

# INSTRUCTION MANUAL

## NEO 1200 SPA CONTROL SYSTEM

*The new standard  
in Spa Control.*



NEO 1100 CONTROL PANEL

NEO 1000 CONTROL PANEL

**Waterway**<sup>TM</sup>

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Designed,  
Engineered &  
Manufactured  
in the USA.

# NEO 1200 SPA CONTROL SYSTEM

**SAVE THIS MANUAL**  
**PLEASE MAKE IT AVAILABLE TO ALL OTHER SPA USERS**



## **WARNING! Qualified Technician Required for Service and Installation**

### **BASIC INSTALLATION AND CONFIGURATION GUIDELINES**

- Use minimum 6AWG copper conductors only.
- Readily accessible disconnecting means to be provided at time of installation.
- Permanently connected power supply.
- Connect only to a circuit protected by a Class A Ground Fault Circuit Interrupter (GFCI) or Residual Current Device (RCD) mounted at least 5' (1.52M) from the inside walls of the spa/hot tub and in line of sight from the equipment compartment.
- CSA enclosure: Type 2
- Refer to Wiring Diagram inside the cover of the control enclosure.
- Refer to Installation and Safety Instructions provided by the spa manufacturer.

**WARNING!** People with infectious diseases should not use a spa or hot tub.

**WARNING!** To avoid injury, exercise care when entering or exiting the spa or hot tub.

**WARNING!** Do not use a spa or hot tub immediately following strenuous exercise.

**WARNING!** Prolonged immersion in a spa or hot tub may be injurious to your health.

**WARNING!** Maintain water chemistry in accordance with the Manufacturers instructions.

**WARNING!** The equipment and controls shall be located not less than 1.5 meters horizontally from the spa or hot tub.

### **WARNING! GFCI OR RCD PROTECTION.**

The Owner should test and reset the GFCI or RCD on a regular basis to verify its function.

### **CAUTION! CSA COMPLIANCE**

- Test the ground fault circuit interrupter before each use of the spa.
- Read the instruction manual.
- Adequate drainage must be provided if the equipment is to be installed in a pit.
- For use only within an enclosure rated CSA Enclosure 3.
- Connect only to a circuit protected by a Class A ground fault circuit interrupter or residual current device.
- To ensure continued protection against shock hazard, use only identical replacement parts when servicing.
- Install a suitably rated suction guard to match the maximum flow rate marked.

### **WARNING!**

- Water temperature in excess of 100°F may be injurious to your health.
- Disconnect the electric power before servicing. Keep access door closed.

### **ATTENTION! CSA CONFORMITÉ**

- Toujours vérifier l'efficacité du disjoncteur différentiel avant d'utiliser le bain.
- Lire la notice technique.
- Lorsque l'appareillage est installé dans une fosse, on doit assurer un drainage adéquat.
- Employer uniquement à l'intérieur d'une clôture CSA Enclosure 3.
- Connecter uniquement à un circuit protégé par un disjoncteur différentiel de Class A.
- Afin d'assurer une protection permanente contre le danger de choc électrique, lors de l'entretien employer seulement des pièces de rechange identiques.
- Les prises d'aspiration doivent être équipées de grilles convenant au débit maximal indiqué.

### **ADVERTISSEMENT!**

- Des températures de l'eau supérieures à 38°C peuvent présenter un danger pour la santé.
- Déconnecter du circuit d'alimentation électrique avant l'entretien. Garder la porte fermée.



### **WARNING! SHOCK HAZARD! NO USER SERVICEABLE PARTS.**

Do not attempt service of this control system. Contact your dealer or service organization for assistance. Follow all owner's manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.



**CAUTION!** High voltage levels exist inside the control box and can cause injury or possibly electrocution. To prevent premature control failure do not hose down, flood or allow water to enter the control box.

### **WARRANTY**

For product registration visit: [www.waterwayplastics.com](http://www.waterwayplastics.com).  
For Warranty questions or claims please contact point of purchase.

