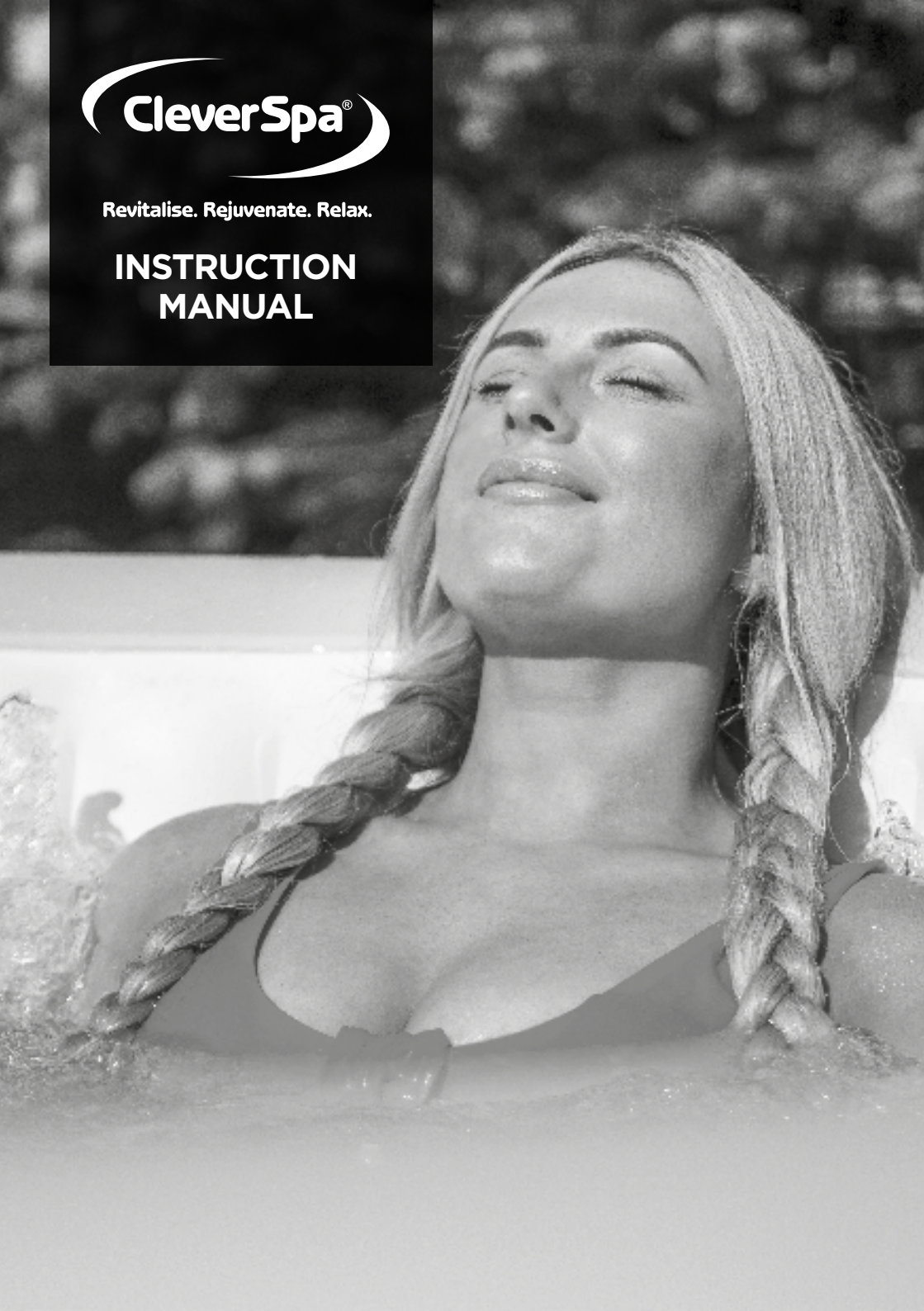




Revitalise. Rejuvenate. Relax.

INSTRUCTION MANUAL



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SAFETY INSTRUCTIONS - READ CAREFULLY!

When installing and using this electrical equipment, there are basic safety precautions that should always be followed, including the following:

- The appliance should be supplied through a residual current device (RCD/GFCI type) with a rated tripping current not exceeding 30mA.
- Electric installations should fulfil the requirements of local standards. Earthed appliances must be permanently connected to fixed wiring.
- If the electrical supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard. Any damage to electrical cable should be replaced by a competent party immediately before further use.
- To reduce the risk of electric shock, it is recommended not to use an extension cord to connect the spa to the electrical supply, as there is a possibility that this could be defective.
- **RISK OF ELECTRIC SHOCK.** Never operate any external/additional electrical appliance when in the CleverSpa® or when your body is wet. Never place any electric appliance, such as a light, telephone, radio or television within 1.5m of the CleverSpa®.
- **RISK OF ACCIDENTAL DROWNING.** Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use this CleverSpa® unless they are supervised at all times.
- For health and safety reasons, we do not recommend any child under the age of 8 years use our hot tubs. If a child older than 8 years is using the hot tub, then we recommend that the temperature be set no higher than 37°C. At no time should any child be left unsupervised in the hot tub, and when not in use, the cover should be fitted and locked, this will not only help to retain the heat in the water but it will also ensure that no unsupervised child can access the hot tub.
- Water attracts children. Always lock the cover on the CleverSpa® after each use.
- The top cover is not a safety cover, and is not a substitute for responsible adult supervision; children must be supervised around the CleverSpa® at all times.

