

Canine Hydrotherapy Pool Owner's Manual



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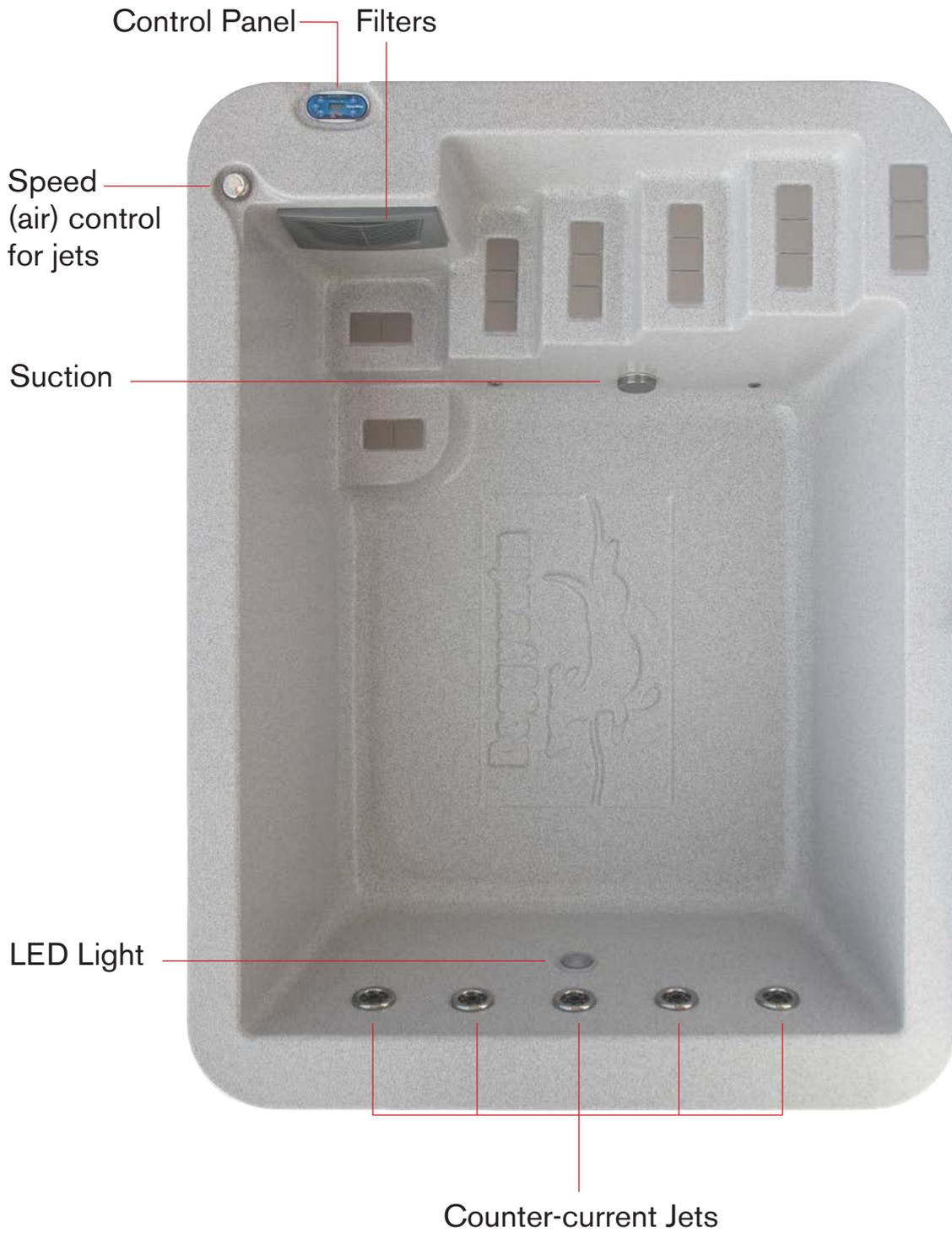
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DOGGYSWIM DIAGRAM



IMPORTANT SAFETY INFORMATION

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

1. READ AND FOLLOW ALL INSTRUCTIONS.

2. WARNING - To reduce the risk of injury, do not permit children or dogs to use this product unless they are closely supervised at all times.

3. In standard form the DoggySwim hydrotherapy pool requires only one supply of 240 volts 13 amp. Please consult with a qualified electrician to verify current legislation

ALWAYS USE A QUALIFIED ELECTRICIAN TO CONNECT THIS HYDROTHERAPY POOL TO YOUR ELECTRICITY SUPPLY

4. DANGER - risk of accidental drowning.

Extreme caution must be exercised to prevent unauthorised access by children. To avoid accidents, ensure that children cannot use the DoggySwim hydrotherapy pool unless they are supervised at all times.

5. DANGER - risk of injury.

The suction fittings in the DoggySwim hydrotherapy pool are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible. Never operate the DoggySwim hydrotherapy pool if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate marked on the original suction fitting.

6. DANGER - risk of electric shock.

Do not permit any electric appliance, such as a light, telephone, radio, or television, within 5 feet (1.5m) of the unit. These units have an integral ground fault circuit interrupter, but this only covers the pools own electrics.

7. WARNING - to reduce the risk of injury:

- a) Before entering the hydrotherapy pool check the temperature.
- b) For dogs with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes you should consult a Veterinary surgeon before using a hydrotherapy pool.

ADDITIONAL SAFETY INSTRUCTIONS:

1. WARNING - risk of children and dogs drowning.

Although your DoggySwim hydrotherapy pool cover is not rated as a safety cover, it is wise to always keep the hydrotherapy pool cover securely fastened when not in use. This will help discourage children from attempting to enter the pool when not supervised by an adult.

2. WARNING - risk of injury.

Always use extreme caution if you intend on entering or exiting the hydrotherapy pool. Surfaces can be very slippery when wet. Keep all breakable objects out of the hydrotherapy pool area.

