

Connected Spa FAQS

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GLOSSARY

Connected Spa Kit: Connectivity hardware for use with the Hot Spring Spas app.

Hot Spring Spas App:  Available in the Apple App Store or the Google Play Store, compatible with the new Connected Spa Kit V2 (PN 700103).

Hot Spring Spas Legacy App: Legacy spa app available in the Apple App Store or the Google Play Store, compatible with the original Connected Spa Kit (PN 78891).

HNA: HNA stands for the “Home Network Adapter” and is installed in the home.

Onboarding: Process of adding a spa to the app and user account.

SNA: SNA stands for the “Spa Network Adapter” and is installed in the spa.

HNA/SNA Light Definitions:

LIGHT INDICATORS

Each Connected Spa module has a Smart LED which can emit a variety of colours.

Use the table below to confirm proper operation or potential issues.

LED COLOUR		MEANING
Off (No Colour)		No Power
Flashing White	)))	Startup sequence
Solid Blue		Powered, unpaired, not connected to spa
Flashing Yellow	)))	Searching for pair, pair communication lost
Flashing Yellow, Orange	)))	Paired, not connected to spa, no internet
Solid Yellow		Paired, connected to spa, Wifi not configured yet
Solid Green		Paired, connected to spa, connected to internet
Flashing Red	)))	Error, lost connection with spa
Solid Red		Lost connection with internet

GENERAL INFO

What app is needed for the Connected Spa Kit V2?

- Download the Hot Spring Spas app, the Hot Spring Spas Legacy App is not compatible with the Connected Spas Kit V2.
- The Connected Spas Kit V2 is compatible beginning with 2024 Highlife and Limelight models through current. Hot Spot model compatibility starts with 2025 models through current.

Is this available in my country?

Consult your local dealer for availability.

What is in the kit?

- Two Connected Spa modules (will become HNA and SNA after install)
- Mounting bracket and screws for SNA installation
- Two communication cables for SNA
- Foot stand for HNA
- USB-A to USB-C cable for HNA
- Installation Guide
- Warranty Sheet

Which unit is the HNA and which is the SNA?

- Both units are identical. Select either unit and install per the installation instructions in the home or spa.
- The units will act as HNA or SNA depending on their installation.
 - Upon powering on, both units will check for communication with the spa control box. The unit connected to the spa controls will act as the SNA.

What communication does the Connected Spa Kit V2 use?

- 802.11 b/g/n Wi-Fi connection @ 2.4GHz
- A minimum of 1 Mbps upload/download speed is required

How many spas will the app support?

Up to 10 spas can be added to a single account.

Can the spa be shared with multiple users?

The app does not support sharing spas between user accounts.

Is the app protected to keep from deleting an account by accident?

The app has double confirmation in the delete app activity.

What happens when an account is deleted?

- An email will be sent to the account owner, notifying that their account has been marked for deletion. A link within the email will be included to reactivate, if desired.
 - If the reactivation link has expired and 7 days have not elapsed, our customer service team will be able to reactivate your account.
- The personal account connected to the app is first deactivated and then deleted after 7 days.
- All spas connected to the account are deleted.
- All HNA/SNAs connected to the account are reset.
- All data associated with the account is deleted.
- Once the account is deleted, it cannot be reactivated, and a new account will need to be created.

Can an external antenna be mounted to the spa and connect it to the SNA for a better signal?

No, the system does not support external antennas.

Why does the spa control panel show different values and conditions than what is shown on the app?

The app and spa communicate regularly to update the system status. It may take a few minutes for changes made at the spa control panel to be reflected on the app. To get an immediate update, press and hold down on the screen and drag down to initiate a 'refresh' similar to a mobile web browser.

A spinning circle will appear at the top of the screen. Values can also be quickly updated on the app by clicking on the spa name in the top banner and then selecting the spa.

How to refresh the screen?

To get an immediate update, press and hold down on the screen and drag down to initiate a 'refresh' similar to a mobile web browser. A spinning circle will appear at the top of the screen.

ONBOARDING

How is the HNA installed?

The HNA should be placed in the home near the spa by an outside wall, with good home Wi-Fi signal, and within reach of an outlet. Power the HNA with a 5-volt USB-A power supply (not supplied) and the supplied USB-A to USB-C cable.

- The USB-C side will connect to the HNA.
- The USB-A side will connect to the power supply.

The HNA DIP switch does not need to be set and will work in either position.

Where should the HNA be placed for best performance?

- Place the HNA so it is within line of sight to the spa/SNA.
- Place in a location with strong home Wi-Fi.
- The HNA should be placed not more than 60 meters from the SNA.
- Do not place underground, in a basement, or in garages with firewalls.
- Attempt to minimise obstructions between the HNA and SNA.

