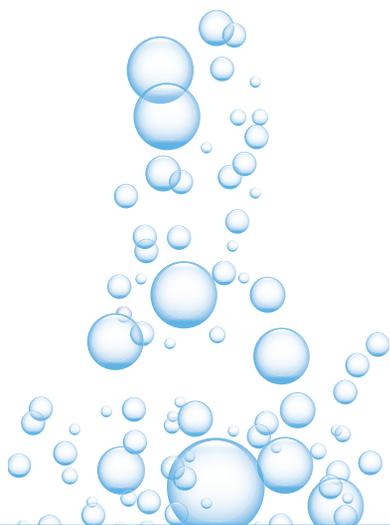




freshwater<sup>®</sup> IQ



Dosing  
System  
Owner's Manual



## SAFETY INSTRUCTIONS

### Important Safety Instructions (Read, Follow, and Save All Instructions)

It is recommended for best results to use FreshWater branded chemicals. Consult your dealer for a suitable replacement if FreshWater products are not available.

**WARNING:** To ensure the best performance and safety, always follow these instructions when operating the FreshWater® IQ Dosing System. This system is designed exclusively for use with the FreshWater Salt System and FreshWater Smart Monitoring System. Please do not use any other water care or chemical systems that are not specifically supported by FreshWater IQ. For proper operation, make sure the FreshWater Salt System and FreshWater Smart Monitoring System are completely installed and fully operational.

**WARNING:** Do not fill the dosing cartridges with anything other than the labeled FreshWater pH Up (Sodium bicarbonate), FreshWater pH Down (Sodium Sulfate), and FreshWater Phosphate Remover. Do not fill with anything other than labeled chemicals.

**WARNING:** Do not allow children to play with the dosing system, its controls or remove the dosing cartridges.

**WARNING:** If there is exposure to the chemicals in the cartridges, immediately wash with water and refer to the original product packaging for guidance.

**WARNING:** Contents of cartridges are harmful if put in mouth or swallowed, and can be an eye irritant. Keep out of reach of children. Please refer to chemical bottle for First Aid.

**WARNING:** Do not fill the cartridges or operate the unit if there are signs of a leak.

**WARNING:** Do not operate the spa without water.

**WARNING:** To reduce the risk of electric shock, replace damaged cords or components immediately.

**WARNING:** Remove power from the spa before performing any maintenance or troubleshooting.

**CAUTION:** To avoid damage, DO NOT insert any foreign objects into the dosing cartridges.

**CAUTION:** Prior to using the spa, check water parameters and treat and adjust as necessary.

**CAUTION:** NOT compatible with bromine or BaquaSpa® (biguanide), Monopersulfate MPS, Ozone, and Silver or Silver Nitrate products.

## **SAFETY INSTRUCTIONS (CONT.)**

**CAUTION:** Do not use Calcium Hypochlorite or Trichlor tablets with system.

**CAUTION:** Do not use splash-free or scented liquid chlorine or bleach.

**NOTE:** The system is compatible with chlorine. When using the spa, maintain a chlorine level between 1-5 ppm. You can supplement sanitizer generation with Sodium Dichlor (chlorine) or liquid Sodium Hypochlorite (chlorine).

**DISCLAIMER:** The FreshWater® IQ Dosing System is not an automatic water care system. Supplemental use of FreshWater 5-way Test Strips is recommended to maintain proper Alkalinity and Calcium Hardness. The Smart Monitoring System does not test for phosphate levels. Use FreshWater Phosphate test strips to measure phosphate levels prior to setting the dosing intervals.

Carefully review the entire Owner's Manual before using the FreshWater IQ Dosing System and keep the manual available for reference. Contact your authorized dealer if you have any questions about the setup, operation, or maintenance of your FreshWater IQ Dosing System.

