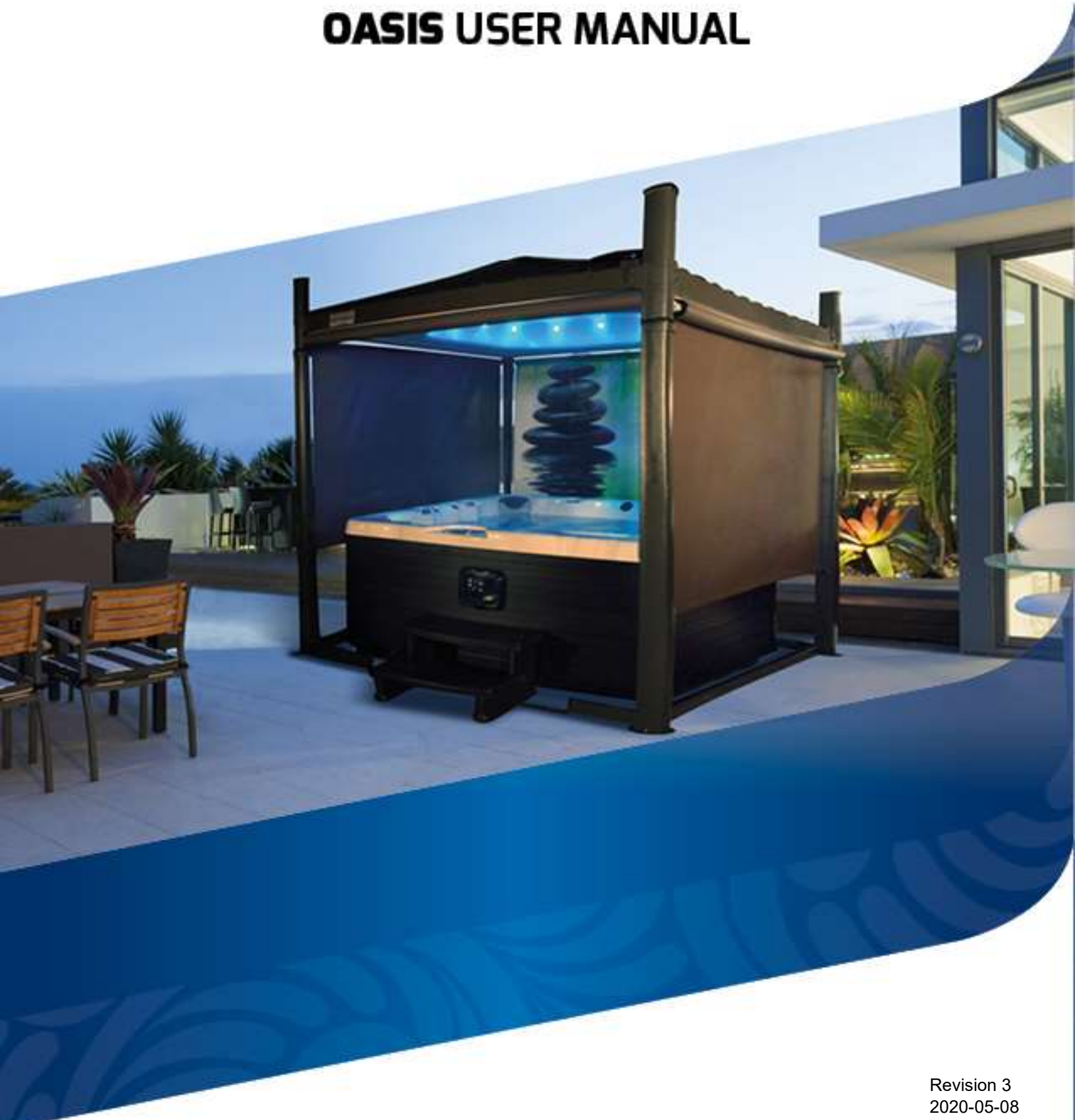


# COVANA

## OASIS USER MANUAL



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# CONGRATULATIONS ON THE PURCHASE OF YOUR NEW COVANA COVER

---

Thank you for choosing our product. The COVANA cover you have chosen is the result of excellent engineering, attention to detail and a great deal of pride. With proper care and attention, your COVANA cover will last many years and offer great performance.

Although our products are built to last, we strongly recommend that you register your COVANA cover at the time of purchase to ensure an adequate follow-up process.

In fact, registering your COVANA cover allows us to quickly reach you in the unlikely event a safety notice was to be issued. Your product and safety are a top priority for us at COVANA.

You will need your original sales receipt as proof of purchase to obtain warranty service and the work must be performed by an authorized technician. If your COVANA cover were ever to malfunction, your product registration will allow us to access necessary information in a timely manner.

Experience the benefits of registering your COVANA cover at [www.covana.com/warranty.html](http://www.covana.com/warranty.html).

Please take a few minutes to read all the instructions before you use your new COVANA cover. This user manual will explain how your cover works, so you will get the most from your COVANA cover for many years.

For service and advice, do not hesitate to call your local authorized COVANA dealer.



# SAFETY

## IMPORTANT SAFETY INSTRUCTIONS

**SAVE THESE SAFETY INSTRUCTIONS AND REVIEW THEM REGULARLY.**

## READ AND FOLLOW ALL INSTRUCTIONS

### Safety information

The COVANA cover was designed, tested and certified to be installed over a residential hot tub (spa) and under important installation instructions issued by COVANA. Any other type of usage will void the warranty and product certification.

The extra load maximum weight provided in the specification section of this manual is a provision for environmental outcomes, such as some snow or damp leaves that could accumulate on the cover, that are evenly distributed on the surface of the cover.

The power safety cover meets ASTM F1346-91 requirements.

#### **⚠ DANGER**

- To reduce the risk of injury, do not allow children to use this product unless they are supervised at all times.
- Failure to follow all instructions may result in injury or even death.
- Do not allow people to climb on the cover at any time.
- Do not allow children to have access to the COVANA cover without supervision.
- Never operate the COVANA cover until all people and objects are out of the spa.
- Lower the COVANA cover in extreme wind conditions such as gusts of 30 mph (50 km/h) in the raised position and upwards of 45 mph (70km/h) when completely lowered on the hot tub.

#### **⚠ WARNING**

- Be sure to keep the key switch and the key out of the reach of children.
- Do not put any type of fabric or plastic sheet, such as a tarpaulin, on the COVANA cover. This could overheat the cover and result in deformation or melting of the cover.

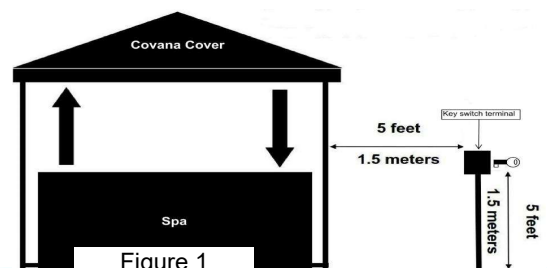
- Inspect the cover periodically. It should raise smoothly and evenly. Contact your COVANA dealer if any unusual sound is heard during use.
- Never use any type of pressure washer or buffer to clean any surface of the COVANA cover. This could result in premature wear or damage.
- The key switch must be permanently mounted and located 5 ft. (1.5 m) away from the spa and 5 ft. (1.5 m) above the deck or ground level. Ensure the user has a clear view of the COVANA cover when operating it. Furthermore, the key switch terminal should be located in a place where no water downpour or debris could fall on it. (Figure 1)

#### **DO**

- Remove the control key after operating the COVANA cover. Store the key in a secure location when not in use. Users must bring the control key in the hot tub with them to prevent unauthorized operation of the cover.
- Never leave the key in the key switch.
- Check the cover frequently for signs of deterioration.
- Have any repairs, adjustments or mechanical work performed by your authorized COVANA dealer as soon as possible should you notice a malfunction.
- Close cover when not in use or if the hot tub is not being monitored.
- A COVANA cover should only be operated by an adult.
- This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge **ONLY** if they are supervised or have received instructions regarding safe use of the cover. Children must not play with the appliance. Cleaning and user maintenance must not be performed by children without supervision.

#### **DO NOT**

- Operate the unit before all mechanical and electrical connections are completed.
- Step on or stack anything on the COVANA operator cover.
- Operate the COVANA cover while somebody is in the hot tub.



