Hamwells®

HomeSpa

User Manual

2020 V1.5

EN

Hamwells®

Introduction

Dear User,

We are pleased that you have chosen the HomeSpa and congratulate you on this choice. Keep this manual in a safe place and use it as your first point of reference.

The HomeSpa is a new product. We would therefore greatly appreciate receiving any improvements or suggestions. You can do this by sending an email to info@hamwells.com.

Hamwells Europe B.V.

Copyright

Contents

1

Safety

Safety instructions

If there are signs of damage or the shower is not working properly, turn off the e-Shower by pressing the the rotary push button and contact the manufacturer.

Hamwells Nederland B.V.
Pelgrimsstraat 3, 3029 BH Rotterdam
The Netherlands
T +31 *(0)*85 303 6496
E info@hamwells.com
I www.hamwells.com

Our telephone service is available from Monday to Friday from 09:00 to 17:00 (CET).

- New users who do not know how to use the HomeSpa should be instructed.

- Never attempt to repair, disassemble or make modifications to this product.
  The e-Shower contains live parts. Direct contact with these parts can cause an electric shock.

- Only qualified engineers should carry out repair and maintenance with original replacements with the prior written approval of the manufacturer.

- Always supervise children and persons with special needs during use of the e-shower.

- Before each use of the e-Shower, check the temperature setting of the water.

- If you have filled a baby bath with the handshower, use a thermometer to check whether the water has the correct temperature!

- The hand shower always dispenses tap water. The water used in the FreshCycles *(from the rain shower)* is continuously filtered, purified and refreshed. However, the quality of the water depends on the user's behavior and hygiene. Rinse yourself for at least 15 seconds with the hand shower before using the FreshCycles.

- It is advisable not to drink the water from rain shower.

- Always consult your own general practitioner with allergies, open wounds and the risk of infections, skin problems or any health worries before using the FreshCycles.

2

Specifications HomeSpa

The HomeSpa

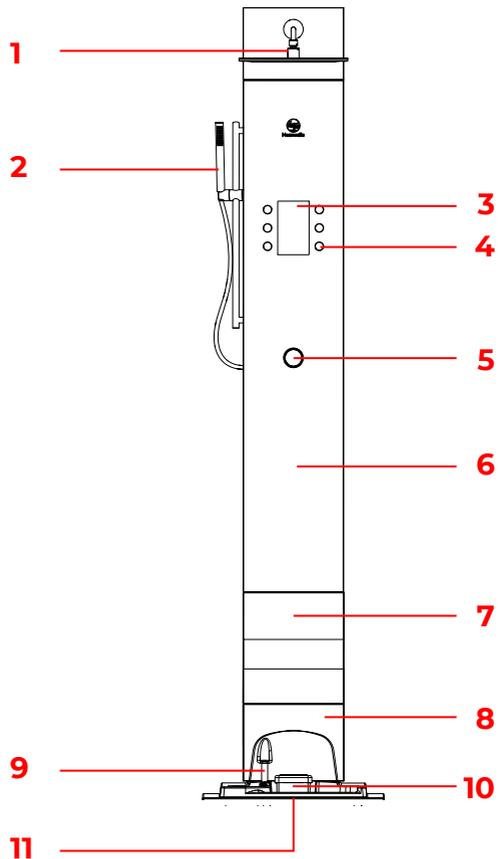|	
Dimensions technical cabinet	2142 mm *(L)* x 280 mm *(W)* x 220 mm *(D)*
Weight	30 kilogram
Power consumption	450W
Power supply	240V/50Hz
RCD	30mA
Max. power consumption	500W

1. Rain shower
2. Handshower
3. Display
4. Touch buttons
5. Rotary push button
6. Front panel
7. Service drawer
8. Bottom panel
9. SmartStop
10. Filter
11. Reservoir

3

Operating the HomeSpa

Display

Display symbols

1. HomeSpa control
2. Weather app
3. Language settings
4. Cleaning programs
5. System settings

Performance Indicators

6. FreshCycles indicator
7. Temperature indicator
8. Time indicator

Display symbols

9. Temperature indicator
10. Timer *(shower time)*
11. Temperature limiter *(set at 38 °C)*
12. Shower mode indication
13. Classic shower/FreshCycles

