



CalderaSpas®  
Come to Life

## ***Utopia® Series***

***Congratulations on your decision to enjoy the finest spa available...***

***Welcome to the growing family of CALDERA spa owners.***

# Pre-Delivery Instructions

Please take the time to read this booklet carefully, as it will provide you with the information you will need to ensure the safe, secure, and timely installation of your new spa. The following sections are guidelines on how to prepare for delivery and set-up of your new spa. Specifically covered are site selection, delivery access, ground preparation, and electrical requirements.

Remember to carefully read the Owner's Manual that accompanies your spa and to complete the warranty card within ten days of delivery. These items, along with other valuable information, are included in the Owner's Packet which can be located in the equipment compartment of your spa. You will also find your serial number in the equipment compartment.

NOTE: The warranty is valid only if the product is installed on a level, stable, and properly constructed foundation as specified in the installation guidelines.

Watkins Wellness™ reserves the right to change features, specifications, and design without notification and without incurring any obligation.

DATE PURCHASED: \_\_\_\_\_

DATE INSTALLED: \_\_\_\_\_

DEALER: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_

In most cities and counties, permits will be required for the installation of electrical circuits or the construction of exterior surfaces (decks and spa enclosures). In addition, some communities have adopted residential barrier codes which may require fencing and/or self-closing gates on the property to prevent unsupervised access to a pool (or spa) by children under 5 years of age. Your Caldera® spa is equipped with a locking cover that meets the ASTM F1346 Standard for Safety Covers, and as a result, is usually exempt from most barrier requirements. As a general practice, your local Building Department will inform you of any applicable barrier requirements at the time a permit is obtained for the installation of an electrical circuit. Your **CALDERA** dealer can provide information on which permits may be required.

# Pre-Delivery Instructions

## SITE SELECTION AND PREPARATION

**IMPORTANT:** Site selection and preparation are your responsibility. Carefully read these instructions and consult your authorized **CALDERA** dealer if you have any questions.

You probably have a spot picked out for your new spa, whether it's indoors or outdoors, on a patio or on a deck. Just make sure you check the following:

- Always put your spa on a structurally sound, level surface. A filled spa can weigh a great deal. Make certain that the location you choose can support the weight of your filled spa.
- Locate your spa away from any reflective surface or glass. The heat generated by some types of double-pane windows and reflective surfaces can cause serious damage to the exterior of the spa, including the siding and cover. This type of damage is not considered a manufacturing defect, and therefore **NOT COVERED UNDER SPA'S WARRANTY**.
- Don't forget to level your spa (see the Ground and Spa Leveling Preparation section on the next page).
- Locate your equipment compartment, which houses all of the electrical components, in a place where water will drain away from it. Allowing water into the equipment compartment can damage the electronics, or may result in tripping your house's circuit breaker.
- Leave yourself easy access to the circuit breakers in the subpanel.
- Never let water get into the subpanel. Your 230 volt spa's subpanel is raintight when installed correctly with the door closed.
- Leave access to the entire front of the spa (the removable panel provides access to the spa's equipment) for periodic spa care and maintenance.

## INDOOR/BASEMENT INSTALLATION

Be aware of some special requirements if you place your spa indoors. Water will accumulate around the spa, so flooring materials must provide a good grip when wet. Proper drainage is essential to prevent a build-up of water around the spa. When building a new room for the spa, it is recommended that a floor drain be installed. The humidity will naturally increase with the spa installed. Water may get into woodwork and produce dry rot, mildew, or other problems. Check for airborne moisture's effects on exposed wood, paper, etc. in the room. To minimize these effects, it is best to provide plenty of ventilation to the spa area. An architect can help to determine if more ventilation must be installed.

**CALDERA** spas are equipped with a jet pump shroud to remove excessive heat from the equipment compartment. Find this vent, and be sure it is not blocked by anything, including carpeting.

Your **CALDERA** dealer can help you with local information such as zoning regulations and building codes.

## DECK INSTALLATION

To be certain your deck can support your spa, you must know the deck's maximum load capacity. Consult a qualified building contractor or structural engineer before you place the spa on an elevated deck or indoors. To find the weight of your spa, its contents and occupants, refer to the Spa Specification chart (on back cover). This weight per square foot must not exceed the structure's rated capacity, or serious structural damage could result.

## OUTDOOR AND PATIO INSTALLATION

No matter where you install your new spa, it's important that you have a solid foundation to support it. Structural damage to the spa resulting from incorrect installation or placement on an inadequate foundation is not covered under the spa's limited warranty. (See next page for specifics)

## GROUND AND SPA LEVELING PREPARATION

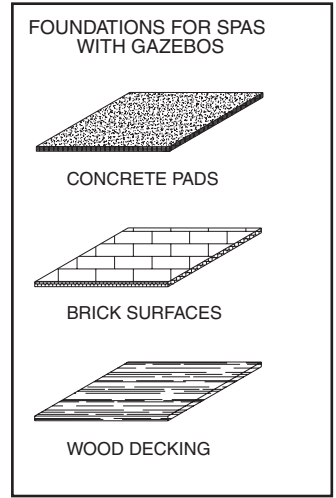
Your **CALDERA** spa has been engineered to perform on several types of common yard surfaces. While a concrete



slab is best for long-term use\*, other foundations are acceptable as long as a level base is prepared prior to delivery.

