

FreshWater® Smart Monitoring System DEALER FAQs

FOR DEALER USE ONLY.

Table of Contents

[OVERVIEW](#)[SYSTEM FUNCTION](#)[START-UP](#)[MAINTENANCE](#)[TROUBLESHOOTING](#)

OVERVIEW

What is FreshWater IQ?

FreshWater IQ = the FreshWater Salt System + the FreshWater Smart Monitoring System. FreshWater IQ combines the gentle cleaning power of a salt system with our patented FreshWater Smart Monitoring System technology to deliver cleaner, clearer, and more sanitary spa water with less time and effort.

The FreshWater Salt System purifies spa water with fewer chemicals and no harsh odours that could irritate eyes or skin. At the same time, the FreshWater Smart Monitoring System uses breakthrough technology to test the water every hour and provides clear instructions to the spa owner on what is needed.

What parts are included in the Smart Monitoring System?

- This patented technology was designed exclusively for use with the FreshWater Salt System, and is the only water care system that cleans, tests, and offers water care recommendations so users can spend less time maintaining their hot tub and more time enjoying it.
- The Smart Monitoring System measures Chlorine, pH, and salt (conductivity) every hour, then returns results and recommendations on the spa's control panel.
- The Monitoring System consists of a controller and a replaceable sensor.

Which spas are compatible with the IQ System?

All Hot Spring model year 2024 spas in the Highlife and Limelight Collections are compatible with the FreshWater IQ System. FreshWater IQ is not compatible with spas launched before January 2024.

What is the competitive advantage?

The Smart Monitoring System:

- Is an integrated water testing system (built into the spa).
- Works in tandem with the FreshWater Salt System.
- Is competitively priced compared to other integrated and non-integrated water testing systems.
- Requires a simple yearly sensor change (consumer accessible, no dealer assistance or service call required).
- Requires no calibration for the sensor.
- Provides more accurate readings than commercially available test strips.
- Is a highly accurate industrial salt measuring technique.
- Has more durable sensor technology than glass bulbs.

How is the system unique?

The patented technology covers:

- Multi-parameter sensor head.
- Unique parameter measurement technology.
- Consumer serviceable and easy-to-use design.
- Bartop installation and spa integration.

Why should a customer purchase FreshWater IQ (the combination of the Salt System and the new Smart Monitoring System)?

The benefits of the Smart Monitoring System are simplified spa ownership, convenience, and peace of mind. When paired with the Smart Monitoring System, the Salt System is smarter, simpler and more reliable.

A. Simplified Spa Ownership

- i. Guiding the user to the “ideal range” for their spa water parameters enables users to enjoy their spa water to its fullest capacity (soft to the skin, no hard chlorine smell).
- ii. When users maintain the “ideal water parameters,” they will see improved longevity in their spa equipment (spa cover, less corrosion, etc.).

B. Convenience

- i. Readings readily available via the top side control panel.
- ii. No guessing what your readings are (test strips are subjective).

C. Peace of mind

- i. Enter into your spa with confidence, knowing you are within the “ideal range”.

What FreshWater IQ parts come with the spa?

From 2024 on, all Highlife and Limelight Collection spas will come with the FreshWater Smart Monitoring System and Salt System housings. The Salt cartridge is factory-installed on select models.

What parts/chemicals/test strips will the dealer have to purchase individually?

Based on the spa Collection, the following may be required to purchase separately: FreshWater Salt System Start-up Kit, individual FreshWater water care products and test strips, and the new Smart Monitor Start-up Kit and Replacement Sensor.

What are the applicable FreshWater IQ retail part numbers?

<u>Smart Monitoring System Startup Kit (4/CS)</u>	<u>PN 80201</u>
<u>Smart Monitoring System Sensor (12/CS)</u>	<u>PN 80202</u>
<u>Salt System Start-up Kit</u>	<u>PN 80001</u>
<u>Salt System Replacement Cartridges 3-Pack (6/CS)</u>	<u>PN 80004</u>

What are the Smart Monitoring System service part numbers?

