



Frequently Asked Questions: Hydromassage® Rotary Jet Voluntary Recall

Last Updated: September 2, 2026

Q: What should I do if I'm not comfortable replacing the jet?

A: Most consumers will find the replacement process simple to do themselves. The provided instructions will walk you through the process, set-by-step. If you still have questions or need additional assistance, please contact us at 888-450-5748 or jetrecall@watkinsmfg.com

Q: What is the reason for this recall?

A: The Hydromassage rotary jet can create a suction force that poses a hair entanglement and drowning hazard to the user.

Q: How do I know if my spa is affected?

A: This recall involves Hydromassage rotary jets (6 fin) in Hot Spring® Highlife® Collection spas and sold as replacement parts. There are eight models included in this collection: Grandee® (GGN), Envoy® (KKN), Vanguard® (VVN), Aria® (ARN), Prodigy® (HN), Sovereign® (IIN), Jetsetter® (JJN) and Jetsetter® LX (JTN). The recalled jets are in model year 2023, 2024 and 2025 Highlife Collection spas produced Q4 2022 through Q4 2025. The serial number of your spa, which can be located on the right side of the base pan, will contain all the necessary information needed to determine if your spa is affected.



Figure 1

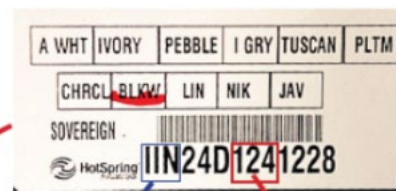


Figure 2

MODEL DESIGNATOR

SPA PRODUCTION QUARTER

Year	Production Quarter			
2022				(D or E)422
2023	(D or E)123	(D or E)223	(D or E)323	(D or E)423
2024	(D or E)124	(D or E)224	(D or E)324	(D or E)424
2025	(D or E)125	(D or E)225	(D or E)325	(D or E)425

Figure 3

Q: What should I do if I have an affected spa?

A: You should immediately turn off the Hydromassage rotary jets. You should also contact us at 888-450-5748 or jetrecall@watkinsmfg.com to register to receive your free replacement jets.

Q: My spa appears to be working fine. Can I continue to use it?

A: You can continue to use your spa; however, the Hydromassage rotary jets should be turned off immediately until they are replaced. You should also contact us at 888-450-5748 or jetrecall@watkinsmfg.com to register to receive your free replacement jets.

Q: How do I turn off the affected jets?

A: The Hydromassage rotary jets can be turned off by rotating them clockwise approximately ¼ turn (or 90°) until it reaches a hard stop. Detailed instructions can be found on Hot Spring website at www.hotspring.com/recalls.

Q: Do I need to drain my spa to turn off the Hydromassage jets or install the replacements?

A: No, you can turn off the Hydromassage jets and install the replacement jets in a wet or dry spa. Detailed instructions can be found on Hot Springs website at www.hotspring.com/recalls.

Q: Do I need to disconnect the power from my spa to install the replacements?

A: No, replacement of the jet insert can be done with power to the spa. However, please ensure the jet pumps are turned off at the control panel during the replacement process. Detailed instructions can be found on Hot Springs website at <http://hotspring.com/recalls>.

Q: How will the replacement process work?

A: You will need to register for the recall by contacting us at 888-450-5748 or jetrecall@watkinsmfg.com. During the registration process you will be asked to provide the serial number of your spa which is located on the front of the spa. After registration, replacement jets will be provided at no cost.

Q: How long will it take to get the replacements jets?

A: Please allow 1-2 weeks from the date of registration. We apologize for any inconvenience and assure you we are working as quickly as possible to get the replacements to you.

Q: How do I know which jets need to be replaced?

A: A diagram is provided in the installation instructions with the Hydromassage jets circled in red. These instructions are available on Hot Spring website at www.hotspring.com/recalls and will also be included with your replacement jets.

The Hydromassage jets can also be identified by the number of fins on the face of the jet. The Hydromassage jets will have 6 fins.

Q: Should the metal bezel around the jet be replaced?

A: No, there is no need to replace the bezel. The affected part is the jet assembly.

Q: Who can I contact for more information or help?

A: If you have questions or need assistance, please contact us at 888-450-5748 or jetrecall@watkinsmfg.com

Q: Will my spa warranty cover this replacement?

A: Warranty coverage is not a factor in resolving this for you. There is no cost to you for ordering the replacement jets or for shipping.