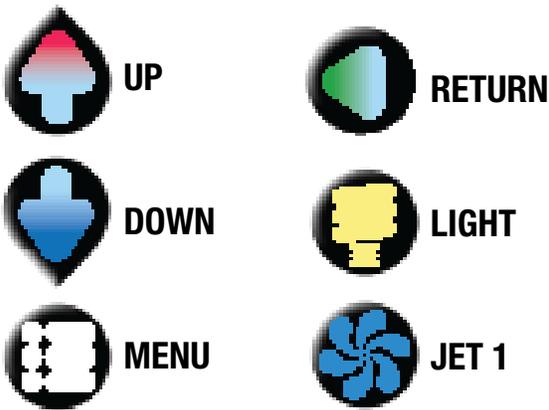


NEO 1100 CONTROL PANEL

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INSTRUCTIONS APPLY TO BOTH  
NEO 1100 & NEO 1000 CONTROL PANEL  
ICONS & FUNCTIONS



JET 1

**MAIN SCREEN:**

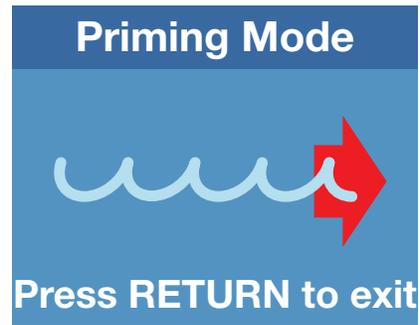
The main screen displays current time, water temperature, and status of the system accessories. The screen below from bottom, left to right indicates LIGHT ON and JET 1 at low speed.



## PRIMING MODE:

When power is ON, the system will enter a priming mode with priming screen display on the panel. In this mode, all devices such as JET or LIGHT are operable. JET can be turned on and off to prime the pump. System will exit priming mode and go to DATE-TIME screen when RETURN button is pushed, or after 4 minutes of inactivity.

NOTE: Screen display not retain current Date & Time after power to controller has been interrupted or terminated from the Spa.



## SPA OPERATION:

Turn system accessories ON and OFF by pushing appropriate button on the right side of panel (LIGHT, JET 1...)  
These accessories have timeout defaults from the manufacturer and will turn OFF automatically after the time has expired. Timeout time for LIGHT default is 60 minutes; JET at low speed default is 60 minutes; and JET at high speed is 15 minutes. User can change these default times in "DEVICE TIMEOUT" setting menu.

## MENU NAVIGATING:

- MENU button: use to enter setting menu and sub-menu screens. For screens with several settable fields (example: DATE-TIME screen), use MENU button to navigate between different fields within the screen.
- UP and DOWN button: use to navigate between different options or changing values of a field.
- RETURN button: use to confirm the setting and goes back to previous screen.

## SETTING TEMPERATURE:

To change water set temperature, use UP and DOWN buttons to set the desired temperature. The screen will display "SET TEMP" with the current set temperature. After 5 seconds without any change to the set temperature, the screen will reverse back to MAIN screen with current water temperature display. Changing set temperature will make heat pump turn on to get accurate water temperature to determine if water needs to be heated up.



## HEATER:

When heater pump turns on HEATER START-UP icon will appear if heat is needed. Heater will turn on and HEATER icon will appear after 5 minutes.

## SELECTION ICONS:

 FILTER CYCLE 1

 FILTER CYCLE 2

 FILTER CYCLE 3

 FILTER CYCLE 4

 LIGHT ON

 HEATER ON

 HEATER START-UP

 ENERGY SAVING HEAT MODE

 VACATION HEAT MODE

 CLEANER CYCLE

 POLLING CYCLE

 TEMPERATURE LOCK

 PANEL LOCK

 OZONE ON

 JET ON LOW SPEED

 JET ON HIGH SPEED

 SPECIAL TEMP SELECT

## PANEL TIMEOUT:

If user is in Setting Menus and no button is pushed within 15 seconds, the screen will timeout, current screen setting will be lost and panel reverts back to MAIN screen.

In MAIN screen, if no button is pushed within 30 minutes, the display will switch to show company logo screen. Any button pushed in this time will switch back to Main screen display. If no button is pushed for an additional 60 minutes, all LED and LCD lights turn off and panel goes to sleep. Any button pushed in this time will wake the panel up, LED and LCD lights will turn back on and panel will poll for water temperature.

## ENTER SETTING SCREENS:

Press MENU button to display a list of set up screens.

Use UP and DOWN to navigate between various set up screens.

Press MENU again to enter a particular set up screen or press RETURN to go back to MAIN screen.