<u>Smart Monitoring System ready</u>	<u>PN 79737</u>
<u>Smart Monitoring System Tee Handle w/Wire Kit</u>	<u>PN 79740</u>
<u>Smart Monitoring System Housing Assembly Kit</u>	<u>PN 79741</u>
<u>Smart Monitoring System Controller Kit</u>	<u>PN 79743</u>
<u>Smart Monitoring System Hot Spring Cap Kit</u>	<u>PN 79739</u>

Can this system be retrofitted to pre-2024 models?

No.

What is the minimum sensor lifespan promised?

The sensor lifespan is up to 12 months. Many factors affect the life of the spa water, such as bather load and water chemistry. When these factors are accounted for and the spa is properly maintained, the Smart Monitoring Sensor will automatically test water and provide recommendations for up to a full year.

Does the Smart Monitoring System interact with any other devices?

The Smart Monitoring System is an independent system reporting to the spa controls. It's designed around the FreshWater Salt System and requires that the Salt System be installed and active to function correctly.

Will the Smart Monitoring System work with every water care system?

No. The Smart Monitoring System will only work with the FreshWater Salt System. Using other water chemical systems will impact the Smart Monitoring System readings and give inaccurate results.

Why is the Smart Monitoring System only functional with spas using the FreshWater Salt System?

The Smart Monitoring System was designed specifically around the salt chemistry and chlorine generation provided by the FreshWater Salt System, therefore the Salt System is needed for proper operation of the Smart Monitoring System. If other chemical systems/products are used with the Smart Monitoring System, the “chlorine reading” will report incorrect values. To guarantee the best performance, the Salt System must be operational and sanitising the water.

Why should ozone, silver ion, and MPS not be used with the Smart Monitoring System?

The chemistry behind the Smart Monitoring System will only support chlorine and salt-based chlorine systems, like the FreshWater Salt System. All other system types have different chemistries that are not compatible with the Smart Monitoring System. The oxidation potential for chlorine vs. other oxidisers is different and therefore report differently. The system is not designed or calibrated for other chemistries.

Is there a new start-up kit for spas with the Salt System factory-installed?

No additional kits will be created, all supporting items necessary are sold separately by part number.

How will dealers order salt, test strips, etc. for factory-installed FreshWater Salt?

Dealers will use the same process they do now. Salt, test strips, etc. are already sold separately. All PNs are available in Watkins Direct. There will not be any new kits created to support the FreshWater Salt System.

How will the Smart Monitoring System interact with the current spa mobile apps?

Although the apps do not currently support the Smart Monitoring System, they will continue to operate the current spa functions.

What is the warranty on each component?

- **Smart Monitoring Sensor:** No warranty, this is considered a wearable part.
- **Smart Monitoring Controller:** The controller has 2-year warranty.
- **Salt System Cartridge:** Unchanged, no warranty.
- **Salt System Controller:** Unchanged, controller has 2-year warranty.
- **Spa components fall under spa warranty.**

For the full warranty information, download the FreshWater Smart Monitoring System Start-up Kit Quick Start Guide from <https://www.hotspring.co.uk/owners/manuals-and-resources/>.

What would be a reason to turn off the Smart Monitoring system?

- If installed before the Salt System is properly installed and fully functioning.
- The Owner does not want to purchase a replacement sensor.
- The Owner does not want the system anymore.
- The Owner does not to manually remove and reinstall the non-functional plug

Does the Smart Monitoring System use a communication bus port? Will the spa have enough?

The spa control pack has two peripheral communication ports. If the factory configuration uses both ports, then a bus expander is needed to connect additional devices. If the factory configuration exceeds the two ports, then an expander will be installed in the factory. It is recommended that service technicians and installers carry extra bus expanders.

Will the water chemistry level history be stored in any way?

History of chemistry levels is not being stored.

What affects the Smart Monitoring Sensor lifespan?

