

Jacuzzi JS models Service Reference Guide



Specifications:

- JS-1i [Page 2](#)
- JS-2i [Page 3](#)
- JS-3i [Page 4](#)

How to replace:

- Power supply [Page 5](#)
- Keypad [Page 6](#)
- Ceiling light [Page 7](#)
- LED Strip [Page 8](#)
- Red light therapy & chromotherapy... [Page 9](#)
- Speaker Bar [Page 10](#)
- Temperature/Smoke sensor [Page 11](#)
- Bluetooth/audio [Page 12](#)

Troubleshooting:

- Full-spectrum heaters [Page 13](#)
- Far-infrared heater panels [Page 14](#)
- Keypad [Page 15](#)
- Door/glass alignment [Page 16](#)
- Bluetooth/audio [Page 17](#)

Jacuzzi JS-1i



Sauna Dimensions:

Exterior - 45 x 50 x 78
Interior - 42 x 47 x 75

Shipping Dimensions:

Box 1: 48.5 x 52.25 x 11.25
Box 2: 75.20 x 41.75 x 11.75
Box 3: 75.20 x 41.75 x 10.00
Box 4: 78 x 3 x 3
Box 5: 47.25 x 12.25 x 15.50
Box 6: 20.25 x 18.90 x 7.25
Total weight: 510 lbs.
Pallet: 80 X 36 X 87 - 608 lbs

Electrical: 120v / 20A (NEMA 5-20p)

Draw: 2150w / 120v / 17.92a

Jacuzzi JS-2i



Sauna Dimensions:

Exterior - 54 x 50 x 78
Interior - 51 x 47 x 75

Shipping Dimensions:

Box 1: 57.25 x 52.20 x 11.25
Box 2: 75.25 x 51 x 11.75
Box 3: 75.25 x 51 x 10
Box 4: 78 x 3 x 3
Box 5: 47.25 x 12.25 x 11.25
Box 6: 20.25 x 18.9 x 7.0
Total weight: 610 lbs.
Pallet: 80 X 36 X 88 718 lbs

Electrical: 240v / 15 amp (NEMA 6-15p) **Draw:** 2390w / 240v / 9.96a

Jacuzzi JS-3i



Sauna Dimensions:

Exterior - 74 x 50 x 78
Interior - 71 x 47 x 75

Shipping Dimensions:

Box 1: 77.5 x 52.25 x 11.25
Box 2: 75.25 x 41.75 x 11.85
Box 3: 75.25 x 71.10 x 9.85
Box 4: 78 x 3 x 3
Box 5: 47.25 x 12.25 x 11.65
Box 6: 47.25 x 12.25 x 11.65
Box 7: 20.25 x 18.90 x 7.25
Total weight: 710 lbs.
Pallet: 80 X 36 X 88 828 lbs

Electrical: 240v / 15 amp (NEMA 6-15p) **Draw:** 3690w / 240v / 15.38a

Power Supply Replacement

What You will Need:

- Phillip's Head Screwdriver

Caution: **Unplug the sauna before handling any wiring or electrical components**

Step 1: Remove the bench by sliding it out, to access the power supply unit. (optional: remove the bench support panel for easier access)

Step 2: Disconnect the main power cord molex and all heater plugs from the front of the power supply unit.



Step 3: Remove the upper cover plate from the power supply unit to reveal the wiring and Molex connectors. There will be four screws attaching the upper cover plate (see pic, circled in red).

Once this has been removed, disconnect each Molex connector.

Step 4: Unscrew the four screws holding the power supply unit to the wall (see pic, circled in green). Remove the power supply.

Step 5: Carefully position the new power supply into place, ensuring all wiring is routed into the upper channel portion. Reinstall the attaching screws to fix the power supply unit in place.

Step 6: Reconnect all Molex connectors in the upper channel - make sure each wire set is matched to the appropriate connector by matching the colored wires and connector type. Reinstall the upper cover plate.

Step 7: Plug in each heater plug, ensuring the labeled numbers match each plug (#1-6). Reconnect the main power cord Molex.