**\*NOTE:** A reinforced concrete pad at least 4 inches (10 cm) thick or structurally sound deck able to support the “dead weight” found in the spa specification chart for each model (see back page). The reinforcing rod or mesh in the pad should be attached to a bond wire.

- Concrete sloped at 1/2 inch (1.5 cm) per 10 feet (3 m) is preferred so that rain water and water spillover will run off and not puddle underneath the spa.
- If brick or wood decking is selected for the spa foundation, it should be placed and leveled below the entire spa to maintain even distribution of the spa weight.
- It is important to note that if bricks are used to distribute the weight of the spa there may still be a tendency to settle unevenly, resulting in an unlevel spa.
- Remember, placing the spa around grass or dirt may increase the amount of debris which is inadvertently brought into the spa water on the user's feet.



If you are purchasing a deck package or a spa enclosure with your spa, a solid foundation becomes mandatory. Placing them on any surface other than a single level pad could create problems with their installation. Pictured at right are a few of the recommended surfaces.

As a homeowner, it is your responsibility to provide a suitable, level foundation for your spa. Keep in mind that most delivery crews are not equipped to level and prepare spa sites. Shimming or point leveling is NOT supported or recommended by the manufacturer.

If you are interested in having a concrete slab, brick surface, or wood deck installed, your **CALDERA** dealer should be able to suggest a qualified, licensed contractor.

## ***DELIVERY ACCESS***

First, locate the dimensions of your spa on the chart that is found on the next page. The dimensions shown are the measurements of the spa in the vertical position, laid on its side.

Next, contact your dealer to find the height and width added by the delivery cart which the dealer will use to deliver your new spa. Use the height of the cart plus the dimension shown as H to determine the vertical clearance required to pass the spa and cart. Use the width of the cart, or dimension W, whichever is greater, to determine the maximum width of clearance necessary. Use the length dimension L when making any sharp turns to determine the maximum clearance required.

**NOTE: It is strongly recommended to keep the spa in its original factory protective packaging particularly when loading, moving or handling the spa in a vertical position.** It may be necessary to allow for additional over-head clearance if the spa will be rolled up or down an incline or moved up or down a short flight of stairs.

Use the information in the picture on next page to determine the requirements for access to your desired location. It may be necessary to remove a gate, part of a fence, or other movable obstructions in order to roll the spa to its

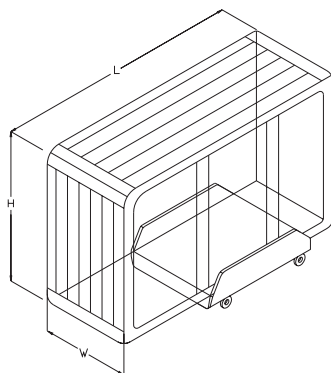
# Pre-Delivery Instructions

installation site. About ten percent of the time, a crane is the only way to install the spa by lifting it to its final destination.

If the spa has to be taken off the cart to go over a wall (either because the entry area is too narrow, the eaves are too low, the corner is too tight, or the stairway is too steep), a crane will be required. Don't be alarmed!

The crane has a truck-mounted boom which can fit right in your driveway. It is run by a licensed and insured operator. For a charge, the crane operator will lift your spa over walls, buildings, or any other obstruction and place it as close to the installation site as possible. The **CALDERA** spa delivery personnel will supervise the crane delivery and complete the spa installation.

If your spa delivery requires the use of a crane, you may be required to pay for its services at the completion of the delivery



## SPA DIMENSIONS

Model	Width (W)	Length (L)	Height (H)
CANTABRIA	38" (97 cm)	9' 0" (274 cm)	7' 7" (231 cm)
GENEVA	38" (97 cm)	7' 5" (226 cm)	7' 5" (226 cm)
NIAGARA	38" (97 cm)	7' 5" (226 cm)	7' 5" (226 cm)
TAHITIAN	36" (91 cm)	7' 0" (213 cm)	7' 0" (213 cm)
FLORENCE	36" (91 cm)	7' 0" (213 cm)	7' 0" (213 cm)
RAVELLO	33" (84 cm)	7' 0" (213 cm)	5' 6" (168 cm)

How is your width and height clearance?

BACK YARD

Check all gates

Protruding electric meters

Gas meters

A/C units

**Do you have sufficient overhead clearance?**

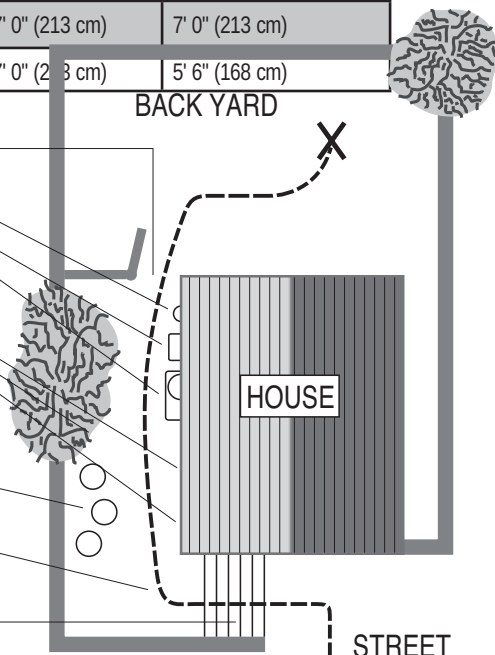
Check low roof eaves, overhanging branches, rain gutters

**Is the path clear?**

Move away branches, dog houses, firewood, etc.

