

MSpa After-sales Service Training

!! Service policy

Service procedure

Case study

Product introduction

Standard & Optional Parts

Tracing & Repair

Filter & Transformer

Bubble generator

O₃ generator

Heater & Temp. Sensor

PCB(**P**rinted **C**ircuit **B**oard)

Control panel

Other situations

Attachments

Questionnaire	
<p>Number of staff in your company handling MSpa after-sales service. Service/hotline(website)/parts/ repair</p>	
<p>Number of MSpa control boxes repaired by your team.</p>	
<p>Number of claims received so far. Have you record down the claim report?</p>	
<p>Number of complete set of spas returned to you. Have you tested the spa?</p>	
<p>How to avoid returning of complete set spas with failure caused by customer abuse?</p>	
<p>Time needed to repair a control box. (20 minutes?)</p>	
<p>Do you have an online warranty management system?</p>	
<p>Do you have a designated area for MSpa parts storage & reparation/testing?</p>	

Checking List for After-sales Service Files

1. MSpa service policy
2. MSpa After-sales Service Training
3. Mspa FAQs guiding
4. Mspa Spare parts consumption report (stock list)
5. Mspa Warranty service report summary (2020)
6. Service Manual (including the part catalog)
7. Checking Flow
8. Video links
9. Spare (Warranty) parts list
10. Testing pool usage instruction
11. Website suggestion

!! Service policy



MSPA AFTER-SALES SERVICE POLICY

Effective period: 2020/10/01 - 2021/09/30

1. Warranty Period to Mspa Distributors

Warranty Starting Date:

Mspa distributor/importer warranty starts from the arrival date at destination port.

For Mspa Lite/Comfort/Delight Inflatable Spa

- *Nine(9) months (including three(3) months of storage period) for the spa pool*
- *Fifteen(15) months (including three(3) months of storage period) for the electric part*

For Mspa® Premium/Urban/Muse/Frame Inflatable and Portable Spa

- *Fifteen(15) months (including three(3) months of storage period) for the spa pool*
- *Fifteen(15) months (including three(3) months of storage period) for the electric part*
- *Twenty-seven(27) months (including three(3) months storage period) for the rigid wall frame*

!! Service policy

For Service Parts including spa tub and electric parts which are used as replacement part for the Product under warranty or purchased by the end users for the Product out of warranty, ORPC provides a warranty period of ninety (90) days starting from the replacement date or the purchasing date.

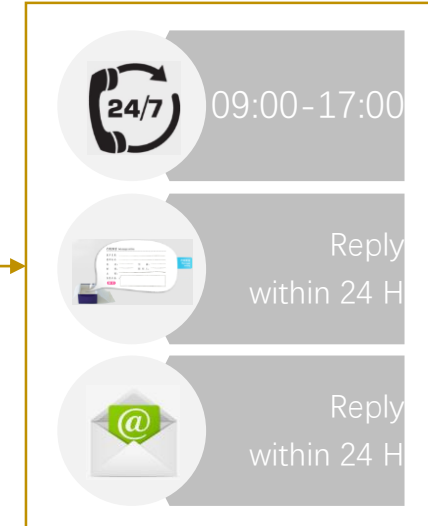
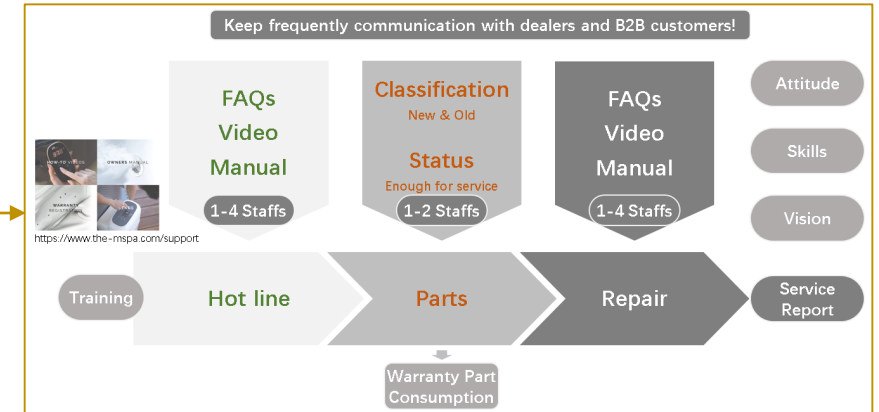
For optional spare parts such as inflatable cushion sets, ice boxes, spa covers, comfort sets, heater preservation foam mats, canopies, wicker conversation sets, wicker storage units, floating lamp, and any other small parts subject to wear normal in time or the damage of a product replaced to an unsuitable wearing can not be recognized as a manufacturing defect.

!! Service policy

2.Obligations of Mspa service partners/Distributors

ORPC authorized Mspa service partner/distributor is obliged to provide after-sales service to end consumers by taking the following activities:

- Mspa service partner/distributor shall hire salaried staffs to execute the after-sale service in the Territory.
- Mspa service partner/distributor shall equip the after-sale service staffs with necessary equipments and tools to carry out the after-sale service in the Territory.
- Mspa service partner/distributor shall set up and maintain a workshop or workshops for after-sale service testing and repairing activities.
- Mspa service partner/distributor shall establish an after-sales service hotline phone number for the customers to call for warranty or non-warranty service.
- Mspa service partner/distributor shall verify the validity of each warranty claim according to ORPC's warranty policy. Only verified valid warranty shall be honored free warranty service. Non-warranty claim shall be solved at the customers' own expense.
- If the customer has the ability and is willing to repair the Product by himself or herself, Mspa service partner/distributor shall instruct the customer to repair the warranty Products with the free replacement parts from ORPC initial stock.
- If the customer does not have the ability or the willingness to repair the Product by himself or herself, Mspa service partner/distributor shall request the customer to return the warranty Products for testing and repairing at the workshop.
- Mspa service partner/distributor is solely responsible for all the courier cost related to the Product's valid warranty after-sale service in the Territory



!! Service policy

- Mspa service partner/distributor shall avoid warranty Products to be returned to ORPC's designated FOB customers stores in the Territory by the customers for refund, by solving the customers warranty claims in an efficient and professional manner.
- Mspa service partner/distributor shall prepare monthly warranty service report in ORPC's template and submit to OPRC's after-sale service department on every second Monday of the following month.
- Mspa service partner/distributor shall maintain an accurate record of warranty spare parts consumption. Upon ORPC's request, Mspa service partner/distributor shall provide this warranty spare parts consumption record within two(2) business days.
- Mspa service partner/distributor shall maintain a good business reputation and provide survey reports of consumer satisfaction.
- No full refund or full replacement of Mspa products is allowed without verification & authorization of ORPC service team.
- Purchase and keep a certain stock of spare parts based on the claim rate for potential claims(spare parts list is attached)
- Provide daily support to solve problems effectively and smoothly through emails or phone calls
- Upon ORPC's request, Mspa after-sales service partner/distributor shall return all free spare parts sent by ORPC, which are not used or not used toward valid distributor claims warranty.

!! Service policy

3 . ORPC Warranty Obligations to Mspa service partners/distributors

As manufacturer, ORPC provides sufficient support to the authorized after-sale service partner/distributor to carry out the warranty service by the following activities:

- Provide free spare part to the after-sale service partner/distributor for valid distributor warranty claims.
- Provide and update the service manual and other technical documents regularly. Provide training on warranty policies, procedures and other technical service issues.
- Provide daily technical support to solve warranty problems effectively and smoothly through email or phone calls.
- Provide technical service training at Shanghai headquarter upon after-sale service partner/distributor's request.
- Collect, summarize and analyze the regional/territory service reports for future improvements in regards to product quality or service.

4. Ownership of the spare parts:

ORPC provides certain rates of free spare parts to Mspa distributors/ service partners with order shipment and ORPC is the owner of such free spare parts stocked in Mspa distributors/service partners' warehouse.

!! Service policy

5. Who can get free service parts?

For customers who place full container orders, ORPC provides free service parts along with the 1st container as initial stock.

For repeat order, no free service parts are to be provided, unless MSpa distributor/service partner's spare-parts replenishment application is verified and accepted by MSpa after-sales service department.

6. What are the free service parts for?

Free spare parts are only provided for service to customers within valid manufacturing warranty period.

7. What are provided as free service parts?

Mspa service partners/distributors are requested to do reparation or spare parts replacement by making full use of spare parts. Therefore, initial spare parts list consists of key components only, including filter pump, heater, bubble generator, power panel, spa liner, etc.

Apart from key electric components, one piece of control box is to be provided as a "rolling service control box". For urgent case, MSpa distributor/service partner can send this control box to end-user to replace the defective control box. After repair the returned control box, distributor/service partner can keep it in stock for future service.

!! Service policy

8. What do MSpa service partners need to do after receiving free service parts?

MSpa distributors/service partners are obligated to submit monthly warranty report and spare parts consumption report to MSpa after-sales service department.

Without timely provided report, no service parts replenishment will be honored by MSpa after-sales service department.

9. Service parts replenishment policy

For service parts replenishment, MSpa distributors/service partners shall raise a spare parts replenishment proposal and send to ORPC 45 days before expected shipment date. MSpa after-sales service department will check and confirm the qty after cross-check with regular monthly warranty report and spare-parts consumption report provided by the distributor/service partner.

If no monthly report is provided, or no sufficient proofs are provided for spare parts replenishment, MSpa distributors/service partners shall be obliged to purchase spare parts from ORPC.

Mspa service procedure

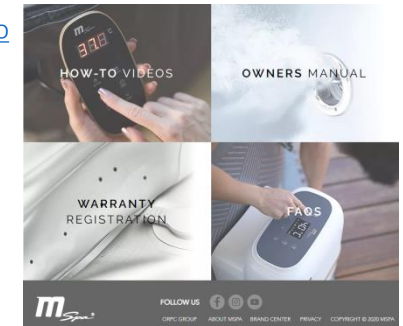
Inquiry from end customers

<https://www.the-mspa.com/support>

<https://www.the-mspa.com/faq> FAQs

<https://www.the-mspa.com/how-to>

General Setup Filter Spa Water Heating Troubleshooting Warranty Maintenance Safety



Input

- Customers send warranty request via Hotline/ Website/ Email
- Timely reply from your service team

Collection

- Guide customer to report the problem with sufficient information (DESCRIPTION/ ERROR CODE/ SERIAL NO./ INVOICE/ VIDEO/ PHOTO/PURCHASE RECEIPT)

Reasons:

1. Tracing production record, 2. Serial No. is a unique ID to verify warranty and for your team to provide trouble shooting guide per different generations/series/models.



Record down the claims

- ◆ Service Report & Spare part Consumption sheet
- ➔ To monitor product quality and replenish warranty parts

Warranty service report
 Warranty parts consumption

Solution

Provide guidance to customers on:

- Proper use / maintenance of the spa
- **How to trace fault** ➔ FAQs/ manual/ video
- Paying the shipping cost for cases reported over 30 days after purchasing
- **Disassembly & assembly of control box/ pool body**

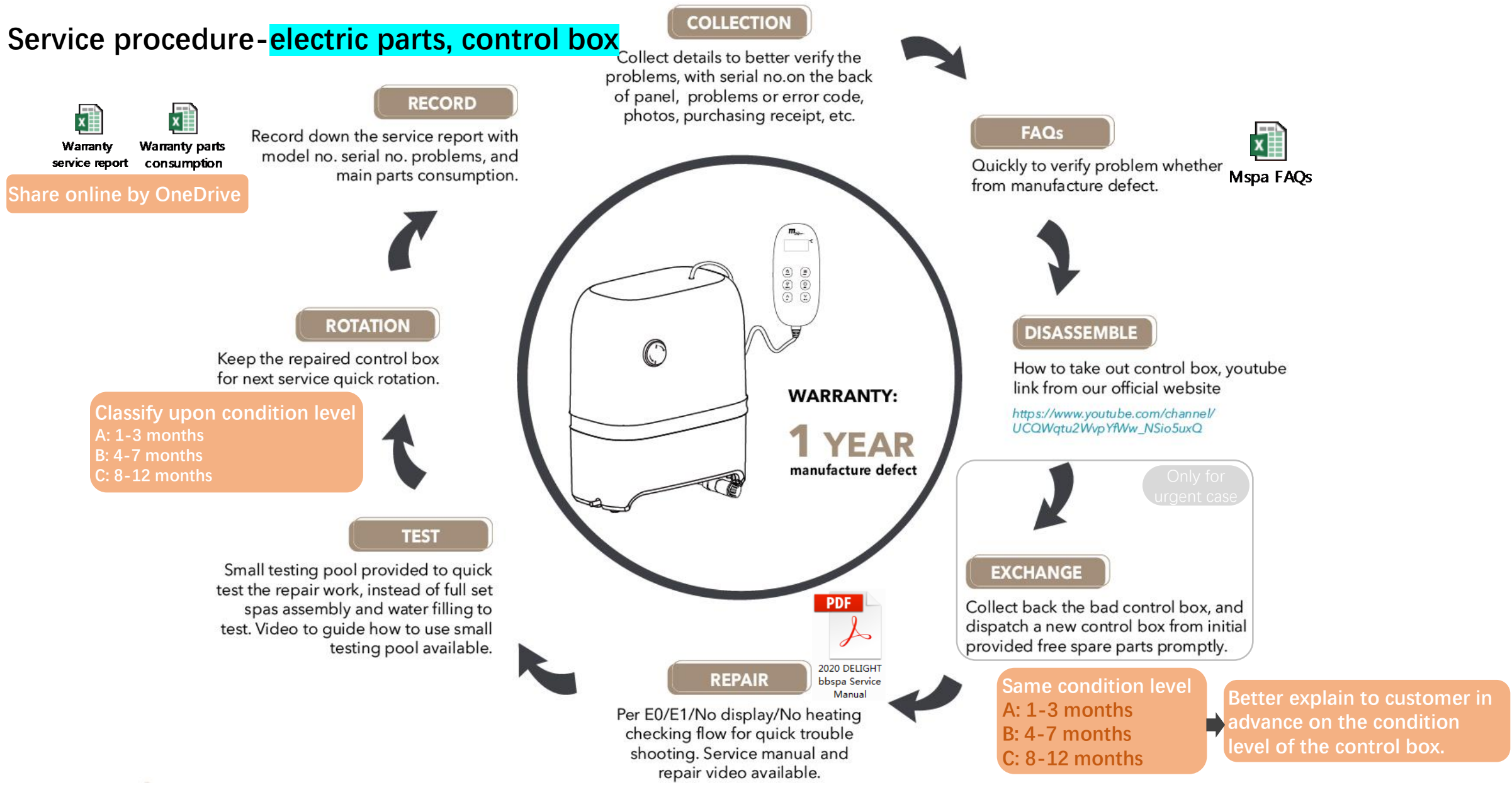
<https://onedrive.live.com/view.aspx?resid=4B3D50A6387C73D211024&ithint=file%2cxlxs&authkey=!ALs2UNdS-ot773s>

