NTS
NESPA TILED SPAS

HOW TO CONTROL MY NESPA

A GUIDE TO CONNECTING AND CONTROLLING YOUR SPA FROM ANYWHERE.

SMART CONTROL
Manage your spa anytime, anywhere.

EASY SETUP
Simple steps for a seamless experience.

CONNECTED SUPPORT
Your spa. Our team. Always connected.



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ControlMySpa™ App for the smart device

Step 1: Download App **(DO NOT CREATE ACCOUNT YET)**

FOR IPHONE® OR IPAD® (IOS/APPLE)

Search the Apple iOS App Store for "controlmyspa"

Or Use this link: https://goo.gl/j31t1V

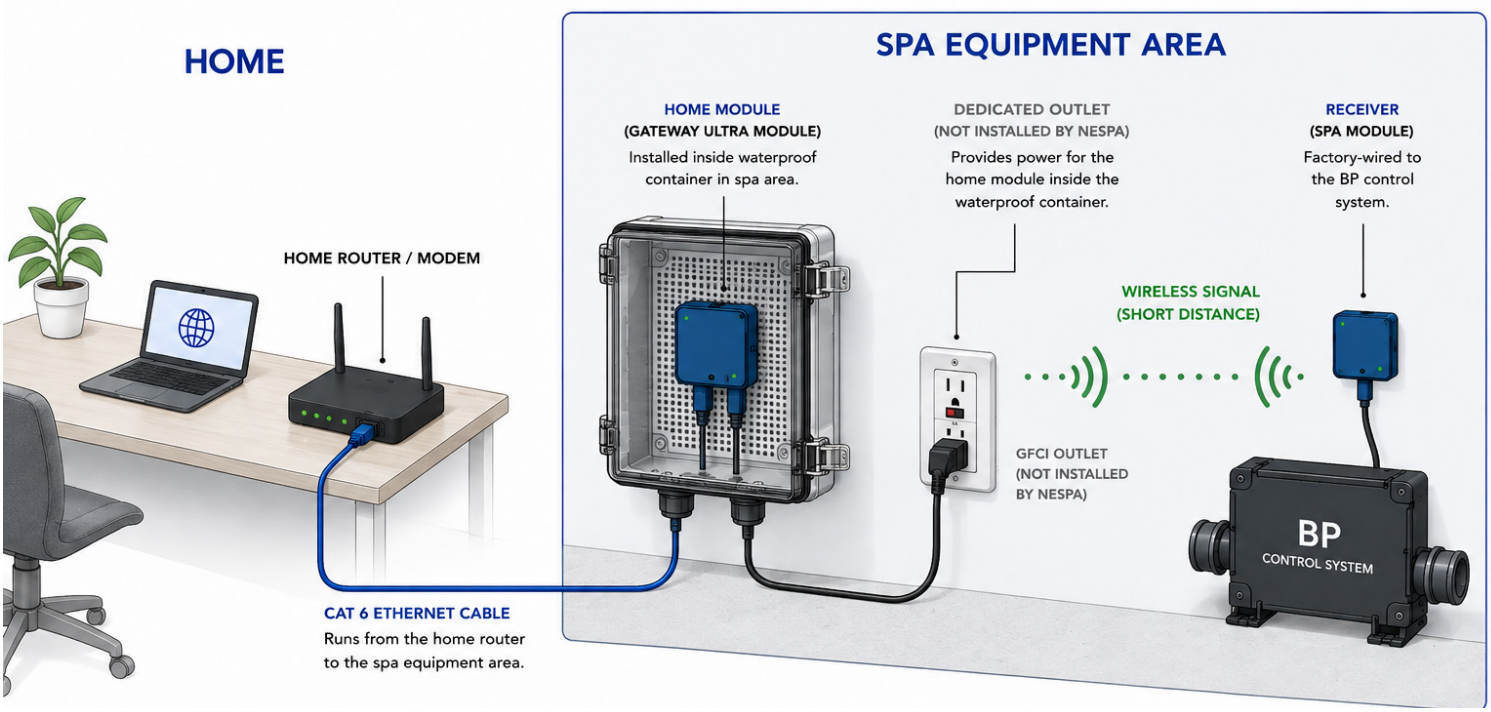
Available on the iPhone App Store

FOR ANDROID® PHONES/TABLETS

Search Google Play App Store for "controlmyspa"

Or Use this link: https://goo.gl/CG4Yci

ANDROID APP ON Google play



Step 2: Proper Connection

Before Continuing make sure the your set up is property connected. The Receiver Gateway comes preinstalled in your NESPA.

Connect Emitter GATEWAY ULTRA

The ControlMySpa signal emitter requires both power and an Ethernet connection. For the most reliable performance, the signal emitter should be installed as close to the spa equipment as possible and connected using a hardwired Ethernet connection.

There are three approved connection methods Nespa recommends using Method 1 whenever possible.

Method 1: Preferred (Page 4)

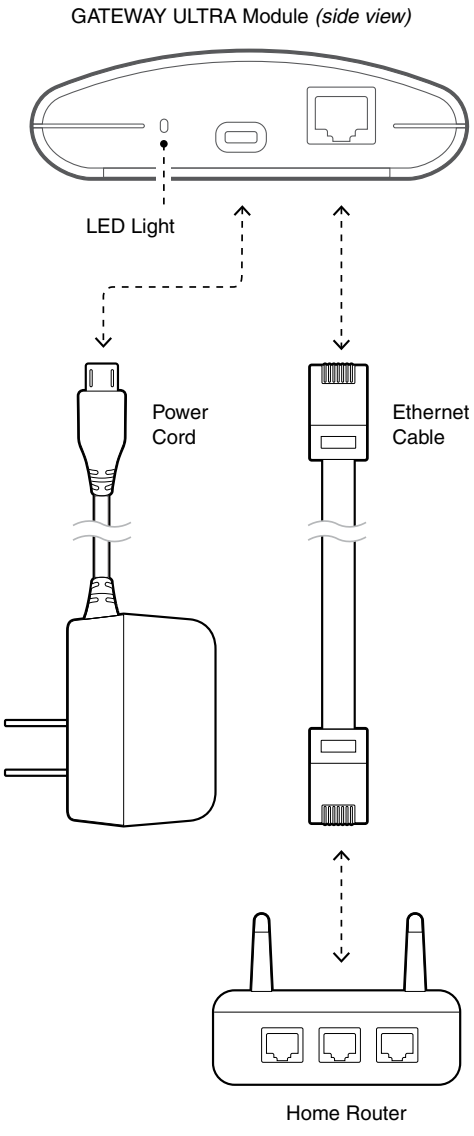
Dedicated Outlet and Ethernet Cable Inside Spa Equipment Area

Method 2: (Page 5)

Power line Pass-Through Adapter Installation

Method 3: (Page 6)

Signal Emitter Installed Near the Internet Modem



LED Light Chart (E)

This chart applies to the home and spa GATEWAY ULTRA modules.