If there is a 90° turn, can we clear it? (The spa will not bend)

No more than 6 consecutive stairs without a landing

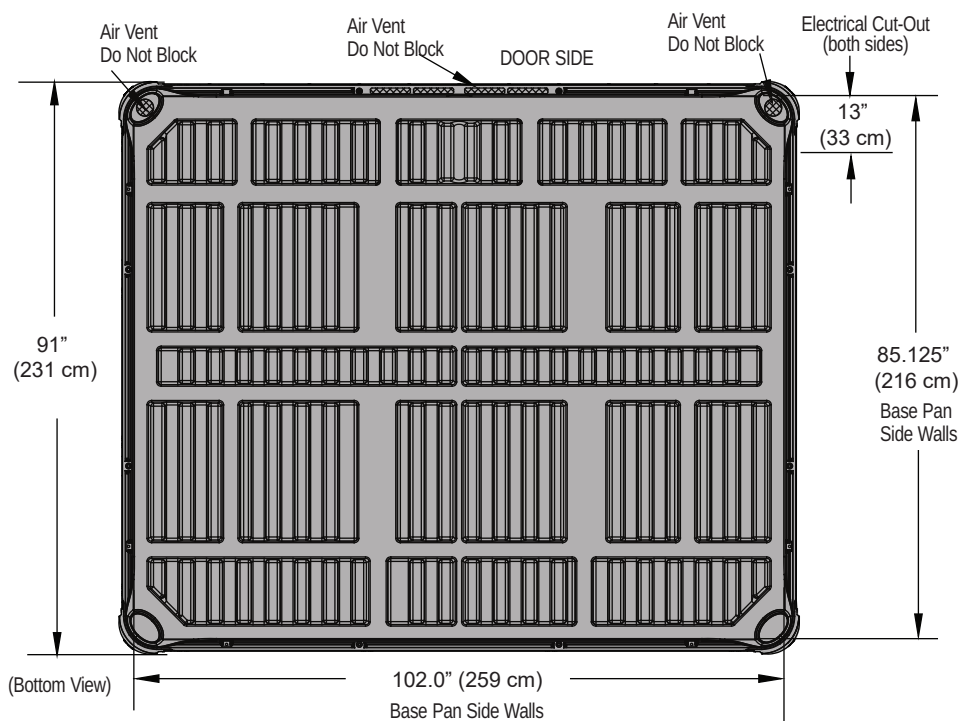
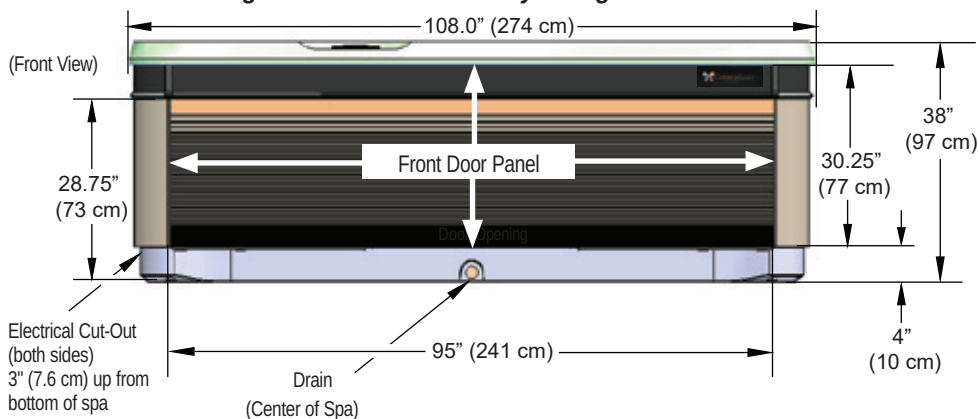




# CANTABRIA

**NOTE:** All dimensions are approximate; measure your spa before making critical design or pathway decisions.

**Configuration and location may change without notice.**



**NOTE:** WATKINS WELLNESS requires that the **CANTABRIA** be installed on a minimum 4" (10 cm) thick reinforced concrete pad or structurally sound deck able to support the "dead weight" found in the spa specification chart.