Share online by OneDrive

Item Code	Item Name	Description	Unit	Current Stock	Min Stock	Max Stock	Consumption	Consumption	Consumption	Consumption	Consumption
8888001	ORPC Dealer Spare Part Stock List										
8888002	ORPC Dealer Spare Part Stock List										
8888003	ORPC Dealer Spare Part Stock List										
8888004	ORPC Dealer Spare Part Stock List										
8888005	ORPC Dealer Spare Part Stock List										
8888006	ORPC Dealer Spare Part Stock List										
8888007	ORPC Dealer Spare Part Stock List										
8888008	ORPC Dealer Spare Part Stock List										
8888009	ORPC Dealer Spare Part Stock List										
8888010	ORPC Dealer Spare Part Stock List										
8888011	ORPC Dealer Spare Part Stock List										
8888012	ORPC Dealer Spare Part Stock List										
8888013	ORPC Dealer Spare Part Stock List										
8888014	ORPC Dealer Spare Part Stock List										
8888015	ORPC Dealer Spare Part Stock List										
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8888017	ORPC Dealer Spare Part Stock List										
8888018	ORPC Dealer Spare Part Stock List										
8888019	ORPC Dealer Spare Part Stock List										
8888020	ORPC Dealer Spare Part Stock List										
8888021	ORPC Dealer Spare Part Stock List										
8888022	ORPC Dealer Spare Part Stock List										
8888023	ORPC Dealer Spare Part Stock List										
8888024	ORPC Dealer Spare Part Stock List										



Service procedure-**electric parts, control box**



Service procedure-**spa tub**

Share online by OneDrive



Warranty service report



Warranty parts consumption

RECORD

Record down the service report with model no. serial no. problems, and main parts consumption.



ASSEMBLE

Please kindly share the installation video and control box disassemble video to the customer for new pool body exchange.

https://www.youtube.com/channel/UCQWqtu2WvpYfWw_NSio5uxQ

COLLECTION

Collect details to better verify the problems, with serial no.on the back of panel, problems, photos, purchasing receipt, etc.



FAQs

Quickly to verify problem whether from manufacture defect.



Mspa FAQs



FIXABLE

If the leaking from using problem, please kindly fix the leak per FAQ guiding.



FAQS-Mspa



NOT FIXABLE

Prompt deliver a new pool body from the initial free spare parts list to the customer for exchange.



WARRANTY:

6 MONTHS

Manufacture defect for Lite/Comfort

1 YEAR

Manufacture defect for Premium/Urban/Muse/Frame

Service procedure-Other parts

Share online by OneDrive



Warranty service report



Warranty parts consumption

RECORD

Record down the service report with model no. serial no. problems, and main parts consumption.



BLADDER

If the bladder leaking from manufacture defect, use the initial free spare parts for quick service sending.

https://www.youtube.com/channel/UCQWqtu2WvpYfWw_NSio5uxQ

COLLECTION

Collect details to better verify the problems, with serial no.on the back of panel, problems, photos, purchasing receipt, etc.

REMOVABLE PARTS

WARRANTY:

6 MONTHS
manufacture defect

PARTS MISSING

If parts missing from new opening spa, use the initial free spare parts for quick service sending.

Only for old products before 2021



ZIPPER COVER

If the zipper cover failure, we have buckle design cover and ground mat as initial free spare parts for economic service.



Buckle system

Buckle cover

If the buckle cover failure, use the initial free spare parts for quick service sending.



Case study

How to answer question on no bubbling

Subject: Faulty hot tub

Hi,
We bought and had delivered on Monday a alpine 4 man hot tub. We filled it and left it all day and night to heat and then used it once yesterday morning. The bubbles lasted the said 20 minutes but then for the rest of the day the bubble function did not work. I contacted mspa advice line (the wrong one apparently for my series number) but they advices me that the spa was faulty and were going to send me a new power pack motor for me to replace it. An engineer looked at a video I sent and confirmed the fault. When I gave them the serial number they told me they could not help and I needed to contacted you. Please find attached the video, the proof of purchase for your info.

Hi

Please keep the attached FAQs guiding for record. Below is the bubble failure trouble shooting guide.

Bubble air blower does not work	Inflation knob is in "ON" position, not turned to "OFF"	Turn the Knob to "OFF" position and turn on the bubble button again.
	Auto-off 10 minutes after it works every 20 mins	It's normal that the spa is programed to Auto-off 10 minutes after it works every 20 mins Wait for 10 mins to restart the bubble
	Bubble fails to inflatable	Take out the control box (heater/blower engine) to the local service partner a new power board & bubble generator needs to be replaced. Video guide: https://youtu.be/lhOkbOFGgWk
	Bubble function doesn't work while all other functions works	Take out the control box (heater/blower engine) to the local service partner a new bubble generator needs to be replaced. Video guide: https://youtu.be/lhOkbOFGgWk

Case study

- Recommend optional accessories for better spa experience
- How to answer question on air leaking

Hi

Please refer to my answers as below in blue:

First question is about the Alpine Delight 6 Bathers

1- What type of lid comes with this inflatable hot tub? What is the best lid to get for it to keep the heat in. Mines the 4 + 2 one.



-----> There is only one aluminium foil for the standard bubble cover. For better heat preservation, we'd suggest an extra inflatable bladder purchasing to the customer.

Please refer to the attached photos for better verify.

For the second message is there anything you can suggest for this customer to try? It's for the Tekapo Delight 6 Bathers

2- Hi, we received the hot tub which was fab service, the day after! We assembled as required and left for 20hours to inflate, which took us to Saturday, today we came outside to it find it deflated

----->If from completely new spa's leaking, would you please guide the customer to screw up and tight the air valve. Below is the trouble shooting guide for air leaking.

Spa loses air	Air valve got loosen	Screw up tight the air valve	
	Hole or puncture on the spa tub	Re-glue help or contact service partner to replace a new pool body: https://youtu.be/szF-4t0Ff5Q	

Hope you're doing well.

I've had two messages through Amazon from customers about their spas. Can you please advise on the following messages?

First question is about the Alpine Delight 6 Bathers

1- What type of lid comes with this inflatable hot tub? What is the best lid to get for it to keep the heat in. Mines the 4 + 2 one.

For the second message is there anything you can suggest for this customer to try? It's for the Tekapo Delight 6 Bathers

2- Hi, we received the hot tub which was fab service, the day after! We assembled as required and left for 20hours to inflate, which took us to Saturday, today we came outside to it find it deflated

Thank you

Case study

How to answer question on missing parts

Hi Mary,

I hope you are well!

I have a customer who ordered an alpine spa, but is saying that she is missing a Manometer, how do i go forward with this query?

Regards

Hi

We put some free spare parts list in your container together to back up the daily service. Below is the part number for manometer sending. Would you please have a check with your warehouse for the parts status? You may store them sperately for future warranty service support.

I will ask Sam to send the whole spare parts list in your 1st container tomorrow, so that you can keep them on hand for better looking into.

B9301394

SS20 new Manometer
(yellow+green+white
section)

Thank you.

Case study

What to do when filter light always on

Hi Mary,

Hope you are well, I have a customer who is saying that on her tepako, the filter light will not go off at all and just stays on.

Please could you advise me on what to do, the customer has just purchased this item a few days ago and by law has 30 days to return this item, so I will need to give a response within 24 hours to the customer, I will send you over a attachment of the customers message.

Regards

Hi

I reviewed the message from the end consumer. This is normal working for the spa if working with heater together. When the heating function is turned off, filtration will be stopped after 30 seconds. Hope that clarfirs for you? Here attached the Mspa service manual for your study also.



Heater Button: Press HEATER button to start or stop heating.

The filter will automatically be running for 15 seconds to test the working condition once the HEATER function is started. If there is no abnormality, the heater will keep working until the water temperature reaches the set value. After the water temp is lower than the set temp, the heater will restart to heat the water automatically. The HEATER button displaying red means that the heating system is activated. The HEATER button displaying green means that the system is at rest and keeping the water in set temp.



Filter Button: Press FILTER button to turn the function on/off. The light of FILTER button display green when activated.

NOTE: Filtration cannot be turned off when heating function is on (whether the heater is running or at rest) . When the Heating function is turned off, Filtration will be stopped after 30 seconds. Filtration function can be then activated separately.

NOTE: Auto-filtration system automatically activated every 4 hours.

Product Introduction

Product Map

Constructions & Functions

FRAME SERIES



MONO 6P



TUSCANY 6P

MUSE SERIES



CARLTON 6P



OTIUM 6P

URBAN SERIES



NEST 2P



AURORA 6P



RIMBA 6P



VITO 6P

PREMIUM SERIES



EXOTIC 4P/6P



CAMARO 4P/6P



SOHO 6P

COMFORT SERIES



TEKAPO 4P/6P



BERGEN 4P/6P



OTTOMAN 6P

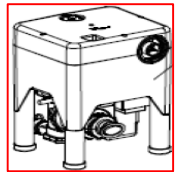


STARRY 6P

Product Instruction

Product Map

Functions & Constructions



FRAME
SERIES



All-in-one
Control Box



Heat Tech



Variable-speed
Bubble



O₃ Ozonator



UVC
Sanitizer



Energy
Saving Timer



Smart
Filtration



Children
Safety Lock



Anti-icing
System



Antibacterial
Fabric

MUSE
SERIES



Wired
Controller



Heat Tech



Variable-speed
Bubble



Hydro
Jets



O₃ Ozonator



UVC
Sanitizer



Energy
Saving Timer



Smart
Filtration



Children
Safety Lock



Anti-icing
System



Antibacterial
Fabric

URBAN
SERIES



Wired
Controller



Heat Tech



Variable-speed
Bubble



O₃ Ozonator



UV
Sanitizer



Energy
Saving Timer



Smart
Filtration



Children
Safety Lock



Anti-icing
System



Antibacterial
Fabric

PREMIUM
SERIES



Wired
Controller



Heat Tech



Variable-speed
Bubble



O₃ Ozonator



Energy
Saving Timer



Smart
Filtration



Children
Safety Lock



Anti-icing
System



Antibacterial
Fabric

COMFORT
SERIES



Wired
Controller



Heat Tech



Air Jet
Bubbles



UV
Sanitizer



Energy
Saving Timer



Smart
Filtration



Children
Safety Lock



Anti-icing
System



Antibacterial
Fabric



Specification

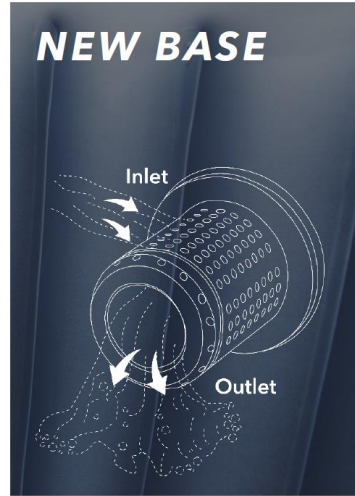
FRAME SERIES	MUSE SERIES	URBAN SERIES	PREMIUM SERIES	COMFORT/ Lite SERIES
• Heater	• Heater	• Heater	• Heater	• Heater
• Massage Air Blower (3 levels)	• Massage Air Blower	• Massage Air Blower	• Massage Air Blower	• Massage Air Blower
• Filter Pump	• Filter Pump	• Filter Pump	• Filter Pump	• Filter Pump
• Integrated Ozone Generator (EU Only)	• Integrated Ozone Generator	• Integrated Ozone Generator	• Integrated Ozone Generator (EU Only)	
• UVC	• UVC	• UVC		• UVC
	• Jet Pressure			

2021 Lite/Comfort

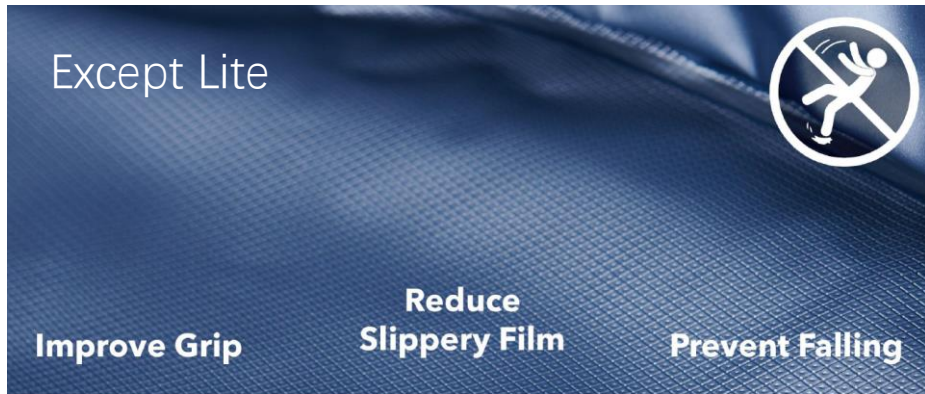
Product Instruction

Catalog

Functions & **Constructions**



New Upgrade



Regular bump texture provides additional friction.