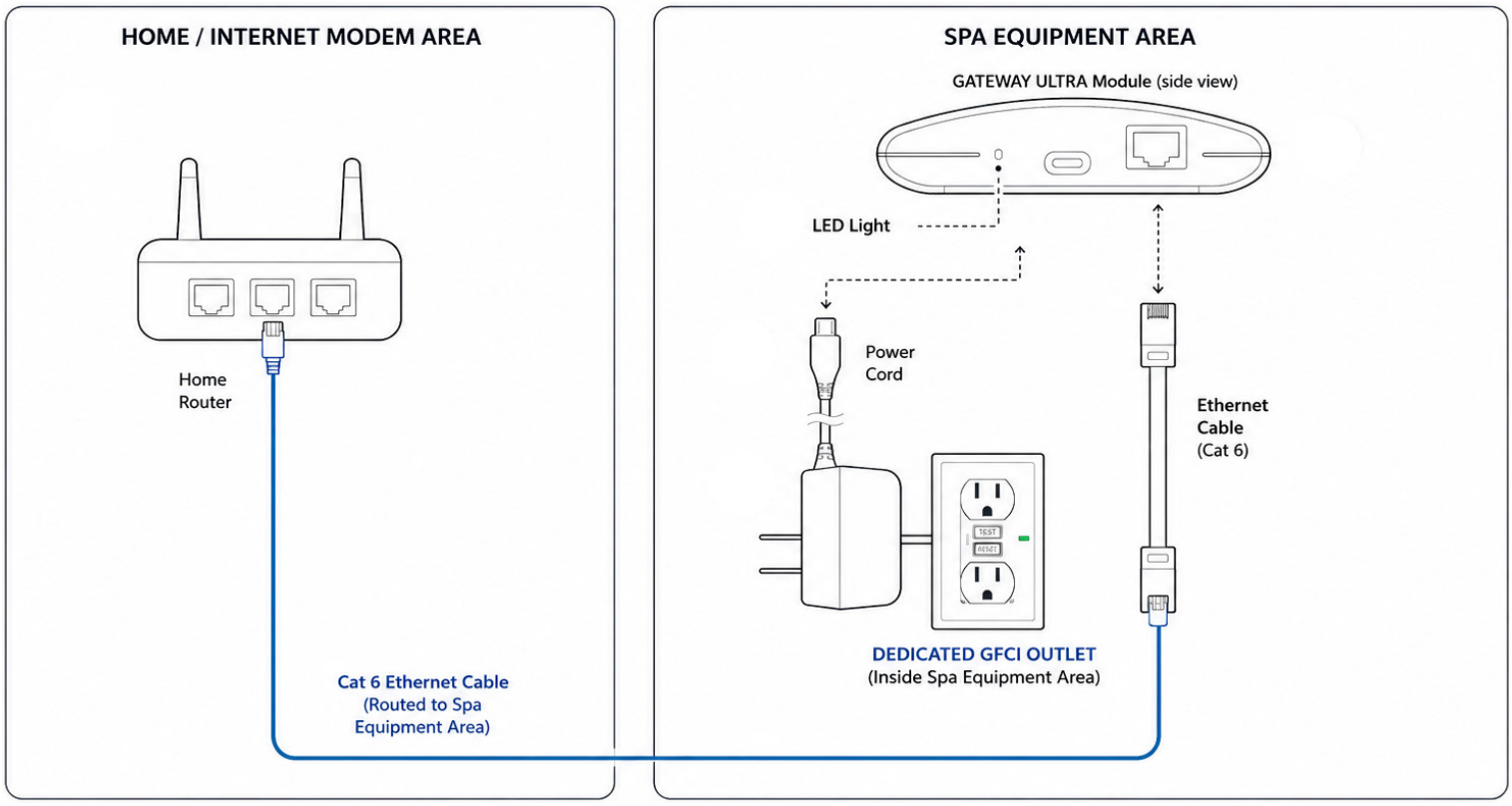
- Red - Solid: The Emitter and the Reciever are not connected.
- Red - Blinking: Emitter and Receiver GATEWAY ULTRA modules are connected, but no connection to the spa controller.
- Blue - Blinking: Remote software update is underway. Do not unplug power.
- Green - Blinking: CMS™ GATEWAY ULTRA Receiver and Emitter modules RF is connected, but no connection to internet.
- Green - Solid: Spa successfully connected to internet. No errors.

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METHOD 1

PREFERRED

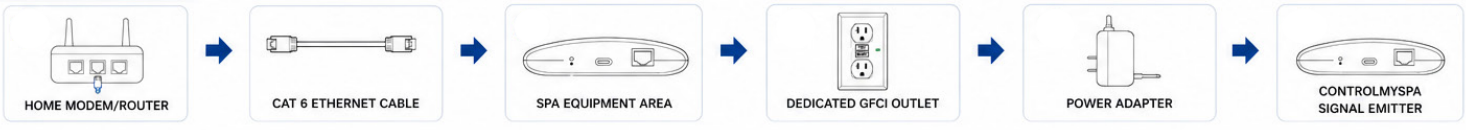
DEDICATED OUTLET AND ETHERNET CABLE INSIDE SPA EQUIPMENT AREA



A dedicated power outlet should be installed inside the spa equipment area. A cat 6 Ethernet cable should be routed from tje home internet moden or router to the spa equipment area. The ControlMySpa signal emitter can then be plugged directly into the outlet and connected directly to the Ethernet cable.

This method provides the strongest and most stable connection because the signal emitter is powered directly at the spa and connected with a direct Ethernet line. This helps prevent weak signal issues, connection drops, or communication problems between the spa and the ControlMySpa system.