- Similar to the FreshWater Salt System, operating the spa/water outside the accepted water parameters can accelerate the wear and aging of the sensor, i.e. high hardness, excessive oils, etc.
- If you are having trouble managing your FreshWater Salt System-equipped spa water today, the Smart Monitoring System will not correct fundamental operation and water condition problems. If the water is severely unbalanced, the performance of the Smart Monitoring System will be negatively affected. The guidance provided can be affected by poor water quality and therefore it is recommended to use test strips to rebalance and control the water.

Why does the Smart Monitoring System not measure additional water parameters (alkalinity and hardness) needed to maintain the spa and allow the Salt System to function correctly?

The development of the Smart Monitoring System was focused on the critical items to maintain water safety and the Salt System operation: chlorine, pH, and salt. These are the critical daily values needed to operate the spa. Other values like hardness and alkalinity are also important but change slowly and require different technology to measure. Test strips are still recommended for the FreshWater Salt System 10-Day confirmation to check and balance for alkalinity and calcium levels.

How will the spa inform the user that attention is needed?

- Spas equipped with a logo light will flash the logo light to indicate attention is needed.
- The spa control panel will provide notifications to the user to check the watercare items.

Are the water care recommendations provided by the Smart Monitoring System specific for my spa?

The recommendations are generic and not spa-specific. They are based on an average spa size and water conditions. Neither the spa details nor sufficient water quality data is available for the Smart Monitor to generate specific spa/user recommendations.

Why can't ozone be used with the Smart Monitoring System?

- Ozone is a different kind of oxidiser and will alter the Smart Monitoring System results.
- Installing ozone can alter the water flow through the Smart Monitoring System housing and result in a low flow condition.

What temperature range will the system work in?

- The Smart Monitoring System can operate in a range of 10-40 °C.
- The Smart Monitoring System is temperature compensated; however, the Salt System is not.

What if the FreshWater Salt System is not installed and someone installs the Smart Monitoring System?

There will be no access to the Smart Monitoring System on the home screen. The home screen will not display the water care icon if the Salt System is not installed.

When the sensor life is in red, what happens?

- As soon as sensor goes to red, the system will stop working and stop providing any parameter information on the home screen.
- Although all status metres will be visible, no status indicators for chlorine, pH, and salt will be present and the detail screens will not be accessible.

Will there be future improvements to the Smart Monitoring System?

Be sure to update spa software using a thumb drive. Software updates are available on the Service Portal.

How do I demo the Smart Monitoring System in the showroom?

To set up a spa with Demo mode, download and install the demo software. Then enable the Demo mode in the service menu. The FreshWater Salt System controller and Smart Monitoring System controller must be installed to view them on the control panel.

Can the Smart Monitoring System be forced to make an immediate reading?

There is no manual test request option.

SYSTEM FUNCTION

How are readings displayed?

Readings are displayed on the spa's topside control panel within the water care section.

Selecting the icon brings you to the water testing system home page where you will find graphics that display your water reading.

<u>Green</u>	<u>within range</u>
<u>Yellow</u>	<u>slightly out of range</u>
<u>Red</u>	<u>out of range</u>

How accurate are the readings coming from the Smart Monitoring System?

<u>Chlorine</u>	<u>+/- 1 ppm</u>
<u>pH</u>	<u>+/- 0.3</u>
<u>Salt</u>	<u>+/- 20 ppm</u>

What are the green/recommended ranges of the readings?

<u>Chlorine</u>	<u>1-5 ppm</u>
<u>pH</u>	<u>7.2-7.8</u>
<u>Salt</u>	<u>1500-2000 ppm sodium chloride</u>

How are the regional differences of recommended chlorine levels managed?

Can I adjust the chlorine green range?

Chlorine green range adjustment is available in the Super User menu settings.

- 1-5 ppm (default)
- 1-3 ppm
- 4-6 ppm

To adjust the chlorine green range:

<u>Highlife</u>	<u>Press and hold the "info" button in the settings menu for 6 seconds and release.</u>
<u>Limelight</u>	<u>Press and hold the "software" soft button in the settings menu for 6 seconds and release.</u>

What does the salt reading represent with the Smart Monitoring System?