- ◆ Climb, walk or stand on the COVANA cover at any time.
- ◆ Leave the COVANA cover open for more than 12 hours. This could cause the cover to warp over time.
- ◆ Converge or directly reflect sunlight on the cover. This could cause permanent damage.
- ◆ Wash the cover with harsh chemicals or cleaners.
- ◆ Use a pressure washer to clean any component of the COVANA cover. This could result in premature wear or damage.

### **⚠ CAUTION**

- ◆ Be sure to follow all instructions in this manual and use only COVANA-approved accessories and tools.
- ◆ Do not roll the COVANA cover onto its side or slide it on its side. This will damage the siding.
- ◆ After removing any part, always place it in a safe place on a clean and level surface to ensure proper functionality.
- ◆ All four posts of the COVANA cover must be properly anchored to the foundation using the anchoring holes located at the foot of each post. The optional non-permanent mounting plates can be used when anchoring is not possible, but under strict condition. See *Non-permanent mounting plates installation* section on Installation Manual for further details.
- ◆ This product mainly contains steel, plastic, copper (Cu) and die-cast aluminum (Al). The gearbox contains oil and other materials. Please recycle them properly.

## ***Avoiding the risk of electrocution***

### **⚠ ELECTRICAL DANGER**

- ◆ Failure to comply with these instructions may result in death by electrocution or serious injury. Disconnect or turn off and secure all power supplies before starting any intervention on the COVANA cover.
- ◆ A disconnect mean needs to be incorporated into the fixed wiring at the time of installation. This mean must be accessible to the user or service technician to turn the power off for future maintenance or repair
- ◆ Always have a licensed electrical contractor perform any electrical maintenance or repairs on the COVANA cover. The wiring must comply with all applicable local electrical codes and regulations.

- ◆ The COVANA operator must be connected to a circuit that is protected by a dedicated ground fault circuit interrupter (GFCI) that complies with all applicable local electrical codes and regulations.
- ◆ Install the COVANA cover in such a way that drainage directs water away from the electrical and base mechanical components.
- ◆ Do not connect any auxiliary components to the electrical system of the COVANA cover unless they have been approved by COVANA.
- ◆ Replace electrical components with original components provided or approved by COVANA. Ask your dealer for replacement parts.
- ◆ To reduce the risk of electrical shock, replace all damaged electrical cables immediately. Failure to do so may result in death or serious personal injury due to electrocution.
- ◆ Do not bury any electrical cables. A buried cable may result in death, or serious personal injury due to electrocution if direct burial-type cable is not used, or if improper digging occurs.

### **⚠ WARNING REGARDING DRUG OR ALCOHOL USE**

- ◆ The use of drugs or alcohol while operating the COVANA cover is strictly prohibited. The impairment of judgement, vision or hearing might affect the safety of other people or result in death.

### **⚠ WARNING REGARDING MODIFICATIONS TO THE COVANA COVER**

- ◆ Any modifications to the COVANA cover, such as mechanical, electrical or aesthetic ones, may cause the cover to operate in an unwanted or dangerous way. Furthermore, these modifications might void the warranty and certification.
- ◆ The COVANA cover was designed, tested and certified for the sole purpose of covering and securing a spa. Any installation that differs in whole or in part from this purpose will void the warranty and certifications.

# **SAVE THESE INSTRUCTIONS**

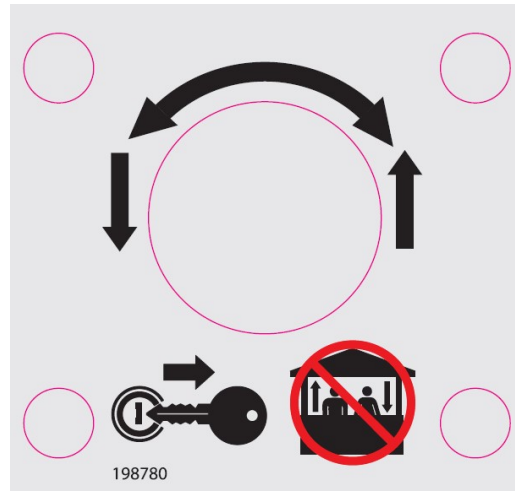
# LABELING

## ⚠ WARNING

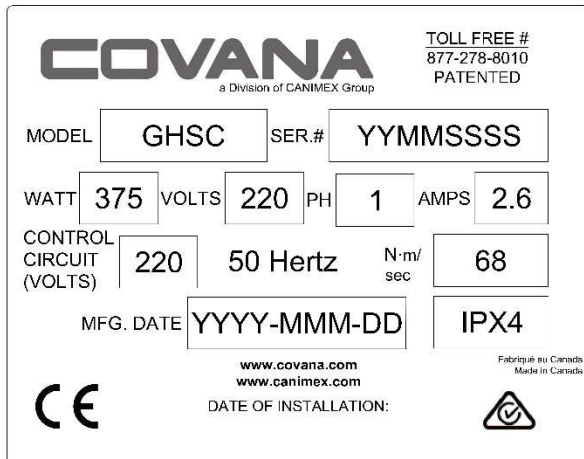
Removing any labels from the COVANA cover will void product certification. All labels should always remain visible. It is the owner's responsibility to ensure that these labels are always visible and should never be removed.



Risk of electrocution warning, located on the operator unit.

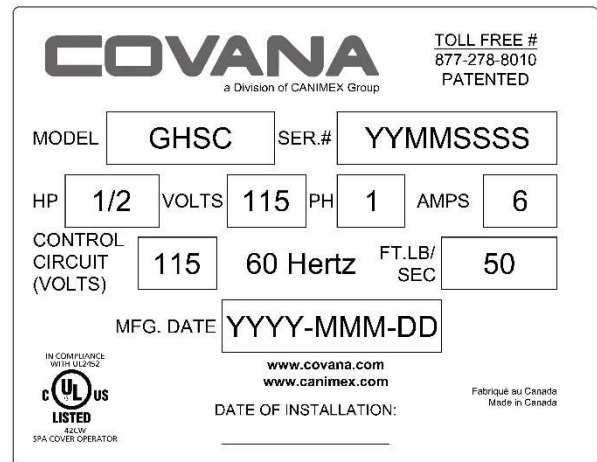


Key operating diagram, located on the key switch.



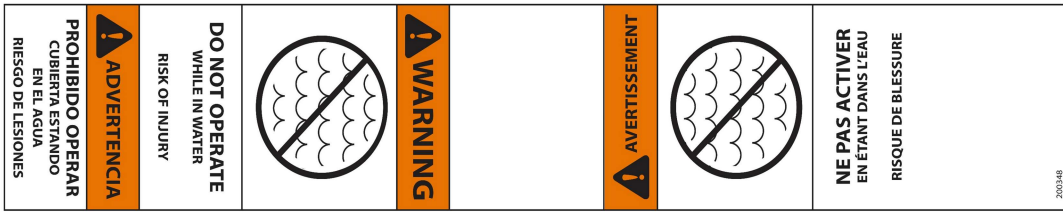
Specification label, located on the operator.  
(European model)

**Note:** This label provides the serial number.

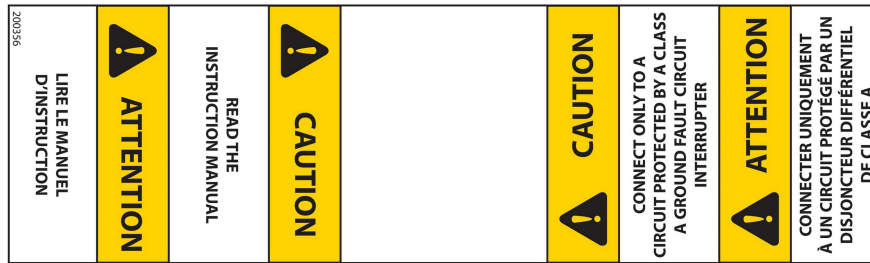


Specification label, located on the operator unit.  
(North American model)

**Note:** This label provides the serial number.



Key switch warning, located on the key switch



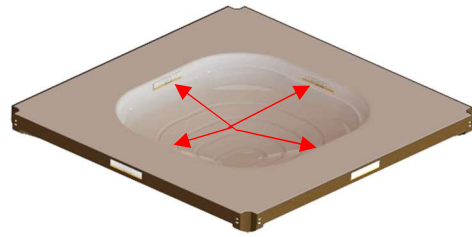
Electrical information, located on the key switch cable.