3. WARNING - risk of injury.

Maintain water chemistry in accordance with chemical manufacturer's instructions.

4. WARNING - risk of shock.

The hydrotherapy pool shall not be operated in severe weather conditions, i.e. electrical storms.

5. CAUTION - unauthorised access.

Secure the hydrotherapy pool area against unauthorised access. Make sure all barriers meet local codes. Keep the cover on hydrotherapy pool when not being used.

6. CAUTION - risk of damage to pool or equipment.

By performing maintenance as described later in this Owner's Manual, the chance of damage to your hydrotherapy pool and it's equipment will be greatly reduced. Never block the air vents that lead to the equipment compartment. Doing so may cause the hydrotherapy pool equipment to overheat.

7. CAUTION - non-approved accessories.

Using accessories not approved by the manufacturer could void your guarantee or cause other problems. Please consult with your authorised DoggySwim dealer.

8. CAUTION - location of your DoggySwim hydrotherapy pool.

Locate your DoggySwim hydrotherapy pool on a surface that can withstand the weight bearing requirements of the hydrotherapy pool (see Selecting a Site for your DoggySwim Hydrotherapy Pool in this Manual). Also, locate your hydrotherapy pool in an environment that can withstand repeated exposure to water and the possibility of a major spill.

INSTALLATION & SET-UP

SELECTING A SITE FOR YOUR HYDROTHERAPY POOL

Your DoggySwim hydrotherapy pool was designed for either indoor or outdoor use. Whether indoors or outdoors, please adhere to the following guidelines:

1. Select a site that is stable and capable of supporting the weight of your hydrotherapy pool, its water, and the people using it (refer to the model brochure or contact an authorised DoggySwim dealer for the filled weight of your hydrotherapy pool). If installed on a suspended floor/deck, the floor/deck should be capable of supporting your hydrotherapy pool. If you have concerns on this matter, please contact a qualified licensed contractor.
2. Select a surface that is flat and level. This surface must provide continuous support for the entire bottom of the hydrotherapy pool structure. Do not shim or block up the hydrotherapy pool creating voids below the base framework. If you intend to use a pit please ensure you have adequate drainage or a soak away.
3. Avoid installing the hydrotherapy pool in a pit or low area where water may accumulate and damage the hydrotherapy pool or its equipment. Choose a site where water will drain away from the hydrotherapy pool and not towards it.
4. Important: With all installations, the DoggySwim hydrotherapy pool must be located at least 150cm [5 feet] from all electrical outlets, switches, and other permanently installed electrical devices.

Indoor considerations: There are several considerations when installing your DoggySwim hydrotherapy pool indoors: the environment both around and below the hydrotherapy pool should be water resistant. It must be capable of handling water splashed out from the hydrotherapy pool as well as the possibility of a leak from the vessel (a catch basin equivalent to the volume of your hydrotherapy pool is recommended); it is recommended that the room you install the hydrotherapy pool in has proper ventilation. Proper ventilation can usually be achieved by an exhaust fan or a dehumidifier if hydrotherapy pool is used for less than one hour per day.

Note: Typical indoor surfaces include, but are not limited to: concrete, wood, non-slip tile or linoleum.

IMPORTANT INFORMATION

Never, under any circumstances, install your DoggySwim pool on an electrically heated floor.

Outdoor Considerations: When selecting an outdoor site, several things should be considered. Firstly, avoid selecting a site where excessive water may contact the hydrotherapy pool such as from sprinklers or a roof edge without rain gutters. If possible, avoid areas of direct, prolonged sunlight. The ultraviolet rays of sunlight will tend to fade and damage your DoggySwim hydrotherapy pool cover and cabinet. Lastly, avoid locating your hydrotherapy pool in an area where debris could be blown into the hydrotherapy pool. If sinking your DoggySwim hydrotherapy pool into the ground a suitable drainage system must be installed to avoid the risk of hydrostatic pressure from rising ground water.

Note: Typical outdoor surfaces include, but are not limited to: concrete, brick, non-slip tile, wood-decking, pea shingle or sand.

ELECTRICAL REQUIREMENTS AND CONNECTIONS

All DoggySwim hydrotherapy pools must be wired in accordance with all national electric codes. Always use a qualified electrician to perform the electrical installation.

WIRING DIAGRAMS

Please reference the wiring diagram that is specific to your DoggySwim hydrotherapy pool's control system:

- Standard DoggySwim hydrotherapy pool 13 amp model control system
– one input 240V 13 amp single phase.

240 VOLT INSTALLATION

Use only a qualified Licensed Electrician to make 240 Volt electrical installations.

Your 240 Volt Standard DoggySwim hydrotherapy pool 13 amp model requires one fused and dedicated electrical circuit of 13 amp and a minimum supply wire size of 2.5mm. It is important that these circuits are dedicated (not being used by any other electrical appliance) or your hydrotherapy pool may not function properly.

Position your DoggySwim hydrotherapy pool at least (1.5m) from all electrical outlets or devices.

ELECTRICIAN'S INSTRUCTIONS

We strongly recommend that a suitable seal cable guide is installed to retain the water tight seal of the control boxes. The incoming power line must be suitably fused and protected to a C.E. minimum standard and any national specific regulations required.

INSTALLATION & SET-UP

CHECKLIST BEFORE FILLING YOUR HYDROTHERAPY POOL

Important:

The equipment should **never** be operated without water in the hydrotherapy pool. Serious damage to the equipment will occur.

1. Installing your cover:

Your DoggySwim hydrotherapy pool cover comes with tie-down straps and locking hardware to attach the cover to the hydrotherapy pool cabinet or decking.

2. Check drain valves:

Check that the hydrotherapy pool drain valve is fully closed.

3. Tighten equipment fittings: In the equipment compartment, hand-tighten all PVC pipe unions, pump bleed valve and pump drain plugs to prevent the possibility of leakage (sometimes these fittings loosen during shipment). Check also that all fittings on the filter are closed (HAND TIGHT ONLY!).