Warning symbols

14. No filter detected
15. Hot water safety activated
16. Fast rinsing is required
17. Hardware issue
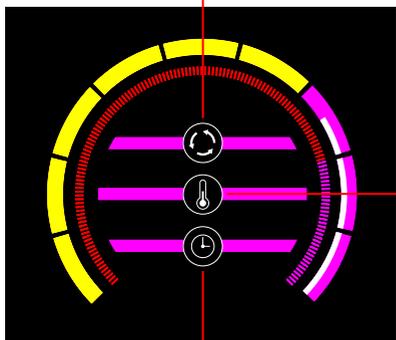18. Out of cleaning detergent
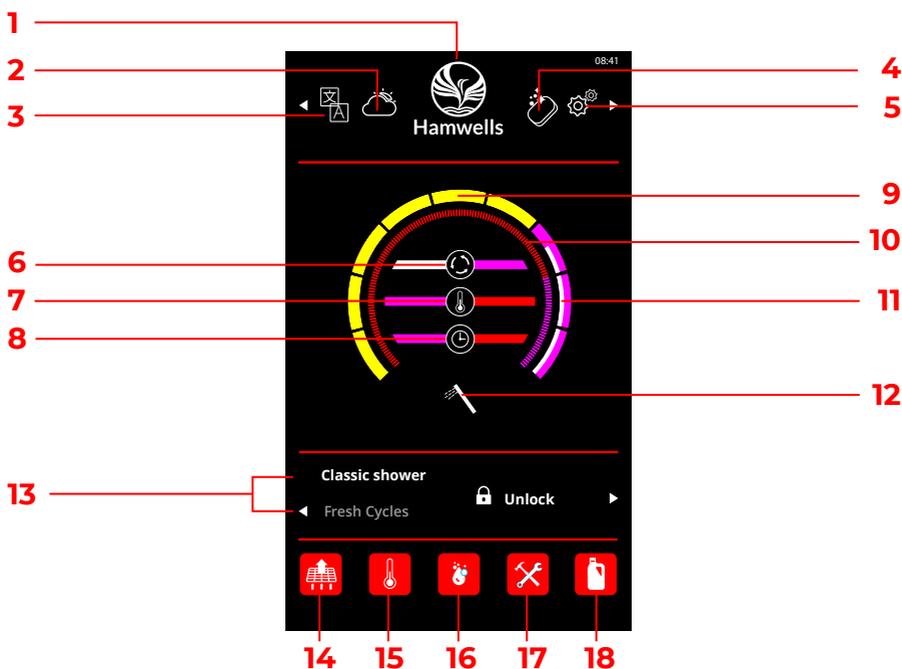
Performance Indicators

The performance indicators indicate in real time whether the optimal values are achieved for the most efficient use of the shower. The following values are measured:

FreshCycles indicator
This indicates the ratio in time between the use of the classic shower versus the use of the Refresh Cycles.


Temperature indicator
This reflects an efficiency indication of the average shower temperature.

Time indicator
This reflects an efficiency indication of the total shower session. Please note that using the classic shower affects the indicator more than using the Refresh Cycles.

Turning the HomeSpa on and off

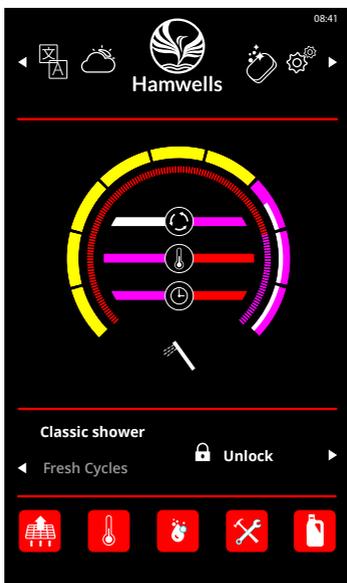**To turn the HomeSpa on or off, press the rotary push button.**
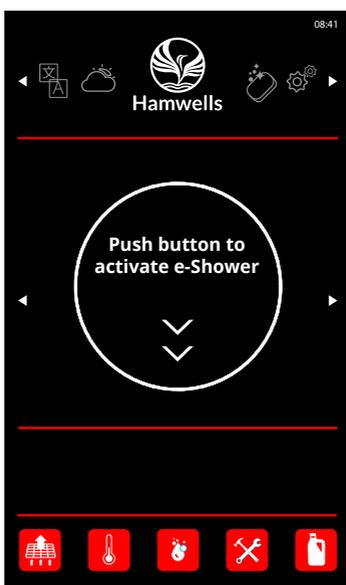
Classic shower

During the classic shower, the HomeSpa works like a normal shower and drains the water immediately. The Classic shower mode is the default mode.

During the shower you can switch between the classic shower and FreshCycles with the button at the bottom left.
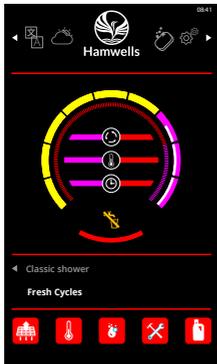
FreshCycles

During the FreshCycle mode water is circulated. The rain shower will start once the reservoir is filled with water.
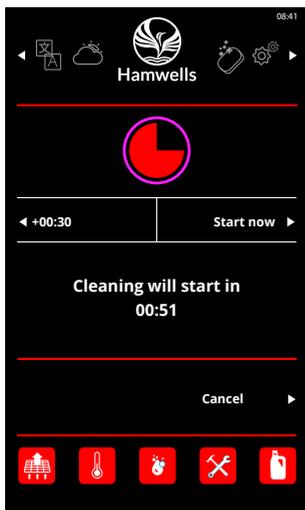

You can start the FreshCycles with the button at the bottom left.

It is not recommended to drink the water during the FreshCycles mode!

FreshCycles is active.

