

Coast Freshe[®]

COLD PLUNGE



Coast Freshe[®]

HOT SOAK



Coast Spas®



At Coast Spas, we are dedicated to promoting health and wellness through our hot tubs and swim spas. Our products are designed to help you relax, reduce stress levels, ease muscle tension, soothe joint pain, and enhance your cardiovascular system. We are passionate about crafting immersive experiences that enrich your quality of life, and we are committed to providing you with the most captivating and transformative well-being solutions available.

Our products are built with cutting-edge technology and unparalleled quality, which has earned us the reputation of being the “World’s Best Built Spas”. We offer a curated selection of products that are designed to elevate your overall well-being to new heights. Our champion product within this health and wellness product line is the Coast Freshe Cold Plunge. This remarkable addition is designed to help you recover faster, reduce inflammation, and improve circulation. It is perfect for anyone looking to improve their overall well-being and athletes and fitness enthusiasts.

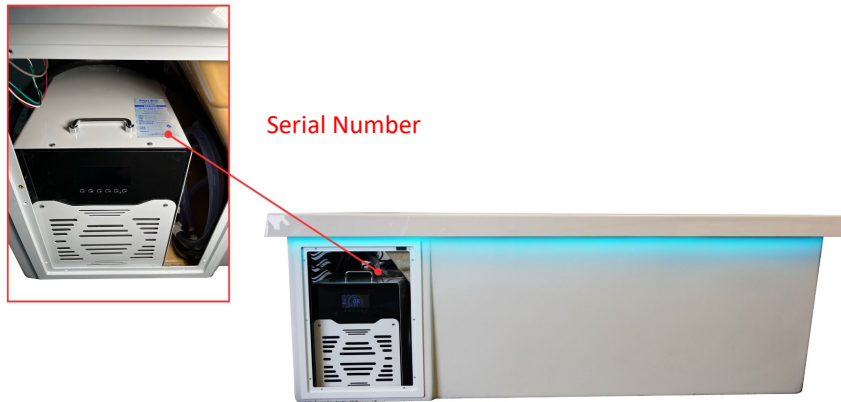
At Coast Spas, we go above and beyond industry standards to set new benchmarks. We aspire to provide you with the most captivating and transformative well-being solutions available, and we invite you to embark on a journey toward a healthier, more fulfilling lifestyle with us. Our products are perfect for year-round use, personal retreats, socializing, and entertaining. We understand that each of our customers has unique needs and desires, which is why we've designed our hot tubs and swim spas to meet a variety of needs, from relaxation and stress relief to therapy and rehabilitation.

CONGRATULATIONS!



YOU'RE ALMOST READY TO ENJOY YOUR NEW COAST FRESHE!

Before you begin to enjoying your Coast Freshe, please take a moment to submit your warranty. For registering your Coast Freshe, you will need the Coast Freshe serial number. The sample picture below will help you locate the serial number on your Coast Freshe.



You can register your Coast Freshe by using the link below. <https://coastspas.microsoftcrmportals.com/>

FOR YOUR REFERENCE

Owner name: _____

Address: _____

Contact: _____ Email: _____

Serial number: _____ Purchase Date: _____

Delivery Date: _____ Dealer Name: _____

Contact your selling dealer if you have any queries related to your Coast Freshe. Coast Spas authorized dealers are trained professionals who can assist you with parts, setup, operations, maintenance, and technical support.

DISCLAIMER: At the time of print, this manual is accurate in its information. Coast Spas reserves all the rights to change/ modify any designs and/or features without notification. To check on updates or for other information, please visit www.coastspas.com

TABLE OF CONTENTS

Coast Freshe Health and Wellness	<i>Page</i>	2
Registering your Coast Freshe	<i>Page</i>	3
Table of contents	<i>Page</i>	4
Basic information	<i>Page</i>	5
Important safety instructions and glossary of terms	<i>Page</i>	6-7
Coast Freshe general layout and specifications	<i>Page</i>	8
Coast Freshe controls	<i>Page</i>	9-12
Coast Freshe maintenance procedure	<i>Page</i>	13
Coast Spas chemicals	<i>Page</i>	14-15
Water clarity troubleshooting	<i>Page</i>	16
Coast Freshe error codes	<i>Page</i>	17
Coast Freshe How-To videos	<i>Page</i>	18
Coast Freshe troubleshooting guide	<i>Page</i>	19-20
Coast Freshe service log	<i>Page</i>	21



! PLEASE READ YOUR ENTIRE OWNER'S MANUAL BEFORE COAST FRESHE OPERATION !

Basic Information

Water Care

IMPORTANT: Caring for your water by ensuring proper chemical usage is the single most important thing you can do to keep your Coast Freshe in good condition.

