



HOT SPRING SPAS APP
POWERED BY THE CONNECTED SPA KIT



FREQUENTLY ASKED QUESTIONS

How do I transfer spa ownership with Connected Spa Kit installed?

- Menu icon -> My Spas -> Transfer Spa To New Owner

How do I change my email address?

- Menu icon -> My Profile -> Select Pencil Icon -> Modify Email Address -> Save
- App will log you out, log back in with new email address and existing password

How do I delete my account?

- Menu icon -> My Profile -> Delete my Account

How do I change my password?

- Menu icon -> My Profile -> Change Password

How do I change Notification settings?

- Gear icon -> Notification Settings -> Spa Alerts

How do I change my Spa name?

- Menu icon -> My Spas -> Swipe left on spa -> Select pencil icon -> Change spa name and save

How do I remove a Guest User?

- Menu icon -> My Users -> Swipe left on guest users -> Select Trash Can icon

How do I remove / delete a spa?

- Menu icon -> My Spas -> Swipe left on spa -> Select Trash Can icon

How do I add a new spa?

- Menu icon -> My Spas -> Add New Spa -> Follow in app instructions

How do I add a Guest User?

- Menu icon -> My Users -> Add User
- Guest user will need download the application and create an account
- Guest user will need to accept invitation via app in Notifications screen
- For guest user to accept, go to Menu Icon -> Notifications

How do I find the App User Guide?

- Menu icon -> Support -> App User Guide
- Link opens to external web page

How do I find the Spa Owner's Manual?

- Menu icon -> Support -> Spa Owner's Manual
- Link opens to external web page

Why would I want to delete a spa?

- To uninstall Connected Spa kit hardware and re-use on another spa

How do I see what spas I am a Guest User on?

- Menu icon -> My Spas -> Invited Spas

Why does the temperature dial go grey after confirming new temperature?

- The spa is updating initial temperature request, once spa received request, a new temperature can be set

Why are there dots above my temperature icon?

- This indicates that you have multiple spas associated with your account
- Spas can be either owned or Guest Invites
- Swipe left or right to see each spa home screen

Why can't I lower my spa temperature below 80°F with CoolZone[®] installed?

- This is a safety feature to ensure that the spa temperature is not set below 80° F without someone physically at the spa.

Why can't I control music from my app?

- The app allows you to select the source for audio that is installed on your spa
- Select Music Icon -> Audio icon
 - Bluetooth Audio if you have music installed
 - Wireless Monitor if you have HD monitor/TV installed