Effectively reduce the greasy film and scale formed by microorganisms.



Delight as always. Safer than ever.

ORPC

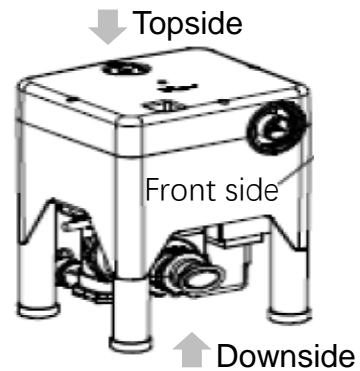


Product Instruction

Catalog

Functions & **Constructions**

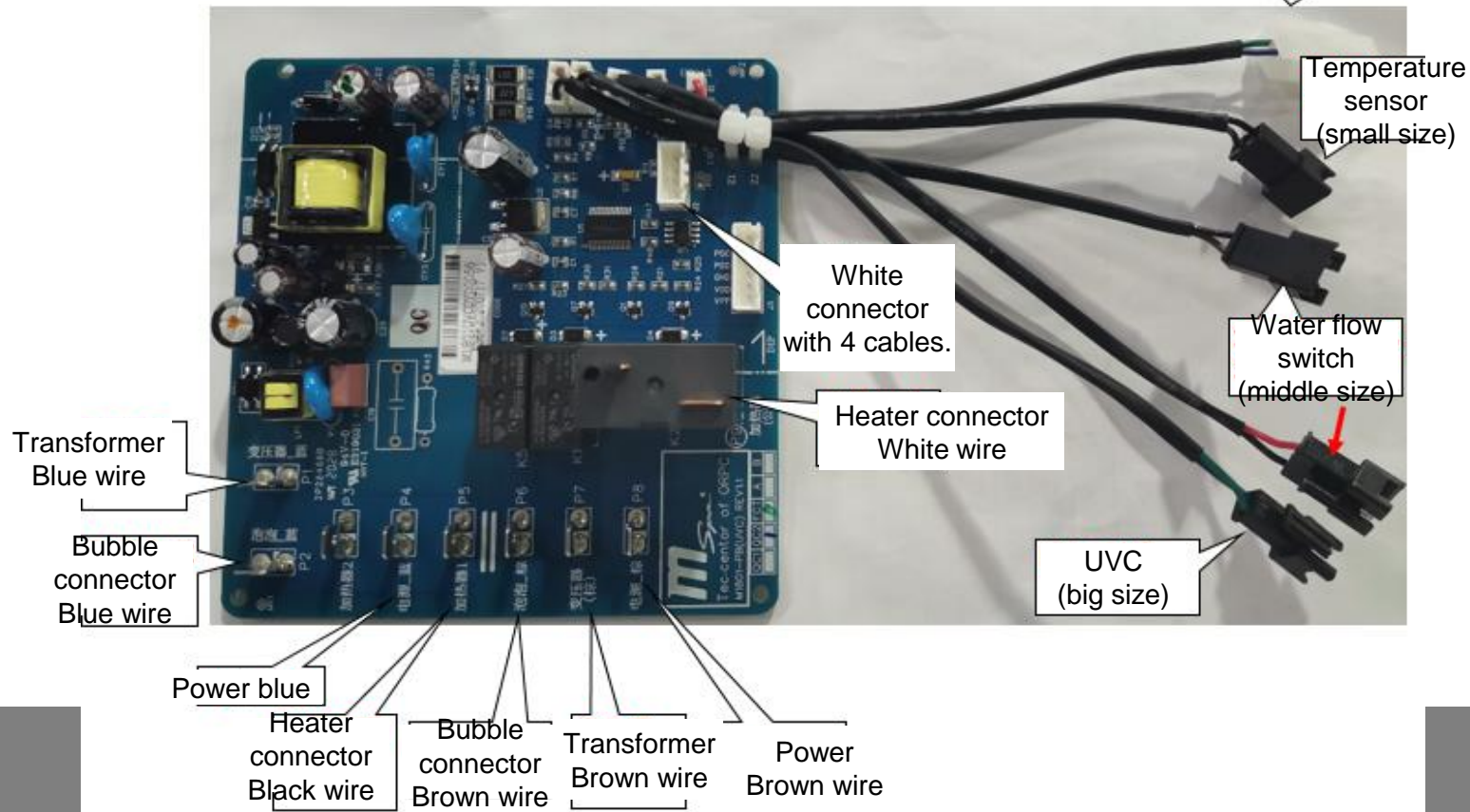
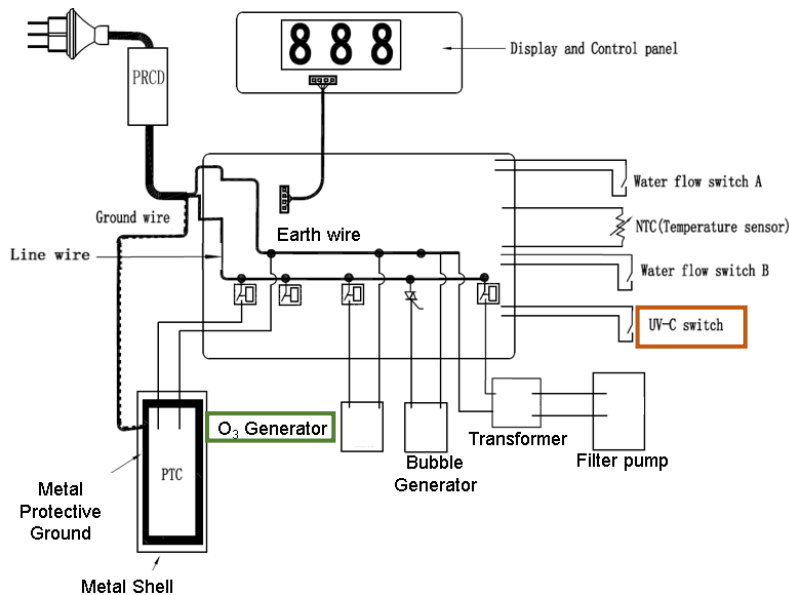
Main parts of the MSpa (Frequent quick-wear parts)			
Part Name	Pcs	Part Name	Pcs
• PCB	1	• Transformer	1
• Heater (protector)	1	• Filter Pump	1
• PRCD/GFCI	1	• Flow Switch	2
• Temperature sensor	1	• O3 Generator	1
• Bubble Generator	1		
• UVC	1		



Specification	
PREMIUM SERIES	COMFORT/ Lite SERIES
• Control System	• Control System
• Heater	• Heater
• Massage Air Blower	• Massage Air Blower
• Filter Pump	• Filter Pump
• Integrated Ozone Generator (EU Only)	
	• UVC

This terminal is only for Delight

Input: 220VAc/50Hz



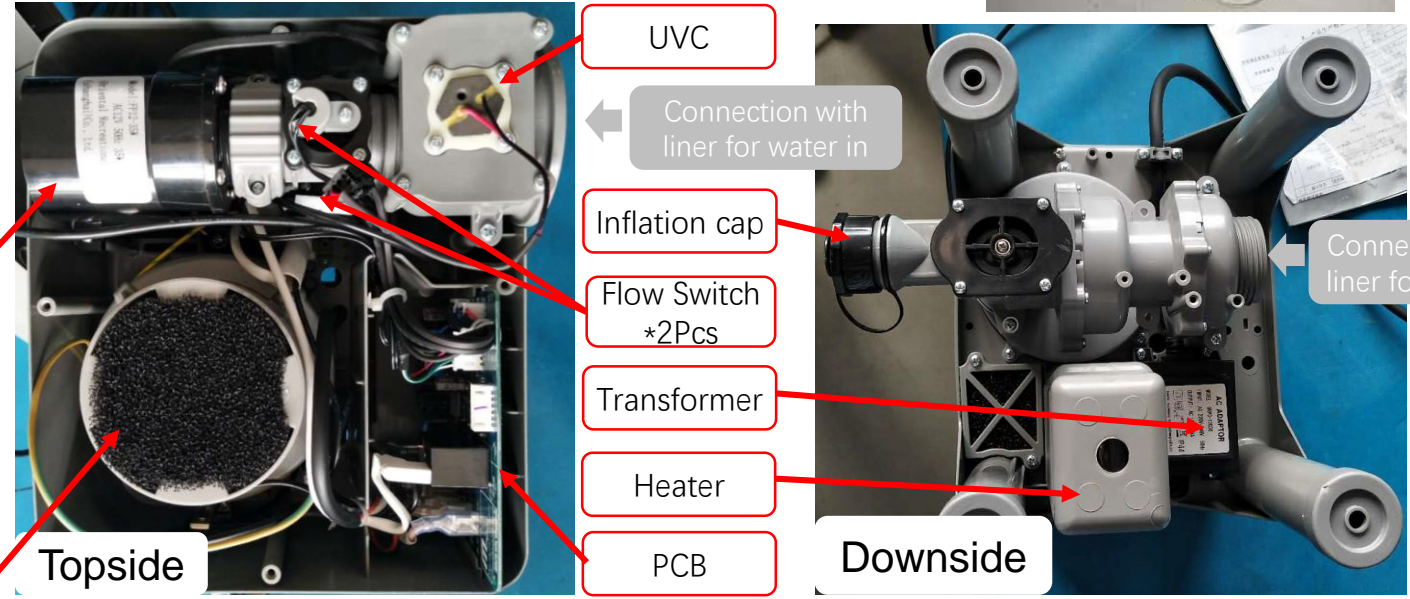
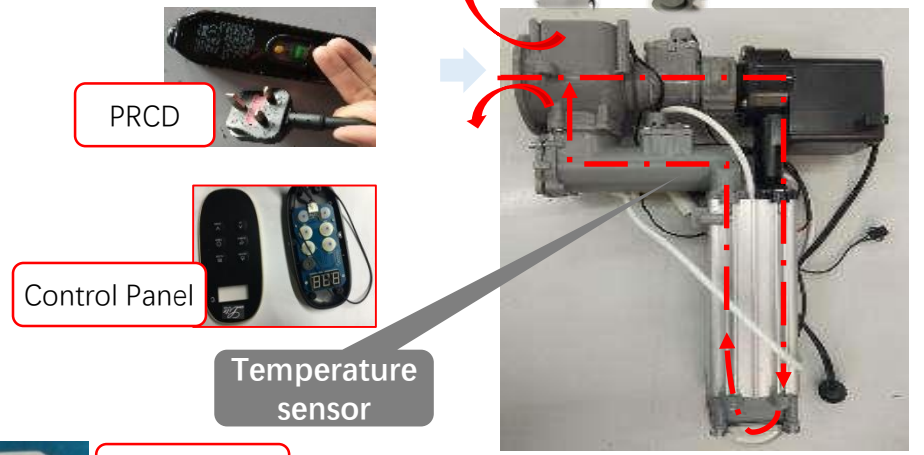
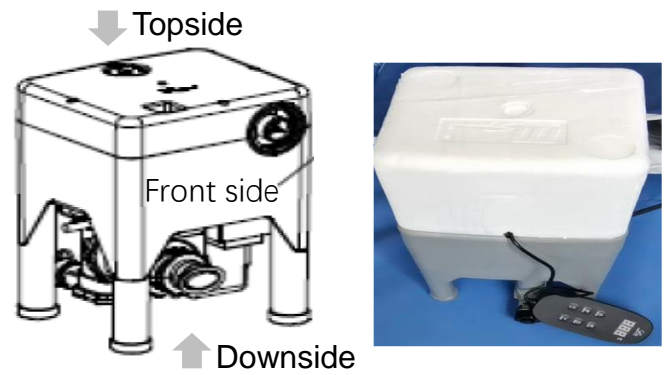
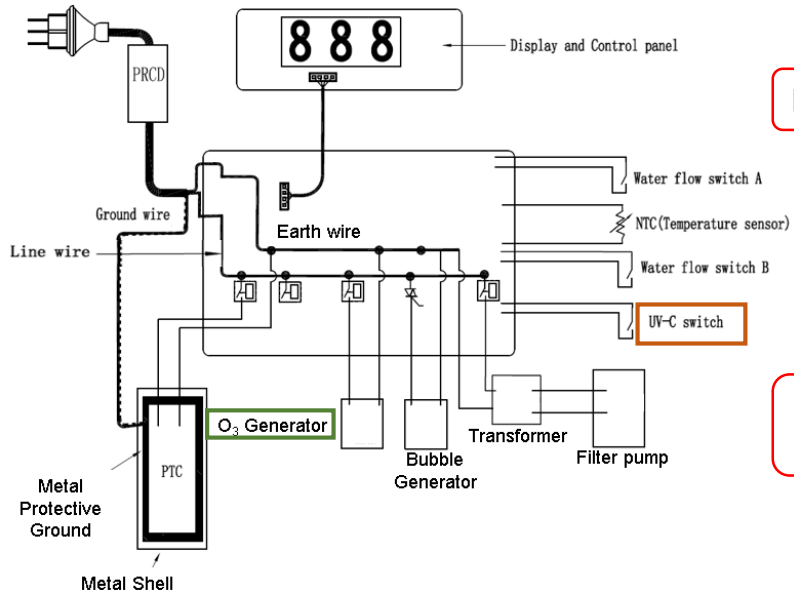
Product Instruction

Catalog

Functions & **Constructions**

Main parts of the MSpa (Frequent quick-wear parts)			
Part Name	Pcs	Part Name	Pcs
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• Heater (protector)	1	• Filter Pump	1
• PRCD/GFCI	1	• Flow Switch	2
• Temperature sensor	1	• O3 Generator	1
• Bubble Generator	1		
• UVC	1		