How to set up the Hot Spring Spas app?

1. Download the Hot Spring Spas app from the Apple App Store or Google Play Store and tap "Create an Account".
2. Enter your First and Last Name.
3. Enter a valid email address.
4. Create an account password.
5. Accept the Terms of Use and Privacy Policy.
6. Wait for the app to send you an email verification.
7. Once received, click the link in the email to verify your address.
8. Return to the app and login using same email and password.

What steps must be taken with the Hot Spring Spas App email message?

1. Look for an email from noreply.app@hotspring.com.
2. Open the email and click the "Verify My Email" button.
3. Navigate back to your app and sign in.
4. The next step will be to click the "Connect Your Spa" button.

Why did the validation email not arrive after a few minutes?

Check your spam folder and look for an email from noreply.app@hotspring.com. If you don't see an email, the address may have been entered incorrectly.

- Go back into the app and verify if the email address entered was correct. If not, use the back arrow and redo the account set up.
- If entered correctly and still no email, click resend verification email.

What are the steps to connect a spa?

1. Once the email and account are validated, the app will prompt you to “Connect your spa”.
2. Click “Connect your spa”.
3. Click “Begin setup”.
4. Ensure the HNA is plugged in, and the spa is powered.
5. Click “Continue”.
6. Connect the phone to the HNA Wi-Fi.
 - Navigate to your phone’s Wi-Fi settings.
 - Connect to the “ConnectedSpa_XXXXXX” Network.
 - The XXXXXX are the last 6 digits of the mac address which are printed on the label on the back of the HNA.
7. Return to the app.
8. Click “Continue”.
9. The app will indicate if it is connected to the HNA. Click “OK”.
10. Enter a name for the spa.
11. Click “Continue”.
12. Select the 2.4ghz Home network that the spa HNA will connect to from the list displayed. Click the arrow to enter the Wi-Fi credentials.
13. Enter the associated password with this Home Wi-Fi network.
14. The app will wait for the HNA to join the Wi-Fi. This may take several minutes.
15. Reconnect the phone to the home network if it has not connected automatically.
16. Upon completion, the app will redirect to the home dashboard. Onboarding is complete.
 - The spa is online when it is listed at the top of the page, HNA LED is green, and the current spa water temperature will be displayed.

What steps are needed if the phone went to sleep during the “Add Spa” process before completion? The app is now loaded to the home page, and the spa is not connected?

1. Click the account icon in the upper right corner.
2. Click the Add Spa menu item under Manage Spas.
3. Restart the process to add the spa.

What network should be selected when connecting the mobile device to the HNA?

ConnectedSpa_XXXXXX where XXXXXX is the last 6 digits of HNA Mac Address shown on the back of the HNA unit.

Which Wi-Fi is chosen during the onboarding process?

Pick the Home network or extender network that is closest and has the best service to the spa.

Note: 2.4ghz network must be enabled

What password is the app looking for when adding a spa?

Enter the network password for the home Wi-Fi network selected.

What is the Software Update message?

The app will automatically check if the HNA has the latest software installed. If a new version is available, it will be loaded to the HNA. The HNA will then check and update the SNA as needed. Please wait until the update is complete before trying to operate the spa.

- This may take several minutes.

The HNA/SNA software can be updated after adding a spa by using the “Software Update” tool located in the Spa Settings menu.

How do I activate voice command in the Help Center AI Assistant?

Access the app settings within your mobile device and enable microphone.

How do I change my language preference to either English, French or Spanish?

Access the app settings within your mobile device to change Language settings. For language changes, need to change system setting language and app will adjust. For iOS, this is Settings > General > Language & Region

ONBOARDING MESSAGES

Message: We're Having Trouble Connecting

- Your Spa Network Adapter (SNA) can't connect your Spa. Please reach out to your local Hot Spring Spas dealer for support.

Action: Technician needs to review dip switch setting on SNA. Power down spa, reference Installation Guide for proper setting, power back up and ensure SNA is flashing green.

Message: We're Having Trouble Connecting

- Your Home Network Adapter (HNA) is not able to connect to the Spa Network Adapter (SNA).
- Try moving your HNA closer to the spa, ideally with a clear line of sight.
- Still having trouble? Reach out to your local Hot Spring Spas dealer for help.

Action: HNA and SNA are unable to communicate.

- Try moving the HNA closer to the spa or to a place with improve line of sight
- Make sure the SNA is installed high in the equipment compartment with antenna up and oriented as close to home as possible
- Power cycle both HNA and spa
- Reference LED table for status of devices and following corresponding troubleshooting steps.

