



SPAPiLOT

»» ENERGY TRACKER

»» COST CONTROL

»» PLANNER

USER MANUAL

A product from

ZAVEPOWER
INNOVATIVE TECHNOLOGY

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1. Introduction

Welcome to Spapilot

Congratulations on your purchase of Spapilot – the smart spa controller designed to make your spa experience simpler, more energy-efficient, and fully automated.

Key Features:

- Energy Savings: Reduce your spa heating costs by up to 80%.
- Cost Control: Track and manage your energy consumption effortlessly.
- Wi-Fi Connectivity: Control your spa anytime, anywhere through the app.
- Automation: Enjoy features like smart heating schedules and calendar integration for a seamless spa experience.

Why Choose Spapilot?

At Zavepower Innovative Technology AB, we believe in making life simpler. SpaPilot is more than just a spa controller – it's your partner in creating a sustainable and relaxing spa environment while saving both energy and money.

2. Safety Instructions

To ensure safe and proper use of your Spapilot, please follow these important safety guidelines:

General Safety Precautions

- **Read Before Use:** Carefully read this manual before installing or using the device.
- **Keep Away from Water:** Avoid placing the device in direct contact with water to prevent electrical hazards.
- **Supervision Required:** Children or individuals unfamiliar with the product should not operate it without supervision.

Electrical Safety

- **Power Supply:** Use only the power adapter provided with the SpaPilot. Using other adapters may cause damage or safety risks.
- **Avoid Overloading:** Ensure the power outlet is not overloaded with other high-power devices.

Installation Safety

- **Proper Placement:** Install the Spapilot in a dry area, away from direct sunlight or extreme temperatures.
- **Follow Instructions:** Always follow the installation steps provided in this manual to avoid improper setup.

Maintenance Safety

- **No Unauthorized Repairs:** Do not attempt to disassemble or repair the SpaPilot yourself. Contact customer support for assistance.

Emergency Situations

- **Power Off Immediately:** If you notice unusual smells, smoke, or sparks, turn off the device immediately and unplug it. Contact customer support for further assistance.
- **First Aid:** In case of electric shock, seek medical attention immediately.

By following these safety instructions, you can ensure a safe and enjoyable experience with your Spapilot

3. What's in the Box

Before getting started, please ensure that all components are included in your Spapilot package. If anything is missing, contact our support team immediately.

Included Components:

1. **Spapilot Device**

- The main unit for controlling your spa.

Cable with the connector for Gecko or Balboa

- Used to connect and power & communicate the Spapilot device.

Important Note:

Make sure to keep the packaging and all components in case you need to return or exchange the product.



4. Installation Guide

Follow these simple steps to install and set up your Spapilot. Make sure to read the safety instructions before starting the installation.

Step 1: Prepare for Installation

- Ensure your spa is powered off before starting the installation.
- Make sure what brand and model your spas controlbox is.
- Gather the Spapilot device.
- Tools that are needed to remove panels, the cover of the control box, and any other tools that are required.
- Your Wi-Fi credentials if needed
- Make sure that your router is not blocking new devices.



BP-Series controlbox



IN.YE -series controlbox

Step 2: Connect Spapilot to Your Spa

1. Locate the controlbox, then remove the screws, (*generally 4 screws*) . Then remove the frontcover

Please note: Zavepower has no commercial partnership with Balboa Water Group or Gecko. Any mention of the Balboa BP series or Gecko YE 3 and 5 is solely to clarify technical compatibility.

2. Now you have full view of the Circuitboard and need to locate the port for your specific version. (Balboa, Gecko or other)

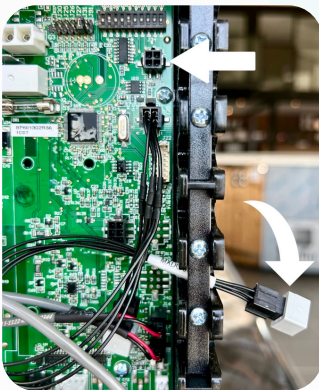


BP-Series controlbox

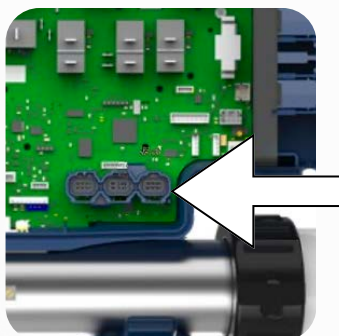
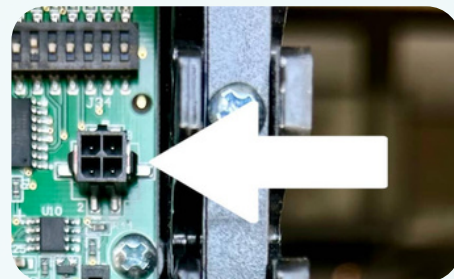


IN.YE -Series controlbox

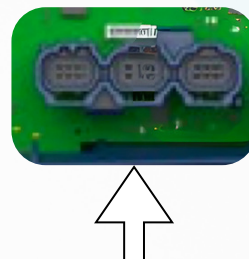
3. Connect the Spapilot cable to the designated ports on your spa system. Depending on your system it will be a different connection.



BP-Series controlbox



IN.YE -Series controlbox



Step 3: Connect to Wi-Fi

Power on the outdoor spa again and let the Spapilot power up.
Open the SpaPilot app on your smartphone or tablet
Download it from the App Store or Google Play if you haven't already).