Input: 220VAc/50Hz

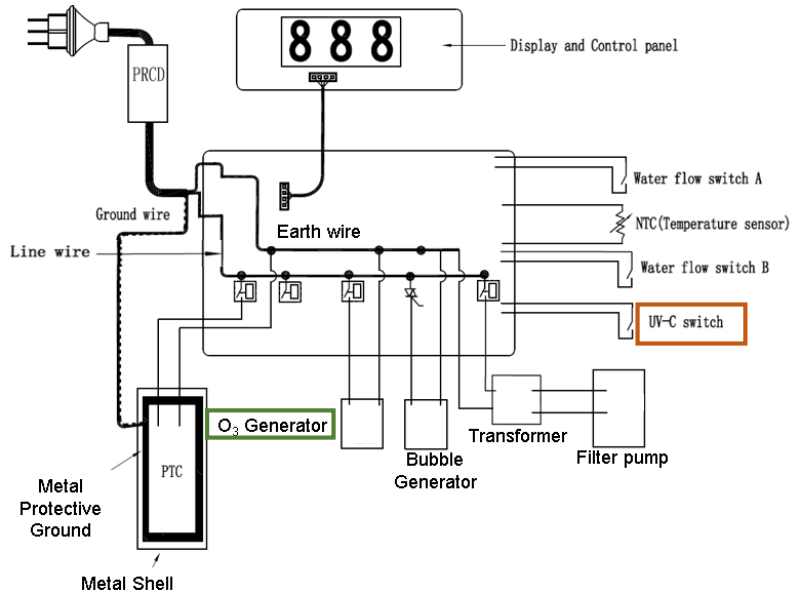


Product Instruction

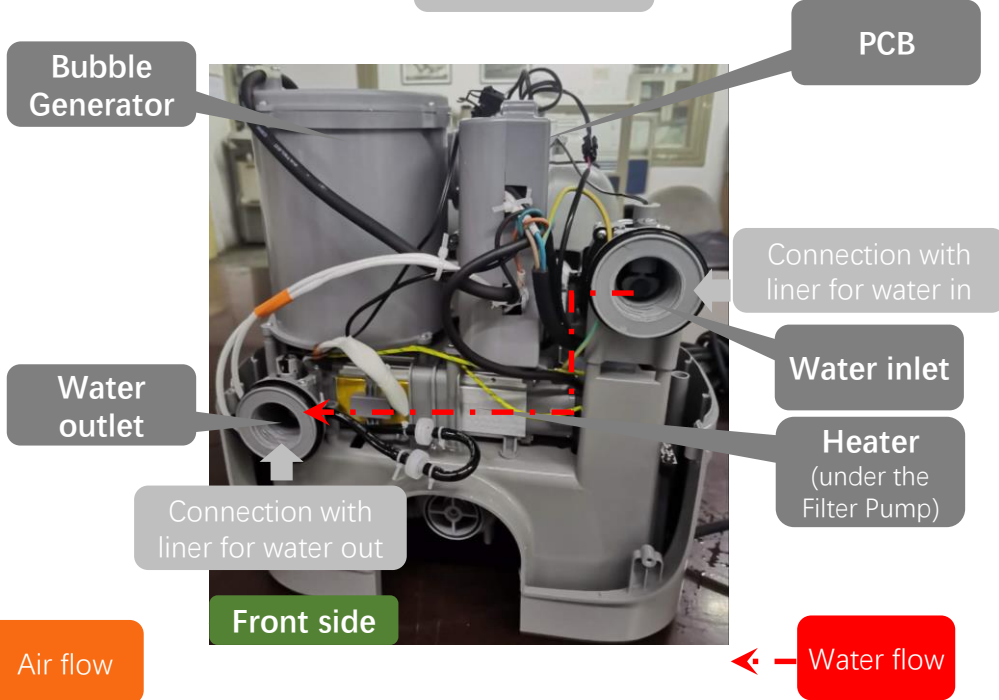
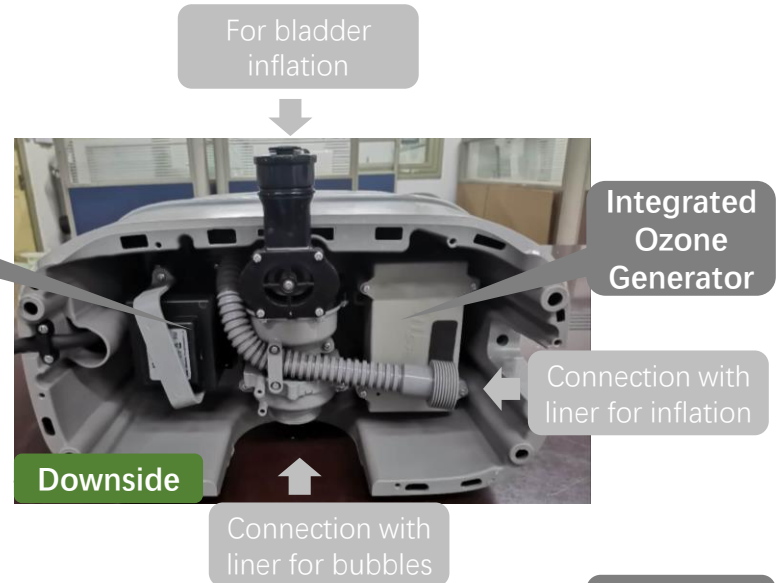
Catalog Functions & Constructions

Main parts of the MSpa (Frequent quick-wear parts)			
Part Name	Pcs	Part Name	Pcs
• PCB	1	• Transformer	1
• Heater (protector)	1	• Filter Pump	1
• PRCD/GFCI	1	• Flow Switch	2
• Temperature sensor	1	• O3 Generator	1
• Bubble Generator	1		
• UVC	1		

Input: 220VAc/50Hz




- Flow Switch *2Pcs
- Transformer
- Filter Pump
- Temperature sensor



Product Instruction

Catalog

Functions & **Constructions**



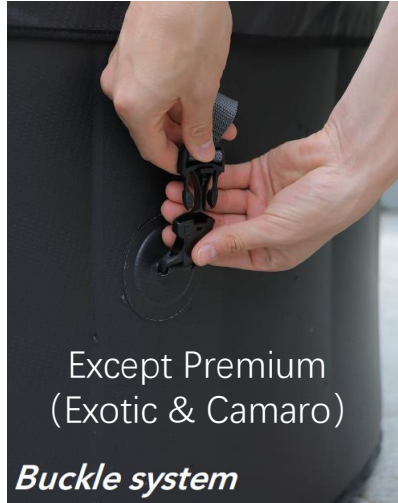
Improve Grip **Reduce Slippery Film** **Prevent Falling**

Regular bump texture provides additional friction. >>> Effectively reduce the greasy film and scale formed by microorganisms. >>> Delight as always. Safer than ever.



UV-Sanitizer
A SPA KILLS 95% BACTERIA & PATHOGENS

New Upgrade



Except Premium (Exotic & Camaro)
Buckle system



Minimum Water Line
NEW FILTER CARTRIDGE



Additional Pocket for Storage

Product Instruction

Catalog

Functions & **Constructions**

M-ONE AUTO INFLATION

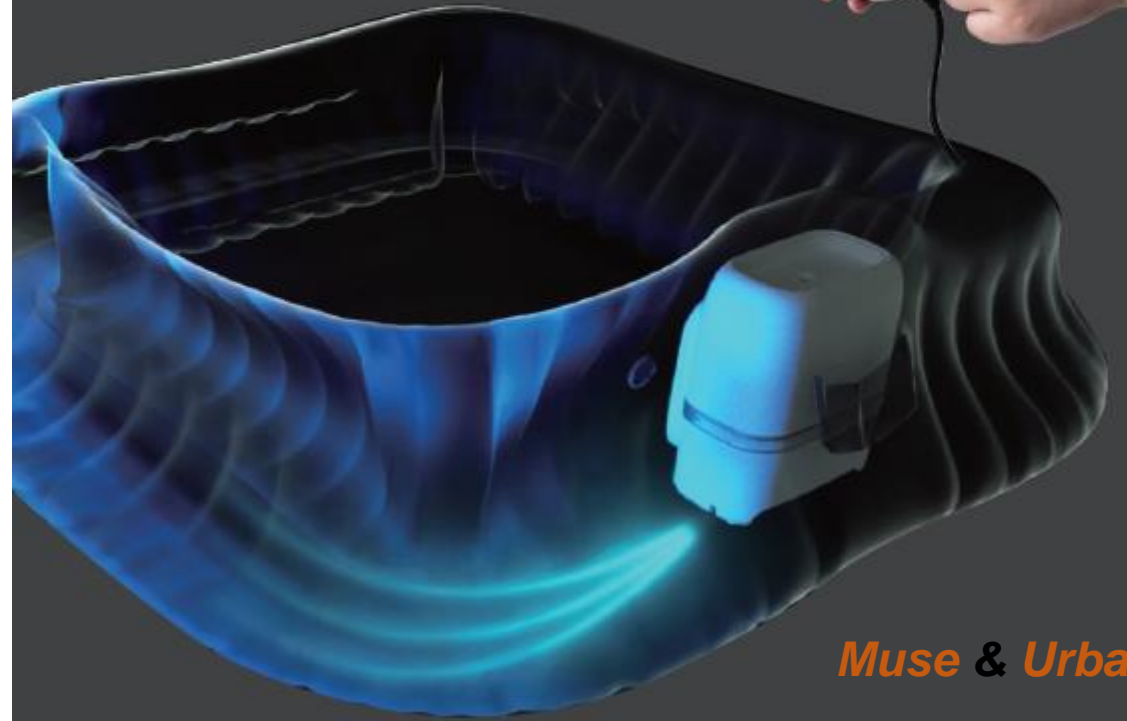
From simpler to the simplest

This is a truly innovation that makes MSpa the only inflatable hot tub that will get people satisfied before stepping into it.

From unboxed to well installed, the only thing you need to do, is to press the button for just one time. The spa will automatically start and stop inflation. You are free to leave the spa, treat yourself with a cup of coffee, send a twitter, make a phone call, or whatever you want to do.



The integrated gauge will constantly monitor the air pressure and stop inflation automatically when ideal pressure level is reached. No need to read the manometer. No risk of over inflation.



Muse & Urban

Product Instruction

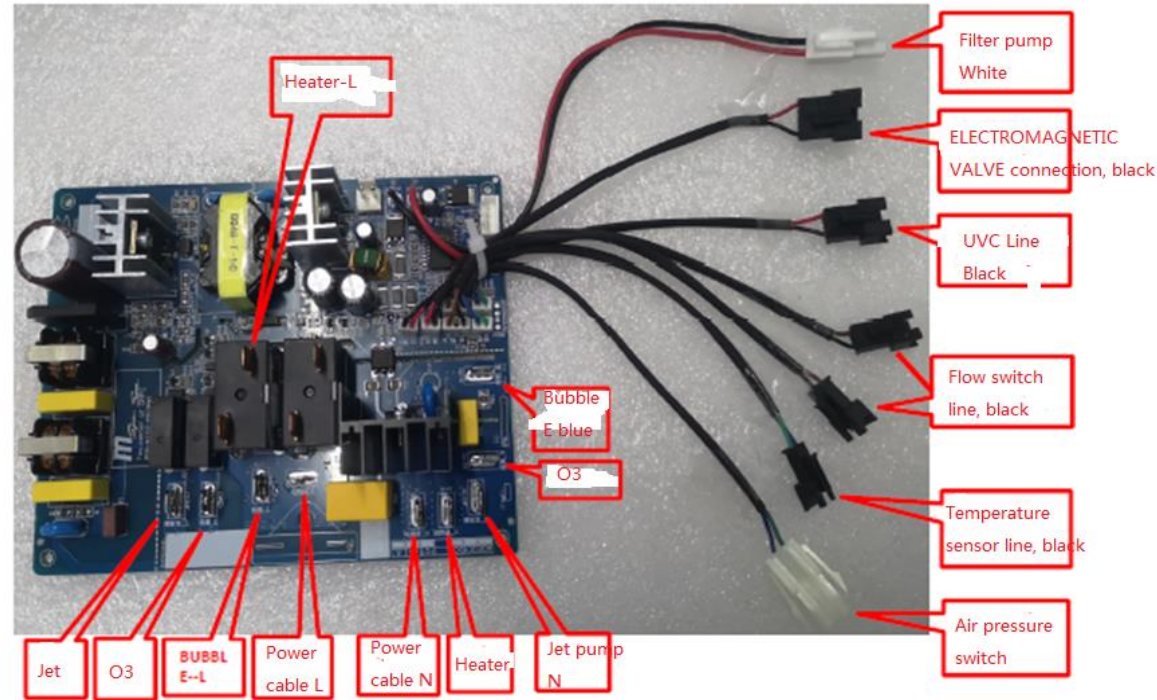
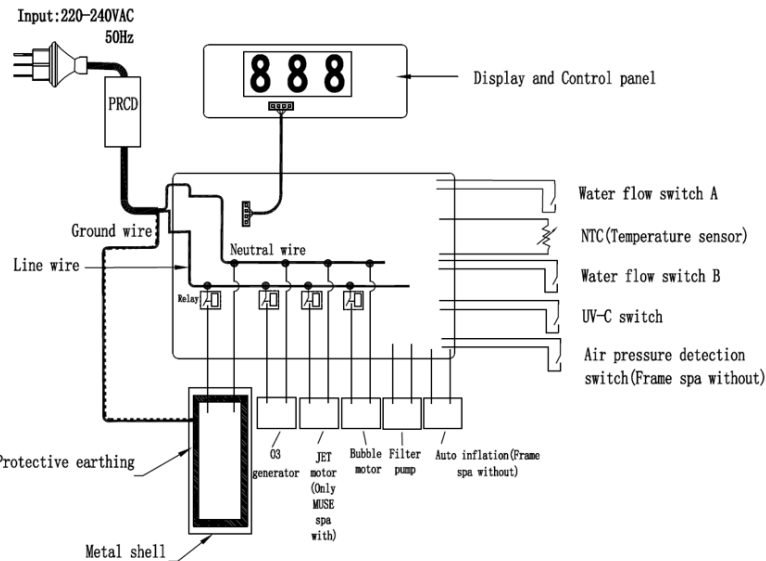
Catalog

