



# Owner's Guide

Softub®

### **CAUTION**

When installing your Softub® hot tub indoors, use care to install in areas that can withstand exposure to water. See pages 6, 7, 8, 9 & 11

### **WARNING**

Findings in the “Journal of the American Medical Association” show that women who are planning a pregnancy or are experiencing the first months of pregnancy should avoid hot tubs and saunas. Please consult your physician before using the Softub® if you are pregnant or think you may be pregnant.



Escape...Relax...and Step Into Softness™, as you have now become a proud owner of one of the world's most energy efficient, and comfortable, portable hot tubs. Your Softub's patented design is the product of more than 37 years of research and development. Our commitment to improve and enhance the features and benefits of our Softubs will continue for years to come.

Your Softub has been designed for ease of use and operation. Please take a moment to learn about how to care for it, as simple instructions are covered in the latter pages of this manual. Proper installation and maintenance is important to ensure many years of trouble free operation.

We are always interested in how your Softub has enhanced your life. We are open to your comments or suggestions, and look forward to your correspondence. Most importantly, take a moment to congratulate yourself. You have just joined the ranks of over a hundred thousand Softub users who relax and enjoy the health benefits of hydrotherapy.

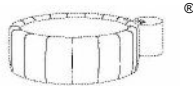
Welcome to the family!

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All Softubs are manufactured in accordance with ANSI/APSP/ICC-14 2019 American  
 National Standard for Portable Electric Spa Energy Efficiency.



Distinctive Product Configuration is a registered trademark of Softub, Inc.

# Instructions

## IMPORTANT SAFETY INSTRUCTIONS

When installing and using this electrical equipment, basic safety precautions should always be followed, including the following:

### 1. READ AND FOLLOW ALL INSTRUCTIONS

**2. WARNING** To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

**3.** A wire connector is provided under the Hydromate to permit connection of a minimum No. 8 AWG (8.4mm<sup>2</sup>) solid copper conductor between this point and any metal equipment, metal enclosures or electrical equipment, metal water pipe, or conduit within 5 feet (1.5m) of the unit.

#### **4. DANGER** Risk of Injury

- A. Replace damaged cord immediately.
- B. Do not bury cord.
- C. Connect to a grounded, grounding type power supply only.
- D. Use only a Softub approved extension cord.

**5. WARNING** This appliance is provided with a ground-fault circuit interrupter (GFCI) located near the end of the power cord. The GFCI must be tested before each use. With the plug connected to the power supply and with the unit operating, push the test button. The unit should stop operating. Push the reset button. The unit should now operate normally. If the interrupter fails to operate in this manner, there is ground current flowing, indicating the possibility of an electrical shock. Disconnect the plug from the receptacle until the fault has been identified and corrected.



**6. DANGER - Risk of Accidental Drowning.** Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children cannot use the spa unless they are supervised at all times.

**7. DANGER - Risk of Injury.** The suction fittings in this hot tub are sized to match the specific water flow created by the pump. Should the need arise to replace the suction fittings or the pump, be sure that the flow rates are compatible. Never operate the hot tub if the suction fittings are broken or missing. Never replace a suction fitting with one rated less than the flow rate on the original suction fitting.

**8. DANGER - Risk of Electric Shock. Install at least 5 feet (1.5m) from all metal surfaces.** A hot tub may be installed within 5 feet of metal surfaces, if each metal surface is permanently connected by a minimum of No. 8 AWG (8.4 mm<sup>2</sup>) solid copper conductor to the wire connector under the Hydromate which is provided for this purpose.

**9. DANGER - Risk of Electric Shock.** Do not permit any electric appliance, such as a light, telephone, radio, or television within 5 feet (1.5m) of a hot tub.

**10. WARNING - To reduce the risk of injury.**

**A.** The water in a hot tub should not exceed 104° F / 40° C. Water temperatures between 100° F / 38° C and 104° F / 40° C are considered safe for a healthy adult. Lower water temperatures are recommended for young children and when hot tub use exceeds 10 minutes.

**B.** Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit hot tub water temperatures to 100° F / 38° C and check with their doctor before use.

**C.** Before entering a hot tub, the user should measure the water temperature, since the tolerance of water temperature regulating devices varies.

**D.** The use of alcohol, drugs or medication before or during hot tub use may lead to unconsciousness with the possibility of drowning.

**E.** Persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes, should consult a physician before using a hot tub.

**F.** Persons using medication should consult a physician before using a hot tub since some medications may induce drowsiness while other medications may affect heart rate, blood pressure, and circulation.

**11. Replacement cord instructions:** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons in order to avoid a hazard.

## **12. SAVE THESE INSTRUCTIONS**

# Manufacturer's Warning

In addition to the Safety Instructions found in the beginning of this manual, these warnings have been assembled to help you enjoy the safe use of your Softub.

Reading and understanding these warnings will allow you to reduce the risk of causing inadvertent damage to your Softub, your surroundings, or yourself. Read these warnings carefully.

**1. Always unplug your Hydromate before draining and while filling.**

**2. The water level must be 2" above all jets.** The jets can spray water out of the tub if the water level becomes too low. This can cause the Hydromate to overheat and void the warranty.

**3. Use only approved chemicals.** Use of non-approved chemicals could cause damage and void the warranty. All Softcare products are approved for use in your Softub. *See pages 18, 19, 20 & 21.*

**4. Maintain proper water pH (7.2-7.8, with 7.5 being ideal).** The vinyl liner can be damaged by an improper pH balance.

**5. WARNING: The use of Potassium Monopersulfate Shock (Non-Chlorine Shock) will cause damage and void the warranty.** To shock your Softub, use Softcare Granular Dichlor or FROG® Jump Start®. (Although FROG Jump Start contains Potassium Monopersulfate, it has been tested extensively by our engineers and will NOT void your Softub warranty when used according to the manufacturer's instructions and when all chemical levels are maintained properly.)