WARNING: Improper chemical usage and maintenance will quickly lead to severe issues with your Coast Freshe and can affect the equipment, jets, pumps, and all other components in contact with the water. **All Coast Freshe are susceptible to damage from unbalanced water.**

Always maintain your water chemistry within the following parameters.

pH	7.2 - 7.8
Chlorine	1.0 - 3.0 ppm
Bromine	2.0 - 5.0 ppm
Total Alkalinity	100 - 120 ppm
Calcium Hardness	150 - 250 ppm

Electrical

120VAC: requires an isolated 15 Amp circuit breaker, an isolated circuit with no other appliances or lights on the circuit at any time. Extension cords are not to be used in conjunction with the operations of the Coast Freshe. Low voltage damage could result, and this is not covered under warranty.

IMPORTANT: Coast Freshe with 110V means that the jets and heater will not work at the same time.

NOTE: All components must be 120V. No 240V components allowable.

Surface

Your new portable Coast Freshe must be placed on a firm, flat, and level surface, so that the weight is supported uniformly. Wood decking or balconies must be constructed to support a total weight of 1500 lbs. Refer to the local and current building codes in your area. Should your new Coast Freshe need to go through the gate or space – restricted area, ensure you've communicated those limitations with your dealer to avoid delivery complications.

NOTE: Damage caused by alternate decking methods may void the Coast Freshe warranty. Contact your dealer if you have any questions regarding location and placement.

Transport

Your new Coast Freshe has left the factory cleaned and polished and ready to begin operation after passing our many quality and operational tests. However, depending on your location in the world, your Coast Freshe may have spent days or even weeks in transit before arriving at your home. Please ensure that before filling or operating your Coast Freshe that you check all electrical and plumbing connections are securely connected in the equipment area as they might have loosened during shipping. If any dirt has accumulated, you will want to remove with a clean cloth or sponge using warm water.

IMPORTANT SAFETY INSTRUCTIONS

READ AND FOLLOW ALL INSTRUCTIONS CAREFULLY

DANGER: Risk of Injury. The suction fittings in this Coast Freshe are sized to match the specific water flow created by the pump. Never operate the Coast Freshe 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.

DANGER: Risk of Accidental Drowning. Do not allow children to be in or around Coast Freshe. Keep the Coast Freshe cover on and locked when not in use.

DANGER: Risk of Electrical Shock. The electrical supply for this product must include a suitably rated switch or circuit breaker to open all ungrounded supply conductors to comply with section 422-20 of the National Electrical Code, ANSI/NFPA 70. The disconnect must be readily accessible and visible to the Coast Freshe occupant but installed at least 5 feet (1.5 m) from the Coast Freshe water.

WARNING: Children should not use Coast Freshe without adult supervision.

WARNING: Do not use Coast Freshe unless all suction guards are installed to prevent body and hair entrapment.

WARNING: People with infectious diseases should not use a Coast Freshe .

WARNING: To avoid injury, exercise care when entering or exiting the Coast Freshe.

WARNING: Do not use drugs or alcohol before or during the use of Coast Freshe to avoid unconsciousness and possible drowning. The use of alcohol or drugs can greatly increase the risk of fatal hyperthermia in Coast Freshe.

WARNING: Pregnant or possibly pregnant women should consult a physician before using a Coast Freshe.

CAUTION: Risk of Hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6 °F (37 °C). The symptoms of hyperthermia include drowsiness, lethargy, and an increase in the internal temperature of the body. Prolonged immersion in hot water may induce hyperthermia. A description of the causes, symptoms, and effects of hyperthermia are as follows:

- Unawareness of impending hazard.
- Failure to perceive heat.
- Failure to recognize the need to exit Coast Freshe.
- Physical inability to exit Coast Freshe.
- Fetal damage in pregnant women; and
- Unconsciousness and danger of drowning beat, Unconscious.

WARNING: Prolonged immersion in cold water may induce hypothermia. Look for several important signs indicating the different stages of hypothermia.

Mild Hypothermia: shivering, goose bumps, difficulty with complex motor skills.

Moderate Hypothermia: violent shivering, sluggish, speech problems, difficulty with fine motor skills.

Severe Hypothermia: rigid muscles, dazed, shivering has stopped, blue skin, erratic heart beat, unconscious.

WARNING: Prolonged immersion in tub may be injurious to your health.

WARNING: Do not permit electric appliances (such as lights, telephone, radio, television, etc.) within 5 feet (1.5m) of this Coast Freshe unless such appliances are built-in by the manufacturer.

WARNING: People using medication and/or having an adverse medical history should consult a physician before using a Coast Freshe.

WARNING: Do not use Coast Freshe immediately following strenuous exercise.