4. Check Valve:

Verify that all valves aside from the drainage valves described previously are in the fully open position. A valve that is half closed will result in a noisy pump due to lack of water flow.

5. Fill the pool:

Fill the hydrotherapy pool to approximately the halfway point on the skimmers.

Note:

If you live in a hard water area you can fill the pool with a 50/50 mix of hard and soft water. The calcium balance should be between 250 and 500 parts per million.

6. Check for leaks:

After the DoggySwim hydrotherapy pool is full, but before turning the power on, check all the fittings and equipment in the equipment compartment for signs of leakage. If a leak is detected, except from fittings that can be hand-tightened, call your authorised DoggySwim dealer.

CONTROL PANEL OPERATIONS

CONTROL SYSTEM FEATURES

The computer based control system on DoggySwim hydrotherapy pools allow control of the water temperature and counter-current jets at the touch of a button.

HEATER CONTROL

You can set the water temperature up to a maximum of 40°C. The actual temperature of the pool water is constantly displayed on the screen. The temperature will show once the pump has been operating for 1 minute. An LED light on the panel indicates when the water heater is switched on.

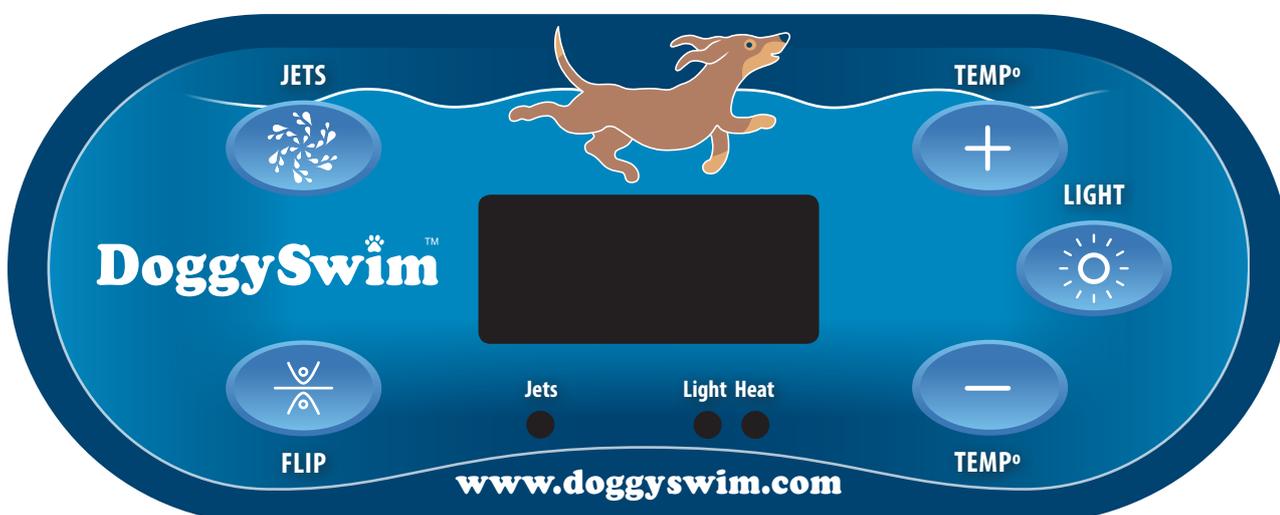
COUNTER-CURRENT JETS

The power of the jets is controlled by the lever found on the side of the pool. An LED light on the panel indicates when the jet power is switched on.

SAFETY FEATURES

The control system has multiple safety features including water flow protection, high and low voltage protection, high and low temperature protection and anti dry heating protection to guarantee the hydrotherapy pool operates safely. The control box is fully waterproof with International Protection Rating (IP) 55.

MAIN CONTROL PANEL OPERATING INSTRUCTIONS



Quick Guide to Control Panel

SYMBOLS

FUNCTION

Counter-current jets		ON/OFF, adjust jet speed a) Press once for gentle jet speed b) Press again for full jet speed c) Press again to turn off jets
Light		ON/OFF LED Lighting
Temp°+		Adjust Temperature (+)
Temp°-		Adjust Temperature (-)
Flip		Press to invert the control panel screen so that it can be read from pool side

INSTRUCTIONS FOR USE

INITIAL START-UP

PRIMING MODE

When your DoggySwim pool is first connected it will go into Priming mode which will last for up to 4 minutes and then the pool will begin to heat and maintain the water temperature and the filtration cycle will begin.

FILTRATION CYCLES

The pool is fitted with a 2.5hp two speed pump with 3 modes:

Mode 1 switches on the pump to low speed, Mode 2 switches to high speed and Mode 3 switches the pump off.

When the pool is at the correct temperature, the pool pump will be in Mode 3 (off). If the pool water temperature drops by 1°, Mode 1 is activated to allow water to pass the heater. When the correct pool water temperature is reached the pump / filtration will stop automatically.

In addition, the pool water will be circulated for 2 hours twice daily to filter and clean the water regardless of duration of pool use.

FILTRATION

The 50sq ft fine particle removal filter is quick and easy to remove for cleaning or replacing.

The filter weir also features a fur catcher membrane. The fur catcher is fitted above the filters and holds back particles such as dog hair, ensuring your DoggySwim pool always operates cleanly and efficiently.

Extra fur catchers can be purchased if needed.

FREEZE PROTECTION

If the temperature sensors within the heater detect a very low temperature then the pumps automatically activate to provide freeze protection. The pumps will run continuously or periodically depending on the conditions.

CIRCULATION PUMP

The circulation pump is provided by the Mode 1 speed setting on the pump. This operates automatically twice a day for filtration, also when heat is required and when the counter-current jets are in operation.



INSTRUCTIONS FOR USE



POOL RAMP

Assembled on delivery, the non-slip ramp can be adjusted to the correct height by adjusting the feet.