**WARNING:** The **CANTABRIA** must not be shimmed in any manner.

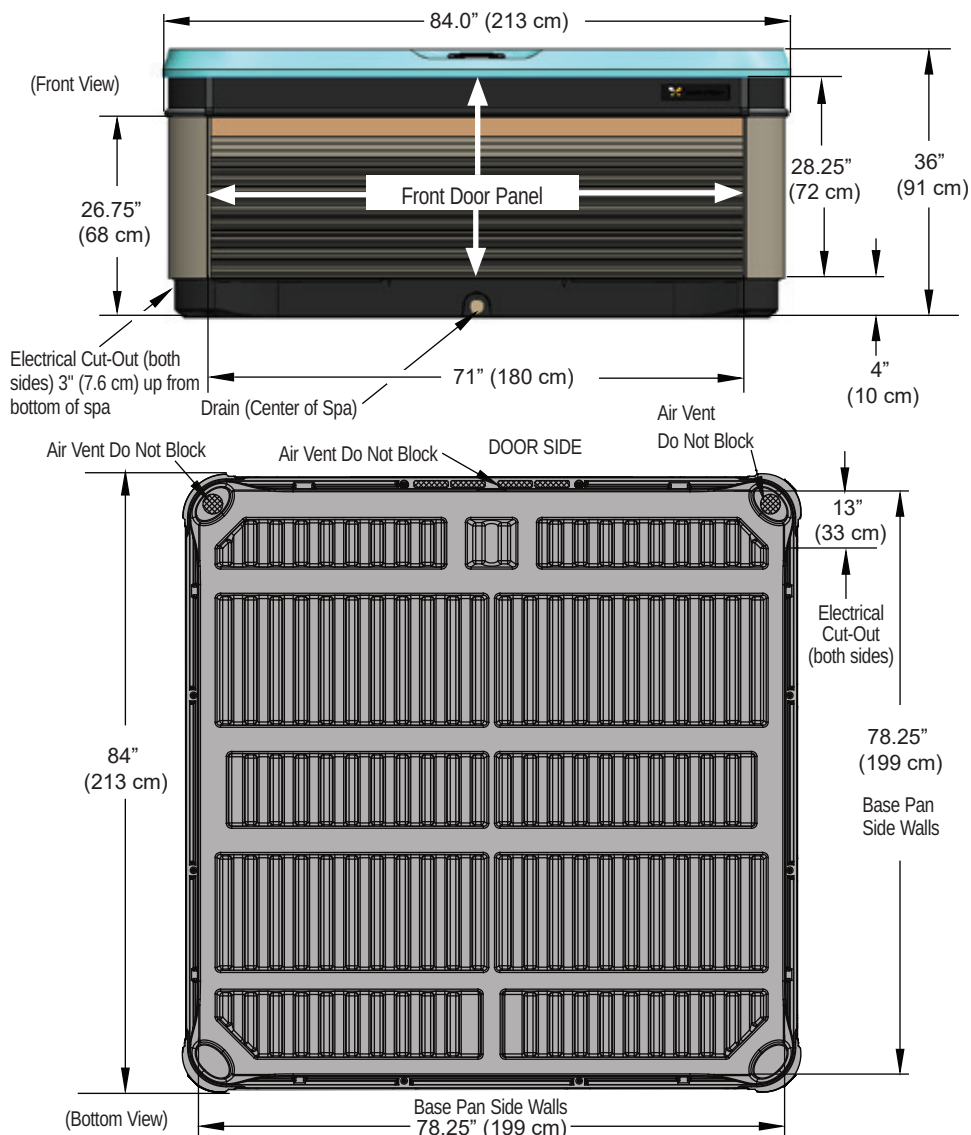




# TAHITIAN *and* FLORENCE

**NOTE:** All dimensions are approximate; measure your spa before making critical design or pathway decisions.

**Configuration and location may change without notice.**



**NOTE:** WATKINS WELLNESS recommends that the **TAHITIAN** and **FLORENCE** be installed on a minimum 4" (10 cm) thick reinforced concrete pad or structurally sound deck able to support the "dead weight" found in the spa specification chart.

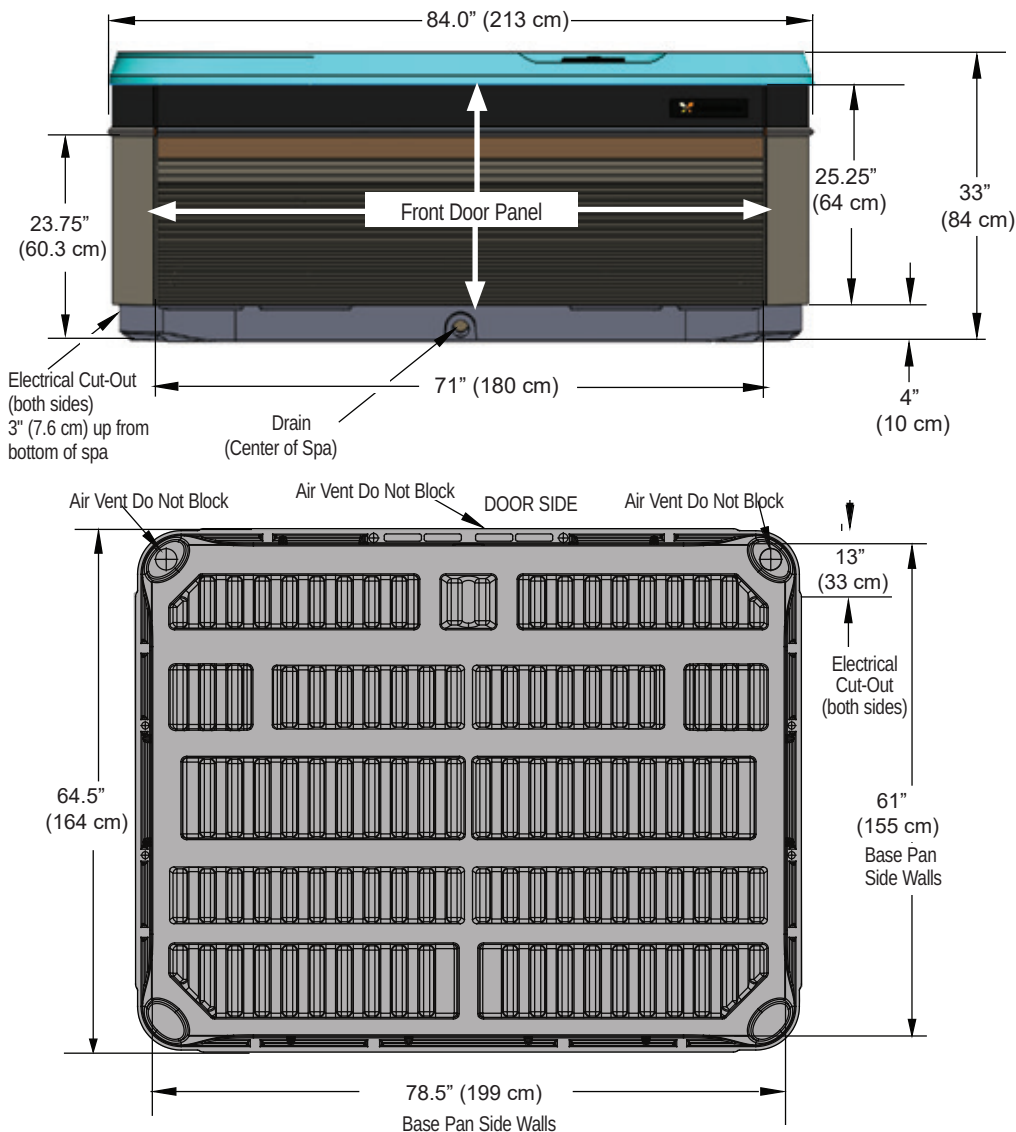
**WARNING:** The **TAHITIAN** and **FLORENCE** must not be shimmed in any manner.

