HOT TUB — USER AND INSTALLATION MANUAL

Owner's record

Model	
Order number	
Date of purchase	
Bought from	

Manufacturer
Plastprofiil OÜ (brand: Nordic Wellness Craft)
Töökoja tee 11, Riisipere, Saue vald, Harju maakond 76202, Estonia
Registry code 12296827
Phone: +372 56 202 878 · Email: info@nordicwellnesscraft.com · www.nordicwellnesscraft.com

Manual version: v1 · **Date:** November 12, 2026

Read this manual before you install or use the hot tub. Keep it for as long as you own the tub. If you bought the tub from a reseller, contact them first with any question or claim.

1. Symbols used in this manual

Symbol	Meaning
⚠ **WARNING**	Risk of serious injury or death if you do not follow the instruction
(!) CAUTION	Risk of damage to the product. The warranty does not cover that damage
i NOTE	Useful information, no risk

2. Words used in this manual

- **Shell** — the tub itself. It is fiberglass, or acrylic backed with glass fiber.
- **Rim** — the top edge of the shell.
- **Gelcoat** — the smooth colored surface on the inside of a fiberglass shell. Chemicals and rough cleaning damage it.
- **Enclosure** — the wooden cladding around the shell.
- **Stove** — the wood-burning heater that warms the water. An **integrated stove** is built into the set and sits inside the enclosure, under the shell. An **external stove** stands next to the tub and is joined to it with two hoses.
- **Chimney** — the pipe that takes smoke up and away from the stove.
- **Embers** — the glowing pieces left in the stove after the flames die.
- **Set** — shell, enclosure, stove with chimney, drain and wooden legs, as delivered.
- **Residual risk** — a risk that remains even when you use the product correctly and everything works.
- **Owner** — the person responsible for the tub, its care and the people who use it.

3. What this product is for

This is an **outdoor hot tub**. The set heats the water with a wood-burning stove. It can also have an electric heater or a heat pump. It is for bathing in warm water.

Normal use means private use by one household. **Business use** is allowed too: in a hotel, a

rental, a sports, wellness or therapy service, or any place open to the public. Business use has a different warranty period (section 20).

⚠ **Use it outdoors only. Never install or use the stove indoors. Smoke from the stove can cause serious injury or death.**

The set includes: the shell, the enclosure, a wood-burning stove with its chimney, a drain with a pipe and a tap, and wooden legs under the tub.

Extras, only if you ordered them: air massage, lights, a filter, an electric heater, a gas water heater, a heat pump that heats or cools the water, insulation, a lid, a chimney heat guard, a spark arrester, a chimney extension, and steps. Some extras come with their own maker's manual. For that device, its own manual applies. If you add equipment that we did not supply, follow its own manual. We have not checked it with this tub.

It is not a swimming pool or a medical device. Use it only for bathing.

4. Owner's responsibility

As the owner, you are responsible for:

- the safety of everyone who uses the tub, including guests and children;
- a base that carries the tub, the water and the bathers (section 10);
- a safe place for the stove and chimney under your local fire rules (section 10);
- keeping the tub, the stove and the water clean and in good order;
- giving this manual to anyone who uses or takes over the tub.

5. Safety

⚠ Before you get in

- **Check the water temperature with a thermometer before you get in.**
- **We recommend about 37 °C. Never let the water go above 40 °C.**
- **Talk to a doctor first** if you have heart disease, circulation problems, diabetes, or high or low blood pressure.
- **If you are pregnant, keep the water at 37 °C or lower.** Hotter water can harm an unborn baby in the first three months.
- **Do not use the tub after drinking alcohol or taking drugs.** You can get sleepy, pass out and drown.
- **Do not use the tub if you take medicine that makes you sleepy.**

⚠ Children

- **Children must never be in the tub or near it without an adult watching.** Take special care with young children in hot water.
- **Keep children away from the stove and the chimney.**
- **When the tub is not in use, stop children from getting into it.** A fence around it does this.
- **If you have a lid, keep it on when nobody uses the tub.** It keeps dirt and heat in, and it makes it harder for a child to get in. If it has fasteners, close them. **But it is not a tested child safety cover.**

⚠ The stove and the fire

- **Never light the stove before the tub is full of water** (section 11).
- **Never use lighter fluid, petrol or anything like it** to start or feed the fire.
- **Keep the stove door closed.** Open it only to add wood or to stir the fire. A door left open can start a fire.