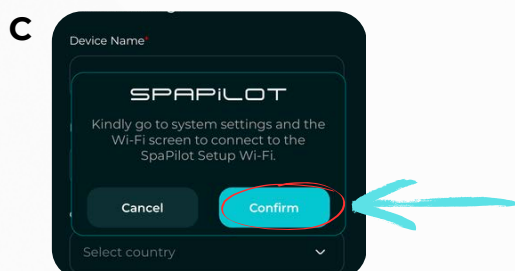
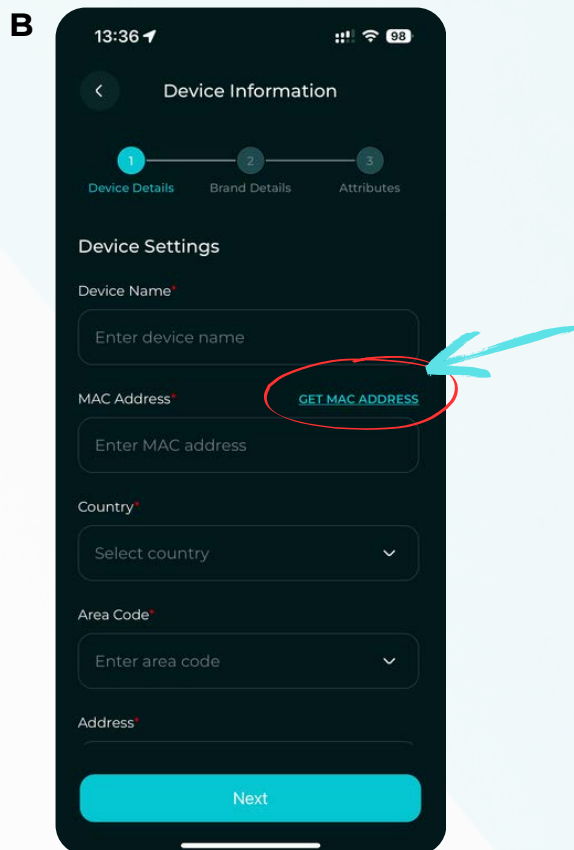
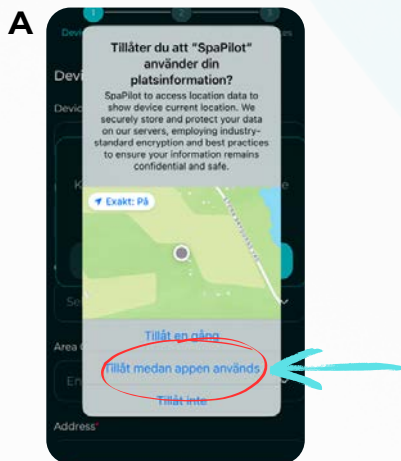


Appstore

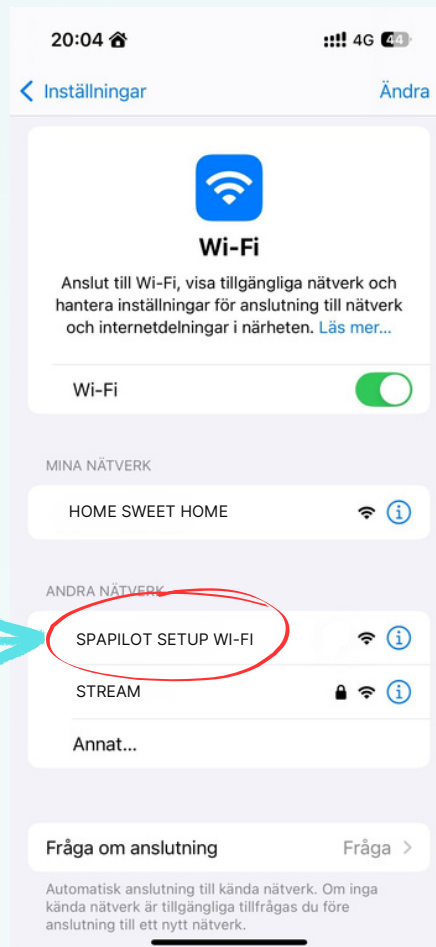


Google Play

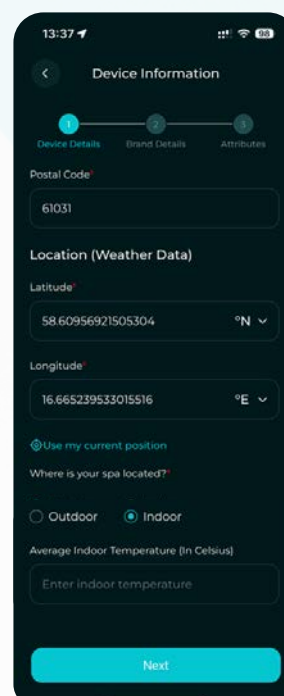
1. Create a user account in the app.
2. After this you login and then you "Add new device."
3. Fill out The device name, then when you enter "MAC Adress" you can choose to fill it out from the box or you can klikk on "GET MAC ADDRESS" and Spapilot will assist you in retrieving the ID from the Spapilot.



D



E Go back to Spapilot app to continue



Now, please complete the details regarding the setup of your outdoor spa, including information about the pumps, heater, sanitation system, and any additional components.

If you are uncertain about any specifics, I recommend reaching out to your local reseller or the manufacturer of your outdoor spa for assistance.

(This is needed to calculate your usage and cost)

The screenshot shows the 'Add Brand Detail' screen with a progress bar at the top indicating three steps: 1. Device Details, 2. Brand Details (current), and 3. Attributes. The fields are: Brand Name (dropdown menu with 'Swebad' selected), Model (dropdown menu with 'Diamant V2' selected), Water Volume (Ltr) (text input with '250456'), Jet Pump (slider with options: No Jet, Jet 1, Jet 2, Jet 3, Jet 4), and Jet Pump 1 (kW) (slider with a dot in the middle). A blue 'Next' button is at the bottom.

Brand

Model

Volume in liter

Number of massage pumps

The power of each
Massage pump in kW

The screenshot shows the 'Add Brand Detail' screen with the progress bar at the top. The fields are: Jet Pump 1 (kW) (slider with '1 kW' and '5kW' markers, and a text input box containing '2'), Filter Type (text input with 'test'), Number Of Filter (dropdown menu with '2' selected), and Circulation Pump (radio buttons for 'Yes' and 'NO', with 'Yes' selected). Below the radio buttons is a slider for power with '100 watt' and '1000 watt' markers, and a text input box containing '777'. A blue 'Next' button is at the bottom.