# Pre-Delivery Instructions

## RAVELLO

**NOTE:** All dimensions are approximate; measure your spa before making critical design or pathway decisions.

**Configuration and location may change without notice.**



**NOTE:** WATKINS WELLNESS recommends that the **RAVELLO** be installed on a minimum 4" (10 cm) thick reinforced concrete pad or structurally sound deck able to support the "dead weight" found in the spa specification chart.

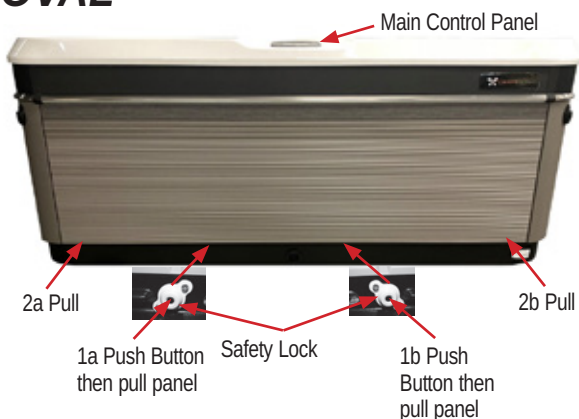
**WARNING:** The **RAVELLO** must not be shimmed in any manner.



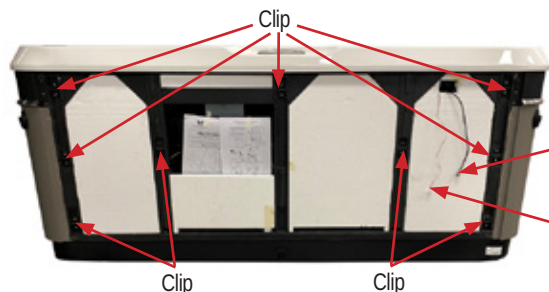
## DOOR PANEL REMOVAL

- 1** Locate the two buttons below the front panel.

Push up and hold one of the buttons using an Allen wrench less than ¼" (6 mm) in width or small screwdriver into the center of the safety lock then pull the door panel slightly away from the spa next to that button location to completely disengage the bottom clip. Repeat procedure on second button.



- 2** Pull (with slight force) on bottom left corner until panel un-clips followed by the right corner until panel un-clips.



**3a** Light connector- Turn and pull to remove



**3b** Logo Light connector- Push in side clips and pull to remove

- 3** Pull bottom door panel away (using both hands spaced shoulder length apart) from each side of the spa center, this may require a slight amount of force because of the upper clips until they all un-clip. Lower panel to ground. Disconnect both the logo light and front light wires from door panel, then remove door panel from spa area and set in a cool shaded place. Remove foam to access.



Backside of door panel

**NOTE:** To replace the Door Panel see Door Panel Replacement page in the Owner's Manual.

# Pre-Delivery Instructions

## ELECTRICAL REQUIREMENTS

To ensure you will have an opportunity to use your spa soon after delivery, it is very important that the required electrical service has been installed. Unless otherwise stipulated by your dealer, **THIS IS YOUR RESPONSIBILITY**. **IMPORTANT:** All electrical circuits must be installed by a qualified, licensed electrician.

### 230 VOLT INSTALLATION

Your spa contains a control box designed to operate at 230V, 60Hz. Installation of a 50 amp. dedicated circuit is recommended. The control box must be hard wired directly to a subpanel protected by a Ground Fault Circuit Interrupter (GFCI). The subpanel containing GFCI breakers is included with the spa.

**IMPORTANT NOTE:** All electrical connections to the control box must be accomplished by a qualified electrician in accordance with the National Electrical Code and in accordance with any local electrical codes in effect at the time and place of installation.