Functions & **Constructions**



Main parts of the MSpa (Frequent quick-wear parts)			
Part Name	Pcs	Part Name	Pcs
• PCB	1	• Transformer	1
• Heater (protector)	1	• Filter Pump	1
• PRCD/GFCI	1	• Flow Switch	2
• Temperature sensor	1	• O3 Generator	1
• Bubble Generator	1	• Jet assembly	2
• UVC	1		

Specification		
FRAME SERIES	MUSE SERIES	URBAN SERIES
• Control System	• Control System	• Control System
• Heater	• Heater	• Heater
• Massage Air Blower (3 levels)	• Massage Air Blower(3 levels)	• Massage Air Blower(3 levels)
• Filter Pump	• Filter Pump	• Filter Pump
• Integrated Ozone Generator (EU Only)	• Integrated Ozone Generator	• Integrated Ozone Generator
• UVC	• UVC	• UVC
	• Jet Pressure	



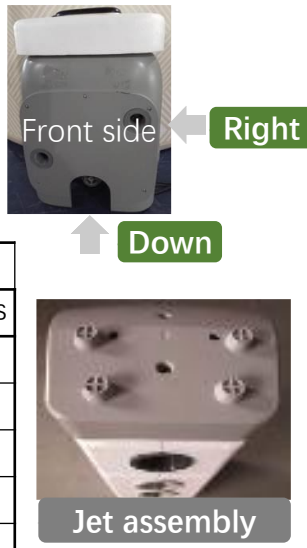
Product Instruction

Catalog

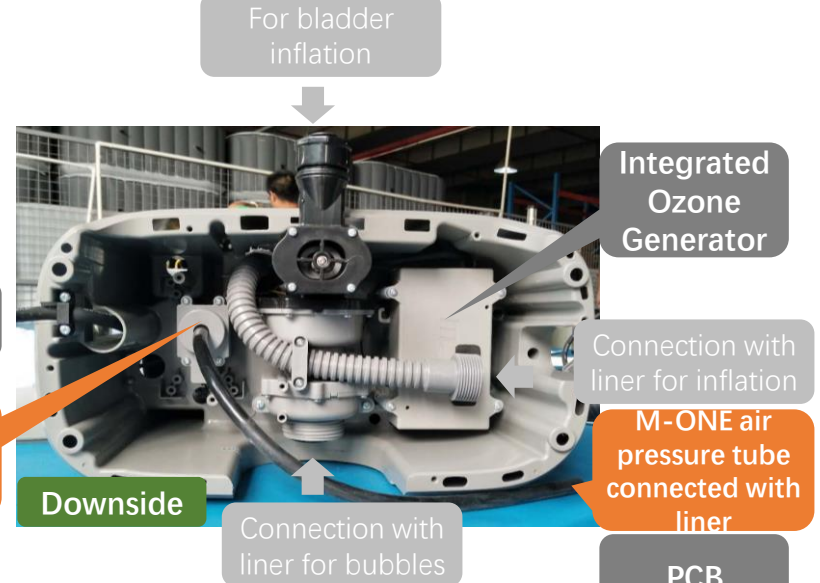
Functions & Constructions

Main parts of the MSpa (Frequent quick-wear parts)

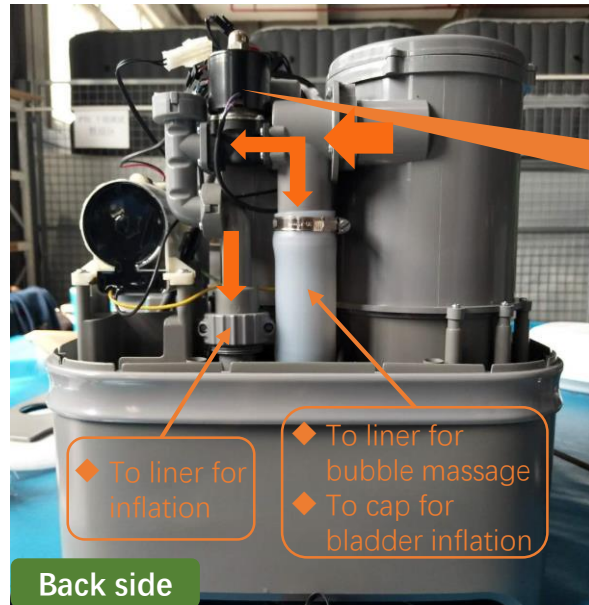
Part Name	Pcs	Part Name	Pcs
• PCB	1	• Transformer	1
• Heater (protector)	1	• Filter Pump	1
• PRCD/GFCI	1	• Flow Switch	2
• Temperature sensor	1	• O3 Generator	1
• Bubble Generator	1	• Jet assembly- Muse	2
• UVC	1		



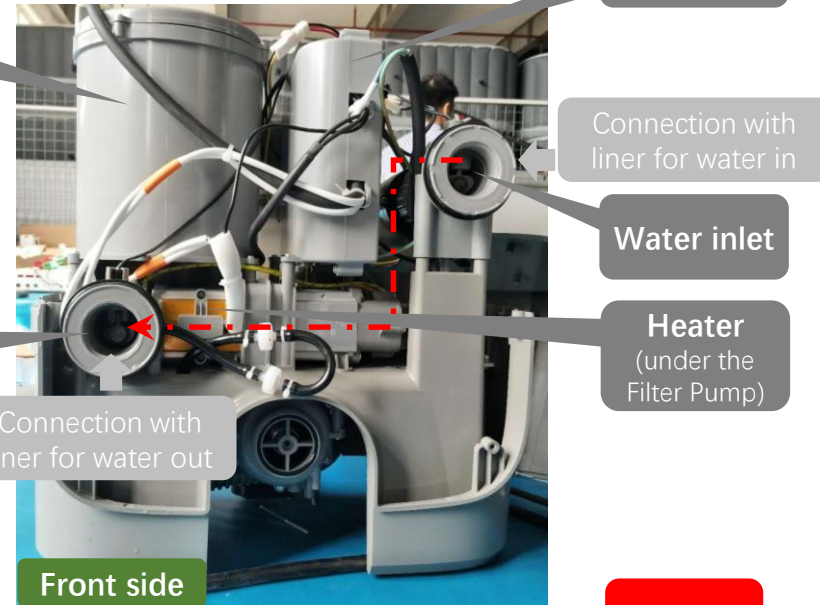
- Flow Switch *2Pcs
- UV-C
- Filter Pump
- Temperature sensor



M-ONE air pressure switch

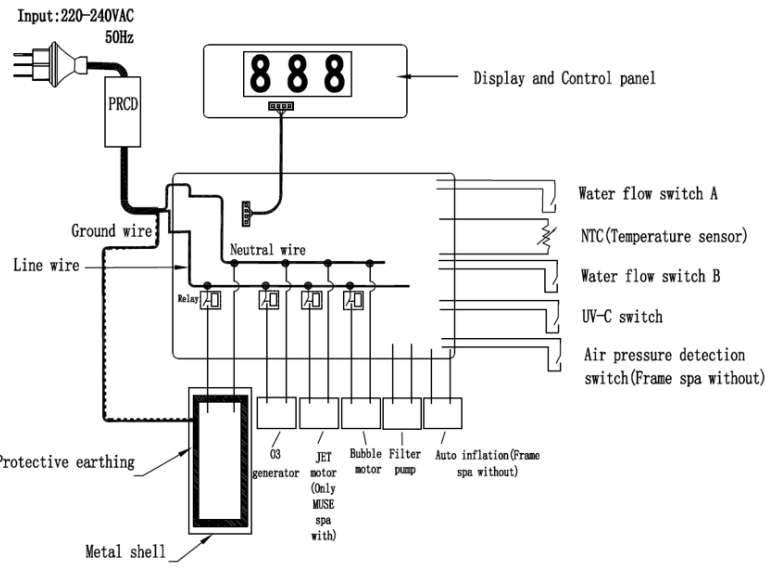


- Bubble Generator
- M-ONE solenoid valve
- Water outlet



Air flow

Water flow



Standard & Optional Accessories

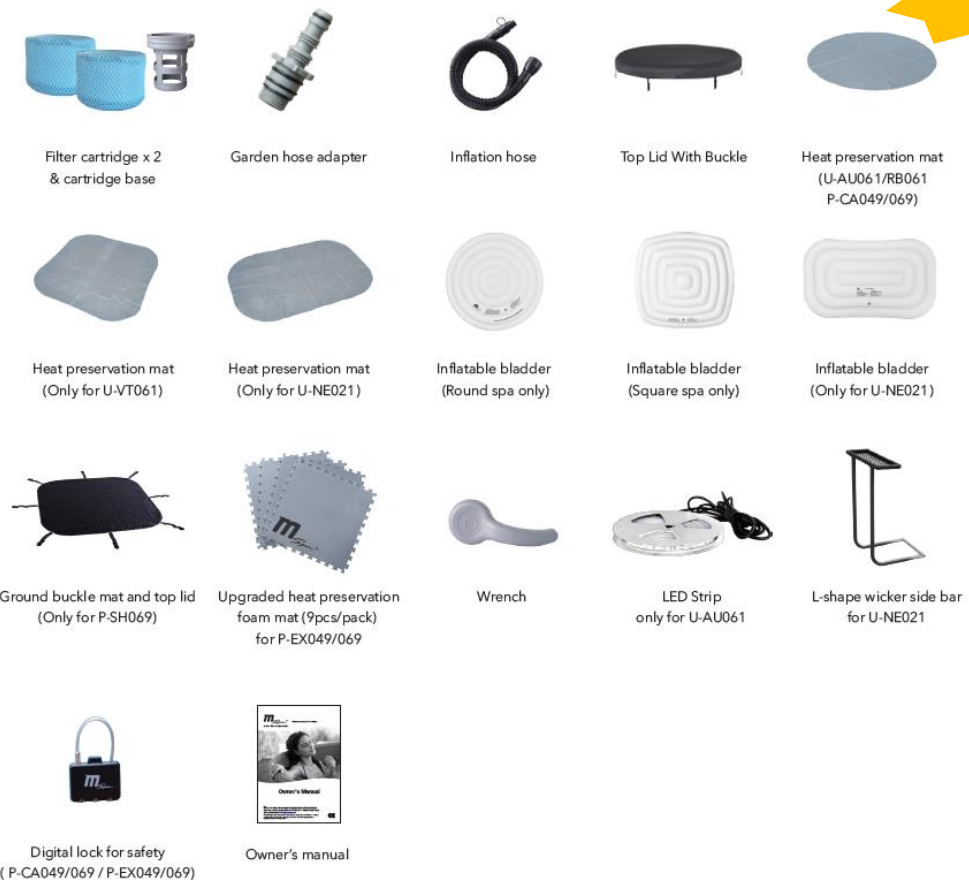
Standard accessories

Optional accessories

FRAME SERIES



MUSE SERIES



COMFORT SERIES



Standard & Optional Accessories

Standard Accessories

Optional Accessories



Filter Cartridge

B0302949
Twin pack. Additional base is needed for installation.
Size: ø10.8 x 6.7cm (ø4.3" x 2.6").
90 pleats.

Cartridge Base

B0302950
The base can be used continuously.
Size : ø7.5 x 8.5cm (ø2.95" x 3.3").



Comfort Set

B0301350
Two headrests and one cup holder.
Headrest: 24.5 x 26.5 x 20.5cm (9.6" x 10.4" x 8.1"). PU, light grey.
Cup Holder: 26.5 x 25 x 17cm (10.4" x 10" x 7"). PE, light grey.



Spa All Over Cover

Protect spa tub from rain and sunshine.
B0302924 - 2 person spa. 195 x 100 x 70cm (77" x 39.5" x 27.5")
B0302923 - 4 person spa. 190 x 70cm (75" x 27.5")
B0302925 - 6 person spa. 215 x 70cm (85" x 27.5")



Canopy

B0301383
Keep the spa from UV and wind. Customized for MSpa products. Fit to all sizes of the MSpa products.
UPF 50+



Seat Cushion Set

B0302130
Twin pack. Filling with water.
Champagne gold with pearl white color tone. Size: 42 x 33 x 12cm (16.5" x 13" x 4.5").



Inflatable Bladder

Place the cover onto the spa pool. The inflatable bladder provides better heat preservation and rain outflow.
B0301969 - For 4-person round spa
B0301970 - For 6-person round spa
B0301976 - For 4-person square spa
B0302010N - For 6-person square spa



Offset Patio Umbrella

B1301547
Size: 300cm (10'). Height: 250cm (8'4"). Metal frame, polyester fabric umbrella. Easy installation and maintenance.



Wicker Conversation Set

B0301545
Include 1 table and 2 seats. Seat cushion included. Seat size: 72 x 62cm (28.5" x 24.5"). Table size: Dia. 50cm x 60cmH (Dia.20" x 24"H).



Heat Preservation Mat

B9300109N
B9300109n for 4P round spa
ø175cm (ø69") B0303099 for 6P round spa
ø200cm (ø79") B0303100 for 4P square spa
155.4 x 155.4 (61" x 61") B0303101 for 6P square spa
183.2 x 183.2 (72" x 72")



Upgraded Heat Preservation Foam Mat

B9300492N
Upgraded Heat Preservation Foam Mat B9300492N B0303092
Waterproof material. Connect each piece to make a square mat (pcs/pack). Protect your spa and deck. Save energy by providing thermal barrier.
Size: B9300492N: 59 x 59 cm/pc (23" x 23")
B0303092: 68 x 68 cm/pc (26.8" x 26.8")



Water Test Strip - 3 in 1

B0100379
Test PH level, residue of chlorine and alkali contents, 50 pieces per bottle, shrink package.