**6. NEVER use an unapproved extension cord to connect the Hydromate to the power source.** Use of an unapproved extension cord can cause safety issues, with a potential for fire or operational hazards to users in addition to damage to the Softub. Do not operate the Softub with an unapproved extension cord. It is unsafe and will void the warranty.

**7. Do not operate without the Ground Fault Circuit Interrupter (GFCI) located at the end of the power cord.** In the event of an electrical short, this safety device shuts off the power in a fraction of a second.

**8. Install the Softub only on floors or in areas that can withstand repeated exposure to water (tile, brick, etc.).** Splashing, dripping, filling and draining are routine operations which will spill water. Equipment failure may also cause substantial water spillage. Care must be taken that the structure underneath the Softub will not warp or suffer damage in the event of a water spill. If located in a multiple floor structure, objects on the floor below should be protected in the event of a major spill.

**9. Place only on surfaces that can withstand the floor loading requirements of your tub.** If you do not know the rating of your floor, consult a properly licensed architect or engineer before filling. See *specifications on page 28*.

**10. NEVER use sharp utensils in or around the Softub.** Sharp objects can puncture the vinyl.

**11. Handle the Hydromate gently.** Avoid lifting or carrying by the plumbing assembly. Components may incur damage if dropped.

**12. Do not open the Hydromate or the GFCI.** There are no user serviceable parts inside. Opening either component will void the warranty and may cause serious bodily injury or death.

**13. Pets should be kept away from the Softub to avoid damage.**

**14. Findings in the “Journal of the American Medical Association” show that women who are planning a pregnancy or who are experiencing the first months of pregnancy should avoid hot tubs and spas.** Consult your physician before using the Softub if you are or may be pregnant.

**15. Prolonged immersion in hot water may induce hyperthermia.** Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperatures of 98.6° F. Symptoms of hyperthermia include dizziness, lethargy, drowsiness and fainting. Effects of hyperthermia include failure to perceive heat, failure to recognize the need to exit the hot tub, unawareness of impending hazard, fetal damage in pregnant women, physical inability to exit the hot tub, and unconsciousness resulting in the danger of drowning.

**WARNING: The use of alcohol, drugs or medication can greatly increase the risk of fatal hyperthermia.**

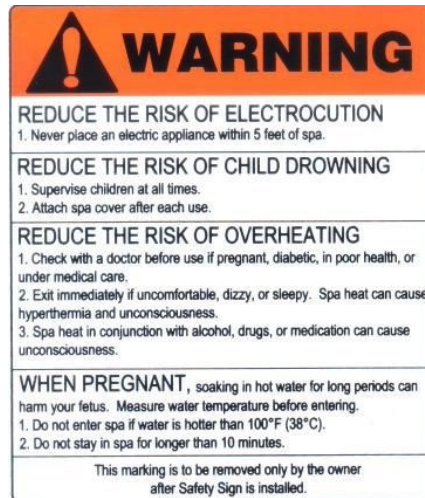
**16. Do not fill the Softub through any water-softening device as this could damage the liner.**

**17. A properly cared for and maintained Softub has an expected service life of 6 - 8 years.** As is the same with most other recreational water products and outdoor appliances, it is recommended that after 5 years of service, the Hydromate and tub be inspected and serviced by an authorized service center to ensure continued operation and performance.

**18. Protection of the tub from the elements also needs to include insects or small animals.** The infestation and/or nesting of insects and/or animals within the Softub can cause damage that is not covered by the warranty. Please ensure that the tub is protected from such occurrences.

## Safety Sign

Included with this hot tub is a safety sign suitable for indoor and outdoor use. The prominent display of this sign is important to occasional users of the hot tub who should be familiar with these warnings. This sign can be easily attached using the mounting hole in the top of the sign. For additional copies of this sign, contact your local dealer.



## For California Residents



**WARNING:** Cancer and Reproductive Harm - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

# Installation Instructions

All Hydromates are supplied as a cord-connected spa with pump and spa-side controls. Some units have included a lighting fixture. All units include a GFCI (Ground Fault Circuit Interrupter) that is attached to the cord.

## **SITE SELECTION**

**Before selecting a site, please be sure and read the Safety Instructions, Manufacturer's Warnings, and relevant Indoor and Outdoor Installation sections.**

Your Softub is completely self-contained and portable. It can be set up on a patio, deck, or even indoors.

**A. Structure:** The Softub should always be placed on a structurally strong, relatively smooth and level surface. (See the specifications on page 28 for loading capacity.) Always consult with a structural engineer if the strength of the structure is unknown or questionable.

**B. Drainage:** Do not place the Hydromate in an area where water will puddle around it. Casual moisture is to be expected and anticipated in the area surrounding the tub. Accommodation for moisture and drainage is necessary.

**C. Electrical:** Allow easy access to the Ground Fault Circuit Interrupter (GFCI), which is located on the end of the power cord. The 115-volt GFCI and the outlet it is plugged into should be protected from extreme weather, landscape sprinklers, and accidental spills.

A pressure wire connector is provided in the underside of the Hydromate to permit connection of a minimum No. 8 AWG (8.4 mm<sup>2</sup>) solid copper bonding conductor between this point and any metal enclosures or electrical equipment, metal water pipe or conduit, within 5 feet (1.5 m) of the unit, as needed to comply with local requirements.

Your Softub has been carefully engineered to provide maximum safety against electrical shock. Installation must be within 10 feet of a three-wire grounded outlet with an isolated power supply of 15 amps (110-120 volts). The outlet should be a minimum of 5 feet from the spa. Connecting the Softub to an improperly wired circuit, or using an unapproved extension cord can cause a hazardous situation that could cause potential for a fire or operational hazards to users and may cause damage to the Hydromate that is not covered under warranty.

**D. Location:** Choose a location that is not susceptible to infestation. This will help to protect against ants, termites or any other type of burrowing insect as well as field mice and rats from inhabiting the foam. Such an occurrence may cause damage to your Softub and is not covered under warranty.