What type if filter do the
outdoor spa use?

How many filter does the
outdoor spa have?

Does the outdoor spa use
separate circulation pump
and the power of the pump

15:49

< Add Attributes

1 2 3

Device Details Brand Details Attributes

Attributes

Air Pump (watt)

☐ Yes ☒ NO

Cleaning System (Ozone, UV, Bromine)

UV

Heater (KW)

2KW 3KW 3.8KW 4KW 6KW

Clime8Zone (kW) -This feature is coming soon

☒ Yes ☐ No

If your Outdoor spa has a Airpump and the power.

What type of cleaning system you have

Select the kW of your heater

(Future function)

Balboa Micro Silk

☐ Yes ☒ No

Year of Installation

2022

Filtration Cycle

Slot 1

Start Time End Time

00:00 04:00

Slot 2

Start Time End Time

12:00 16:00

Submit

If your spa has Microsilk or not

What year was the Outdoor spa installed

Here you set up your filtration cycles.
We recommend using preset value.

Then "Submit" to register your outdoor spa

Next your screen should look like this and your outdoor spa should be connected to Spapilot. Here you have a overview of functions

Indicates if your outdoor spa is heating (**flashing red**), plan to heat (**solid red**), cooling (**blue**) or just passive.

Green = Connected
Red = Not coonected

Temperature in water

Outside temperature

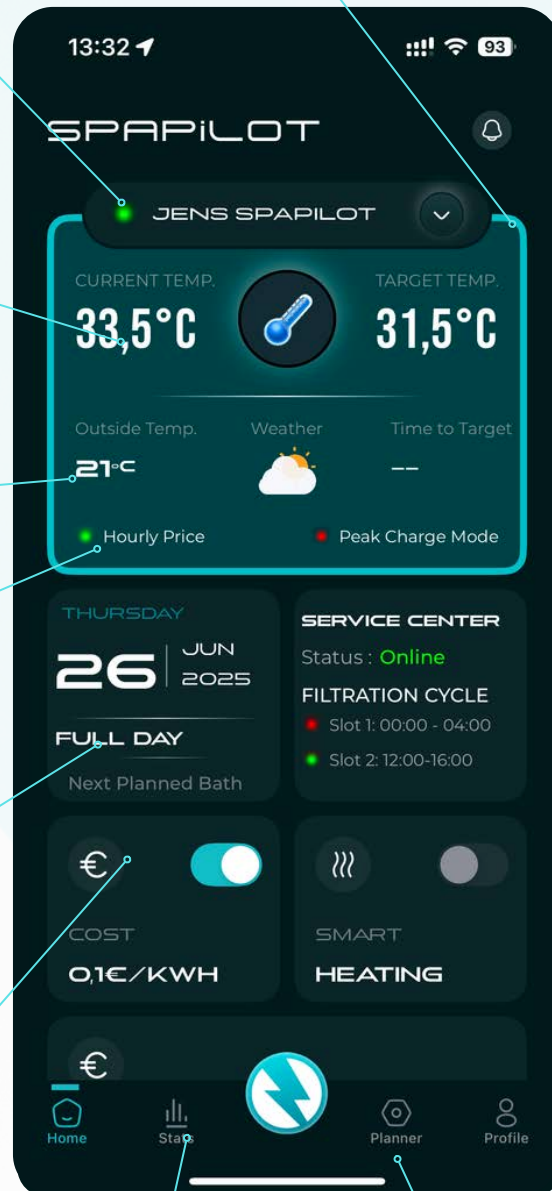
Your electrical subscription status

Shows when your next planned bath.

Here you select your electrical cost and subscriptions,

Stats show you your usage, cost and more

Planner



The device name. Here you change if you have more then one device

Notifications

Your targeted temperature

Time to reach your planned target temperature

Weather and forecast

If peak charge mode is active or not

Overview of your outdoor spa's status.

Scheduled Filter Cycle

Smart Heating (Coming soon)

Settings

Control dashboard



5. Getting Started

Now that your Spapilot is installed, it's time to start enjoying its features.

Spa Remote Control

By clicking the round flash button located at the bottom of the screen, you will activate the spa's control dashboard.

From this interface, you can adjust settings such as pump operation, temperature, and more.



To understand Spapilot function and features better

The Concept and Purpose of Planner A & Max Control

This represents a fresh perspective on how to optimize your usage and efficiency.

The objective is to operate the spa as efficiently as possible, with functionality determined by usage and cost. To achieve optimal accuracy, it is essential to establish a schedule that allows the Spapilot to determine the best methods for heating and preparing the spa for specific occasions.

This entails creating a schedule based on your most likely bathing times in your daily routine or times you know you want to take a bath. The overarching goal is to avoid having the spa running continuously, even if electricity costs are low, as this would be counterproductive.

If you feel uncertain about the operation or prefer to maintain the settings you established, setting a schedule on a monthly basis or a similar cadence will inform the Spapilot that no further adjustments are necessary. This approach ensures that the spa remains cost-effective and operates efficiently, and also helps you find a more routine-based usage of your spa.

But what if i want to have it on or “prepared” at any time?

In this case we have 2 options,

- Is that you set the planner to “All-day” , but this will keep the temperature high that day no matter what the cost is.
- We will release the “Smart Heating” function soon, this will offer you the function of setting your spa to run the heating to the lowest price as possible every day. So it will always heat during a day, but will pick the cheapest hours during these 24 hours.

(We recommend to create a schedule anyway. To a time where you feel is most likely to take a bath so Spapilot have the data needed to optimize your usage.)

Power of Planner



Schedule created

For example Sundays every week

(You can choose, Week, every other week or month)



Spapilot checks if its possible to start same week or not the first time.

(Depends on the target temp vs actual temp and the time to reach this target. After this its runs every week or chosen sequence)



Now Spapilot creates the initial schedule to reach the next planned bath occasion in best way from the available data.