200350

Do not step symbol, located on top of the operator unit.

- ♦ The COVANA cover is labeled on four exterior and interior wall faces. If the labels are damaged or no longer meet legibility requirements, please obtain replacement labels by contacting COVANA or your local COVANA dealer.



## **! WARNING**

**AVOID DROWNING RISK. ENTRAPMENT POSSIBLE.  
FAILURE TO FOLLOW ALL INSTRUCTIONS MAY RESULT IN INJURY OR DROWNING.  
INSPECT COVER PERIODICALLY.  
POWER SAFETY COVER MEETS ASTM F1346-91 (2010) REQUIREMENTS.**




FOR FURTHER INFORMATION CONTACT : [www.covana.com](http://www.covana.com)




18919I

Drowning risk warning, found on the inside of the COVANA cover.



# GLOSSARY

| Part                | Figure  | Function  |
|---------------------|---|---|
| All-weather seal    |  <p>Figure 2</p>   | The all-weather seal will help protect sleeves from damage due to weather.  |
| Corner bracket      |  <p>Figure 3</p>   | The corner bracket links the cover to the sleeves.  |
| Operator            |  <p>Figure 4</p>  | The operator powers and controls the lifting mechanism of the COVANA cover.   |
| Contour seal        |  <p>Figure 5</p> | The contour seal ensures uniform contact between the inner shell and the hot tub.                                   |
| Front frame cut-out |  <p>Figure 6</p> | The front frame cut-out gets installed under the front step of your hot tub. It links the two non-motor-side posts. |
| Key switch          |  <p>Figure 7</p> | The key switch is used to operate the COVANA cover.   |

|   |   |   |
|---|---|---|
| <p><b>Wire guard<br/>(optional)</b></p>                                 |  <p>Figure 8</p>   | <p>The wire guard is an assembly that will house a wire that comes from the roof to light up the LED light kit on your OASIS cover. It protects the wire from becoming overly taut and will release extra wire if this happens.</p> |
| <p><b>CTS-70<br/>(Continuous<br/>tension system)<br/>(optional)</b></p> |  <p>Figure 9</p>   | <p>The CTS-70 is in the roof of the Oasis cover. It keeps the wire perfectly taut throughout the cover's up and down cycle.</p>   |
| <p><b>Sleeve</b></p>  |  <p>Figure 10</p> | <p>The sleeve is an aluminum case for the lifting mechanism.</p>  |

# QUICK START-UP INSTRUCTIONS

---

Ensure that your COVANA cover was properly installed by an authorized COVANA installer; this includes the location of the cover (*see the Location considerations section of installation manual*), the foundation of the cover (*see the Foundation preparation section of installation manual*) as well as the electrical installation of the cover (*see the Electrical hook-up section of installation manual*).

**Please read carefully the Safety section of this manual before operating the COVANA cover.**

- 1) Ensure all debris and snow are removed from the top of the COVANA cover before operating.
- 2) Ensure there is nobody in the spa or near the spa, when raising or lowering the cover.
- 3) Ensure there is no obstruction over or around the COVANA cover.
- 4) The key must be held in the proper position until fully opened or closed.
- 5) The COVANA cover will automatically stop in both fully open and fully closed position.
- 6) Turn the key clockwise to raise the cover.
- 7) Turn the key counterclockwise to lower the cover.
- 8) The key will automatically return to center/off position when released.
- 9) Remove the key when finished operating the COVANA cover. Store the key in a secure place.

## **WARNING**

- ◆ Users must bring the control key in the hot tub with them to prevent any unauthorized operation of the cover

- 10) Place the rubber cap back on the key switch after each use.

**Important:** Keep the cover fully closed when not in use.

# LED LIGHT KIT (OPTIONAL)

---

To operate the COVANA light system, press on the light switch located under the cover in one of its corners. The COVANA lights can operate in two different modes. You can select the mode by switching the lights off and immediately back on.

**The COVANA light system has two sequenced modes:**

- ◆ Color locked
- ◆ Color wheel

**Always turn the lights off when not in use.**



# MANUAL LIFTING PROCEDURE

## **⚠ ELECTRICAL WARNING**

- ◆ Disconnect or turn off and secure all power supplies before starting any intervention on the COVANA cover.

- 1) Disconnect or turn off and secure the power supply.
- 2) Remove the four screws at the bottom of the operator cover and take the cover off. (Figure 11)
- 3) Use ½" (13 mm) hexagonal socket wrench to raise or lower the COVANA cover by turning the operator's input shaft. (Figure 12)
- 4) Slowly turn the shaft. Stop immediately if higher tension is felt.

## **⚠ WARNING**

- ◆ Never use a power tool, as this will damage the unit.

- 5) Turn the input shaft clockwise to lower the roof and counter clockwise to raise the roof.

## **⚠ WARNING**

- ◆ Do not exceed the limits of the mechanism. Failure to respect this guideline could cause mechanical failure.

- 6) Reinstall the operator cover with the four screws. (Figure 11)

- 7) Reconnect and turn on the power supply.

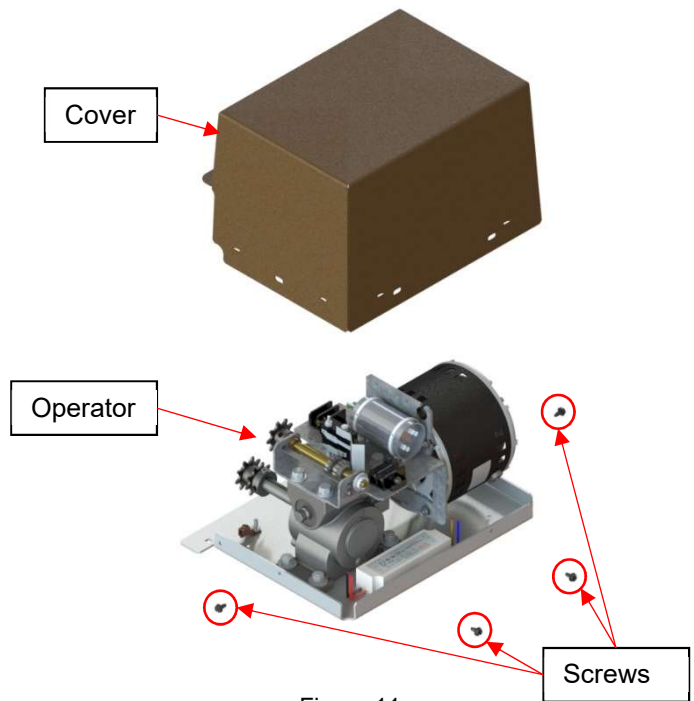


Figure 11

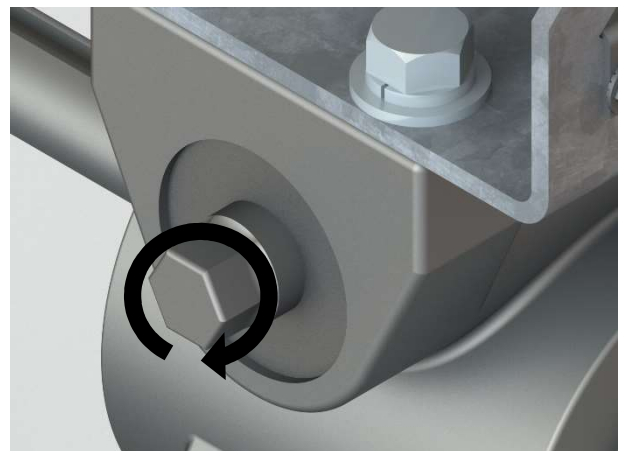


Figure 12

# WIRE GUARD REASSEMBLY (OPTIONAL)

You might need to reassemble your wire guard harness if the magnetic plate (Figure 16) came off to let the wire out. The wire guard is located on the inside of the posts. It is on the opposite side of the light switch at the bottom of the post.

- ◆ The function of the wire guard is to protect the wire from excessive strain. The main causes for the magnetic plate to come off are the wire getting caught, ice buildup around the roof or someone catching or pulling on the wire.
- ◆ We recommend following the steps below for properly reassembling the wire guard assembly.

## **⚠ WARNING**

- ◆ Failure to follow these guidelines could impede designed performance or could cause mechanical failure.

