

The background of the entire page is a grayscale image of water ripples, creating a textured, organic pattern. The ripples are more pronounced in the center and fade towards the edges.

drop.

INSTALLATION AND OPERATING INSTRUCTIONS

DROP POOLS

These instructions contain important information on the installation, operation, and servicing of the pool. Please read through the instructions carefully before installing and starting up a new pool. Keep the instructions for future reference. If you are uncertain, please contact Drop's customer service department.

CONTENTS OF THE OUTDOOR SPA POOL PACKAGE

- Drop pool
- Winter insulation cover
- Pool chemical starter kit (chlorine tablets, pH+, pH-, test strips).

The manufacturer retains the right to change the product's assembly or structure without separate notice and without any obligation arising from this.

SAFETY

Use of the pool requires compliance with the safety instructions set out in these user instructions. Be vigilant, use your common sense and make sensible decisions in all actions related to water.

- In order to prevent drowning and serious injury, the access of children under the age of 5 to the pool must be restricted.
- Children may not use the pool without adult supervision.
- When using the pool with small children, check the suitability of the water temperature.
- Diving is not allowed in the pool. Never jump into the pool. It may lead to a serious injury or even death.
- Remove the pool's cover fully before entering the pool.
- Do not heat up the water too much. The recommended water temperature is 37 °C.
- It is recommended that people with heart problems keep the water temperature below 37 °C.
- Do not use the pool under the influence of alcohol or medications that may jeopardize safe use of the pool. Use of the pool under the influence of the substances mentioned above is at the user's own risk.
- Do not bring electrical devices closer than 2.5 meters from the pool. Neglecting to keep a safe distance increases the risk of electric shock and may cause a serious injury or even death.
- We recommend that a continuous bathing session be no longer than 30 minutes in length, after which you should cool down for 5–10 minutes.
- The surface of the pool may be very slippery. Be careful when entering and exiting the pool.
- Do not remove or plug the suction drains or use the pool without the drains or if the drains are broken.
- Keep the chemicals (e.g., water treatment or cleaning chemicals or disinfectants) out of the reach of children.
- Keep the pool cover closed and locked when the pool is not in use.
- Do not stand, sit, lean, or place weight on the cover.

CONSIDERATIONS BEFORE ENTERING THE POOL

Carefully familiarize yourself with the pool's dimensions and, if necessary, ask our customer service department for assistance with planning your pool site. The pool's placement must be planned well with regard to the comfort and safety of use. The pool should be placed in an open spot if possible. Otherwise, leaves falling from trees and other dirt may easily end up in the pool water during bathing sessions. In densely populated areas, you should take your neighbors into account.

The pool must be installed and stored in such a way that it rests on its frame. Do not lower the pool to rest on its top edge or have the pool resting against a terrace, for example, in such a way that the top edge carries the pool's weight. The plans are indicative examples of installation.

Pool base and service hatch

Each site must be designed according to the situation and place. Special attention must be paid to the realization of the pool base. The base must be level, load-bearing and horizontal. The most suitable bases are made of concrete, gravel, wood or some other hard base material. The base must be able to withstand a weight of 2,500 kg without sinking or deforming. Please take into consideration the effect of frost when designing the base.

The plans are indicative examples of installation.

Each site must be designed according to the situation and place.

The customer is responsible for the installation. The warranty does not cover damage caused by incorrect installation.

The base must be level, load-bearing and horizontal.

The base must support the pool's frame throughout.

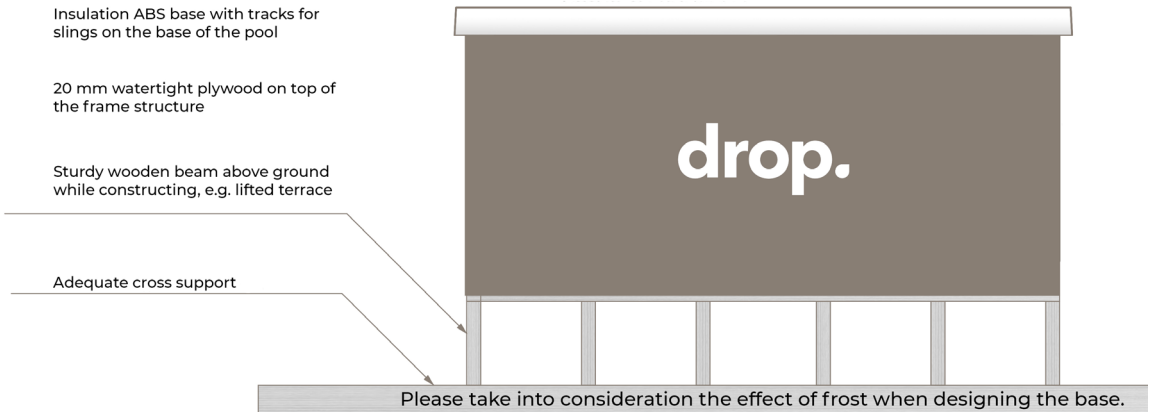
Do not lower the pool to rest on its top edge or have the pool resting against a terrace, for example, in such a way that the top edge carries the pool's weight.