- **Put nothing on top of the stove.** It can catch fire.
- **The stove and the chimney are hot while you heat and for some hours after.** Do not touch them with bare hands. Open the stove door by its handle.
- **Take care near the chimney and the stove door while you bathe.** They get very hot.
- **An integrated stove sits under the tub, inside the enclosure.** If you lean over the edge, you can touch it, and it is hot.
- **The chimney reaches up high, within a bather's reach.** Never touch it. A chimney heat guard (an extra) covers only the lower part of the chimney.
- **Let one adult add the wood.** When several people add wood, nobody knows how much has gone in, and the water gets too hot very quickly.
- **Never leave a burning stove alone.**
- **Do not empty the tub while there is fire or hot embers in the stove.**
- **Do not light a fire in a frozen stove.** If the water inside it has frozen, let it thaw completely first (section 14).

⚠ Around the tub

- Wet surfaces and the tub edge are **slippery**. Step in and out. Never jump or dive in.
- We recommend a step for getting in and out. We can supply one.
- Do not stand on the rim, and do not climb on the enclosure or on a covered tub.
- Keep glass and sharp objects away from the tub.

6. Residual risks

Even when the tub is installed correctly and used as intended, these risks remain:

Risk	Where it comes from	How to keep it small
Burns	The stove, its door and the chimney are hot while you heat and for hours after	Do not touch them. Open the door by its handle. Keep children away. A chimney heat guard is available as an extra. It covers only the lower part of the chimney
Fire	Sparks from the chimney, a stove too close to something that burns	Keep the distances in section 10. A spark arrester is available as an extra
Overheating	Water that gets too hot, for example when several people add wood	One adult adds the wood. Check the temperature first. Keep it at about 37 °C, never above 40 °C
Drowning	Any tub with water in it, especially with children, or after alcohol or drugs	Watch children at all times. No alcohol or drugs. Do not bathe if you feel sleepy
Slipping and falling	Wet surfaces, and ice on the ground and steps in winter	Step, don't jump
Electric shock (if your tub has anything you plug in)	Electricity close to water	Use a socket protected by a safety switch (a residual current device). Never bypass the switch (section 10.6)

7. Receiving the delivery

Check the product **before you sign anything.**

1. Look at the packaging and the tub while the driver is there.

2. **If you see any damage, write it down before you sign.** The driver may ask you to sign on paper or on a screen. Write the damage there before you sign. Take photos. Ask the driver to sign it too. Between countries this delivery note is called a consignment note, or CMR note.
3. If you sign and write nothing, the carrier can use that as proof that the tub arrived undamaged.
4. If you find damage later that you could not see at delivery, tell the carrier and the company you bought the tub from in writing within 7 days of getting the tub. Sundays and public holidays do not count.
5. Do not throw away the packaging, do not repair the tub and do not send it back before the company you bought the tub from confirms in writing what to do.

Transport damage is not a warranty claim. Report it to the company you bought the tub from: the reseller, or us.

8. Storage before installation

If you do not install the tub straight away, store it correctly. **(!) Bad storage may damage the surface. The warranty does not cover that damage.**

Take the transport film off no later than 14 days after delivery. That includes the factory packaging. A new shell needs air on its surface. Tight film keeps the air out, and the gelcoat can then fade and go patchy. **That is a storage fault, not a manufacturing fault.**

While it is still in the film, keep it out of water and damp places. Water trapped under the film cannot dry out.

After that, store the shell or the set:

- **under a roof**, or under a cover that lets air through;
- **out of constant sun** if you can. Direct sunlight over a long period of time can dull even a UV-resistant gelcoat surface;
- where **air moves** freely.

It can stand upside down or the right way up.

If water is left in the tub or its equipment, drain it before it freezes. The warranty does not cover frost damage, even before the tub is installed.

9. Lifting and moving

The shell is not fixed to the enclosure. It stands on its wooden legs and rests on the enclosure.

- You can lift an **empty shell** by its rim.
- **(!) You cannot lift an assembled set by the rim.** The shell comes out of the enclosure.
- **First unplug and disconnect the equipment outside the tub**, such as the filter, a heat pump or an external stove.
- **Then lift the set by the enclosure, or on its pallet.**
- **Never lift the tub by the stove, the air massage, the hoses, the pipes, the drain or the air nozzles.**
- **Use enough people, or a lifting device.**
- **Never move a tub with water in it.** One liter of water weighs about one kilogram. A 1700 liter tub holds about 1700 kg of water.