**THE SPA OWNER IS ULTIMATELY RESPONSIBLE FOR MAINTAINING PROPER SANITARY WATER CONDITIONS.**

### **VERY IMPORTANT:**

**Before Installing the FreshWater IQ Dosing System make sure that:**

- The FreshWater Salt System is completely installed.
- The FreshWater Salt System is online and fully operational, generating chlorine, and holding the required chlorine residual of 1 - 5ppm. Exact residual will vary by country or region. Check with your local dealer for guidance.
- The FreshWater Smart Monitoring System is installed and operating properly.

## SYSTEM OVERVIEW

The **FreshWater IQ Dosing System** provides spa side dosing on command of pH+ (sodium bicarbonate) and pH- (sodium sulfate) based on recommendations from the **Smart Monitoring System**. The system can dose **FreshWater Phosphate Remover** into the spa based on a programmable schedule. Each of the chemical cartridges are fillable with FreshWater branded chemicals and are designed to last several months depending on the dosing interval and treatment requirements.

Key Features of the Dosing System Include:

- Spa Side Control. Provides the ability to adjust through dosing pH levels up, and pH down directly from the spa control panel.
- Scheduled Phosphate Removal. Program automatic dosing of phosphate remover to maintain balanced water.
- Refillable Cartridges. The cartridges can be refilled with authentic FreshWater brand products.
- Automatic reminders. The system will alert you when it's time to refill your cartridges.

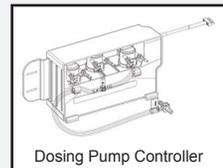
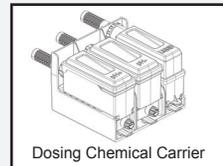
**IMPORTANT:** The FreshWater IQ Dosing System will **ONLY WORK** when the Smart Monitoring System is installed and operational.

### System Components (Dealer Installed)

**Dosing Chemical Carrier:** The filter lid conveniently holds the Dosing System refillable cartridges for pH+, pH- and Phosphate Remover.

- **pH+ Cartridge:** Refillable chemical cartridge designed to hold FreshWater pH Up.
- **pH- Cartridge:** Refillable chemical cartridge designed to hold FreshWater pH Down.
- **Liquid (Phosphate Remover) Cartridge:** Refillable chemical cartridge designed to hold FreshWater Phosphate Remover.

**Dosing Pump Controller:** Control and pumping system located inside the spa (dealer installed only) and integrated into the spa's main controls.



## Dos and Don'ts

### DO

- Keep the cartridges in the Dosing Chemical Carrier at all times.
- Follow the operating instructions for dosing.
- Keep all cartridges and chemicals out of reach of children.
- Only use chemicals as indicated in the Dosing Cartridge instructions. Use of FreshWater branded products is recommended for optimal performance. If Freshwater products are not available, please contact your dealer for a suitable replacement product.
- Rinse funnel thoroughly after each use

### DON'T

- Don't use the system for purposes other than described here.
- Don't leave the cartridges unattended when not installed in the chemical carrier.
- Don't allow children to play with the chemical carrier or filter lid.
- Don't allow children in the spa without adult supervision.
- Don't fill the cartridges with chemicals other than those listed on the cartridge label.

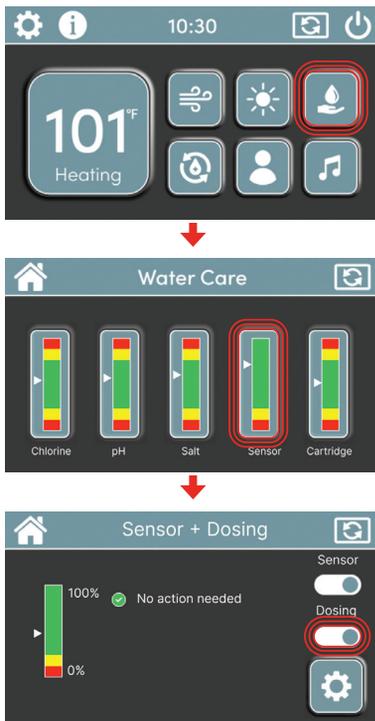
## GETTING STARTED

To use the FreshWater® IQ Dosing System, both the FreshWater Salt System and FreshWater IQ Smart Monitoring System must be installed and operational. The FreshWater IQ Dosing System should be installed at the time of spa delivery on a dry spa. After following the recommended start-up process for both the FreshWater Salt System and Smart Monitoring System, the Dosing System will be ready for setup.