(Temp, minimum. temp, external factors, prices, history prices)



After this, Spapilot will monitor for any changes every hour based on the initial plan and make necessary adjustments.

(For instance, if the electricity prices are significantly higher than anticipated and the user's maximum price is not applicable during certain hours, Spapilot will always revise its plan each time it receives new hourly prices or other factors change. This ensures that the plan is continually updated and reflects the current conditions.)

On the day of the scheduled bath, **the user will receive a notification reminding them of the bath** and outlining what is necessary to achieve the target temperature. This serves as a reminder of the planned bath and allows for a double-check to ensure that the costs remain within acceptable limits.

(The final hour(s) needed to reach the desired temperature may require significant energy, which could occur regardless of the current electricity prices.)



Upon **completing the scheduled bath**, the planner will evaluate the usage of any massage pumps or other equipment used in the spa during the bath occasion. It will then modify the sequence of the plan based on the actual amounts and expenses incurred.



As a result, the user will gain a clear understanding of the true cost of the bath, encompassing both the journey and the duration.

Now the **Spapilot will check and do the same procedure again** with the next planned bath.



If you activate instant heating, the active plan for that day will be removed to prioritize your request to start heating immediately.

Smart Heating: The Simple Solution for Optimizing Your Energy Costs **(Released soon)**

Here we offer a feature that gives you the comfort of knowing that your spa always heats in the cheapest possible hours during the upcoming 24 hours when electric prices are released. Keeping your heatingcost as low as possible.



Smart heating has been activated.

You can now set the target temperature and the minimum temperature.

The cost control feature is now completely inactive.



Spapilot will review daily electric price releases to strategize heating for the next 24 hours.

Spapilot assesses the hours required to achieve your desired temperature based on the anticipated drop in temperature at the lowest prices. It then adds the estimated hours needed to reach your target, providing the total time necessary for optimal heating.

Spapilot ensures your spa heats to the most affordable hourly rate, maintaining your desired temperature zone. You can also activate instant heating to quickly reach your target temperature.

(For instance, if your spa was heating from 11:00 to 13:00 and achieved a temperature of 40 degrees before shutting off, you can now use instant heating to quickly raise it back to 40. If the temperature drops to 38 degrees and you decide to take a spontaneous bath at 20:00, activating instant heating at 18:00 will likely get it back up to your preferred temperature within two hours.)



Smart heating technology now allows your spa to maintain the desired temperature, enabling you to reach your target warmth in a shorter time.

This is particularly beneficial if you want your spa to be ready as quickly as possible while keeping costs to a minimum.



It's essential to understand that, unlike cost control, you cannot directly manage the costs here. Instead, Spapilot focuses on securing the lowest available rates and consistently adjusts based on this approach.

Energy Tracker – Monitor Your Bath Costs

Stay informed about the expenses associated with your baths.

MONDAY

Initial plan made by Spapilot will be presented

TUESDAY

Potential adjustments made and tracked

WEDNESDAY

Potential adjustments made and tracked

THURSDAY

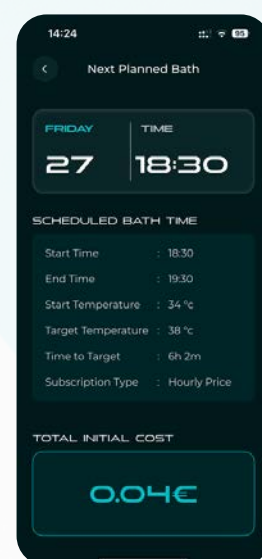
Potential adjustments made and tracked

FRIDAY

A notification regarding the scheduled bath for today will be sent out. Once the bath is completed at the planned time, adjustments will be made to incorporate the potential use of pumps during the process.



The actual use and price outcome



Initial est. use and cost

How to set this up?

This section allows you to specify the type of subscription you have with your service provider.

Hourly Price

This option is the most effective way to minimize costs. We retrieve pricing for the upcoming 24 hours, and the Spapilot utilizes this information to operate and heat your spa as efficiently as possible. (Please note that in 2025, this will be updated to a 15-minute pricing model.)

Zone-Based Price

If you have a fixed pricing structure divided into zones throughout the day, you can establish the number of zones with your provider here, along with the corresponding price for each zone.

Fixed Price

If you have a fixed rate that does not change, please enter your price here.

To establish an hourly price, you can set the maximum amount that your outdoor spa will heat. Additionally, you have the option to specify the fee charged by your service provider and decide whether to incorporate this into the pricing rule.

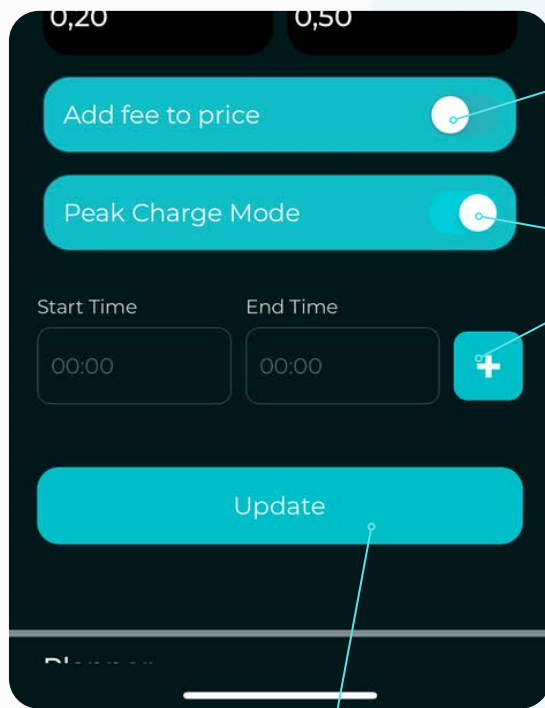
For instance, if your rule is set at 50 cents and your service provider charges a fee of 9 cents per kilowatt, adding the service fee will result in an effective rate of 41 cents when the system evaluates the hourly price for the upcoming 24 hours.

