

Connected Spa Kit

DEALER GUIDE

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WHAT IS IN THE BOX



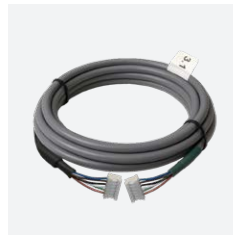
IoT modules x2 (antenna included)

- Part Number 1
- Gateway module
- Spa module



USB A to Type C Cable

- Part Number 2
- Used to power the Gateway module



RS-422 Communication cable

- Part Number 3.1



RS-485 Communication cable

- Part Number 3.2

PRODUCT DESCRIPTION

The Connected Spa Kit 2 solution is a two-module system that provides Mobile app-based control for hot tubs manufactured by Watkins Wellness. The modules are identical and interchangeable in their roles prior to installation. Once installed, the module placed in the spa equipment compartment and connected to the control box will become the Spa Network Adapter (SNA). The other module will be placed inside the customer's home in a place with strong Wi-Fi signal and in as close proximity to customer spa as reasonable.

The Connected Spa Kit 2 is only compatible with 2024 and newer IQ2020 Control Boxes, and the Hot Springs Spas App.

This document supports Connected Spa Kit part number 700103. See appendix for supported countries.

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

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

LoRa: Stands for Long Range, this is a physical proprietary Radio communication technique, operating in the Sub-GHz range. Read Specifications below for further details.

Onboarding: Process of creating an account, adding a spa to the app, and getting hardware connected to internet.

SPECIFICATIONS

Item	Dosing System
Two Module System	Both units are identical and can be used either in either location upon initial installation. After installation, they will assume their respective roles. - HNA (Home Network Adapter) communicates with Home Wi-Fi network. - SNA (Spa Network Adapter) communicates with Spa over the wire. The modules communicate with each other using LoRa technology
Dimensions	102 (W) × 105 (L) × 29 (D) mm
Operating Conditions	0°C to 60°C
Range	60 meters between the modules, with as much direct line-of-sight as possible. The HNA needs to have good connection to the home Wi-Fi network. A good benchmark is to measure 1 Mbps upload/download speed, as measured by a Speed Test Mobile app. Other details: Lowest Mandatory Bit Rate (802.11b): 1 Mbps The minimum required bit rate for the system is 1 Mbps. The lowest mandatory data rate corresponds to the lowest rate of the 802.11b standard
Connectivity	802.11 b/g/n Wi-Fi connection @ 2.4GHz - LoRa 903 – 927 MHz (NA) 5GHz Wi-Fi networks are not supported
LED	One Multi colour LED
Buttons	1 & 2 Use: Accessing Country selection, Wi-Fi reset, Factory Reset
Power	5V USB 12V RS-485/RS-422
Number of spas supported per App/User account	10
Number of unique users supported per spa	1

FCC STATEMENT

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

RF Exposure Guidance

In order to comply with FCC / ISED RF Exposure requirements, this device must be installed to provide at least 20 cm separation from the human body at all times.

WARNING: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

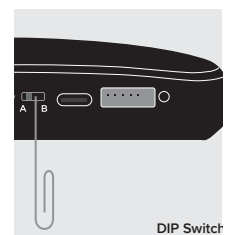
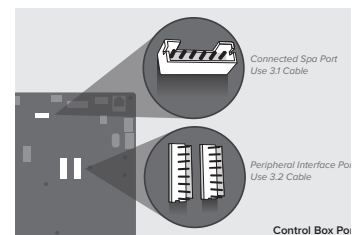
INSTALLATION

SNA Installation

Steps 1 and 2 must be completed by a dealer technician.

IMPORTANT: If Step 2 is not followed, the system will not work.

1. Identify Control Box Variant: Determine which spa control box variant you have, either by Watkins Wellness part number OR visual inspection on the right.
 - i. If there is a Connected Spa port, it is a newer Connected Spa-optimised control box, PNs 1302501-26 and -28. Use cable 3.1
 - ii. Otherwise, if in the following PNs: 1302501-22 and -24. Use cable 3.2
2. Spa Network Adapter Setup
 - i. Use a paper clip to carefully set the DIP switch at the back of one of the Connected Spa modules. Set the switch position to A if using cable RS-485 (part 3.2) or B if using cable RS-422 (part 3.1). This module will be the Spa Network Adapter.
 - ii. Power down the spa.
 - iii. Connect module to corresponding port on the Control box, as determined in step 1.
 - iv. Install the Spa Network Adapter (SNA) as high as possible in the spas's equipment compartment with the closest line of sight to the intended location of the HNA. Mount the SNA using the mounting bracket (part 4).
 - v. Power up the spa. The device will flash green when communication with the spa is successful.



