

Owner's and Operator's Manual

for Installation, Operation, and Service



SUPER WOW SPA PUMP

End User Warning

This Technical Service / Operator's Manual is provided solely to aid qualified spa service technicians in troubleshooting and repairing spas with control systems manufactured by Balboa Water Group. Balboa controls have absolutely no end user serviceable parts. Balboa Water Group does not authorize attempts by the spa owner/user to repair or service any Balboa products. Non-qualified users should never open or remove covers, as this will expose dangerous voltage points and other dangerous risks. Please contact your dealer or authorized repair center for service.

Intellectual Property

All Intellectual property, as defined below, owned by or which is otherwise the property of Balboa Water Group or its respective suppliers relating to the Balboa Water Group Super Wow Spa Boost Pump, including but not limited to, accessories, parts, or software relating there to (the Super Wow Spa Boost Pump), is proprietary to Balboa Water Group and protected under federal laws, state laws, and international treaty provisions. Intellectual Property includes, but is not limited to, inventions (patentable or unpatentable), patents, trade secrets, copyrights, software, computer programs, and related documentation, and other works of authorship. You may not infringe or otherwise violate the rights secured by the Intellectual Property. Moreover, you agree that you will not (and will not attempt to) modify, prepare derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to create source code from the software. No title to or ownership in the Intellectual Property is transferred to you. All applicable rights of the Intellectual Property shall remain with Balboa Water Group and its suppliers.

TECHNICAL INFORMATION

- Inlet (Suction): ABS Barrel Union to suit 2" I.D PVC pipe
- Outlet (Discharge): ABS Barrel Union to suit 2" I.D PVC pipe
- Max Working Pressure: 300 kPa
- Water Temperature Range: 5°C – 42°C
- IP Rating: IPX5. Electrical Rating: 230-240V 50Hz single phase
- Motor: Built in auto reset overload protection.
- Recommended pH Range: 7.2 - 7.8 (Guide Only)
- Maximum Ambient temperature: 55°C

INSTALLATION INSTRUCTIONS

This pump must be supplied from a circuit protected by a residual current device (RCD).

- ⚠ Super Wow Spa Boost Pump is electrically connected. Ensure that it is isolated from electrical supply during installation and any subsequent service work.
- ⚠ The pump should be installed and serviced by a suitably qualified person in order to avoid hazard.
- ⚠ These instructions are a guide only. Should you the installer or owner be unfamiliar with the correct installation or operation of this type of equipment, you should contact the distributor/manufacture for the correct advice before proceeding with the installation or operation of the product.
- ⚠ Freezing conditions will damage the unit, as water expands as it freezes. Do not use the pump if there is a possibility that the water in the pump is frozen.
- ⚠ The pump is not intended for use by young children or infirm persons without supervision. Young children should be supervised to ensure that they do not play with the pump.
- ⚠ The Super Wow Spa Boost Pump is NOT a self-priming pump. Ensure there is sufficient water to completely fill the pump casing (flooded suction) before operating the pump.

Incorrectly installed or tested equipment may fail, causing severe injury or property damage. Read the following instructions in this owner's manual when installing and operating equipment. This manual should be furnished to the end user of this pump. This manual must be read and understood before operation and followed during operation.



Have a trained pool professional perform all pressure tests.

1. Do not connect system to high pressure or mains water system.
2. The Super Wow Spa Boost Pump has been designed for domestic Spa-pools only. They should not be used for any other purpose without first consulting Balboa Water Group (BWG).

ELECTRICAL WIRING INSTRUCTIONS

- Installation shall be in accordance with the national wiring rules (AS/NZS 3000) taking into account its ratings (Class I, IPX5). The pump is supplied with a plug connection designed to be connected to a mating connection and cord for installation into a suitable spa pack or power supply.
- However, depending on the installation conditions, selecting the correct Pool Zone for installation, carrying equipotential bonding of the pump that might be required, and selecting/installing the supply through GFCI / RCD (see below) will require a qualified electrician. Do not use extension leads, as they are unsafe in and around pool zone. The pump must be supplied from a circuit protected by a GFCI / RCD (also known as a Ground Fault Circuit Interrupter [America]; or, in Europe, an RCD [Residual Current Device], or ELCB [Electrical Leakage Circuit Breaker]).
- Incorrect voltage can cause fire or seriously damage pump and voids warranty. Voltage at pump must not be more than 6% above or 10% below motor nameplate rated voltage or pump may overheat, causing overload tripping and reduced component life. If voltage is less than 90% or more than 106% of rated voltage when pump is running at full load, consult the power company.
- The terminal for connection of the external equipotential bonding conductor is provided on the bottom of the motor body. Remove paint from the terminal surface and use a bolt of suitable size with some means of security against loosening (spring washer, lock washer, or crown type lock) to secure the conductor lug or other suitable termination means.
- As the motor housing is made of aluminium, its direct connection to the copper equipotential conductors shall be avoided to reduce the risk of corrosion. The lug used shall be of metal having low electrochemical potential to both copper and aluminium, such as tin/chromium plated copper.
- Provide adequate ventilation to prevent the motor from overheating (minimum free distance from the back of the motor is 100mm and min. area is 50cm²). Without adequate ventilation the pump motor may overheat causing the pump to stop.
- These instructions shall be passed to the end user /operator.