In these fields, please specify the country where the spa is located, as well as the potential zone within that country.

It is important to note that not all countries have distinct zoning classifications. This information will enable Spapilot to identify the appropriate pricing when retrieving data.



The price for SpaPilot is shown excluding VAT and any applicable taxes. Final price may vary depending on local taxes, fees, and VAT regulations in each country.



Here, you can toggle between adding the service provider fee or opting not to include it.

Peak Charge Mode

This functionality assists in managing high usage effectively. When your subscription includes a peak charge fee, it calculates your highest usage during peak periods in various ways to determine the fee amount.

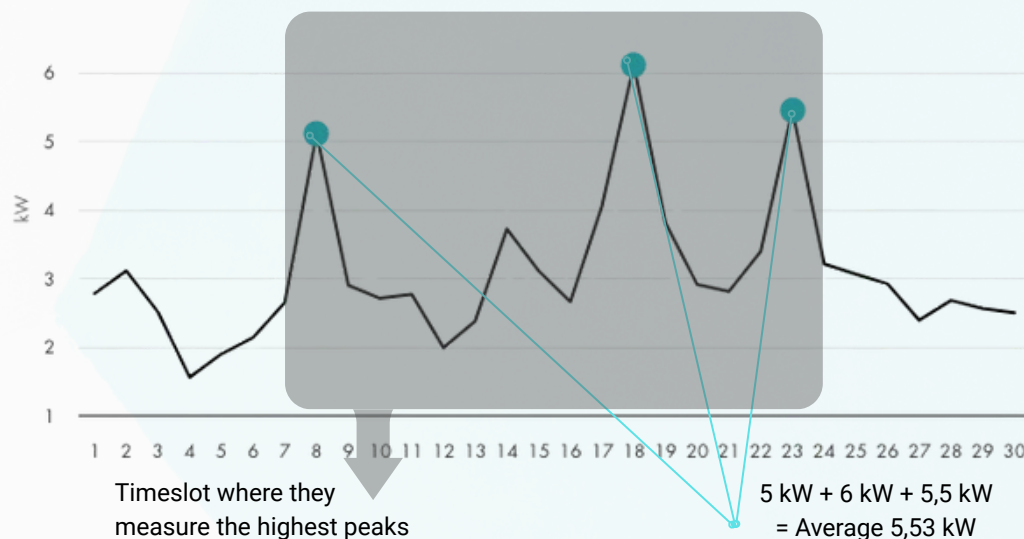
For instance, if a provider implements peak charge fees between 08:00 and 16:00, they will measure your electricity consumption during the three highest peaks within that timeframe. The average of these three peaks will then be used to establish your fee, which, for example, could be €6.90 per kW for that month.

Always remember to update your settings after making changes; otherwise, they will not be saved.

WHAT IS PEAK CHARGE MODE?

Power tariffs are a pricing model where your grid fee is based on both your total energy consumption (kWh) and the maximum power (kW) you use in an hour. This means that if you use many power-hungry appliances at the same time, your costs can increase, even if your total energy consumption is low.

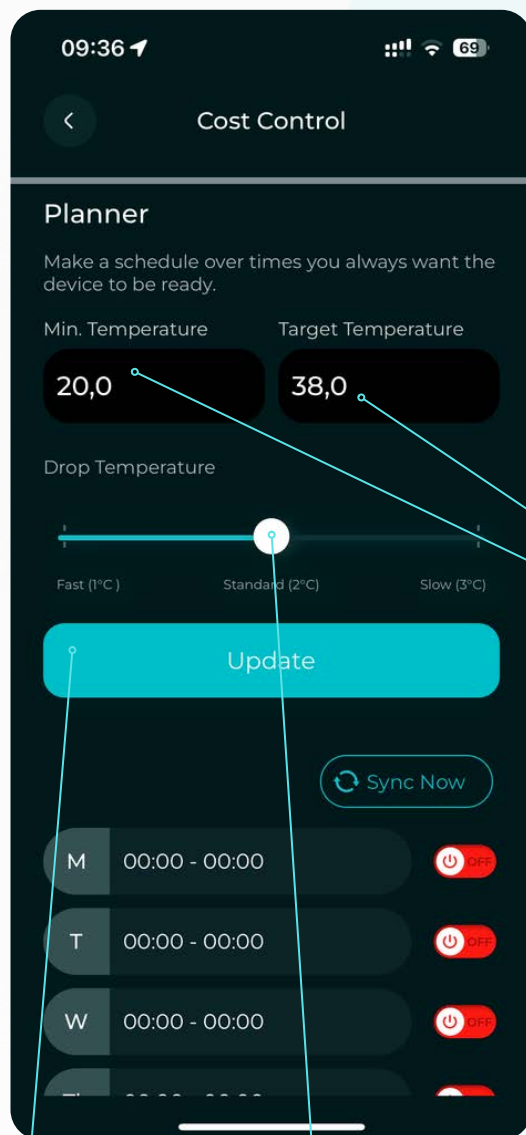
Energy, measured in kilowatt hours (kWh), is the total amount of electricity you consume, while power (kW) shows how much electricity you use at a given moment. For example, if you charge an electric car with 10 kW of power for one hour, you consume a total of 10 kWh.



This is an example of how it might work: In this scenario, the household would incur a penalty tariff ranging from €3 to €6 per kW, potentially increasing the electricity bill by €15 to €30. With Spapilot's "Peak Charge Mode" feature, you can designate specific time zones during which all heating is excluded from the available rates.

This means that during those hours, the spa will not consider heating as an option, helping to minimize overall energy consumption. Typically, a spa consumes about 3 to 4 kW/hour while heating. It's important to note that different electric providers may implement this in various ways, so this is not a standard practice expected in every country. This example is drawn from Sweden.





Planner

Utilizing a planner enables you to take a proactive approach in managing your schedule, including the most likely days and times for your spa usage.