All electrical connections must be made in accordance with the wiring information contained in this manual and on the back of the field wiring access panel of the control box. A licensed electrician should install a four-wire electrical service (two line voltages, one neutral, one ground) from the main electrical service panel to the subpanel. The equipment pack requires a MINIMUM of 112 volts per line under load.

The grounding conductor must be at least #10 AWG. Your electrician should mount the subpanel in the vicinity of the spa but it should not be closer than 5 feet (1.5 m) from the spa water edge (NEC 680-38 to 41-A-3).

**INSTALLATION NOTE:** After the spa has been installed, your electrician can connect the conduit from the subpanel to the spa's control box and then complete the wiring connections in the control box.

**NOTE:** Complete step-by-step Installation and wiring instructions for all models are included in the Owner's Manual and with each sub-panel, which can be obtained from your dealer.

**WARNING:** Removing or bypassing the GFCI breakers in the subpanel at any time will result in an unsafe spa and will void the warranty.

### 230 VOLT CONVERTED CANTABRIA (OPTIONAL)

The **CANTABRIA** requires an additional 20 amp breaker in order to operate the heater at the same time as the lounge pump #3.

This subpanel requires a 70 amp, single phase, 230 volt, four wire service (two line, one neutral, one ground). The ground wire must never be less than #10 AWG. Use NEC 250-122 (table) and local codes for more information. A minimum #6 AWG solid copper bond wire is also required.

**NOTE:** Complete step-by-step Installation and wiring instructions for the **CANTABRIA** are included in the Owner's Manual and with each sub-panel, which can be obtained from your dealer.

**SEE ABOVE FOR IMPORTANT ELECTRICAL INSTALLATION NOTES.**

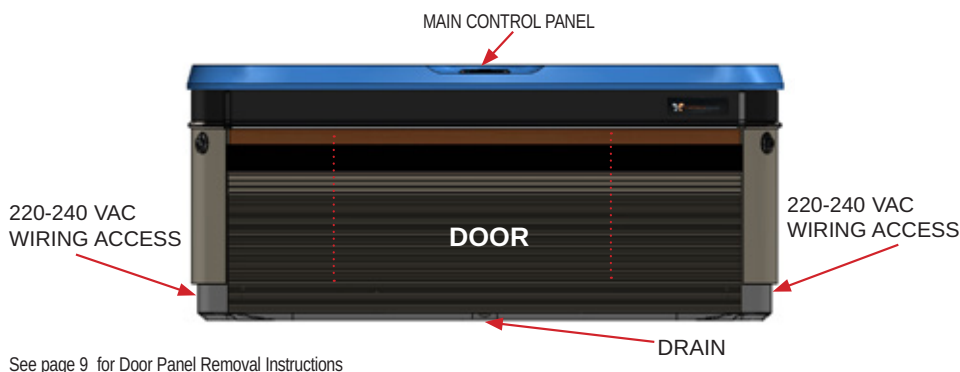


## POWER CONNECTION

To connect power to the spa, refer to “230 VOLT WIRING SCHEMATIC DIAGRAM” and “POWER CONNECTION ACCESS” illustrations. When supplying power, remove the equipment door.

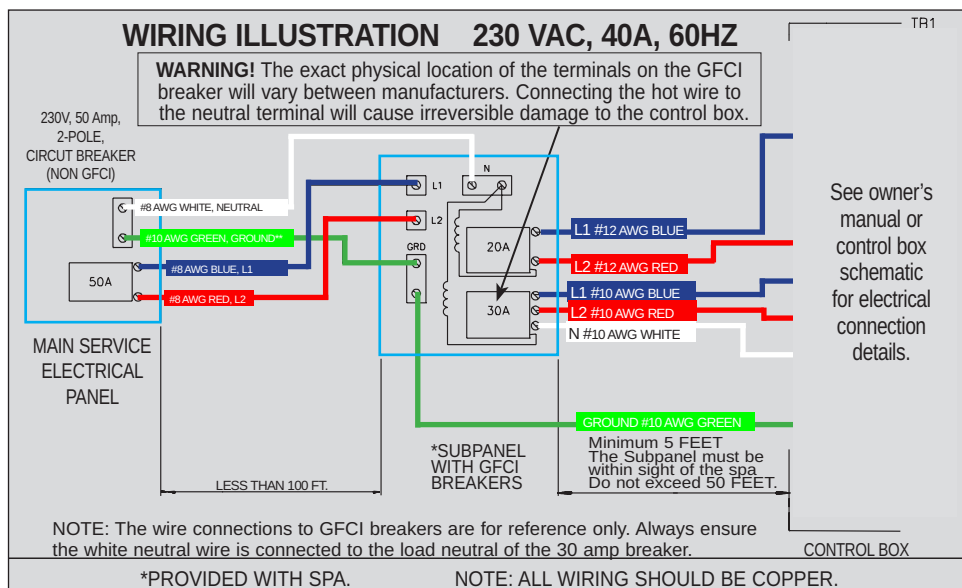
**NOTE:** The 230V wiring diagram is located on the inside of the Control Box Cover.