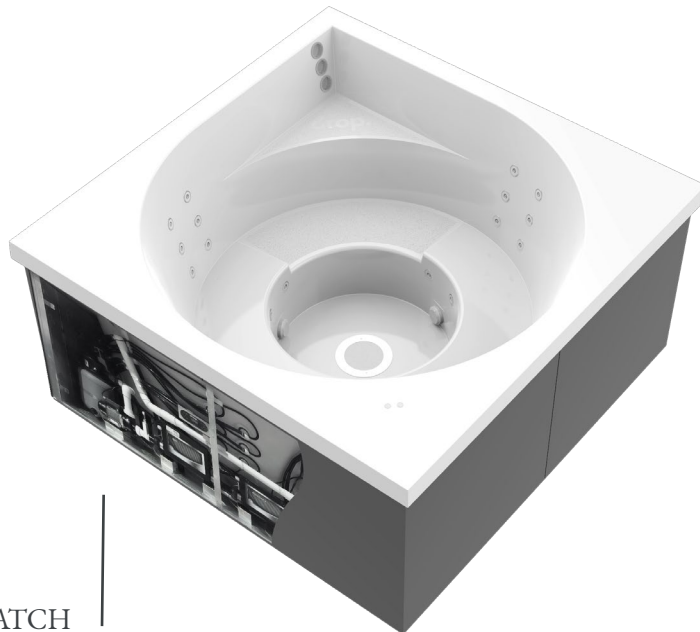
Please take into consideration the effect of frost when designing the base.



Please take into consideration the effect of frost when designing the base.



There must be no less than 50 cm of space around the outdoor spa pool for any required servicing measures. It must be possible to open the service hatches located on each side of the pool without impediment. If you want to sink the pool into a terrace, you will need to make separate service hatches in the terrace on each side of the pool. The service hatches must allow the pool's side panels to be opened and provide enough room to work next to the pool if necessary. The manufacturer is not liable for any damage caused by an incorrectly installed pool.



SERVICE HATCH

There must be no less than 50 cm of space around the outdoor spa pool for any required maintenance measures. Service hatches on each side of the pool should be possible to open in case of maintenance

RECEIPT OF DELIVERY

Please check the package externally before acknowledging receipt. Any observed external damage caused during transportation must be immediately reported to the courier or our customer service department. All damage caused during transportation must be reported within a maximum of seven days in writing to the address drop@drop.fi.

If there are faults or deficiencies in the product delivered, the seller will either make the required changes to the product or deliver a new replacement product to the customer. The seller must be notified of the product's deficiency within 14 days of receipt of the product.

The pool is delivered in an upright position by a truck with a utility trailer. Remove the plastic packaging, cardboard and any other equipment or parts delivered inside the pool before turning the pool to its correct position. Roughly four people are needed to turn the pool to its correct position.

INSTALLATION AND STARTUP

Roughly four people are needed to move the pool. Special care must be taken when moving the pool to prevent accidents. When the pool is lowered into a hole in a terrace, for example, it is recommended that moving straps be used to ensure safe installation. Grooves for moving straps can be found on the bottom of the pool.

Startup

PLEASE NOTE! Do not connect power to the pool until it is filled with water!

1. Turn the jets until they are open.
2. Before using the pool, check that all the threaded connections of the pumps are firmly secured. The threaded connections may come loose during transportation.
3. Fill the pool with water using a garden hose, for example (see page 8 for how to fill the pool), in such a way that the water level is approx. 10 cm below the edge of the pool.
4. Check that the filter is in the FILTER position. The filter tank is already filled with filter balls.
5. The electrical installation may only be carried out by a licensed electrician. Do not connect power until the pool is filled with water. See Electrical installation.
6. After power is turned on, the pool display (located in the equipment compartment) will show setup data, after which the text *RUN | PMPS | PURG | AIR | -----* will blink on the display. This initialization will last 4–5 minutes.
7. If the error message *HTR | MAY | BE | DRY | ----- | WAIT | -----* shows on the display within the first few minutes, it indicates that there is air in the pump. In this case, see the instructions for clearing an air lock.
8. Turn on the pumps and check that water is coming out of all jets.

Electrical installation

The electrical installation may only be carried out by a licensed electrician.

PLEASE NOTE! Do not turn on power to the pool until it is filled with water!

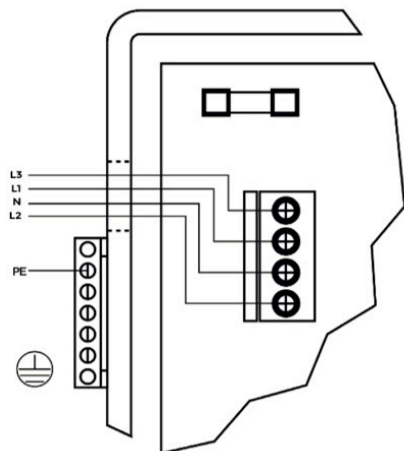
The outdoor spa pool must be connected to a 3 x 16 A, 400 V (current) or a 1 x 16 A, 230 V (3 kW Lähde & Lampi) electrical connection. The electrical connection must be protected with a ground fault circuit interrupter. The electric supply can be drilled through any corner of the pool's siding or a moving strap groove in the pool base. The side behind which the control panel is located is marked on the pool.

PLEASE NOTE! Models: Drop X, Drop Vuolle, Drop S and Lähde must be connected to a 3 x 16 A, 400 V (current) electrical connection) Models: Lampi and Drop Lähde 3 kW must be connected to a 1 x 16 A, 230 V connection. Drop Lampi with a extra heater must be connected to a 3 x 16 A, 400 V electrical connection.