This foresight helps conserve unnecessary consumption during off-peak periods. Spapilot consistently strives to predict the costs and time required for optimal efficiency and cost-effectiveness, ensuring your spa remains in peak condition every day based on your planned schedule.

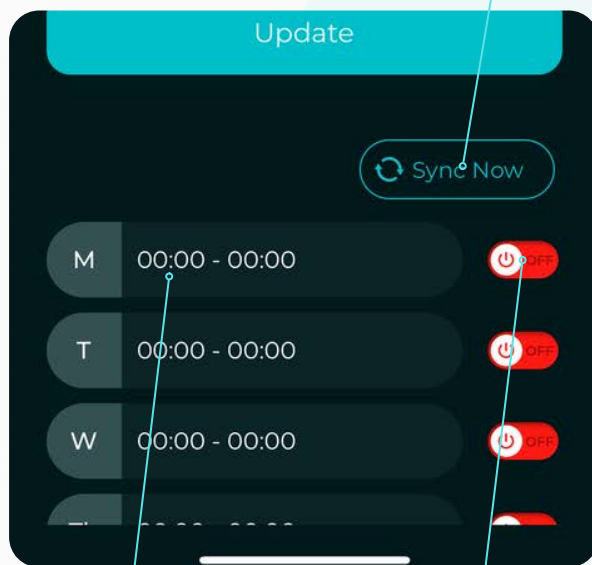
This setting allows you to establish the minimum temperature for your spa before it begins to reheat the water. The lower this temperature is set, the longer it will take to reach your desired warmth. It is advisable not to set this below 30 degrees Celsius unless you are away or certain you will not be using the spa for at least two weeks, as this will help maintain optimal performance.

The target temperature indicates the desired water temperature for your planned occasion.

Always remember to update your settings after making changes; otherwise, they will not be saved.

Here, you can specify the temperature threshold at which the spa will begin heating again after a drop. This feature enhances efficiency by preventing the spa from heating immediately following a temperature decrease.

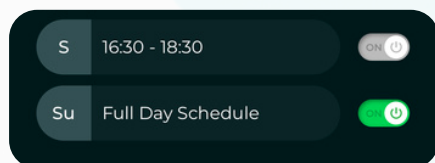
It synchronizes with the calendar on your mobile device and alerts you to any scheduling conflicts that may arise.



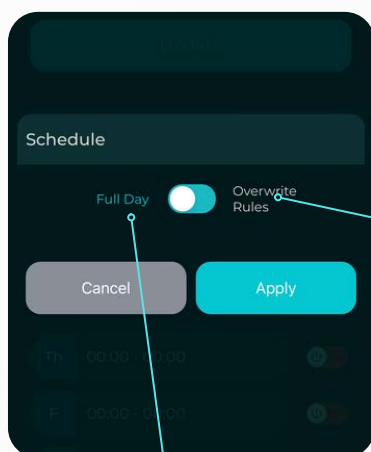
Day and time of planned baths

To create a scheduled bath, simply select one of the available timeslots corresponding to weekdays. This action will prompt a popup that offers options to choose either a full day or a specific time.

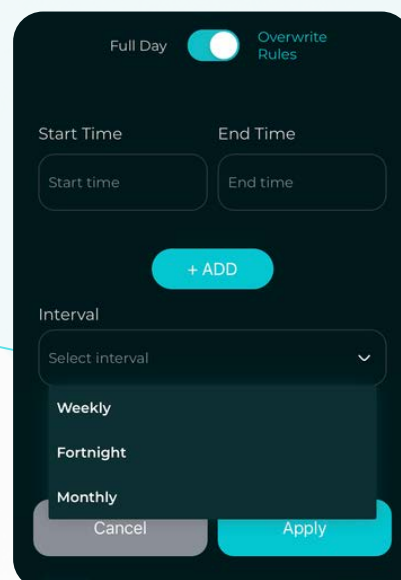
You can also designate the frequency of the bath, selecting from weekly, biweekly, or monthly intervals.



The presence of a planned schedule can be identified by color coding: **green** signifies a full day of activities, **grey** indicates a specific time slot, and **red** denotes that no plans have been made.



This is a full day at the spa, ensuring that everything is prepared and consistently maintaining the target temperature.



The overwrite rules offer the option to specify a particular time and interval.

Upcoming Planned Baths

All upcoming scheduled baths will be displayed here, arranged by their proximity to the current time. In this section, you can view the settings and estimated prices for each specific bath.

Additionally, you will find projected prices leading up to that specific day. Please keep in mind that we provide hourly pricing for a 24-hour period; after that, we refer to historical prices from the previous week to establish a pricing point.

This information is updated daily as new pricing data becomes available, so estimates may vary each day as the designated time approaches.

In the initial plan, you will see the hours allocated for managing the upcoming scheduled bath.

Important information

The planner performs an hourly check to determine if anything is impacting the schedule it has established. If any changes are detected, it will recalculate based on the available data. Prices that are more than 24 hours in advance reflect historical pricing and serve merely as a reference to achieve the most accurate costs possible. These prices will also be adjusted each time there is an update, ensuring that the schedule remains optimized.

14:24 95

< Next Planned Bath

FRIDAY 27 | TIME 18:30

SCHEDULED BATH TIME

Start Time : 18:30
End Time : 19:30
Start Temperature : 34 °C
Target Temperature : 38 °C
Time to Target : 6h 2m
Subscription Type : Hourly Price

TOTAL INITIAL COST

0.04€

INITIAL PLAN

Date (MM/DD)	Day	Slot	Duration	Cost(€)
06/27	Fri	10:00 : 11:00	58m	0,023
06/27	Fri	11:00 : 12:00	1h	0,011
06/27	Fri	12:00 : 13:00	1h	0,0
06/27	Fri	13:00 : 14:00	1h	-0,003
06/27	Fri	14:00 : 15:00	1h	0,0
06/27	Fri	15:00 : 16:00	1h	0,01
06/27	Fri	16:00 : 17:00	2m	0,001
06/27	Fri	17:00 : 18:00	2m	0,001

Statistics

This section allows you to monitor the usage and costs associated with your outdoor spa. Here, you will find details regarding all planned baths and the preparation plans. Please note that information on other usage is not currently available.