HNA Installation

1. Place the HNA in the home near the spa by an outside wall, with good home Wi-Fi signal, and within reach of an outlet.
 - The HNA should be within line of sight to the spa/SNA and less than 60 meters away for best performance.

Do not place underground, in a basement, behind metallic objects, or in garages with firewalls.

2. 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.

SETTING COUNTRY MODE

Attention Dealers for Australia and New Zealand – Do not proceed on installation until following below instructions.

Dealers MUST follow the following instructions prior to installation: Adherence to the following guidelines is mandatory to ensure compliance with local Communications regulatory requirements.

Please set aside 15 minutes to perform the following:

Both units must be programmed as directed below.

1. Power both Connected Spa modules with an USB-C cable that connects to a 5v power supply.
2. To enter the programming menu, hold down lower button on front face, labeled 2, for 3 seconds until LED flashes blue.
3. To select the long-range configuration menu, press the lower button, button 2. Each single short press will advance one option. Single press button 2 until the LED flashes red and blue.
4. To select appropriate country configuration, while LED is flashing red and blue, hold down the upper button, button 1, for 5 seconds until the LED begins to flash blue and green.
5. Set the appropriate country configuration by pressing the lower button twice, button 2, single press twice. LED should now be flashing green / red.
6. Confirm the selection by holding down the upper button, button 1, for 5 seconds. The LED will flash green quickly on both modules indicating successful configuration.

NOTES:

- To reset or start over, simply unplug the device and plug it back in.
- Operation will timeout after 60 seconds and will require starting over if not completed.

Supported Country Configurations

- LoRa US (United States) – Flash Blue / Green
- LoRa EU (European Union) – Flash Yellow / Green
- LoRa AUS / NZ (Australia, New Zealand) – Flash Red / Green

HNA WI-FI RESET

Use only when device is showing as online (green LED) but no spa is connected to user account in app and hardware has not been registered to another account already.

Wi-Fi Reset

It may be necessary to reset the HNA and restart broadcasting the local ConnectedSpa_XYZXYZ network if there is an issue with onboarding. Specifically, if the HNA turns green and is online but the app did not fully connect to the spa account.

1. Press and hold the #2 button on the HNA for 5 seconds until it starts to flash and then release.
2. Press the #2 button twice until the light flashes purple.
3. Press and hold the #1 button until the light turns off and then release.
4. The light will then show flashing white, and once done rebooting should again show flashing green. The HNA is ready to be connected to.
5. Retry onboarding on the app.

ONBOARDING

Download the app and set-up an account

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.

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.
 - i. Navigate to your phone's Wi-Fi settings.
 - ii. 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 supported home Wi-Fi network that the spa HNA will connect to from the list displayed. (If the desired Home Wi-Fi network is not listed, restart the HNA by unplugging it and plugging it back in. This will force a new scan of available networks).
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.

OPERATION

HNA/SNA Software Update

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.

This process will take anywhere from 5 to 45 minutes depending on the quality of internet connection and distance between the HNA and SNA. The HNA light will alternatively flash blue/magenta when an update is being downloaded and installed. Once finished, the units will reboot. The spa remains available for use via the app during this time.

App Data Refresh

To get an immediate update of the app data, 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 while the App queries the spa. This will update the data on the corresponding page of the app. For example, the home page will refresh jets, lights, and temperature information whereas the About this Spa page will refresh version information.

ACCOUNT & SPA MANAGEMENT

User Management

The App will support up to 10 spas added to a single account. However, each spa can only be associated with a single user account at the time of launch. Spas and spa access cannot be shared between users.

Account Deletion

1. Navigate to My Account by tapping the icon in the upper right of the main page.
 2. Select Delete Account and confirm the action.
- All HNA/SNAs connected to the account are removed from the current Wi-Fi.
 - The personal account connected to the app is first deactivated and then deleted after 7 days.
 - 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.

- After 7 days, all spas connected to the account are deleted. All data associated with the account is deleted.
- Once the account is deleted, it cannot be reactivated, a new account will need to be created, and any associated spa will need to be re-onboarded.

Reset User 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.

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.

Switch between multiple spas connected to a single account and app

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

Delete a spa

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.

Moving the spa to a different Wi-Fi network/Router

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

*If a new router is setup with the same name and password, no action is needed.