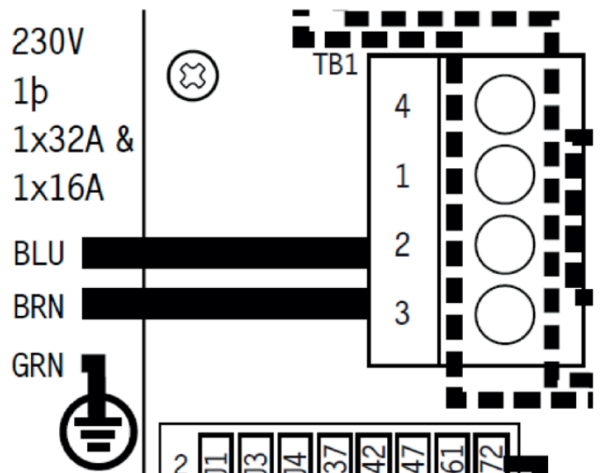
PLEASE NOTE! The wires must be stripped to a length of approx. 20 mm, and the earth connection must be completed appropriately.

1. Check that the pool is filled with water to the level of the surface suction drains.
2. Open the service hatch to access the control panel.
3. Connect the power cable to the control panel.
4. Close the service hatch.

Electrical installation diagram
6 kW 3 x 16 A, 400 V



Electrical installation diagram
3 kW 1 x 16 A, 230 V



Instructions for clearing an air lock

Connect the chimney pipes to each other and slide the stove's protective grille to the bottom of the chimney. Place the chimney on the collar on top of the stove. Make sure that the chimney's joint has been pushed all the way through. Make sure that the stove's grate is in its own place in the firebox.

An air lock causes the jets to malfunction. An air lock is often caused by filling the pool too quickly, which results in air being trapped in the piping. This prevents the pump from prefilling and the water from circulating properly.

1. Open the service hatch and turn the threaded connection on top of the pump slightly open.
2. When water starts coming out, tighten the connection and turn on the pump. The pump will pump for a moment, after which the water will start to flow properly.
3. Dry any spilled water and close the service hatch. Your outdoor spa pool is ready for use.



ControlMySpa™ remote control

You can use remote control to adjust the pool’s settings from anywhere and check the status and functions of the pool. The new generation of CMS™ remote control also sends notifications to your mobile phone about any issues with the pool. The remote control requires a Wi-Fi connection near the pool to function.

The pool can also be controlled by using the control panel located in the pool’s equipment compartment. Instructions for its use can be found on page 12.

1. Connect the CMS Gateway Ultra unit to a modem with a network cable and connect the power cable to the unit.
2. Download the CONTROLMYSPA application via your phone’s app store. Create a new account with your email.
3. Stand next to the pool and make sure that power to the pool is turned on. *PLEASE NOTE!* CMS can be found 15 minutes after the pool is turned on. If necessary, turn off power to the pool, wait for 20 seconds and then turn the power back on.
4. Open the CONTROLMYSPA application on your phone, press “SETUP” and follow the instructions on the screen.
5. The CMS code is *PDS-26134*

Troubleshooting

PROBLEM	CAUSE
Red light in the CMS Gateway Ultra unit	The unit and the pool are not connected
Blinking red light in the CMS Gateway Ultra unit	The unit and the pool are connected, but there is no connection to the control panel.
Blinking blue light in the CMS Gateway Ultra unit	Software update in progress. Do not turn off the power.
Blinking green light in the CMS Gateway Ultra unit	The unit and the pool are connected, but there is no Internet connection.
Green light in the CMS Gateway Ultra unit	The unit and the pool are connected and an Internet connection has been established. No errors

USE, CARE AND SERVICING OF THE POOL

A Drop pool can be filled with approx. 1,500 liters of water. Please note that the water level rises as the number of bathers increases. The pool is filled with clean water by using a garden hose, for example.

Never turn on the equipment or keep it running when the pool is empty of water.

Only turn on the equipment when:

1. the required amount of water has been reached (water level approx. 10 cm below the pool's edge)
2. the filter handle is in the FILTER position
3. the pool is in READY mode (control panel in the equipment compartment).

Keep the pool's insulation cover closed during heating and always when the pool is not in use. Make sure that the pool always has enough water and that all jets are below the water surface.

Using the pool

You can set the desired temperature using CMS™ remote control (Drop X, Vuolle or option) or the control panel. These controls can also be used to adjust the timer and otherwise control the equipment.

There are two switches on top of the pool that can be used while bathing.

1. Aeration/massage system (Drop X, Vuolle, S and Lähde) —press the button to turn the massaging bubbles on/off. The bubbles run for 15 minutes.
2. Light switch—by pressing the button, you can change the color of the pool's LED lights to the color of your choice. The same button turns the lights on/off.



Insulation cover

The cover is made of polyvinyl chloride (PVC). Avoid vinyl conditioners that contain silicon or oils or that are waxy, as they are very harmful to vinyl. To avoid damaging the leather insulation cover, do not use sharp objects to remove extra weight.

Regular cleaning with mild household all-purpose cleaners lengthens the pool's service life and maintains the cover's general appearance. When you add vinyl conditioner, the cover must be clean. In the winter, it is important to remove any snow that has piled up on the cover. *Remember to keep the cover locked when the pool is not in use.*

PLEASE NOTE! The outdoor spa pool's insulation cover is not made to withstand human weight.

Cleaning the pool and water treatment

The pool requires care and servicing in order to stay fresh, attractive and hygienic. The filtration and UV system alone are not sufficient to keep out all bacteria, which is why chemicals must also be used in the pool.