External Ozone Generator

B0301891
Reduce chlorine or bromine usage by 60-90%. Natural and reliable way of sanitizing water. Application: 550-1200 Ltr/ 145-317 Gal. of water. Ozone output: 100mg/h. Voltage: 220-240V AC 50Hz. Power: 5W



Ice Box & Snack Holder

B0301368N
Five cup holders around the side and center storage for ice, drinks or snacks. 64cm (35").



Inflatable Foot Bath

B0301367N
Rinse your feet before entering the spa. 73 x 93cm (28.8" x 36.6").

Wicker Surrounding Units

This beautiful surrounds comes in a cool grey color that compliments all of MSpa's exterior color. It fits and adds both practically and aesthetics to your spa location.

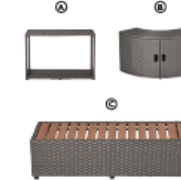


For round spa

A: Open Storage Unit
B0303094 - 60x30x57cm
(24" x 12" x 22.5")

B: Cabinet Storage Unit
B0303093 - 60x30x57cm
(24" x 12" x 22.5")

C: Wicker Step
B0303095 - 70x30x20cm
(28" x 12" x 8")



For 6 person square spa

A: Open Storage Unit
B0303097 - 85 x 30.5 x 58cm
(33" x 12" x 23")

B: Cabinet Storage Unit
B0303096 - 110 x 30 x 58cm
(43" x 12" x 23")

C: Wicker Step
B0303098 - 85 x 30.5 x 21.5cm
(33" x 12" x 8")



Inflatable Can Cooler

B0301755
Holds drink bottles or towels. This can also be used as ice can to keep drinks cool. 42 x 55cm (16.5" x 21.5").



Floating Lamp

B0302951
5 lighting modes
Static mode / Flash Mode / Strobe Mode / Fade Mode / Smooth mode
Size: 12 x 12 x 12cm (4.7" x 4.7" x 4.7")
charger included.

Tracing & Repair

-Principle

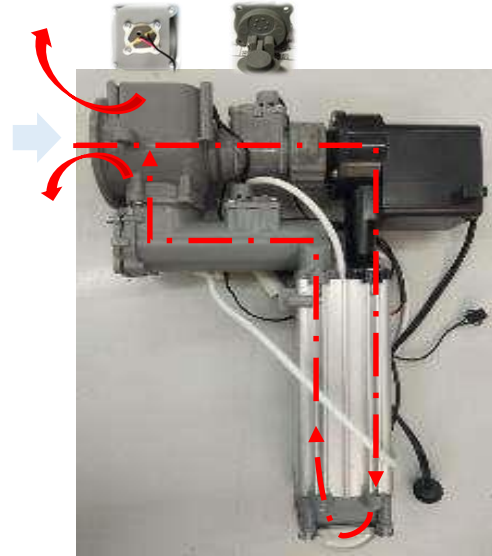
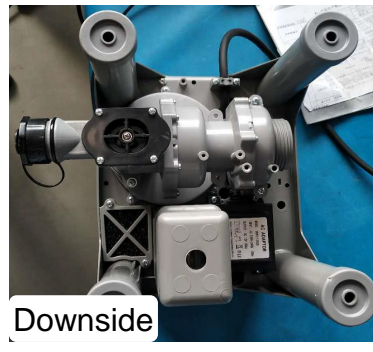
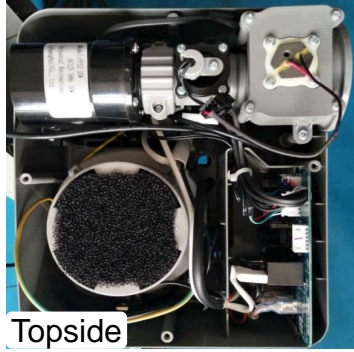
M Spa control system consists of control panel, filter pump, heater, bubble generator, transformer, UVC, **GFCI plug (PRCD and plug)**, valves and pipes; and jet pump and ozone generator for selected models.

- **Plug with GFCI/PRCD:** checks ground connection and provide the power to PCB then to all electrical parts.
- **PCB:** sends commands and provides power to transformer/bubble generator/heater/jet pump/ozone generator.
- **Transformer (Only for Lite/Comfort/Premium) :** provides 12V power to filter pump.
- **Control panel:** as a interface to control the M Spa.
- **Filter pump:** circulates water.
- **Heater:** heats the water. When heater's on, filter pump will be activated automatically.
- **Bubble generator:** generates the compressed air for inflation and air bubbling massage.
- **Jet pump:** provides hydrotherapy water jets.
- **Ozone generator:** generates O₃ by high voltage.
- **UVC:** kills microorganisms and pathogens.

Tracing & Repair from FAQs

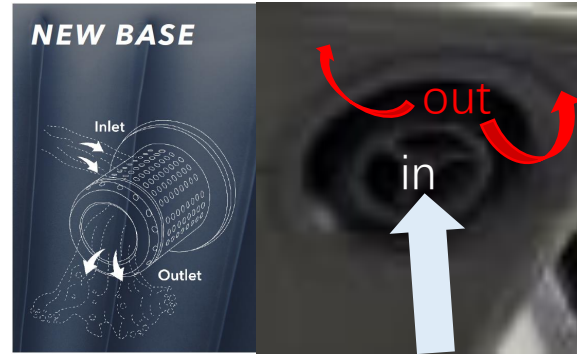
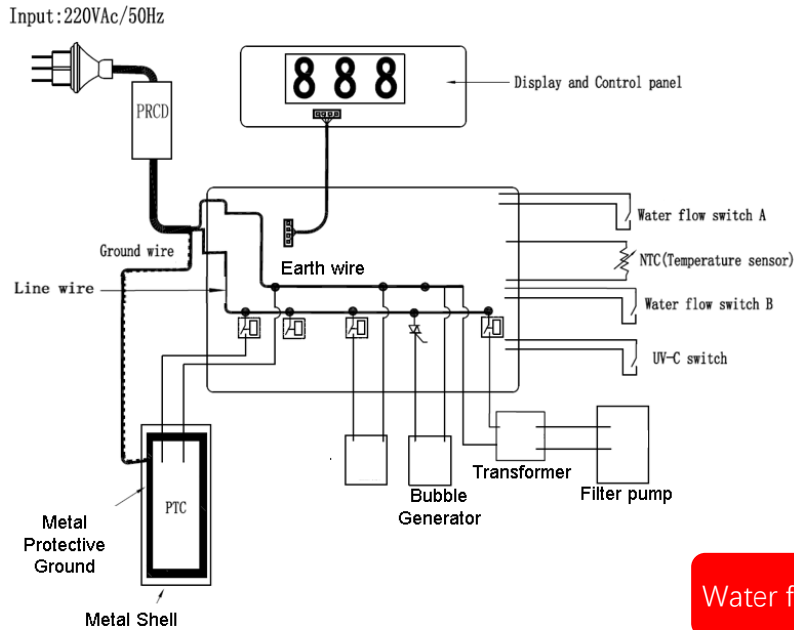
Filter Pump & Transformer (Lite/Comfort/Premium)

- Bubble generator
- Heater & Temp. Sensor
- PCB(Printed Circuit Board)
- UVC
- Control panel



Lite/Comfort

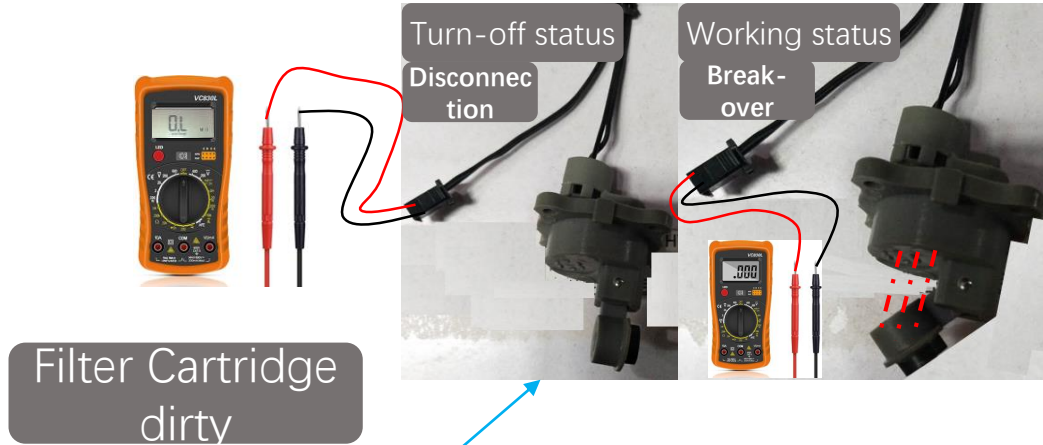
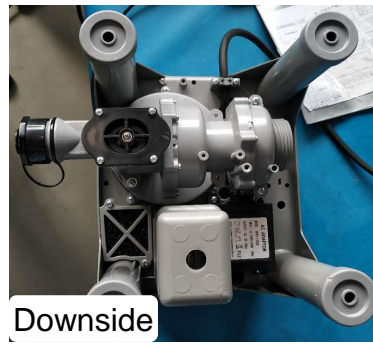
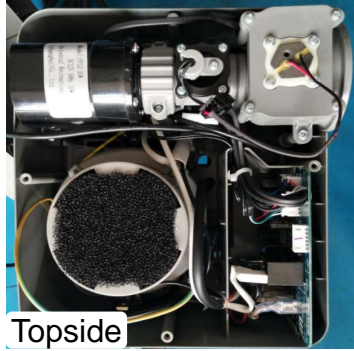
Premium



Tracing & Repair from FAQs

Filter Pump & Transformer (Lite/Comfort/Premium)

- Bubble generator
- Heater & Temp. Sensor
- PCB(Printed Circuit Board)
- UVC
- Control panel



Filter Cartridge dirty

Blocked

Water flow sensor

Water level

Resistance: 0 Ω
While working

Power failure

Transformer

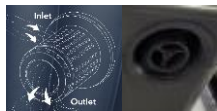
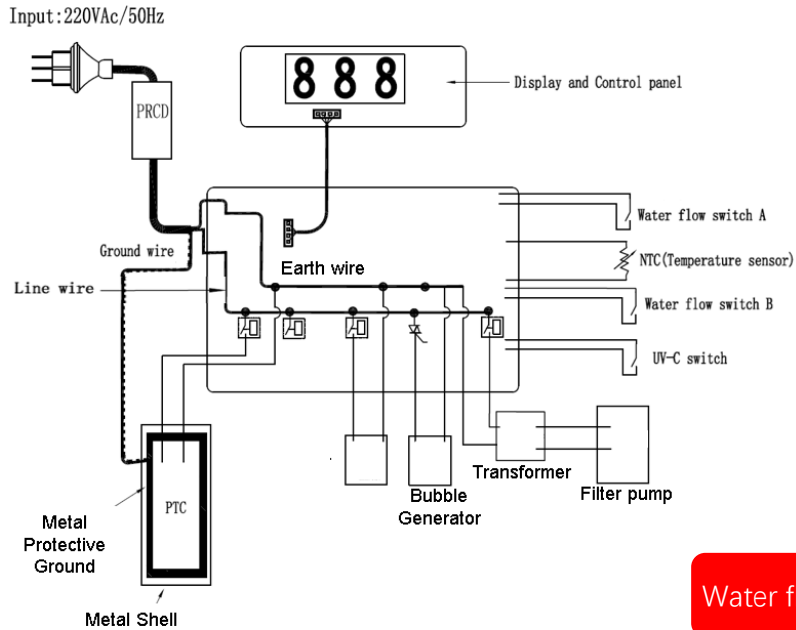
Pump