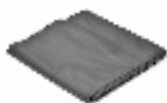
SAFETY INSTRUCTIONS

- It is recommended that you shower before using your CleverSpa®, as cosmetic products, lotions and other residues on the skin can quickly degrade water quality.
- Do not switch on if there is any possibility that the water in the CleverSpa® or control system is frozen.
- To avoid risk of accidental damage, pets should be kept away from your CleverSpa® at all times.
- During pregnancy, soaking in hot water may cause damage to the unborn foetus. We suggest that you should limit use to 10 minutes each time. If you have any specific concerns please consult your doctor before continuing to use your spa.
- The use of alcohol, drugs or medication before or during use of your CleverSpa® may lead to unconsciousness with the possibility of drowning.
- People who have a history of heart disease, low or high blood pressure, circulatory system problems or diabetes should consult a doctor before using CleverSpa®.
- People using medication should consult their doctor before using the CleverSpa®, as some medications may cause drowsiness, whilst other medication may affect heart rate, blood pressure and circulation during use.
- The water in a CleverSpa® should never exceed **42°C (107°F)**. Typical operating temperatures are between **34-38°C (93-100°F)**, which are considered safe for a healthy adult. Lower water temperatures are recommended for younger children, and when use exceeds 10 continuous minutes. Since high water temperatures have the potential for causing foetal damage during the early months of pregnancy, pregnant or possibly pregnant women, should limit the maximum CleverSpa® water temperature to **38°C (100°F)**.
- The use of alcohol, drugs, or medication can greatly increase the risk of fatal hypothermia. Hypothermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of **37°C (98.6°F)**. The symptoms of hypothermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness and fainting. The effects of hypothermia include failure to perceive heat, a failure to recognise the need to exit the CleverSpa®, an unawareness of impending hazards, foetal damage in pregnant women, a physical inability to exit the CleverSpa® and unconsciousness resulting in the danger of drowning.
- Immediately leave the CleverSpa® if you feel uncomfortable or sleepy.
- Do not turn the CleverSpa® on when it is empty as this could cause irreparable damage to the pump system which would nullify any warranty period.
- The CleverSpa® should not be setup or left outside if it could be exposed to temperatures lower than **4°C (39.2°F)** as this could cause irreparable damage which could nullify any warranty period.
- Never add water to chemicals. Always add chemicals to water to avoid strong fumes or violent reactions that may result in a hazardous chemical spray.
- In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- **WARNING:** An adequate drainage system has to be provided to deal with overflow of water.
- **IMPORTANT:** Because of the combined weight of the CleverSpa®, water and users, it is extremely important that the base where the CleverSpa® is installed is smooth, flat, level and capable of uniformly supporting this weight for the entire time the CleverSpa® is installed (approximately 980kgs for a 6 Person Square CleverSpa® plus the combined weight of the occupants).
If the CleverSpa® is placed on a surface which does not meet these requirements, any damage caused by improper support will void the warranty. It is the total responsibility of the CleverSpa® owner to assure the integrity of the site at all times.

CLEVERSPA® PARTS CHECKLIST



Please check all parts are present in your box before first use.
To order new or missing parts please visit clevercompany.com



GROUNDSHEET (A)



FILTER CARTRIDGE (B)



FILTER PROTECTOR COVER (C)



INFLATION HOSE (D)



CLIP-ON TOP COVER (E)



REPAIR PATCHES (F)



DRAINAGE PLUG (G)



SAFETY LOCKING CLIP KEYS (H)



LED LIGHTING KIT
(Where applicable)
Refer to pages 08 - 09

PRODUCT SPECIFICATION	180CM CIRCULAR	208CM CIRCULAR	185CM SQUARE
Capacity	2-4 People	4-6 People	4-6 People
Water Capacity (approx.)	800L	1000L	950L
Actual Water Flow (approx.)	1,325L/H	1,325L/H	1,325L/H
Inflated Size (approx.)	180 x 65cm	208 x 65cm	185 x 185 x 65cm
Product Weight (approx.)	24kgs	26kgs	26kgs
Filled Weight (approx.)	830kgs	1,035kgs	980kgs
No. of Bubble Jets	110	130	140
Pump Voltage	220-240V-50Hz	220-240V-50Hz	220-240V-50Hz
Maximum Temperature	42°C (107°F)	42°C (107°F)	42°C (107°F)
Temperature Rise (approx.)	1.5-2°C/hr	1.5-2°C/hr	1.5-2°C/hr
Rated Power Input for Heating	1800W	1800W	1800W
Rated Power Input for Bubbling	600W	600W	600W
Rated Current for Heating Bubbling & Filtering	10.4A: Heat 7.8A & Bubble 2.6A)	10.4A: Heat 7.8A & Bubble 2.6A)	10.4A: Heat 7.8A & Bubble 2.6A)



Indoors Installation

Be aware of special requirements if you install your CleverSpa® indoors:

1. The floor must be able to withstand the combined weight of the CleverSpa® and occupants.
2. The floor should be a non-slip, level surface.
3. A suitable drainage solution is essential when installing your CleverSpa® indoors. Please carefully consider the placement of your spa before installation.