- 1) Locate the wire guard. Check if the wire has not been damaged (cuts in wire, disconnected etc.) (Figure 13)
- 2) Fold wire in two by making a loop with your hands. The length of the loop must be approximately 20 in. (50 cm) long (Figure 14).
- 3) While still holding the loop, thread the wire in the wire guard. All of the wire loop must be threaded into the wire guard (Figure 15).

## **⚠ WARNING**

- ◆ Do not attempt to tape or fix the wire together by any means. The wire guard is designed to function as shown.
- ◆ Ensure the wire is not caught in the post or twisted around any other object before proceeding.



Figure 13

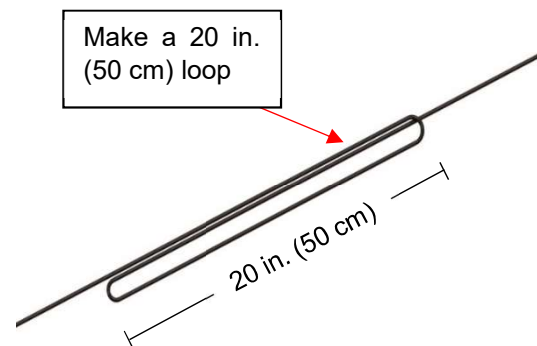


Figure 14

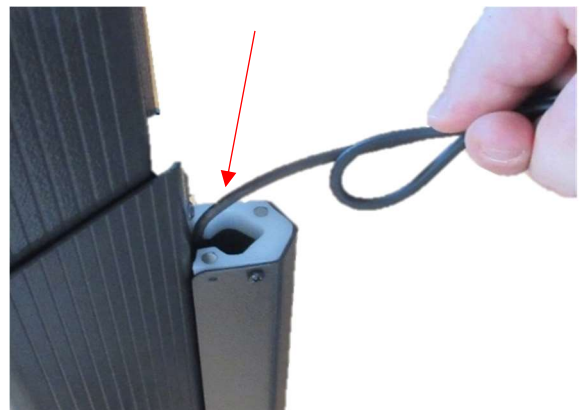


Figure 15

- 4) Put the plate back on top of the wire guard. There are two magnets that will hold the plate in place (Figure 16). The wire should have sufficient tension and stand straight. Please ensure the wire is not caught or twisted around the post.
- 5) Once the plate is installed, the assembly should look as shown in Figure 16. The wire should have sufficient tension and look straight. Please ensure the wire is not caught or twisted around the post.
- 6) Operate the OASIS cover by cycling it up and down. If the plate still comes off due to excessive tension, consult the *Troubleshooting section* or call your local COVANA dealer

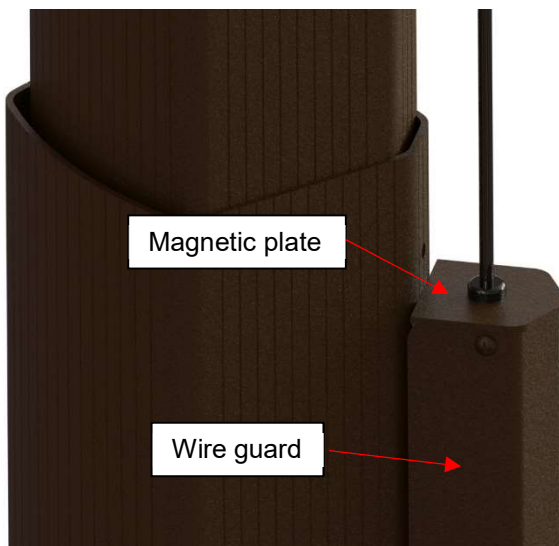


Figure 16

# WINTERIZING THE OASIS COVER

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If you plan on winterizing your hot tub during the cold season, COVANA recommends winterizing the COVANA cover as well. This process prevents any potential aesthetic damage done to your COVANA cover and minimizes the risk of freezing water damage to the tub. Please follow these instructions:

## **⚠️ WARNING**

- ◆ These instructions are relevant for anyone who plans to stop using the hot tub for a long period of time, particularly if the temperature goes below 32° F (0° C).
- 1) Clean the COVANA cover completely to remove any dust, greasy residue or any other foreign contaminants.
  - 2) Prepare the hot tub for closure by following the spa manufacturer's winterization instructions.
  - 3) Completely close the COVANA cover on the hot tub. Ensure the seal touches the whole perimeter of the tub.
  - 4) Remove the power from the COVANA cover.
    - This can be done by shutting off and securing the circuit breaker powering the COVANA cover;
  - 5) For areas with a large seasonal snowfall, remove excessive snow accumulation regularly or after a heavy snowfall to avoid damage to the structure of the COVANA cover. Do not let the snow accumulate more than 12" (30 cm) on the COVANA cover.



# PERIODIC MAINTENANCE TABLE

Your COVANA Cover was designed to provide years of trouble-free enjoyment. As with any appliance, problems may occasionally occur that require the expertise of an authorized COVANA service technician. Before calling for service, please refer to the *Troubleshooting* section. Always retain your original sales receipt for future reference.

| Tasks   | Frequency |        |          |        |           |
|---|-----------|--------|----------|--------|-----------|
|   | Each Use  | Weekly | 3 months | Yearly | As needed |
| Perform a visual inspection (debris, snow, ice, etc.)   | X         |        |          |        |           |
| Check that the sleeves are correctly positioned. (Middle sleeves are not out of place)                              | X         |        |          |        |           |
| Check that all-weather seals are correctly positioned (in contact with the outer sleeves when the cover is closed). | X         |        |          |        |           |
| Listen for unusual sounds during operation.   |           | X      |          |        |           |
| Check the seal around the COVANA cover. (no vapor leakage)  |           | X      |          |        |           |
| Check the lifting mechanism by raising and lowering the COVANA cover.   |           | X      |          |        |           |
| Check the anchoring of the COVANA cover.  |           | X      |          |        |           |
| Test the GFCI.  |           |        | X        |        |           |
| Check the tension of the chains on all posts and in the u-frame. *  |           |        |          | X      |           |
| Lubricate chains on all posts and in the u-frame. *   |           |        |          | X      |           |
| Grease the jack assemblies. *   |           |        |          | X      |           |
| Wash the cover with a mild detergent (i.e. dishwashing detergent) and water. Rinse well using only water.           |           |        |          |        | X         |

\*Contact your local dealer

Please call your COVANA dealer for any mechanical, electrical or aesthetic maintenance.