10. Installation

10.1 Base. The tub needs a **firm, level base**: concrete, paving, a strong wooden deck or packed gravel. **Never put the tub straight onto soft soil or grass.**

On a ready-built set, wooden legs are fixed under the tub. The tub stands on these legs and also rests on the enclosure. That is why the base must be level. Then the legs and the enclosure share the weight of the full tub.

The tub needs support under its bottom and under its top rim. **The shell must not hang by its top rim alone,** for example in a hole cut into a deck.

Putting the tub on a wooden deck, a balcony or a roof terrace? Have someone qualified check that it can carry the tub full of water and bathers before you fill it.

(!) Preparing the base is the owner's job. The warranty does not cover damage from a base that is not good enough.

10.2 Place and fire safety. The stove and the chimney must meet the **fire rules where you live.** Ask your local fire service about a safe place. The stove maker asks for at least:

- **Keep the tub at least 1 m from the roof edge of a building** and from anything else that can burn.
- **Keep at least 3 m between the top of the chimney and anything that can burn.**
- If a building or something else that burns is close by, we recommend a **spark arrester** (an extra).
- **On a wooden deck, protect the deck under and in front of the stove** with material that does not burn.
- **Leave 40 cm free in front of the stove door.** On an external stove, also leave 10 cm free at its sides. Do not put the stove where people walk.

Also choose a spot where:

- the water can drain away from the tub and from buildings;
- you can reach the tub later for service, best from all sides. If you build it into a deck, the warranty does not pay for taking the deck apart.

10.3 Drain. On a set, we fit the drain, its pipe and its tap at our factory and check it for leaks there. Part of it sits inside the enclosure. You only need to check that the tap is closed. Did your set come as a kit with the drain not fitted, or did you buy a shell on its own with the drain parts? Then fit the drain before you fill the tub. Either way, make sure the water has somewhere to go.

10.4 External stove. If your set has an external stove and it is not connected when it arrives:

1. Stand the stove on the same surface and at the same height as the tub.
2. Loosen the hose clamps. Push the two hoses onto the pipes at the back of the stove. **Each hose must go on by at least 4 cm.** Liquid soap makes it easier.
3. Tighten the four clamps.
4. Close the drain plug on the stove and the drain tap on the tub.
5. Fit the chimney onto the stove. It comes in two parts that join together.

The standard hoses keep the stove about 0.8 m from the tub. **If you shorten the hoses, fit a chimney heat guard** (an extra).

10.5 Integrated stove. If the chimney is not fitted when the tub arrives, fit it onto the stove. It comes in two parts that join together. Close the drain plug on the stove and the drain tap on the tub.

10.6 Electrics (only if your tub has anything you plug in).

- The supply is the **local mains voltage at 50 Hz.** The voltage and power are on the rating plate of the equipment.
- ⚠ **All electrics must run through a residual current device.** That is a safety switch that cuts the power the moment electricity leaks. **(!) If it is taken out or bypassed, the warranty does not cover the electrical parts, or any damage that follows.**
- **The air massage, the lights, the filter, the electric heater and the heat pump each come with their own plug.** They need no electrical work. Plug them into a grounded

outdoor socket that runs through a residual current device.
- If you need a new socket, a **qualified electrician** fits it. All electrical work follows the electrical safety standard **IEC 60364**.
- **The heat pump's plug has a safety switch built in.** For everything else, follow the heat pump's own manual.

10.7 Gas water heater (extra). It runs on bottled propane (LPG) through a 30 mbar pressure reducer. Always make sure there is good ventilation, and protect it from rain and wind. Its own manual comes with the heater and covers installation and use. Follow it.

10.8 Enclosure (kit only). If you bought the set as a kit, you assemble the enclosure. We cut the planks to height and drill the holes. The planks screw onto rings that follow the shell's shape. The last plank may need cutting to fit. If the wooden legs come loose in the package, fix them under the tub before you place it. Ask us for step-by-step instructions.

10.9 Before you use it the first time.

- Rinse the tub with clean water.
- **Take out all packing material, including the film and cardboard on the stove. Packing left on the stove is a fire risk.**

11. Heating and using the tub

11.1 Fill the tub first. Close the drain tap on the tub and the drain plug on the stove. Then fill the tub with clean water. The water must stand **at least 5 cm above the top pipe of the stove.** If your tub has no stove, fill it to **10–15 cm below the top rim.** Do not fill so high that the water overflows when people get in.

(!) With air massage: keep the water about 10 cm below the inner edge of the rim at all times, also with people in it. So fill it lower when several people will bathe. Higher water can run back into the air system while it is off, and then into the blower when you switch it on. That can break the blower.