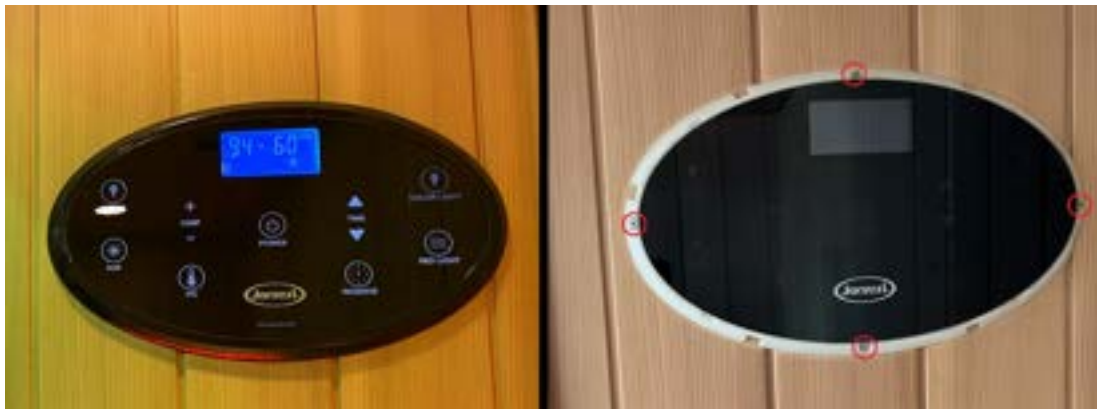
Keypad Replacement

What You will Need:

- Phillip's Head Screwdriver
- Flathead Screwdriver or Pry Tool

Caution: **Unplug the sauna before handling any wiring or electrical components**

Step 1: To remove the keypad, first remove the trim ring around the keypad - this can be easily removed using a thin flathead screwdriver or pry tool (be careful not to damage the ring or the surrounding wood).



Step 2: Once the trim ring has been removed, unscrew the four screws to remove the keypad.

Step 3: Carefully disconnect the keypad data cable from the keypad.

Step 4: Plug the data cable into the new keypad, then screw it back onto the wall (be careful not to overtighten the screws). Replace the trim ring by pressing it back in place. Once this has been completed, restore power to the sauna and test the keypad.



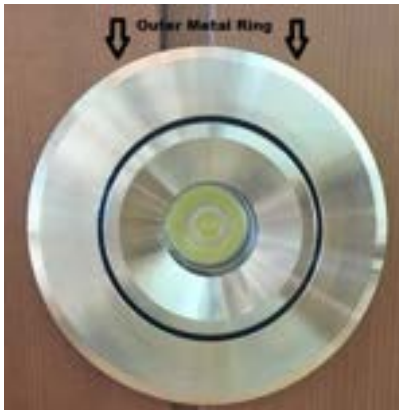
Ceiling Light Replacement

Caution: **Unplug the sauna before handling any wiring or electrical components**

IMPORTANT: LIGHT FIXTURES USE METAL SPRINGS TO BE HELD IN PLACE



These springs act like a mouse trap, at times springing back with harmful force if not careful.



Step 1:

Gently pull down the fixture from the outer metal fixture ring. As the fixture is being pulled down, the springs should become noticeable. Once the springs are located, make sure to pull down the fixture from the opposite sides of the springs.



Step 2:

When pulled out, the fixture will still be attached by a black or white molex connector. Disconnect the molex connector from the fixture. Take the new fixture and attach it to the same molex connector the original fixture was attached to. Make sure the molex connector is firmly connected.

Step 3:

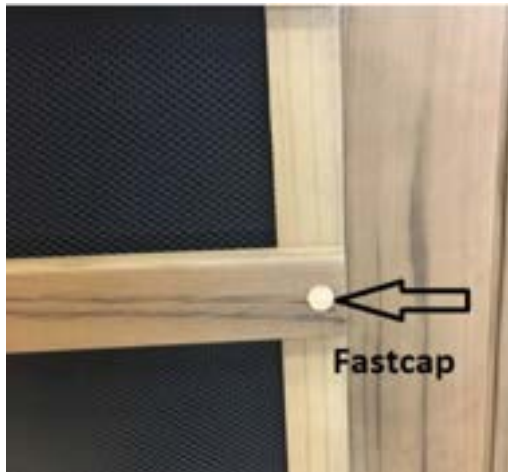
Being just as careful as before, force the spring clips back towards each other, so they can fit inside the light fixture hole. Once the spring clips are up inside the hole the fixture should easily snap back into place.

LED Strip Replacement

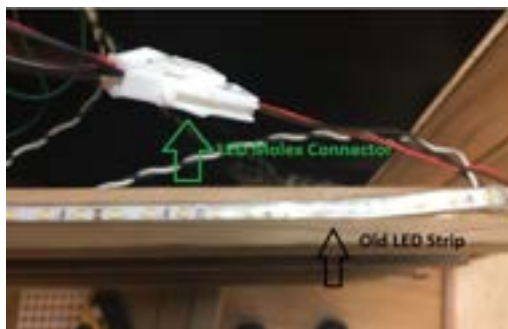
What You will Need:

- Phillip's Head Screw Driver
- Fastcaps

Caution: **Unplug the sauna before handling any wiring or electrical components**



Step 1: To replace the LED strip you must remove the corresponding heater guard. The heater guards are attached to the walls of the Sauna. Behind little round wood fastcaps you will find the screws to detach the heater guard. Simply puncture the fastcaps with your screwdriver, or peel them away to reveal the screw.



