

How to submit a claim:

MSPA USA service team new contact window:

MSPA USA Warranty Center

Address: 4956 W. 6200 S.

Unit # 312

Kearns, Utah

84118

On-line Warranty registration:

<https://www.mspausa.com/apps/product-registration?form=warranty-claim>

Toll free number: 1 (800) 969-1953

Email address: help@mspausa.com

Website: <https://www.mspausa.com>

When contact the service center, please always provide below details to them:

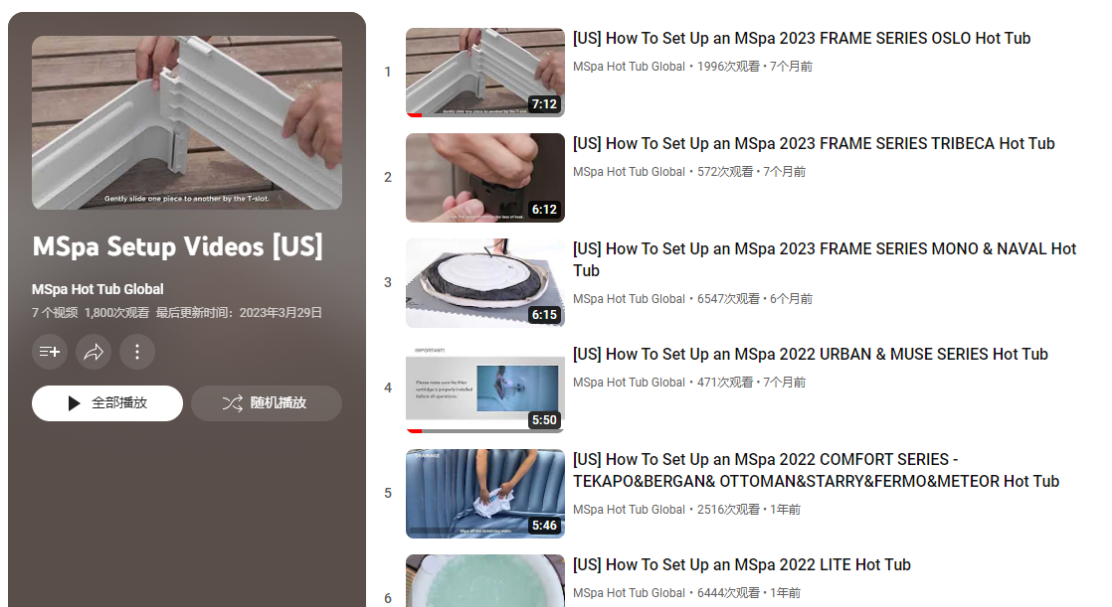
1. Serial number, you may find serial no. on the back of controller near the warning area.
2. Purchase receipt
3. Photos or videos showing defect: The entire item to show how it was using, water capacity? Close-up and clear photos of the damage; The packaging if available.

Upon receipt the details, Mspa USA local service team will verify the problem and guide assembly support or parts sending support within 48 hours.

Important Appendix: Tips to avoid returns due to assembly issue

How-to-assemble video from Mspa official website:

https://www.youtube.com/playlist?list=PL_lyFeYZyITAYpwEOARgLz0hfpRYVjvFV



MSPA Setup Videos [US]

MSPA Hot Tub Global

7个视频 1,800次观看 最后更新时间: 2023年3月29日

全部播放 随机播放

- 1 [US] How To Set Up an MSPa 2023 FRAME SERIES OSLO Hot Tub
MSPA Hot Tub Global • 1996次观看 • 7个月前
- 2 [US] How To Set Up an MSPa 2023 FRAME SERIES TRIBECA Hot Tub
MSPA Hot Tub Global • 572次观看 • 7个月前
- 3 [US] How To Set Up an MSPa 2023 FRAME SERIES MONO & NAVAL Hot Tub
MSPA Hot Tub Global • 6547次观看 • 6个月前
- 4 [US] How To Set Up an MSPa 2022 URBAN & MUSE SERIES Hot Tub
MSPA Hot Tub Global • 471次观看 • 7个月前
- 5 [US] How To Set Up an MSPa 2022 COMFORT SERIES - TEKAPO&BERGAN& OTTOMAN&STARRY&FERMO&METEOR Hot Tub
MSPA Hot Tub Global • 2516次观看 • 1年前
- 6 [US] How To Set Up an MSPa 2022 LITE Hot Tub
MSPA Hot Tub Global • 6444次观看 • 1年前

Mspa tips & advice, how to operate, how to disassemble, how to maintenance:

https://www.youtube.com/playlist?list=PL_lyFeYZyITaQk_mynkPHWV8wZ2XcXm4o



MSpa Tips & Advice

MSpa Hot Tub Global
17 个视频 9,702次观看 最后更新时间: 2023年4月28日

全部播放 随机播放

- 6  **MSpa- HOW TO DISASSEMBLE CONTROL BOX DELIGHT & PREMIUM SERIES (US)**
MSpa Hot Tub Global • 1.1万次观看 • 3年前
 - 7  **MSpa-2022 Frame- How to Install Filter Cartridge (30s version)**
MSpa Hot Tub Global • 2325次观看 • 1年前
 - 8  **MSpa-2022 Frame- How to deflate and fold MONO (30s version)**
MSpa Hot Tub Global • 3258次观看 • 1年前
 - 9  **MSpa-2022 Frame-How To Operate The Bubble Function (30s version)**
MSpa Hot Tub Global • 649次观看 • 1年前
 - 10  **MSpa-2022 Frame - How To Operate The PRCD Test (30s version)**
MSpa Hot Tub Global • 1799次观看 • 1年前
 - 11  **MSpa-2022 Frame- How to operate heating timer (20s version)**
MSpa Hot Tub Global • 598次观看 • 1年前
-  **MSpa-HOW TO DISASSEMBLE CONTROL BOX -FRAME SERIES (10s)**

User manual from Mspa official website:
<https://www.the-mspa.com/owners-manual/>

FAQs from Mspa official website:
<https://www.the-mspa.com/faq-warranty/#faq-top>

Guides on the instruction manual:



MSpa Setup Videos



**MSpa Service
Center List**



**MSpa Owners Manual
(Multi-language)**

TROUBLESHOOTING

ERROR CODE CHART

LED READING	CAUSE	SOLUTION
- - - / 888 / EEP	The Signal wire is loose	Contact local MSpa Service Center
	Communication failed	Contact local MSpa Service Center
F0	Water or ambient temperature is below 32°F (0°C) or exceeds 122°F (50°C)	Change the water
	Temperature sensor failure	Contact local MSpa Service Center
F1	F1 immediately shows after pressing FILTER, HEATING or UVC	Clean the parts and tubes that the water goes through
	F1 shows 15s after pressing FILTER, HEATING or UVC	1. Add more water to the minimum line 2. Clean the parts and tubes that water goes through 3. Contact local MSpa Service Center