RECOMMENDED SETUP



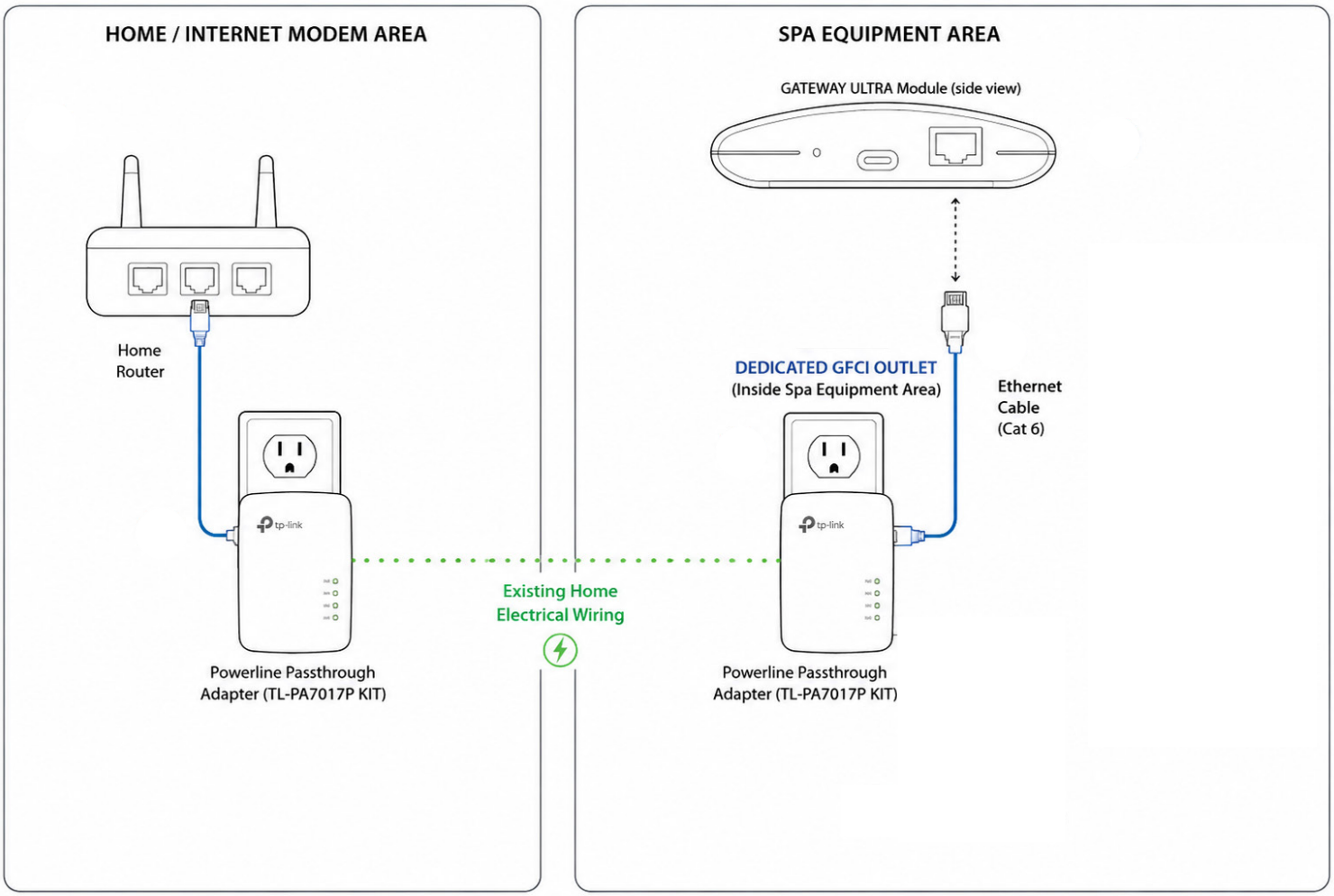
BENEFITS

- **Most reliable connection** — Provides the strongest and most stable performance.
- **Reduces signal loss** — A direct Ethernet connection minimizes interference and signal degradation.
- **Helps prevent connection issues** — Reduces the risk of drops, timeouts, and communication problems.
- **Best option for long-term performance** — Designed for consistent and dependable operation.
- **Recommended for all new installations** — The preferred method for all new spa installations.

NTS NESPA TILED SPAS

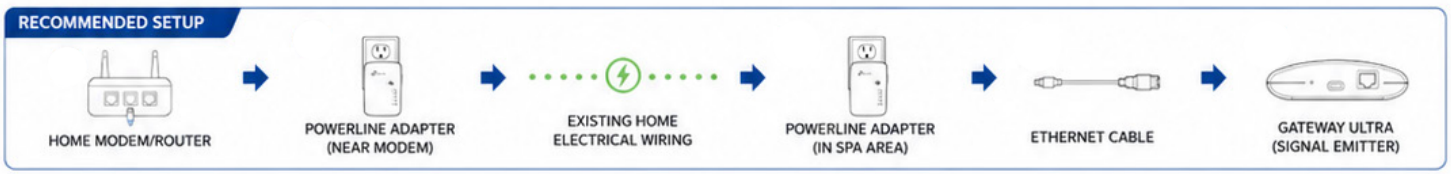
METHOD 2

POWER LINE PASS-THROUGH ADAPTER INSTALLATION



Power line pass-through adapters use our home's electrical wiring to carry the internet signal from your modem or router to the spa equipment area. The ControlMySpa signal emitter is powered directly at the spa and connects to the adapter with an Ethernet cable.

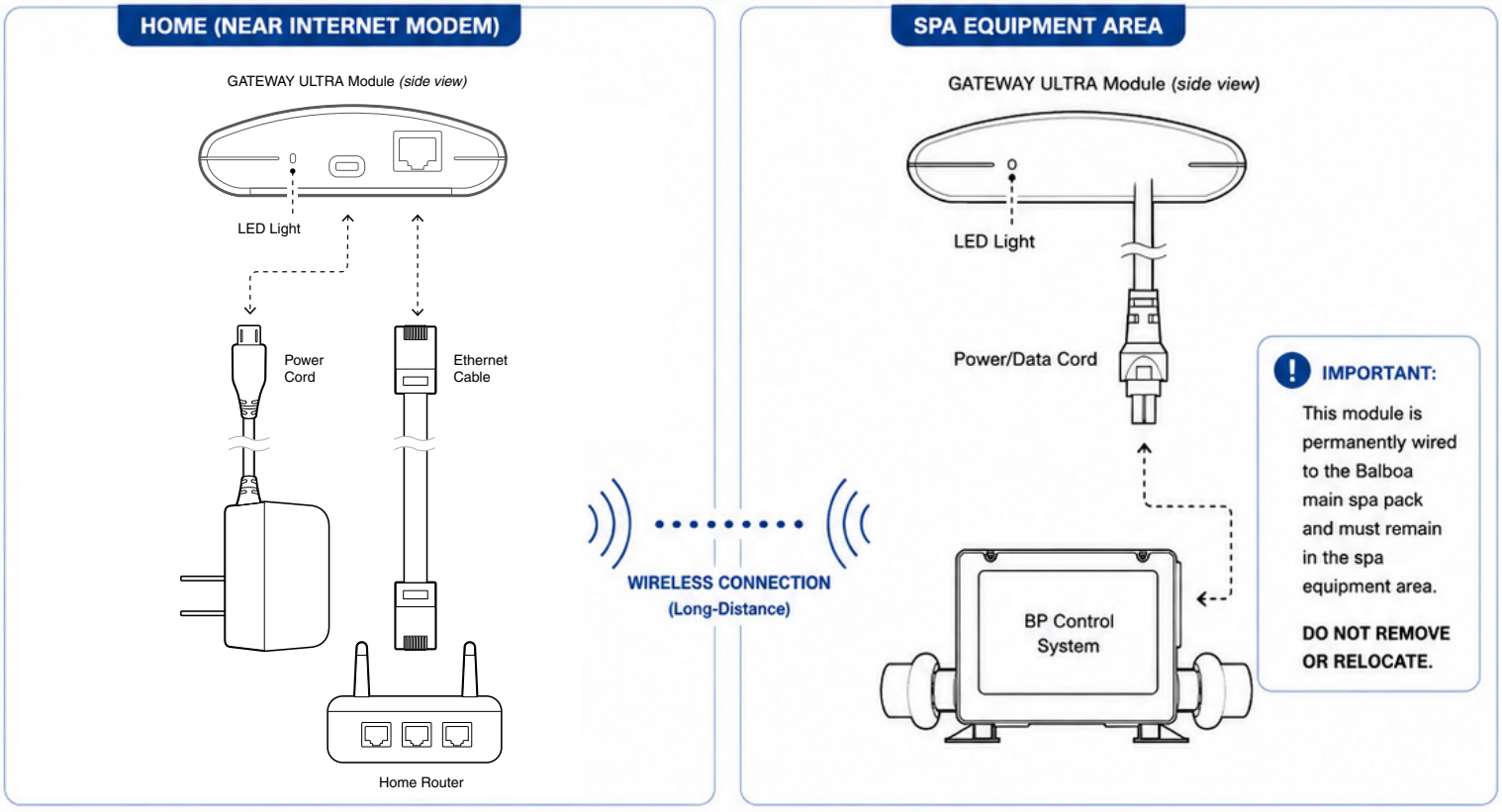
This method is a great alternative when running an Ethernet cable is not possible. it provides a stable hardwired connection with minimal installation effort and consistent performance.





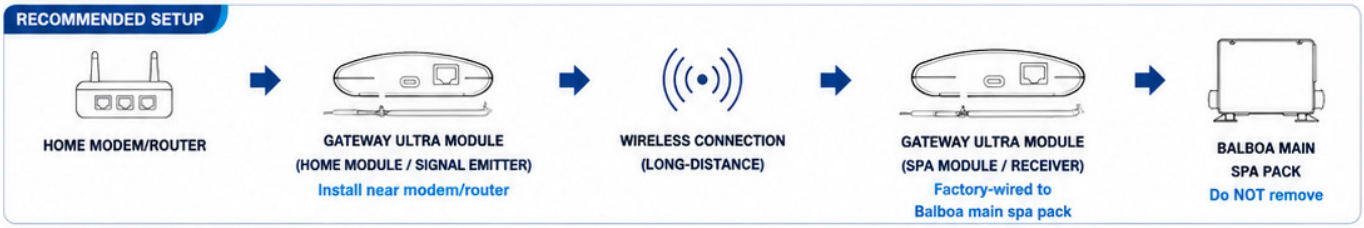
METHOD 3

SIGNAL EMITTER INSTALLED NEAR THE INTERNET ROUTER



Method 3 should be used when a dedicated power outlet and/or a Cat 6 Ethernet cable cannot be run to the spa equipment area. This method uses the standard Balboa ControlMySpa wireless configuration. The Home Module (signal emitter) is removed from the waterproof enclosure and installed near the home internet modem or router, where it is powered from a nearby outlet and connected to the router with an Ethernet cable.