Step 2: Once the heater guard is removed it will reveal the molex connectors for the LED strip. Behind the heater guard is a host of wires, look for the black and red wires and find the corresponding molex connectors. Unconnect each molex to free the original LED strip.

Step 3: The original LED strip may have an adhesive sticking it to the Sauna, simply peel it back and remove the original LED strip.

Step 4: Take the new LED strip and re-connect the molex connectors. Make sure the wires are fished through the proper holes, avoiding any pinched wires. The new LED strip won't need any new adhesive as it was intended for keeping the original LED strip in place during transportation.

Step 5: Before screwing back on the heater guard make sure to test the LED light to make sure it is working. Once the LED is working screw the heater guard back into place and use the provided fastcaps to cover the visible screw holes.

Red Light & Chromotherapy Replacement

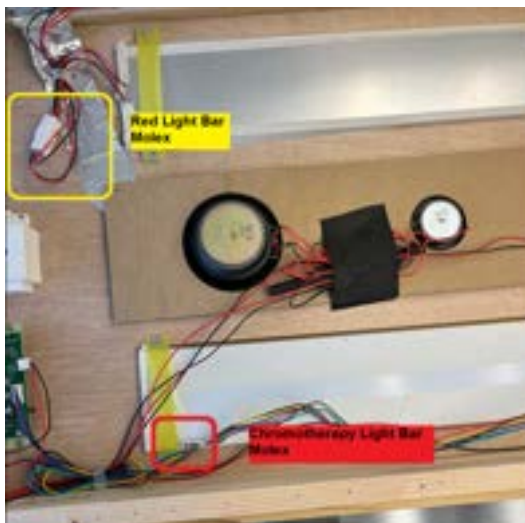
What You will Need:

- Phillip's Head Screw Driver

Caution: **Unplug the sauna before handling any wiring or electrical components**



Step 1: Remove the top cover from the roof by unscrewing each of the screws around the perimeter of the roof.



Step 2: Disconnect the main Molex connected to the Red Light or Chromotherapy light bar. Unscrew any cable clamps attached to the light bar's wiring to release the wiring harness.

Step 3: Unscrew the yellow straps to release and remove the light bar.



Step 4: Carefully insert the new light bar and reinstall the yellow straps. Reconnect the Molex connector and reinstall any cable clamps. Reinstall the roof cover (make sure you do not overtighten the screws).

Speaker Bar Replacement

What You will Need:

- Phillip's Head Screw Driver

Caution: **Unplug the sauna before handling any wiring or electrical components**



Step 1: Remove the top cover from the roof by unscrewing each of the screws around the perimeter of the roof.



Step 2: Disconnect the speaker wire Molex, which is connected to the audioboard (red & black wiring). Unscrew any cable clamps attached to the wiring to release the wiring harness.

Step 3: Unscrew the base board of the speaker bar to release and remove the speaker bar.



Step 4: Carefully insert the new speaker bar and reinstall the screws. Reconnect the Molex connector to the audioboard and reinstall any cable clamps. Reinstall the roof cover (make sure you do not overtighten the screws).

Temperature/Smoke Sensor Replacement

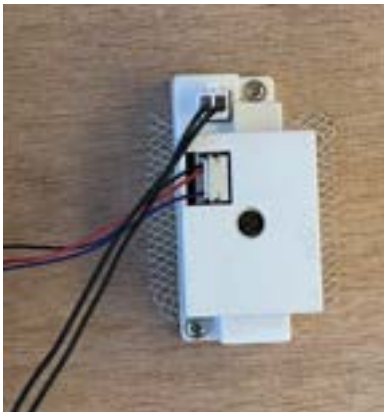
What You will Need:

- Phillip's Head Screw Driver

Caution: **Unplug the sauna before handling any wiring or electrical components**



Step 1: Remove the top cover from the roof by unscrewing each of the screws around the perimeter of the roof.



Step 2: Locate the temperature sensor (located on the left side, above the "hole" in the ceiling inside the sauna). Carefully disconnect the two wiring connectors from the sensor unit. Unscrew the two screws from the housing to release the sensor unit.

Step 3: Carefully put the new unit in place, making sure that the sensor probe is correctly lined up over the hole. Reinstall both screws and connect both wiring connectors. Reinstall the roof cover (make sure you do not overtighten the screws).