General

- Do not leave the pool in direct sunlight without water or the cover. Direct sunlight may damage the pool's surface materials.
- When the pool is not in use, put the cover in place and lock it, regardless of whether the pool is empty or full.
- Wash yourself carefully before entering the pool.
- If sand enters the pool, it may clog the equipment.
- Keep the water's pH value between 7.0 and 7.4.
- Follow the chemical dosing instructions.
- The pool's water level should be cleaned with a microfiber cloth regularly or after each use, for example.
- Empty and clean the pool regularly. Always fill the pool with fresh water.
- Replace the filter balls approximately once a year.

A Drop pool can be filled with approx. 1,500 liters of water. The amount of water filled also depends on how many people bathe at the same time. Pool care and cleaning are easy and effortless. Chlorine or some other water treatment chemical must always be added into the pool after bathing, or at least once per week, even when no one has bathed in the pool.

The condition of the water largely depends on how frequently the pool is used, what season it is (in the summer, the water must be disinfected more often), what temperature the water is kept at and what the general water quality is (whether the pool is located in a city or a rural area or whether it is filled with lake water). It is difficult to provide instructions that would be applicable to all cases, as water quality varies a great deal, depending on the examples provided above. Once you have used the pool for some time, you become familiar with “your own” water.

See the chemical packaging for the correct dosage.

Important facts about chemicals and water treatment

Adhere to the dosages of chemicals closely. Excessive use of chemicals may damage the equipment, whereas using too little causes algae and other bacterial growth that may clog the piping, breaking the pool equipment as a result. *The warranty does not cover damage or breakdowns caused by erroneous use of chemicals or neglect of other care instructions.*

PROBLEM	POSSIBLE CAUSE	SOLUTION
Cloudy water	<ul style="list-style-type: none"> • Dirty filter • The pH value is not within the recommended range • Insufficient use of cleaning chemicals • Excessive use of the same water or the water is 	<ul style="list-style-type: none"> • Clean the filter • Adjust the water pH level to the recommended range • Add a cleaning chemical to the water • Replace the water in the pool
Smell of water	<ul style="list-style-type: none"> • The water contains too much organic matter • Insufficient use of cleaning chemicals • Water pH level too low 	<ul style="list-style-type: none"> • Adjust the water pH level to the recommended range • Add a cleaning chemical to the water
Smell of water	<ul style="list-style-type: none"> • Chlorine level too high • Water pH level too low 	<ul style="list-style-type: none"> • Wait for the chlorine level to decrease • Adjust the water pH level to the recommended range
Musty smell	<ul style="list-style-type: none"> • Bacterial or algae growth 	<ul style="list-style-type: none"> • Add a cleaning chemical to the water • Empty, clean and refill the pool

PROBLEM	POSSIBLE CAUSE	SOLUTION
Organic layer	<ul style="list-style-type: none"> • Accumulated oil and dirt 	<ul style="list-style-type: none"> • Wipe the dirt away with a clean sponge
Algae growth	<ul style="list-style-type: none"> • Water pH level too high 	<ul style="list-style-type: none"> • Adjust the water pH level to the recommended range • Add a cleaning chemical to the water
Patches on the pool surface	<ul style="list-style-type: none"> • Total alkalinity of water too low • Water pH level too low 	<ul style="list-style-type: none"> • Adjust the water pH level to the recommended range • Adjust the total alkalinity to the correct value
Calcification	<ul style="list-style-type: none"> • Too much calcium in the water • Total alkalinity of water too low • Water pH level too low 	<ul style="list-style-type: none"> • Adjust the water pH level to the recommended range • Empty, clean and refill the pool

Emptying the pool

Replace the water in the pool 2–3 times per year, depending on use. If you wish to empty the pool for the winter, see the winter instructions on page 11.

Turn off power to the pool before emptying it. The pool is emptied into the wastewater drain with a submersible pump. *PLEASE NOTE!* Do not use a metal submersible pump.

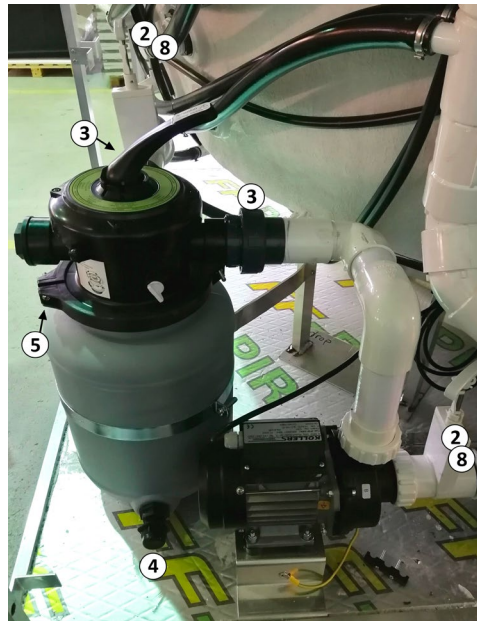
After the pool has been emptied, clean the inner surface thoroughly with a mild disinfectant. Use a soft and lint-free cloth or sponge.

Replacing filter balls

Replace the filter balls approximately once a year, depending on the use of the pool. Filter balls can also be cleaned to lengthen their service life by washing them by hand in a bucket (do not use cleaning agents). If the filter balls are particularly dirty, we recommend replacing them instead of washing them.

PLEASE NOTE! We recommend using Fibalon or Swim & Fun filter balls in your filter.