# TECHNICAL SPECIFICATIONS

*Side elevation*

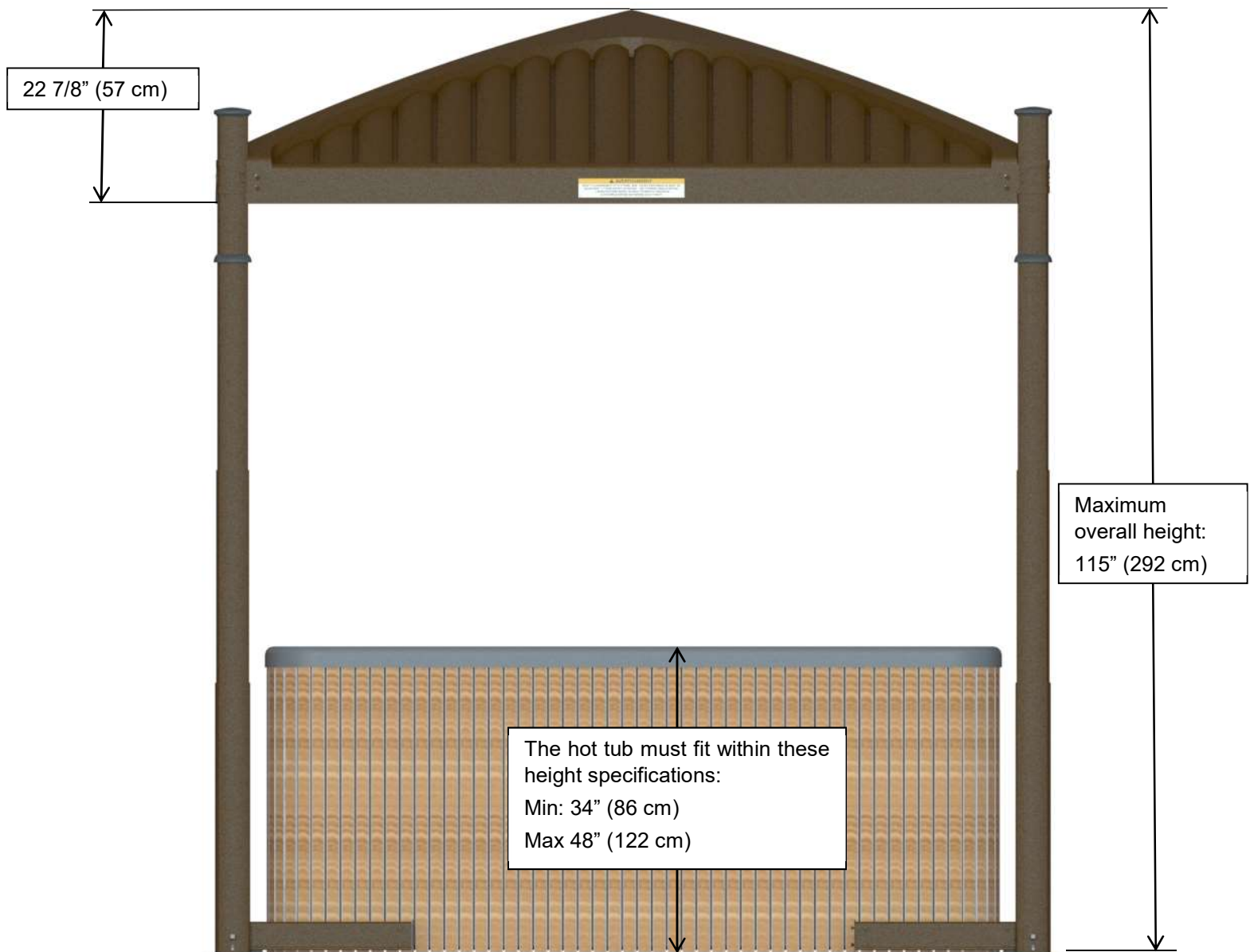
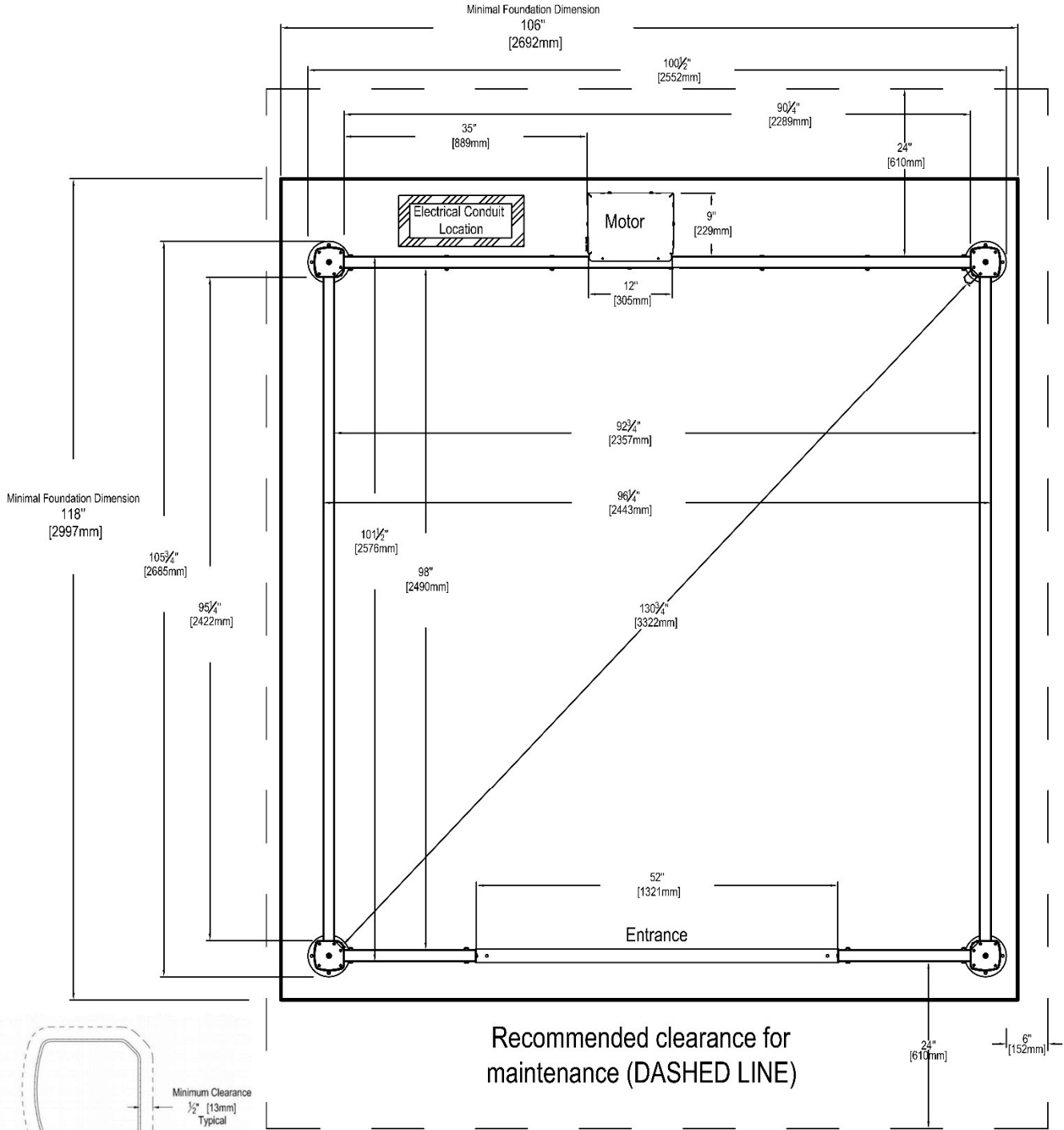


Figure 17

# Frame and foot print

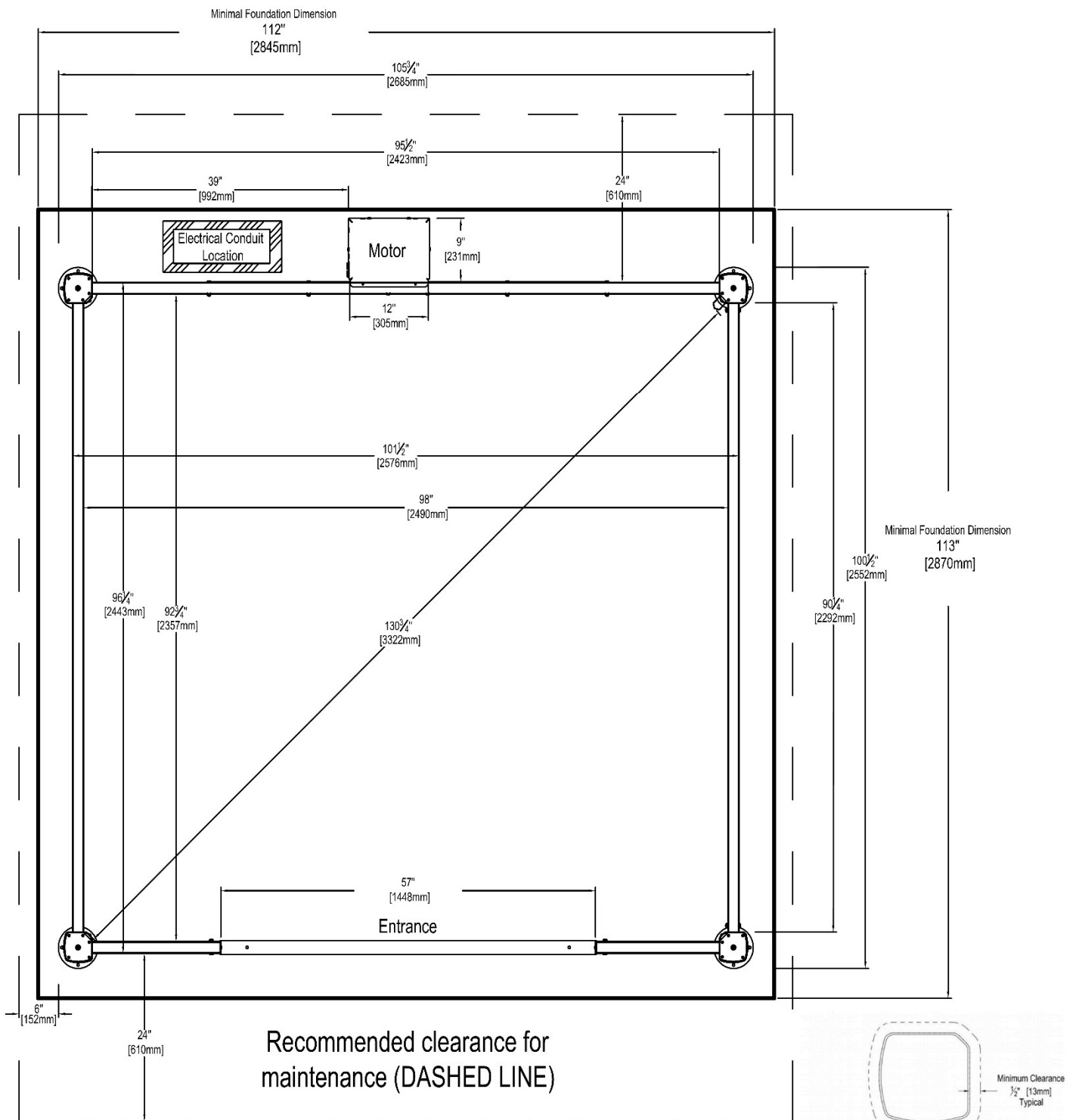


## Standard model

If the frame installation is below a deck, the required minimum post to deck clearance