The salt displayed represents the total dissolved solids (TDS) in the water. This differs from the previously recommended levels due to the way the values are measured. The test strips chemically measure only sodium chloride. The Smart Monitoring System measures all salts in the water and better represents how the Salt System sees the water. The Smart Monitoring System will typically be a higher accepted level than the test strips which have been baselined to represent the correct salt ranges for the Salt System. Therefore, no numbers are displayed for this indicator.

How do I start-up the Smart Monitoring System?

Set-up the FreshWater Salt System

- The Salt System needs to be installed and operational.
- Follow the Salt System start-up process.
- Make sure spa is maintaining the required chlorine residual before moving to next step.

Install the Smart Monitoring System

- Follow the instructions in the quick start guide or digital online owner's manual.

What is the 24-hour initialisation period?

After the Smart Monitoring System startup kit is installed and spa is power cycled, the salt, sensor, and cartridge reading will populate within 10 minutes and the spa will display "24-hour initialisation period." Chlorine and pH values will not populate for 24 hours. 24 hours after installation of the startup kit, all values (chlorine, pH, salt, Smart Monitoring Sensor, and salt cartridge) will populate. The 24-hour initialisation period will not appear again until a new sensor cartridge is installed.

How does the system know what amount of chemical to recommend in adjusting the pH?

The recommendations are predetermined amounts based on the measured pH and average spa volume and water conditions.

How does the system know how much to change the output level to adjust chlorine levels?

The recommendations are predetermined adjustments based on measured chlorine level and average spa volume and water conditions.

Will the FreshWater Salt System 10-day reminder still be active with the Smart Monitoring System installed?

The 10-day timer confirmation of the FreshWater Salt System output settings is still required. If the 10-day timer is not addressed, the FreshWater Salt System output levels will drop automatically at 15 and 20 days.

Does the Smart Monitoring System change the Salt System timers?

No, the Salt System function and timers are not affected by the Smart Monitoring System. The 10-day timer and 4-month replace cartridge timer will present on schedule, unchanged.

If a customer turns off the Freshwater Smart Monitoring System, does this affect the 12-month sensor life?

When the Smart Monitor is turned off, the 12-month clock stops as the system is not operating or running tests.

Will very high metal levels in tap/fill water affect the Smart Monitoring System?

High levels of metals affect the FreshWater Salt System operation and start-up. Metals can change the water colour, stain the shell, and deposit on the Smart Monitoring Sensor to alter its performance. Maintain the metals levels to the recommended ranges per FreshWater Salt System recommendations.

START-UP

What happens if the Smart Monitoring System is installed before the Salt System is installed and the spa started-up per the best practices?

- If the FreshWater Salt System is not installed, the Water Care menu and therefore the Smart Monitoring System will not be visible on the control panel.
- If the Smart Monitoring System and Salt System are installed and turned on, but the start-up is not complete, the Smart Monitoring System will provide inaccurate parameter data.
 - If salt has not been added or is below the low yellow level, the Smart Monitoring System will be disabled.
 - If the initial chlorine shock has not been added, oxidisers and chloramines in the tap fill water will cause the Smart Monitoring System to report incorrect levels.
- The Smart Monitoring System should be turned off until the full FreshWater Salt System start-up is complete.

Why does the Water Care menu say "Initialising" when the spa is powered up?

The spa will indicate "Initialising" until the first reading is completed after a power up. This is typically 5-10 minutes. If a new Smart Monitoring Sensor is installed, the spa will indicate "24-Hour Initialisation Period" for the first 24 hours of operation.

What is the 24-hour Initialisation Period?

When a Smart Monitoring Sensor is first installed, the spa will perform a 24-hour start-up sequence. Chlorine and pH will not be displayed until that is complete. This will also happen when the sensor is replaced.

What is the recommended water chemistry for the Smart Monitoring System?

