PRODUCT MANUAL

ionSpa PLUS

Setup / Operation / Care



Powered by INTELLI-DRIVE+

Manual Revision: November 10, 2026

01 / GET ACQUAINTED

Find what you need

Start with safety and setup. Keep this manual available for every operator.

Your kit & safety

Kit contents 02

Equipment & printed materials 03

Supplies & accessories 04

Important notes & electrical safety 05

Read before use 06

Setup & operation

Connections, foot tub & GFCI 07–10

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02 / GET ACQUAINTED

Kit contents

Check every item before setup. Match these numbers to the identification guides on pages 03–04.



ionSpa PLUS Controller



Fully Assembled Ionizer with Plates

Called the **blue ionizer** in the steps that follow.

Equipment

ITEM		QTY.
01	ionSpa PLUS Controller	1
02	Fully Assembled Ionizer w/ Plates	1
03	Spare Ionizer Plates	10
04	18 qt Foot Tub	1
05	Power Supply and Cord Set	1
06	Yellow GFCI	1

Printed Materials

07	Brochures	2
08	Product Manual	1
09	Physical Registration Card	1

Supplies & Accessories

ITEM		QTY.
10	Sea Salt, 4 oz Jar	1
11	Array Bright, 4 oz Jar	1
12	RelyOn Powder, 2 oz Jar	1
13	Premixed RelyOn Sprayer, 4 oz	1
14	Measuring Spoon	1
15	Cleaning Brush	1
16	Tub Liners	100
17	Electrolyte Packets	25

Product registration:

theionspa.com/product-registration/

03 / VISUAL GUIDE

Equipment, identified

Quantities refer to the supplied kit, not the number of objects visible in each illustration.

01 Qty. 1



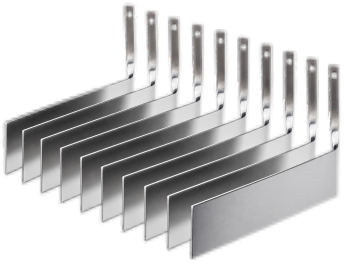
ionSpa PLUS Controller

02 Qty. 1



Fully Assembled Ionizer w/ Plates

03 Qty. 10



Spare Ionizer Plates

04 Qty. 1



18 qt Foot Tub

05 Qty. 1



Power Supply and Cord Set

06 Qty. 1



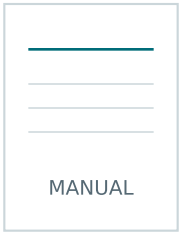
Yellow GFCI

07 Qty. 2



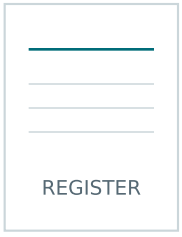
Brochures

08 Qty. 1



Product Manual

09 Qty. 1



Physical Registration Card

Spare plates are additional to the plates installed in the fully assembled ionizer.

04 / VISUAL GUIDE

Supplies & accessories

Keep consumables labeled. Product images identify the item; packaging and roll counts may vary.

10 Qty. 1



Sea Salt, 4 oz Jar

11 Qty. 1



Array Bright, 4 oz Jar

12 Qty. 1



RelyOn Powder, 2 oz Jar

13 Qty. 1



Premixed RelyOn Sprayer, 4 oz

14 Qty. 1



Measuring Spoon

15 Qty. 1



Cleaning Brush

16 Qty. 100



Tub Liners

17 Qty. 25



Electrolyte Packets

05 / READ BEFORE USE

Important notes & safety

Read these instructions before operating the ionSpa PLUS. Keep them for future reference.

Keep electrical components dry

Do not immerse the ionSpa PLUS Controller or power supply in any liquid. Do not use the unit on or near wet surfaces. Keep the power supply, plugs and controller connections dry; water entering the connectors may cause corrosion and malfunction.

Disconnect before cleaning or maintenance

Unplug the unit from the electrical outlet when it is not in use and before cleaning. Switch off and disconnect the blue ionizer before working on the Ionizer Plates or their electrical connections.

Inspect the equipment before use

Do not use the ionSpa with a damaged cord or plug, after a malfunction, or after damage of any kind. Keep the ionSpa and its cord away from heat sources. Accessories and attachments not sold or recommended by ionSpa may be dangerous.

Use the required electrical protection

Use indoors with a **GFCI and surge protection**. Connect the supplied power supply through the Yellow GFCI as described on page 10. Use a 120 V outlet. Follow the ratings and instructions on the supplied electrical components.

Operator responsibility

The ionSpa is not to be operated by children. Read the user restrictions on page 06 before beginning a session. Complete the 18 qt Foot Tub, liner, water-level and electrical checks before switching on the controller.

DO NOT BYPASS A FAILED GFCI

If the GFCI does not complete its test/reset sequence, do not use the GFCI or the ionSpa. Review page 10 and then use the service-support route on page 29.

06 / READ BEFORE USE

Before a session

Review these restrictions with the person using the footbath before every session.

Disclaimer

The ionSpa does not include therapies or techniques regulated by any state-licensed health care profession, nor is it intended for the treatment or prevention of any disease or health condition. Information in this manual and other materials supplied with ionSpa products is solely informational and is not intended to be prescriptive. ionSpa is not permitted and does not make claims to consumers in support of health benefits derived from the ionSpa. Before using this or any other device, consult a physician.

The ionSpa SHOULD NOT BE USED by:

• Persons with a pacemaker or any other battery-operated or electrical implant, or persons using heart-beat-regulation medication.

• Pregnant women and breast-feeding mothers.

• Organ transplant recipients or persons using life-sustaining medication.

Users must also be aware of the following

• Persons should not wear metal, operate a computer or use a cellular phone during an ionSpa session.

• Persons with diabetes, congestive heart failure or any other medical condition should consult their physician before using the ionSpa.

• Users should be properly hydrated before each session. Follow the preparation and usage directions on the supplied electrolyte packet.

CAUTION

These statements have not been evaluated by the Food and Drug Administration. Err on the side of caution. When in doubt about a particular situation, contact your healthcare professional.

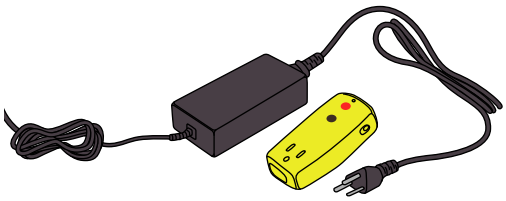
07 / SETUP • STEPS 1-3

Connect & prepare

Keep the ionSpa PLUS Controller switched off during setup. Keep it, the power supply and all electrical connections dry.