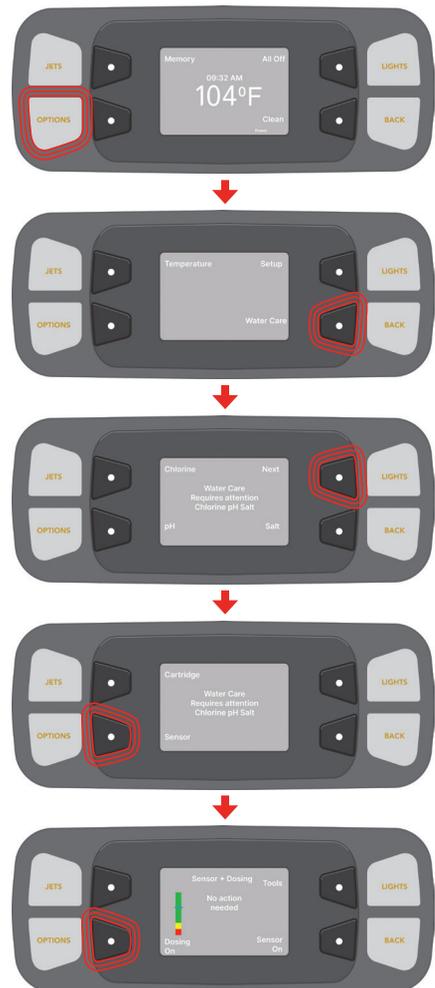
### Turning the System On

To turn the dosing system on, access the water care menu Sensor page. By default, Dosing is off, toggle to on.

#### For Touch Display Spas



#### For Button Press Spas

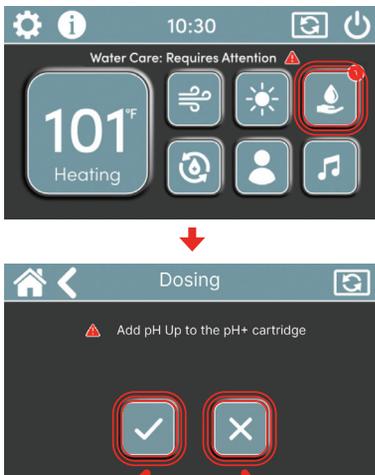


## Filling Cartridges

Once the Dosing System is on, it's time to start adding chemicals to each cartridge for the first time. The spa will provide individual refill requests for each cartridge, as indicated on the spa control panel. **The order to fill each cartridge will be pH+ and then pH-.**

Beginning with pH+, the spa control panel will prompt you to fill the pH+ cartridge.

### For Touch Display Spas



Select the “✓” to indicate that the cartridge will now be filled and follow the prompt and fill the specified cartridge.

Select the “X” to indicate that the cartridge will not be filled now. A reminder to fill the cartridge will be presented in 3 days.

### For Button Press Spas



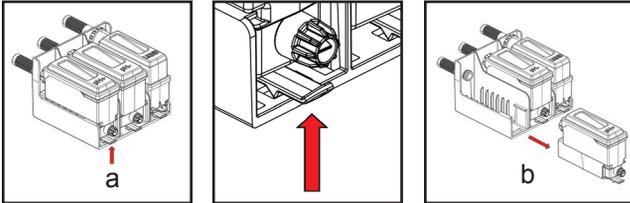
Select the “Now” to indicate that the cartridge will now be filled and follow the prompt and fill the specified cartridge.