Figure 18

\*\*NOT TO SCALE\*\*



# Long side (LS) model

\*\*NOT TO SCALE\*\*

Figure 19

If the frame installation is below a deck, the required minimum post to deck clearance

## Electrical specifications

- ♦ The cover requires a dedicated single-phase 115 VAC (North America) or 220 VAC (Europe) hard-wired power supply.
- ♦ The cover must be installed in accordance with and comply with all applicable local codes and regulations. All wiring and connections should be performed by a qualified electrician.
- ♦ Wires and conduits should be sized according to local codes and regulations.

North American requirements:

|                     |   |
|---------------------|---|
| <b>Voltage</b>      | 115 V, 60 Hz (1 hot, 1 neutral, 1 ground) |
| <b>GFCI</b>         | 15 A single-pole GFCI (not included)      |
| <b>Current draw</b> | Max 12 A                                  |

European requirements:

|                     |                                      |
|---------------------|--------------------------------------|
| <b>Voltage</b>      | 220 V, 50 Hz (2 hot, 1 ground)       |
| <b>GFCI</b>         | 10 A single-pole GFCI (not included) |
| <b>Current draw</b> | Max 6 A                              |

### **⚠ WARNING**

- ♦ COVANA does not allow any modifications of the electrical system. COVANA reserves the right to void the warranty if any modification is done without its specific approval.

## Operating limitations

### **⚠ WARNING**

- ♦ The COVANA cover should never be used if the following conditions are reached.

|  |   |
|--|---|
| <b>Maximum wind</b>                                      | Gusts of 30 mph (50 km/h) in the raised position and 45 mph (70 km/h) when completely lowered on the hot tub. |
| <b>Maximum weight on the cover (evenly distributed)*</b> | 200 lb. (90 kg)   |

\* The load specification for the OASIS cover is a provision for environmental outcomes, typically some snow or damp leaves that could accumulate on the cover.

## General specifications

|                                |                    |
|--------------------------------|--------------------|
| <b>Lifting speed</b>           | 2.5 in./s (6 cm/s) |
| <b>Total weight</b>            | 600 lb. (272 kg)   |
| <b>Length key switch cable</b> | 25 ft. (7.6 m)     |

# TROUBLESHOOTING

| Problem   | Probable Causes   | Solutions  |
|---|---|--|
| <b>COVANA cover does not raise or lower. (Silent motor and no movement)</b>   | <ul style="list-style-type: none"> <li>♦ The GFCI is tripped.</li> <li>♦ The power source is disconnected.</li> </ul>   | <ul style="list-style-type: none"> <li>♦ Reset the GFCI.</li> <li>♦ Check that the power source is enabled.</li> <li>♦ Check the breaker panel.</li> <li>♦ Check if any electrical cables are damaged or pinched.</li> </ul>   |
| <b>COVANA cover does not raise or lower. (Motor humming and some visible movement)</b>  | <ul style="list-style-type: none"> <li>♦ Posts are frozen.</li> <li>♦ Cover is obstructed.</li> <li>♦ Jack assemblies are jammed.</li> <li>♦ Motor is obstructed.</li> <li>♦ Posts are obstructed.</li> </ul>   | <ul style="list-style-type: none"> <li>♦ Remove all debris from top of COVANA cover.</li> <li>♦ Check if posts are obstructed.</li> <li>♦ Use methanol to free ice buildup on posts.</li> <li>♦ Grease the jack assemblies. *</li> <li>♦ Check the relative position of the four posts. (See <i>Foundation preparation</i> section on installation manual)</li> <li>♦ If all previous attempts failed, contact your local authorized COVANA dealer. *</li> </ul> |
| <b>Lights do not work.</b>  | <ul style="list-style-type: none"> <li>♦ The lighting assembly is faulty.</li> <li>♦ The light switch is faulty.</li> </ul>   | <ul style="list-style-type: none"> <li>♦ Check if the power source is enabled.</li> <li>♦ Replace the light switch.</li> <li>♦ If all previous attempts failed, contact your local authorized COVANA dealer.</li> </ul>  |
| <b>Posts are not equally positioned.</b>  | <ul style="list-style-type: none"> <li>♦ The post screws (attached to the inner sleeve) are missing or have loosened.</li> <li>♦ A drive shaft has fallen off.</li> <li>♦ A chain skipped during operation.</li> <li>♦ A spring pin at the bottom of a jack is broken.</li> </ul> | <ul style="list-style-type: none"> <li>♦ Lower the COVANA cover completely and screw the self-drilling screws as explained in the installation manual (page 35).</li> <li>♦ Re-install any fallen drive shaft.</li> <li>♦ Replace any broken chain.</li> <li>♦ Replace any missing or broken spring pin.</li> <li>♦ If all previous attempts failed, contact your local authorized COVANA dealer.</li> </ul>   |
| <b>Shades are loose, retract improperly and/or disconnect from the brackets.<br/>Shades are wrinkling or bulging at the roller.</b> | <ul style="list-style-type: none"> <li>♦ The internal spring is not wound enough.</li> <li>♦ Too much tension in the internal spring</li> <li>♦ Holding brackets not parallel</li> </ul>  | <ul style="list-style-type: none"> <li>♦ Consult shade installation manual.</li> <li>♦ Remove the bottom bar and reset the tension back to "4 turns".</li> <li>♦ Make sure the outer sleeves are sitting on the foot plate, reposition the holding bracket so the roller shade is moving straight.</li> </ul>  |
| <b>Middle sleeve has dropped.</b>   | <ul style="list-style-type: none"> <li>♦ The middle sleeve froze on the inner sleeve.</li> <li>♦ The stopper kit is broken/missing.</li> </ul>  | <ul style="list-style-type: none"> <li>♦ Check the position of the all-weather seals. While cover is closed, it must be sitting on the top of the outer sleeve.</li> <li>♦ Check if the stopper kit is broken/missing.</li> <li>♦ If all previous attempts failed, contact your local authorized COVANA dealer.</li> </ul>   |