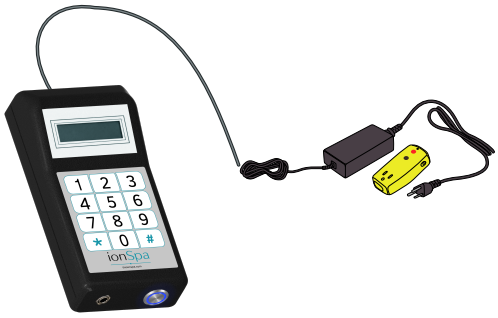
01 Check the equipment

Unplug the Power Supply and Cord Set before making connections. Inspect the controller, plugs and cords. Do not use equipment that is damaged or has malfunctioned.



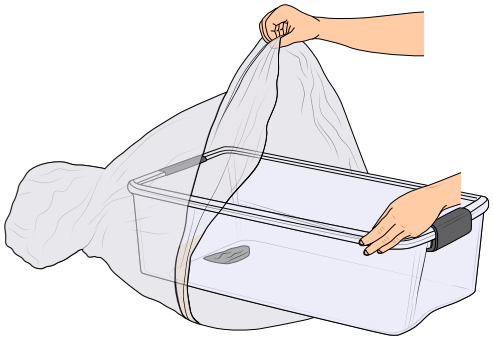
02 Connect power to the ionSpa PLUS Controller

Connect the power cord to the power supply. Insert the adapter connector into the rear of the ionSpa PLUS Controller. Leave the wall plug disconnected for now.



03 Prepare the 18 qt Foot Tub

Take the white lid completely off the 18 qt Foot Tub and set it aside. Leave the foot tub open throughout the session. Fit a fresh tub liner before adding water.



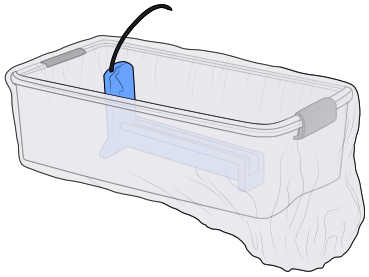
08 / SETUP • STEPS 4-7

Finish the setup

Complete these checks before switching on the ionSpa PLUS Controller.

04 Place the blue ionizer in the 18 qt Foot Tub

Lift the blue ionizer by the frame, never by its cord. Set it upright in the lined 18 qt Foot Tub.



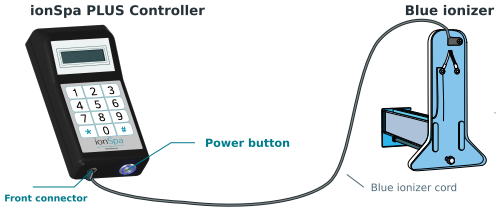
05 Set the water level

Locate MIN and MAX on the upright blue ionizer frame. Cover the Ionizer Plates. Use the minimum mark before placing feet in the water, then recheck the maximum with feet in the bath. See page 11.



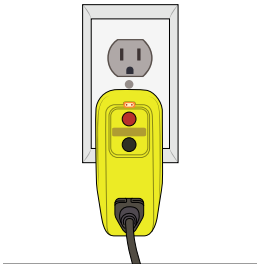
06 Connect the blue ionizer

Fully insert the Ionizer Cord’s Plug into the front connector of the ionSpa PLUS Controller. Keep the plug and connector dry. See page 09 for the illustrated connection detail.



07 Use the Yellow GFCI

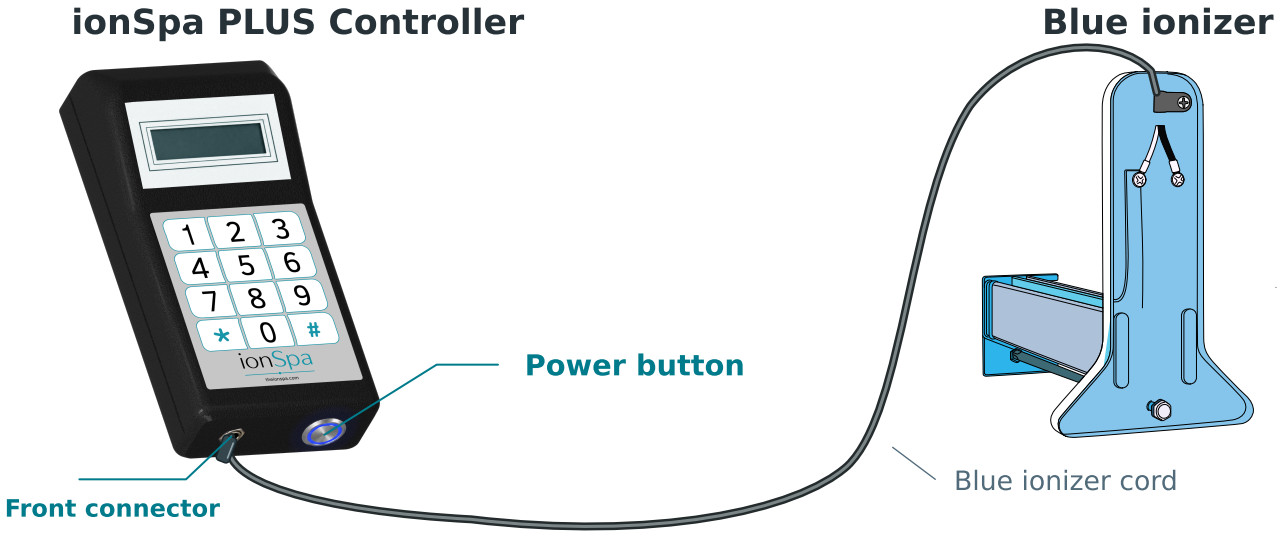
Connect the Power Supply and Cord Set through the supplied Yellow GFCI and use surge protection. Follow the full test/reset sequence on page 10 before use. Do not proceed if the test fails.



09 / SETUP • STEP 6 DETAIL

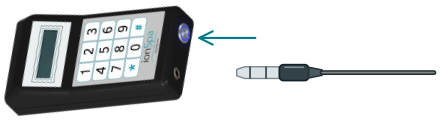
Connect the blue ionizer

Connect the blue ionizer cord to the front connector of the ionSpa PLUS Controller. Keep the controller switched off while connecting.