Message: No Internet Connection

- Your phone is not connected to the internet.
- Please check your settings and try again.

Action:

- This can happen at any point
- Check if phone is in air plane mode or no cell or Wi-Fi service

Message: This Spa is Already Registered

- It looks like your spa is already linked to another account
- Please contact Hot Spring spas Customer Support for help getting connected.

Action: The spa you are trying to connect to is associated with another account.

1. Use the "Remove Spa" function in the app of the original owner of the spa/connected spa hardware
2. If unable to do above, Contact Watkins for assistance in clearing the old account from the spa. Be prepared to provide proof of ownership.

Message: We Can't Reach Your Spa

- Your spa isn't responding
- Please check that your spa, Home Network Adapter (HNA), and Spa Network Adapter (SNA) are all powered on.
- If needed, try turning each device off and back on.
- Tap refresh below to try reconnecting.

Action: The Spa HNA is not connected to the internet.

1. Verify the indicator light colour is green. If Red, check home internet.
2. Restart home router and modem/unplug HNA for 30 seconds and restart.

Message: Spa in Protection Mode!

Your spa has entered Protection Mode. Check the control panel and try turning the spa off and back on. If the issue persists, contact your local Hot Spring Spas dealer. Once resolved, tap below to reconnect.

Action:

1. Verify condition at the spa.
2. Protection mode will be on screen.
3. Power cycle the spa.
4. If the error persists, contact your dealer.

GENERAL HOW-TO

How is the HNA/SNA software updated?

- When a new update is available for the Connected Spa system, a notification will be pushed to the app.
- A manual option to check for software updates can be found under the Spa Settings page.

How to reset a forgotten password?

If the sign in failed due to incorrect forgotten password, click the “Forgot Password” button in the sign-in screen to reset the password. The app will send an automated email with a One-Time Password (OTP). Use this OTP to reset password in the app.

What are the steps to add multiple spas to the App?

1. Open the app and navigate to My Account by clicking the account icon in the upper right corner.
2. Under Manage Spas, select “Add Spa” and follow the prompts.

How to switch between multiple spas connected to the account and app?

1. Click the spa listed at the top of the home page.
2. Select an alternate spa from the menu.

How is a User account deleted?

1. Open the app and navigate to My Account by clicking the account icon in the upper right corner.
2. In a secondary popup window, click “Delete Account” and confirm.

How is a spa deleted from the account?

1. Open the app and navigate to My Account by clicking the account icon in the upper right corner.
2. Under Manage Spas, select the spa in question.
3. Select “Remove This Spa” and confirm to delete it from the account and reset the HNA.
4. If the HNA LED light is still green after removing the spa, it is still connected and a manual reset may be needed.

How to connect the spa to a new router?

If old router is still online, before replacing, remove the spa in the app to forget the old Wi-Fi network. Then set up the new Wi-Fi router and re-onboard the spa accordingly. If new router is setup with same name and password, no action is needed.

How to move the spa to a different Wi-Fi network after the spa has been previously connected?

1. Select “Wi-Fi Network” located under “Spa Settings”.
2. Select the network listed under “Current Wi-Fi Network”.
3. Select “Forget Network”.
4. New Wi-Fi network information is then entered to reconnect the spa.

If the original home network that the HNA was connected to is no longer available, the App will not be able to connect to the HNA to change the Network. When this is the case, the HNA will need to be manually reset and the spa readded to the app and Wi-Fi.

How can Connected Spa kit be removed from one account and added to a new account?

1. Open the app and navigate to My Account by clicking the account icon in the upper right corner.
2. Under Manage Spas, select the spa in question.
3. Select “Remove This Spa” and confirm to delete it from the account and reset the HNA.
4. If the HNA LED light is still green after removing the spa, it is still connected and a manual reset may be needed.
5. Login to new account and re-onboard devices.

How to move HNA and SNA to a different spa?

1. Perform remove spa function outlined above.
2. Remove SNA from spa equipment compartment and install on new spa.
3. Ensure HNA is kept with paired SNA and follow onboarding steps once SNA has been installed on new spa.

How can the HNA be manually reset and forced to start transmitting to the phone?

Contact your local dealer for support.

How to determine if the router is broadcasting at 2.4 GHz?

Consult the router's manual or Internet Service Provider (ISP) for additional guidance.

How to turn on the router's 2.4 GHz frequency band?

Consult the router's manual or Internet Service Provider (ISP) for additional guidance.

TROUBLESHOOTING

What does a solid blue light on the HNA and SNA mean?

A solid blue means that the HNA and SNA are not paired and the kit needs to be replaced.

What do the different light sequences mean on the SNA?