Filter failure

Input: local supply
Output: 12V

Input: AC12V
35W-1.4Ω
60W-0.56Ω

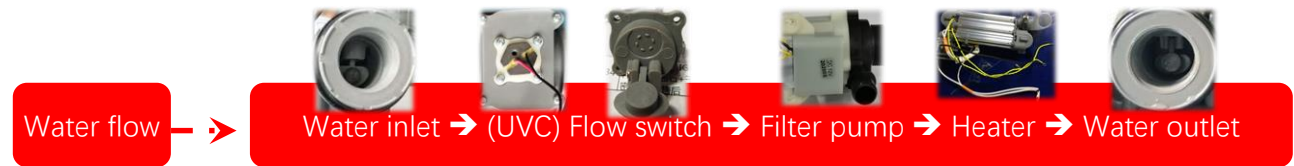
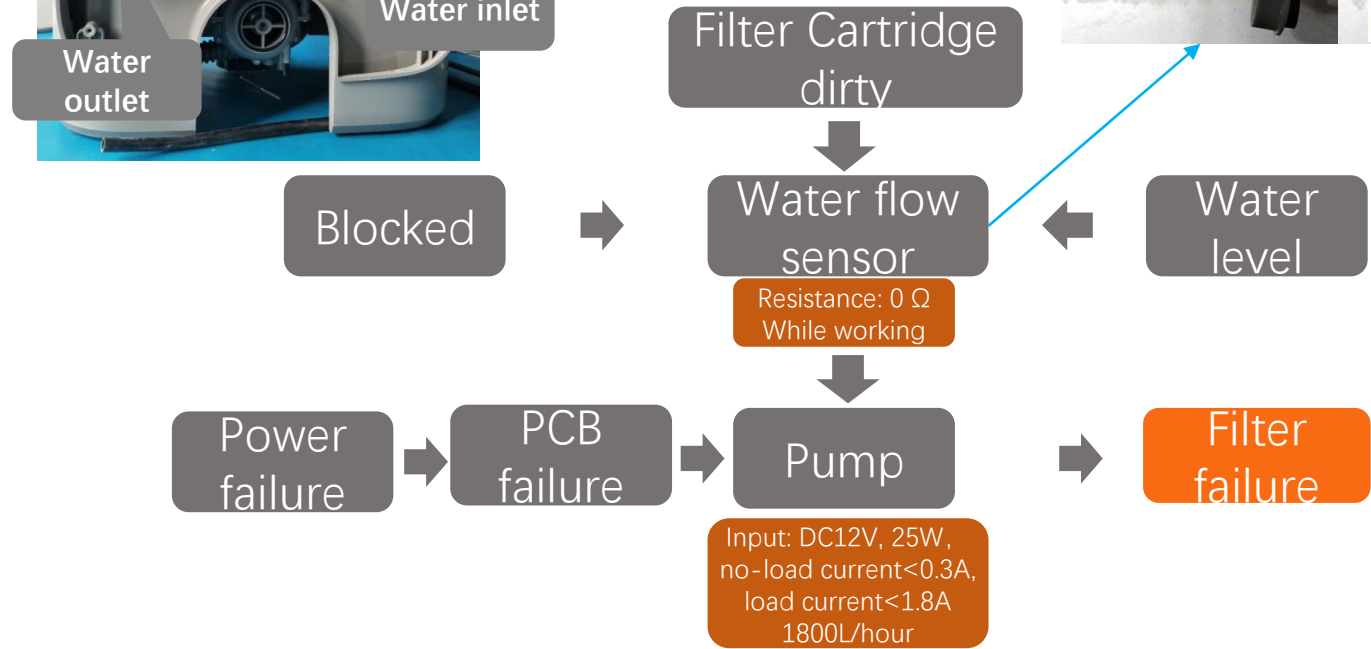
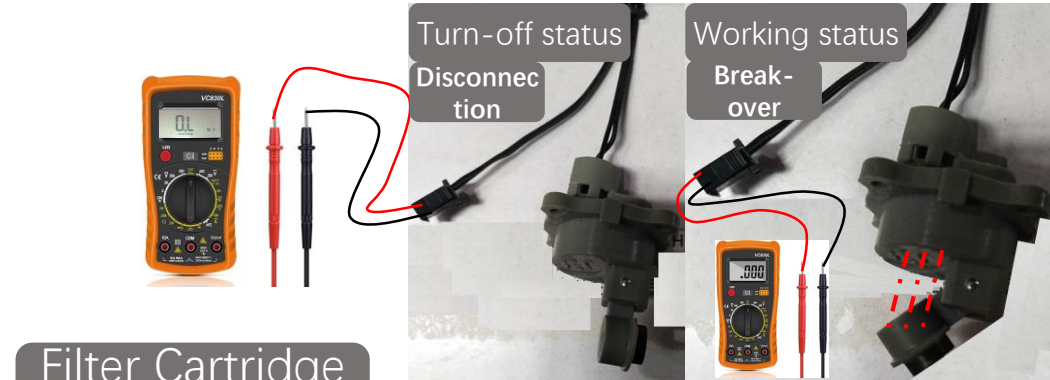
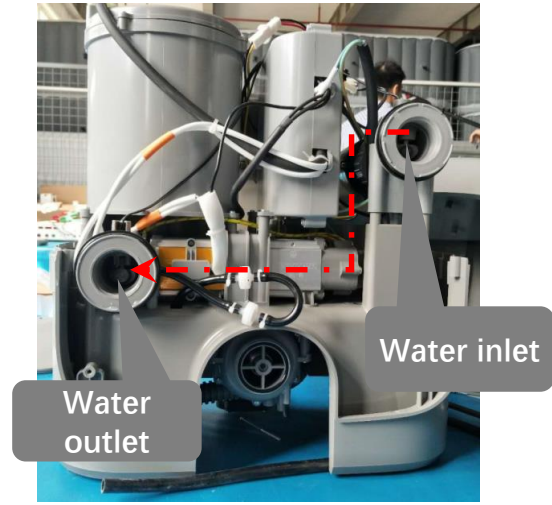
PCB failure



Tracing & Repair from FAQs

Filter Pump & Transformer (Muse/Urban/Frame)

- Bubble generator
- O3 generator
- Heater & Temp. Sensor
- PCB(Printed Circuit Board)
- UVC
- Jet
- Control panel



Tracing & Repair from FAQs

Filter & Transformer

Bubble generator

O3 generator

Heater & Temp. Sensor

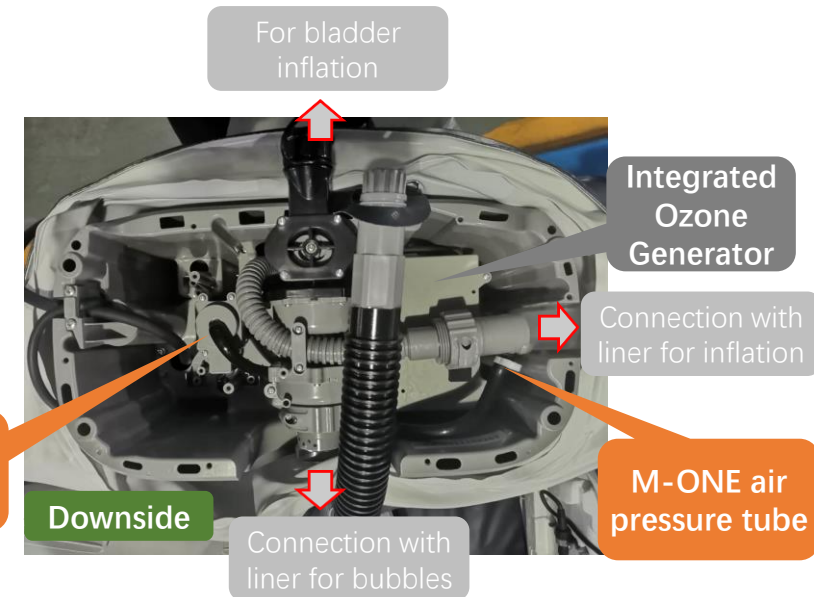
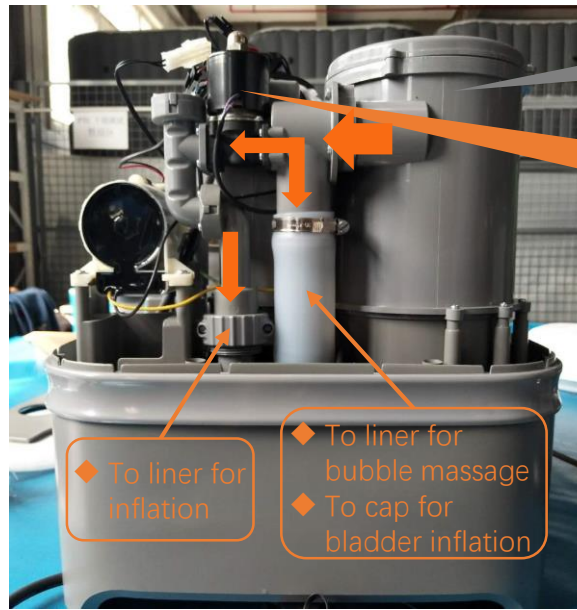
PCB(Printed Circuit Board)

UVC

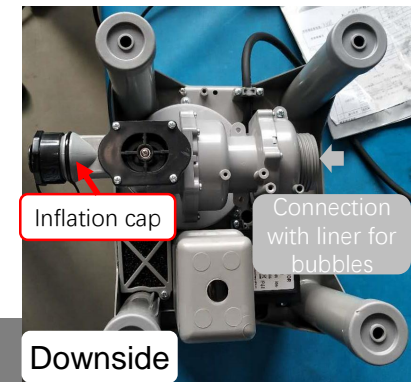
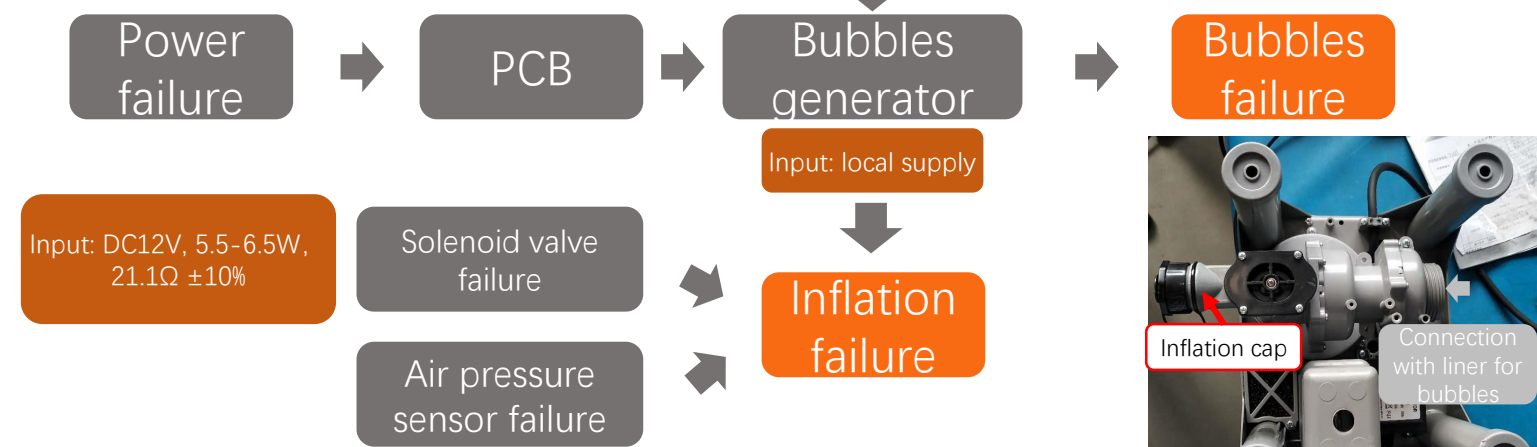
Jet

Control panel

M-ONE inflation



Auto-off 10 minutes after it works every 20 mins



Tracing & Repair from FAQs

Filter & Transformer

Bubble generator

O₃ generator Except Lite/Comfort

Heater & Temp. Sensor

PCB(Printed Circuit Board)

UVC

Jet

Control panel



Tracing & Repair from FAQs

Filter & Transformer

Bubble generator

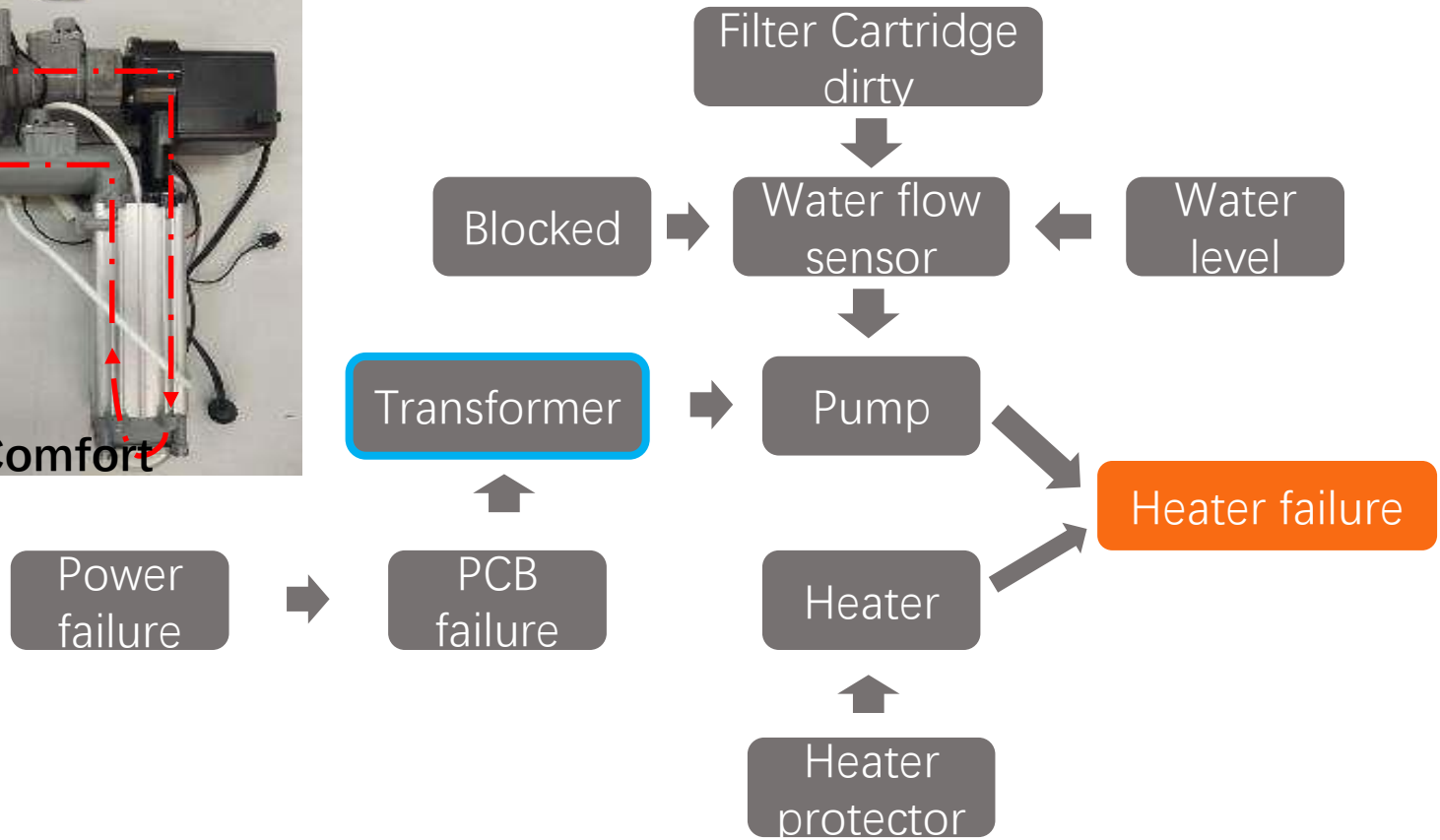
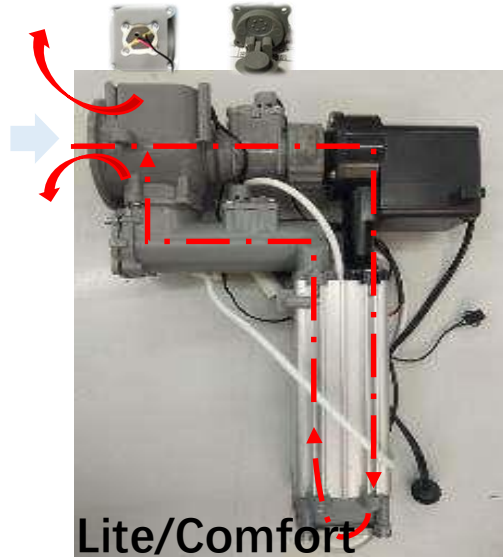
O3 generator