PLEASE NOTE: Do not install the CleverSpa® on carpet or other material that can be damaged by water.

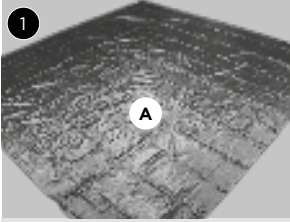
Outdoors Installation

1. No matter where you install your CleverSpa®, it is important you have a solid support foundation.

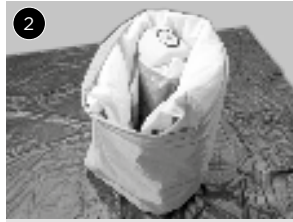
If you are installing the CleverSpa® outdoors, ensure there are no sharp objects that could damage it and that the location is level so the CleverSpa® sits properly.

2. During filling, emptying or when in use, water may spill out of your CleverSpa®. You should install it near to a drainage point that is able to accept the total volume of water.
3. Do not leave the CleverSpa's surface exposed to direct sunlight for long periods of time as this may affect the strength of the welds.

SETTING UP YOUR CLEVERSPA®



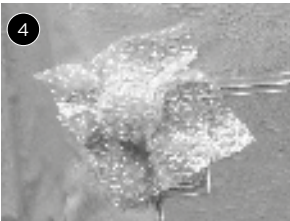
Lay out the **groundsheet (A)** on a flat even surface, making sure it is clear of any sharp objects.



Unpack your CleverSpa® from its bag and position it in the middle of the groundsheet.



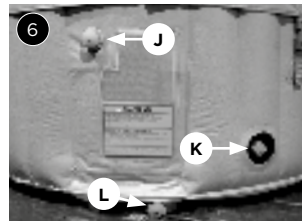
Fully unfold the CleverSpa®, making sure all sides are as upright as possible.



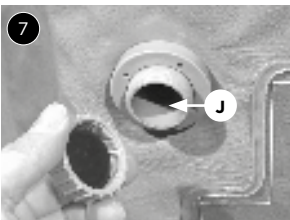
For first use, remove the protective plastic from all of the connectors.



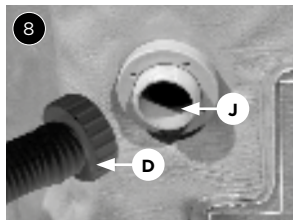
Uncoil the cord and RCD/GFCI plug, which is located under the built-in control unit.



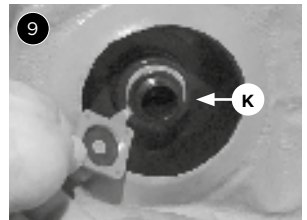
Connector Locations:
Air Inflation Outlet (J), Inflation 'In' Valve (K) and Drainage (L).



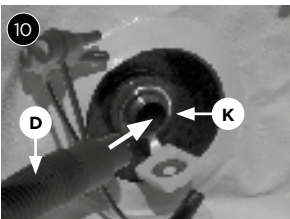
Unscrew the cap from the **Air Outlet (J)**.



Screw Hose (D) on onto the **Air Outlet (J)**.



Unscrew the outer cap from the **Inflation Valve (K)**. Be sure not to unscrew the black inner valve.



Firmly push the **Hose (D)** into the **Inflation Valve (K)**.



Plug in to a suitable wall socket. To switch on, press the **'Reset/On'** button. To switch off press the **'Test/Off'** button.

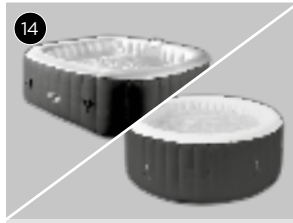


Press the **'Inflate/Bubble'** button on the control panel to start inflating the CleverSpa® (a red light will appear).



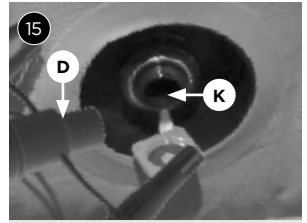
13

The CleverSpa® will now begin to inflate. To aid the inflation pull the sides upright and spread out the base.



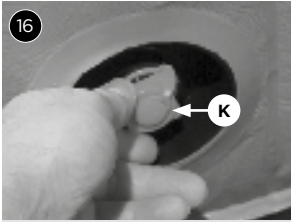
14

Once inflated and firm, press the 'Inflate/Bubble' button on the control panel to 'Stop' the inflation. **Remain with spa during inflation.**



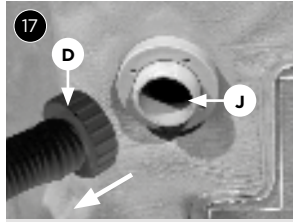
15

Remove the **Hose (D)** from the **Inflation Valve (K)**.