## **OUTDOOR INSTALLATION**

You may place the Softub on any smooth surface (tile, concrete, wood, brick or sand). Verify there are no sharp objects under the tub prior to setup. It is suggested you do not place the Softub in an area where dirt and debris may be tracked into the tub. Check your local codes for restrictions (i.e. childproof gates).

Your dealer may offer a variety of accessories. These include gazebos, spa enclosures, and decks. A solid foundation is mandatory to ensure stability of the structure or deck.

For easier maintenance, improved energy efficiency, better cleanliness and to prolong the life of your Softub, we recommend the use of a specially made protective cover, available at your dealer.



## **INDOOR INSTALLATION**

Water splashing on the floor during use may cause a walking hazard and/or structural damage unless good drainage is provided. The use of a catch basin capable of holding the tub's capacity of water is recommended as a safeguard in the event of a major spill. Proper building material must be used in the area surrounding and beneath the tub. Take into consideration the high room humidity, which will exist. Providing natural or forced ventilation in the room will help maintain comfort and minimize moisture damage to the surrounding environment.

# Set-Up Checklist

---

\_\_1. Your Softub comes with safety straps for the cover. Be sure to lay them down in an "X" fashion, then place the tub on top of them. Make sure the straps are straight, centered, and that the tub is on a level surface. Make sure the tub is placed where you want it to be. Remember to leave room for a deck surround or steps. The tub cannot be moved once it's filled with water.

\_\_2. Put the lid on the hot tub and test the straps to make sure that you are able to fasten them properly.

\_\_3. Set the Hydromate beside the Softub on the same level surface. Align the pipes from the Hydromate with the fittings on the tub. **DO NOT PLUG IN THE UNIT.**

\_\_4. Slide the Hydromate towards the tub, directing the pipes to go into the fittings on the tub. Continue to push the Hydromate until all of the black O-rings (2 on each pipe) are inside the fittings on the tub.

\_\_5. Thread the connector nuts onto all 3 fittings until they are tight. You may need to slide the Hydromate a little as you tighten the nuts. A good indication they are tight is that none of the threads are showing on the tub fittings.

\_\_6. Connect the small wire connector for the light from the Hydromate into the wire connector on the tub.

\_\_7. If your filter is not installed on one of the suction covers, soak the filter connector in lukewarm water for two minutes (this makes the filter easy to install). After soaking in warm water, snap the filter over the fitting in the tub. (See filter information, page 22)

\_\_8. Turn on the hose and allow the water to run into the grass or a garden for 60-90 seconds. This will rinse the inside of the hose of any bacteria or algae (Both grow in stagnant water left in the hose when not being used and could introduce contaminants to the tub). **CAUTION: Make sure not to fill the Softub with soft water.**

\_\_9. Make sure any wrinkles in the liner are smoothed out and add about 1-2 inches of water. To smooth out wrinkles, press on the wrinkle and move the material outward. Pulling on the liner and tucking it into the corner edge also helps to eliminate the wrinkles. *For those who have a Resort 300, Portico, or PoseidonX with a seat, you will need to stop filling again when the water is 1-2 inches above the seat to smooth any wrinkles.*

\_\_10. As the tub fills, check threaded connections for leaks. Continue to fill until the water level is about 2 inches above the highest jet. *Hint: If you see a leak, don't panic. Turn off the water and tighten the nut(s) until the connections stop leaking.*

\_\_11. Plug the Hydromate into a grounded, three-hole, 115 volt outlet with an isolated power supply of 15 amps. The light on your plug will light up, and in 10 seconds, your pump will start. An isolated power supply is an existing 15 amp circuit with no other appliance or power drain on it. The tub is the only item connected on the circuit.

\_\_12. Get the foam insulation piece from the accessory package and place it around the plumbing pipes between the Hydromate and the tub. Now cover the foam with the vinyl cover and secure with hook and loop at the bottom.

\_\_13. Open your water treatment kit and follow the recommendations to treat and test your water. Make sure you read the water treatment section in this manual and the Water Treatment Guide. Failure to do so could damage your liner and void your warranty.

\_\_14. **Congratulations!** Your Softub is now ready to heat to your desired temperature. Push the increase (Λ) button to make the water hotter or the decrease (V) button to lower the water temperature. Set the temperature where you will be most comfortable.

*Hint: The tub will heat faster if you turn off the air control (fewer bubbles) - it's the knob on top of the Hydromate, and cover the tub with the lid. The water temperature will rise at about 1 - 2 degrees F per hour, depending on the model. The Softub will turn off after the water reaches the set temperature. See TEMPERATURE SETTING, page 12, to adjust temperature.*

**It is the responsibility of the tub owner to make sure the above installation conditions are met as well as to follow the Safety and Warning Instructions. Softub, Inc. is not responsible for any damage, which may result from water spillage, excessive humidity, or structural loading. Please take all precautions necessary to ensure years of joyful use of your Softub.**

# Operation

Your Softub Hydromate System has been designed to be simple to operate and easy to maintain.

## TEMPERATURE SETTING



By experimenting with different settings on the control panel, you will find the temperature most comfortable for you. The thermostat will automatically turn the tub on and off as the temperature falls below, then reaches, the set temperature to maintain the water temperature you have selected, 24 hours a day.

Your Softub will automatically display the temperature of the water in your spa, whenever the pump is on and has been running for 2 minutes continuously. A "P" will be displayed when the pump is not on, to indicate that the water near the temperature sensors must be purged to get an accurate reading of the water temperature. To display the water temperature when "P" is showing on the display, press the "JETS" button. After 2 minutes, the water temperature will be displayed.

To set the temperature, press the up or down arrow once to display the current setting. Then, use the up (Λ) and down (V) arrows to adjust the temperature to the setting you desire. The current temperature setting will display for 5 seconds after the up or down buttons are pressed. After this time has elapsed, the display will revert to displaying the water temperature.