11.2 Check before you light.

- The tub is full (11.1).
- Nothing leaks.
- With an external stove, the hoses are tight.

11.3 Light the fire.

- Use only **dry, untreated wood.** Do not burn wet wood or treated wood.
- **Fill the stove with logs up to 50 cm long, but leave at least 10 cm between the wood and the door.** A smaller gap can bend the door or break its glass.
- Start the fire with paper, cardboard or firelighter blocks.
- Close the stove door.
- **Do not pour or splash water on the stove door while it is hot.** Cold water can break the hot glass.

i Water may drip from the stove, mostly the first few times and when the water is still cold. That is condensation, not a leak. A leak makes the water level drop. If the water level drops, or the dripping goes on, contact us (section 21).

11.4 While the water heats.

- Open the door only to add wood or to stir the fire. Adding wood steadily and stirring the burning wood now and then makes the water heat faster.
- Stir the water now and then. The temperature then evens out.
- External stove: the water must be able to move between the stove and the tub. Do not block the hoses.
- Have a thermometer ready before the first heating.

- Check the temperature with a thermometer. **We recommend about 37 °C. Never above 40 °C.**
- External stove: **we do not recommend a circulation pump in the stove's water loop.** It makes heating slower, and if the pump fails, the stove can break at once. If you still use one, the pressure must not go above 0.5 bar.

11.5 After use.

- Let the fire burn out.
- **Do not empty the tub until the fire is out and the embers are cold.**
- If your stove has an ash box, empty it after every use.
- Cover the tub if you have a lid.

11.6 Emptying. When the fire is out and the embers are cold, open the drain tap on the tub and the drain plug on the stove. Keep the stove's drain plug open while the tub is empty. Close it again before you fill the tub (section 11.1). In freezing weather, see section 14.

12. Air massage and lights (extra)

If you ordered air massage, lights or both, this section applies to you.

- **12 air nozzles.** We fit them on the tub walls as standard. Other places on request.
- **Buttons, no control panel.** The air massage has one button. It turns the bubbles on and off. The lights have their own button. Each press changes the color or the light mode.
- **Blower:** 750 W, 230 V, IP55.
- **Plugs:** the air massage and the lights each have their own plug. Plug them into a grounded outdoor socket. No electrical work is needed (section 10.6).
- **Bath salts, oils and scents:** use only products whose label says they are made for hot tubs. Others can block the nozzles.
- **Water limit with air massage:** keep the water about 10 cm below the inner edge of the rim (section 11.1).
- **After you empty the tub, run the air massage for 3–5 minutes.** That blows the last water out of the system.

13. Water, chemicals and cleaning

Cleaning. Rinse the tub with clean water after every use. Use only soft cloths on the shell and the nozzles. **(!) Rough sponges, steel wool and cleaning powders scratch the gelcoat.**

Color over the years. On a fiberglass shell, the gelcoat color fades slowly over the years, and long direct sunlight can dull even a UV-resistant surface. That is normal aging, not a fault. Pool chemicals, water left in the tub all the time, and constant sun make it happen faster.

Water and chemicals are your choice and your responsibility. We do not recommend any pool chemical product. If you treat the water, you choose the product and you use it at your own risk. **(!) The warranty does not cover damage from pool chemicals.** This applies to every pool chemical, including oxygen-based ones.

Chlorine: on a fiberglass shell, about **1.5 mg/l** of free chlorine has worked for our customers for years. We have not tested higher levels.

If you use pool chemicals:

- Pick a product whose **own maker says it suits fiberglass and gelcoat.** If you are not sure, ask that maker.
- **Never put tablets, granules or powder straight onto the bottom or against the wall.** Use a floating dispenser, or dissolve the product in a separate container first.
- **Do not use more than its maker's dose.** Too much harms the surface even when the product suits it.

- Do not let undissolved product lie against the surface.

Changing the water. Warm water that stands for days can grow germs. If the tub has no filter and no water treatment, the safest is fresh water each time you heat it. A filter keeps the water clear, but it does not kill germs. With a filter and a water treatment, you can keep the water longer. Change it at once when it is no longer clear, when it smells, or when the walls feel slimy. Empty the tub, rinse the shell with clean water and fill it again.

Enclosure care. Wood is a natural material. It changes color, swells and shrinks with the weather, and small cracks appear. That is not a fault. Oil keeps the wood looking good for longer. We recommend it, but it is not a warranty condition.