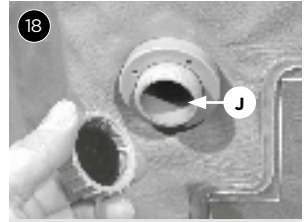
16

Screw the cap back onto the **Inflation Valve (K)**.



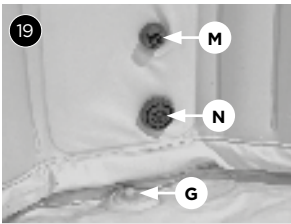
17

Unscrew the **Hose (D)** from the **Air Outlet (J)**.



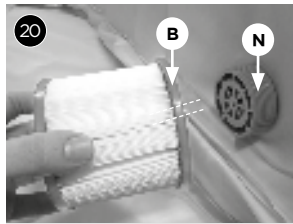
18

Screw the cap back onto the **Air Outlet (J)**. **Do not over tighten.**



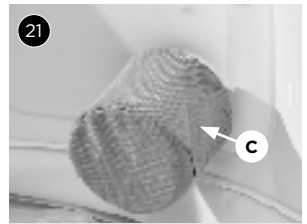
19

Inner CleverSpa® features:
Water Circulation Outlet (M) Filter Connector (N) Drainage Plug (G)



20

Screw the **Filter Cartridge (B)** onto the **Filter Connector (N)** turning clockwise until hand tight.



21

Add the **Filter Protector Cover (C)** onto the **Filter Cartridge (B)**.

IMPORTANT NOTE - BEFORE FILLING YOUR CLEVERSPA®

If your CleverSpa® comes with LED lights, please follow the instructions on page 8.



22

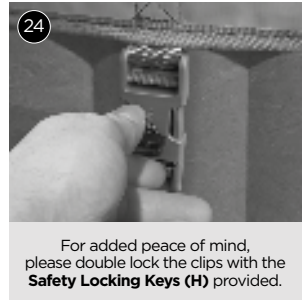
Your CleverSpa® is now ready to be filled with water. Fill with a suitable hose to the water level as indicated.



23

Set the temperature on the digital control panel* and clip-on the **Top Cover (E)** to retain the heat.

*See page 10 for full operating instructions.



24

For added peace of mind, please double lock the clips with the **Safety Locking Keys (H)** provided.

You can also see our Clever Clips on how to setup your CleverSpa® just visit clevercompany.com

HOW TO INSTALL YOUR CLEVERSPA® LED LIGHTING

FIT LED LIGHTS LOOSELY TO ALLOW THE CLEVERSPA® TO EXPAND WHEN FILLED.

The correct installation of your LED lights is extremely important and failure to follow the instructions carefully may result in their early failure, but correct installation will ensure they stay working every time you use your spa.

The most important issue with installation is to ensure that the lights are not installed too tightly, they must be fitted so they are loose, with freedom to move between the

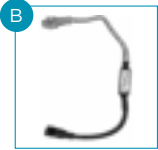
retention loops on the base of the spa to allow the lighting strip to expand when the spa is filled with water.

Please ensure that some excess lighting strip is left across each gap (they must not be tight), this helps reduce stress on the lighting. **Failure to do this may reduce the lifespan of your lighting and cause premature failure. Please see image below.**