## POWER CONNECTION ACCESS



See page 9 for Door Panel Removal Instructions

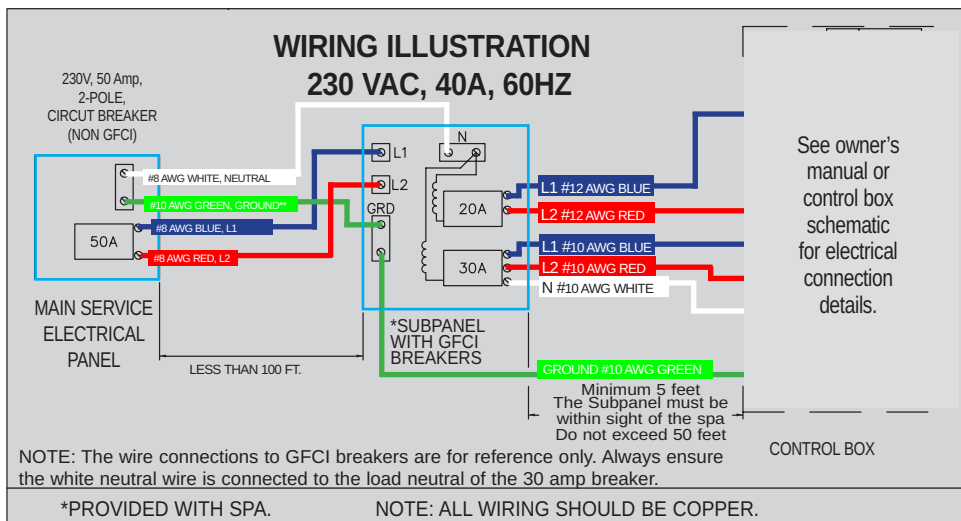
## WIRING DIAGRAMS GENEVA, TAHITIAN, NIAGARA, FLORENCE & RAVELLO



# Pre-Delivery Instructions

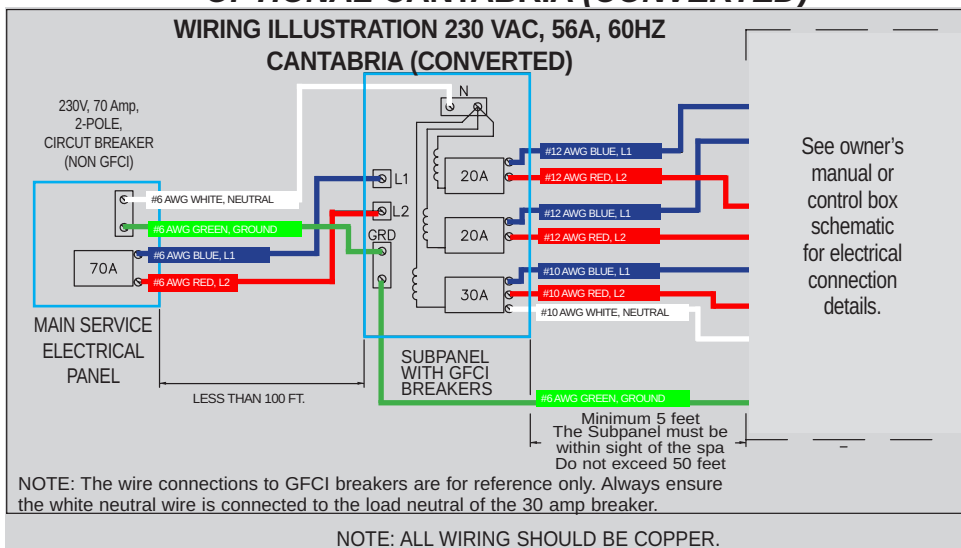
## WIRING DIAGRAMS

### CANTABRIA



**WARNING!** The exact physical location of the terminals on the GFCI breaker will vary between manufacturers. Connecting the hot wire to the neutral terminal will cause irreversible damage to the control box.

### OPTIONAL CANTABRIA (CONVERTED)



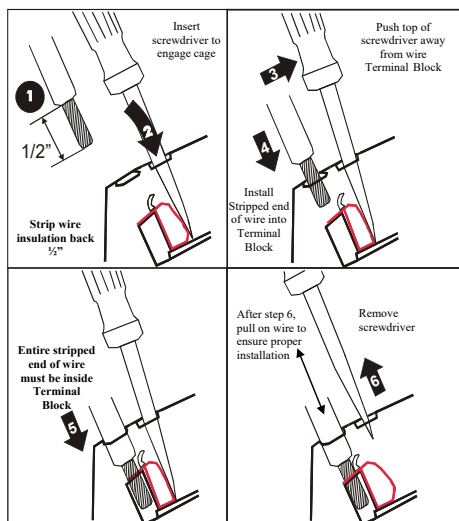
**WARNING!** The exact physical location of the terminals on the GFCI breaker will vary between manufacturers. Connecting the hot wire to the neutral terminal will cause irreversible damage to the control box.



## WIRE INSTALLATION FOR CONTROL BOX TERMINAL BLOCK

### Wire Installation Steps

Refer to spa's wiring  
diagram on back of Control  
Box Cover for proper wiring  
and jumper configuration!