Heater & Temp. Sensor

PCB(Printed Circuit Board)

Jet

Control panel



Tracing & Repair from FAQs

Filter & Transformer

Bubble generator

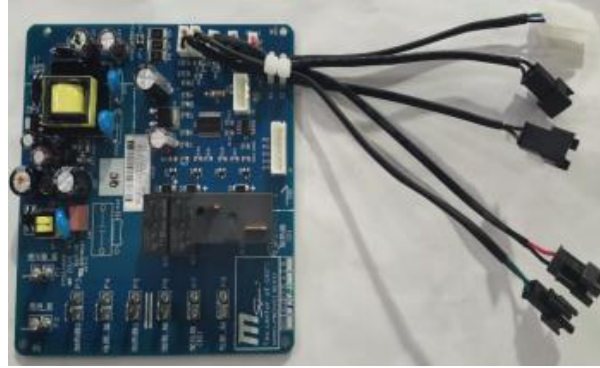
O3 generator

Heater & Temp. Sensor

PCB(Printed Circuit Board)

Jet

Control panel



Power failure



PCB failure



No UVC

No filter

No bubbles/
inflation

No heating

No Jet

No O3

No display

Tracing & Repair from FAQs

Filter & Transformer

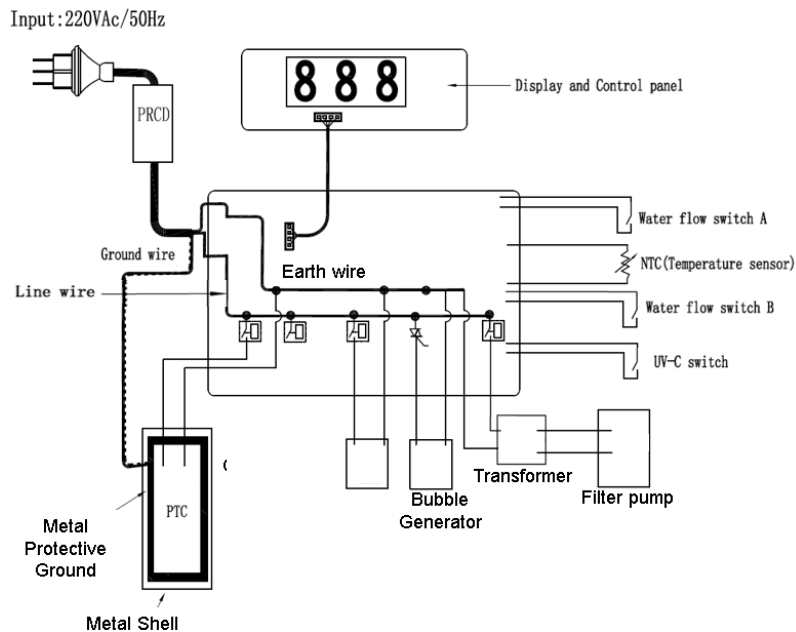
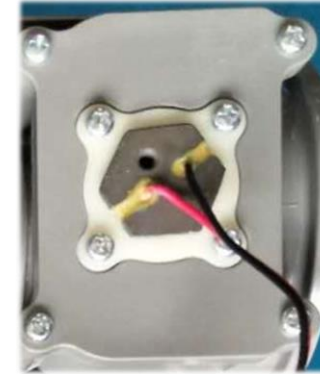
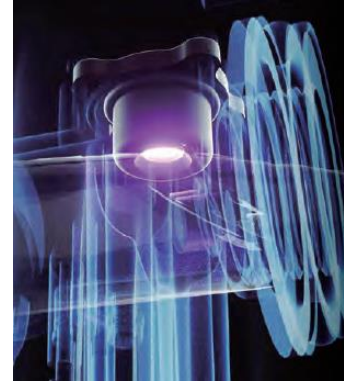
Bubble generator

Heater & Temp. Sensor

PCB(Printed Circuit Board)

UVC

Control panel



Power failure



PCB failure



UVC failure

Tracing & Repair from FAQs

Filter & Transformer

Bubble generator

O3 generator

Heater & Temp. Sensor

PCB(Printed Circuit Board)

Jet Muse

Control panel



Cable/
Connector



Power
failure



PCB
failure

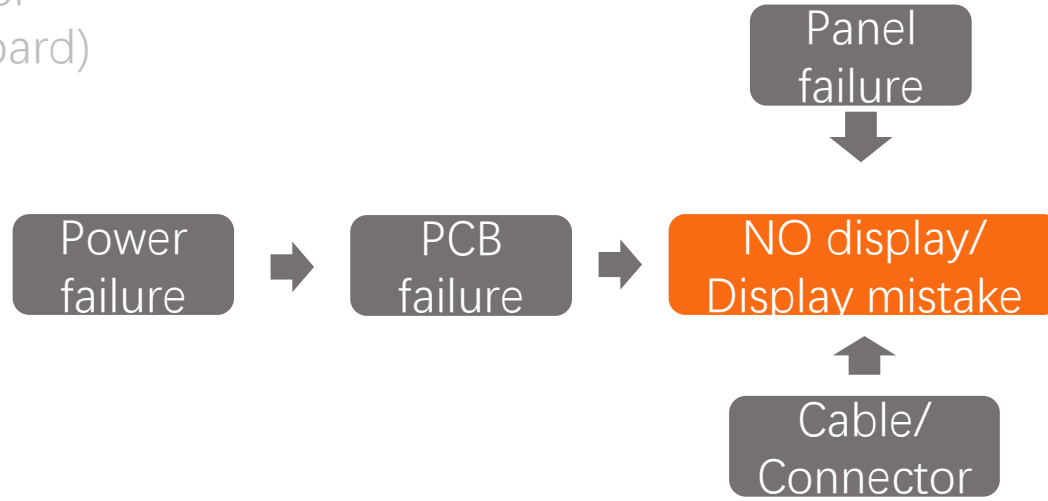


NO Jet

Tracing & Repair

- Filter & Transformer
- Bubble generator
- O3 generator
- Heater & Temp. Sensor
- PCB(Printed Circuit Board)
- Jet

Control panel



Tracing & Repair

- Filter & Transformer
- Bubble generator
- O3 generator
- Heater & Temp. Sensor
- PCB(Printed Circuit Board)
- Jet
- Control panel
- Other situations

Wired control panel



Signal cord loose/ PCB failure

GFCI / PRCD



GFCI / PRCD

Red light keeps flashing when filter function is OFF or red and green lights alternately flashing when Filter function is ON



Alternately flashing

Clean or replace a new filter cartridge

Spa loses air



Air valve loose

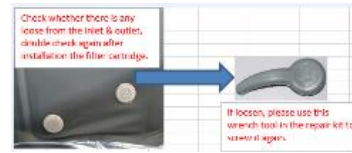


Hole or Puncture

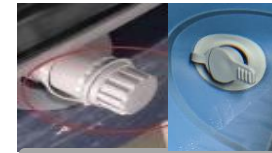


PE air pipe loose

Water leaking



Inlet/ Outlet connection loose



Drainage valve loose



Hole or Puncture

Spa deformation



Over-inflation



Strong sunshine

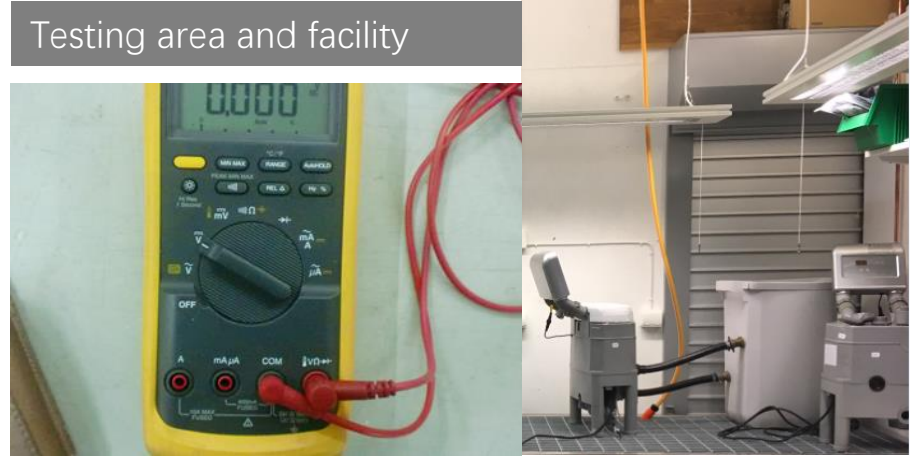
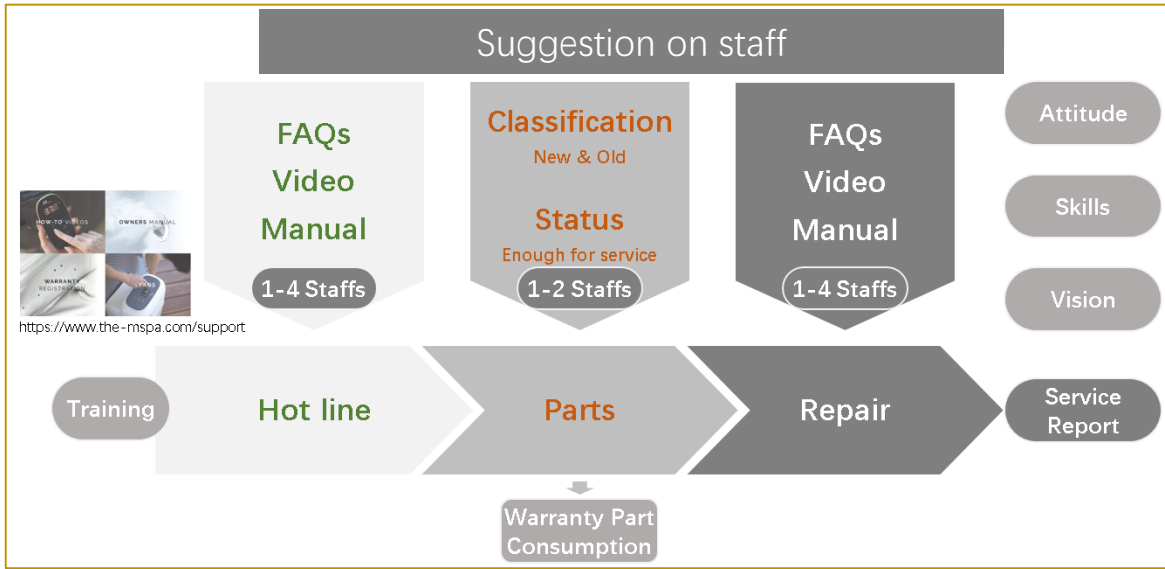


Proper use of chemical

Attachment-checking flow

Refer to the trouble shooting guide
named : **SS21 Error trouble shooting**

Attachment-service tips



INCIDENT CLAIM REQUEST

We will help you

HERE

CONTACT US

How to contact the MSPA support

CONTACT

MSPA SPARE PARTS

- ✓ PUMPS & ELECTRONICS
- ✓ ACCESSORIES
- ✓ CHEMICALS
- ✓ FILTER CARTRIDGES

CHECK OUR ONLINE STORE

24/7 09:00-17:00

Reply within 24 H

Reply within 24 H

FIND MY MSPA

My MSPA hot tub

GO

FAQ

Frequently Asked Questions

GO

VIDEOS

Videos tutorials

GO

TRACK A CLAIM

Be sure to have your claim number

GO

Link to official web

Establish online warranty management system



Attachment-service tips



Not willing to pay the 1st shipping cost

- Send 2 cartridges or equal value product
- Chemical kit



Zipper cover broken

- Buckle cover
- Liner (inflatable tub with zipper cover included) if needed

Only for products
before 2021



Ask for a replacement or refund

- Try to persuade to send back for refurbishment

Attachment-**service report**

Mspa Warranty Service Summary Report(FY-2020version)									
Distributor/Service Centre Name:									
Report Date:									
No.	Product Type	Model Number	Serial Number	Purchase Date	Warranty Claim Date	Warranty Solution date	Defect type	Defect Description	Repaired or Replaced Parts Name
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
	Delight	D-SC04					Electric parts (control box)	No heating	
	Lite	etc					Panel	Bubble Generator	
	Premium						pool / cover	PCB (main power board)	
	Elite						missing parts	Filter pump	
	Concept						others	Ozone generator	
	Tuscany							Electric leaking	
	UL US							no indication of control panel	
	AU new 2+							error code on control panel / controller: E0,E1,E2,E3,E4	
	etc							plug XXXX	
								air / water leak of spa pool	
								over inflation / deformation	
								spa cover problem	
								missing XXXX spare parts	
								defective accessories	
								others	

Attachment-warranty parts stock and consumption sheet

ORPC Dealer Spare Part Stock and Consumption Sheet								
Dealer Name:								
Dealer Code:								
Country:								
Date:								
Item Code	Spare part name	Generation (Lite/Deligt/Premium /Elite/Concept)	Product Type (bubble or jet spa)	Current Stock Quantity	C till 2020-10-05	C	R	
					pcs			
					pcs			
					pcs			
					pcs			
					pcs			
Note:								
1."C" is for consumption and should be input as a minus number.								
2."R" is for replenishment as initial stock from ORPC;								

Attachment
-FAQs

Refer to the trouble shooting guide
named : **MSpa general official FAQs**