## **JETS**

When the water is at the set temperature, the jets will not be on. If you wish to use the tub, the JETS button on the control panel activates a timer that turns the jets on for a 20 minute period. If you want the jets to stop within that 20 minute period, press the jets button again. During use (lid off and air valve open), the water temperature usually drops enough to allow the thermostat to keep the Hydromate running after the 20 minute period. If the motor stops after 20 minutes the jets button may be pressed again to keep the Hydromate running.

## **FILTRATION**

Softub's patented filtration programming automatically runs if it determines that it requires filtration. When the tub is running in the filtration cycle, the filter icon will glow. The digital controls are set to run two 15-minute filtration cycles in a 24 hour period. These will run every 12 hours and are set when the spa is first plugged in. The filtration cycle will only run if there has been no heat call in the prior 12 hours. If there has been a heat call, the filtration cycle will be skipped, saving you money.

## **AIR CONTROL**

The main air control valve is located on the control panel of the Hydromate. To open the air control, rotate the knob counter-clock-wise one quarter of a turn. To close the air control, rotate the knob clockwise. Each jet can also be individually directed by rotating the head of the jet. After using your tub, the air control should be turned off so the addition of outside air does not slow the heating of your tub.

See your Softub Dealer for optional jets which can customize your Softub.

## COMBINATION LOCK

Your Softub features a patented combination lock located at the end of the fastening straps with the lock preset to open at 0-0. To reset the combination to your own number, first open the buckle, then use a pointed object, such as a ballpoint pen, to press in the reset button. Next, rotate the dial to your desired number while keeping the reset button depressed. Finally, release the reset button. This lock must be used to secure the tub to prevent unauthorized access per local codes.



## GROUND FAULT CIRCUIT INTERRUPTER (GFCI)

The Softub cord is fitted with a Ground Fault Circuit Interrupter (GFCI), a very important safety feature. The GFCI shuts off the electricity in a fraction of a second if there is a short in the cord or the Hydromate. This plug fits conventional 115-volt outlets found in most homes. Properly wired 115-volt in wall GFCI outlets should operate normally with the Softub GFCI. It is recommended that the GFCI be tested each time it is unplugged and plugged back in or after any power outage. The test procedures are as follows:

A. Push the TEST button on the GFCI. The light on the GFCI and the light(s) on the control panel should go out. If any of the lights fail to go out, **DO NOT USE THE SOFTUB. UNPLUG THE HYDROMATE AND CALL YOUR LOCAL SERVICING DEALER OR SOFTUB TECHNICAL SUPPORT AT 1-800-711-5382.**

B. If the GFCI tests are okay, firmly push the RESET button back into place and the Hydromate should resume power. If the RESET button fails to reset properly, or if power does not return to the Hydromate, **UNPLUG THE HYDROMATE AND CALL YOUR LOCAL SERVICING DEALER OR SOFTUB TECHNICAL SUPPORT AT 1-800-711-5382.**

C. If the GFCI trips by itself at any time, firmly press the RESET button back into place and perform the above tests. If this happens more than once, **UNPLUG THE HYDROMATE AND CALL YOUR LOCAL SERVICING DEALER OR SOFTUB TECHNICAL SUPPORT AT 1-800-711-5382.**



## **SOFTSPARKLE™ MULTI-COLOR LED LIGHT**

Softtubs come equipped with the SoftSparkle multi-color LED light. This light affords 10 different lighting effects for your tub. The following instructions explain the light and how it operates.

This light is programmed for 10 different light modes. They are:

- Color Wheel
- White
- Cyan
- Magenta
- Blue
- Yellow
- Green
- Red
- Color Flash
- Slow Color Wheel



The unit operates in the following manner:

Depressing the light button turns the light on in the same mode it was last in. For example: if the light was white when it was shut off, it will be white when it is turned on a few days later.

If the light is turned off then immediately back on, it advances to the next mode. For example: if the light is white and the light button is pressed momentarily, then immediately pressed again, the light will come back on in Cyan. Turning it off and back on again immediately will now advance the mode to Magenta.

If it is turned off for a longer time, when turned back on it will be in the last mode it was in. For example: the light is blue and it is turned off. If the light is turned on in 1 minute, 30 minutes, 3 weeks, etc. the light will come back on in the blue mode. Once a favorite mode is selected, just turning the light on and off when using the tub will keep it in the same mode. To advance to another mode, rapidly turn the light on and off.

## POSEIDON JET

The Portico and PoseidonX are equipped with enhanced features such as Dual LED lights, our adjustable Trident Diverter, and Whirlpool Elbow.

Whirlpool Elbow Attaches to Trident Diverter

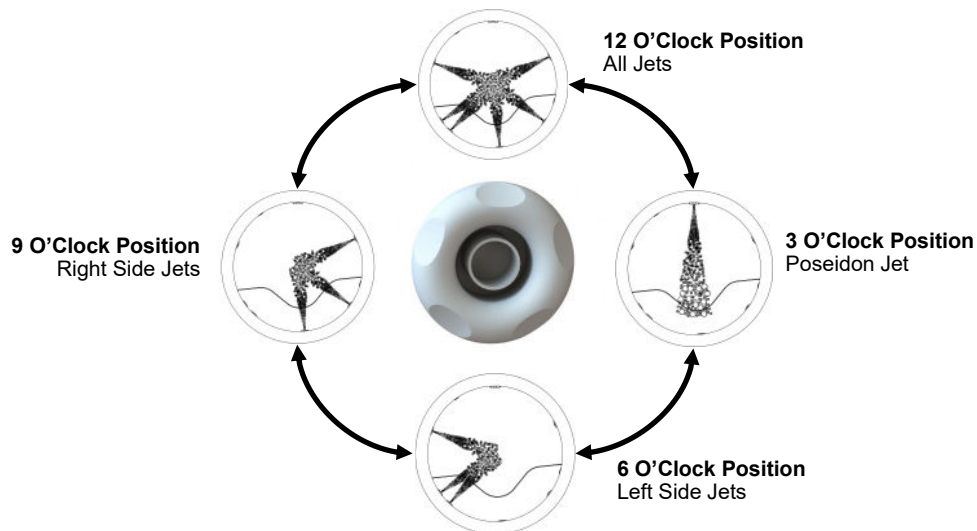


The Dual LED lights work in harmony and function per setting instructions on page 16.