WARNING: Prolonged immersion in Coast Freshe may be injurious to your health.

WARNING: Maintain water chemistry in accordance with the Manufacturer's instructions.

WARNING: The equipment and controls shall be located no less than 1.5 meters horizontally from the Coast Freshe.

CAUTION: Observe a reasonable time limit when using the Coast Freshe. Long exposures at higher temperatures can cause high body temperature. Symptoms may include dizziness, nausea, fainting, drowsiness, and reduced awareness. These effects could possibly result in drowning.

CAUTION: Enter and exit the Coast Freshe slowly. Wet surfaces can be very slippery.

CAUTION: Proper chemical maintenance of Coast Freshe water is necessary to maintain safe water and prevent possible damage to Coast Freshe components. Maintain water chemistry in accordance with manufacturer's instructions.

CAUTION: Use the straps and clip tie downs to secure the cover when not in use. This will help to discourage unsupervised children from entering the Coast Freshe and keep the Coast Freshe cover secure in high-wind conditions. There is no representation that the cover, clip tie-downs, or actual locks will prevent access to the Coast Freshe.

CAUTION: For exercise, the water should not exceed 90°F (32° C).

CAUTION: If using the Coast Freshe Cold Plunge, drain the tub if the ambient temperature reaches less than 2° C to prevent damage to the chiller unit and the plumbing system, especially in winters. For Coast Fresh Hot + Cold Plunge, keep the heating at ambient temperature.

CAUTION: Turn off chiller immediately if the water is not flowing as it can cause icing to build up and damage the chiller unit.

GLOSSARY OF TERMS



FILTER: The filter cleans the Coast Freshe by passing water through a filter cartridge where debris and impurities are removed.



FLOOR DRAIN: The floor drain is covered by a grate-type cover and is utilized when draining the Coast Freshe. It also acts as the return for the ozonator. You will see bubbles emitted from this drain, which is the result of water mixing with the ozone output.



LEDs: LEDs and their special lenses can be used to achieve the desired mood lighting in the Coast Freshe.



SUCTION: During operation of the equipment, the suction works in to draw water from the bottom of the Coast Freshe through the filter, keeping the Coast Freshe sparkling clean.

COAST FRESHE COLD PLUNGE GENERAL LAYOUT & SPECIFICATIONS

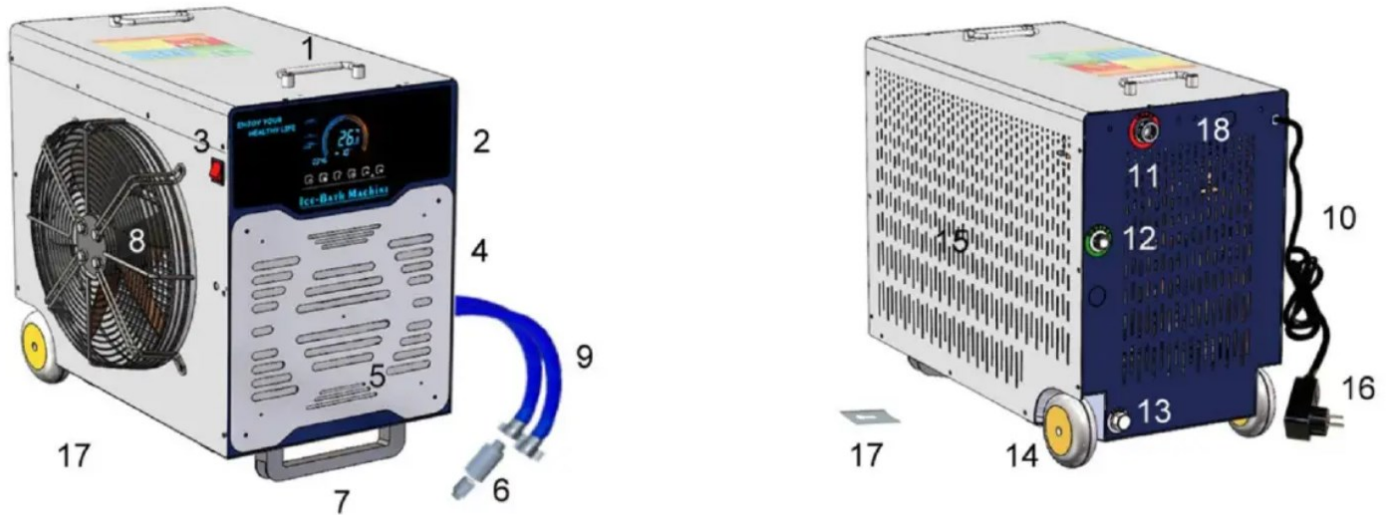


- 1. Suction
- 2. Main Light
- 3. Drain

Series	Model	Seats	Dims (cm)	Dims (in)	Capacity (l)	Capacity (US gal)	Dry Weight	Dry Weight	Wet Weight (kg)	Wet Weight (lbs)
Coast	Cold	1-2	213.36 x 83.82 x 76.2	84 x 33 x 30	295	78	120	265	877	1668
Coast Freshe	Hot + Cold	1-2	213.36 x 83.82 x 76.2	84 x 33 x 30	295	78	120	265	877	1668