Bluetooth/Audio Board Replacement

What You will Need:

- Phillip's Head Screw Driver

Caution: **Unplug the sauna before handling any wiring or electrical components**



Step 1: Remove the top cover from the roof by unscrewing each of the screws around the perimeter of the roof.

Step 2: Locate the audioboard on the left side of the roof. Make note of where each wiring connector plugs into before carefully disconnecting each wiring connector from the audio board (you will need to press the release tab on each connector while gently pulling the connector).



Step 3: Remove the four nuts from the corners of the audio board to release it from the backing plate. Once this has been done, the audio board will be released and can be removed. Make note of the original audio board's position/orientation.

Step 4: Place the new audio board into position, aligning the mounting bolts with the holes in the audio board. Reinstall the mounting nuts (make sure you do not overtighten them, they will only need to be snug).

Step 5: Reconnect each wiring connector, making sure they are plugged into the correct locations. You may now plug the sauna in and test the audio before reinstalling the roof cover.

Troubleshooting Full-Spectrum Heaters

The front full-spectrum heaters will glow red and emit an intense heat when powered on. If one (or more) of the front full-spectrum heaters does not function, this may be due to an improper wiring connection, a faulty heater, or an issue with the power supply unit.

Caution: **Make sure the heaters are cool before handling, as they will get VERY hot**
Unplug the sauna before handling any wiring or electrical components

Step 1: Inspect the heater(s) for any damages (loose/broken bulbs, damaged wiring, etc.).



Step 2: If one heater is not working, swap the heater to the opposite side (into the working side) - this will determine if the heater itself is the issue, or if the issue is the outlet. To remove the heater, you will need to unscrew the two thumbscrews from the exterior of the sauna.

If the non-functional heater DOES NOT work on the opposite side, the heater will need to be replaced. If the non-functional heater DOES work on the opposite side, proceed to the next step.

Step 3: Check the plugs connected to the power supply (located under the bench). The full-spectrum heaters will be the plugs/outlets labeled '3' & '4'. Make sure these are plugged in firmly into the correct outlets.

Step 4: Swap the '3' & '4' plugs to the power supply unit (plug '3' into outlet '4' and plug '4' into outlet '3') - If the previously working heater no longer works, but the initially non-functional heater begins working, we can determine that the power supply unit is faulty and requires a replacement unit.



Troubleshooting Far-Infrared Heater Panels

Caution: **Unplug the sauna before handling any wiring or electrical components**

The far-infrared (FIR) heater panels are the large black panels behind the mesh screens and wooden frames (along the walls and under the bench). These heaters will simply emit heat when functioning - these heaters do NOT glow red or display any other visual cues to indicate they are functioning.

To confirm if a far-infrared heater panel is working, simply allow the sauna 5-10 minutes to preheat and then feel the panel with your hand to verify it is warm.

If any particular far-infrared heater does not warm, we will need to check the plugs/connections to the power supply unit (located under the bench). Make sure each of these cords are firmly plugged into the power supply unit.



The numbered plugs/outlets will correspond to the heaters listed below:

- #1 Back heater
- #2 Right heater (right side if facing the sauna from the outside)
- #5 Bench support heater

Back, Right, and Bench heaters: plugs number 1, 2, & 5 can be swapped temporarily - this will allow us to determine if the heater panel itself is faulty, or if the power supply unit is the issue. For example, if the BACK heater panel is not working, but the RIGHT heater is working, try swapping #1 with #2.

- If the condition remains the same, we can conclude that the heater is faulty.
- If the condition flips and the RIGHT heater stops working, but the BACK heater begins working, we can conclude that the power supply unit is the issue.

Left Heater: This heater connects directly to the power supply unit - to access this wiring, you will need to remove the upper cover from the power supply unit by unscrewing the four screws, revealing the Molex connections. The connector in question will be a pair of wires (one white, one black), attached to a CLEAR Molex connector.

Make sure this is connected firmly - additionally, try pushing each individual wire into the Molex connector, to ensure the metal pins are fully seated into the connector.



Troubleshooting Keypad

Most keypad malfunctions can be easily remedied by performing a reset of the sauna - unplug the sauna (or shut off the breaker) for ~10 seconds before restoring power. If this fails to resolve the problem, proceed with the steps below.