Flashing White → Solid White: Boot up sequence.

- No action needed.

Flashing Green: Communicating with spa control box (dip switch correct).

- Good state, no action needed.

Flashing Yellow: Unable to communicate with control box (HNA is not powered or unreachable).

- Check dip switch on SNA and/or communication cable.

Flashing Yellow/Orange: Unable to communicate with control box (HNA powered and reachable).

- Check dip switch SNA and/or communication cable.

What do the different light sequences mean on the HNA?

Flashing White → Solid White: Boot up sequence.

Flashing Green: Communicating with SNA (SNA flashing green – HNA flashing green).

- Good state, no action needed.

Flashing Yellow: Unable to communicate with SNA.

- Check SNA power, obstacles in between devices, move HNA closer or to new location.

Flashing Yellow/Orange: Not communicating with SNA (SNA not flashing green – HNA flashing yellow/orange).

- Check SNA dip switch and/or communication cable.

If ever continuously Solid White for more than 3 minutes, replace the kit.

What if the HNA and SNA show a colour not in the LED table?

- The HNA and SNA should not show colours other than those in the table.
- Power down both the spa and HNA. Wait 60 seconds, then power on the spa, and then power on the HNA.
- If the unsupported LED colours persist, the hardware will need to be replaced.

What colour should the SNA light be after the SNA is installed but before the HNA is installed and powered? (D)

- Flashing green means correct installation.
- Flashing green means the unit is in communication with spa control box.
 - This is the indication to the technician that they can hand over the HNA to the homeowner.
- If a colour other than flashing green is seen:
 - Check the dip switch.
 - Ensure cable is correctly aligned.
 - Power cycle the units: Power down the spa and unplug the HNA. Power on the spa and then plug in the HNA.

What colour should the HNA light be after the HNA and SNA are powered (before onboarding)?

- On bootup, the HNA will flash white.
- Flashing green means correct installation.
- Flashing green means the SNA is in communication with the spa control box and the HNA is in communication with the SNA.
- If a colour other than flashing green is seen, contact the dealer.

My HNA is flashing blue and magenta. What does that mean?

If your HNA is flashing blue and magenta, then it is downloading and installing a new firmware version for both the HNA and SNA. This can be triggered in the app via the software update feature in the spa settings. This process can take anywhere from a few up to 45 minutes. Time to update will depend on SNA distance. Once finished, the units will reboot. The spa remains available for use via the app during this time.

Why does the status icon spin for more than 20 seconds when trying to log into the app?

1. Check the email address and password for errors. Click the back arrow to go back and try signing in again.
2. Close the app completely with an up swipe and retry logging in.
3. Ensure there is a good internet connection to the phone.

Why is the HNA ConnectedSpa network not visible in the phone wireless settings?

If the HNA is solid green, it is already connected to the internet, and it will NOT broadcast the ConnectedSpa Wi-Fi network.

1. For the best results when connecting the spa and HNA to the Internet, open the app and place the phone near the HNA.
2. Verify the HNA is open and ready to connect as indicated by a flashing green light.

How to determine if the HNA is not able to connect to the home router?

1. During the Add Spa process the HNA will attempt to connect to the selected router. If this fails:
 - Make sure the phone is connected to the correct ConnectedSpa network.
 - Make sure the correct home network is selected from the list.
 - Make sure the home network password is entered correctly.
2. Check your routers settings to ensure there is a 2.4ghz network.
3. If available, log into the router to see which devices are connected to the router.
 - Look for ConnectedSpa.
 - Check to see if the device is getting internet connection or if the router is blocking it.
4. If HNA is rebooting (light turning off and returning ~10 seconds later) every few minutes, it is trying to connect to the Wi-Fi provided but failing to reach the internet.

How to determine if HNA connection issues are with the router, location of the HNA, or communication between the SNA and HNA?

- All devices come pre-paired. If it is suspected that the devices are not paired, plug both into a USB cable and power on. They should both show a solid yellow light.
 - If devices are in close proximity and the LED is not solid yellow, there may be an issue with the kit.
 - Flashing yellow indicates the devices are paired but unable to talk to each other.
 - Solid blue indicates that the HNA and SNA are unpaired and need to be replaced.
- If the location of the HNA is in question, make sure it is placed in a location with known home Wi-Fi signal, on the ground floor of the home and near the outside wall closest to the spa.
- If the location of the SNA is in question, verify that it is mounted in the upper corner of the spa's equipment compartment closest to the home. Try removing the SNA from the spa and temporarily placing it on the cover of the spa to check line of sight placement.
- For the best results when connecting the spa and HNA to the Internet, open the app and place the phone near the HNA.