There are five operating settings for the Trident Diverter. Simply change comfort settings by turning the Trident Diverter clockwise with the Hydromate "Jets" button turned on to achieve:

- 1) All Jets (Except Poseidon)
- 2) Left Side Jets
- 3) Right Side Jets
- 4) Poseidon Jet
- 5) Whirlpool Mode (**Whirlpool elbow is press fit and must be attached side to side only, not facing up**)

*\*\*The following image is for reference, the exact position your jet arrives in may vary*



# Maintenance

## **WATER TREATMENT**

Water treatment is an important factor in the enjoyment of your Softub. Proper water maintenance is essential for the health of your friends and family as well as for permitting years of trouble-free use of your Softub. We strongly recommend the use of the FROG® @ease® System along with Softcare Chemicals, formulated for vinyl lined spas or their exact equivalents. Check local codes for any additional guidelines to test and treat the water properly.

The most common water chemistry problems that can damage the Softub are:

**1. Improper pH management:** Too low of a pH level will result in excessive wrinkles, damage to the vinyl liner and corrosion in the motor. Too high of a pH level will result in scaling on the liner, build up inside of the pump and plumbing, and damage to the tub and motor.

**2. Not removing the lid completely and not turning on the jets when adding chemicals.** Leave the lid off and the water circulating for at least 15 minutes after adding chemicals.

**3. Use of improper chemicals:** FROG @ease has been approved for all Softub models. This system puts your water chlorination on autopilot by letting you know when a cartridge replacement is necessary by simply flipping over. However, it is still imperative to keep the pH properly balanced to prevent damage to the spa.

To use, simply balance the water as guided by your Test Strips and Water Balancing guidelines. Then, Add FROG Jump Start to achieve a start-up level of chlorine. Next, connect the blue Mineral Cartridge to the silver FROG SmartChlor® Cartridge, and set it to the setting as instructed in the chart on page 19. Finally, toss it in your Softub. We believe everything about owning a Softub should be as "Simple as 1, 2, 3."

The FROG @ease System combines sanitizing minerals and SmartChlor Technology to kill bacteria, two ways, with up to 75% less chlorine. The results? Fresh Mineral Water®, that's silky soft, has far fewer odors than other water, and is self-regulating (meaning it is the easiest water to maintain)! Plus, it knows when more sanitizing power is needed and automatically delivers it.

When the FROG @ease system flips over, replace the silver SmartChlor Cartridge. Each cartridge should last 3-4 weeks. Make sure to add FROG Maintain® or Softcare Granular Dichlor when replacing your cartridge once a month.

For routine hot tub care, replace the complete FROG @ease Floating System every four months when you drain and refill your Softub. Wipe areas above the waterline on the inside surface of the tub and cover when you use the spa and when you check the water chemistry. Use a clean cloth wet with water from the spa. Wring the cloth outside the Softub. Finally, regularly test the water (at least twice a week) with FROG @ease Test Strips and follow water balance guidance on the back of the bottle.

**FROG @ease Setting Chart**

<b>Softub Model</b>	<b>Setting #</b>
140	1
220	1
300	2
Portico/PoseidonX	2

#### **4. Over-Chlorinization**

**5. Not maintaining the water chemistry:** The water chemistry in your tub should be checked at least twice a week. If it is neglected and the chemistry is allowed to get out of balance, your vinyl liner may be damaged. It is the responsibility of the owner to properly maintain the chemical balance and sanitation of the water. Softub Inc. is not responsible for any damages which result from improperly maintained water. Improper water maintenance may result in voiding the warranty. If you have any questions regarding chemicals, please contact your Local Servicing Dealer or Simple Care by Softub Spas Representative at 1-800-709-7270 or [info@simplecarebysoftub.com](mailto:info@simplecarebysoftub.com).

When properly maintained, your Softub will last many years. The primary cause of failure is improper care of the water. A regular program of water maintenance is essential. Please visit [simplecarebysoftub.com](http://simplecarebysoftub.com) for approved chemicals and supplies.

#### **A. Recommended Water Balance**

Free Available Chlorine Residual:	3 - 5 ppm
pH:	7.2 - 7.8 (ideal 7.5)
Total Alkalinity:	80 - 120 ppm
Calcium Hardness:	150 - 250 ppm

Test your water chemistry after each use of the Softub, but no less than twice per week. Avoid a low pH, as this will cause unsightly wrinkles to form in the liner and could void your warranty.

Unit of Measure Conversion for adding chemicals:

1 tbsp. = 1/2 oz. = 15 ml. = 3 tsp.

1 tsp. = approx. 1/4 oz. = 5 ml.

#### **B. Chemical Additions**

1. Test the water chemistry before adding chemicals to get an initial reading. Once chemicals have been added you will not be able to get accurate test results for several hours.

2. Always add chemicals according to the instructions on the package. Add only one chemical at a time and leave the lid completely off and the water circulating for at least 15 minutes after the chemicals have been added.

3. Floating dispensers should never be used, with the exception of the FROG @ease System that has been meticulously tested, as they can bleach the liner by over-concentration and lowering the pH.

4. Do not use gas chlorination, ionizers, scents, salts, bath bombs or soaps that are not approved for use in the Softub. Consult your Local Servicing Dealer or Simple Care by Softub Spas Representative at 1-800-709-7270 or [info@simplecarebysoftub.com](mailto:info@simplecarebysoftub.com).

Empty, clean, and refill your Softub with clean water 3-4 times per year or when proper water chemistry becomes difficult to manage.