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COAST FRESHE COLD PLUNGE CHILLER QUICK REFERENCE GUIDE



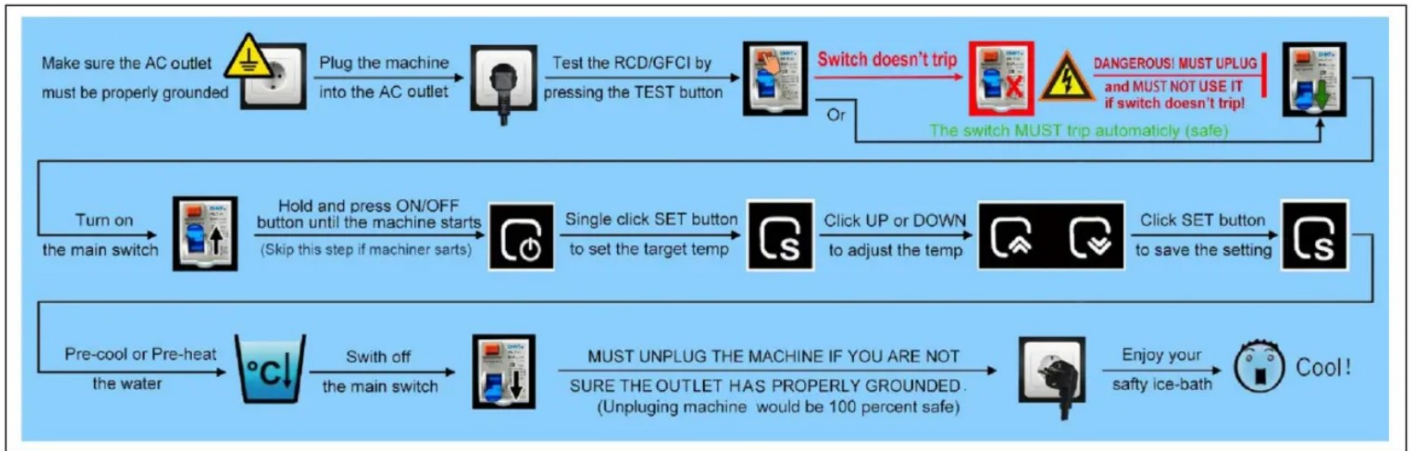
1. Carry handles: For carrying or moving the machine.
2. Control panel: For displaying the information and control the machine.
3. Power switch: For switching on/off the machine.
4. Metal cover/UV door: UV sterilizer inside the machine.
5. UV or Ozone sterilizer -Optional: inside the machine, for disinfection and sterilization of water.
6. Water strainer: To prevent the foreign things going into the water loop and damaging the machines.
7. Stander: For stabilizing the machine especially when it is working.
8. Cooling fan: For taking away the heat from the water.
9. Water hoses: For connecting and recirculating water between the machine and the bathtub or pool.
10. Power cord: For connecting the electric power from AC outlet.
11. Water outlet: For connecting the water hose to the inlet of bathtub or pool.
12. Water inlet: For connecting the water hose from outlet the bathtub or pool.
13. Drain-Optional: for drainage of wastewater in the machine, new version may not this drain.
14. Castors: For moving the machine, please lock it before turn it on.
15. Perforated air inlet: For getting the cool air into the machine.
16. RCD/GFCI: Leakage protection switch, for electrical safety, PLEASE TEST IT ONCE A WEEK AT LEAST, AND THE RCD PLUG IS NOT WATERPROOF.
17. Mounting bar on the bottom of machine-Optional: For mounting the machine on the wall by 4 sets of screws and 2 triangular wall racks just like the air conditioning mounting racks.
18. Mounting hole-Optional: for the external cartridge.