The Smart Monitoring System requires the same water quality as the FreshWater Salt System. Conditions that affect the function of the Salt System will also affect the function of the Smart Monitoring System. It is recommended to monitor FCL, Alk, pH, hardness, phosphates, TDS, salt, cyanuric acid, and metals to address all potential causes. Use the same care and maintenance of the Salt System with the Smart Monitoring System.

System Parameter	Target	OK Range	
		Min	Max
Salt	1,750 ppm	1,500 ppm	2,000 ppm
Hardness	50 ppm	25 ppm	75 ppm
Alkalinity	80 ppm	40 ppm	120 ppm
pH	7.4	7.2	7.8
Chlorine*	3 ppm	1 ppm	5 ppm
Phosphates	<150 ppb	0 ppb	300 ppb

*Chlorine range and target may vary by country. Consult local authority.

Why do we not start-up a spa with the Smart Monitoring System active to help guide a customer in building their chlorine residual for the Salt System?

Salt needs to be added, water heated, chlorine added, and the initial water cleaned. The Smart Monitoring System will provide premature readings and incorrect recommendations as you dose daily to stabilise to a 3 ppm residual for the FreshWater Salt System. This is due to initial contamination in the fill water as well as the spa upon delivery. The spa and fill water need to be thoroughly cleaned of contamination and balanced for optimal and correct operation.

Why does the Smart Monitoring System need the FreshWater Salt System start-up process completed?

In order for the Smart Monitoring System to operate correctly and provide the best recommendations, the start-up process must be complete. The start-up process has specific actions and directions to be followed which may not match the recommendations of the Smart Monitoring System. The system is designed around a minimal salt level in the spa. If the salt level is not achieved/maintained, the Smart Monitoring System will not operate.

How long will the Smart Monitoring System give an inaccurate reading if turned on before completing the Salt System start-up process and establishing the chlorine residual?

The system will provide inaccurate readings until the FreshWater Salt System is operational and holding a chlorine residual.

It is recommended to keep the chlorine level below 5 ppm. What if the value is high?

Excessive chlorine should be avoided as it can damage the spa components. The Smart Monitoring System will recommend reducing the chlorine level when the measurement is not in the green. Middle green is a recommended level.

Which instructions should I use and in what order should I follow to start-up a new spa?

Follow the best practices in the Smart Monitoring System digital owner's manual, PN 305324, and can be found on your spa's website.

MAINTENANCE

Once the system is set up and running, what maintenance checks will be needed from the customer and with what frequency?

- This system does not replace normal maintenance checks of the spa. Maintain the water to the recommended guidelines in the spa and Salt System manuals.
- Check the water per the FreshWater Salt System 10-day timer or every 2 weeks.
- If the spa water, Salt System, and Smart Monitoring System sensor have been exposed to products not recommended by Watkins Wellness, like excessive oil-based products or cosmetics, the Smart Monitoring System performance may be impacted. The sensor electrodes, normally silver in colour, may become covered in chemical contamination and take on a brown colour or oily appearance and require replacement.

If all the parameters indicate green or yellow does that mean that there is nothing more to do or check in regard to keeping the water balanced?

Green means no changes are necessary, while yellow recommends minor water adjustments to get parameters back into green.

Continue to use 5-way test strips with the 10-day reminder or every two weeks to check and balance the water for alkalinity and calcium levels. Follow the spa manual recommendations and instructions to maintain the spa water per standard procedures for metals, alkalinity, hardness, and phosphates.

When replacing the sensor on an existing Smart Monitoring System, will the system take 24 hours to start working?

Yes, new sensors will automatically enter the 24-hour initialisation period and start showing pH and chlorine readings after that time.

What happens if the user does not want the Smart Monitoring System after it has been installed?

- The Smart Monitoring System can be removed by the user and the controller replaced by the plug on the tee handle.
- The Smart Monitoring System can be turned off in the SENSOR screen to disable it and stop testing and messaging. The dashboard will be present but the three parameters will not remain active.