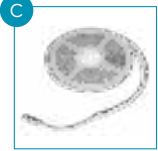
LIGHT KIT PARTS



Mains Power Converter



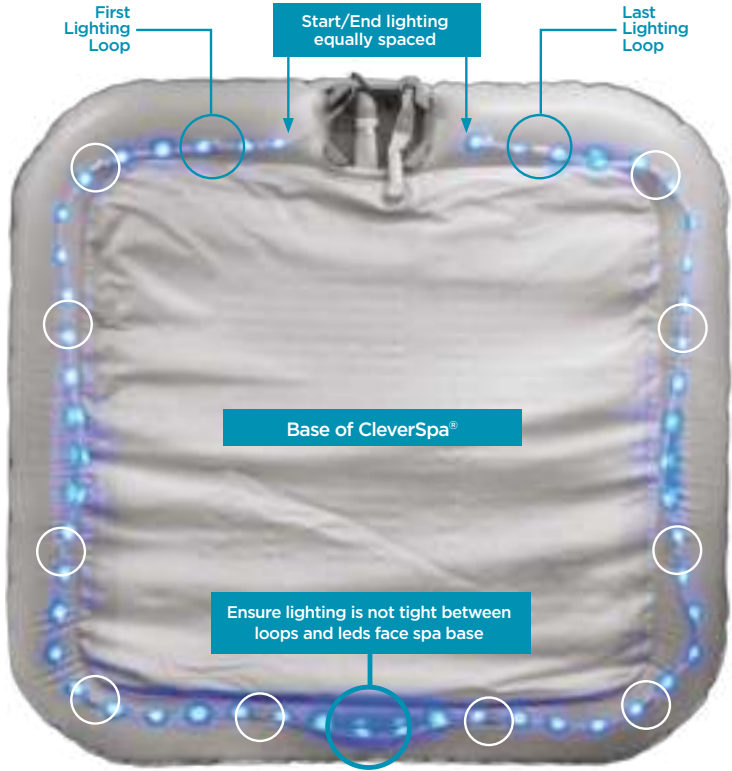
RF Wireless Receiver



LED Light strip

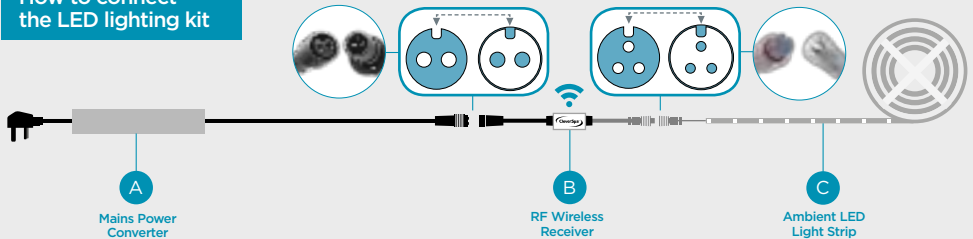


RF Remote Control & CR2025 3V Battery



How to connect the LED lighting kit

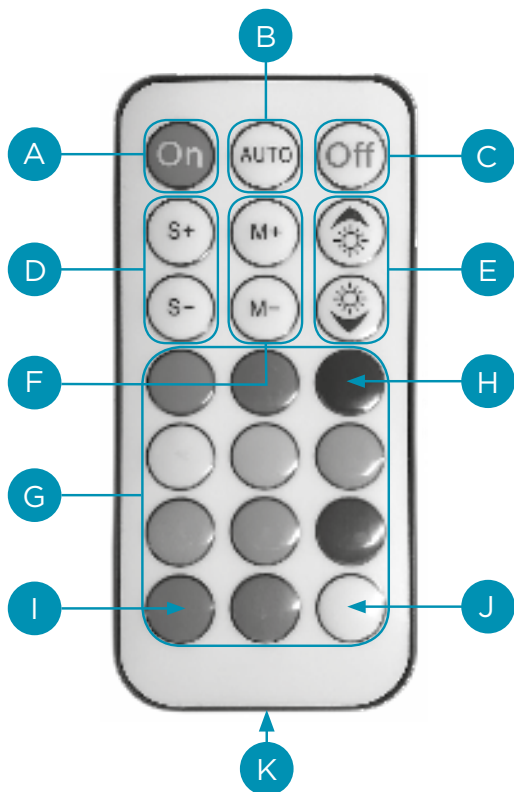
IMPORTANT! Note the placement of alignment notches



HOW TO USE YOUR CLEVERSPA® LED LIGHTING RF REMOTE CONTROL

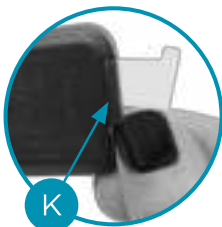
INSTRUCTIONS

- A ON BUTTON**
Power On / Pause / Restart
- B AUTO BUTTON**
Automatically cycle through pre-set colour phases (366).
- C OFF BUTTON**
Turn off (Autosaves current sequence when turned off).
- D SPEED BUTTONS**
Adjust speed of light transitions.
S+ : Increase Speed
S- : Decrease Speed
- E BRIGHTNESS BUTTONS**
Adjust Lighting brightness.
☀️ : Increase Brightness
☁️ : Decrease Brightness
- F MANUAL BUTTONS**
Manually cycle through pre-set transitions (366).
M+ : Cycle up through colour phases
M- : Cycle down through colour phases
- G PRE-SET COLOURS**
Select from a range of 12 pre-set solid colours.
- H BLUE BUTTON**
- I PINK BUTTON**
Press and hold for 5 seconds to pair RF Remote Control to this lighting only. (No other remote can control lighting).
- J WHITE BUTTON**
Press and hold for 5 seconds to allow multiple RF Remote Controls to operate LED Strip.
- K BATTERY COMPARTMENT**
Battery compartment located on rear of remote. Requires: 1 x 3v CR2025 Lithium Battery (Supplied).



INITIAL LIGHTING SETUP

1. Remove the plastic tab from the battery compartment on the rear of the remote.
2. Turn off lighting using the OFF Button (C)
3. Press the 'AUTO' button (B) to enter the configuration mode.
4. Press the 'BLUE' button (H) until the LED's display Red, Green, Blue in order from the start of the Light Strip (see below diagram).
5. Press the OFF Button (C) to store the setting





'FILTER
CHANGE'

FILTRATION SYSTEM

To use the filtration system, press the 'FILTER' button, a red light will appear and the pump will start to work. Press the 'FILTER' button again once to stop the pump, the red light will go out.

As a reminder to change your filter, after approx. 168 hours, the letters 'FC' will appear on the display screen, accompanied by a warning tone. The red light will still be lit on the 'FILTER' button, but the pump will not be operational. The heating system will also not work and the red light will also be out on the 'HEATER' button.

To make sure the filtration system is actually off, you need to press the 'FILTER' button again. The letters 'FC' on the display screen will disappear as well as the warning tone. The actual water temperature will be displayed, and all functions will return to their normal working status. 'FC' and the warning tone are a reminder that the user should replace the filter.