**WARNING: The use of Potassium Monopersulfate Shock (Non-Chlorine Shock) will void the warranty.** FROG @ease products do not apply to this as their unique formulation of sanitizing minerals and SmartChlor has proven to be safe and effective in Softubs when used according to FROG @ease guidelines. Thus, FROG @ease products including, FROG @ease, FROG Jumpstart and FROG Maintain will NOT void your Softub warranty when used according to the manufacturer's instructions and when all chemical levels are maintained properly. To super chlorinate your Softub, use FROG Jumpstart or Softcare Granular Dichlor.

## **INNER LINER**

While empty, use a mild soap solution to wipe any soil or stains on the inner liner. Rinse thoroughly before refilling the tub. Do not use cleaning aids such as steel wool, stiff bristle brushes, erasing sponges, abrasive cleaners, acidic cleaners (such as citrus based cleaners) or cleaners containing harsh chemicals including bleach and ammonia. If you notice a tear or puncture, contact your Local Servicing Dealer or Softub Technical Support at 1-800-711-5382.

## **LEATHERTEX<sup>®</sup>, SYNTEX<sup>®</sup>, & BERWICK**

The exterior of the tub, lid, Hydromate, and vinyl hose cover are made of LeatherTex, SynTex, or Berwick which are marine grade vinyl, specifically formulated to resist mildew, cracking and discoloration when properly maintained.

### **A. Cleaning**

Use Softub Vinyl Cleaner per the instructions on the bottle. Avoid abrasive soaps, tools, sponges, or any other solvents. Improper use of unapproved cleaning products may void the warranty.

Use of vinyl protectants, such as those commonly found in auto parts stores can accelerate the aging of your tub, causing cracks in the vinyl that are not covered under warranty. The only vinyl protectants approved for use on your Softub are Softub Vinyl Protectant and 303 Aerospace Protectant, available from your Softub dealer or Local Service Center.

### **B. Solar Exposure**

Reflected sunlight can damage your Softub. Do not locate your Softub next to windows or other surfaces that may reflect or magnify sunlight onto the vinyl surfaces of your Softub.

If your Softub is located outdoors, we recommend the use of the Softub Protective Cover (available from your dealer). This will protect the Softub from direct ultra-violet (UV) exposure, help keep rain water out of the tub, and keep the surface clean. If you are placing a dark color Softub in direct sunlight, the use of a Softub Protective Cover is recommended. Never cover your Softub with a transparent plastic covering of any sort for it will damage the spa.

### **C. Repair**

If you notice a tear in your exterior LeatherTex, SynTex, or Berwick, contact your Local Servicing Dealer or Softub Technical Support at 1-800-711-5382.

## **FILTER CLEANING**

Clean your filter at least once a month. The filter must be removed while the spa is at operating temperature. To remove the filter: gently wiggle and pull the filter from side-to-side until it is free, exposing the gray/pearl suction cover that is mounted on the tub wall. Remove the filter sock from the filter and clean the filter according to the directions on the Softcare Instant Filter Cleaner bottle. Reinstall the filter sock and place the filter in warm water for several minutes for easy installation. Orient the filter so the gap in the collar that fits over the gray/pearl suction cover is facing either side, but not up or down. Then, slide the filter onto either of the gray/pearl suction covers. Do not attempt to remove or install the filter unless the spa is at operating temperature (filter and suction cover are warm). To assure proper operation, the filter should be replaced at least once a year.

## **FILLING & DRAINING**

Empty, clean, and refill your Softub with clean water 3-4 times per year or when proper water chemistry becomes difficult to manage. Always unplug the Hydromate before draining the tub. If you pump water out of the spa, do not allow the suction end of the hose to contact the vinyl - this may damage the vinyl and void your warranty.

Your tub should be drained using a siphon, or a submersible pump (available from your dealer or local Softub service center).

To drain your tub using a siphon; submerge a clean hose with no sharp edges in your Softub until you are sure all air has escaped from the hose. Before lifting one end of the submerged hose out of the water, plug an end with your finger and drape the hose over the outside of the spa, remove your finger from the hose end and it will begin draining. Use a sponge to remove any remaining water.

Never fill a Softub with water over 104° F / 40° C. To reduce the time needed for the initial warm up, warm household water may be used, provided you are not using a water softening device connected to your household water supply. If your home is equipped with a water softening device, bypass the device while filling your Softub. Softened water is considered chemically treated and causes difficulty in balancing water chemistry and should not be used to fill your Softub.

Fill the spa slowly (over a period of a few hours). This allows your home's water heater to recover and supply enough warm water.

## **WATER LEVEL**

Always keep the water level at least 2 inches above the top jet. This will ensure that the jets do not spray water out of the tub, as well as not overworking the motor. When properly filled, the interior lid surfaces should not contact spa water.

## **STORING & TRANSPORTING**

The Softub is designed to either be in continuous use, with regular chemical maintenance and care or completely drained, dried and properly stored. Improper storage of the tub can cause damage and is not covered under the warranty. If you are leaving your tub for more than one week, or do not plan on using it, remove the filter and drain your system completely. Turn the Hydromate so that the hoses are facing down and allow all water to drain from the internal plumbing. Turn the tub on its side and roll it back and fourth to remove any water from the internal plumbing. Wipe out any residual water from the inside of your tub, wiping down the walls and floor of the tub. Failure to do so may cause water in the internal plumbing to freeze in cold climates and severely damage your Softub.

You may save the original shipping carton from the tub and Hydromate for storing and transporting. The tub must be stored horizontally with the lid off in a well ventilated area.

**IMPORTANT!** Be sure nothing is placed on top of the tub when it is stored. Do not store empty in sunlight.

For transporting, ideally the tub should be in its original shipping container and securely tied down. The use of a strapping device of at least 1 1/2" wide is recommended. A tarp may be needed to spread out tension. If boxes are not available, straps must be sufficient to prevent the Softub from falling out of the vehicle. Do not apply excessive strapping tension as to cause any permanent markings on the vinyl or the structure.

# Service

Your Softub has been designed to minimize service requirements. There are no user serviceable parts in the Hydromate or the GFCI.