01 Align the Ionizer Cord’s Plug

Point the metal tip toward the front connector beside the power button.



ionSpa PLUS Controller Ionizer Cord’s Plug

02 Push the plug fully into the connector

Seat the plug completely, as shown below.



ionSpa PLUS Controller Ionizer Cord’s Plug

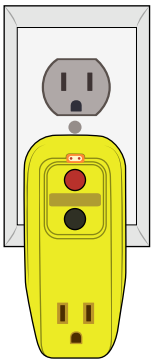
KEEP CONNECTORS DRY

Do not submerge the connectors or allow water to enter them. Keep the ionSpa PLUS Controller and power supply out of the bath and off wet surfaces. Complete connections before switching on.

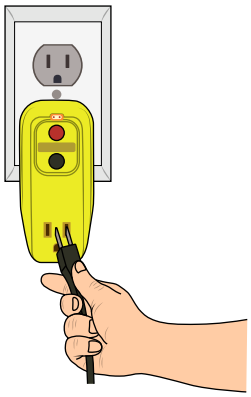
10 / SETUP • ELECTRICAL PROTECTION

Test the Yellow GFCI

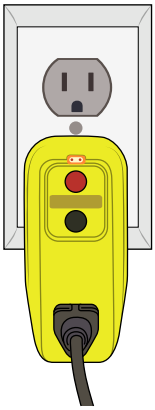
These steps describe the supplied red/black-button Yellow GFCI. Keep its enclosed instructions.



1 Insert into the outlet



2 Connect power supply



3 Test / reset

01 Connect to a working three-prong outlet

Insert the GFCI. Plug the power-supply cord into it and make sure the other end is firmly connected to the power supply.

02 Press the RED button

Confirm that the red LED is lit.

03 Check the test/reset response

Press the BLACK button. You should hear a click and the red LED should turn off. Press the RED button again; you should hear another click and the red LED should turn on.

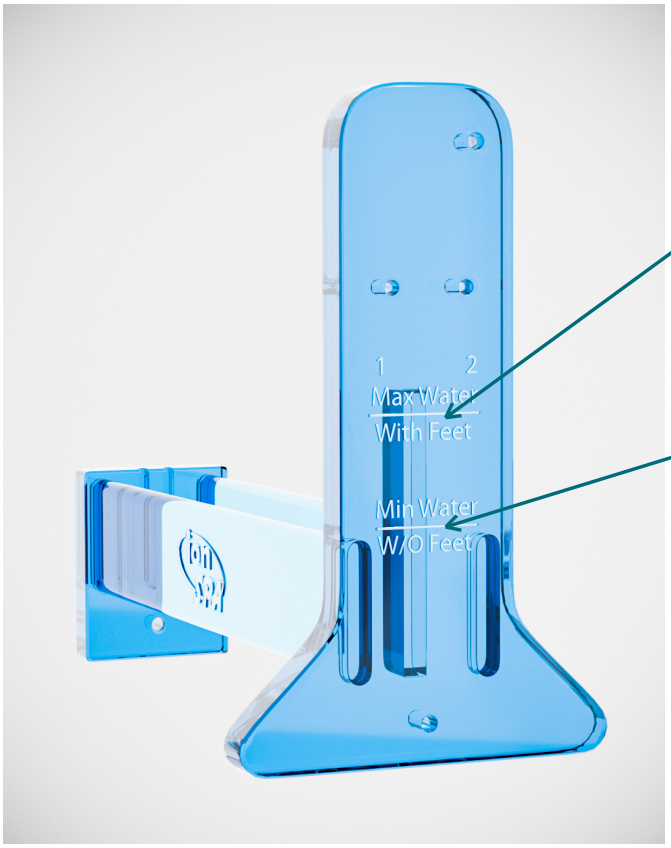
A FAILED TEST MEANS DO NOT USE

If this sequence cannot be repeated successfully, do not use the GFCI or the ionSpa. The GFCI does not replace the separate surge-protection requirement.

11 / WATER-LEVEL REFERENCE

Find MIN and MAX

On the **fully assembled blue ionizer**, look for the MIN and MAX markings on the upright blue ionizer frame, beside the plate connections.



Frame shown without connection hardware to make the markings easier to see.

MAX

Maximum water level
with feet in the bath.

MIN

Minimum water level
before feet enter the bath.

Keep the upper electrical connections above the water. Use the markings on your blue ionizer to determine how much water to add.

Check twice before starting

01 **Before feet enter:** fill to the MIN reference and make sure the Ionizer Plates are covered.

02 **With feet in the bath:** recheck the level. It must not rise above MAX. Adjust the water level before starting if needed.

03 **At the start prompt:** after the water-level check, press # on the ionSpa PLUS Controller.

12 / OPERATION • START

Previous / New / Options

Complete setup and the water-level checks first. Then follow the Portable controller prompts.

01 Switch on the footbath

Press the blue-ring power button. A firmware/version identifier and the unit serial number appear for approximately three seconds. The display identifier is separate from the product name on the cover.

DISPLAY REFERENCE

```
SETTINGS:
1-PREVIOUS  2-NEW  3-OPTIONS
```

Key	What it does	Next step
1 — PREVIOUS	Uses the settings from your last session.	Review the summary, then see page 15.
2 — NEW	Opens custom programming.	Choose polarity/time on page 13 and power on page 14.
3 — OPTIONS	Opens usage, sessions and language choices.	See page 17.

NEW SETTINGS BECOME “PREVIOUS”

When you customize and run a session with different settings, that configuration becomes the new PREVIOUS setting. Recheck the summary instead of assuming the older settings remain stored.

English is the factory language. To select English, Spanish or French, use the language option on page 17.

13 / OPERATION • CUSTOM PROGRAMMING

Choose polarity & time

Select 2-NEW from the settings menu to create a new session configuration.

Polarity profile

Key	Profile	Meaning
1	+50 / −50	50% of total time positive; 50% negative.
2	−50 / +50	50% negative first; 50% positive.
3	+70 / −30	70% positive; 30% negative.
4	−70 / +30	70% negative; 30% positive.

The percentages describe total session time in each polarity, not power. The controller divides each session into **four segments**. Examples: **+70/−30 = +35% / −15% / +35% / −15%**; **+50/−50 = +25% / −25% / +25% / −25%**.

Session time

DISPLAY REFERENCE

```
ENTER TOTAL SESSION TIME, THEN PRESS #
```

Press **#** to accept the **30-minute default**. To select another duration, enter **15–60 minutes**, then press **#**. Check the displayed time before confirming.

14 / OPERATION • POWER MODE

Manual or Auto power

Choose Manual or Auto, then select the power level for your session.