1. ON/OFF button: Press and hold it for 2 seconds to start or stop the cooling system.
2. MODE button: Press and hold it for 5 seconds to exchange the temperature units C and F (new version).
3. SETTING button: Single click it for entering the temperature setting. Single click it for confirming and returning after the parameters setting.
4. W button: Press and hold it for 5-10 seconds to cancel and setup the APP connection.
5. UP button: Click or press and hold this touch button for increasing the setting values in setting mode.
6. DOWN button: Click or press and hold this touch button for reducing the setting values in setting mode. *Press and hold the UP button and DOWN button together for 5 seconds to lock or unlock the control panel.
7. SYSTEM information: For indicating the current working status of machine.
8. DEFROST information: For indicating the current working status of defrosting.
9. MODEL information: For indicating the mode of whole system under ICE BATH, AUTO or CONSTANT
10. WATER FLOW information: For indicating the water flow (new version only).
11. WIFI information: For indicating the connection status of WIFI.
12. WATER TEMPERATURE information: For indicating the current/real temperature of water from outlet of machine.
13. SETTING TARGET TEMPERATURE information: For indicating the setting temperature.
14. CHILD LOCK information: For indicating the control panel is lock or no.

****TO SAVE ON YOUR ENERGY COST AND EXTEND PRODUCT LIFE, WE STRONGLY RECOMMEND THAT IT IS BEST TO SET THE TARGE TEMP TO BE NOT LESS THAN 5 DEGREES CELSIUS.***

****The real water temperature in the tub would be +1.5/-1 degrees Celsius of different with the temperature show on the screen because the water temperature sensor is not in the tub.***



UV and ozone working time setting.

The UV working time can't be adjusted. The ozone working time can be set. Refer to the following setting method:

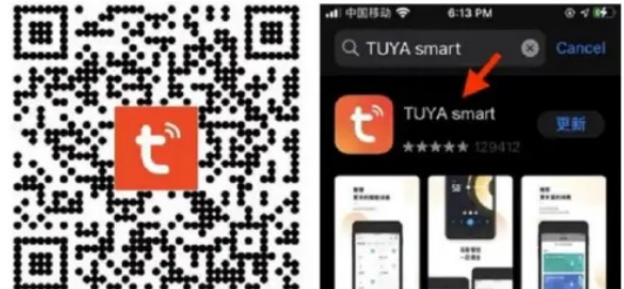
Single click button 3 "F/S" --- Press and hold button 4 "C/W" for 5 seconds (or single click it) ---Click button 5 "UP" or 6 "DOWN" to adjust the ozone working time ---- Single click button 3 "F/S" to confirm the setting - OK.

Normally, just keeping the ozone working time as short as possible, if no, the water may easy get oxidic and become yellow after treating by too much ozone if the quality of water is not so good.

Wi-Fi App

Step 1: APP INSTALLATION.

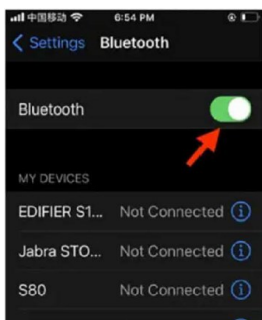
Using your smartphone to scan the QR code on the right side to download the APP named TUYA SMART, you may open it in browser to download it if it is required or search the APP name TUYA SMART on the APP store or google play store to download the APP. Install the APP in your smart phone and register your account.



Step 2: APP SETUP.

Please make sure your smartphone is connected to the WIFI-2.4G only and its Bluetooth has been on. Also please make sure your smartphone and ice-bath machine are in an same area that covered by the same WIFI-2.4 before APP setting, (please note that this ice-bath machine doesn't work under WIFI-5G.) and then setup the WIFI connection step by step as below:

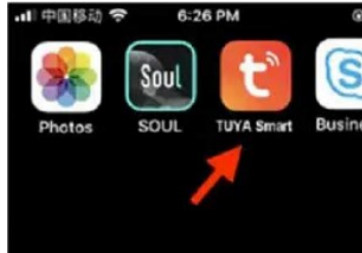
- 1 . Switch on BT
- 2 . Switch on & connect to 2.4G WIFI
- 3 . Press and hold W bottom until the beep



4. Wi-Fi icon flicking



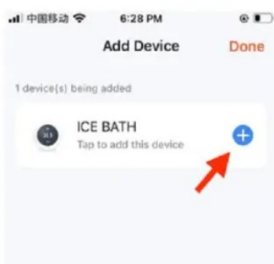
5. Open TUYA app



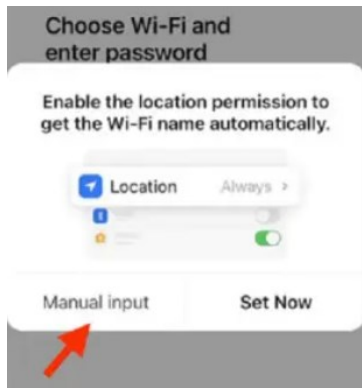
6. Click ADD button once device pops on screen



