

CONVERTALIFT TROUBLE SHOOTING GUIDE. June 10, 2021

1. Why do I have to hold the button on the Key Fob to close the cover versus only needing to press the button twice to open it?

SAFETY is the primary reason. This is to prevent the cover from closing inadvertently by someone simply touching the remote in their pocket while another person is in the spa. Another reason is inconvenience. If no one is in the spa and the cover is open and you inadvertently press the down button on a VacuSeal Cover it will not close properly without you being there to guide it down.

2. The cover keeps stuttering when I try to close it with my Key Fob remote.

It is not recommended to use the Key Fob for closing the cover, it should only be used as a back-up if needed. Holding the button down requires a constant signal to be sent to the Control Box which can easily be disturbed, which causes the stuttering motion. The other downside is that it also drains the battery within the Key Fob.

Keeping the Key Fob in a drawer or on a shelf, close to the exit door allows you to remotely open the cover from in your home along with knowing where the Key Fob is the next time you use the hot tub. It also eliminates having it get lost in the pocket of your robe or worse, falling into the water when you rest in on the top of your spa. You will find that using the Key Switch to close the cover when you exit your spa is the most convenient and preferred method.

3. Describe for me the best way to close a VacuSeal Cover with a ConvertALift.

The preferred and recommended way to close the cover is with the Key Switch. A VacuSeal Cover that has a bottom hinge that requires you to guide it down whether it is used with a ConvertALift system or with just a VacuSeal Lifter with gas shocks.

CLOSING WITH A CONVERTALIFT

1. Turn the Key Switch and wait about 3 seconds and then guide the cover down so that it does not get stuck on the top of the spa. You may need to continue to guide it if your spa has raised pillows or controls.
2. Make sure the Rain Flap is above the fold.
3. When the cover is fully closed or just before it closes raise the short side of the cover, then let it drop down to keep skirt from getting positioned under the cover.

If you are concerned about having to close the cover with the key switch in cold weather, remember when you exit a hot tub your body temperature is raised which will keep you comfortable during the 16 seconds it will require you to close the cover.

4. The Key Switch is covered with ice, how can I use it?

In the unlikely event that this occurs, simply douse the key switch with a little hot water.

5. *I hooked it up and the power would not activate.*

There are a variety of causes for this to occur:

- a. Wiring behind Key Switch became disconnected. Remove the 2 screws on the Cover Plate, gently pull out the Key Switch and check that all the wires and the Extension Cable are attached.
- b. Power Supply Cord is not fully attached. This needs to be firmly snugged in.
- c. Check to make certain you did not position the Control Box on any stereo equipment within the spa cabinet. The radio waves will interfere with the signal.
- d. Check to see that all Extension Cables are connected.
- e. There may be a bad fuse at the Control Box. It uses an automotive fuse that can be verified by simply looking at it closely.
- f. Power Supply has failed, this would be apparent if the blue LED Light is off on the Power Supply.
- g. If you tested the system first with a standard outdoor extension cord directly to your home and it worked, then it is one of two things.
 - a. The Power to your Spa Pac is not properly hooked up.
 - b. The Direct Wire Connection from your home is not properly connected or the circuit breaker is off.

If none of the above, contact your dealer and request a service call.

6. *The Actuator on one side is working and the other is not.*

You may have one bad actuator which is easily verified by swapping the two actuator cables at the Control Box. If the same side still does not work, you have a bad actuator? If the opposite side does not work, then you have either a bad cable or a malfunctioning Control Box.

7. *If the Key Switch doesn't work.*

The first thing to do is test your Remote Key Fob and if that works then most likely one of the wires behind the Key Switch became disconnected. To correct, remove the two screws on the Key Switch Panel, gently pull out the Key Switch and reattach any disconnected wire. Also check that the Key Switch Pigtail is properly connected to the Key Switch Extension Cable.

8. *I want the key switch to operate in the direction of the cover.*

Remove the Key Switch and reverse the position of the Green and Black Wires.

9. *If the Key Fob is not working.*

The 2 Most Common Things to Check:

First test to make certain the battery is good by pressing the button to see if the light goes on. It uses a standard CR2032 battery.

Second check to make certain it is properly programmed. Programming simply requires pressing and holding the red button connected to the Control Box and the "UP" on the Key Fob for 3 seconds.

If neither works but the Key Switch works you may have a defective Key Fob or Control Panel. If the Key Switch does not work, then follow instructions in prior question "*I hooked it up and the power would not activate*".

10. How to know when the cover closes all the way.

The Actuator is fully retracted.

11. One side of the cover closes first, and the second side follows, is this a problem.

This inherently built into the design to make certain if one side closes first the other will follow in the next couple of seconds.

12. One side is not closing all the way.

Follow identical instructions on prior question "*The Actuator on one side is working and the other is not*".

13. How to remove the Control Box.

Free up the Control Box from the interior of the spa, which could include cutting the Zip Ties. The disconnect all cables running from the Control Box.

14. Why do you position the Mounting Bracket on the SpaEase 200 Lifter flush with the furthest end of the spa and 2" beyond that point with the VacuSeal Lifter?

When the cover is open the Crossover Bar on the SpaEase 200 is positioned between the 2 halves requiring only about 2" of space for the cover when raised. On the VacuSeal the Crossover Bar is behind both halves requiring about 4" of space. Since they both use the identical Mounting Bracket, it needs to be positioned 2" past the rear of the cabinet so there is no interference of the cover when the user is in the spa.

15. When I convert from SpaEase 200 Lifter to a VacuSeal Lifter can I leave the Mounting Bracket positioned flush with the cabinet.

Yes, that is not uncommon, as long as there are no required controls, valves, etc. that would be a nuisance to the user since they would not be easily accessible. This should be approved in advance by the homeowner.

16. How do I open the cover with the ConvertALift to service the spa with the power off?

Disengage the Actuators from the CLS Adjustable Brackets. To accomplish this, remove the Cotter Pin and the Clevis Pin and manually lift the cover. If they appear to tight push down on the bar which should make it easier. If it still is difficult then you need to

disengage the Actuator at the base by removing the Plastic Cap and the Bolt that attaches it to the V-Bar. Be careful not to strip the bar when detaching the bolt. **WARNING:** Be careful, after removing the cover there is nothing preventing it from easily being closed. Secure it so that it is secure in the up position.

17. How to remove an actuator.

Disengage the Actuators from the CLS Adjustable Brackets. To accomplish this, remove the Cotter Pin and the Clevis Pin and manually lift the cover. If they appear to tight push down on the bar which should make it easier. If it still is difficult then you need to disengage the Actuator at the base by removing the Plastic Cap and the Bolt that attaches it to the V-Bar. Be careful not to strip the bar when detaching the bolt.

18. The Hot Tub loses power, and the Cover is open, how do I close the cover?

Follow the similar procedure described in opening the cover with a ConvertALift with the power off.

19. How do I operate the ConvertALift and the spa with the power off?

You don't! If the power is off, you shouldn't be using your spa. You wouldn't believe how often we get asked this question.