Quick rinse

After each FreshCycles shower session a quick rinse *(the complete system is rinsed with cold water)* is automatically started unless disabled in the settings. You can start it immediately after the FreshCycles shower session *(Start now)* or postpone it for 30 seconds. *(+00: 30)*. With the button at the bottom right you can quickly cancel rinsing.
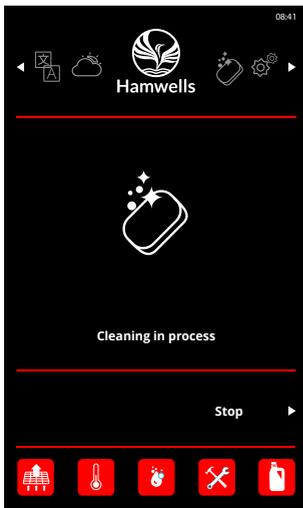
The HomeSpa is cleaning. You can stop the cleaning program prematurely with the button at the bottom right.
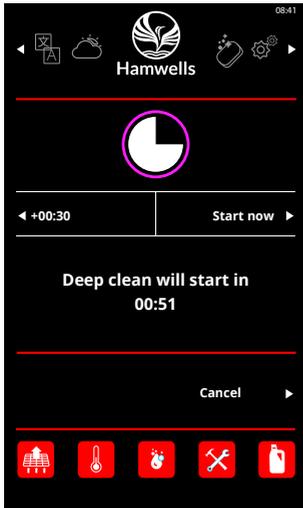
Deep clean

After a total of 40 minutes of FreshCycle's shower session, Complete cleaning *(the complete system is cleaned with cold water and detergent)* is automatically started. You can start immediately after the FreshCycles shower session *(Start now)* or delay 30 seconds extra. *(+00: 30)*. With the button at the bottom right you can quickly cancel rinsing.

The HomeSpa is cleaning. You can stop the cleaning program prematurely with the button at the bottom right.
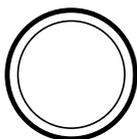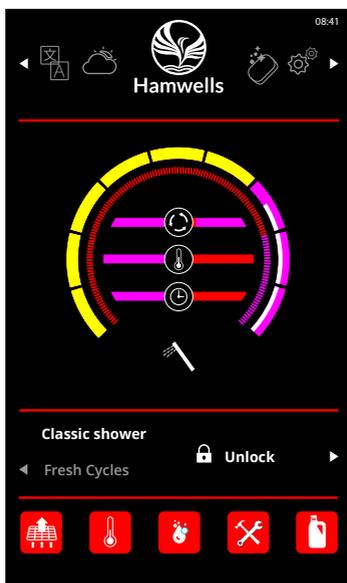
> If a cleaning program is interrupted, a quick rinse may be required! You can also ignore this (see page 37 ignore quick rinse).
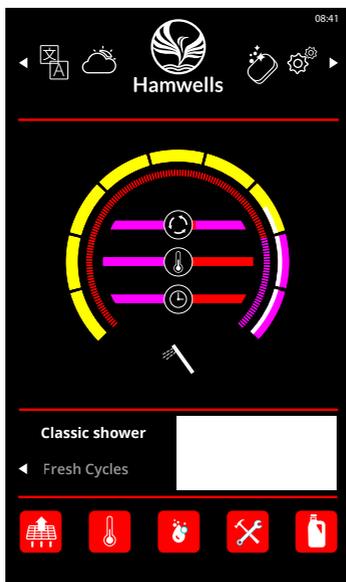
Setting the temperature

Setting the desired temperature is done by by rotating the Home button.

Increasing the temperature

If you want your shower to be warmer than 38°C press the lower-right button to unlock the temperature lock. Temperature lock is reset after switching the shower off.
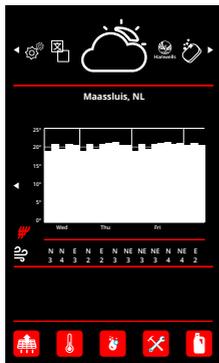

The maximum temperature of the HomeSpa is 43 °C.
The minimum temperature is 25 °C.

Weather app

If there is an internet connection, you can view the weather app while showering.
You can set your location in the user settings *(see page 21)*.

Select the weather symbol.
Here you can see today's weather.

On the next screen you will see the
3-day forecast.

4

User settings

Adjusting the settings

Navigate with the buttons above and go to settings.

**There are 4 menu options**

1. User settings
2. Hardware settings
3. Cleaning settings
4. Lock settings

Setting the start temperature

You can set the default start temperature. For safety reasons it is not possible to set a temperature above 38 °C.

1. Go to settings and select user settings.
2. Select start temperature.
3. You can set the desired temperature *(25 °C - 38 °C)* by turning the rotary push button. Press OK to save.
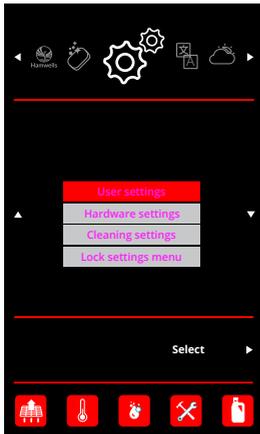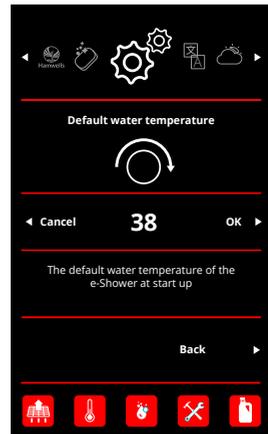
Setting the start mode

You can set the default start mode.