DISPLAY REFERENCE

```
POWER MODE  1-MANUAL  2-AUTO
```

Mode	Power choices	Running display
1 — MANUAL	1 / 2 / 3 / 4 / 5 1 is lowest; 5 is highest.	Shows polarity and AMPS with minutes remaining.
2 — AUTO	1 — LOW 2 — MEDIUM 3 — HIGH	Shows IONIZING with minutes remaining.

Select the desired power setting

In Manual, enter one of the five numbers when SET POWER appears. In Auto, choose Low, Medium or High. Auto regulates operation; Manual displays amperage and polarity.

START CONSERVATIVELY

Start near the middle power setting and lower it if tingling occurs. The available settings are not a reason to increase power throughout a session.

Read the settings summary

The summary appears for approximately **four seconds**. Check **TIME, POLARITY, POWER and AUTO/MANUAL**. The next prompt asks you to place feet in the bath and press # to start. See page 15.

15 / OPERATION • START & ADJUST

Add salt only as needed

Use the percentage-based adjustment target shown on your Portable controller.

DISPLAY REFERENCE

```
PLACE FEET IN BATH
PRESS # TO START
```

Check the water level with feet in the bath. Press **#** to begin, or ***** to cancel. Salt is added only when the controller displays **ADD SALT SLOWLY**.

01 Watch the adjustment display

During adjustment, the display shows polarity, AMPS and minutes, together with ADD SALT SLOWLY. Your starting reading depends on your water.

02 Add small amounts and allow a response

If salt is needed, add the supplied sea salt in increments of **¼ teaspoon or less**. Gently move the water to dissolve it and allow time for the controller to respond before adding more.

03 Stop at the 100% target

At **100%**, the controller sounds **two beeps** and changes to the running display. The bottom line indicates SALT LEVEL OKAY. Do not add more salt once that state is reached.

DO NOT KEEP ADDING SALT

Allow about **three minutes** for adjustment before the warning appears. If the expected transition does not occur, stop adding salt and use troubleshooting on pages 20–21. It is not permission to add a large dose to force a reading.

Use refined, non-iodized, food-grade sea salt as specified for the Portable footbath. Footbath salts are not recommended. Never add salt during the running session.

16 / OPERATION • MONITOR & FINISH

During the session

The controller display is the operating reference. Screen text below condenses scrolling prompts.

Mode	Top line	Bottom line
Auto	IONIZING + minutes remaining	SALT LEVEL OKAY; pause/end prompt
Manual	Polarity (+ or −), AMPS and minutes remaining	SALT LEVEL OKAY; pause/end prompt

NO MORE SALT

After the salt-adjustment target is reached, stop adding salt. Follow the controller’s operating display.

Pause, resume or terminate

DISPLAY REFERENCE

```
PRESS * TO PAUSE OR END SESSION
```

Press * to pause. The submenu reads **PRESS # TO RESUME OR * TO TERMINATE SESSION**. Press # to continue the existing session. Press * to terminate it and return to startup, where you may begin another session or reprogram the unit.

Recognize session completion

DISPLAY REFERENCE

```
0 MINUTES   SESSION COMPLETE
PRESS ANY KEY TO BEGIN ANOTHER SESSION
```

A new session may begin after the water has been changed and the blue ionizer has been cleaned and disinfected using the applicable procedure. Alternatively, switch off the unit. Unplug it before cleaning or maintenance.

17 / OPERATION • OPTIONS

Usage, sessions & language

Choose 3-OPTIONS from the main settings menu. These are v8 controller features.

1 — TIME: total usage

Displays total accumulated usage in **minutes**. It includes use from partial and aborted sessions and is **not resettable**. Use this total to track leased-unit usage and total equipment operation.

Press * to return to the startup screen. Press # to return one screen to the Options menu.

2 — SESSIONS: started-session counter

Displays the number of **started sessions**. A session is counted after enough salt has been added to begin operation. This counter can help track the number of sessions since a plate change.

RESET ONLY THE SESSION COUNTER

Press **0** while viewing SESSIONS to reset this count. Resetting the session count does not reset total minutes. Press * for startup or # to return to Options.

3 — LANGUAGE

DISPLAY REFERENCE

```
SELECT LANGUAGE   1=ENG   2=ESP   3=FRA
```

Press **1** for English, **2** for Spanish or **3** for French. The language selection becomes the default. It may be changed again later through this same menu.

Record the session count and plate-change date before clearing the session counter.

18 / OPERATOR REFERENCE

Settings & water behavior

Use the Portable controller prompts and inspect the equipment before every session.

A repeat session uses your last settings

Once you have selected the power level, polarity and time you intend to use, choose PREVIOUS for a repeat session and review the summary. Starting a differently programmed session replaces the previous-session settings.

Polarity and power

For new users, start with a **50/50 profile in either starting polarity**. All four profiles and both power modes remain available. Start near a middle power setting and lower it if tingling occurs; do not treat higher power as a requirement.

Conductivity changes with the water

Mineral content affects conductivity and the amount of salt needed. Distilled or extremely filtered water is not recommended because it reduces conductivity and may require more salt, which can increase plate wear. Well water may need less salt. Add salt only during adjustment, in the small increments on page 15.

FOLLOW THE SALT-ADJUSTMENT PROMPT

Allow the controller to respond between small additions. When SALT LEVEL OKAY appears and the session begins, do not add more salt. See pages 15–16 for the adjustment and running displays.

Frequency of use and chlorine-like or irritating odors are covered on page 19. Review those precautions before beginning a session.

19 / OPERATOR REFERENCE

Frequency & water precautions

Use the controller prompts, review the user restrictions and stop whenever an unexpected condition occurs.

Choosing a frequency

Discuss frequency of use with your healthcare professional, taking your health and skin condition into account. This manual does not prescribe a recurring schedule or establish a medically safe maximum. The selectable session time is an operating setting, not a recommendation to use the footbath more often.

When to stop

Stop the session if you develop discomfort, skin irritation, dizziness or other symptoms. Do not continue or repeat sessions while symptoms persist. Seek medical advice before resuming if symptoms recur or do not resolve.

Chlorine-like or irritating odor

If a chlorine-like or irritating odor develops, stop the session. Switch off only if safe to do so and move away to fresh air. Do not add chemicals to mask or neutralize the odor. Contact service support before further use. For breathing difficulty, seek emergency medical help; for exposure advice in the U.S., call Poison Control at 1-800-222-1222.

Do not assume that an odor is harmless or that the unit is safely neutralizing water additives. Color or odor alone cannot identify the chemicals present or establish whether the bath is safe.

20 / TROUBLESHOOTING

“NO CURRENT”

Stop and inspect the cause. Switch off and unplug before touching plugs, screws, nuts or plates.

DISPLAY REFERENCE

NO CURRENT!