**DO NOT** open the Hydromate or the GFCI as this will void the warranty. If you have an operational problem, carefully go through the steps outlined in the troubleshooting section of this manual. If you are still having a problem, call your Local Servicing Dealer or Softub Technical Support at 1-800-711-5382.

# Troubleshooting

**Problem:** The tub is connected but nothing is working. The outlet has been tested and has 115 volts.

**Cause:** The outlet may be wired incorrectly. The GFCI only works if the wiring is in the proper orientation (i.e. hot-black, common/neutral-white, and ground-green or bare).

**Solution:** Try a different outlet and consult an electrician to repair the outlet or circuit in question.

**Problem:** The control panel reads “IPS” or “IP5” and the tub won’t run.

**Cause:** The tub is connected to an “Insufficient Power Supply” and has deliberately turned itself off.

**Solution:**

1. If there is a temporary brown-out or low-voltage situation from the power company (i.e. windstorm, thunderstorm, earthquake or other reason for power irregularities) unplug the tub and wait for the power to be fully restored. Be careful during extreme low temperatures to protect the Hydromate from freezing.

2. If no large-scale power delivery problem is present, check the installation to ensure that an extension cord is not being used. If one is, eliminate the extension cord and plug the Hydromate directly into an acceptable outlet.

3. Ensure that the tub connection is good and has not been compromised.

4. Check for other appliances or equipment on the same circuit that may be causing a drain on the supplied power. Either isolate the tub power supply by connecting the other equipment to another circuit or connect the tub to a different, isolated circuit.

5. If all of the above does not alleviate the situation, plug the Hydromate into another power outlet. The outlet being utilized may not have a sufficient power supply available.

**Problem:** The LED temperature display is flashing.

**Cause:** The water is too hot, or there is a fault in the Control System.

**Solution:**

1. Allow the water temperature to drop below 100° F/38° C.
2. If the display still flashes, take the Hydromate to your dealer.

**Problem:** Cannot activate the jets.

**Cause:** There is a voltage supply problem, or a mechanical problem in the Hydromate or GFCI.

**Solution:** Check that the LED temperature display on the control panel is on. If the lights are on:

1. Press the JETS button, if the Hydromate comes on, the water in the tub has reached its set temperature.
2. If the Hydromate still does not turn on, advance temperature to 104° F/40° C. If the heating light is on and the pump is not running, unplug the Hydromate for a few hours then repeat step one. If the Hydromate still fails to start, disconnect it per the instructions and take it to your dealer.

*Note: if you regularly need to unplug the Hydromate to allow the jets to operate, you are having a low voltage problem. Make sure your Hydromate is not connected to an extension cord and that the circuit you are using does not have another major appliance connected to it. Poor household wiring and/or connections can cause a low voltage situation at the outlet. Make sure you have at least 115 volts on an isolated power supply outlet when your motor is running.*

**Problem:** No LED temperature display.

**Cause:** Loss of power at the wall switch or the Hydromate.

**Solution:**

1. Make sure that the Hydromate is plugged into a 115 volt outlet with an isolated power supply of 15 amps.
2. Test the GFCI on the power supply cord. *See the instructions on page 15.*
3. Check for power at the outlet using a 115-volt appliance such as a lamp or hair dryer.
4. If the GFCI is not functioning, and there is power to the outlet, take the Hydromate to your dealer.
5. If the GFCI is not tripping and the LED Temp. is flashing, the water is too hot. To allow the high limit to reset, let the tub cool to below 100° F/40° C then repeat #1.
6. If the above happens repeatedly or the Hydromate does not reset, take the Hydromate to your dealer.

**Problem:** Weak jets.

**Cause:** Air or a solid obstruction in the plumbing. If the tub was just filled, it is probably air.

**Solution:**

1. Check to see that the jets are turned on.
2. Make sure the water height is at least 2 inches above the top of the uppermost jets.
3. Verify that no plugs or other coverings are over the suction inlets in the tub. (The suction inlets are the lower fittings.)
4. Turn the jets on and off several times to clear the air.

**Problem:** All jets lost power while operating.

**Cause:** Obstruction in the plumbing.

**Solution:**

1. Remove the filter. *See the instructions on page 22.*
2. Check to see if the suction strainers are in place and free of debris.
3. If these are clean and you still have weak jets:
  - A. Unplug the Hydromate.
  - B. Drain the tub.
  - C. Disconnect the hoses.
  - D. Separate the Hydromate from the tub.
  - E. Inspect the plumbing exposed by opening the unions for blocking materials such as hair, leaves, string, plastic bags, etc.
  - F. Clean and flush the Hydromate with full pressure from a garden hose placed in the top large hose connector of the Hydromate.
  - G. Re-assemble and try again.
4. If no blocking objects were found and there is still no power, debris is probably lodged inside the pump. Take the Hydromate to your dealer.

**Problem:** One jet has lost power.

**Cause:** The jet is closed or there is an obstruction at this jet.

**Solution:**

1. A solid obstruction may be present inside the jet. Remove the jet, per dealer instructions. Clean it out and replace it.

**Problem:** Can't shut off the air to the jets.

**Cause:** Air control valve is not fully shut.

**Solution:**

1. Turn the air control on and off several times.

**Problem:** The tub will not heat up to the desired operating temperature.

**Cause:** The environment is not right for the tub to heat properly.

**Solution:**

1. To heat faster, turn the air control off completely. (When the air control is off there should be no air bubbles coming from the jets.)
2. Fit the lid onto the tub.
3. Set the temperature to 104° F/40° C and allow the Hydromate to cycle several times until the thermostat control shuts off.

**Problem:** Tub and/or Hydromate leaks water.

**Cause:** Water will typically be observed where the Hydromate attaches to the tub. This is called “casual moisture” from condensation.

**Solution:**

1. Dry the area.
2. Check that the connectors are tight.
3. Identify the origin of the leaking water.
  - A. Check the tub for water at the tub side of the bottom hose connection and around the bottom edge of the tub.
  - B. Check the Hydromate for water on the motor side of the hose connection and under the Hydromate.
4. Tub leaks should be verified by your dealer. Ask them to inspect your installation.
5. A leaking Hydromate should be taken to your dealer. Unplug the Hydromate, drain the tub, and remove the unit.