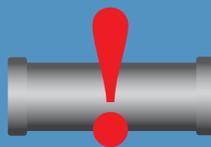
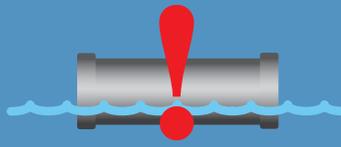
**Rotate View**  
Special Temp  
Heat Mode  
Filter Cycles  
Date-Time

**Rotate View**  
Special Temp  
**Heat Mode**  
Filter Cycles  
Date-Time

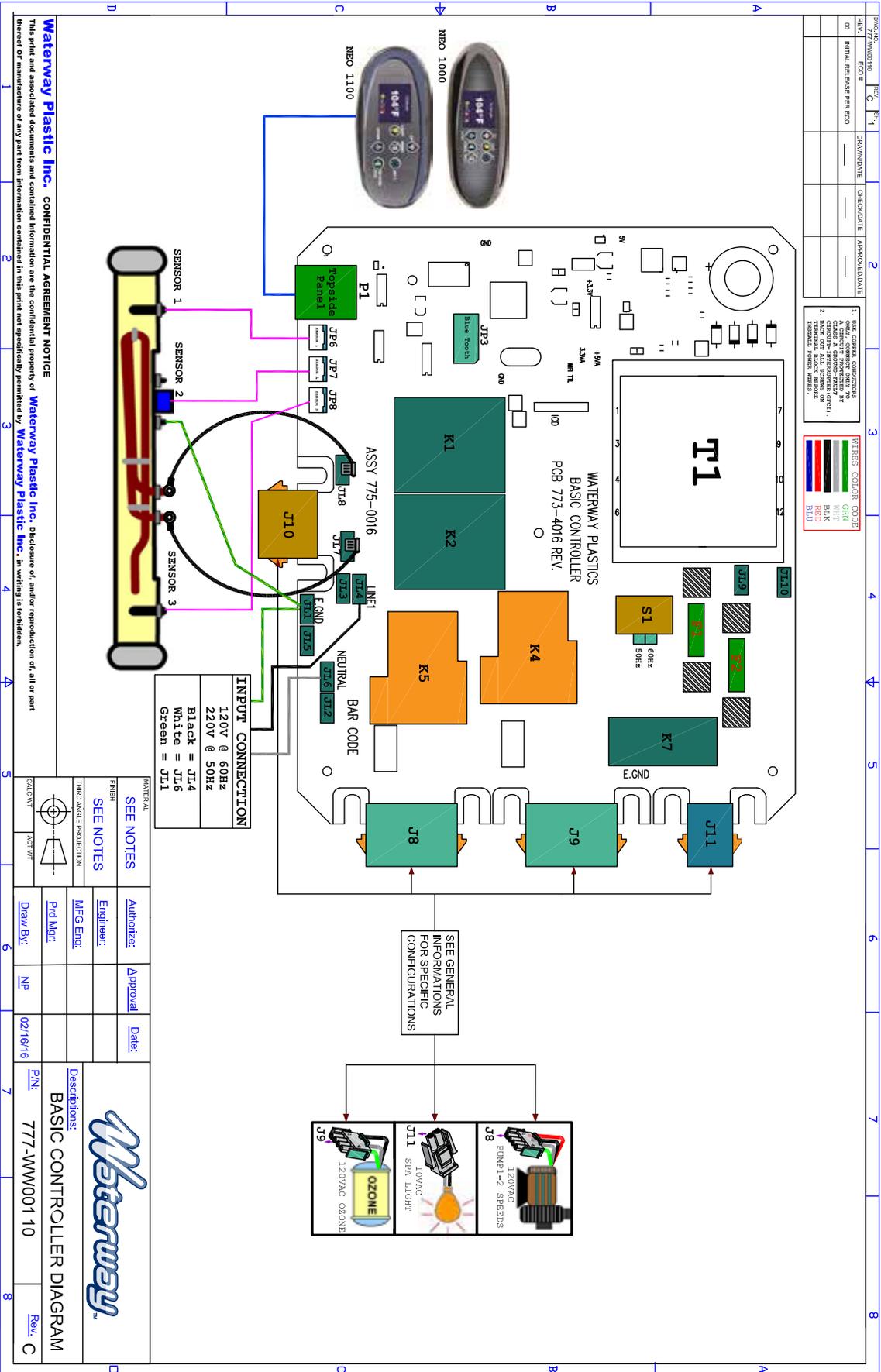
## SETTING SCREENS:

- **ROTATE VIEW:** rotate the view 180 degrees, the UP and DOWN buttons also swap when rotated. With ROTATE VIEW highlighted press MENU to enter ROTATE VIEW setting. Use UP/DOWN to select desired setting and RETURN to exit and confirm the setting.
- **SPECIAL TEMP:** to temporarily heat spa to 105°F or 106°F once, and return to previous temperature setting. With SPECIAL TEMP highlighted press MENU to enter SPECIAL TEMP setting. Use UP/DOWN to select the desired setting and RETURN to exit and confirm the setting.
- **HEAT MODE:** select STANDARD heating mode for most users or ENERGY SAVING mode (reduces polling for water temperature) or VACATION mode (set temp set to 50°F). With HEAT mode highlighted press MENU to enter HEAT mode setting. Use UP/DOWN to select the desired setting and RETURN to exit and confirm the setting.
- **FILTER CYCLES:** set up filter cycle start time, duration and date for filtering the spa. For FILTER CYCLE 1 and 2, if duration is set to zero the system will do a purge cycle at the start time setting. With FILTER CYCLE highlighted, press MENU to enter FILTER CYCLE 1 or 2 setting. Select a FILTER CYCLE and press MENU again to enter TIME/DURATION setting screen. In this screen, press MENU to move between HOURS, MINUTES and DAYS setting; UP/DOWN to change the values and RETURN to exit and confirm the setting. FILTER CYCLES 3 & 4 default OFF. To select it, enter START TIME, DURATION and enable ALL DAY or specific day for both FILTER CYCLES 3 & 4.
- **DATE-TIME:** set up date and time for the spa. With DATE-TIME highlighted press MENU to enter DATE-TIME setting. In this screen, pressing MENU will move and highlight various fields that can change the setting; UP/DOWN to change the values and RETURN to exit and confirm the setting.
- **DEGREE F/C:** displays spa temperature in Celsius or Fahrenheit. This option is only available for 60 Hz countries. Unit automatically displays Celsius for 50 Hz. With DEGREE F/C highlighted press MENU to enter DEGREE F/C setting. Use UP/DOWN to select the desired setting and RETURN to exit and confirm the setting.
- **TIME DISPLAY:** displays spa time in AM/PM or 24 hours time. With TIME DISPLAY highlighted press MENU to enter TIME DISPLAY setting. Use UP/DOWN to select the desired setting and RETURN to exit and confirm the setting.
- **DEVICES TIMEOUT:** allows changes to timeout setting for various devices. LIGHT can be set to a maximum of 4 hours; PUMP in high speed and PUMP in low speed can be set to a maximum of 2 hours. With DEVICES TIMEOUT highlighted press MENU to enter and select various devices setting. Use UP/DOWN to select the desired time setting and RETURN to exit and confirm the setting.
- **PANEL LOCK:** locks all panel buttons except MENU button. With PANEL LOCK highlighted press MENU to enter PANEL LOCK setting. Use UP/DOWN to select the desired setting and RETURN to exit and confirm the setting.
- **TEMP LOCK:** locks TEMPERATURE setting with UP/DOWN buttons. With TEMP LOCK highlighted press MENU to enter TEMP LOCK setting. Use UP/DOWN to select the desired setting and RETURN to exit and confirm the setting.
- **SERVICE MODE:** *only available for Authorized Dealers and Spa Manufacturer.*
- **DEMO MODE:** to demonstrate all device capabilities of the spa. With DEMO MODE highlighted press MENU to enter MODE setting. Use UP/DOWN to select the desired setting and RETURN to exit and confirm the setting.
- **GENERAL INFORMATION:** displays general information for the spa. With GENERAL INFORMATION highlighted press MENU to enter GENERAL INFORMATION menu. Use UP/DOWN to view different pages and information and RETURN to exit the page. Screen will indicate which plug should be inserted to correct side connector.
- **LANGUAGES:** to select various languages for the spa display. With LANGUAGES highlighted press MENU to enter and select a specific language. Use UP/DOWN to select the desired setting and RETURN to exit and confirm the setting.
- **SERENITY MODE:** set to turn off all outputs and provide quiet while in spa. With SERENITY MODE highlighted press MENU to enter and select a specific time. Use UP/DOWN to select the desire time setting. Press MENU again to navigate to EXIT/START. Select the desired option and RETURN to exit and confirm the setting.
- **ENERGY INTERVAL:** *only available for Non-Circ systems.* With ENERGY INTERVAL highlighted press MENU to enter ENERGY INTERVAL setting. Use UP/DOWN to select the desired minutes setting and RETURN to exit and confirm the setting.
- **SILENT TIME (FUNCTIONS PAUSE):** *only available for Non-Circ systems.* Set the time frame for no polling during night or other desired periods. With SILENT TIME highlighted press MENU to enter SILENT TIME setting. In this screen, pressing MENU will move and highlight various fields that can change the setting; UP/DOWN to change the values and RETURN to exit and confirm the setting.
- **CLEANER CYCLE:** *only available for Non-Circ systems.* To turn on filtration after using the spa for short cleaning period. With CLEANER CYCLE highlight press MENU to enter and select a specific duration. Use UP/DOWN to select the desired time setting. Press Menu again to navigate to Exit/Start. Select the desired option and RETURN to exit and confirm the setting.
- **BLUETOOTH:** only available with Bluetooth module in the system. To use the control panel and play music from mobile devices. With BLUETOOTH highlighted press MENU to enter BLUETOOTH menu. In this screen, use UP/DOWN to select an option and MENU will execute or enter the selected option. RETURN to exit BLUETOOTH menu.