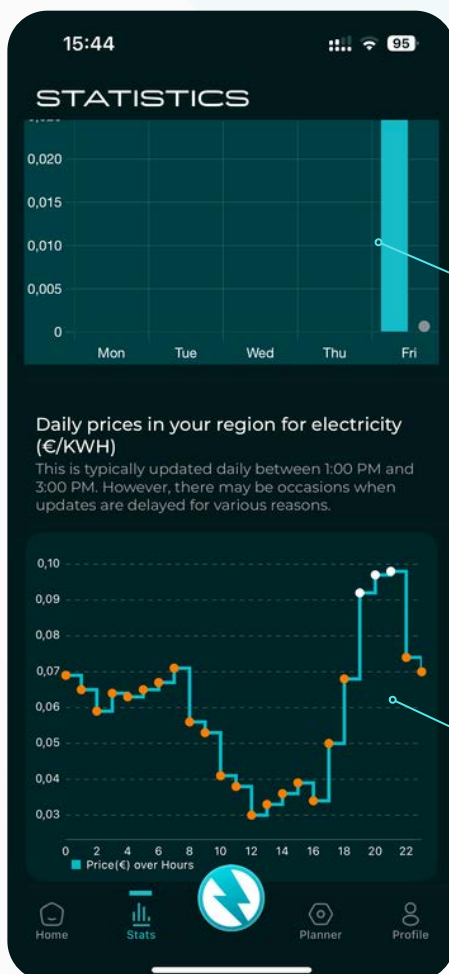
You can track kilowatt consumption on a weekly, monthly, or daily basis, along with the corresponding costs based on your electricity subscription.

This data offers valuable insights into your energy consumption patterns.

Here you will find the amount utilized alongside the original estimate. It is important to note that these figures can fluctuate significantly due to the rapid changes in electricity costs. You may review this data on a weekly or monthly basis.

Graph over the usage compared to estimate

Graph over the upcoming 24 hours of electric prices



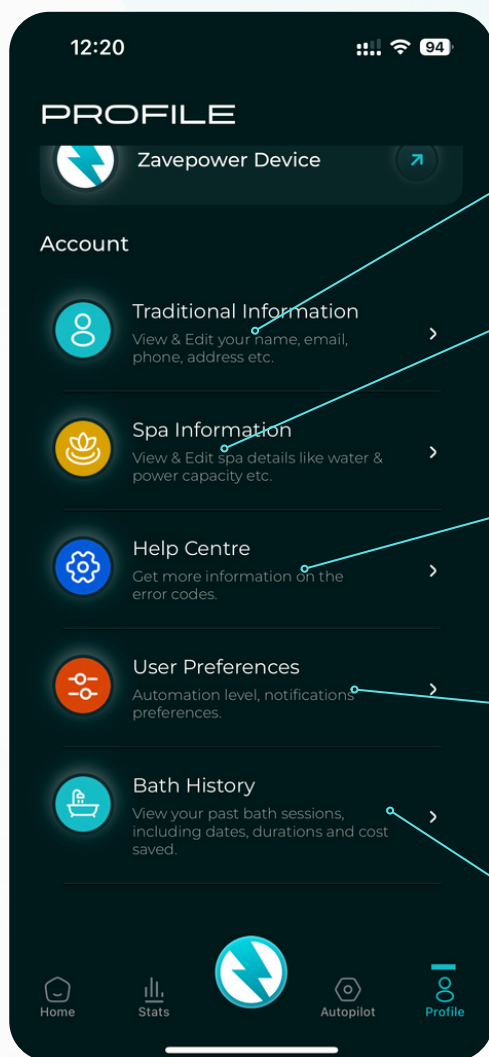


Profile/Settings

In this section, you can monitor

Profile picture

This is the your device(s)



General information

Spa related information

Here you find help regarding the spa

User preferences

All your planned baths and stats on them

7. Updates

Your Spapilot receives updates in two ways:

1. App Updates (via App Store or Google Play)

- The Spapilot mobile app is updated through the App Store (iOS) or Google Play (Android).
- Make sure to keep your app updated to access the latest features, improvements, and security updates.
- Enable automatic updates on your device for the best experience.

2. Device Firmware Updates (Over-the-Air)

- The SpaPilot hardware receives firmware updates “over the air” (OTA) when connected to Wi-Fi.
- These updates are installed automatically in the background.
- Do not disconnect the device from power or Wi-Fi during an update.

Tip:

Regular updates ensure your SpaPilot system remains secure, reliable, and up-to-date with the latest features.

If you have any issues during the update process, please refer to the troubleshooting section or contact our support team.

8. Technical Specifications

Model: SpaPilot (Gen 1)

Dimensions:

Weight:

Power Supply: 12 V

Connectivity: Wi-Fi 2.4 GHz

Operating Temperature: 0°C to 40°C

Storage Temperature: -20°C to 60°C

Compatible Spa Systems: Balboa BP series & Gecko YE-3 & YE-5 (coming soon)

App Compatibility: iOS & Android

Languages: English, Swedish, French, German (more languages coming in future updates)

Certifications: CE

Warranty: 24 months (up to 5 years for authorized resellers)

Environmental: This product is recyclable – please dispose of it at your local electronics recycling facility

Support: support@zavepower.com | www.zavepower.com

9. Warranty and Support

Warranty Terms

SpaPilot comes with a standard 24-month warranty. If you purchased the product through an authorized reseller, a 5-year warranty applies. The warranty covers manufacturing defects and operational issues under normal use. To make a warranty claim, please contact our support team with your proof of purchase and the product's serial number.