1. Turn off the pool equipment.
2. Close the two shut-off valves on both sides of the filtration system (if you are changing the filter balls without emptying the pool).
3. Remove the pipe fittings from the filter tank's cover (*PLEASE NOTE!* Some water may leak out of the pipes).
4. Open the cap at the bottom edge of the filter tank and empty the tank of water.



5. Open the bolt on the flange of the filter tank with an Allen key and lift the cover off the tank. Remove the seal and clean it if necessary.
6. Remove the old filter balls from the tank. Clean the filter tank inside and out with Klorite, for example.
7. Add all the new filter balls in the package (350 g) into the tank. Place the balls evenly, without pressing them into each other. Used filter balls can be disposed of in normal mixed waste.
8. Assemble the filter and open the shut-off valves.

Using the pool in winter

The Drop pool is intended for year-round use, which is why we recommend that pools equipped with maintenance heating be used in summer and winter alike. If the pool is emptied for the winter, the warranty does not cover any damage caused by the freezing of the pool.

The pool cover should be cleared of snow at regular intervals. At worst, a thick layer of snow may even cause the cover to break. Additionally, the pool's surroundings and the access route to the pool should be kept clear of snow to allow you to make it ready for use quickly and to ensure safe access to the pool. In the winter, the area around the pool may be particularly slippery when water that has spilled from the pool freezes over.

The Drop pool can be kept always ready for use in the winter, in which case the equipment is kept warm inside the frame and there is no risk of the pool freezing.

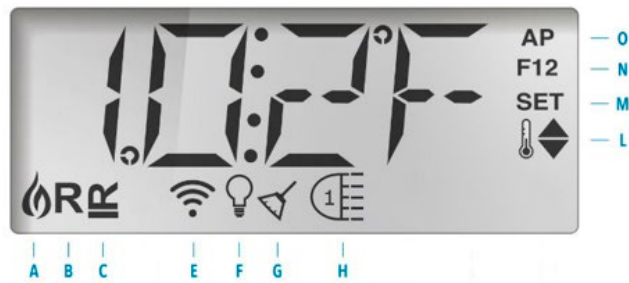
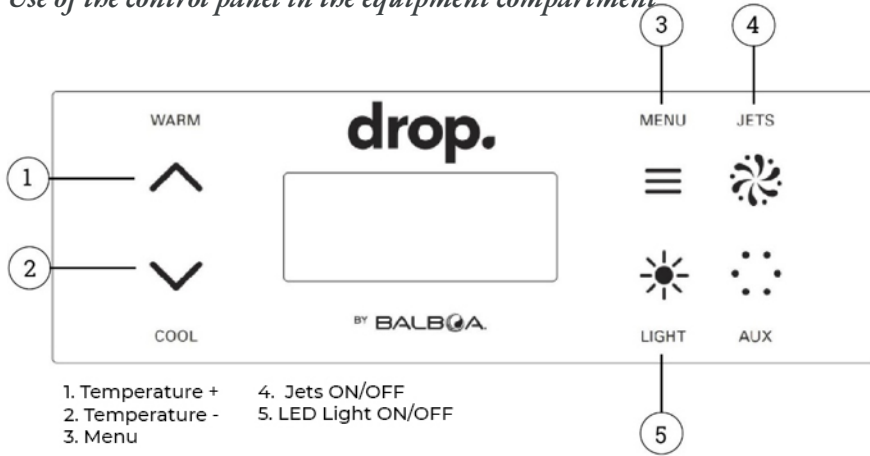
Please secure the supply of power to the pool, as long-term power outages may cause the pool to freeze and damage to the equipment. In the event of a power outage, **DO NOT OPEN THE INSULATION COVER!** The pool will turn back on automatically when power is restored. After a power outage, check the functions and water temperature of the pool. Short power outages ranging from a few minutes to a few hours do not affect the functionality of the pool. The pool is well-insulated, which prevents it from freezing in this amount of time, even in freezing temperatures. It takes a power outage of longer than a few days for the pool to freeze. In the event of a longer power outage, please contact the seller or your service agent.

Before the weather drops well below freezing point, you should service the pool (replace the water, clean the pool and replace the filter balls).

If you want to empty the pool for the winter, we recommend that you contact our customer service department. When emptying the pool, you must make sure that there is no water left in the piping. The piping cannot be fully emptied with the drainage pump alone – the piping must be vacuumed. Additionally, the filter balls must be removed from the filter tank to allow the balls to dry and prevent them from mildewing or freezing.

The warranty does not cover damage caused by freezing.

Use of the control panel in the equipment compartment



Display symbols:

- | | |
|----------------------------|--|
| <i>A - HEATING</i> | <i>H - JETS 1</i> |
| <i>B - READY MODE</i> | <i>L - TEMPERATURE (HIGH / LOW)</i> |
| <i>C - REST MODE</i> | <i>M - SETTING (PROGRAMMING)</i> |
| <i>E - WI-FI CONNECTED</i> | <i>N - FILTRATION CYCLE (1 OR 2 OR BOTH)</i> |
| <i>F - LIGHTING</i> | <i>O - AM OR PM (TIME)</i> |
| <i>G - CLEANING CYCLE</i> | |

Jet pump (Drop X, S, Vuolle & Lähde)

The pool's pump is turned on by pressing the *JETS 1* button (4). The pump starts either at filtration or massaging speed, depending on the pool mode. If the pump starts at filtration speed, you can turn on massaging speed by pressing the *JETS 1* button (4) again. The massaging speed turns off automatically after 15 minutes and the filtration speed after 30 minutes, or you can turn them off by pressing the *JETS 1* button (4). If the pool is in *READY* mode, the filtration speed turns on automatically when the pool checks the water temperature every 30 minutes. If the filtration speed has turned on automatically, it cannot be turned off, but you can turn on massaging speed by pressing the *JETS 1* button (4).