|   |  |   |
|---|--|---|
| <b>Cover raises unevenly.</b>                 | <ul style="list-style-type: none"> <li>◆ A chain is broken.</li> <li>◆ A spring pin is broken.</li> <li>◆ A drive shaft has fallen off.</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Contact your local authorized COVANA dealer for technical support immediately.</li> <li>◆ Do not operate the Covana cover.</li> </ul>  |
| <b>Cover raises but does not lower.</b>       | <ul style="list-style-type: none"> <li>◆ The cam plate is incorrectly positioned or missing.</li> <li>◆ The key switch is faulty.</li> <li>◆ Limit switches cannot move properly.</li> </ul> | <ul style="list-style-type: none"> <li>◆ <i>Certified electrician only.</i> Open the operator and check for faulty up and down limit switches.</li> <li>◆ Remove power before performing any electrical work.</li> <li>◆ Check if there is any corrosion on the terminals. If yes, clean the terminals.</li> <li>◆ Open the key switch terminal and check for faulty switches.</li> <li>◆ Check if any electrical cables are damaged or pinched.</li> </ul> |
| <b>Cover lowers but does not rise.</b>        | <ul style="list-style-type: none"> <li>◆ The cam plate is missing.</li> <li>◆ The key switch is faulty.</li> <li>◆ Limit switches cannot move properly.</li> </ul>                           | <ul style="list-style-type: none"> <li>◆ <i>Certified electrician only.</i> Open the operator and check for faulty up and down limit switches.</li> <li>◆ Remove power before performing any electrical work.</li> <li>◆ Check if there is any corrosion on the terminals. If yes, clean the terminals.</li> <li>◆ Open the key switch terminal and check for faulty switches.</li> <li>◆ Check if any electrical cables are damaged or pinched.</li> </ul> |
| <b>Cover seal turned black.</b>               | <ul style="list-style-type: none"> <li>◆ The seal has accumulated mold.</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Clean the affected areas with bleach and a soft brush. Rinse well with water.</li> </ul>   |
| <b>Magnetic plate is not holding in place</b> | <ul style="list-style-type: none"> <li>◆ Excessive tension in the Constant Tension System (CTS) 70.*</li> <li>◆ CTS 70 is stuck in place.</li> </ul>   | <ul style="list-style-type: none"> <li>◆ Lift the side of the outer shell where the cable exits from the inner shell; remove the CTS 70 from the steel frame and grease the interior surfaces.</li> <li>◆ Check that the CTS 70 pulley carrier can travel the length of the CTS 70 without interfering with any object.</li> </ul>  |

\* Refer to the Installation Manual for more information.

# WARRANTY

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## COVANA Limited Manufacturer's Warranty 2020

This limited warranty is extended solely to the original purchaser of an automated COVANA spa cover that was sold by an authorized COVANA dealer after January 1<sup>st</sup>, 2020 and installed for residential recreational use (hereafter the Product). The warranty starts on the original date of purchase<sup>†</sup>. Proof of purchase is required to process your warranty application.

### THE WARRANTY OF YOUR COVANA PRODUCT:

#### THREE (3) YEARS

- **Structure:** The aluminum frame, brackets and telescoping sleeves are warranted against breakage and deformation.
- **Powder Coating Finish:** The powder paint on all surfaces are warranted against chipping and peeling under normal conditions of use.
- **Cover:** The ABS thermoplastic hardtop and the fiber reinforced XPS core thermal element are warranted against cracking, fracture and abnormal deformation.
- **Mechanical:** The mechanical components such as the motor, gear boxes, chains, drive shafts and jacks are warranted against malfunctions or premature wear.

#### ONE (1) YEAR

- **Electrical:** The electrical components such as the cables and wires, key switch assembly, limit switches and the LED light system are warranted against malfunctions.
- **Other Components:** All other components not mentioned above, with the exception of parts subject to normal wear, are all warranted against manufacturing defects.

COVANA warrants that parts and accessories subject to normal wear such as batteries, seals, roller shades, screens and key switch barrels cover, are to be free of manufacturing defects for a duration of THREE (3) MONTHS from the original date of purchase<sup>†</sup>.

<sup>†</sup>**Please note:** The COVANA warranty is deemed effective no later than 12 months following the date on which the unit was shipped from COVANA's factory in Drummondville, Canada.



## LIMITED WARRANTY:

This limited warranty covers the following costs against manufacturing defects due to material and/or workmanship:

- The total cost of parts is warranted in accordance to their respective warranty coverage duration starting from the original date of purchase†.
- The costs of labor associated with the part replacement or repairs covered under this warranty for **ONE (1) YEAR** after the original date of purchase†.
- The cost of shipping parts from the COVANA factory to the COVANA authorized dealer for **THREE (3) MONTHS** after the original date of purchase†.

COVANA exempts itself from warranting or being found liable for any cosmetic alterations to the Product resulting from normal surface fading or weathering or the discoloration of the surface due to improper spa water chemistry or misuse of spa chemicals. COVANA will not be responsible for any damage resulting from overheating caused by covering or wrapping the Product in any types of fabric or plastic sheet or the result of convergence or reflections of sunlight on the Product. COVANA is not deemed responsible for failures caused by installations in unrecommended areas such as an enclosed excessively humid area, flood zones, corrosive environments or containing other contaminants. This limited warranty does not provide an allocation for travel expenses associated with any repairs or parts replacement.

## PERFORMANCE

In the event of a defect covered by this limited warranty, notify your COVANA dealer as soon as possible to obtain service, and use all reasonable means to protect the COVANA Product from further damage. Upon proof of purchase, an authorized dealer will correct the defect subject to the terms and conditions contained in this limited warranty. The COVANA Product owner is responsible for providing access to the Product in order to perform the repair.

Any replacement part will retain the remaining portion of the original warranty of the Product. Should you be unable to obtain service from your authorized dealer, please contact COVANA Customer Service by phone at 1-877-278-8010.

## WARRANTY LIMITATIONS

This limited warranty is voided if COVANA determines that the Product has (i) been subject to alterations, neglect, misuse, abuse, lack of maintenance or improper adjustment or installation of the equipment which are not in accordance to guidelines within the installation manual, (ii) been used with equipment that is not covered by this warranty, (iii) been installed or relocated in such a way that the problems are attributable to the installation or relocation, (iv) been placed on any support surface other than that recommended in the installation manual, (v) any damage caused by overloading Product beyond rated capacity, (vi) been subjected to commercial use (vii) failed as the result of an accident, natural disasters or other cause beyond the control of COVANA such as fire, flood, extreme winds or lightning.

Always have a licensed electrical contractor perform the installation, any electrical maintenance or repairs on the Product in order to keep this warranty valid and effective. Partial or totality of the warranty could be voided if any unauthorized accessories or upgrades are implemented to the Product. The COVANA Product owner accepts liability for repair work performed by anyone other than the authorized COVANA dealer.

This Limited Warranty takes the place of all other warranties, either expressed or implied. All warranty work must be performed by an authorized COVANA dealer. The customer may not dismantle the COVANA Product, and any attempt other than described herein to dismantle systems constitutes a modification or alteration to the COVANA Product, which may void the applicable warranty. No party other than COVANA is authorized to alter this limited warranty in any way. Failure to install the COVANA Product according to the installation manual instructions will void the warranty. COVANA will not be responsible of any consequential damages following installation or repairs or maintenance performed by the dealer or the consumer. All costs related to the removal and reinstallation of any surrounding equipment, landscape or any other structure that are not part of the Product is not the responsibility of COVANA nor the dealer.

COVANA's only obligation shall be to repair or replace defective parts that do not conform to the warranty. COVANA shall not be liable for any injury, loss or damage, direct or consequential, arising out of the inability to use the Product. Before installing and using the Product, the dealer shall determine the suitability of the Product for its intended use, and the consumer assumes all risks and liability in connection therewith.

#### **REMINDER REGARDING REGISTRATION OF YOUR COVANA UNIT**

Please ensure that your dealer has registered your Product with COVANA.

You can also go to [COVANA.com](http://COVANA.com) to register your Product in the « Warranty Registration » section.

#### **DISCLAIMER AND LEGAL RIGHTS**

This limited warranty gives you specific legal rights. You may also have other rights that vary depending on the country, state or province. COVANA//Canimex Inc.'s liability under this limited warranty, if any, will not exceed the original amount paid for the defective Product. The foregoing warranty is exclusive and in lieu of all other warranties of quality, whether written, oral or implied (including any other warranty of merchantability or fitness for purpose). The COVANA warranty on units sold outside Canada and the United States will take effect 60 days after the date shown on Covana/Canimex commercial invoice to the distributor.

[www.covana.com/warranty.html](http://www.covana.com/warranty.html)

05/06/2020

# APPENDIX

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## *Washing the OASIS cover*

Cleaning the OASIS cover is essential to maintain and keep your cover in good running condition. Clean your cover as needed or when dirt, debris or leaves are present. We also recommend cleaning your cover before and after winterization.

### **Necessary tools:**

- ◆ Use a 1% solution of household dish soap. The cleaner is required to have neutral pH (pH range 6.5-7.5).
- ◆ Soft plastic brush
- ◆ Sponge
- ◆ Cloth

The following steps are guidelines to safely and properly clean your COVANA cover:

### **Procedure:**

- 1) Rinse the COVANA cover with water (removing the larger debris).
- 2) Apply the soap solution, working it across the surface in a scrubbing or circular motion. The surface of the cover can be cleaned with a sponge, cloth or soft plastic brush.
- 3) Quickly rinse thoroughly to remove all traces of soap; otherwise, a film will build up giving the cover a dull, dirty appearance.