1. Go to settings and select user settings.
2. Select Start mode.
3. You can choose between classic mode, refresh mode or smart mode.
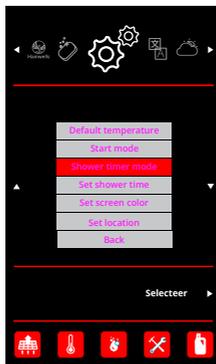
In smart mode, the last saved settings are remembered as long as the HomeSpa is restarted within a minute.

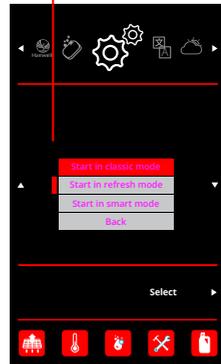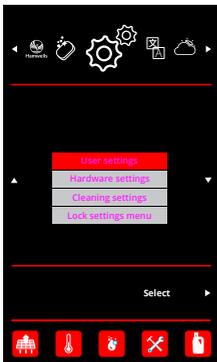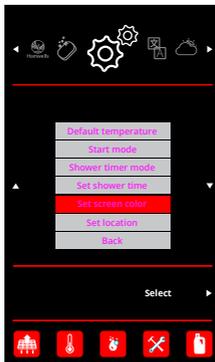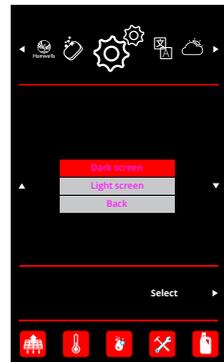*The blue bar on the left side of the menu indicates the current mode.*

Setting the screen color

You can set the default screen color scheme.

1. Go to settings and select user settings.
2. Select screen color.
3. You can choose between a dark screen or a light screen.

Setting the shower timer mode
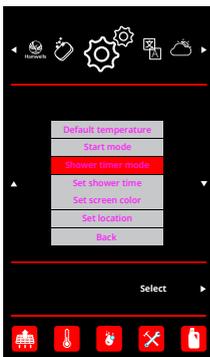
1

Set shower timer mode.

1. Go to user settings
2. Select Shower timer mode
3. Select the desired timer Mode
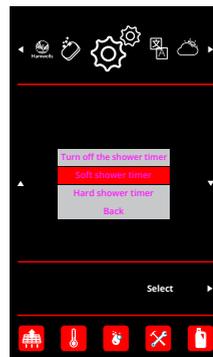
 Soft shower timer: HomeSpa gives a warning at the set time.
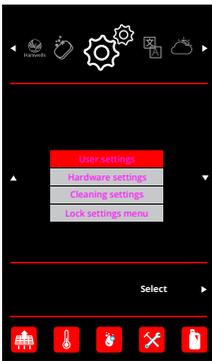*Hard shower timer: the HomeSpa switches off at the set time.*

2

3

Setting the shower time

1

Set shower time.

1. Go to user settings
2. Select Set shower time
3. Turn the rotary push button to set the desired shower time in minutes! The time can be set to a value between 5 and 20 minutes

2
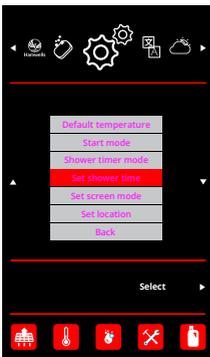
3
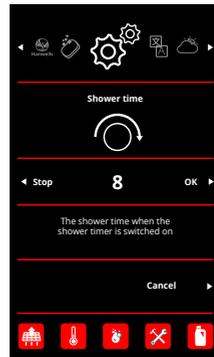
Setting your location

The HomeSpa uses geolocation services to determine your location. These are not all equally accurate. You can set and save the most appropriate location to be able to provide, for example, the most accurate weather report possible.

1. Go to settings and select user settings
2. Select Set location
3. Navigate to and select the most accurate location to save it

1
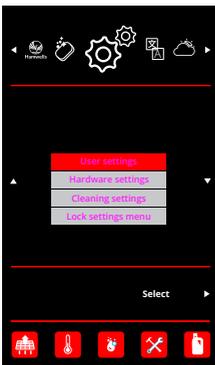
2
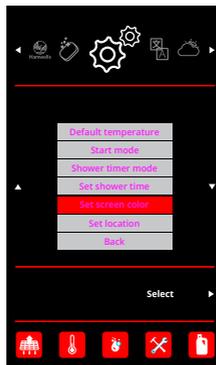
3
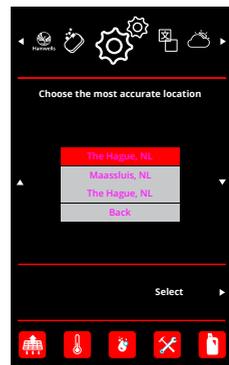
5

Hardware settings

Hardware info

This information is important for the Service Engineer.