Select the “Later” to indicate that the cartridge will not be filled now. A reminder to fill the cartridge will be presented in 3 days.

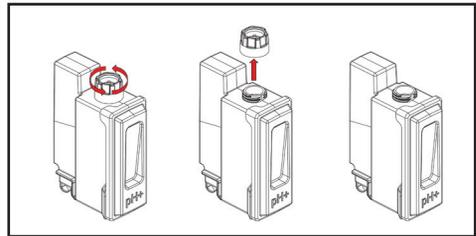
## How to Remove the Cartridges and Add Chemicals

Remove the individual dosing cartridge from the chemical carrier when prompted:

1. Remove the spa filter lid, flip it over, and place on the bartop of the spa.
2. Remove the cartridge by first lifting the pull tab (a) with one hand and then slide the cartridge back (b) until it disengages and then lift out.



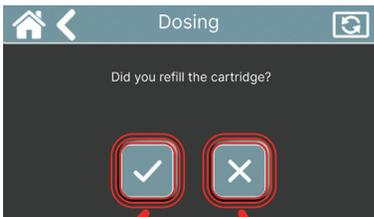
3. Unscrew the cap of the cartridge and set aside.
4. Using the provided funnel, fill the cartridge with the appropriate FreshWater chemical as indicated on the cartridge to about 1 inch (2.5 cm) from the top. Thoroughly rinse and dry the funnel when switching chemicals.
5. Secure the cap back on to the cartridge, insert and lock the cartridge into the chemical carrier. Place the filter lid back on the spa.
6. Check back with the spa's Water Care menu after 10 minutes and confirm that the cartridge was filled.



## Confirmation of Fill Process

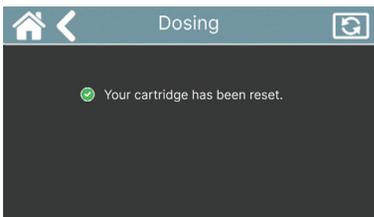
Approximately 10 minutes after the fill cartridge sequence, a prompt will request confirmation that the cartridge was filled.

### For Touch Display Spas



Select the "✓" to indicate that the cartridge was filled.

Select the "✗" to indicate that the cartridge was not filled. The spa will present another confirmation in 24 hours.



### For Button Press Spas



Select the "Now" to indicate that the cartridge was filled.

Select the "Later" to indicate that the cartridge was not filled. The spa will present another confirmation in 24 hours.



## pH Priming process

Once the filling process is confirmed, the spa will automatically perform the priming process to fill the pH+ cartridge with spa water to create the dosing solution. When priming is complete, the spa will provide a prompt to repeat this process for the pH-cartridge. Follow the same process as outlined above.

## Phosphate Remover Dosing Overview

Phosphate levels vary from region to region, and can change based on usage, or build up over time. It is recommended to maintain a phosphate level of 300ppb or less. Lowering to 0 ppb is not necessary nor desired as it leads to overdosing of phosphate remover. Monitor your phosphate levels regularly and track the levels over time to determine if a scheduled dosing of Phosphate Remover is necessary. Using the FreshWater® Phosphate test strips, measure your spa water phosphate levels as well as the water source you use to fill the spa. If your water source does not have significant phosphate levels, it is NOT necessary to set the automatic dosing interval.

**Test your water for phosphates and treat the spa based on dealer recommendations and as directed by the phosphate remover instructions.**

Adding too much FreshWater Phosphate Remover can affect the Smart Monitoring Sensor. Here's how to dose properly:

- **Corrective Dosing (for high phosphate levels, 1000+ ppb reduction):** Turn off the Smart Monitoring System before dosing to protect the sensor. After dosing, clean the filters daily for several days.
- **Scheduled Maintenance Dosing (for regular upkeep, 100-300 ppb reduction):** This small, timed dose won't affect the sensor as long as phosphates are present. However, if the frequency is set too high when phosphates are low, phosphate remover can build up in the water and impact chlorine readings.