The Spa Module remains inside the spa equipment area and is factory-wired directly to the Balboa main control pack from factory. The two modules then communicate wirelessly with each other to provide internet connectivity to the ControlMySpa system. Because this method relies on a longer-distance wireless connection, signal strength may be affected by distance, walls, building materials, or other sources of interference, which is why NESPA recommends Methods 1 or 2 whenever possible.



BEFORE CONTINUING

IMPORTANT NOTE:
The email address used during the initial spa startup and ControlMySpa® setup will become the designated primary account for the spa. Only one primary account is permitted per spa system. To access and control the spa from multiple devices or phones, additional users must log in using the primary account credentials.

1. Make sure you have the correct credentials.

- **FOR INSTALLERS: DO NOT LOGIN USING YOUR OWN INFORMATION. USE SPA OWNERS INFORMATION.**

2. Make sure you have your CMS Code

WHAT IS A CMS™ CODE?

- CMS™ Code is an 8 digit letter/number combination that all Spa owners must have to use spas equipped with the ControlMySpa™ system
  A. The CMS™ code is supplied by NESPA.
- Spa owners will need this CMS™ code to setup and connect their spas in the ControlMySpa™ database.
- The CMS™ code connects your spa to your OEM and Dealer for service and support

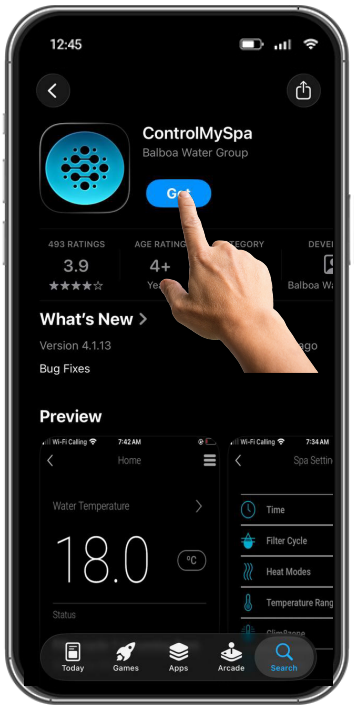
3. From Here on you will need to move near your spa. (Within 10ft/ 3 meters)

- You will need to connect to your spa via bluetooth.

ACCOUNT SETUP

STEP 3: CREATING A CMS ACCOUNT

SKIP TO STEP 4 IF ALREADY HAVE ACCOUNT



STEP 1:

Download from app store/play store

FOR IPHONE® OR IPAD® (IOS/APPLE)

Search the Apple iOS App Store for "controlmyspa"

Or Use this link: https://goo.gl/j31t1V

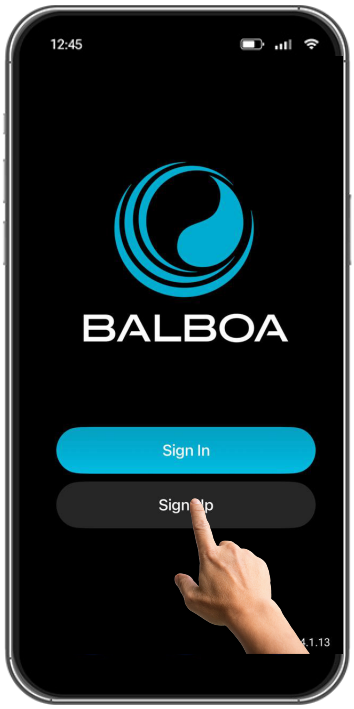
App Store

FOR ANDROID® PHONES/TABLETS

Search Google Play App Store for "controlmyspa"

Or Use this link: https://goo.gl/CG4Yci

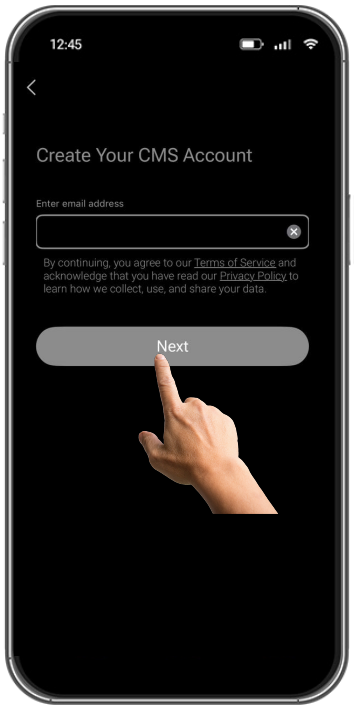
Google play



STEP 2:

Press "SIGN UP"

This will take you to the sign up page



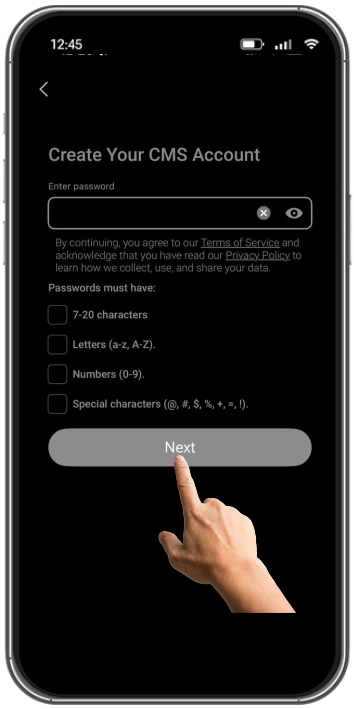
STEP 3:

Enter your email

then press "NEXT"

This email will the be the only email linked your spa

Email is going to be shared with anyone who will want to control remotely.



STEP 4:

Create a password

then press "NEXT"

Password is going to be shared with anyone who will want to control remotely.

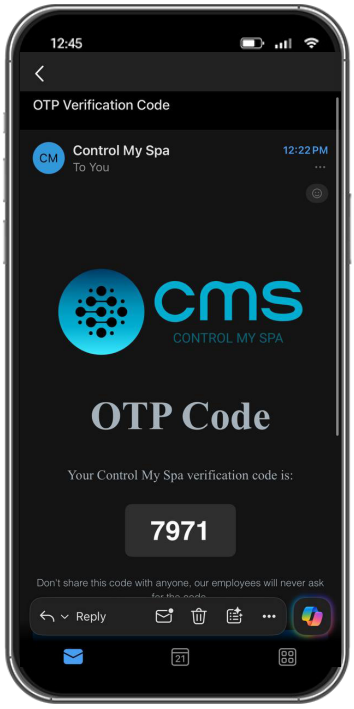
ACCOUNT SETUP



STEP 5:

Enter name of account owner

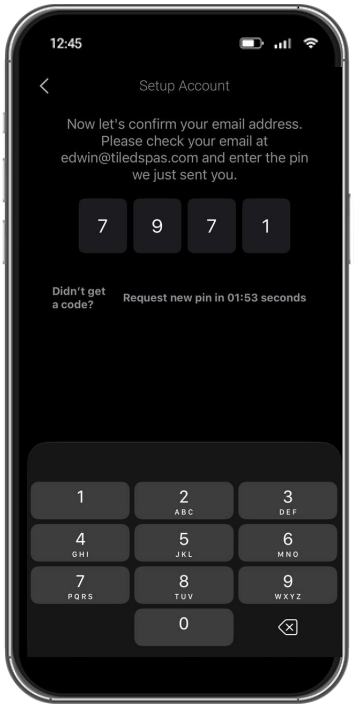
then press "NEXT"