1. Go to settings and select hardware settings.
2. Select hardware info.
3. A hardware info list now appears.
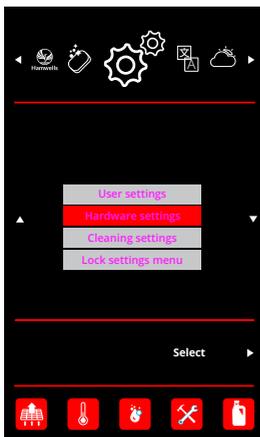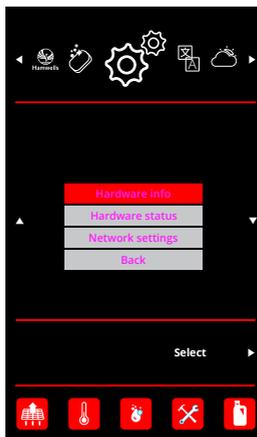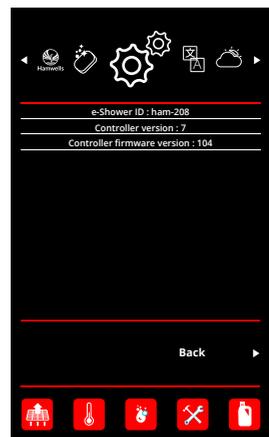
Hardware status

This information is important for the Service Engineer.

1. Go to settings and select hardware settings.
2. Select hardware status.
3. A hardware status list now appears.

1

User settings
Hardware settings
Cleaning settings
Lock settings menu

Select ▶

2

Hardware info
Hardware status
Network settings
Back

Select ▶

3

00 pump : OK
01 NTC temperauture : OK
02 NTC connection : OK
03 thermostat position : OK
04 Thermostat temperature : OK
05 water level : OK
06 PID : OK
07 cleaner : OK
08 safety switch : OK
09 smart stop timeout : OK
0A UV lamp : OK
0B Temperature request : OK

Back ▶

Network settings

1

Wireless network setup

1. Go to settings
2. Select hardware settings
3. Select network settings
4. Here you can activate the Wi-Fi access point

> *See Wi-Fi connection on the next page to proceed with setting up your connection*

> **With some models of the HomeSpa it is not possible to set the Wi-Fi in this way. If this is the case, please contact Hamwells.*

2   **3**   **4**
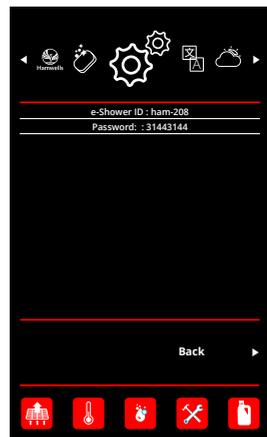
Wi-Fi connection

You can use wireless internet via Wi-Fi via the HomeSpa. You can make a Wi-Fi connection with your smartphone, tablet or computer.

Follow the steps below:

1. Activate Wi-Fi access point on the homeSpa *(see page 33)*.
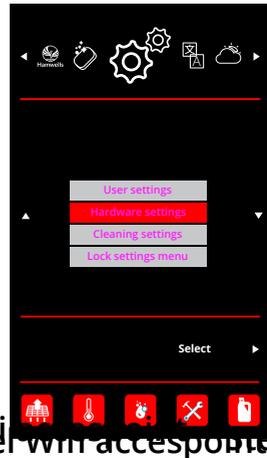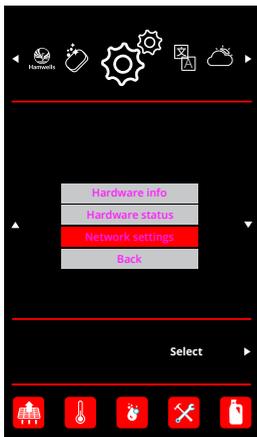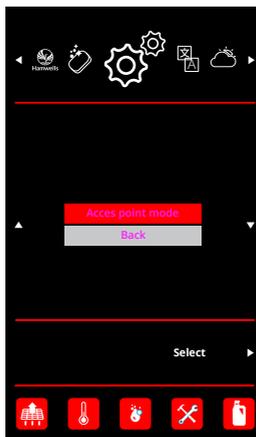2. Using another device *(smartphone, tablet, computer)* connect with the name corresponding to the HomeSpa ID.
3. Enter 31443144 as the password.
4. Most phones will automatically redirect you to a login page. If not, navigate to wifi.hamwells.com.
5. On the login page, select the SSID of the wireless network you want to connect to.
6. Enter the password for this network and select Connect.
7. If the Wi-Fi shows Status connected, you are connected to your wireless network.

Below is an overview of a number of error messages.

1. **No SSID selected, please select SSID.**
    No network has been selected. Choose the network you want to connect to.

2. **Wi-Fi status: undefined:** *There is no Wi-Fi connection. Try connecting again.*

Wi-Fi HomeSpa user interface

Wi-Fi HomeSpa

Ready for configuration   Configuration status

                                                 Network SSID

Choose your Wi-Fi Name   Rescan button

| Hamwells Nederland ▼ | Rescan |

Type your password

                                                 Password

WiFi status: undefined -   Wi-Fi status

| Connect | | Disconnect |

6

Cleaning settings

Starting cleaning program

The HomeSpa has 3 cleaning programs:

1. Go to the top left button and select the cleaning symbol.
   Select the desired cleaning program.
2. The HomeSpa is now being cleaned.

Ignore Quick rinse

If the deep clean program was interrupted or the HomeSpa power supply has been cut off, the Quick rinse warning icon will turn orange *(see illustration on the right)*. This will prevent the FreshCycles from starting. You can ignore this warning so that the FreshCycles will be able to start.