BASIC OPERATION AND MAINTENANCE INSTRUCTIONS

- The pump operator or owner must be provided with this owner's manual. This must be read before operation, and followed during operation.
- The pump is not intended for use by young children or infirm persons without supervision. Young children should be supervised to ensure that they do not play with the pump.
- NEVER run pump dry. Running pump dry may damage seals, causing leakage and flooding. Fill pump with water before starting motor.

Service & Maintenance

- To avoid dangerous or fatal electrical shock hazard, turn OFF power to motor and remove plug from power outlet before working on pump or motor.
No lubrication or regular maintenance is needed beyond reasonable care.
- Fire and burn hazard. Modern motors run at high temperatures. To reduce risk of fire, do not allow leaves, debris, or foreign matter to collect around the pump motor. To avoid burns when handling the motor, let it cool for at least 20 minutes before trying to work on it. A thermal overload switch protects the motor from heat damage during operation.
- When pump is not in use and there is a risk of frost, empty it completely through the drain plug.
- Pump should only be serviced by qualified personnel. For best results, use only genuine service parts. Be sure to prime pump before starting.
- No lubrication or regular maintenance is needed beyond reasonable care. When pump is not in use and there is a risk of frost, empty it completely through the drain plug. If shaft seal is worn or damaged, consult your BWG authorized service agent.

- There are no user serviceable parts in the pump. Any service shall be done by suitably qualified personnel. For best results, use only genuine BWG factory parts.
- To avoid hazards, turn OFF power to pump and remove plug from outlet before working on it. Release all pressure from the pump and piping system.
- GFCI / RCD tripping indicates an electrical problem. If GFCI / RCD trips and will not reset, have a qualified electrician inspect and repair the electrical system. If service is required to the power cord, it must be replaced with the specialized power cord assembly by a service agent or similarly qualified personnel in order to avoid a hazard. Warranty is void if unauthorized modifications are made to any component.
- If servicing of the unit is required at any time, a service record should be kept listing details of the problem.

TROUBLE SHOOTING GUIDE

| Symptom | Cause | Remedy |
|--|---|--|
| Low water pressure, low flow from pump. | Suction leaks / lost prime. | Pump must be primed; make sure that the pump casing is full of water. Refer priming instructions. |
| | | Make sure there are no leaks in suction piping. |
| | | Make sure suction pipe inlet is well below the water level to prevent pump from sucking air. |
| | Low voltage. | Check voltage at motor terminals and at meter while pump is running - this check should be performed by a qualified electrician only. If voltage is low check for loose connections or consult your power company. |
| | Clogged pipe / strainer / impeller / filter system. | Ensure trap is not clogged with debris; clean basket and/or filter. |
| | | Make sure that the impeller is not clogged. This should be checked by qualified personnel only. |
| No water coming from pump (Pump is working). | Air ingress to system. | Prime the pump. Check that there are no air leaks in the suction piping or fittings. |

TROUBLE SHOOTING GUIDE (Continued)

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|--|---|--|
| Pump does not work. | Motor thermal overload tripped. | Check for required ventilation and cooling. If temperature is above the pump's maximum ambient, turn off pump until it cools down. |
| | No power at outlet. | Use another electrical appliance that is known to work to check power outlet. |
| | Blown fuse / Circuit breaker supplying the power outlet. | Check and call electrician if necessary. |
| | Motor burnt out due to voltage spike or flooded by water. | The motor may need replacing. |
| Pump running too slow. | Motor capacitor may be damaged. | Check line voltage; if less than 90% or more than 106% of rated voltage consult a licensed electrician. |
| Water leaking from between the casing and motor. | Casing bolts are not tightened sufficiently; worn mechanical seal requires replacing. | Switch off the power to the pump. Tighten the casing bolts or replace the mechanical seal as required. |

SAVE THESE INSTRUCTIONS
FAILURE TO FOLLOW INSTRUCTIONS MAY RESULT IN
PERSONAL INJURY, DEATH OR PROPERTY DAMAGE