For best results:

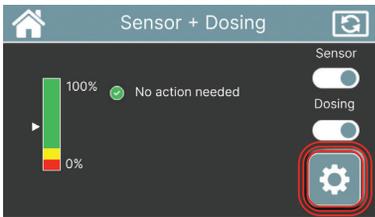
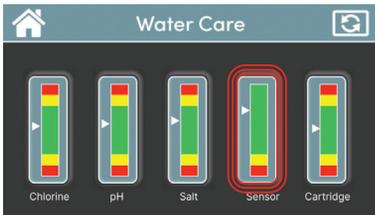
- Test phosphate levels before adding remover.
- Add small doses (less than the bottle recommendation), then retest and adjust as needed.
- Clean filters regularly—for several days in a row after a corrective dose, and monthly for maintenance dosing.
- If you're unsure or have questions, check with your dealer for guidance.

**NOTE:** If the phosphate levels do not need to be corrected, do not turn on the scheduled dosing for phosphate in the dosing control menu.

# Turning on Phosphate Remover Dosing

To turn phosphate dosing on, follow the instructions below:

## For Touch Display Spas



## For Button Press Spas



## Phosphate Remover First Fill

To add phosphate remover, follow the prompts below.

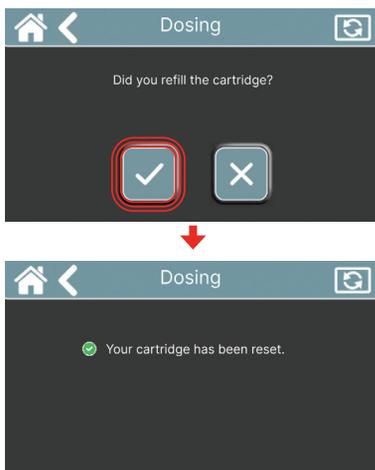
### For Touch Display Spas



### For Button Press Spas



After 10 minutes, there will be a prompt to confirm the filling of phosphate remover:



## Phosphate Remover Priming Process

After the cartridge is filled and confirmation of filling is acknowledged on the spa control panel, a “one-time” prime process to fill the lines will be required.

Press the “phos” button in the Dosing control menu to trigger a priming cycle. Depending on the spa size 6-12 cycles will be needed to being dosing into the spa at the Pass-thru.

- 12 priming cycles for small spas (200-350 gallons, 760-1325 liters)
- 6 priming cycles for large spas (350-600 gallons, 1325-2275 liters)
- Each priming cycle must be done sequentially and takes up to 15 seconds for each priming cycle (audible pump during cycle)
- Ensure spa jet pumps are off

## Changing Phosphate Dosing Interval

Default Phosphate remover dosing is set to once every 4 weeks.

### For Touch Display Spas



### For Button Press Spas



If monthly testing of phosphate levels indicate that the level is increasing and the 4 week interval is not sufficient, reduce the timing to 2 weeks and continue to routinely test and monitor the phosphate level.

## Dosing Operation

When the FreshWater® IQ Dosing System is installed, the Smart Monitor pH page will show a Dose option indicating when the pH is out of range and a correction is needed. If the pH is in range and no action is needed, the option will not be visible. Once the Dosing button is pressed the dosing button will disappear and come back after 12 hours.

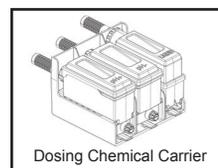
### To refill the cartridge:

1. Remove the spa filter lid, flip it over, and place on the bartop of the spa.
2. Remove the cartridge by first lifting the pull tab with one hand, then slide the cartridge back until it disengages and lift out.
3. When refilling pH Cartridges, remove the cap and check for solid pH Up and Down product inside. If solid chemical exists, carefully pour off the liquid leaving the solids inside. The liquid phosphate remover cartridge does not need to be emptied, it can simply be refilled.
4. Using the funnel provided, fill the cartridge with the appropriate FreshWater chemical as indicated on the cartridge to 1 inch (2.5 cm) from the top of the cartridge. Thoroughly rinse and dry the funnel when switching chemicals.
5. Secure the cap back on to the cartridge, insert and lock the cartridge into the chemical carrier and place the filter lid back on the spa.
6. Follow the spa prompts and confirm that the cartridge has been refilled.