1. Go to settings and select Cleaning settings
2. Select Ignore quick rinse using the rotary push button
3. Select OK
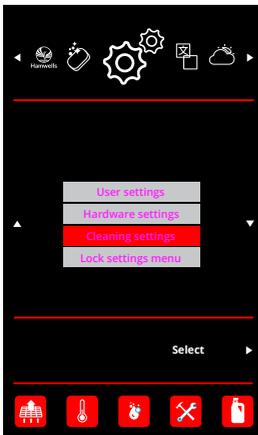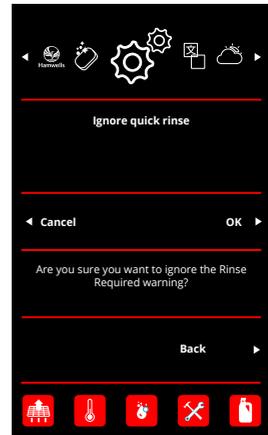
Adjusting water hardness

You can set the local water hardness on a scale of 1 to 10.

As a result, the cleaning program consumes more or less vinegar.

1. Go to settings and select cleaning settings
2. Select Water hardness *(1 = very soft water, 10 = very hard water)*
3. Set the local water hardness with the rotary push button. Press OK to save.
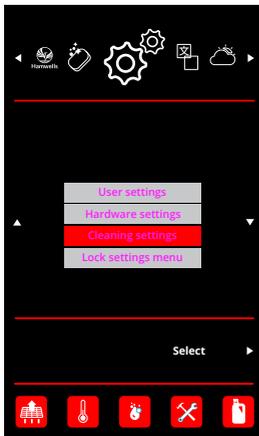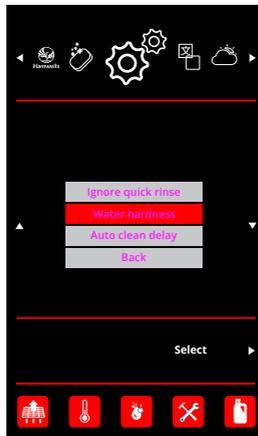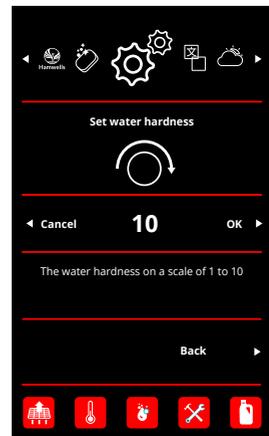
Setting time to auto clean

This is the waiting time in seconds before the HomeSpa cleans itself after a shower.

1. Go to settings and select cleaning settings
2. Select time to auto clean

*Set the auto clean time to **0** to disable auto clean.*

3. Setting the time for auto clean using the rotary push button. Press OK to save.
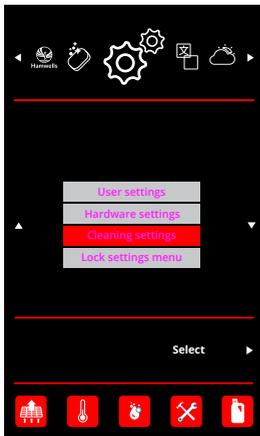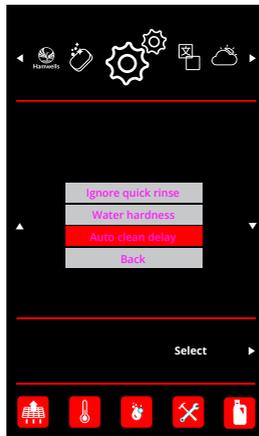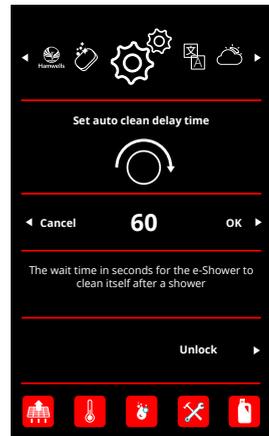
7

Lock settings

Lock settings

The settings can be locked to prevent unauthorized people from changing them.

1. In the settings menu, select Lock settings menu
2. The settings are now locked

1
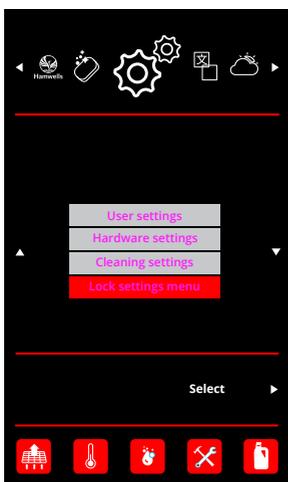
2

Unlock settings

If the settings are locked you can unlock them by means of of a pin code.