The ramp can be placed either at 90° to the pool side or alongside the pool. The ramp surface is made of wood with a non-slip covering to each section.

Care should be taken to keep the ramp clean to avoid slipping and injury to your dog when in use.

SUPPORT FRAME

The optional support frame, used in conjunction with a dog life jacket, allows your dog to be gently lowered into the pool. The dog life jacket should be fitted with two D rings; one at the dog's neck and one at the tail.

To avoid injury from your dog slipping out of the jacket whilst in the support frame, ensure the life jacket is the correct size.

We recommend 2 people operate the support frame to reduce anxiety to your dog whilst being suspended.

OPERATION INSTRUCTIONS

Entering the pool

1. Remove the pool cover, move ramp away from pool and check water temperature.
2. Fit the life jacket to your dog.
3. Connect the safety clips on the support frame to the D rings on the dog life jacket.

Support frame

Ramp

4. While one person holds and calms the dog, the other person pulls the support cables tight to support the dog's weight and ties them off at the cleat on the frame.

5. Manoeuvre the frame over the pool, gently loosen the support cables to lower your dog into the pool water. Once the dog is in the water, refasten the support cables whilst still supporting the dogs weight.

6. Never leave your dog in the pool without supervision.

7. When the dog is swimming in the pool, check it is relaxed and content and communicate with it to keep it relaxed.

Exiting the pool

When you have judged the dog has been in the pool long enough, with another person, follow these instructions:

1. While communicating with your dog to keep it relaxed, loosen the support cables from the cleat, pull the cables together and raise the dog 150mm-200mm out of the water.
2. Tie of the support cable on the cleat, and then move the frame away from the pool.
3. Supporting the dog with a towel, undo the cables from the cleat and gently lower the dog to the floor.
4. Remove clips from D rings on the life jacket, remove life jacket and then dry the dog with the towel.

TROUBLESHOOTING GUIDE

DIAGNOSTIC MESSAGES

Control Panel Message	Definition	Action required
No message on display	Power has been disconnected from the pool	The control panel will be disabled until power returns. The clock time may have to be reset after reconnection. All other pool settings will be preserved.
OHH	Overheat - the pool will have shut down. One of the sensors has detected that the heater has reached a temperature of 47.8°C.	DO NOT ENTER THE WATER. Remove the pool cover and allow the water to cool. Once the heater has cooled, reset by pushing any button on the control panel. If the pool does not reset, disconnect from the power and call your dealer for assistance.
OH5	Overheat - the pool will have shut down. One of the sensors has detected that the pool water is 43.3°C.	DO NOT ENTER THE WATER. Remove the pool cover and allow the water to cool. At 41.7°C the pool should automatically reset. If the pool does not reset, disconnect from the power and call your dealer for assistance.
ICE	Potential freeze condition detected.	No action required. The pumps will automatically activate regardless of pool status.
SnA / Snb	Pool is shut down. The sensor that is plugged into A or B as indicated is not working.	If the problem persists contact your dealer. This message may appear temporarily in an overheat situation and will disappear when the heater cools.
Sn5	Sensors are out of balance. If this message is alternating with the temperature it may just be a temporary condition. If the display shows only this message (periodically blinking the pool will have shut down).	If the problem persists contact your dealer.
HFL	A substantial difference between the temperature sensors has been detected. This could indicate a water flow problem.	Check water level in pool. Add water if necessary. If the water is at the correct level make sure the pumps have been primed. Press any button to reset.
LF	Persistent low water flow problems (will display this message on the fifth occurrence of the HFL message within 24 hours). The heater will have shut down but other pool functions will continue to operate normally.	Check water level in pool. Add water if necessary. If the water is at the correct level make sure the pumps have been primed. Press any button to reset.

TROUBLESHOOTING GUIDE

DIAGNOSTIC MESSAGES

Control Panel Message	Definition	Action required
dr	Insufficient water detected flowing through the heater.	Check water level in pool. Add water if necessary. If the water is at the correct level make sure the pumps have been primed. Press any button to reset.
dry	Insufficient water detected flowing through the heater (message displayed on the third occurrence of dry message). Pool will have shut down.	Check water level in pool. Add water if necessary. If the water is at the correct level make sure the pumps have been primed. Press any button to reset.
Pr	When your pool is first connected to power it will go into priming mode.	The priming mode will last up to 4 minutes and the pool will begin to heat and maintain the water temperature in the Standard mode.
- - - F DR - - - C	Water temperature unknown.	After the pump has been running for 1 minute the temperature will be displayed.
- - -	Temperature does not appear when pool is in Economy or Sleep mode for an extended period.	If you wish to see the current pool water temperature either switch to Standard mode or turn on 'VSP' for a minimum of 1 minute.
drn	The pump is on during Standby mode to assist in draining the pool.	Press 'VSP' to turn off the pump when the water has drained (or power-off the pool).
rE C	Hardware failure.	Contact your dealer.
PSt	Hardware failure.	Contact your dealer if message appears on more than one power-up.
C r C	Firmware install problem.	Contact your dealer if message appears on more than one power-up.
C F E	Configuration error. Pool cannot start up.	Contact your dealer.
S t U	A pump appears to be stuck on causing the water temperature to rise, possibly to a hazardous level.	DISCONNECT THE POOL IMMEDIATELY. DO NOT ENTER THE WATER. Contact your dealer.
hOt	A pump appears to be stuck on from the last time the pool was powered up.	DISCONNECT THE POOL IMMEDIATELY. DO NOT ENTER THE WATER. Contact your dealer.

TROUBLESHOOTING GUIDE

DIAGNOSTICS - OPERATION

Once commissioned, your DoggySwim hydrotherapy pool should operate normally when properly set up. If, however, you encounter operating problems please use this general guide. If this guide does not help you solve the problem please contact your dealer.