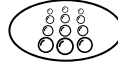


HEATER

To start the heating system, press the 'HEATER' button, a red light will appear. Press the 'HEATER' button again once and the heating system will stop and the red light will go out.

When you turn the heating system on, at the same time the filter system will switch on to circulate water automatically. When the temperature has reached **1°C** above the pre-set temperature the heating system will stop working, but the heating indicator light will remain lit. The filter pump will continue to operate even when the heater is not functioning.

When the water falls **1°C** below the pre-set temperature, the heating system will begin to automatically heat the water back up to **1°C** above the selected temperature. Once this is achieved the heater will then stop to allow the temperature to settle at the pre-set value.



INFLATE/BUBBLE

Press the 'INFLATE/BUBBLE' button and the bubble jets will start working - a red light will also appear. Press again and the bubble jets will stop working and the red light will go out.

The bubble jets will stop automatically after working for 20 minutes. To reset, please wait for 10 minutes and then press the "bubble" button again. The bubbles stop after 20 minutes to avoid over-heating of the internal pump and is there as a safety measure.

During any time period where the bubbling function has been started, bubbling can be stopped or started.



SETTING THE TEMPERATURE

To set the temperature, press the 'SET/LOCK TEMP' button and the numbers on the display screen will start to flash. You can increase and decrease the temperature by pressing the 'TEMP UP' or 'TEMP DOWN' buttons.

When you have chosen your desired temperature, press the 'SET/LOCK TEMP' button again to confirm. Temperatures can be set between the range of **20°C to 42°C**. (See safety instructions for recommended operating temperatures).

WARNING - PLEASE READ CAREFULLY!

Do not operate the pump and heating system whilst the CleverSpa® is empty, as this may damage the system and void your warranty.

WATER LEVEL

For best performance the water should be filled and maintained between the 'Min' and 'Max' fill lines as indicated on the inner wall of your CleverSpa®.

IMPORTANCE OF WATER TREATMENT

It is of great importance that you regularly monitor and appropriately treat the water in your CleverSpa® to maximise your enjoyment from the hot tub and to extend its life. Importantly, you should know that hot tubs can harbour bacteria if not treated correctly and the most common form can lead to Legionella's disease. These risks can increase with the age of the user, but some people with the following traits are at higher risk including:

- People over 45 years of age
- Diabetes, lung and heart disease
- Smokers and heavy drinkers
- Anyone with an impaired immune system
- People suffering from chronic respiratory or kidney disease

HOW DO PEOPLE CONTRACT LEGIONNAIRES DISEASE?

People contract Legionnaires' disease by inhaling small droplets of water (called aerosols), which are suspended in the air and contain the bacteria. Certain conditions increase the risk of Legionella if:

- The water temperature in all or some parts of the system is between 20-45°C, which is suitable for growth of the bacteria.
- It is possible for breathable water droplets to be created and water is stored and/or re-circulated.
- There are deposits that can support bacterial growth providing a source of nutrients for the organism e.g. rust, sludge, scale, organic matter and biofilms (from the body).

To keep your CleverSpa® in pristine condition, always use the correct chemicals and regularly change your filters. Additionally, ensure the spa water is changed frequently especially when used often. Always use spa suitable products when cleaning areas around hot tubs, since household cleaners often contain phosphates which nurture algae growth or detergents which cause foam.

Whilst CleverSpa® chemicals have been designed with the CleverSpa® hot tubs in mind, they are also suitable for other types of hot tub water treatment. It is essential to keep your hot tub water hygienic and free of water-borne diseases like Legionella, by treating it with the correct chemicals and regularly changing your filters, regardless of how long or how frequently you use your hot tub. Correct water treatment will ensure the safety of hot tub bathers, reduce how often you have to replace the water and also prolong the lifespan of your pump. To reduce foaming on the surface of the spa water, it is ideal to shower before entering the spa, this will help to remove any lotions or oils on the skin. For more detailed advice on removing foam and how to use other chemicals in our range, visit our how to handle and store chemicals page at clevercompany.com.

LOW pH

We recommend you maintain your water pH between **7.2 and 7.6**, total alkalinity between 80 and 120 ppm and free chlorine between 3 to 5ppm. **Low pH** will cause damage to the CleverSpa® and pump. Damage resulting from chemical imbalance is not covered by in your warranty. Purchase a test kit to test your water chemistry before each use of the CleverSpa® and no less than once per week.

CLEANING YOUR CLEVERSPA®

Detergent residues and dissolved solids from bathing suits and chemicals will gradually accumulate in the CleverSpa's water. To clean your CleverSpa®, use soap and water then rinse thoroughly.

Please note: do not use hard brushes or abrasive cleaners.

REPAIRING PUNCTURES IN YOUR CLEVERSPA®

If your CleverSpa® is torn or punctured, use the repair patches provided. Completely dry the area to be repaired, apply a strong adhesive to the repair patch and then cover the damaged area. Smooth the surface to remove any air bubbles. Leave to dry for 12 hours before using the CleverSpa®.