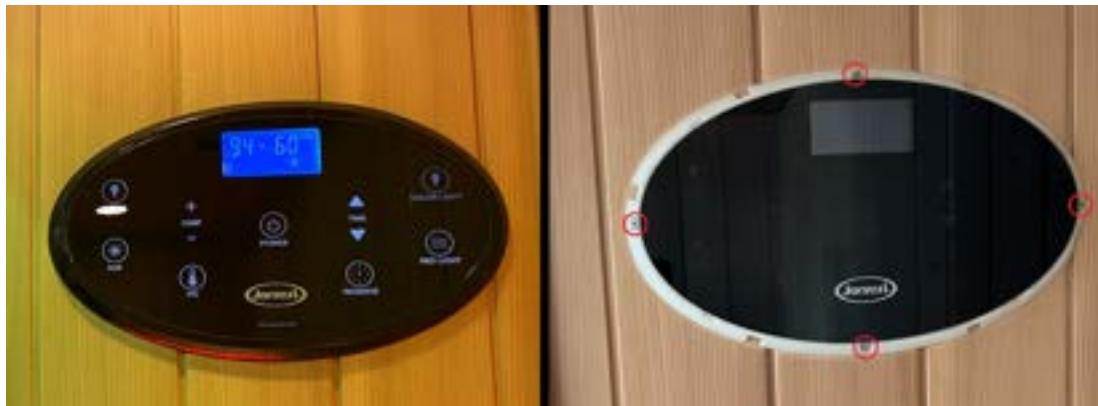
Caution: **Unplug the sauna before handling any wiring or electrical components**

Step 1: Check the data cable connection to the power supply unit (located under the bench). To access the data cable connector, you will need to remove the upper cover plate by unscrewing the four screws. The data cable will be the 8-pin Molex connector with many different colored wires.

If this appears to be connected properly, try disconnecting and reconnecting it to ensure a tight connection. (you may use a small flathead screwdriver to pry the connection apart)



Step 2: Check the data cable connection to the keypad. To access this connection, you will need to remove the keypad from the wall. To remove the keypad, first remove the trim ring around the keypad - this can be easily removed using a thin flathead screwdriver or pry tool (be careful not to damage the ring or the surrounding wood). Once the trim ring has been removed, unscrew the four screws to remove the keypad.



Step 3: Carefully disconnect the keypad data cable from the keypad and then firmly reconnect it. Once this has been completed, restore power to the sauna and test the keypad once again before reinstalling it.



Troubleshooting Door/Glass alignment

Caution: **The door glass is very heavy and it is recommended to have two people perform these steps**

Step 1: Make sure that the sauna is level. Check the base and top of the sauna with a level, then apply shims beneath the base to adjust accordingly. This will ensure that the sauna's glass panels sit straight and will prevent excess strain on the door hinges.



Step 2: Once the sauna has been leveled, you may adjust the hinges to correct any misalignment. To adjust the hinges, you will need to loosen both of the allen head screws on each hinge (do not remove the screws entirely, they will simply need to be a bit loose to allow the glass to move within the hinge).

Step 3: With the hinge screws loosened, you may now correct the door alignment by simply shifting the glass. The gap between the door glass and stationary left side glass will need to be even from top to bottom. Shims/spacers can be used to set the gaps to ensure an even fit. (Installation video available here, at the 6:22 timestamp: https://www.youtube.com/watch?v=hPeNiiJ_Nfo)

If the glass has come out of alignment over time, it may be necessary to completely remove the door from the hinges, and thoroughly clean the glass contact surfaces and the hinge washers with isopropyl alcohol to remove any contaminants/oils and ensure a tight grip.

Step 4: Re-tighten the hinge screws to “lock” the glass in place.

Optional: A precision torque wrench can be used to torque the screws to 7.5nm / 66 in. lbs

Troubleshooting Bluetooth/Speakers

Caution: **Unplug the sauna before handling any wiring or electrical components**

If the sauna's Bluetooth audio connection is not working, proceed to steps 1-3 below.

If the speakers are not functioning properly, proceed to step 4.

Step 1: Make sure that there isn't another device connected to the sauna. The Bluetooth module in our saunas will only allow for 1 connected device at a time.

Step 2: Unplug your sauna for about 30 seconds to reset the electronics within the unit. Go to the Bluetooth settings on your device(s) and unpair the sauna (if currently paired) Plug your sauna back in and go through the pairing process again

Step 3: If the sauna's Bluetooth connection does not appear on your device, check for any loose wiring connections to the audio board, located inside the trapdoor on the left side of the roof (if facing the sauna from the outside)



Step 4: Check the speaker wire connections - this will be the 4-pin wiring connector with red and black wires, connected to the audioboard (shown in the picture above). The wiring will then lead to the speakers - Each speaker will have two spade connectors. Make sure that all wiring/connectors are firmly secured.