Software Warranty

The SpaPilot software (including the mobile app and device firmware) is provided "as is" and is covered by a limited warranty. Zavepower guarantees that the software will function as described in the official documentation at the time of delivery. Zavepower is not responsible for issues caused by third-party software, operating system updates, or user modifications. Regular updates are provided to improve performance and security, but uninterrupted or error-free operation cannot be guaranteed.

Support and Contact

Need help? Our support team is here for you!

- Email: support@zavepower.com
- FAQ and guides: www.zavepower.com

10. Environment and Recycling

At Zavepower, we care about the environment. SpaPilot is designed to reduce heating costs by up to 80% and lower CO₂ emissions. When your product reaches end of life, please dispose of it at your nearest electronics recycling facility. Always follow local recycling guidelines.

11. Safety Certificates and Approvals

SpaPilot is CE marked and RoHS compliant, meeting European safety and environmental standards. For more information about certifications, please visit our website or contact our support team.

12. Quick Start Guide

Get started with your SpaPilot Gen 1 in just a few simple steps:

1. Unbox and Check Contents

Open the package and make sure all components are included (see “What’s in the Box” for details).

2. Install the SpaPilot Device

Follow the installation guide to securely mount the device near your spa and connect it using the provided cables and mounting kit.

3. Connect to Power

Plug the device into a suitable power outlet using the included power adapter.

4. Download the SpaPilot App

Search for “SpaPilot” in the App Store (iOS) or Google Play (Android) and install the app on your smartphone or tablet.

5. Connect to Wi-Fi

Open the app and follow the on-screen instructions to connect your SpaPilot device to your home Wi-Fi network.

6. Pair the Device

Log in or create an account in the app, then pair your SpaPilot by scanning the QR code on the device or entering the serial number.

7. Set Preferences

Use the app to set your desired temperature, create heating schedules, and explore smart features.

8. Enjoy Your Spa!

Your SpaPilot is now ready to use. Control and monitor your spa anytime, anywhere from your mobile device.

13. Frequently Asked Questions (FAQ)

How do I reset the Wi-Fi connection?

To reset the Wi-Fi connection, follow these steps:

1. The Spapilot box features a secondary Wi-Fi hotspot with the following credentials: SSID: "Spapilot Reset Hotspot" and Password: "Zavepwr21#&"
2. Navigate to your mobile device settings and adjust your mobile hotspot to match these credentials.
3. Once connected to your device, you will have the ability to modify the box's credentials as needed.

What should I do if SpaPilot is not responding?

- First, check the power supply and make sure your Wi-Fi is working properly. Try restarting the device by unplugging it and plugging it back in. If the issue continues, contact our support team.

How do I update the software?

- The SpaPilot app is updated via the App Store or Google Play. The device firmware updates automatically over Wi-Fi when a new version is available. You will receive a notification in the app when the update is complete.

Which spa systems are compatible with SpaPilot ?

SpaPilot Gen 1 is compatible with the following control boxes:

- Balboa BP Series
 - Support for BP series control boxes is available at launch.
 - Examples of compatible models: BP601, BP6013G1, BP2100, BP7, BP8, and more.
 - For a complete list, please refer to Balboa's official documentation or contact our support team.
- Upcoming Support:
 - Gecko YE-3 and YE-5 (support planned for future updates, not available at launch).

Important to note:

- SpaPilot is not compatible with the Balboa GS Series (GS100, GS500, GS501, GS510DZ, GS523DZ, GS525DZ, GS750, GS1000, GS2000, GS3200, etc.), as these do not support Wi-Fi or the required integration technology.
- Other control boxes: For information about compatibility with other brands or models, please contact our support team.
- Any warranty that your spa might have will be effected if you use Spapilot. There is extremely little chans of there being direct hardware failure because of Spapilot. But with software its always risk och the Spapilot might not work as it should, and that can cause your outdoor spa to not work as it should and the risks with that.

Can I use SpaPilot with multiple users?

-Yes, multiple users can access and control the same SpaPilot device through the app with same account, but everytime you login the last active user will be logged out of the app.

Where can I find more troubleshooting help or guides?

- Visit our support page at www.zavepower.com/support for more FAQs, guides, and video tutorials.

14. Troubleshooting

Here you'll find help to quickly resolve common issues with your SpaPilot

Problem: Spapilot won't start

Solution:

- Make sure the power is properly connected.
- Check that the power outlet is working.
- Try unplugging the device, waiting a few seconds, and plugging it back in.

Problem: No Wi-Fi connection

Solution:

- Check that your Wi-Fi network is working for other devices.
- Ensure you are using the 2.4 GHz band (not 5 GHz).
- Move Spapilot closer to the router during initial setup.

Problem: The app can't find Spapilot

Solution:

- Make sure Spapilot box is powered on and connected to Wi-Fi.
- Check that you are logged into the correct account in the app.
- Restart both the app and the Spapilot device. (Turn off power to the spa and wait 10 seconds before turning on the power again.)

Problem: Spapilot does not respond to commands from the app

Solution:

- Check the Wi-Fi connection.
- Make sure your app is updated to the latest version.
- Restart Spapilot app and try again.

Problem: Update fails or is stuck

Solution:

- Make sure Spapilot is connected to both power and Wi-Fi during the update.
- Restart the device and try again.
- If the problem continues, contact support.

Need more help?

Visit our support page for more guides and video tutorials:

www.zavepower.com/support

You can also contact us directly at support@zavepower.com

Contact Directory

General Inquiries & Support
Zavepower Innovative Technology AB
Website: www.zavepower.com
Email: support@zavepower.com

Sales & Reseller Partnerships
Email: retail@zavepower.com

Authorized Resellers
For a list of current authorized resellers, please visit:
www.zavepower.com/resellers

Product Documentation & Updates
Latest manuals, guides, and updates:
www.zavepower.com/contactus

Please note: Zavepower has no commercial partnership with Balboa Water Group or Gecko. Any mention of the Balboa BP series or Gecko YE 3 and 5 is solely to clarify technical compatibility.