Display Codes	
<b>P</b>	Purge - P will display during first two minutes of running Hydromate, see page 12
<b>P01</b>	Insufficient Heating - Close Air control completely by turning the knob clockwise, close and secure the lid, reset GFCI. If the error code reappears after 4 hours contact your Local Servicing Dealer or Softub Technical Support at 1-800-711-5382.
<b>IPS</b>	Insufficient Power Supply - Ensure that all Manufacturer's warnings and Installation Instructions have been followed during installation. Do not use unapproved extension cords or non-dedicated circuits to power your Softub. If the error code reappears after ensuring proper installation and electrical connections, contact your Local Servicing Dealer or Softub Technical Support at 1-800-711-5382.

# Specifications

	<b>Sportster 140</b>	<b>Legend 220</b>	<b>Resort 300</b>	<b>Portico</b>	<b>PoseidonX</b>
<b>Capacity</b>					
Seating:	1-2 Adults	3-4 Adults	5-6 Adults	5-6 Adults	5-6 Adults
Water:	140 Gals.	220 Gals.	300 Gals.	274 Gals.	274 Gals.
<b>Tub</b>					
Outside Dimensions:	59 in.	71 in.	78 in.	79 in.	79 in.
Inside Dimensions:	50 in.	60 in.	66 in.	66 in.	66 in.
Overall Height:	24 in.	24 in.	27 in.	27 in.	27 in.
Water Depth:	19 in.	19 in.	21 in.	21 in.	21 in.
Number of jets:	4	5	7	8	11
<b>Hydromate</b>					
Outside Diameter:	20 in.	20 in.	20 in.	20 in.	20 in.
Height:	27 in.	27 in.	27 in.	27 in.	27 in.
<b>Weights</b>					
Tub (dry):	50 lbs.	70 lbs.	80 lbs.	88 lbs.	88 lbs.
Lid:	20 lbs.	24 lbs.	31 lbs.	31 lbs.	31 lbs.
Hydromate:	40 lbs.	40 lbs.	40 lbs.	40 lbs.	40 lbs.
With water:	1,211 lbs.	1,839lbs.	2,541 lbs.	2,407 lbs.	2,407 lbs.
<b>Dead Weight Floor Loading*</b>	150 lbs. per square foot	150 lbs. per square foot	150 lbs. per square foot	150 lbs. per square foot	150 lbs. per square foot

### **Power Pak**

All Hydromates are cord-connected, requiring a supply voltage that is single phase, 115 volt, 60 Hz and 15 amps. Each unit comes equipped with a cord mounted GFCI.

*All sizes and weights are approximate.  
Specifications subject to change without notice.*

*\*Always consult with a structural engineer if the strength of the structure is not known and verified. Inadequate support could result in damage to the tub or structure.*



## **5 Year Limited Warranty**

Softub, Inc. warrants the Softub to be free of defects in materials and workmanship for **five (5)** full calendar years. Warranty coverage begins on the date of purchase and ends on the 5<sup>th</sup> anniversary of the date of purchase. Any repairs required will be at the following costs to the customer.

Year 1 & 2 (0-24 months): No Charge For Part(s) Or Labor For Repair\*  
Year 3, 4, & 5 (25-60 months): \$275.00 Charge Per Occurrence Maximum\*

### **Extent of Warranty**

This warranty extends only to the original retail purchaser of the Softub and terminates upon transfer of ownership. It does not extend to commercial, institutional or rental use or installation. The Softub must be purchased and installed within the United States within one year of manufacture date. All repair work is guaranteed for a period of 90 days when performed by an Authorized Softub Dealer, or an Authorized Softub Service Center. **All freight charges associated with any repair are the responsibility of the customer.** The customer is responsible for getting the unit to and from the nearest dealer or service center. Any and all travel charges are the responsibility of the customer. Softub, Inc. reserves the right to repair or replace, at its discretion, any component or assembly requiring repair. Softub, Inc. reserves the right to utilize new or factory refurbished components while facilitating said repairs within the constraints of this warranty. Any repaired or replaced component carries either the aforementioned 90 day guarantee or the remainder of the 5 year limited warranty, whichever is greater.

### **Act Invalidating Warranty**

This warranty is void if the Softub has been altered, misused, abused, neglected or has been repaired by an unauthorized person. Misuse shall include but not be limited to operation or maintenance of the Softub in deviation to the published instructions. The following acts will invalidate the warranty: Operating the tub without water or with improper water level, filling or operating with a water temperature below 40F or above 104F, a water pH below 7.4 or over 7.6, plugging into an unapproved extension cord, operating below 105 volts or over 125 volts, allowing undissolved or concentrated chemicals to lie on the vinyl surface, improperly storing the tub or leaving the Softub empty in direct sunlight (with or without packaging material).

Damage resulting from chemical abuse or neglect is not covered under this warranty. Chemical abuse is defined as exposing the Softub to chemical levels outside of the recommended levels. Chemical neglect is defined as not continuously maintaining the proper chemical levels in the tub leaving it full of water for more than 24 hours without balancing the chemicals.

### **Disclaimers**

Softub, Inc. shall not be liable for the loss of use of the Softub or other incidental or consequential damages. Softub, Inc. shall not be liable for acts of nature, including infestation. Under no circumstances shall Softub, Inc. or any of its representatives be held liable for injury to any persons or damage to any property. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. Specifications subject to change without notice.

**The warranty card that came with your Softub must be filled out and returned or you must register online at [www.ilovemysoftub.com](http://www.ilovemysoftub.com) within ten days to validate warranty.**



\*Trip charge applies



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For easy reference, please complete any missing information:

Tub Serial #: T- \_\_\_\_\_

Motor Serial #: P- \_\_\_\_\_

Dealer Contact Information:

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Revision Date 10/25

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**[www.softub.com](http://www.softub.com)**

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