Setting the temperature

The pool temperature is factory set to 37°C. The temperature setting is adjusted with the *WARM* and *COOL* buttons (1)(2). When the desired temperature is no longer blinking on the display, the pool starts heating the water to the set temperature if necessary. *PLEASE NOTE!* The actual water temperature will not be shown until the pump has run for at least two minutes.

Setting the time

The time must be set immediately after the pool's installation, as the correct time is important for the functionality of the filtration cycles. To set the time, first press the *MENU* button (3) repeatedly until you see *TIME* on the display. After pressing the *WARM* button, you can set the time with the *WARM* and *COOL* buttons (1)(2). Move on to the next phase by pressing the *MENU* button (3). *PLEASE NOTE!* If the pool loses power or the power is turned off, the time must be reset.

Turning the display

To turn the display, first press the *MENU* button (3) repeatedly until you see *FLIP* on the display. After this, you can turn the display with the *WARM* and *COOL* buttons (1)(2).

LED lights

The pool's LED lights can be turned on by pressing the *LIGHT* button (5). To turn off the lights, press the *LIGHT* button (5) again. The pool's LED lights have different colors and light modes. To change the light mode, turn off the LED lights and immediately turn them back on. The LED lights turn off automatically four hours after being turned on.

Keylock

To lock the pool's control panel, first press the *MENU* button (3) repeatedly until you see *LOCK* on the display. After this, lock either the water temperature settings (*TEMP*) by pressing the *WARM* button (1) or the whole control panel (*PANL*) by pressing the *MENU* button (3) again. Change the setting (*ON/OFF*) by pressing the *WARM* or *COOL* button (1)(2). Save your choice and exit the menu by pressing the *MENU* button (3).

To open the keylock, press the *WARM* button (1) while simultaneously calmly pressing the *MENU* button (3) twice.

Modes

In order to keep the pool water warm, the pump circulates the water through heaters. In the *READY* mode, the pool maintains the set temperature and heats up the water as necessary. In the *REST* mode, the pool heats up the water only during set filtration cycles. In the *REST* mode, the pool display may not necessarily show the pool temperature but the text *RUN | PUMP | FOR | TEMP | -- -- -- --* instead. To change the mode, first press the *MENU* button (3) repeatedly until you see *MODE* on the display. Choose the desired mode by pressing the *WARM* button (1) or the *COOL* button (2). Exit the menu by pressing the *MENU* button (3). PLEASE NOTE! The chosen mode is shown at the bottom of the display.

Service mode

The service mode (*HOLD*) can be used to stop the pump when carrying out small-scale servicing work, for example. The service mode lasts for 60 minutes. To start the service mode, first press the *MENU* button (3) repeatedly until you see *HOLD* on the display. After this, press the *WARM* button (1). The display now reads *HOLD | ING | FOR | 0:60* (the running timer shows the remaining time for which the pumps will be disabled).

Lower and upper temperature ranges

The pool has two different settings for temperature ranges. You can set a separate temperature for each of them. The selected temperature range is shown at the bottom of the display.

In the upper temperature setting (*RANGE*), the temperature can be set between 27 °C and 40 °C. This setting is best suited for use when you want to keep the pool always ready for use. In the lower temperature setting (*RANGE*), the temperature can be set between 10 °C and 27 °C.

The lower temperature range is best suited for use when the pool is not used for an extended period of time and you do not want to maintain a high temperature. To change the temperature setting, first press the *MENU* button (3) repeatedly until you see *TEMP* on the display. Choose the desired mode by pressing the *WARM* button (1). Save the setting and exit the menu by pressing the *MENU* button (3). *PLEASE NOTE!* The selected setting is shown at the bottom of the display.

Filtration cycles

Filtration cycle *1* is factory set to run from 8:00 pm to 10:00 pm. To change the filtration cycle's start time and duration, first press the *MENU* button (3) repeatedly until you see *FLTR1* on the display. After this, press the *WARM* button (1) twice and then change the start time of the filtration cycle with the *WARM* and *COOL* buttons (1)(2). Move on to the next phase by pressing the *MENU* button (3). After setting the start time, set the duration of the filtration cycle in the same way.

Filtration cycle *2* is factory set to run from 8:00 am to 10:00 am. To change the filtration cycle's start time and duration, press the *MENU* button (3) repeatedly until you see *FLTR2* on the display. You can change the second filtration cycle's start time and duration in the same way as the first filtration cycle.

In normal use, we recommend setting two 2-hour filtration cycles per day. In this case, the interval between the start times of the filtration cycles must be 12 hours. For example, the filtration cycles can be these factory set periods 8:00–10:00 pm and 8:00–10:00 am. *PLEASE NOTE!* If you use the pool more frequently than three times per week, the length of the filtration cycles must be increased.

Cleaning cycle

The pool has an automatic preset cleaning cycle. The cleaning cycle starts when the pump has been turned off for at least 30 minutes.

Timed messages

The pool display may show various timed reminders every now and then. To ignore a message, press the *WARM* button (1). See the table below for the most common messages and their meanings. You can turn the reminders off in the *PREF* menu.