14. Winter

- If it is below zero and you do not heat the tub, **empty all the water and leave the drain tap open.**
- **(!) Water must not freeze in the stove.** Drain the stove too: open its drain plug. **Do not light a fire in a frozen stove.** Let it thaw completely first, for example with a fan heater.
- With air massage: run it for 3–5 minutes after emptying (section 12).
- **A filter tank or pump left full of water cracks in frost.** Drain them and store them the way that device's own manual says.
- **(!) The warranty does not cover frost damage.**
- Do not break ice in the tub with tools. They damage the surface.
- If your tub has a lid, brush heavy snow off it.

15. What is not a fault

These are not faults: color changes, swelling and small cracks in the wood; small differences in shade between the shell and photographs; small differences in shade between production batches of the shell; and the gelcoat color fading slowly over the years (section 13).

16. Troubleshooting

What you see	Likely cause	What to do
Water leaks at a stove hose	Hose not pushed on far enough, or the clamp is loose	Let the fire burn out and the embers cool. Then empty the tub to below the hoses, push the hose on by at least 4 cm and tighten the clamps
Water drips from the stove, mostly the first few times or while the water is still cold	Condensation	Normal. If the water level drops, or the dripping goes on, contact us (section 21)
Water is cloudy or smells	Dirt or skin oils in warm water	Empty the tub, rinse the shell and fill it again
Dull or patchy spot on the gelcoat	A chemical left against the surface, or rough cleaning	Stop using that product or cloth. Send us photos
Wood turns gray	Normal weathering	Only a matter of looks. Oil it if you want the color back

17. Technical data

Set	Capacity	People	Stove	Shell size	Empty shell
Acrylic Faceted 1000 L	1000 L	4–6	25 kW external	2100 × 2100 × 920 mm	approx. 82 kg
Round 1350 L	about 1350 L	4–6	37 kW integrated	Ø 2000 × about 1000 mm	—
Faceted 1400 L	1400 L	4–6	25 kW external	1995 × 1877 × 945 mm	approx. 80 kg
Round 1400 L	1400 L	4–6 (up to 8)	25 kW external	Ø 2000 × 1000 mm	approx. 80 kg
Square 1700 L	1700 L	6–8	37 kW integrated	2500 × 2390 × 830 mm	approx. 96 kg
Faceted 2200 L	2200 L	8 or more	37 kW external	2500 × 1700 × 980 mm	approx. 120 kg

Every set includes: shell, enclosure, stove with chimney, drain with pipe and tap, and wooden legs under the tub.

Weight when full: about the capacity in kilograms, plus the tub and the bathers. For example, a full 1700 L tub weighs more than 1700 kg.

Heating time depends on the weather. In mild summer weather in Estonia it is about:

- 1000 L: 2 hours
- 1400 L: 2–2.5 hours
- 1700 L: 2–3 hours
- 2200 L: 2.5–4 hours

In winter it takes longer. We have no winter figures.

18. Spare parts and wearing parts

Some parts wear with use and can be replaced. Contact us or your reseller. Give the model and the order number from the owner's record on the first page.

19. End of life

- **Anything you plug in** (air massage, lights, filter, heater, heat pump) is electrical waste. Do not put it in household waste. Take it to an electrical waste collection point.
- For everything else, follow the rules of your own country.

20. Warranty

Your tub has the **Nordic Wellness Craft warranty**.

Standard warranty: 24 months from the day the product is delivered, for normal use. 12 months for business use (hotels, rentals, sports, wellness or therapy services, places open to the public).

In short:

- Store, install, use and look after the product as this manual says. Damage from ignoring it is not covered.
- Transport damage is not a warranty claim (section 7).
- If you bought from a reseller, contact the reseller first.

If you are a consumer, the law also gives you rights against the seller: the reseller if you bought from one, or us if you bought from us. When the product has a fault, these rights are free of charge: repair, replacement, a lower price or your money back, as the law sets out. This warranty does not change those rights.

To make a claim, send us:

- your proof of purchase;
- the model and the order number;
- photos or a video of the fault;
- a short note: when it appeared, and what was done before.

If you have a question about the warranty, contact us (section 21).

Do not send the product or any part back without our written OK.

21. Contact and complaints

Plastprofiil OÜ · Töökoja tee 11, Riisipere, Saue vald, Harju maakond 76202, Estonia
Phone +372 56 202 878 · info@nordicwellnesscraft.com

If you bought the tub from a reseller, contact them first. If you cannot reach them, contact us.

Tell us at once if the product has caused an accident or an injury, or if you think it is unsafe.