OPERATING PROBLEM	ANALYSIS	ACTION REQUIRED
The error message appears on the display panel and the pool is not operating.	<ul style="list-style-type: none"> The control system will have digital diagnostics functions which turn it off if there is something wrong with pool operations and will only restart when the problem is solved. 	Please check the error message in DIAGNOSTIC MESSAGES section on pages 10-12 and contact your dealer.
Pool can't start in any mode.	<ul style="list-style-type: none"> Power is off. Electric control failure (display shows error message). 	Check the power supply to the pool. Check the error message on pages 10-12 and contact your dealer.
Water jets turns off automatically when using the pool.	<ul style="list-style-type: none"> The default time setting has switched of the jets. The pump motor is overheating. 	Press the pump button to restart the pump. Stop running pump for 1 hour until cool and then restart the pump
The water pumps are operating but no water is coming out of the jets.	<ul style="list-style-type: none"> The water pump has an airlock. 	Try to restart the jet. Introduce water into the filter opening to clear any possible air block.
Pool water is heating slowly and / or not reaching required temperature.	<ul style="list-style-type: none"> Filter cartridge needs cleaning There is no cover on the pool creating heat loss. Heater is faulty. 	Re-set the temperature. Clean or replace the filter. Put the cover on the pool. Contact your dealer.
The power of the jets is low.	<ul style="list-style-type: none"> The jets are blocked. The water pump's air valve is not fully open. 	Check whether there are foreign bodies inside the jets. Check if water pump's valve is fully open.
The jet water power fluctuates.	<ul style="list-style-type: none"> Filter is blocked. There is not enough water in the pool. 	Check whether there are foreign bodies inside the filter. Add more water to the pool.

MAINTENANCE

WATER CHEMISTRY

Tap water that is safe to drink is not always right for your hydrotherapy pool. Normal tap water is usually filled with minerals and micro-contaminants that are not visible to the naked eye. Properly testing and treating your pool water is essential for the health of your hydrotherapy pool as well as the people that use it.

Proper chemical maintenance can control and help prevent the following:

1. Bacteria, algae and fungi, which can spread disease and infection to humans.
2. Staining and scale build-up on your hydrotherapy pool shell, equipment, and piping.
3. Clogged filters.

Note 1: When using chemicals, always follow the instructions provided on the manufacturer's labels.

Note 2: Use an accurate test kit to perform all chemistry tests.

Note 3: Never mix chemicals.

Note 4: Always add chemicals directly to the pool water, evenly spreading the chemicals over the surface. Run the filter pump for 15 or more minutes after applying any chemical.

OVERVIEW OF WATER CHEMISTRY

1. Sanitation

Sanitisers kill bacteria and keep the water clean. Effective and safe sanitisers include any of the following: STABILISED CHLORINE GRANULES OR TABLETS (sodium dichloro isocyanurate dihydrate).

Note: Trichlor chlorine tablets and/or non-dichlor granular chlorines must not be used in your hydrotherapy pool, they may damage the hydrotherapy pool, voiding your warranty.

2. Weekly shock dose

As your hydrotherapy pool is used, non-filterable wastes, including perspiration, oils etc, will build up in the water. These substances make the water unattractive in appearance and odour, and can also interfere with sanitizer effectiveness. Normal sanitation does not eliminate these waste substances but shock dosing does. Shock dosing is achieved by 'shocking' the pool water with a weekly dose of NON CHLORINE SHOCK.

3. pH Control

Proper pH balance is extremely important in controlling bacteria, providing water that's comfortable for the user, and in preventing damage to the hydrotherapy pool and its equipment. Using the scale of 0-14, pH is the measure of acidity and alkaline in the water. pH levels under 7.0 are acidic while pH levels over 7.0 are alkaline. The proper pH range for a pool is 7.2 to 7.6.

High pH levels (over 7.6) can cause the following:

Scale build-up on the hydrotherapy pool and its equipment, cloudy water, a prematurely dirty filter, and less effective chlorine sanitation. To correct high pH levels, add a pH DECREASER.

Low pH levels (under 7.4) can cause the following:

Discomfort to the user and corrosion to the hydrotherapy pool and its equipment. To correct low pH levels, add a pH INCREASER.

Note: Never use muriatic or hydrochloric acid to adjust pH as it can damage your hydrotherapy pool shell and surroundings.

4. Total alkalinity (TA)

Total Alkalinity (TA) is the measure of carbonates and bicarbonates in the pool water. Low TA can cause pH to be unstable, bouncing from one level to another, causing the water to be corrosive or scale forming to the hydrotherapy pool and its equipment. To correct low TA, add a TOTAL ALKALINITY INCREASER. High TA can cause scale build-up, cloudy water, as well as other pH problems. To correct high TA, contact your authorised DoggySwim dealer.

5. Calcium hardness (CH) 250-500 PPM

Calcium hardness (CH) is the measure of dissolved calcium in the water. Low CH (soft water) can result in staining to the hydrotherapy pool's surface as well as corrosion to the hydrotherapy pool and its equipment. To correct low CH, add a CALCIUM HARDNESS INCREASER. High CH (hard water) can cause cloudy water as well as rough scale build-up on the pool's surface and equipment. To correct or manage high CH, contact your authorised DoggySwim dealer.

6. Stain & scale control

Stain and scale problems are common in hot water environments. To help prevent and control staining and scaling, add a STAIN & SCALE INHIBITOR.

7. Foam control

Water emulsifies shampoo, soap and detergents, and combined with high water temperatures, can cause surface foaming. To prevent and control foam on the surface of the hydrotherapy pool water add a small amount of FOAM REDUCER.

MAINTENANCE

8. Clearing cloudy water

There are two basic reasons that hydrotherapy pool water becomes cloudy. First, non-filterable liquid wastes (perspiration, etc.) have contaminated the water. To remove these waste substances, shock the water (as described previously). Second, non-filterable micro-particulate wastes (dust, etc.) have contaminated the water. To remove these waste substances, use a WATER CLARIFIER.