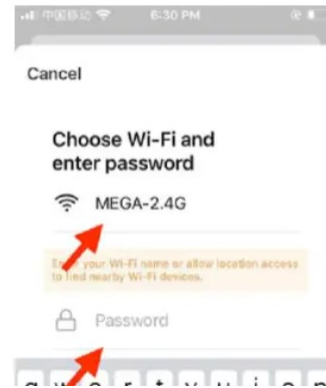
7. Click + button



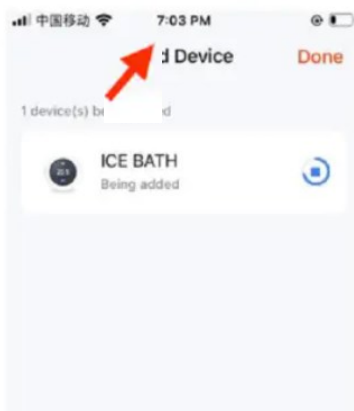
8. Click manual input



9. Enter Wi-Fi ID & Password



10. Wait of setup to complete and then click "Done" button.



11. Setup complete



COAST FRESHE COLD PLUNGE MAINTENANCE PROCEDURES

CHANGE YOUR FILTER.

(EASIEST TO DO WHEN EMPTY). IF FULL, FOLLOW INSTRUCTIONS BELOW:

1. Turn off the power before replacing the filter.
2. Turn off the ball valve by rotating it clockwise.
3. Using the filter wrench, loosen the filter canister by rotating it clockwise.
4. Remove the filter canister and discard the old filter.
5. Clean the filter canister and replace the filter.
6. Turn on the ball valve by rotating it counterclockwise.

BI-ANNUALLY OR AS NEEDED

DEEP CLEAN PLUMBING

1. Hot water must be used to deep clean the plumbing.
 - a. Hot & Cold Plunges can be turned to 104 degrees.
 - b. Cold Plunges will need to use an immersion heater.
2. Put in a teaspoon of plumbing and jet cleaner (e.g. Whirlpool tub clean).
3. Let the system run for at least 30 minutes.
4. Drain and refill.

MAINTAINING WATER CHEMISTRY

Initial set-up

1. Fill up the cold plunge with distilled or tap water. If the water contains mineral levels such that calcium deposits (scale) frequently build up on and around your faucets, it is recommended to use a prefilter.
2. On initial fill up, no chemicals are required since the water is fresh out of the tap. Chemical treatment of the water will begin after the first use or after two days (whichever comes first).

****Note:** Before using the Coast Freshe, it is highly recommended to shower with hot water without the use

of any soaps and rinse bathing suits with hot water as well. This is to ensure the removal of any creams, lotions, soaps, oils, make-up, detergents, deodorant, etc. so that these residues do not leach into the Coast Freshe water. Following this step before using your Coast Freshe will ensure a more enjoyable experience, it will increase your ease of water maintenance significantly, and keep your water fresher for longer.

Steps for adding balancing chemicals:

1. To test the water, quickly dip a test strip into the water and pull it out to observe the colour change on the strip, the colour change takes 5-10 seconds with cold water.
2. Start by assuring the alkalinity is approximately 100-120 ppm. To increase the alkalinity, add Alkalinity Booster in ½ cap increments and stir the water to make sure it dissolves.
3. Once the water alkalinity is around 100-120 ppm, check the pH and make sure it's somewhere in the range of 7.4 – 7.8. To increase the pH, add pH UP in ¼ cap increments and to decrease the pH, add pH DOWN in ¼ cap increments. It's important to add pH chemicals in small increments to assure you achieve the 7.4 - 7.8 range.

Steps for sanitizing the water:

1. Once the water is balanced (alkalinity 100 – 120 ppm, pH 7.4 – 7.8), then it's ready for sanitizing. Add ¼ cap (approximately 1 tbsp) of Harmonize after using the Coast Freshe, stir the water to assure the sanitizer dissolves and leave the cover open for 15 minutes to allow the chlorine to off-gas.
2. Maintain the Coast Freshe sanitizer (chlorine) level around 0.5 – 1 ppm when using. This will minimize skin irritation and allow for a better experience.



CHEMICALS (USA)

Coast Spas®

Coast Spas chemicals play a vital role in ensuring the longevity, cleanliness, and overall enjoyment of your hot tub or swim spa experience.

For optimal performance and to ensure the longevity of your Coast Spas Hot Tub, we strongly recommend using Coast Spas Chemicals. Our specially formulated chemicals have been crafted with the utmost precision and care, utilizing premium-grade ingredients and formulations designed to complement the unique engineering of your Coast Spas Hot Tub.

The use of alternative chemical products may lead to unintended chemical reactions, water imbalance, and possible damage to your spa's components. Moreover, it is important to note that failure to use Coast Spas Chemicals may impact your warranty coverage. To safeguard your investment and enjoy uninterrupted relaxation, trust in the quality and compatibility of Coast Spas Chemicals – the ideal choice for your Coast Spas Hot Tub.