1. Go to settings and press unlock.
2. Enter the pin code 3144. Use the buttons left and right for the cursor. Use the rotary push button to change the number.
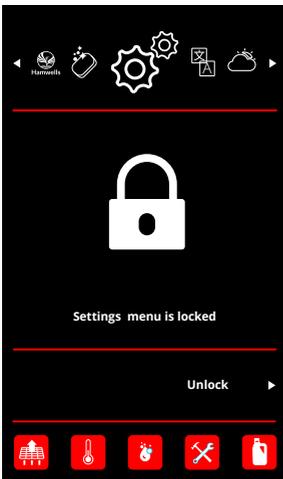
1   **2**
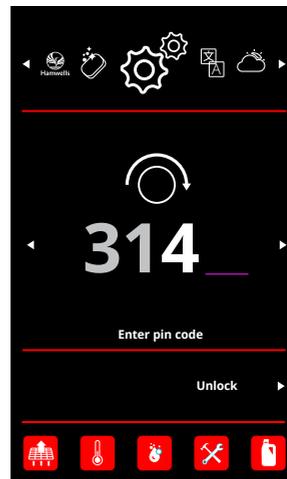
8

Cleaning and maintenance

Cleaning procedures

To keep the e-Shower in perfect condition we advise you to clean the shower on a regular basis. This chapter describes the daily and weekly cleaning intervals. The table below is a summary of maintenance.

To keep the HomeSpa in perfect condition, the use of aggressive detergents like acetone or thinner is not recommended.

Action	How often
Quick rinse	We advise after every shower session
Hot cleaning	Weekly
Deep cleaning	Weekly
Filter	After every refresh session is advised
Front panel*	Weekly
Shower tray*	Weekly
Refill the service drawer	When this warning is shown on the display
Replace EB valves	Every 10 years

*This can vary by household.

Filter cleaning

Clean the filter after each shower session to prevent the HomeSpa from getting blocked by hairs, soap scum and so on. This can be done manually or in the dishwasher.

1. Remove the filter from the bottom panel
2. Clear out any hair or debris that has accumulated. You can use a small brush.
3. Replace the filter.
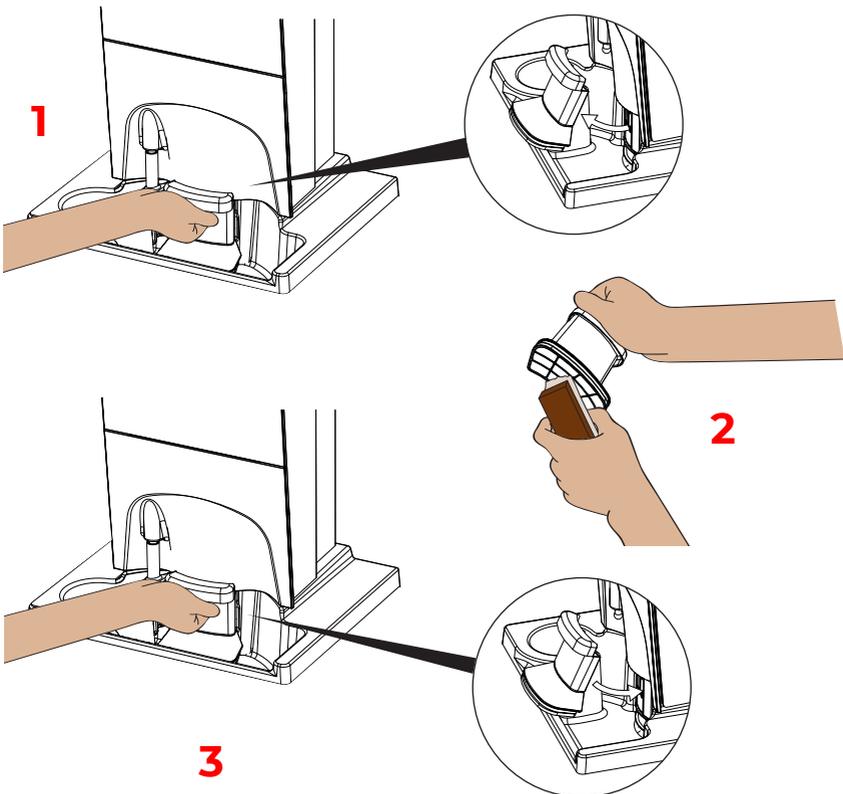
Refill the service drawer

The service drawer must be regularly refilled due to the hot cleaning that has to be done weekly.

1. Open the service drawer with both hands..
2. Open the cap of the reservoir.
3. Fill the service drawer with cleaning vinegar. The reservoir can hold a maximum of 1.5 liters when it is completely empty. Then close the cap and close the service drawer.
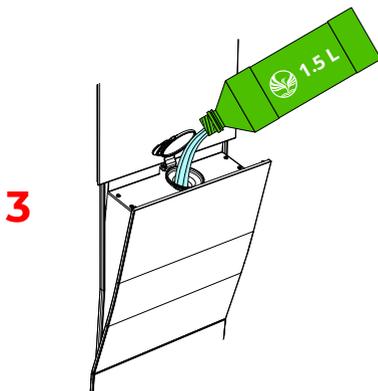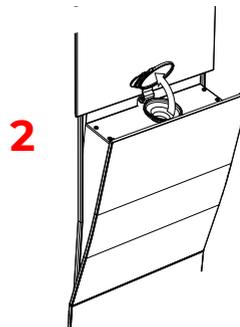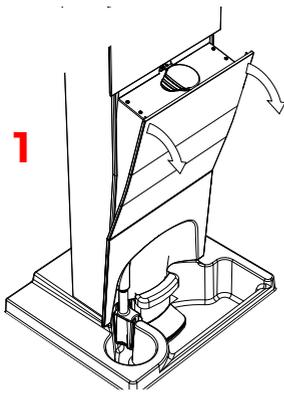
To keep the HomeSpa in good condition we advise you to only use cleaning vinegar.