STEP 6:

Go to your email and copy the "OPT" code sent by "Control My Spa"

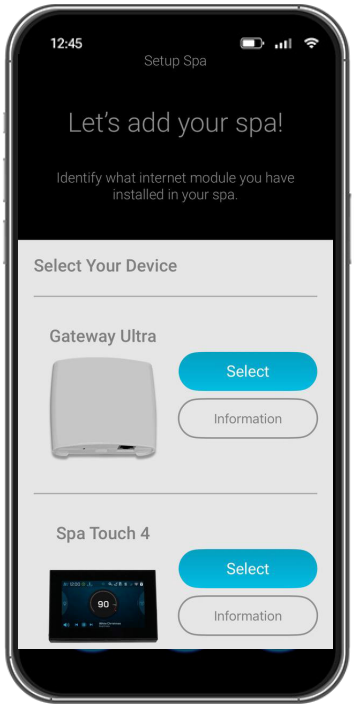
Code expires in 2 minute after pressing "NEXT" on step 5.



STEP 7:

Enter the "OPT" code from email

Code expires in 2 Minutes



STEP 8:

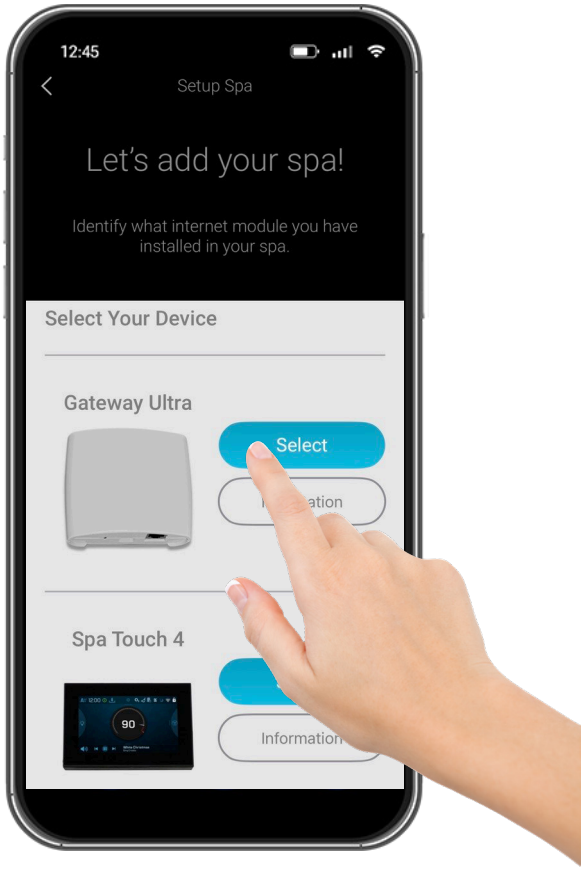
You have successfully created your ControlMySpa account.

Continue if your spa is operational and your internet connection is established

If spa isn't ready close app and continue when ready

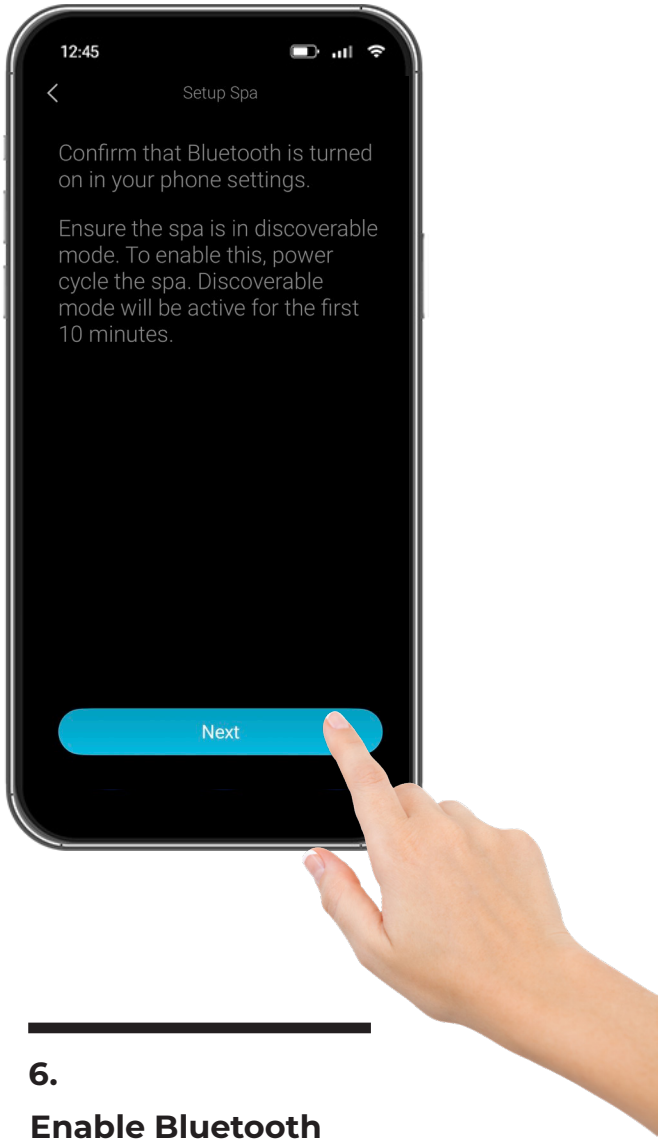
SPA PAIRING

STEP 4: CONNECTING CMS ACCOUNT TO SPA



5.

Select the Device



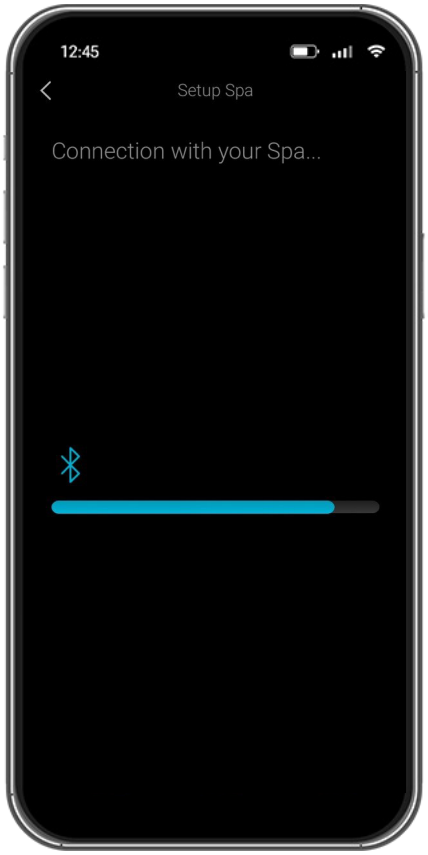
6.

Enable Bluetooth on Smart Phone

Press "Next" after enabled

SPA PAIRING

STEP 4: CONNECTING CMS ACCOUNT TO SPA



7.