## TROUBLESHOOTING

### Maintenance

- Refill the chemical cartridges when recommended.
- Periodically inspect the Chemical Carrier for any damage or broken parts.
- When refilling cartridges, drain the remaining solution in each pH cartridge. The liquid phosphate cartridge can be topped off at anytime.
- If the cartridge is broken or missing parts or a cap contact your dealer to purchase a new cartridge.
- Periodically inspect the filter compartment and Dosing cartridges/hoses for build up and wipe them with a clean rag. Do not use soap unless directed by your dealer.



### FAQ

#### When does the cartridge need to be refilled?

- Refill the cartridge as directed by the Smart Monitoring System. The Smart Monitoring System keeps track of the number of doses and monitors when a new fill has occurred.

#### What if my Smart Monitoring System is asking for a refill and there is still material in the cartridge?

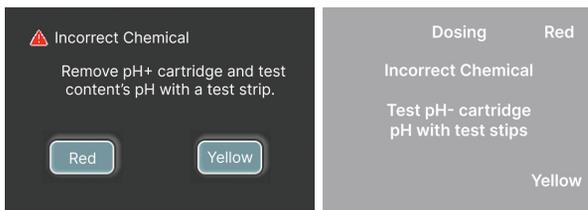
- If the cartridge is filled out of sequence, the Smart Monitoring System may ask for a refill before the cartridge is empty. In that case, drain off any liquid any from the pH+ and pH- cartridges and then top off the individual cartridges with the labeled chemical.
- The Smart Monitoring System checks to see if the pH dose has been successful in changing the pH. If it detects that the pH does not change after several doses, it will require that the cartridge be inspected and refilled. If this occurs and the cartridge is not empty, discard the solution in the cartridge while keeping the solids. Top off the cartridge and confirm the refill when prompted.

#### The spa control is not showing the Dose button when the pH is out of range.

- The Dosing button will disappear once pressed and return 12 hours later. If it doesn't show when expected, check the Dosing menu on the Sensor page. If neither the dosing button or the menu are present, it means that the Dosing Pump Controller is not communicating with the spa control system. Contact your dealer for support.

## Why am I seeing an incorrect chemical screen?

- The Smart Monitoring System monitors the spa water to ensure the dose being made is responding correctly to the water. If the Smart Monitoring System detects that pH shift is opposite than expected by the dose, it will prompt you to verify the contents. Follow the onscreen prompts and check the cartridge contents with a test strip.



**IMPORTANT:** If the wrong chemical was added to the cartridge, safely dispose according to local requirements and triple rinse the cartridge to remove any residual before restarting.

### I don't think the Dosing System is working.

- Make sure the cartridges are full. The pH cartridges should have visible solid chemical in them. The liquid cartridge should have Phosphate Remover in it.
- Verify the dosing button appears when needed and that the dosing setting page is present.
- Verify the dosing controls are working.
  - Manually operate the system to verify that the pumps are working.
  - Go to the Dosing menu and manually run each dose. You should see pH chemical discharging from the chemical carrier and phosphate discharging from the pass-thru in the wall of the spa. You should be able to hear the dosing pumps when they are dosing.
  - If the individual chemicals do not flow, run the dose 5 more times to clean any air or priming issues.
  - If the system continues to not pump, contact your dealer for support.

## CUSTOMER SERVICE

If you have any questions about your FreshWater IQ Dosing System and/or warranty information that has not been answered by this manual, consult your authorized dealer.