Scrolling message:
CHECK CONNECTION AT ARRAY PLATE SCREWS, ARRAY OUT OF WATER, NO SALT

This message appears when the unit cannot establish the expected current path through the ionizer assembly. The display uses **ARRAY** to refer to the blue ionizer.

01 Check the electrical connection

With power disconnected, make sure the Ionizer Cord’s Plug is fully inserted and inspect the cord for damage.

02 Check plate connections and residue

Inspect the screws and nuts at both plate connections. They must be clean and tight. Loose or contaminated plate connections are the most common cause of this error.

03 Check water and salt only at the correct stage

The Ionizer Plates must be covered while the upper connections stay dry. After all mechanical checks are complete, follow the controller’s salt-adjustment prompt; do not add salt during an already running session.

CLEAN CONTACTS WHILE DISCONNECTED

Use a metal brush, emery board or nail file to remove a very small debris film from the metal contact parts. Reassemble and secure the connections. Do not polish the entire consumable plates just to make them shiny.

21 / TROUBLESHOOTING

Salt & overload messages

Use the exact message to select the response. Do not repeatedly restart an unresolved fault.

DISPLAY REFERENCE

`TOO MUCH SALT!`

Scrolling message: TURN OFF POWER. DILUTE BATH. START NEW SESSION.

Conductivity is too high for the automatic regulation range. Switch off, dilute the bath with fresh water and start a new session. Do not exceed the marked water level when diluting; remove water first if needed. If dilution does not resolve it, prepare fresh bath water with less salt or use a different water source.

DISPLAY REFERENCE

`OVERLOAD–SEE MANUAL`

Overload can occur after adding too much salt at once or because of a problem with the ionizer. The controller shuts off when it cannot regulate power to the bath.

01 Switch off and disconnect

Inspect plugs, connections, Ionizer Plates and plate hardware for abnormal conditions. Remove debris across the plates or contacts and correct loose connections before restarting.

02 Use the result to decide the next step

A single event may clear after reset if normal operation resumes. A recurring overload or uncertain condition needs service support; do not continue restarting to force operation.

STILL UNRESOLVED?

Record the exact message, selected mode and settings, and what happened just before the error. Review this manual, then submit a service-support ticket as described on page 29.

22 / CARE • BETWEEN SESSIONS

Clean between sessions

Use fresh water and a fresh liner for each session. Keep the blue ionizer clean and its plate connections secure.

01 Switch off and disconnect

Unplug the footbath before cleaning. Keep the ionSpa PLUS Controller, power supply and all connectors dry.

02 Remove residue from the blue ionizer

Clean the blue ionizer with hot water between sessions. Use the supplied brush to remove loose residue. Do not bang the blue ionizer against a hard surface.

03 Follow the disinfection directions

Read both pages of the RelyOn reference (pages 31–32). Follow the product’s preparation and application directions, including the concentration, visible wet-contact time and any required rinse. Keep the product container label available.

04 Prepare the next session

Use fresh bath water and a fresh liner. Check that the plate connections are clean and secure before use. Begin the next session after the ionizer has been cleaned and disinfected.

PREMIXED RELYON SPRAYER

Record the mixing date and follow the product’s usable period. Prepare fresh solution when that period has elapsed. Read the preparation and spray-bottle notes on page 32.

23 / CARE • PERIODIC MAINTENANCE

Remove residue & scale

Remove residue and inspect the hardware regularly. Cleaning, descaling and disinfection are different tasks.

Every 10–15 sessions: inspect and brush-clean

Switch off, unplug and disconnect the blue ionizer. Remove the Ionizer Plates from the frame using page 25. Brush the frame and plates to remove residue buildup. Inspect the metal contact surfaces, mounting holes, screws and nuts.

Array Bright: remove scale

Purpose	Directions
Dilution	½ to 1 teaspoon per quart of water.
Soaking interval	As needed, or every 15–25 sessions.
Soaking duration	1–2 days to remove scale from the frame and plates.
Important	Array Bright is not a disinfectant.

Clean the electrical contact surfaces

During disconnected maintenance, loosen and retighten the plate screws and hex nuts to clear corrosion buildup. Hold each nut while turning its screw. Scrubbing the plates merely to restore a shiny appearance can shorten their life.

RINSE AND REASSEMBLE SECURELY

Rinse the plates and frame thoroughly before the next use. Each plate screw and hex nut forms an electrical connection: clean and tighten both connections. Inspect for wear and frame damage using pages 24–27.

24 / MAINTENANCE • WEAR REFERENCE

Inspect Ionizer Plates

Inspect the Ionizer Plates regularly and before use. The images below compare a new plate with a worn plate after approximately **40–50 sessions**.

WEAR REFERENCE	One session = 30 minutes

New Ionizer Plate



Clean plate shown for comparison.

Worn Ionizer Plate



Example after approximately 40–50 sessions of 30 minutes each.

Replace worn plates: look for rough edges, severe pitting, excessive thinning or bowing. Inspect condition rather than relying on session count alone.

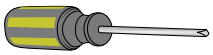
25 / MAINTENANCE • PREPARE & REMOVE

Tools & plate removal

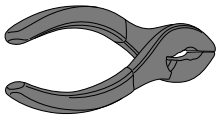
Switch off, unplug and disconnect the blue ionizer before working on the plates or their connections.

Tools you will need

#2 Phillips screwdriver and pliers. Use the pliers to hold the hex nut while turning the screw.



#2 Phillips Screwdriver



Pliers

01 Hold the hex nut

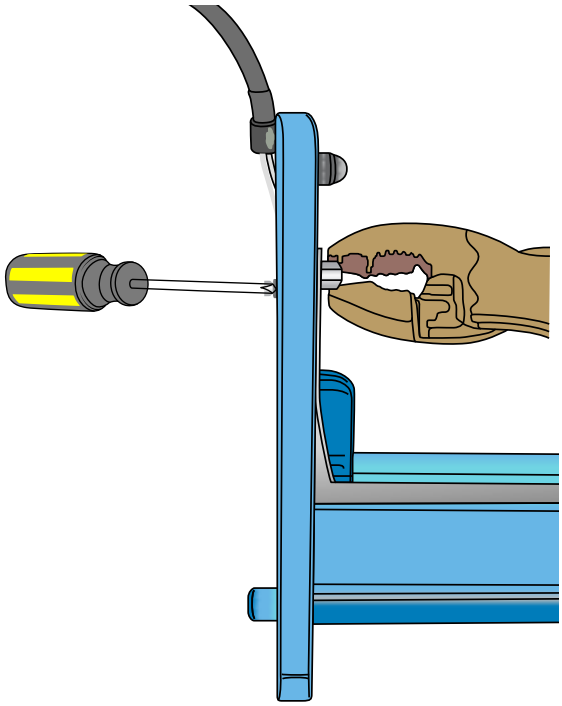
Grip the nut so it cannot turn with the screw.