Connecting to spa

Stay within 10 ft/ 3 meters of spa while connecting



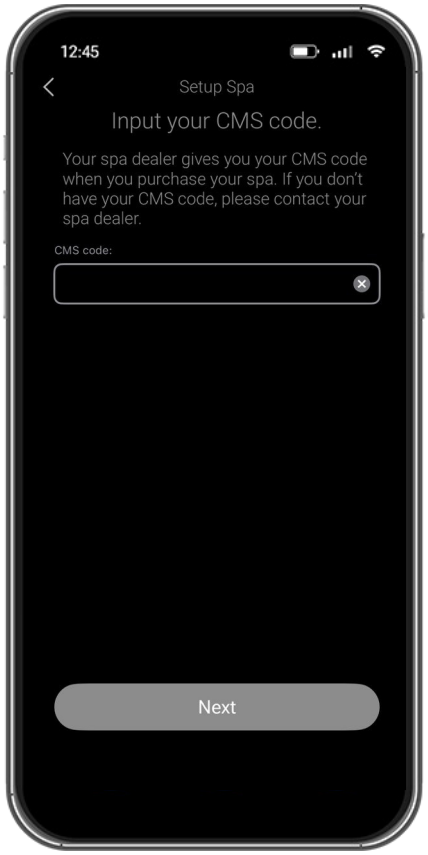
8.

Match Serial Number

Locate your unique serial number on the your emitter and make sure they serial on the screen are the same

SPA PAIRING

STEP 4: CONNECTING CMS ACCOUNT TO SPA



9.

Enter CMS Code

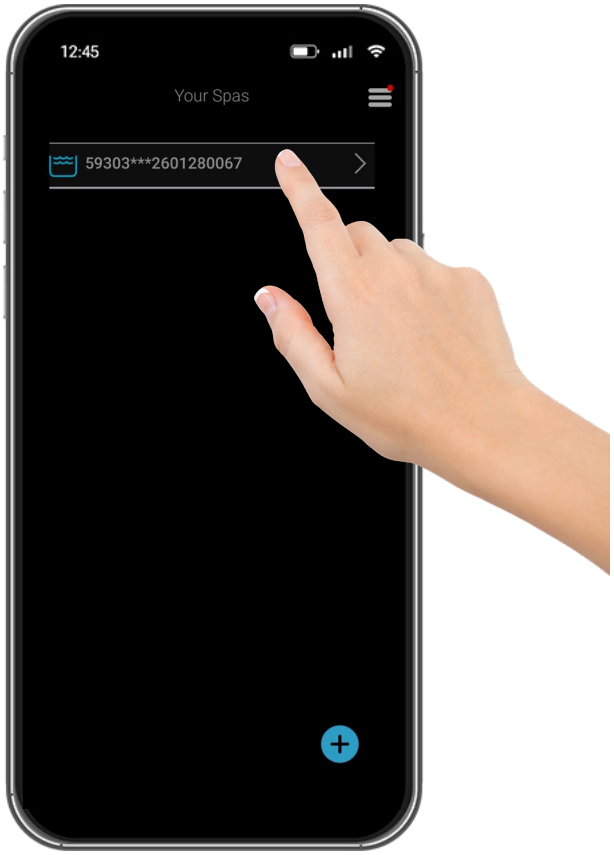
Enter the correct CMS code given by NESPA

NTS NESPA TILED SPAS

HOW TO USE

Step 5: First Start up





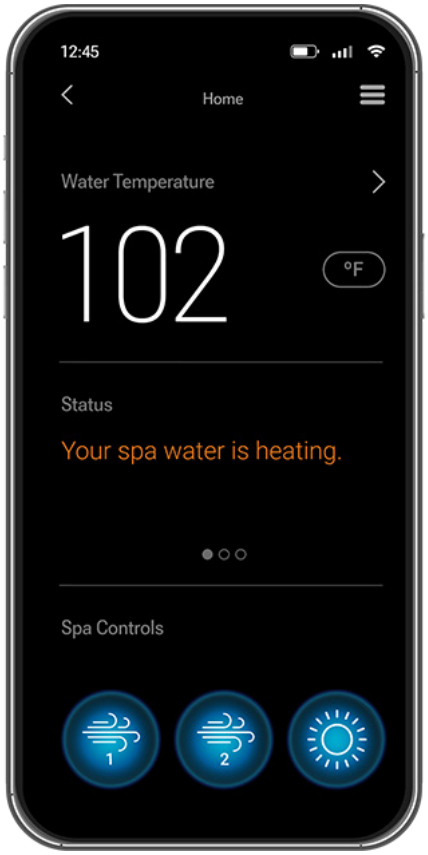
1.
Login

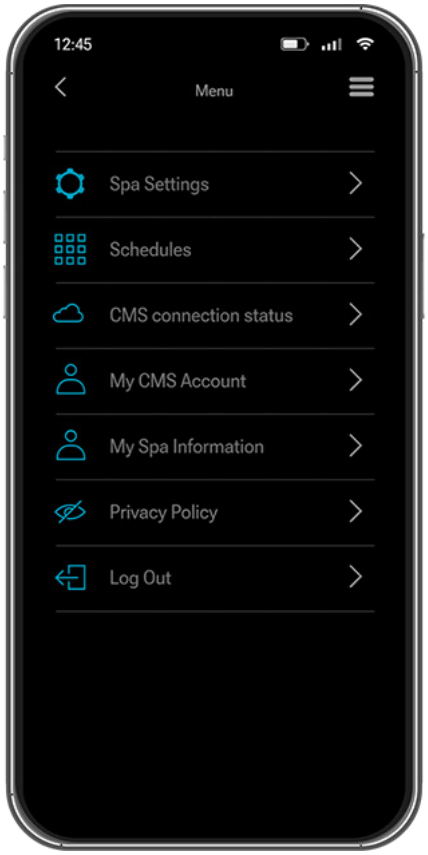
You finished creating your primary account. Login to operate

2.
Select Your Spa

HOW TO USE

Step 5: First Start up





3.
Finished

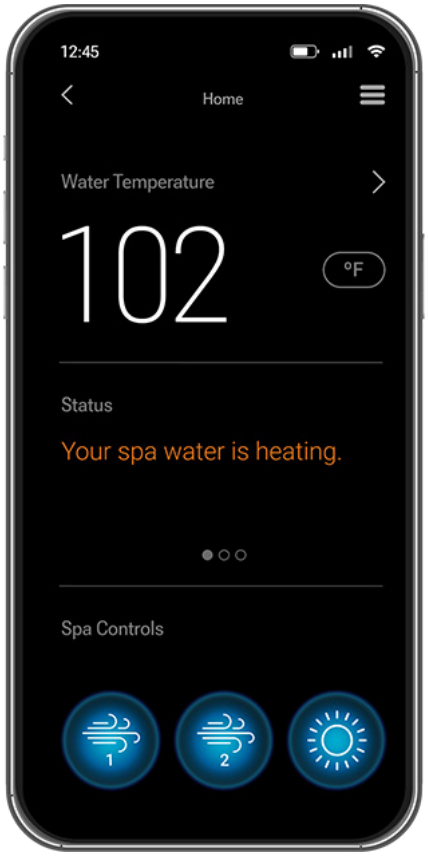
Your NESPA is ready to be controlled remotely anywhere you have access to internet

4.
Operating

Now you are able to control
- Temperature
- Pumps (jet/Circulation)
- Light
- Filter Cycle
- Scheduling

HOW TO USE

App Walk-through



Home Screen

The Home Screen is the main control page of the ControlMySpa™ app. It provides a quick view of the spa's current condition and gives access to the most frequently used controls.

- **Water Temperature** – Displays the spa's current water temperature. Tap this area to view or change the desired set temperature.
- **Temperature Unit** – Displays the temperature in °F or °C, depending on the selected setting.
- **Status** – Shows what the spa is currently doing, such as heating, maintaining temperature, or another operating condition.
- **Spa Controls** – Provides quick access to available equipment such as jet pumps, circulation functions, and spa lighting. The controls shown may vary depending on the NESPA configuration.
- **Page Indicators** – The small dots indicate that additional control screens may be available. Swipe left or right to move between them.
- **Menu Icon** – Tap the three-line menu icon in the upper-right corner to access Spa Settings, Schedules, CMS account information, spa information, support, event logs, fault logs, notifications, and other app functions.