## ERROR SCREENS:

<p><b>Plumbing Error</b></p>  <p>Press RETURN to clear</p>	<p>◀ Error caused when SENSOR 1 and SENSOR 3 have been plugged in incorrectly. Swap the SENSOR 1 and SENSOR 3 plug in controller to correct this problem.</p>	<p>Check SENSOR 1 connection. ▶</p>	<p><b>Sensor 1 open</b></p>  <p>Press RETURN to clear</p>
<p><b>Insufficient Flow</b></p>  <p>Press RETURN to clear</p>	<p>◀ Error caused by no water flow through heater or no water in heater. Check to be sure there is enough water flow through heater.</p>	<p>Check SENSOR 1 connection or replace SENSOR 1. ▶</p>	<p><b>Sensor 1 short</b></p>  <p>Press RETURN to clear</p>
<p><b>Low Flow</b></p>  <p>Press RETURN to clear</p>	<p>◀ Check to be sure there is enough water flow through heater.</p>	<p>Check SENSOR 2 connection. ▶</p>	<p><b>Sensor 2 open</b></p>  <p>Press RETURN to clear</p>
<p><b>Water Overheat</b></p>  <p>Press RETURN to clear</p>	<p>◀ Wait for water temperature to cool down.</p>	<p>Check SENSOR 2 connection or replace SENSOR 2. ▶</p>	<p><b>Sensor 2 short</b></p>  <p>Press RETURN to clear</p>
<p><b>Heater Overheat</b></p>  <p>Press RETURN to clear</p>	<p>◀ Wait for water temperature to cool down. Check to be sure there is enough water flow through heater.</p>	<p>Check SENSOR 3 connection. ▶</p>	<p><b>Sensor 3 open</b></p>  <p>Press RETURN to clear</p>
<p><b>Potential Freeze</b></p>  <p>Press RETURN to clear</p>	<p>◀ Error caused when SENSOR 1, 2, or 3 detects low temperature. JET will turn on automatically to protect plumbing from freezing. JET will shut down when all 3 SENSORS reach a desired temperature.</p>	<p>Check SENSOR 3 connection or replace SENSOR 3. ▶</p>	<p><b>Sensor 3 short</b></p>  <p>Press RETURN to clear</p>

# WIRING DIAGRAM 777-WW00110



REV. 00	INITIAL RELEASE PER ECO	DATE	BY
REV. 01	ECO 2	DATE	BY
REV. 02	ECO 3	DATE	BY
REV. 03	ECO 4	DATE	BY
REV. 04	ECO 5	DATE	BY
REV. 05	ECO 6	DATE	BY
REV. 06	ECO 7	DATE	BY
REV. 07	ECO 8	DATE	BY
REV. 08	ECO 9	DATE	BY
REV. 09	ECO 10	DATE	BY
REV. 10	ECO 11	DATE	BY
REV. 11	ECO 12	DATE	BY
REV. 12	ECO 13	DATE	BY
REV. 13	ECO 14	DATE	BY
REV. 14	ECO 15	DATE	BY
REV. 15	ECO 16	DATE	BY
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REV. 34	ECO 35	DATE	BY
REV. 35	ECO 36	DATE	BY
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REV. 44	ECO 45	DATE	BY
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REV. 46	ECO 47	DATE	BY
REV. 47	ECO 48	DATE	BY
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REV. 52	ECO 53	DATE	BY
REV. 53	ECO 54	DATE	BY
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REV. 96	ECO 97	DATE	BY
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REV. 98	ECO 99	DATE	BY
REV. 99	ECO 100	DATE	BY