HOW TO EMPTY YOUR CLEVERSPA®

1. Firstly, remove the CleverSpa® plug from the electrical mains.
2. Remove the screw cap from the water outlet (L) (below the pump system of the CleverSpa®) ensuring the Drainage Plug (G) is still inserted to prevent unexpected draining.
3. Screw the inflation hose (D) onto the water outlet (L) and direct the open end of the hose appropriately.
4. Remove the drainage plug from the outlet within the floor of the CleverSpa®, so the water can flow out.
5. When the CleverSpa® is completely drained of water, you must operate the bubble function for 30 seconds to drain any remaining water from the pipeline.
6. When draining has finished, remove the inflation hose (D) and replace the drainage plug (G) and water outlet cap (L).

HOW TO DEFLATE YOUR CLEVERSPA®

1. Locate the black two part air valve on the spa (see point 9) on 'setting up your CleverSpa®' item (K).
2. Fully unscrew and remove the rapid deflation air valve turning anti-clockwise (K).
3. Fold the spa away carefully to direct and remove as much air as possible through the open valve.

STORING YOUR CLEVERSPA®

Make sure all the water is completely drained from the CleverSpa® and pump system. This is vital in extending the life of your CleverSpa®. We recommend the use of a wet/dry vacuum to blow out or suck up water from the CleverSpa® pipes and pump lines. Remove the filter cartridge.

CleverSpa® should be placed in the bag provided and stored in a dry place, ideally raised off the floor and away from any extreme temperatures.

Please note: Plastic becomes brittle and susceptible to breakage when exposed to subzero temperatures and this can severely damage your CleverSpa®. Leaving your CleverSpa® outside and uncovered during the winter months will void your warranty.

CLEANING THE WATER FILTER CARTRIDGE & MESH FILTER

If using your CleverSpa® 2-3 times per week, we suggest that you change your filter every 2 weeks to maintain the best performance.

1. Remove the filter protector cover (C) and then remove the filter cartridge (B).
2. The filter cartridge can be rinsed periodically under a cold tap and reused. However, if the filter cartridge remains soiled and discoloured the filter cartridge should be replaced. If any holes are present in the paper filter or the paper in the cartridge is noticeably worn, replace the filter with a new one before further use. We **DO NOT** recommend the use of pressurised water to clean any CleverSpa® filters.
3. Replace the filter protector cover (C) over the filter cartridge (B) and attach to the filter connector (N) by turning it clockwise until hand tight.



To help to keep your water clean, check your filter cartridge every day.

To order filters and chemicals for your CleverSpa®, please visit: clevercompany.com

TROUBLESHOOTING

Here are some helpful tips to help you to diagnose and rectify some common sources of trouble:

PROBLEMS	POTENTIAL CAUSES	SOLUTIONS
Bubble Jet system is not operating	A1 Air pump is too hot A2 Something is wrong with the power box A3 Air Pump is in cooling mode	A1 Unplug the system. After the air pump has cooled, insert the plug and press the bubble button to activate A2 Wait for 10 Minutes and restart A3 Call for service if it does not reset
Heating system does not operate	A1 Temperature is set too low A2 Dirty filter cartridge A3 Improper water levels A4 Heating element failure	A1 Set to a higher temperature (20-42°C) than the current water temperature A2 Clean/replace the filter cartridge A3 Add water to the specified levels A4 Call for service
Filtering system does not operate / Rattling noise when switching filter on	A1 Dirty filter cartridge A2 Something is wrong with the power box	A1 Clean/replace the filter cartridge A2 Call for service if it does not reset A3 Ask a professional electrician to check whether the household electrical supply is functioning correctly
CleverSpa® leakage	A1 CleverSpa® is torn or punctured	A1 Use the repair patch provided
Water not clean	A1 Insufficient filtering time A2 Dirty filter cartridge A3 Improper water maintenance	A1 Increase filtration time A2 Clean/replace the filter cartridge A3 Refer to the chemical manufacturer's instructions
Display temperature is higher than 42°C, after stopping heating function	A1 Residual water in the CleverSpa® will continue to be heated by residual temperature A2 Water inlet through the filter system may be blocked	A1 Unplug from mains and wait. The temperature will start to reduce and return to normal A2 Clean the inlet

Control Panel Error Codes

Code	Cause	Solution
FC	When the filtration system has worked for approx. 168 hours, FC (Filter Change) will appear on the display screen of your CleverSpa® accompanied by a warning tone. The red light will still be lit on the 'Filter' button, but the pump will not be operational. The heating system will also not work, and the red light will be out on the 'Heater' button.	You should check the filter and change if necessary. Once you have done this, you need to press the 'Filter' button again. The 'FC' error code will disappear, and the warning tone will stop. The water temperature will be displayed, and all functions will return to normal.
SL/HL	Temperature Issue	Contact the CleverSpa® Aftersales Team on 0800 0323 313 or visit the website at: clevercompany.com
SH	Water Temperature Sensor Issue	Contact the CleverSpa® Aftersales Team on 0800 0323 313 or visit the website at: clevercompany.com



CORRECT DISPOSAL OF THIS PRODUCT

This marking indicates that this product should not be disposed with other household waste throughout the EU. To prevent possible harm to the environment, or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

CHANGED YOUR MIND AND NEED TO RETURN YOU SPA? PLEASE FOLLOW THE BELOW INSTRUCTIONS:

- Purchased from a UK retailer: If you have purchased a CleverSpa® from a UK retailer and have simply changed your mind, follow the retailers instructions for returns. This will normally require proof of purchase.
- Purchased from clevercompany.com: If you have purchased directly from our website, then please contact us and we will email you instructions for the return of the product. Contact can be made by email or telephone as detailed in the 'Warranty Claims' section.