The Home Screen is designed to give you the most important spa information and everyday controls in one place.

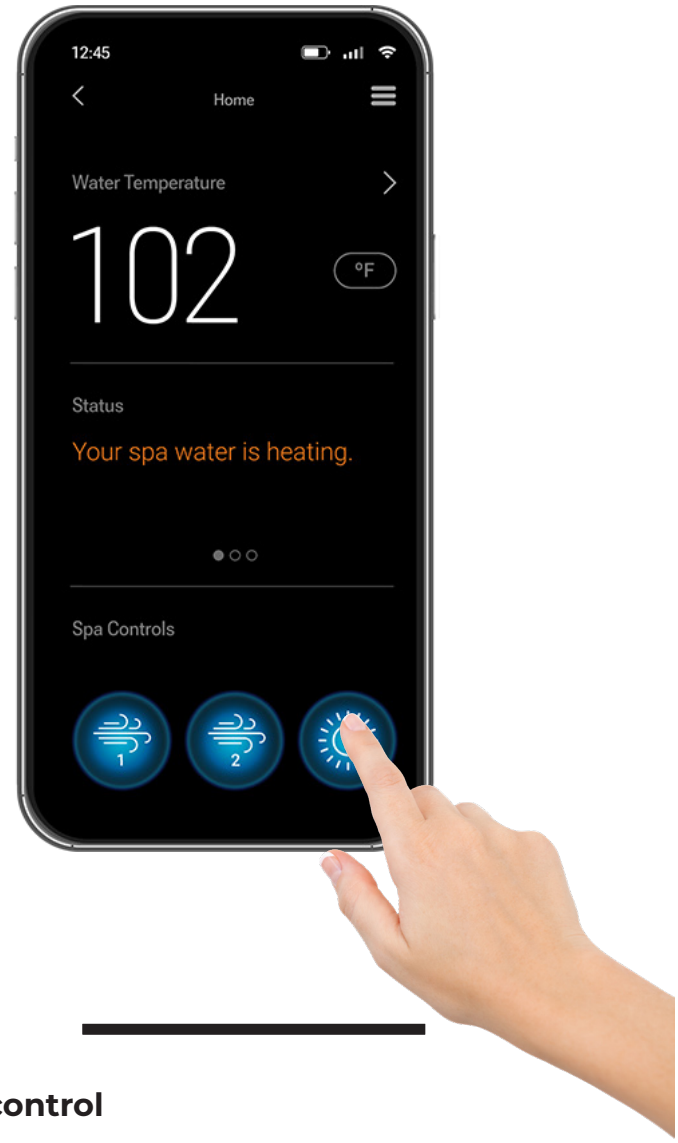
ControlMySpa Interface

Your NESPA is ready to be controlled remotely anywhere you have access to internet

HOW TO USE

App Walk-through





4.

Adjusting Temperature

1. From the Home screen, tap Water Temperature or the arrow (>) next to it.
2. Adjust the Set Temperature to your desired temperature.
3. Confirm or save the new temperature if prompted.
4. Return to the Home screen. The displayed temperature is the current water temperature, and the spa will heat toward your selected set temperature when the system is in the appropriate heat mode.

Note: Your spa must be connected to ControlMySpa for remote temperature changes to be sent to the spa.

4.

Spa control

The Spa Controls are located at the bottom of the Home Screen and provide quick access to the spa's main operating features. The available buttons may vary depending on the NESPA model and equipment configuration.

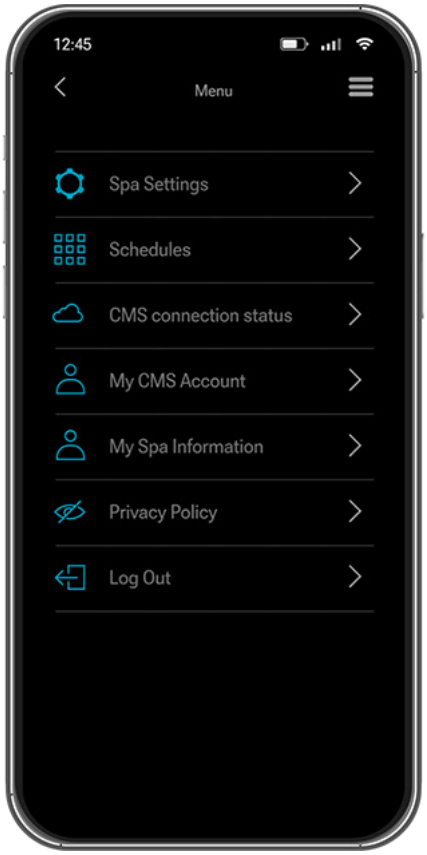
- **Jet Pump 1** – Tap to turn the first jet pump ON or OFF.
- **Jet Pump 2** – Tap to turn the second jet pump ON or OFF, when equipped.
- **Spa Light** – Tap the light control to turn the spa lighting ON or OFF. Additional light functions may depend on the installed lighting system.

Control Status – The button appearance changes when a function is active, allowing you to quickly see which spa equipment is currently operating.
These controls allow you to operate the spa's most commonly used functions directly from the Home Screen without entering the settings menu. The manual identifies these Home Screen operating functions as the spa's pumps and light controls.

NTS NESPA TILED SPAS

HOW TO USE

App Walk-through



App Menu

The App Menu is the main navigation area for additional ControlMySpa™ features and settings. Tap the three-line Menu icon in the upper-right corner of the Home Screen to open it.

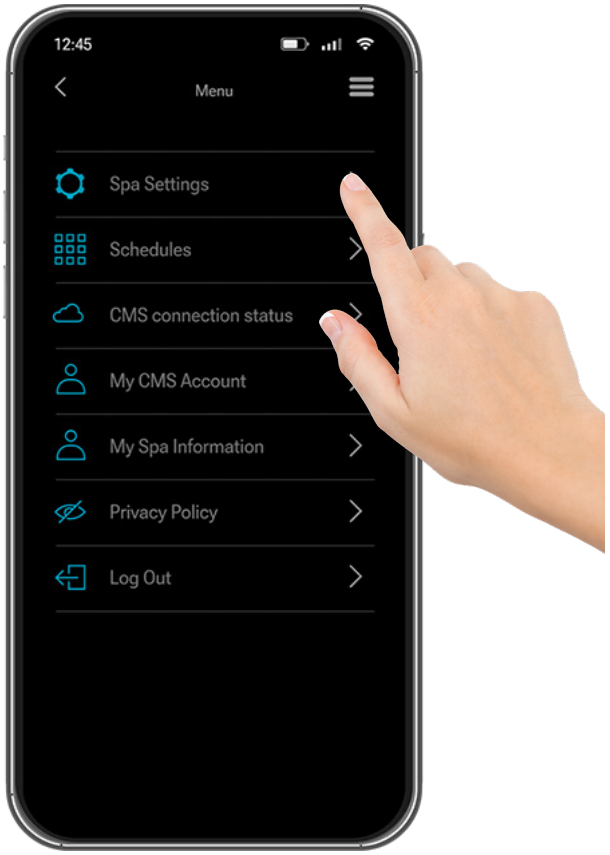
- **Spa Settings** – Adjust spa operating settings such as time, filter cycles, heat modes, and temperature range.
- **Schedules** – Create automatic schedules for temperature and heat mode changes at selected times and days.
- **My CMS Account** – View or update information associated with the ControlMySpa™ account.
- **Remote Support** – Provides access to support-related functions for the connected spa.
- **My Spa Information** – Displays technical information about the spa and ControlMySpa™ system, including the serial number, software version, setup information, registration information, and dealer information.
- **Event Logs** – Displays a history of system activity and communication events.
- **Fault Logs** – Displays detected spa system faults. If no active or recorded faults are present, the screen will show “No Fault.”
- **Notifications** – View ControlMySpa™ system messages, maintenance notices, and other notifications.
- **Privacy Policy** – Opens the ControlMySpa™ privacy information.
- **Logout** – Signs the current user out of the ControlMySpa™ account.