02 Turn the screw

Keep the nut steady while turning the screw to loosen the plate connection.

03 Remove both plates

Remove the screws and hex nuts, then lift out the worn plates. Inspect the contact hardware and frame.



Screwdriver on the screw head; pliers hold the hex nut.

INSPECT BEFORE INSTALLING

Do not use a frame that is melted or cracked. The damage example and connection precautions are on page 27.

26 / MAINTENANCE • FIT THE NEW PAIR

Install & check spacing

The same ionizer plate fits either side of the blue ionizer frame. Install a new pair using the current universal design.

01 Position the plates

Fit one plate on each side as shown. Use the supplied screw (bolt) and hex nut at each plate connection.

02 Secure each connection

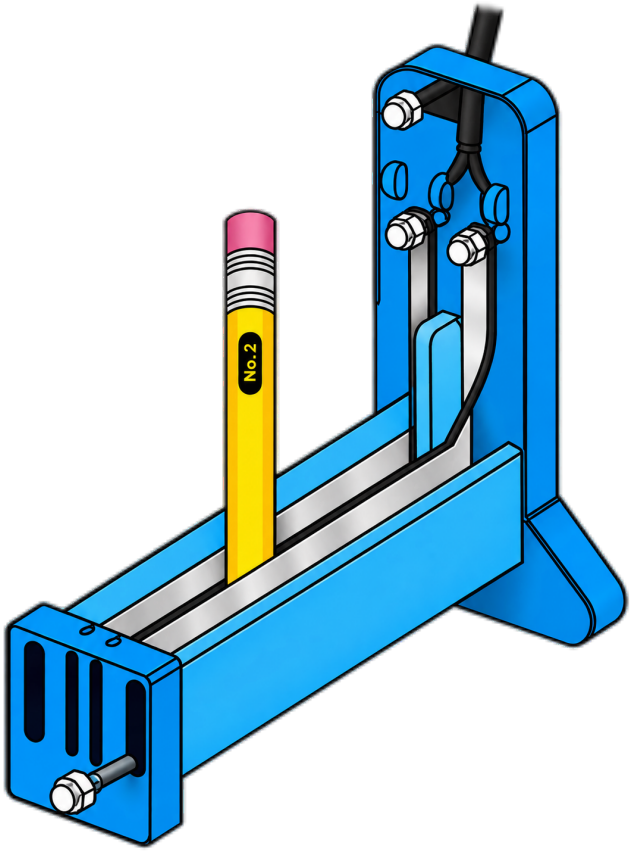
Hold the hex nut while tightening the screw. Tighten the plate connection firmly to make a secure electrical connection.

03 Check the spacing

Use one standard No. 2 pencil, or another object of similar thickness, to check the gap. The object should slide freely between the plates.

04 Remove the test object

After checking the spacing, remove the pencil or other test object and recheck that both plate connections are secure.



Use one standard No. 2 pencil, or an object of similar thickness, to check the gap.

PLATE CONNECTIONS MUST BE SECURE

A loose plate connection can generate heat and melt the blue frame at the mounting hole. See the close-up on page 27.

27 / MAINTENANCE • PREVENT HEAT DAMAGE

Keep connections secure

Each plate screw and hex nut forms an electrical connection. If this connection is loose, it can generate heat and melt the blue ionizer frame around the plate mounting hole.



Damaged mounting hole

The right-hand hole shows melting around the plate connection. The left-hand hole is shown for comparison.

Example shown with the connection hardware removed so the affected plastic is visible.

Inspect while disconnected

Check both plate connections and the surrounding frame before use, after each use and after changing plates. Hold each hex nut while tightening its screw firmly. Do not operate the blue ionizer if its frame is melted or cracked; see service support on page 29.

DIFFERENT HARDWARE, DIFFERENT PRECAUTION

Secure the **plate screws and hex nuts**. Avoid overtightening the separate nuts that hold the copper tube; overtightening those nuts can crack the plastic frame.

28 / KEEP FOR REFERENCE

Warranty coverage

Coverage is measured from the original purchase date and is subject to the conditions below.

Component	Limited coverage
ionSpa PLUS Controller, power supply, blue ionizer cord and plastic portion of the blue ionizer	2 years against defects in materials and workmanship.
Internal electronics (printed circuit board / PCB)	2 years against defects in materials and workmanship.
Metal ionizer components, including Ionizer Plates	Not covered; consumable metal components.

What is excluded

Melting caused by loose plate connections; cracking caused by overtightening copper-tube nuts or striking a hard surface; water-color concerns; and metal components of the ionizer are excluded. Repair, testing or evaluation of excluded conditions may incur labor and shipping charges.

Use of sea salt or cleaners other than those supplied with the unit may void the warranty. Submit a service-support ticket before using alternative products.

Conditions

The warranty applies only when the product is used for its intended purpose and according to the instructions. It is invalid if the unit is connected to an unsuitable electrical supply without the required GFCI and surge protection, dismantled, interfered with, or damaged through misuse or abuse.

The dealer may repair or replace defective parts at its discretion. Shipping charges may apply. Obtain service instructions and a Return Merchandise Authorization before sending any equipment; see page 29.

This warranty gives you specific legal rights. You may also have other rights that vary from state to state.

29 / KEEP FOR REFERENCE

Service & support

Need help with your footbath? This route is for customers who already own a footbath.

01 Review the relevant instructions

Review the relevant instructions in this manual. Use the setup, operation, troubleshooting and maintenance sections to locate the issue. Record the exact screen message and the settings used.

02 If you still need help, submit a service-support ticket

Include the product model, serial number, purchase details and a clear description of the concern. Provide photographs or other files when requested through your ticket.

03 Wait for repair authorization

Do not ship the unit before receiving a Return Merchandise Authorization (RMA) and current shipping instructions. The RMA must be clearly marked on the outside of the package.

04 Pack and document the shipment

Use the original container or equivalent protective packaging. Enclose an explanation of the claim, your return shipping address and contact information. Keep your receipt or shipping record. Shipping charges may apply.

CONTACT BEFORE SHIPPING

An unannounced shipment or a package without the required authorization may not be accepted. Use the destination and packing instructions supplied for your specific service case; do not use an old printed company address.

Replacement Ionizer Plates and complete ionizers are available through ionSpa or your reseller. Use a ticket for help selecting the correct parts.