### **⚠ WARNING**

- ◆ Never use a pressure washer or high pressure to clean the COVANA cover. The high pressure might puncture the plastic roof.
- ◆ Never use harsh detergents that may cause a chemical reaction and permanently damage the surface.
- ◆ Never use water hotter than 130° F (54° C); this may cause melting of the cover.
- ◆ Never climb on the cover; the roof may collapse.
- ◆ Do not use abrasive cleaners.
- ◆ Do not use a cleaner or stain remover that contains chlorinated hydrocarbons or aromatic hydrocarbons.

## Post greasing procedure

This unit will require the following greasing maintenance to ensure peak performance.

- ♦ The internal jacks require yearly greasing. Early Fall is the best time. Use of “**Mobil Epic EP MOLY Grease**” is recommended for hot and cold climates. Ideally, a sprayable grease or an equivalent low-temperature synthetic grease.

**Note:** The posts will not lift by unscrewing the post covers. Only the motor can raise or lower the posts.

- 1) Lower the roof until it is fully closed.
- 2) Remove rubber cap on top of each post. (Figure 20)
- 3) Remove the five #8 Robertson screws on the top plate of each post. Also remove the hexagonal 7/32” (5.5 mm) drive bolt. Place top plates screws and drive bolt in a safe place. (Figure 21)

### **⚠ WARNING**

- ♦ Failure to remove all four top plates will result in important damages to your COVANA cover.
- ♦ Do not use power tools, since screws might break or strip.

- 4) Turn the key to raise the system.
- 5) The four internal jacks will start to raise but the roof will stay lowered on the spa. (Figure 22)



Figure 20

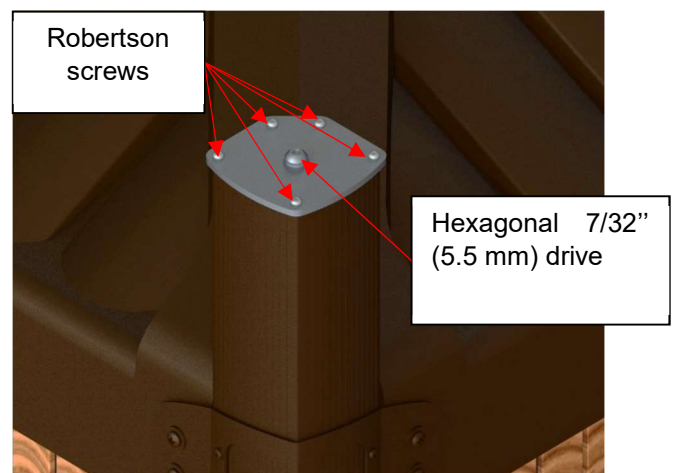


Figure 21



Figure 22

6) Raise the jacks until the system stops at its maximum limit. (Figure 23)

7) Spray grease on all the sliding parts and mechanical components of all four jacks. (Figure 24)

8) Inspect the post's chains for signs of deterioration. If this is the case, please call your local COVANA dealer immediately. (Figure 25)

9) Cycle the system up and down and see if any further grease should be applied.

10) Lower the system completely until it stops automatically.

11) Put top plates back. Screw the five #2 Robertson screws and the hexagonal 7/32" (5.5 mm) drive bolt on the top plate of the post. (Figure 21)

**⚠ WARNING**

- ♦ The use of a power tool may break the screws.

12) Reinstall the rubber cap on top of the post. (Figure 20)

13) Repeat step 11-12 for all four posts.

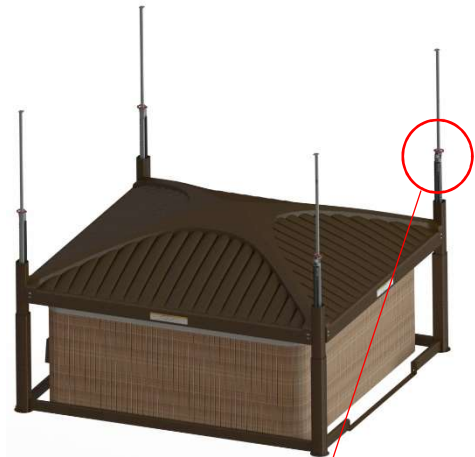


Figure 23

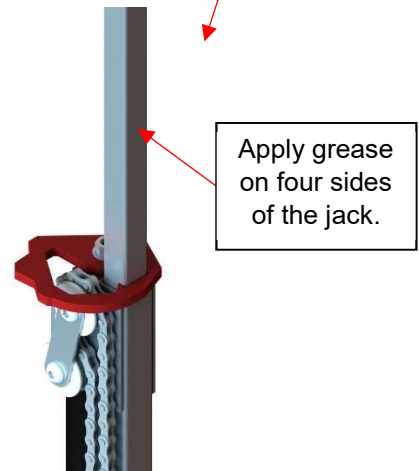


Figure 24

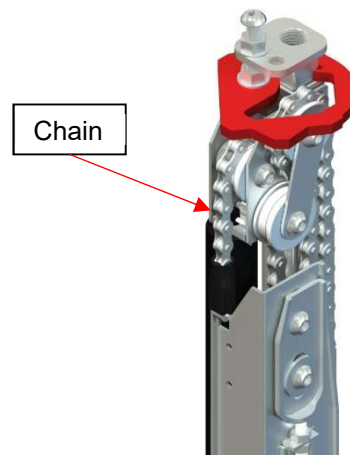


Figure 25

## Chain lubrication procedure

- ◆ This procedure will explain the steps for successfully lubricating the chain on the operator side and opposite side posts. The use of “**Mobil Epic EP MOLY Grease**” is recommended for hot and cold climates. Ideally a sprayable grease or an equivalent low-temperature synthetic grease.

**Note:** Two separate chains are located on the operator side posts (left and right). (Figure 26)

- 1) Remove the lower sleeve M6 x 20 mm Phillips screw. The screw is visible on one of the outward-facing sides of the post. (Figure 27)
- 2) Elevate the sleeve by hand and maintain it in position with a wood block. (Figure 28)

### **⚠ CAUTION**

- ◆ If the sleeve drops down, it might cause some damages.
- 3) Locate the chain inside the post. An opening in the post allows access to the chain. (Figure 29)
  - 4) Using grease, spray the chain lightly while another person cycles the COVANA cover up and down. (Figure 29)
  - 5) Lower the sleeve back into place. Ensure the nylon washer is outside of the sleeve. Screw back in the Phillips M6 x 20 mm screw. (Figure 27)
- 6) Repeat step 1 to 5 for the remaining post.

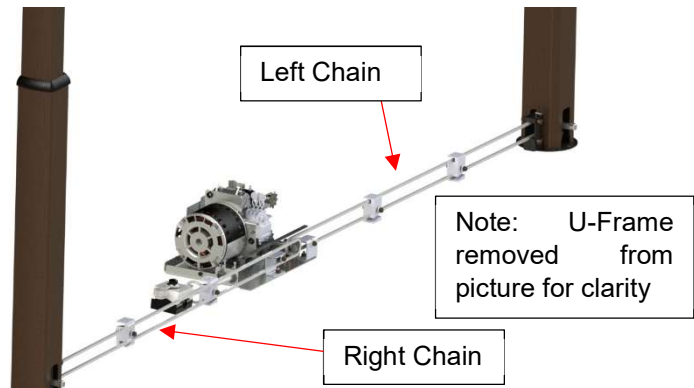


Figure 26



Figure 27

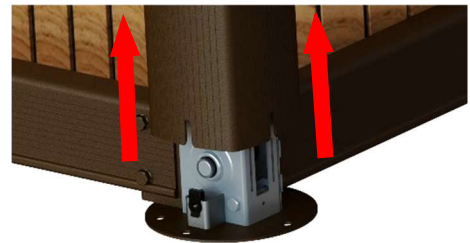


Figure 28

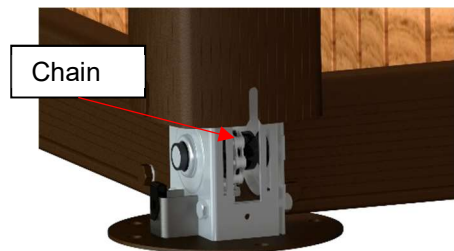


Figure 29

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**Contact your local authorized COVANA dealer for all service-related issues.**

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[www.covana.com](http://www.covana.com)

**PATENTED**

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AUSTRALIA 2006200251

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