MESSAGE	MEANING
CHEK CHEM	Check the pH of the water and adjust the chemicals if necessary.
CHEK PH	Check the amount of chloride and add if necessary.
CLN FLTR	Clean the filter.
TEST GFCI	Check that the ground fault circuit interrupter is functional.
CHNG WATER	Replace the water in the outdoor spa pool.
CLN COVR	Clean the insulation cover.
CHNG FLTR	Replace the filter balls.
CHEK OZ	If you have an ozonator, check that it is working correctly.
SRVC CHEK	Carry out servicing measures.

Display bar codes

The table below shows the most common error codes, their meanings and the required measures. Always take the required measures and contact your distributor or service agent if necessary.

CODE	MEANING	REQUIRED MEASURE
DARK SCREEN	<ul style="list-style-type: none"> The pool is not receiving power. 	<ul style="list-style-type: none"> Turn on power to the pool / check the connection.
-- -- °F	<ul style="list-style-type: none"> The temperature is not detected. 	<ul style="list-style-type: none"> The temperature is shown on the display once the pump has been running for two minutes.
42°F TOO COLD	<ul style="list-style-type: none"> The pool may have frozen or water is still cold when filling. 	<ul style="list-style-type: none"> The pumps will turn on automatically, regardless of the pool's mode. Contact your service agent if the notification continues.
WATR TOO HOT -- -- --	<ul style="list-style-type: none"> OVERTEMPERATURE – One of the temperature sensors has detected a temperature of 43.3 °C or higher. 	<ul style="list-style-type: none"> DO NOT ENTER THE WATER! The pool will turn off and turn on again once the water temperature has decreased to 41.7 °C. Remove the pool cover to cool the water.
RUN PMPS PURG AIR	<ul style="list-style-type: none"> Notable difference in temperatures measured by sensors A and B. Indicates a problem with the water flow. 	<ul style="list-style-type: none"> Check that there is enough water, fill if necessary. Clean the filter and check that the pumps work. If the problem continues, contact your service agent.
HTR FLOW FAIL -- -- --	<ul style="list-style-type: none"> Continuous problems with the water flow. The heater will turn off if this code appears five times in a day. 	<ul style="list-style-type: none"> Check that the filter is clean. Turn the heater on again by pressing any icon. If the problem continues, contact your service agent.
HTR MAY BE DRY	<ul style="list-style-type: none"> The water flow in the heater is low, or there is air in the heater. 	<ul style="list-style-type: none"> Turn the pool off for 15 minutes. Check that there is enough water and fill if necessary. If necessary, remove air according to the instructions for clearing an airlock. Return the pool to the normal mode by pressing any icon. If the problem continues, contact your service agent.
HTR DRY -- -- --	<ul style="list-style-type: none"> Not enough water in the heater. The pool will turn itself off. 	<ul style="list-style-type: none"> Check that there is enough water, fill if necessary. Clean the filter and check that the pumps work. If the problem continues, contact your service agent.
HTR TOO HOT -- -- --	<ul style="list-style-type: none"> OVERTEMPERATURE – One of the temperature sensors has detected a temperature of 47.8 °C or higher. 	<ul style="list-style-type: none"> DO NOT ENTER THE WATER! Remove the pool cover to allow the water to cool. After the water has cooled down, reset the system by pressing any icon.
SNSR BAL-- ANCE	<ul style="list-style-type: none"> Temperature sensors out of balance. 	<ul style="list-style-type: none"> The phenomenon may be temporary. If the problem continues, contact your service agent.
SNSR SYNC -- -- --	<ul style="list-style-type: none"> The temperature sensors have been out of balance for at least an hour. 	<ul style="list-style-type: none"> Contact your service agent.
SNSR A/B -- -- --	<ul style="list-style-type: none"> Temperature sensor A or B does not work. The pool has turned off. 	<ul style="list-style-type: none"> May occur momentarily when the temperature rises too high. The message will disappear once the temperature decreases. If the problem continues, contact your service agent.
STUK PUMP -- -- --	<ul style="list-style-type: none"> The pump will not turn off. 	<ul style="list-style-type: none"> DO NOT ENTER THE WATER! The water may have overheated. Turn off power to the pool and contact your service agent.

DROP WARRANTY

10-YEAR LIMITED WARRANTY EXTENSION

The quality, material choices and Finnish craftsmanship of Drop spas make the outdoor spa a long-lasting and reliable partner. Drop grants the following extended warranties to the original consumer purchaser of the spa when purchased after January 1, 2021.

10 YEAR WARRANTY FOR POOL STRUCTURES

All Drop outdoor spas use a long-lasting and durable aluminum frame. Drop guarantees that the aluminum frame supporting the outdoor hot tub will not change or warp for ten years.

7 YEAR WARRANTY FOR POOL STRUCTURES

Drop outdoor spas are designed to be energy efficient and built to withstand all weather conditions. Drop guarantees that the ABS base of the outdoor spa remains unchanged, the composite cladding boards of the outdoor cladding do not crack, and the polyurethane insulation of the pool does not mold within seven years.

5 YEAR WARRANTY FOR POOL SHELL

The shell of the Drop outdoor spa consists of acrylic and double fiberglass reinforcement. Drop guarantees that the shell (acrylic and fiberglass reinforcement) will be free from defects in material or workmanship for five years.

5 YEAR WARRANTY FOR POOL LEAKS

Drop outdoor spas are Finnish handcraft from start to finish. Drop guarantees that the casing, piping, gluing, jets or any other part of the outdoor spa will not leak for five years due to defects in materials, poor workmanship or other errors in the manufacturing process.