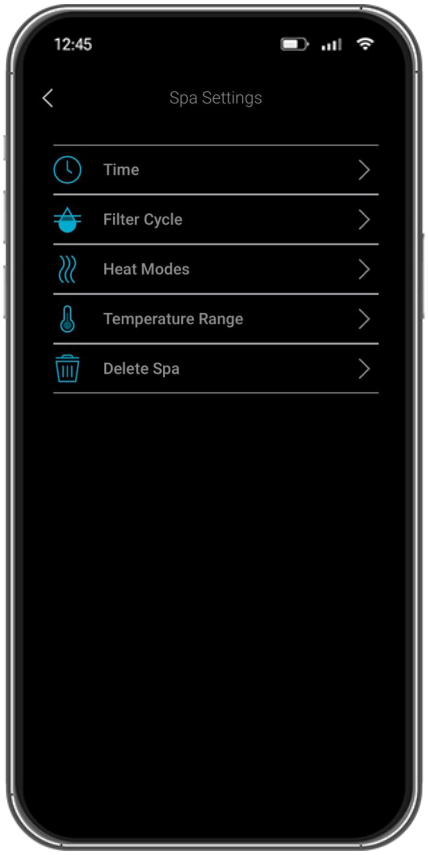
The App Menu is primarily used for configuration, scheduling, system information, troubleshooting, and account management, while normal day-to-day spa operation is performed from the Home Screen

NESPA TILED SPAS

HOW TO USE

App Walk-through





Spa Setting

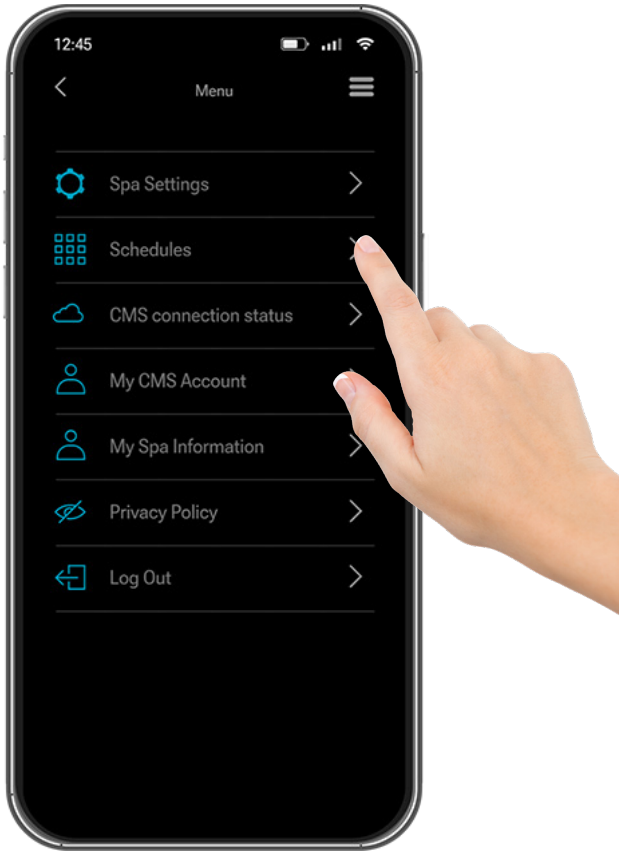
The Spa Settings menu is used to configure how your NESPA operates. From the App Menu, select Spa Settings to access Time, Filter Cycle, Heat Modes, Temperature Range, and Delete Spa.

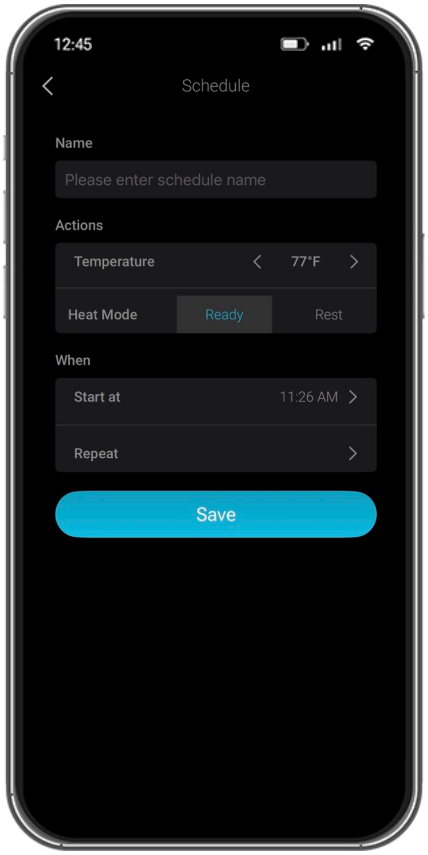
- **Time:** Controls how the spa time is displayed in the app. Select either 12 Hour for AM/PM format or 24 Hour for military-style time, then tap Update to save the selection.
- **Filter Cycle:** Determine when the spa automatically circulates water for filtration. Under Filter Cycle 1, select Start at to choose when filtration begins, then select Runs to choose how long the cycle will operate. Filter Cycle 2 can be enabled if an additional filtration period is needed. After making changes, tap Update to save the settings.
- **Heat Modes:** Determines when the spa is allowed to heat the water. Ready Mode maintains the water close to the Set Temperature throughout the day and is recommended when the spa is used regularly. Rest Mode heats the water only during scheduled filter cycles and may be useful when the spa will not be used for an extended period. Ready-in-Rest Mode is a temporary function of Rest Mode; when the jets are activated, the system temporarily attempts to maintain the Set Temperature for approximately one hour.
- **Temperature Range:** Determines the temperatures that can be selected as the spa's Set Temperature. High Range allows approximately 80°F–104°F (26.5°C–40°C). Low Range allows approximately 50°F–99°F (10°C–37°C). Select the range appropriate for how the spa will be used. Available temperatures may vary depending on the spa configuration, and freeze protection remains active in both ranges.
- **Delete Spa**: removes the spa from the ControlMySpa™ account. Selecting this option will remove the spa from the spa list, delete its schedules, and prevent the account from controlling the spa through CMS. To confirm deletion, enter the spa's serial number exactly as requested on the screen, then tap Delete. Only use this option when you intentionally want to remove or unlink the spa from the account.

NTS NESPA TILED SPAS

HOW TO USE

App Walk-through





Schedules

The Schedules feature allows you to automatically change the spa's temperature and heat mode at selected times. This can be useful for preparing the spa before regular use or reducing heating when the spa is not needed.

- From the App Menu, select Schedules. Any existing schedules will appear on this screen. If no schedules have been created, the screen will display "No Schedules". Tap the + button in the lower-right corner to create a new schedule.
- When creating a schedule, enter a Schedule Name so it can be easily identified. Under Actions, select the desired Temperature and choose the Heat Mode you want the spa to use, such as Ready or Rest. Under When, select Start at to choose the time the schedule should begin, then select Repeat to choose which days the schedule should run.
- After all settings are selected, tap Save. The new schedule will then appear in the Schedules list and will automatically apply the selected temperature and heat mode at the programmed time.

Note: The spa must be connected to ControlMySpa™ for scheduled changes to communicate properly with the spa.

NTS
NESPA TILED
SPAS



NESPA TILED SPAS

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7:00AM to 6:00PM PST

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