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SCAN ME

Discover our essential products designed for **clean** and **balanced hot tub** and **swim spa water**.

HIGH QUALITY FORMULATION

Coast Spas hot tub and swim spa chemicals are designed by a team of experienced chemists who understand the unique needs of hot tubs. They are formulated to provide optimal performance and reliability in Coast Spas hot tubs, & swim spas ensuring that customers can enjoy their hot tubs for longer periods of time.

EASY TO USE

Coast Spas hot tub chemicals are designed to be easy to use and require minimal effort to maintain. This means that customers can spend less time worrying about maintaining their hot tubs and more time enjoying them.

RELIABLE AND EFFICIENT

Coast Spas hot tub chemicals are safe and effective, providing a superior user experience for customers. They are designed to work seamlessly with Coast Spas hot tubs, ensuring that customers can enjoy their hot tubs without any issues.



CHEMICALS (CANADA)

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WATER CLARITY TROUBLESHOOTING

PROBLEM	PROBABLE CAUSE	POTENTIAL SOLUTIONS
Water Odor	<ul style="list-style-type: none"> > Improper sanitization > Excessive organics in water > pH is too low 	<ul style="list-style-type: none"> > Add sanitizer > Shock with sanitizer > Adjust pH
Chlorine Odor	<ul style="list-style-type: none"> > Chloramines are too high > pH is too low 	<ul style="list-style-type: none"> > Shock with sanitizer > Adjust pH
Musty Odor	<ul style="list-style-type: none"> > Bacteria or Algae growth 	<ul style="list-style-type: none"> > Shock with sanitizer > Drain and refill water
Scale	<ul style="list-style-type: none"> > Total alkalinity is too high > pH is too high > High calcium content in water 	<ul style="list-style-type: none"> > Adjust total alkalinity > Adjust pH > Use stain and scale product
Stains	<ul style="list-style-type: none"> > Total alkalinity is too low > pH is too low > High metal content in water 	<ul style="list-style-type: none"> > Adjust alkalinity > Adjust pH > Use stain and scale product
Cloudy Water	<ul style="list-style-type: none"> > Poor filtration > pH is too high > Hardness is too high > Total alkalinity is too high > Suspended particles 	<ul style="list-style-type: none"> > Clean filter cartridge > Adjust pH > Adjust hardness > Adjust total alkalinity > Drain and refill water
Algae Growth	<ul style="list-style-type: none"> > pH is too high > Sanitizer is too low 	<ul style="list-style-type: none"> > Adjust pH > Shock with sanitizer > Adjust sanitizer level
Eye Irritation	<ul style="list-style-type: none"> > pH is too low > Sanitizer is too low 	<ul style="list-style-type: none"> > Adjust pH > Shock with sanitizer > Adjust sanitizer level
Skin Rash/Irritation	<ul style="list-style-type: none"> > Free chlorine level too high > Unsanitary water 	<ul style="list-style-type: none"> > Adjust chlorine level > Shock with sanitizer > Adjust sanitizer level

ERROR CODES

ERROR CODES	SOLUTION
FL/FU	Too much air inside the water circulating loop. Double check the water hoses, connectors, UV sterilizer, water strainer, and external filter to see if any deformation or looseness or air leaking happed. Click MODE touch button to cancel this error code and continue running the ice bath machine for several cycles, especially added the external filter and extensional hoses.
HH	Water temperature is too high. Increase the value of E2 through APP SETTING, or wait for the water temperature to return to normal if its too high. Click MODE touch button to cancel this error code.
FU:	Water flow is too little. Check the plumbing to see if any deformation happened or if the end of hose is sticking to the wall of tub. Replace the filter if not clean. Click MODE touch button to cancel this error code. AT THE FIRST USE, JUST CLICK MODE BUTTON TO CANCEL IT UNTIL THE WATER FLOW GETS NORMAL IF E3 SHOW UP, SOMETIMES SEVERAL TIMES NEEDED, IT DEPENDS ON HOW MUCH AIR INSIDE THE WATER LOOP.
AA	Temperature sensor T4 failure, fix or replace the sensor.
PA	Temperature sensor T3 failure, fix or replace the sensor.
CH2	Temperature sensor T2 failure, fix or replace the sensor.
CH1	Temperature sensor T1 failure, fix or replace the sensor.
IN	Control cord between the display to mainboard problem, reinstall it.
ICE	The temperature is less than 0 degree, drain the Coast Freshe. Press and hold the UP button for 3 seconds to eliminate alarm if the temperature higher than 3 degrees.
FE	The control cable is loose, open the top cover of house to check the control cable.
FILTER"	"Filter" flickering on display it doesn't matter, just turn off the machine for 3 min and restart it if the water flow is normal. Clean the filter or water loop, if the water flow is not normal.
BEEP	Beep always on, UV lamp failure, replace with a new UV bulb.