Service-support ticket:

theionspa.com/service-support/

30 / CHEMICAL REFERENCE

Safety information

Match all references to the container supplied. Current product labeling and safety information take precedence.

Sea Salt

Refer to the supplied Sea Salt container for its ingredient information and labeling. The current Safety Data Sheet reference is provided below.

Ascorbic acid (Vitamin C)

Historical Material Safety Data Sheet excerpt. The following four sections reproduce the supplied reference. This is not a newly issued or complete supplier SDS.

1. Product Identification

Synonyms: L-ascorbic acid; vitamin C; L-3-Ketothreohexuronic acid lactone.
CAS: 50-81-7. Molecular weight: 176.13.
Formula: $C_6H_8O_6$.
J.T. Baker codes: 0936, 0937, 0938, 0939, B581.
Mallinckrodt: 1852, 4407, 8829.

2. Hazards Identification

Avoid unnecessary exposure; promptly remove the material from skin, eyes and clothing. SAF-T-DATA ratings in the source: Health 1, Flammability 1, Reactivity 1, Contact 1 (all Slight). Storage color: Green, General Storage.

The source describes it as relatively non-hazardous in routine industrial situations, not expected to present significant risks to workers who use it. Inhalation may mildly irritate the respiratory tract; large oral doses may cause gastrointestinal disturbances. Skin and eye contact may cause mild irritation. Chronic exposure and aggravation of pre-existing conditions: no information found.

3. First Aid Measures

Inhalation: Remove to fresh air. Get medical attention for breathing difficulty.
Ingestion: The historical excerpt says to give several glasses of water to dilute and seek medical advice if large amounts were swallowed.
Skin: Wash with soap and water; obtain medical advice if irritation develops.
Eyes: Wash thoroughly with running water; obtain medical advice if irritation develops.

4. Handling and Storage

Keep in a tightly closed container in a cool, dry, ventilated area. Protect from physical damage. Isolate from heat, ignition sources and incompatible substances. Empty containers may retain hazardous residues (dust or solids); observe all product warnings and precautions.

RelyOn: read both reference pages, 31–32.
The product container label and current safety information take precedence.

Current Safety Data Sheet (SDS):

theionspa.com/safety-data-sheets/

Rely+On® Virkon®

U.S. Instructions Reference | Safety, Handling & Application

Read both pages before use. This reference covers the U.S. product. Match it to your container label; formulations, approved uses and directions can differ by country. The container label and current safety information take precedence.

KEEP OUT OF REACH OF CHILDREN • DANGER / PELIGRO

Product & Composition

Powder/tablet disinfectant with virucidal, bactericidal, germicidal and fungicidal activity. The source lists one-step cleaning/disinfection where permitted, compatibility with most hard non-porous surfaces, NSF listing and OSHA bloodborne-pathogen-standard compliance. Pre-clean for bloodborne-virus procedures.

Ingredient	Amount
Potassium peroxymonosulfate	21.41%
Sodium chloride	1.50%
Other ingredients	77.09%
Total	100.0%

Available-chlorine equivalent: 9.75%. Net contents: see the container. Source IFU EPA registration: 39967-138.

Precautions

The dry powder is corrosive: it can burn skin and cause irreversible eye injury, and is harmful if swallowed or absorbed through skin. The IFU states that its corrosivity warning does not apply to the 1% in-use solution. Avoid contact with eyes, skin and clothing. Wear protective clothing, rubber gloves and goggles, a face shield or safety glasses. Wash hands with soap and water after handling; remove and wash contaminated clothing before reuse.

Never combine the powder or prepared solution with other chemicals, including bleach or other halogen-containing products.

First Aid

Have the product label or container available when seeking medical help. **Eyes:** immediately hold the eye open and rinse gently with water. The source IFU specifies 15–20 minutes and removal of contact lenses after the first 5 minutes; the U.S. SDS specifies at least 30 minutes and immediate medical attention. Continue rinsing while obtaining urgent advice.

Skin/clothing: remove contaminated clothing and rinse skin immediately with plenty of water for 15–20 minutes (IFU); the SDS specifies at least 20 minutes. Contact a poison center or doctor. **Swallowed:** call a poison center or doctor immediately. A conscious person able to swallow may sip a glass of water. Do not induce vomiting unless directed, and give nothing by mouth to an unconscious person.

Emergency contacts (U.S. SDS): CHEMTREC **800-424-9300**; LANXESS **800-410-3063**. The older IFU lists 866-673-6350. Use the contact details on your current container/SDS. **Physician note (IFU):** possible mucosal injury may make gastric lavage inappropriate.

Disposal

Unused pesticide, spray mixture or rinsate may require special disposal. When label-directed use cannot dispose of it, obtain guidance from your state pesticide/environmental agency or an EPA regional hazardous-waste representative.

For nonrefillable product containers, do not reuse or refill. Empty into application equipment or a mix tank. Fill one-quarter with water, recap, shake 10 seconds, and empty rinsate for labeled use or disposal. Drain 10 seconds after dripping starts. Repeat twice. Recycle/recondition or dispose of the punctured container in a sanitary landfill; burning is only where authorities allow it, and smoke must be avoided.

Approved Settings & Organisms

The IFU describes hard, non-porous surface use in healthcare and EMS facilities, laboratories, food-processing and food-service premises, restrooms, retail and beauty/barber businesses, factories, schools/daycare, hotels/offices, correctional facilities, funeral premises, gyms/health spas, and transportation terminals and vehicles.

Viruses: hepatitis A, B and C; HIV-1; influenza A; respiratory syncytial virus (RSV); norovirus; avian influenza; and pandemic 2009 H1N1 influenza A.

Bacteria: Bacillus cereus; Campylobacter jejuni; Chlamydia psittaci; Clostridium perfringens; Listeria monocytogenes; Shigella sonnei; Streptococcus pyogenes; Helicobacter pylori; Klebsiella pneumoniae; Escherichia coli, including O157:H7; Salmonella typhimurium and S. enterica; Pseudomonas aeruginosa; Staphylococcus aureus, including MRSA; Staphylococcus epidermidis; and vancomycin-resistant Enterococcus faecalis (VRE). **Fungi:** Candida albicans and Trichophyton mentagrophytes. Use the concentration and procedure appropriate to the target organism.

Routine Cleaning & Disinfection

Cleaning only: remove gross dirt. Apply a 1% solution with a sponge, brush or sprayer, scrub as needed until visibly clean, then rinse.

Food-contact surfaces: remove gross dirt and clean using 1% solution. Maintain a 10-minute wet contact time, then rinse with potable water.