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.

Moving the Connected Spa kit to a new account and spa

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. Move the HNA and SNA to the new spa/location. (Ensure HNA is kept with paired SNA)
6. Login to new account and re-onboard devices.

TROUBLESHOOTING

Account set up

If the validation email not arrive:

1. Check the associated email spam folder and look for an email from noreply.app@hotspring.com.
2. If you don't see an email, the address may have been entered incorrectly.
 - i. Go back into the app and verify the email address.
 - ii. If incorrect, use the back arrow and restart the account set up.
 - iii. If entered correctly and still no email, click resend verification email.

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.

- Restart the process to add the spa.

SNA/HNA STATUS LIGHT MEANINGS

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.

SNA light sequences

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, ready for onboarding.

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).

LED Colour	Meaning
Off (No Colour)	No Power
Slow Flashing White	Startup sequence, determining type of Spa connection and mode (HNA or SNA)
Solid Blue	Powered ON. Unpaired and not connected to spa
Flashing Yellow	Searching for pair or if communication with other device is lost.
Flashing Yellow/Orange	Communicating with paired device, not communicating with spa, not connected to internet.
Flashing Green	Paired and connected to a spa. Not connected to internet yet.
Solid Green	Communicating with paired device, communicating to spa, and connected to the internet.
Flashing Red	Error, lost connection with spa.
Solid Red	Lost connection with the Internet. Wi-Fi credentials provided, but unable to connect.

- Check dip switch SNA and/or communication cable.

HNA light sequences

Flashing White → Solid White: Boot up sequence.

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

- Good state, ready for onboarding.

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.

Solid White: Device failing to reconnect to the internet

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

HNA and SNA light colours 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.

SNA light when installed and the HNA is NOT installed or powered.

- Flashing green means correct installation.
- Flashing green means the unit is in communication with Eagle 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:

1. Check the dip switch.
2. Ensure cable is correctly aligned.
3. Power cycle the units: Power down the spa and unplug the HNA. Power on the spa and then plug in the HNA.

HNA and SNA powered before onboarding.

- On bootup, the HNA will initially flash white.
 - This could be followed with a short solid white or flashing red before flashing green
- 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.

ONBOARDING ERROR MESSAGES

Message: We're Having Trouble Connecting

- The Spa Network Adapter (SNA) can't connect to the Spa.
- 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

The Home Network Adapter (HNA) is not able to connect to the Spa Network Adapter (SNA).

1. Move the HNA closer to the spa, ideally with a clear line of sight.
2. Make sure the SNA is installed high in the equipment compartment with antenna up and oriented as close to home as possible
3. Power cycle both HNA and spa
4. Reference LED table for status of devices and following corresponding troubleshooting steps.
5. Still having trouble? Reach out to your local dealer for help.
 - Dealer will need to check on SNA installation

Message: No Internet Connection

- The phone is not connected to the internet.
 - Check phone settings and try again.
 - Check if phone is in air plane mode or no cell or Wi-Fi service

Message: This Spa is Already Registered

- Spa is already linked to another account
- Use the "Remove Spa" function in the app of the original owner of the spa/connected spa hardware
- 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

1. The Spa HNA is not connected to the internet.
2. Check that the spa, Home Network Adapter (HNA), and Spa Network Adapter (SNA) are all powered on.

3. Turn each device off and back on.
4. Verify the HNA indicator light colour is green. If Red, check home internet.
5. Restart home router and modem, unplug HNA for 30 seconds and restart.

Message: Spa in Protection Mode!

- Spa is in Protection Mode
- Verify status at the spa and correct the issue

ONBOARDING TROUBLESHOOTING

Status icon spinning 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.

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.
- For the best results when connecting the spa and HNA to the Internet, open the app and place the phone near the HNA.
- Verify the HNA is open and ready to connect as indicated by a solid yellow light.

HNA connection to the home router:

1. During the Add Spa process the HNA will attempt to connect to the selected router. If this fails:
 - i. Make sure the phone is connected to the correct ConnectedSpa network.
 - ii. Make sure the correct network is selected from the list.
 - iii. Make sure the 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.
 - i. Look for ConnectedSpa.
 - ii. 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.

HNA connection issues – router vs. location of the HNA or SNA/HNA communication:

- 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

APPENDIX

International Use: Kit 700103

Austria, Belgium, Bulgaria, Czech Republic, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Sweden, Norway, United Kingdom, Switzerland, Australia, and New Zealand.