9

Warnings

Warnings

The HomeSpa has a number of warnings that need to be observed.
You can see them at the bottom of the screen

No filter

- **Problem:** filter is not *(correctly)* placed in front of the pump.
- **Effects:** pump can not be activated, so FreshCycles and coils are not possible.
- **Action: p**lace filter.

Hot water safety activated

- **Problem:** the water has become too hot and the pump has been automatically shut down.
- **Effects:** FreshCycles is not possible as long as the temperature is too high.
- **Action:** Normally the error is automatically reset.

Quick rinse is required

- **Problem:** the cleaning program *(hot clean / deep clean)* was interrupted during the last use or the power has gone off.
- **Effects:** if this is not done, the FreshCycles will not start up.
- **Action:** start quick rinse *(see page 20)* or ignore this warning *(see page 38)*.

Fill the service drawer

- **Problem:** the service drawer is empty.
- **Effects:** the cleaning program will be excecuted without cleaning agent
- **Action:** fill the service drawer

The following error messages can only be solved by the service engineer!
When this list of error messages appears, contact your sales representative.

Hardware defect; contact seller

- **Problem:** There is an error in the internal electronics. This is indicated by an error and a corresponding list *(see figure on page 50)*.
- **Effects:** It is not a fault that causes the shower to stop working, but correct operation is not guaranteed.
- **Action:** see page 50/52 with the error codes.

List with error messages

You can see the list on the following pages with warnings/error messages and the corresponding solutions.
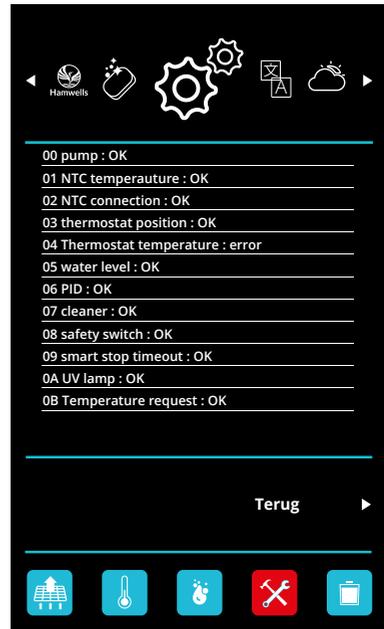
00 pump

- **Problem:** The pump has tried to start up several times but no running water is being measured.
- **Effects:** The FreshCycles mode will automatically close and shower will continue in classic mode, rinsing will be aborted.
- **Solution:** Check filter and water levels. Possibly faulty flow meter.

01 NTC temperature

- **Probleem:** A temperature sensor has a temperature above 80 °C. This is not physically possible.
- **Gevolgen:** The hot water safety will be activated automatically.
- **Solution:** Check temperature sensors and connections

02 NTC connection

- **Problem:** A temperature sensor has a temperature below 0 °C. This is not physically possible.
- **Effects:** The FreshCycles will no longer work correctly, possibly hot water!
- **Solution:** Check temperature sensors and connections.

03 thermostat position

- **Problem:** An incorrect value has been received back from the temperature regulator.
- **Effects:** The temperature control of the Classic shower may no longer work correctly
- **Solution:** Try a power cycle from the HomeSpa. Repeatedly there is an electronic defect.

4 thermostate temperature

- **Problem:** An incorrect value of the temperature regulator has been requested.
- **Effects:** The temperature control of the Classic shower may no longer work correctly.
- **Solution:** Try a power cycle from the HomeSpa. Repeatedly there is an electronic defect.

05 water level

- **Problem:** There is an impossible value measured by the level sensors.
- **Effects:** Filling the reservoir will no longer work correctly.
- **Solution:** Check or clean the level sensors and connections.

06 PID

- **Problem:** The temperature control has measured extreme values.
- **Effects:** The temperature control of the FreshCycles will no longer work correctly.
- **Solution:** Tries to solve itself, repeatedly there is an electronic defect.

7 cleaner

- **Problem:** A cleaning program has not been able to complete. Probably caused by another error.
- **Effects:** Cleaning programs can not be completed.
- **Solution:** The causing error must be resolved. There is a repetition electronic defect.

8 safety switch

- **Problem:** The values of the temperature sensors do not match.
- **Effects:** The FreshCycles will no longer work correctly, possibly hot water!
- **Solution:** Check temperature sensors and connections.

9 smart stop timeout

- **Problem:** The drive of the Smart Stop has not moved to an extreme position.
- **Effects:** The closing or opening of the reservoir is not guaranteed.
- **Solution:** Check presence and correct position Smart Stop and connections.

0A UV lamp

- **Problem:** The UV lamp does not seem to work.
- **Effects:** The water will not experience additional cleaning of the UV lamp.
- **Solution:** Check connections or replace UV lamp.

0B temperature request

- **Problem:** An unauthorized temperature has been requested by the user interface.
- **Effects:** The temperature will not exceed 38 °C.
- **Solution:** Reset the user interface by loosening and fixing the door plug.

  Repeatedly there is an electronic defect.

Hamwells®