Non-food-contact surfaces: remove gross dirt, apply 1% solution by mop, sponge, brush or sprayer, and leave the surface wet for 10 minutes before air-drying. For fungal contamination, use **2%** with the same procedure. See Page 32 for mixing quantities.

Material & Medical-Use Restrictions

Avoid acid-sensitive surfaces such as marble, and soft metals such as copper, brass and certain aluminum grades. Prevent splashing on carpets or textiles. Verify compatibility of all critical materials before use.

Do not use on instruments or surfaces that enter the body, contact the bloodstream or normally sterile body areas, or contact intact mucous membranes. The IFU excludes medical-instrument use. Using a disinfectant contrary to its labeling violates federal law.

CPR Training Manikins

Between students: the source specifies 3% solution; one listed preparation is three 5 g tablets in 16 fl oz water. Fully wet the mouth/nose area by spraying or wiping. Keep visibly wet for at least 30 seconds, wipe dry with a disposable cloth, then rinse with potable water.

After class: clean promptly before contamination dries. Disassemble according to the manikin manufacturer. Brush-wash internal/external surfaces and reusable face shields with 1% solution; allow 10 minutes of contact and rinse with potable water. Small-bottle tablet quantities in the source are inconsistent; see the note on Page 32.

Storage

Keep dry product cool, dry and securely closed, away from children; replace the lid after use and retain the desiccant supplied with the product. Store prepared spray solution in a cool, dry place, out of children's reach. Prevent contamination of water, food or feed during storage or disposal.

Rely+On® Virkon®

U.S. Instructions Reference | Dilution Tables & Preparation

Measure the water first, then add the product. All fluid-ounce amounts below are U.S. fluid ounces. A 4 fl oz bottle is a liquid-volume size, not 4 ounces by weight. The powder chart applies to the 500 g (17.6 oz) shaker bottle and 5 kg (176 oz) bucket in the source IFU.

Powder Mixing Table

Water to Measure	1% Solution	2% Solution	3% Solution
4 fl oz — Spray Bottle*	**¼ tsp powder***	**½ tsp powder***	**¾ tsp powder***
16 fl oz — 1 Pint	1 tsp	2 tsp	1 Tbsp
32 fl oz — 1 Quart	2 tsp	4 tsp	2 Tbsp
128 fl oz — 1 Gallon	8 tsp	16 tsp (⅓ cup)	½ cup
160 fl oz — 5 Quarts	10 tsp	20 tsp	10 Tbsp
640 fl oz — 5 Gallons	40 tsp	1⅔ cups	2½ cups

*** Added calculation:** the 4 fl oz powder amounts are one-quarter of the manufacturer's 16 fl oz amounts; this row is not in the original LANXESS table. For a 1% small batch, add **¼ teaspoon powder to 4 fl oz water**. Mix in a suitable larger container if the spray bottle needs headspace, then transfer the solution. Do not estimate by filling an unmarked bottle.

tsp = teaspoon; **Tbsp** = tablespoon. The 1%, 2% and 3% headings follow the manufacturer's U.S. dilution chart; use the concentration required for the application. A 1% solution remains effective as a broad-spectrum disinfectant for **7 days** [1, 2].

Tablet & Sachet Quantities — Original Manufacturer Entries

Product Form / Strength	16 fl oz	32 fl oz	128 fl oz	160 fl oz	640 fl oz
5 g Tablet (0.18 oz) / 1%	1	2	8	10	40
5 g Tablet (0.18 oz) / 2%	2	4	16	20	80
5 g Tablet (0.18 oz) / 3%	3	6	24	30	120
40 g Tablet (1.44 oz) / 1%	—	—	1	—	5
40 g Tablet (1.44 oz) / 2%	—	—	2	—	10
40 g Tablet (1.44 oz) / 3%	—	—	3	—	15
50 g Sachet (1.8 oz) / 1%	—	—	—	1	4
50 g Sachet (1.8 oz) / 2%	—	—	—	2	8
50 g Sachet (1.8 oz) / 3%	—	—	—	3	12

Numbers are whole tablets or whole sachets. A dash means the source gives no entry; it does not authorize splitting tablets. For the additional small 3% batch, the source table lists one 5 g tablet in **170 mL (5.75 fl oz)**, while its CPR text mentions a premarked **5.3 oz** bottle. These are not interchangeable: follow the current package directions or use the unambiguous three-tablet / 16 fl oz preparation.

Preparation & Spray-Bottle Use

Powder: after removing gross dirt from the surface, put the measured water in a suitable container, add the chart quantity of powder, cap and gently shake until completely dissolved. Apply using a sponge, brush or sprayer. For the 1% hard-surface disinfection procedure, maintain visible wetness for 10 minutes, then air-dry; rinse food-contact surfaces with potable water.

Tablets: the standard 1% batch uses one 5 g tablet per pint of water. Cap and gently shake until dissolved. For a tablet packaged with an empty 16 oz bottle, fill with water, add the tablet, dissolve and replace the cap with the sprayer.

Matched sachet/bottle packs: fill the supplied bottle with water, empty the complete matched sachet into it, cap and gently shake to dissolve; fit the sprayer. A full sachet is **not** the 4 fl oz powder dose.

Premixed solution: do not assume indefinite effectiveness. Record the mixing date and prepare a fresh batch when the label's usable period has elapsed. Read all precautions on Page 31.

Additional Labeled Applications

Crisis-scene hard surfaces: use the 1% preparation and 10-minute wet contact time for the labeled bacterial/viral organisms; observe the medical-instrument exclusions on Page 31.

Respirator face plates: disassemble per the equipment instructions and remove gross dirt. Submerge or spray using 1% solution; keep wet for 10 minutes. Rinse thoroughly with water and allow to dry.

Blood, body fluids or vomit: cover the soiled area with powder, wait 10 minutes and scoop into a plastic bag for infectious-waste handling. Follow with 1% solution on the surface for 10 minutes of wet contact, then air-dry.

HIV-1, HBV and HCV decontamination: for previously soiled environmental surfaces, use disposable gloves, gown, mask and eye protection. Thoroughly remove blood/body fluids using a cleaner **before** disinfecting. Keep the cleaned surface wet with disinfectant for 10 minutes. Autoclave and dispose of infectious materials according to local rules.

Manufacturer: LANXESS Corporation, 111 RIDC Park West Drive, Pittsburgh, PA 15275. Product information: (800) LANXESS / +1 412 809 1000. Rely+On and Virkon are LANXESS trademarks. This independently reformatted reference and its added calculations are not a new manufacturer-issued label.