9. Sanitising with non-chlorine shock (potassium peroxymonosulfate)

When sanitising your hydrotherapy pool with Non-Chlorine Shock you should add the correct dose directly to the hydrotherapy pool water with the jets running.

Non-Chlorine Shock will give up to, two hours of safe bathing. If you use the pool for more than two hours it will be necessary to re-dose.

On a weekly basis it is important to shock your pool with NON CHLORINE SHOCK.

Note: Use only branded Hot Tub Barn chemicals to ensure premium performance.

STARTING YOUR HYDROTHERAPY POOL WITH NEW WATER

1. As your hydrotherapy pool fills with tap water, add 10 teaspoons of STABILISED CHLORINE GRANULES, then place the floating chlorinator with chlorine tablets into the water on its lowest setting.

Note: If you live in a hard water area you can fill the pool with a 50/50 mix of hard and soft water. The calcium balance should be between 250 and 500 parts per million.

2. When the hydrotherapy pool is completely filled with water complete the following.

3. Test the Calcium Hardness (CH) of your water and adjust to 250-500ppm.

4. Test and adjust the Total Alkalinity (TA) to the range of 125-150 PPM (parts per million).

5. Test and adjust the pH to the range of 7.4-7.6.

6. After the water has circulated for approximately a quarter of an hour, retest the chlorine level in your water and add the correct amount to raise the level to between 3–5 PPM.

Start-up water chemistry is now complete. However, it may take several days for the filter to completely clear the water.

MAINTAINING POOL WATER

Sanitizer and pH Levels

It is important to test and adjust the sanitizer and pH levels of your hydrotherapy pool on a daily basis.

With each sanitizer test, adjust the floating chlorinator to let more or less chlorine into the water, keeping the chlorine level to: 3–5 PPM

Shock dose

Once a week, and when the hydrotherapy pool is not in use, shock dose the pool water by adding the following:

Add eight tablespoons of NON CHLORINE SHOCK into the pool.

Stain and scale control

Use a STAIN & SCALE INHIBITOR as per the instructions on the manufacturer's label.

Foam control

As required, use FOAM REDUCER as per the instructions on the manufacturer's label.

Cloudy water prevention and control

Use a WATER CLARIFIER as per the instructions on the manufacturer's label. If the hydrotherapy pool water is cloudy call your DoggySwim dealer for advice.

WATER CHEMISTRY TROUBLESHOOTING

Prior to each hydrotherapy pool use, check the water. If the water appears cloudy or off-colour, has significant surface foam or smells of chlorine, then there is a problem with the water and it needs to be treated or drained. Using the pool in these conditions could result in a skin rash or other irritation.

For assistance in handling water chemistry problems, consult your authorised DoggySwim dealer or another service centre capable of giving detailed advice.

DOGGYSWIM TOTAL ALKALINITY (TA) ADJUSTMENT

Additions based upon: 2.4kg Sodium Bisulphate reducing the TA by 20.00mg/L per 50.00 cubic metres
 2.0kg Sodium Bicarbonate Increasing the TA by 20.00mg/L per 50.00 cubic metres

Volume (Metre ³)	Alkalinity Effect	Chemical Addition	Total alkalinity adjustment required in mg/L									
			10	20	30	40	50	60	70	80	90	100
DOGGYSWIM												
2.082	Reduce	Sodium Bisulphate 'pH Reducer'	49.97g	99.94g	149.90g	199.87g	249.84g	299.81g	349.78g	399.74g	449.71g	499.68g
2.082	Increase	Sodium Bicarbonate 'Alkalinity Increaser'	41.64g	83.28g	124.92g	166.56g	208.20g	249.84g	291.48g	333.12g	374.76g	416.40g

MAINTENANCE

CHANGING THE POOL WATER

Depending on usage, your pool water will need to be changed approximately every 4 months or whenever your pool water becomes difficult to manage.

Steps to drain your hydrotherapy pool:

1. Disconnect electrical power supply.
2. Open door to Equipment Compartment.
3. Drain water from pool by completing the following:
 - a). Locate drain valve at floor level.
 - b). Open drain valve by twisting ball valve.
 - c). Allow to drain by gravity only.
 - d). At the end of the procedure re-close the ball valve by reversing the instructions.

Note 1: Drain water to an area that can handle the water volume of your hydrotherapy pool.

Note 2: If draining water onto vegetation, make sure that the sanitizer level (chlorine level) of your pool water is 0 PPM.

4. To clean the hydrotherapy pool shell refer to 'HYDROTHERAPY POOL SHELL CARE'.

Steps to refill your hydrotherapy pool:

1. Check that the drain valves are fully closed.
2. Close door to Equipment Compartment.
3. Refill hydrotherapy pool with tap water. Fill the hydrotherapy pool to the midway level of the skimmer in each section. The depth should be approximately 100mm down from top rim of the hydrotherapy pool.
4. Restore electrical power supply.
5. See 'Starting Your Hydrotherapy Pool with New Water' under 'Water Chemistry'.

CLEANING THE FILTERS

The filters are located inside the skimmer. Clean your skimmer after each use. Put your hand into the skimmer and remove each filter one at a time. On a regular basis it is important to remove excessive pollution and organic matter including dog fur from the filters. It is recommended that on a regular basis the filters are either cleaned with INSTANT FILTER CLEANER or allowed to soak overnight in CARTRIDGE CLEANER. In either case after degreasing use a high pressure hose or pressure cleaner to remove cleaner residue and calcium.

Filter replacement:

Replace the filters every 6 months or when necessary. Only use genuine DoggySwim filter cartridge replacements.

CAUTION: Using a brush to clean a cartridge could damage it. Commercially available cartridge cleaners may be used and can be obtained from your authorised DoggySwim dealer.