# Pre-Delivery Instructions

## SERVICES AVAILABLE FROM YOUR CALDERA SPA DEALER

SERVICE	COST
Pre-Delivery site inspection	_____
Deliver spa to installation site	_____
Unwrap spa and haul away packaging material	_____
Set up spa	_____
Fill the spa with water	_____
Explain and test the spa's operation:	_____
<ul style="list-style-type: none"><li>Control panel functions</li><li>Set temperature control</li><li>Jet systems menu</li><li>Lighting</li><li>Auxiliary panel functions</li><li>Optional <b>CALDERA</b> Entertainment System</li></ul>	
Explain the safety features	_____
<ul style="list-style-type: none"><li>GFCI</li><li>Heater high limit</li></ul>	
General spa operation & maintenance orientation	_____
Water quality and maintenance orientation	_____
Adjust the water's pH, Total Alkalinity and Calcium Hardness	_____
Sanitize the water	_____
Inspect the spa cover, place on spa, and install cover locks	_____
Review winterizing instructions	_____
Review Owner's Manual & complete Warranty Card	_____
Follow-up call	_____
In-store spa water analysis	_____
TOTAL COST	_____



## ADDITIONAL PRODUCTS AVAILABLE FROM YOUR CALDERA SPA DEALER

- FreshWater® Smart Monitoring System Replacement Sensor
- FreshWater Salt Replacement Cartridges
- Ozone Kit
- Mineral Spa Sanitizer
- Clean Screen® Pre-Filter
- FreshWater Vanishing Act® Calcium Remover
- Replacement Filter Cartridges
- FreshWater 5-way Test Strips
- FreshWater Salt Test Strips
- FreshWater MPS Test Strips
- FreshWater Spa Salt
- FreshWater® Precision Dosing System
- Connected Spa Kit & Caldera Spas App
- CoolZone™ - Check compatibility for specific models
- Caldera® Entertainment Systems
- Avante™ Step to match the spa cabinet
- Retractable cover system with clearance requirements:

NOTE: Actual clearance may vary depending on spa model and installation location. Check with dealer for further details.

ProLift® II - 24" (61 cm) Back & 3" (8 cm) side Clearance Required

ProLift III - 24" (61 cm) Back & 3" (8 cm) side Clearance Required

ProLift IV - 7" (18 cm) Back & 3" (8 cm) side Clearance Required

**NOTE:** The ProLift I cannot be installed on Utopia spas. Only Caldera branded cover lifters will work on Utopia spas.

## CONTRACTOR SUGGESTIONS

### Electrician

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

### Masonry

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

### General

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

# UTOPIA SPA SPECIFICATIONS

	Footprint dimensions	Height	Effective filter area	Heater (Watts)	Water capacity	Dry weight	Filled weight*	Dead weight*	Electrical Requirements
<b>CANTABRIA</b>	7'7" x 9'0" 2.31 m x 2.74 m	38" 97 cm	100 square feet	4,000	615 gallons 2,325 liters	1,310 lbs. 595 kg	7,840 lbs. 3,560 kg	130 lbs./ft <sup>2</sup> 680 kg/m <sup>2</sup>	230 volt, 20A & 30A or 20A, 20A, & 30A Single phase GFCI protected circuits
<b>GENEVA</b>	7'5" x 7'5" 2.26 m x 2.26 m	38" 97 cm	100 square feet	4,000	410 gallons 1,550 liters	1,000 lbs. 455 kg	5,470 lbs. 2,485 kg	120 lbs./ft <sup>2</sup> 590 kg/m <sup>2</sup>	230 volt, 30A or 20A & 30A Single phase GFCI protected circuits
<b>NIAGARA</b>	7'5" x 7'5" 2.26 m x 2.26 m	38" 97 cm	100 square feet	4,000	400 gallons 1,525 liters	995 lbs. 450 kg	5,555 lbs. 2,535 kg	122 lbs./ft <sup>2</sup> 600 kg/m <sup>2</sup>	230 volt, 30A or 20A & 30A Single phase GFCI protected circuits
<b>TAHITIAN</b>	7'0" x 7'0" 2.13 m x 2.13 m	36" 91 cm	100 square feet	4,000	375 gallons 1,425 liters	900 lbs. 410 kg	5,080 lbs. 2,315 kg	125 lbs./ft <sup>2</sup> 610 kg/m <sup>2</sup>	230 volt, 30A or 20A & 30A Single phase GFCI protected circuits
<b>FLORENCE</b>	7'0" x 7'0" 2.13 m x 2.13 m	36" 91 cm	100 square feet	4,000	360 gallons 1,362 liters	872 lbs. 395 kg	4,925 lbs. 2,235 kg	120 lbs./ft <sup>2</sup> 585 kg/m <sup>2</sup>	230 volt, 30A or 20A & 30A Single phase GFCI protected circuits
<b>RAVELLO</b>	7'0" x 5'6" 2.13 m x 1.68 m	33" 84 cm	50 square feet	4,000	265 gallons 1,025 liters	720 lbs. 325 kg	3,460 lbs. 1,590 kg	115 lbs./ft <sup>2</sup> 545 kg/m <sup>2</sup>	230 volt, 30A or 20A & 30A Single phase GFCI protected circuits

**CAUTION: WATKINS WELLNESS** suggests a structural engineer or contractor be consulted before the spa is placed on an elevated deck.

\* **NOTE:** The "Filled weight" and "Dead weight" of the spa includes the weight of the occupants (assuming an average occupant weight of 175 lbs [80 kg]).

**NOTE:** For 30 amp conversion contact your local dealer.



**WatkinsWellness®**

*Feel good. Live well.™*

1280 Park Center Drive

Vista, California 92081

(800) 669-1881 extension 8432