For Warranty information, please reference full warranty located on the following page.

Watkins Wellness can be reached at: 1-800-999-4688 (extension 8432) inside the USA or +1 760-598-6464 (extension 8432) outside the USA Monday through Friday, 7 am to 4 pm Pacific Standard Time (PST) or by emailing: [custservice@watkinsmfg.com](mailto:custservice@watkinsmfg.com).

# LIMITED WARRANTY

**Watkins Wellness (“Watkins”) warrants to the original consumer purchaser (“you”) the following about your new FreshWater IQ Dosing Startup Kit.**

1

## YEAR LIMITED WARRANTY

Watkins warrants to the original consumer purchaser that the FreshWater IQ Dosing Start Up Kit materials to be free from defects in material and workmanship for a period of one year from the date that the product is installed from an authorized dealer/service provider. This warranty is not transferable.

## EXTENT OF WARRANTY

This warranty extends only to the original consumer purchaser of the FreshWater IQ Dosing Start Up Kit when purchased and originally installed within the country of purchase or, in case of FreshWater IQ Dosing Start Up Kit purchased in the European Union (“EU”) when originally installed within the EU. This warranty begins on the date of installation of the FreshWater IQ Dosing Start Up Kit.

The FreshWater IQ Dosing Start Up Kit warranty terminates upon any transfer of ownership or if the FreshWater IQ Dosing Start Up Kit is installed or relocated outside the boundaries of the country of purchase or, in case of FreshWater IQ Dosing Start Up Kit purchased in the EU, if the FreshWater IQ Dosing Start Up Kit is installed or relocated outside the EU, prior to the expiration of the warranty period. Services under this warranty does not extend the warranty period.

## WARRANTY PERFORMANCE

To make a claim under this warranty, please contact Watkins Manufacturing Corporation, at 1280 Park Center Drive, Vista, California, 92081, USA Attn: Customer Service Department +1 760 598 6464 or via e-mail, [custsvc@watkinsmfg.com](mailto:custsvc@watkinsmfg.com). You must give Watkins written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase and date of delivery within thirty (30) days of the time you discover the claim. Watkins reserves the right to inspect the malfunction or defect on location.

Watkins or its Authorized Service Agent will repair any defects covered by this warranty. Except as described herein, you will not be charged for parts and necessary to repair FreshWater Dosing Start Up Kit for defects covered by this warranty.

However, any and all additional costs, including shipping, delivery, set-up, installation and/ or disposal charges, will be the sole responsibility of the FreshWater IQ Dosing Start Up Kit owner. In some cases, the servicing repairperson may charge you a repairperson travel/ service charge that is not covered by this warranty. Please contact Watkins Wellness for information regarding any such charges. This is your exclusive remedy.

## LIMITATIONS

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Watkins' prior written consent, accident, acts of God, misuse, abuse, neglect, use of an accessory not approved by Watkins, failure to follow Watkins' Pre-Delivery Instructions or Owner's Manual, failure to follow proper water care instructions or repairs/installations made or attempted by anyone other than an authorized representative of Watkins. Alteration includes, but is not limited to, any component or plumbing change, or electrical conversion, except components of this kit – FreshWater Dosing Start Up Kit. Please contact your dealer for a list of manufacturer approved accessories.

This warranty does not cover industrial or commercial applications, including installations in property used for long-term or short-term rental.



**WatkinsWellness\***  
*Feel good. Live well.™*

## LIMITED WARRANTY

### DISCLAIMERS

ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE, WHICHEVER IS SHORTER.

Some states, provinces (including Quebec) or countries do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE VINYL COVER, IF NEEDED. Some states, provinces (including Quebec) or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

### LEGAL REMEDIES

This warranty gives you specific legal rights, and you may have other rights which vary from state to state, province to province or country to country. This warranty is not transferable.



**WatkinsWellness®**  
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# Watkins Wellness®

*Feel good. Live well.™*

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