HYDROTHERAPY POOL SHELL CARE

Your DoggySwim hydrotherapy pool surface is durable and easy to clean:

Hydrotherapy pool shell surface:

For normal cleaning use WATERLINE CLEANER. Apply cleaner using a soft, damp cloth or sponge. Rinse well and dry with a clean cloth.

General cleaning:

To remove grease, oil, paint and ink stains, use 25% isopropyl (rubbing) alcohol in water.

Note 1: Never allow your hydrotherapy pool surface to come in contact with acetone (nail polish remover), nail polish, dry cleaning solution, lacquer thinners, gasoline, pine oil, abrasive cleaners or any other harsh chemical. These chemicals can damage your hydrotherapy pool shell and void your warranty.

Note 2: Avoid using cleaning agents that will leave suds in your hydrotherapy pool water.

COVER CARE

Your cover has a one year warranty.

Basic instructions are provided below. It is important that you refer to the information that came with your cover, which provides detailed information on caring for your cover and what to do to protect its warranty.

Cleaning and conditioning your cover:

On a monthly basis, complete the following:

1. Remove the cover and lay it down on a flat, clean surface.
2. Rinse the cover with a garden hose to remove any loose debris.
3. Using a soft bristle brush, clean the top (vinyl portion) of the cover with a mild solution of washing up liquid – about one teaspoon of soap to two gallons of water. Scrub the cover, using a gentle circular motion, being careful not to let any areas of the cover dry before rinsing with water.
4. Rinse the cover thoroughly and then dry with a clean cloth.
5. We recommend the use of 303 Protectant to give your cover a shiny appearance and UV protection.
6. Wipe and/or rinse any dirt from the bottom side of the cover.
7. Replace the cover and secure with cover locks.

MAINTENANCE

MISCELLANEOUS CARE

Vacuuming the hydrotherapy pool:

Debris from wind, trees and muddy paws will occasionally accumulate on the bottom of your pool. Your pool's filtration system will remove the smaller debris. Debris that is too large or too heavy for the filtration system will have to be removed by the use of a pool vacuum. If you do not have a pool vacuum, please visit www.hottubbarn.co.uk

Cleaning the scum line:

With normal use of your pool, body oils will build up on the surface of the water, sometimes leaving a scum line around the perimeter of your hydrotherapy pool shell. This scum line can easily be removed with waterline cleaner or its equivalent.

LOW-USE OR NON-USE PERIODS

At certain times of the year you may not use your hydrotherapy pool as often as expected. For these low-use or no-use periods, we recommend the following:

Low-use:

If your pool is being used less than once per month, then you may wish to lower the temperature setting by approximately 15°C. Lowering the temperature on your pool will cut your cost of operation if you are not using the pool for extended periods, however, you will need to adjust the temperature setting approximately 4 hours before each use to heat the pool to the desired level.

No use for 1-2 weeks:

If you plan to not use your hydrotherapy pool for one-two weeks, then we suggest that you not make any changes in operating your pool.

No use for 2-6 weeks:

If you plan to not use your pool for two-six weeks, then you may wish to lower the temperature setting to approximately 26°C during the No-Use period.

No use for over 6 weeks:

If you plan to not use your pool for over six weeks, then it is suggested that you take the following steps:

POOL WINTERIZATION / LONG PERIODS ON NON-USE

1. Drain the water from the hydrotherapy pool (see 'Steps to drain your hydrotherapy pool' under 'Changing your hydrotherapy pool water' in this owner's manual).
2. Drain the pool equipment. This is done by removing the drain plug from the pumps, loosening all PVC pipe unions and pump air bleed valves in the equipment compartment. On the base of the filter columns there is a drain plug which you need to unscrew.
3. Clean the hydrotherapy pool shell (see 'Hydrotherapy pool shell care' in this owner's manual).
4. Remove filter cartridge(s), clean filter (see 'Cleaning your filter' in this owner's manual), allow to dry, and then store inside your garage or home.
5. Reattach and secure cover to the hydrotherapy pool

POOL DE-WINTERIZATION

De-Winterisation is completed by reversing the above procedure and then refilling the hydrotherapy pool (see 'Steps to refill your hydrotherapy pool' under 'Changing your pool water' in this owner's manual).

Note: *If your hydrotherapy pool water is not emptied during periods of No-Use, you should test and chemically treat the water approximately once per week. Not doing so may lead to corrosion, staining and/or scaling to your hydrotherapy pool and its equipment. If there is no one available to take care of the hydrotherapy pool on a weekly basis, then it is recommended that you winterise your hydrotherapy pool as described above.*

Before requesting service from your dealer, refer to the TROUBLE SHOOTING GUIDE in this owner's manual to determine the necessary course of action. If you are not able to solve the problem using the trouble shooting guide, please contact your authorised DoggySwim dealer.

SERVICE

GUARANTEE SERVICE

If your DoggySwim hydrotherapy pool fails within the guarantee period and within the scope of its guarantee, contact your authorised dealer and schedule a service call.

Note: *Damage caused by repairs made by someone other than an authorised Riptide technician will not be covered by your warranty.*

NON-GUARANTEE SERVICE

We recommend having an authorised DoggySwim technician perform all repairs on your hydrotherapy pool that fail outside of warranty coverage or beyond the warranty period. If you are not able to use an authorised Riptide technician, we encourage you to request and use genuine Riptide replacement parts.

If you are not able to obtain service in your area, call us on 01245 265036.

For chemicals and accessories we recommend www.hottubbarn.co.uk

PURCHASE INFORMATION

YOUR HYDROTHERAPY POOL SERIAL NUMBER

PURCHASE DATE

DELIVERY DATE

Riptide Pools Limited
41 Robjohns Road
Chelmsford
Essex CM1 3AG
United Kingdom

Company No. 06356472
VAT No. 921 904 829



LIMITED WARRANTY

2 Year Structural / 2 Year Surface Warranty

DoggySwim warrants the galvanised steel sub frame not to crack or fracture for a period of five years from delivery date. Additionally, the Aristech surface material of the DoggySwim Hydrotherapy pool is warranted not to peel, crack, wrinkle, blister, yellow, efface or delaminate for a period of five years from the Exercise Pool/Hydrotherapy pool's delivery date. The Aristech surfaces are non-permeable and will not absorb odours, bacteria or pollutants.