What service is required of the Salt System when the Smart Monitoring System is installed?

Service as normal, maintain water in the recommended parameters, and change the cartridge when it expires. The Smart Monitoring System has no impact on the Salt System operation.

How to prevent sensor damage:

- Remove the Smart Monitoring Sensor when winterizing.
- Follow FreshWater Salt System recommendations and parameters.
- Avoid running the spa with no water flow, with the Smart Monitoring System housing in the unlocked position, or without having the Smart Monitoring System properly installed.
- Prevent high chlorine levels to avoid rusting the jet escutcheons or adding excess iron to the water, which can deposit on the sensor.

My sensor expired – what next?

Once the Smart Monitoring System sensor reaches the “yellow” portion of the life metre, it has approximately 2 months of life remaining. When it goes red, the sensor is consumed and will no longer operate or take readings. A new sensor must be installed to restart the Smart Monitoring System.

How can I clear out combined chlorine without using MPS?

Combined chlorine and chloramines can be removed with a maintenance level chlorine shock of dichlor or liquid chlorine. Excessive use of dichlor can cause cyanuric acid to build up and impact the FreshWater Salt System’s ability to maintain chlorine residual.

Can I use enzymes with FreshWater IQ?

Yes, enzymes can be used to remove oils and build-up. However, we recommend that oil-based products are not added to the spa.

When chlorine is low, what type of chlorine does the Smart Monitoring System recommend?

The recommendation will be to modify output level on the Salt System or Boost.

TROUBLESHOOTING

Are there any voltages or currents that a technician can measure when troubleshooting the Smart Monitoring System?

There are not any measurements on the controller and sensor. The handle and cable can have the terminals checked for continuity.

Why do my ranges on the control panel not match what my test strip is showing? Should I be concerned if there is a considerable difference?

The FreshWater 5-way test strips and other commercial test strips have limited accuracy and can be difficult to read, which makes them an inaccurate reference for the Smart Monitoring System. It is recommended to rely on the Smart Monitoring System for chlorine, pH, and salt values. If any values are significantly off from a reference measurement, first troubleshoot the water. Correct the salt and chlorine levels to recommended ranges which can affect the pH reading. If those values are in line, and the pH is very far off, use a test strip or water test lab to correct the water. If chlorine and/or pH are off after correction, an offset calibration can be made by your dealer.

How do I address the question of why the parameter metre indicator may not match exactly what they are reading on a test strip?

- The test strips are difficult to read and may not be accurate if not used correctly. If the Smart Monitoring System tells you to do something and a test strip does not, then follow the system.
- Test strips may be inaccurate because they are bad or due to excessive chlorine causing damage.
- If the water is severely unbalanced and dirty enough to be outside the recommended normal parameters, test strips should be used to get the water back in alignment. The Smart Monitoring System will provide recommendations based on the readings; however, due to the interaction of multiple parameters on water sensing, test strips are advised as back up if the water is very bad.
- The Smart Monitoring System is most accurate when the water is within the recommended ranges.
- Using non-salt chemistry will alter the Smart Monitoring System readings.
- It will be difficult to determine an exact match between system and test strips if readings are within recommended parameters.

How do we know if the Smart Monitoring System is giving an inaccurate reading?

The Smart Monitoring System can be impacted by many factors. Confirm silver and MPS have not been added and ozone is not installed. Although test strips are not the best reference measurement, they can be used to check the system. Unless the values are extremely off, rely on the Smart Monitoring System.

How do I calibrate the Smart Monitoring Sensor?

The Smart Monitoring System should not need calibration over the life of the sensor. However, if the sensor is exposed to water outside the recommended parameters or products like AG+ (silver nitrate) the sensor can be affected. An offset is available to adjust the chlorine and pH values. Press and hold the chlorine or pH menu button for 6 seconds and release. The offset menu will appear, and the value can be adjusted up or down as well as factory reset.

What can cause my Smart Monitoring System to read incorrectly?