2 YEAR WARRANTY FOR PARTS

Drop outdoor spas use only the best possible components. Drop guarantees the massage and filter pumps, control center, heater, monitor, LED lights and plastic parts of the outdoor spa for a flawless two-year period in terms of materials and manufacturing. The bottom intakes, head cushions, ozone generator, lid and lid locks are not covered by the warranty.

LIMITED WARRANTY EXTENTION

This limited warranty extension is only granted to the original consumer purchaser of the Drop outdoor spa. The limited warranty extension begins on the delivery date of the hot tub, but in no case later than 6 months after the date of purchase. The limited warranty extension ends when the owner changes or if the outdoor hot tub is installed or moved outside the country of purchase, or if the original purchaser installs or moves the outdoor hot tub purchased from Finland outside the borders of Finland. In cases not covered by the limited warranty extension, the general warranty conditions apply.

RESTRICTIONS

The limited warranty extension does not cover defects due to wear and tear due to normal use, incorrect installation, personal modifications, accidents, incorrect use, incorrect use of chemicals, commercial use, use of accessories not approved by Drop, failure to follow instructions, maintenance or cleaning or repairs made by a service center other than approved by Drop. The warranty does not cover damage caused by extreme weather conditions (hail, storm, earthquake, etc.). The costs incurred by the manufacturer due to the above reasons will be invoiced to the customer in accordance with the normal maintenance price list.

GENERAL WARRANTY TERMS

The warranty applies to outdoor spas purchased from an authorized dealer. The warranty period is two years and begins on the date of delivery of the outdoor hot tub, but in no case later than 6 months from the date of purchase. The buyer is entitled to warranty repairs in accordance with the terms of the warranty only by presenting the original proof of payment for the outdoor spa. During the warranty period, Drop will service product defects within a reasonable time.

WARRANTY CONDITIONS

The validity of the warranty requires that the outdoor hot tub is installed in accordance with the pool manual, the outdoor spa has been electrically installed by an authorized electrician, the outdoor spa is used in accordance with the operating instructions and for its intended use. It is the responsibility of the installer to install the outdoor spa, and the purchaser is responsible for ensuring that the installation is performed in accordance with the installation instructions in the manual. Installation errors made by the customer are in no way the responsibility of the seller. The product warranty is void if the installation is made incorrectly or if the outdoor spa is stored empty by freezing weather.

COMMERCIAL USE

The outdoor spa is designed to withstand normal use. For pools installed for commercial or rental use, the warranty is limited and will be determined on a case-by-case basis. If commercial use is not mentioned at the ordering stage and the warranty has not been separately agreed in the order, the warranty for the products is three (3) months from delivery. Drop is not liable for any indirect damages caused by the pool, such as lost rental income or other damage to the customer.

RESTRICTIONS

The purchaser is not entitled to repair under these warranty conditions if the defect or damage is due to wear and tear due to normal use, incorrect installation, personal modifications, accidents, misuse, misuse of chemicals, commercial use, use of accessories other than those approved by Drop, instructions for use failure to follow the instructions, maintenance or non-cleaning, or repairs made by a service center other than that authorized by Drop. The warranty does not cover damage caused by extreme weather conditions (hail, storm, earthquake, etc.). The costs incurred by the manufacturer due to the above reasons will be invoiced to the customer in accordance with the normal maintenance price list. Outdoor spas bottom intakes, ozone generator, UV cleaning equipment, pillows, thermal insulation cover, thermal cover fastening and clips are not covered by this warranty, and these products have a six (6) month warranty. The warranty does not cover consequential, indirect or other unusual damages to the buyer, such as losses, lost profits or other consequential damages, or any property damage.

DEMONSTRATIONAL WARRANTY

Demonstration products are sold as they are at the time of sale. Drop is not liable for surface damage or other damage in the demonstration products, and the repair of defects is not covered by the warranty. In other respects, the warranty also covers Demonstration Products, unless otherwise agreed in writing at the ordering stage.

WARRANTY MEASURE

The buyer must immediately notify the seller of the defective outdoor spa or part thereof. When reporting a fault, the model, the serial number, and the date of purchase and installation must be mentioned, as well as the quality of the fault and the conditions in which the fault occurred. Drop or its authorized service representative is responsible for detecting and correcting faults. The defective outdoor hot tub will be repaired by repairing, maintaining or replacing the defective parts within a reasonable time, or at the sole discretion of Drop by replacing the defective outdoor spa in its entirety with a new outdoor spa. The service representative must have free access to each side of the pool. The costs of demolition of the terrace or other constructed structure, removal of the outdoor hot tub or re-installation will be charged to the buyer. In the case of procedures that do not require special expertise, they will be handled with the assistance of a telephone support person or other similar means. The buyer must accept such a course of action when it is based on the seller's experience with repairs. If the seller or manufacturer requests information such as pictures in order to more easily assess the measures, the buyer must make his share. The seller's liability is limited to the delivery, repair or certain refund of the purchase price of the new goods at the seller's choice. The seller cannot be held liable for any direct or indirect damages, consequential damages or loss of the buyer.

REFUND / INVOICING OF A WARRANTY PART

The manufacturer must be given the opportunity to verify the notified warranty case. The buyer must then follow the manufacturer's instructions. The original part in need of replacement will be delivered to Drop for inspection. If the part is not returned for inspection, the replacement part will be invoiced like any normal purchase, unless otherwise agreed.

DROP

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