2 Year No Leak Warranty

DoggySwim warrants the DoggySwim Hydrotherapy pool not to leak for a period of three years from its delivery date. This warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints, freeze drains and all bonded parts including the filter chamber, light lens and counter currents.

2 Year Lavaflow 3000 Warranty

DoggySwim warrants the Lavaflow 3000 heater against fault in manufacture or faulty workmanship.

2 Year UV Resistant Synthetic Wood Cabinet Warranty

DoggySwim warrants the UV Resistant Synthetic Wood cabinet material not to peel, crack, wrinkle, blister or delaminate and to be free from defects in workmanship for a period of three years from the Hydrotherapy pool's delivery date. This warranty specifically covers the cabinet's structural integrity, including all glue and integral bonded joints.

2 Year Component Warranty

DoggySwim warrants the electrical components, pumps, ozone generators, and other DoggySwim Hydrotherapy pool components against malfunction or defects in workmanship for a period of two years from its delivery date. Filter cartridges, light bulbs and cover locks are not included in this warranty, but are warranted to be free from defects in materials or workmanship at the time of delivery to the original consumer purchaser.

1 Year Trim (Tile) And Cover Warranty

DoggySwim warrants the cosmetic trim and hydrotherapy pool cover to be free from defects in materials and workmanship for a period of one year from the Hydrotherapy pool's delivery date.

Riptide Pools Limited
United Kingdom

Extent of warranty

This warranty extends only to the original consumer purchaser of the DoggySwim hydrotherapy pool when purchased and originally installed or relocated in the boundaries of the country of purchase. The DoggySwim hydrotherapy pool warranty terminates upon any transfer of ownership or if the hydrotherapy pool is installed or relocated outside the country of purchase. The customer must register their purchase with DoggySwim at the below address to benefit from this warranty.

Warranty performance

In the event of a malfunction or defect covered under the terms of this warranty, an authorised service agent of DoggySwim will repair the DoggySwim hydrotherapy pool. To obtain service, contact the authorised service agent who sold you the hydrotherapy pool. There is no charge for parts or labour to repair the hydrotherapy pool or its components. Service agents reserve the right to assess reasonable call out fees or travel based upon their individual policies. If the hydrotherapy pool is installed outside of the normal servicing area of the selling dealer, or if normal access to the hydrotherapy pool is not possible, extra travelling expenses and costs of access will be charged. These costs are not covered by this warranty.

DoggySwim maintains an extensive service network. In the event the consumer purchaser should not be able to either obtain service or satisfactory service from an authorised service agent, notify the service department of DoggySwim. Written notice of any malfunction or defect must be given within ten (10) days of the time the malfunction is discovered, and must be accompanied by the original consumer purchaser receipt of the hydrotherapy pool, which shows the date of purchase.

Notice must be given Riptide Pools Limited, 41 Robjohns Road, Chelmsford, Essex, CM1 3AG, UK Tel 01245 265036.

Acts invalidating warranty

This warranty is void if this DoggySwim hydrotherapy pool has been improperly installed, subjected to alteration, misuse or abuse, or if any repairs on the hydrotherapy pool are attempted by anyone other than an authorised representative of DoggySwim. Alteration shall include component or plumbing change, electrical conversion or the addition of any non-approved sanitation or water purification device or heating system which contributes to a component or unit failure or unsafe operating system. Misuse and abuse shall include:

any operation of the hydrotherapy pool other than in accordance with DoggySwim's printed instructions, or use of the hydrotherapy pool in an application for which it is not designed. Specifically: use of the hydrotherapy pool in a non-residential application; damage caused by the operation of the hydrotherapy pool outside the specified voltage requirements (230+ -10%) or operation of the hydrotherapy pool at water temperatures outside the ranges of 1°C and 42°C; damage caused by voltage spikes or "brown-out" conditions; damage caused by dirty, clogged or calcified filter cartridges; damage caused by the use of trichloro chlorine, chemical tablets in a floater, acid or by any other pool chemicals or cleaners which are not recommended by DoggySwim; damage caused by allowing undissolved sanitising chemicals to lie on the hydrotherapy pool surface (no hydrotherapy pool can withstand this kind of abuse); damage to components or surface caused by improper pH balance or other improper water chemistry maintenance; and damage to the hydrotherapy pool surface caused by leaving the hydrotherapy pool uncovered while empty of water and in direct exposure to sunlight (causing solar heating distress) are considered abuses and will invalidate warranty.

The standard hydrotherapy pool covers are not designed to support heavy weight loads and should not be used as a seat. In extreme cases the lid could crack and break. This occurrence is considered abuse and is not covered under this warranty.

Disclaimers

DoggySwim shall not be liable for loss of use of the DoggySwim hydrotherapy pool or other incidental, consequential, special, indirect or punitive costs, expenses or damages, which may include but are not limited to the removal of a permanent deck or other custom fixture or the necessity for crane removal. Any implied warranty shall have a duration equal to the duration of the applicable warranty stated above. Under no circumstances shall DoggySwim or any of its representatives be held liable for injury to any person, dog or damage to any property however arising.

Riptide Pools Limited
United Kingdom

To validate your manufacturer's warranty please complete the form below and send to DoggySwim, Riptide Pools Limited, 41 Robjohns Road, Chelmsford, Essex, CM1 3AG UK.



Warranty Registration Form

If possible please enclose a photocopy of the original purchase contract/receipt to negate the need for inspection on service calls.

Name: _____

Address: _____

Post Code: _____

Model: _____

Serial Number: _____

Purchase Date: _____

Place of Purchase: _____