Coast Freshe How-To Videos



Start-up and Filling



Care & Maintenance



Filter Replacement



Draining Instructions

TROUBLESHOOTING GUIDE

1. The cooling unit can't be switched on.

- Check the condition of AC outlet.
- Reset the RCD plug (To be on safe side, don't use it anymore if the RCD plug damaged or always off and ask for help from professional)
- If the air switch in the electricity box always trips, replace a big AMP of air switch, or move the cooling unit to other AC stock because the loading capacity of electricity power is not enough.

2. The fan can't start to working, and error code FL/FU/ Version number shows up on display for over 5 mins, especially at first use. (Normally, check A-1, B-3, B-4, B-5, B-6)

- 2.1. Check the vacuum pump is working or not by hearing the intermittent voice? If no, maybe the vacuum pump broken, please contact the selling dealer.
- 2.2. If the air bubble from the outlet of hose in the water can't stop for several mins, there may be an air leakage, refer to the following solutions:
 - A. Loosen the connection of inlet of cooling unit, then block the inlet of cooling unit, if the air bubble from the outlet of hose or inlet of tub/pool can't be stopped:
 - i. Double check the surface of UV glass and O-ring and tighten the metal cap enough.
 - ii. Double check there is a gasket inside the drain cap or not? and it was tightened enough.
 - B. Loosen the connection of inlet of cooling unit, then block the inlet of cooling unit, if the air bubble from the outlet of hose or inlet of tub/pool can be stopped:
 - i. Check there is an O-ring around the water inlet or no? and it is damaged or no?
 - ii. Check the strainer cap is damaged or no?
 - iii. Check if using the right gasket and good connection of inlet hose, or no?
 - iv. If it has an external cartridge filter, check all gaskets and connections of inlet and outlet, and check the O-ring inside the top cover and the O-ring around the open edge of cartridge, then tighten the cartridge enough.
 - v. Check all gaskets and connections of outlet of tub or pool.
 - vi. Maybe the gasket damaged or deformed cause by tightening them too much.
 - vii. Check the inlet hose have a problem with air leakage or no? or exchange the hose to double check it.
 - viii. Maybe the non-return valve got stuck, loosen the outlet connection of cooling unit, and then use a small stick to pick the center point inside the inlet and install the connection again.
- 2.3. Double check there is a gasket inside the drain cap or no, and tighten it enough.
- 2.4. Double check the filter element inside the strainer was tightened enough or no?
- 2.5. If no air bubble from the outlet of hose in the water, please clean the water strainer and/or external cartridge filter after using for long time.

TROUBLESHOOTING GUIDE

3. Water flow not enough or FUE1 shows up on the display.

- i. Check the water pump is working or no by hearing the voice? If no, maybe the water pump broken, contact your selling dealer.
- ii. Clean the water strainer or/and the external cartridge filter.
- iii. It has a problem with a little bit air leakage, please refer to point 2 to solve it.

4. Low cooling efficiency

- i. Ambient temp is too high, open the door and window and air the room.
- ii. Ensure that the cover is installed properly.
- iii. Keep enough space in front of the fan, don't let the hot air go back to the air inlet of cooling unit.
- iv. Don't let the hot air from the fan blow towards to the tub or pool.
- v. Too much water, use another cooling unit with higher cooling capacity.

5. Low heating efficiency

- i. Ambient temp is too low, move your ice bath system indoor.
- ii. Ensure that the cover is installed properly.
- iii. Keep enough space in front of the fan, don't let the cold air go back to the air inlet of cooling unit.
- iv. Don't let the cold air from the fan blow towards to the tub or pool.
- v. Too much water, please use another cooling unit with higher heating capacity.
- vi. If the condenser frost too long and the defrost time is too short, please adjust the defrost time by APP or C4.

6. Display or button function got stuck or messy.

- i. Press and hold DOWN button for 5 seconds to reset the cooling unit.
- ii. Switch off the cooling unit for 3 mins, then switch it on.

7. Flicking "Filter" showed up on display it .

- i. turn off the machine for 3 mins and restart
- ii. If the water flow is normal, or clean the filter or water loop if the water flow is unnormal.

8. Temp cannot get 3°C or cooling effect is too low.

- i. Ambient temp around the chiller is too high, please air the room.
- ii. The hot air for the fan get back to the chiller, please keep the space in front of the fan is enough, 80 cm at least.
- iii. The air inlet was blocked, don't cover any air inlet and keep the space in front of the air inlet is enough, 30 cm at least.



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