When posting your items back to us, it's important you clearly mark your parcel with your order number and full name. Ship your unused product, in its original packaging, to the address identified in our email. Again, we recommend that you keep your receipt or order number in a safe place, as you will need it as proof of purchase in the event of any after-sales query.

POINTS TO NOTE:

- Under the Distance Selling Regulations, as a consumer you have the right to cancel your order and return the goods if we are notified within a period of 14 days after delivery of the goods.
- You are responsible for shipping the products back to us. We recommend using a traceable shipping method.
- If you choose to cancel your order, we require you, the consumer, to pay the cost of returning the item to us.
- Individual products may be excluded from this guarantee. Check the product description before you place your order.
- We can't take responsibility for any missing or damaged parcels, so take care when returning your order to us.

If the return is due to any form of product defect, call **+44 (0) 800 0323 313** to initiate the return. In these cases, you may be compensated for the cost of returning the item.

REFUNDS ON ITEMS PURCHASED THROUGH CLEVERCOMPANY.COM

Once the items are received by our warehouse, they will be processed and a refund initiated. Your account should be credited within a maximum of 10 business days from the time that the return is received.

DEFECTIVE ITEMS

If your item is defective in any way, i.e. it doesn't work but you can't identify why, in the first instance please consult our FAQ section at clevercompany.com as there may be a simple solution to the issue, if this does not help to resolve the issue, please call us on **+44 (0) 800 0323 313** or email: **support@clevercompany.com** for assistance.

DAMAGED ITEMS

Purchased from a UK Retailer: If you receive an order with obvious shipping damage from the retailer, then we suggest the delivery is refused. If the delivery has been accepted and then shipping damage is found, please follow the specific instructions advised by the retailer.

Purchased from clevercompany.com: If you receive an order with obvious shipping damage please refuse the delivery. If you have accepted delivery and then find shipping damage, please call the fulfiller immediately using the contact information included with the order.

In all circumstances please save all packaging material and paperwork for the order. Please be aware that if you dispose of packaging material or attempt to return the merchandise without contacting the fulfiller, you jeopardise your chances of making a claim, and you may not receive a credit for the return.

LIMITS OF RESPONSIBILITY

CleverSpa® accept no responsibility for misuse or user damage and/or loss of parts incurred during operation or use of the CleverSpa®.

WARRANTY

This warranty relates to all CleverSpa's bought in the UK and covers the following areas:

- **CleverSpa® Pump Heater: 12 months from the date of purchase**
- **CleverSpa® Cover & Liner: 6 months from the date of purchase**

This warranty is not transferable if the goods are resold after the original purchase.

Your CleverSpa® is designed and manufactured for domestic use only. The CleverSpa® Warranty does not extend to any commercial businesses operating in the rental of CleverSpas.

REGISTERING YOUR WARRANTY

To register your warranty, visit clevercompany.com/support/warranty/ and complete the form within 28 days of purchase. The warranty will start from the date of purchase which must be verified by proof of purchase.

For up-to-date troubleshooting advice, technical information and FAQs please visit our online help centre at clevercompany.com.

WARRANTY CLAIMS

Before making a claim, we may be able to answer your query to common questions, simply visit clevercompany.com/support/cleverspa-faqs/ for further information.

If the FAQs don't solve the issue and you need to make a claim, please visit our website under the warranty section for further instructions. Alternatively, please contact our dedicated Aftersales Team by email at: support@clevercompany.com - we will endeavour to answer all email messages within 48 hours.

If you need to make immediate contact our Aftersales Team are available on +44 (0) 800 0323 313.

Monday – Thursday: 9.00am to 5.00pm
Friday: 9.00am to 4.00pm

IMPORTANT!

Before using your CleverSpa[®], please treat the water in accordance with the chemical maintenance section located on our website: clevercompany.com

To help ensure that your CleverSpa[®] is always working at its best we highly recommend using our CleverSpa[®] Chemicals kit which includes:



STABILISED CHLORINE GRANULES (500G) - FOR DISINFECTING SPA WATER



PH PLUS (500G) - FOR INCREASING PH OF SPA WATER



PH MINUS (500G) - FOR DECREASING PH OF SPA WATER



FOAM REMOVER (500ML) - PREVENTS & REMOVES SPA FOAM



DIP TESTS

Always read all chemical instructions carefully and use as directed by the manufacturer.

To purchase your CleverSpa[®] Chemicals, and for more advice on how to maintain your CleverSpa[®], please visit clevercompany.com



Revitalise. Rejuvenate. Relax.

For General Enquiries, Returns, Spare Parts,
Repairs & Chemical Advice

Contact us on freephone:

+44 (0) 800 0323 313 or visit: clevercompany.com