- Use of AG+ and silver nitrate-containing products can permanently offset readings. Remove the silver device, drain and refill the spa, and replace the sensor.
- Use of MPS. The Smart Monitoring System is not calibrated to this type of chemistry. Stop use and allow several days for the MPS to dissipate.
- Installation of ozone. The Smart Monitoring System is not calibrated for ozone use. Remove ozone from the spa.
- Excessive use of dichlor and CYA (cyanuric acid) build up will dampen chlorine response. Drain and refill the spa.
- Very low alkalinity below 40 ppm will offset pH readings. Increase alkalinity to within the recommended range.
- Incomplete start-up process or fill water that has not been shocked following Salt System start-up process can cause an incorrect chlorine reading. Shock the water at start-up per FreshWater Salt System best practices.
- Not enough salt in the water can affect all readings. Correct the salt level.
- Low chlorine can affect pH. Correct the chlorine level before adjusting the pH.

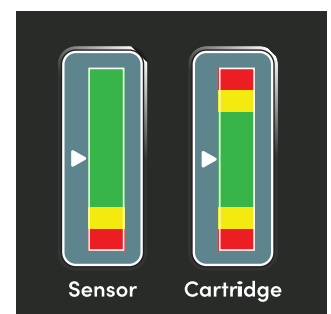
How would you describe what the Smart Monitoring Sensor and Salt System Cartridge statuses are telling us?

Smart Monitoring Sensor life status:

- Target life of the Smart Monitoring Sensor is up to 12 months.
- The value in the status bar will decrement over time with use.
- Yellow indicates that there are roughly two months of life left in the Smart Monitoring Sensor.
- Red is dead and the Smart Monitoring Sensor will need to be replaced to continue using the Smart Monitoring System.

Salt System Cartridge life status:

- The status is now representing Salt System Cartridge life with the Smart Monitoring System's data-enhanced logic.
- There are three steps down in the status - green/yellow/red.
- Red is dead. The Salt System is off-line and the Salt System Cartridge will need to be replaced.
- The Smart Monitoring System will go off-line when the Salt System is off-line.



If the Smart Monitoring System and Salt System are turned on at the same time and parameter readings are not being given after the 24-hour initialisation period is complete, what do I do?

Turn off the Smart Monitoring System until the FreshWater Salt System start-up is complete.

Ensure the correct initial amount of salt is added to the water. The Smart Monitoring System will not be operational until the minimum amount of salt has been added.

How do I access the Salt System power level on the control panel?

Press and hold the test button for 6 seconds on any control panel.

What visual physical cues are present to help troubleshoot issues with the Smart Monitoring System?

- Changes to the Salt System Cartridge surface can indicate water issues.
- The Smart Monitoring Sensor can be inspected through the small hole and dull silver lines should be visible. If they are a different colour of finish, water contamination may have damaged them.
- Silver exposure does not leave any physical trace to the sensor. Exposure can manifest in chlorine and pH values that are chronically off set by ~ 1 ppm or more.

I lost my screw for the Smart Monitoring Sensor, what do I do?

Replacement information can be found in the quick start guide and online owner's manual.

I dropped the Smart Monitoring Sensor screw in the housing, what do I do?

The screw must be removed to allow the sensor to fit into the housing and lock into place. The screw is not magnetic, therefore a long item with tape on the end can be used to retain the screw.

How can I tell if my Smart Monitoring Sensor is damaged or exposed to non-compatible chemicals?

- Readings will bounce erratically every hour.
- Chlorine or pH values are chronically off from test strip or water lab test results.

What should I do if Smart Monitoring Sensor components gets wet / dropped in spa water?

- Turn the Smart Monitoring System off via the control panel.
- Quickly remove the Smart Monitoring Sensor and rinse with water, preferably distilled water. Shake all excess water from the sensor and place in a bag of rice for 48 hours.
- While the sensor is drying, re-install the non-functional plug that originally came with the spa.



Visit the FreshWater Smart Monitoring System portal in the [Watkins Marketing Library](#) for more tools and resources.

