



CONTROL YOUR SUNDANCE® SPA

Whenever, Wherever...24/7

The Sundance SunSmart™ Cloud Control is a feature allows you to access your spa anywhere in the world through your smart phone and WiFi connection. With the SunSmart App, you can be certain that your spa will be ready when you want. Below are frequent asked questions to get you started.

COMMON QUESTIONS

Q: Does my Sundance® spa have the SunSmart WiFi Kit installed as a standard feature?

A: Yes, for all June 2014 North America 60Hz and Export 50Hz 880 series models.

Q: Can I purchase the SunSmart WiFi Kit as an accessory? Which spas is it compatible with?

A: Yes, for all 2010+ North America 60Hz 880 series models excluding 2010-2011 Capri and Maxxus models. And all 2012+ Export 50Hz 880 series models.

Q: What smart phones can I use with the SunSmart app?

A: The app will work with any Android or Apple iPhone, iPad, or iPod touch.

Q: How much does the App cost?

A: The App is free and can be found on both iTunes and Google Play to download.

Q: Does the App work outside the US?

A: Yes, Europe, Asia, anywhere you can connect to the internet using your smart phone device connection to the internet.

Q: What is the warranty on the SunSmart WiFi kit?

A: The Sundance SunSmart WiFi Cloud Kit includes a one year parts only warranty from the original date of purchase.

Q: How does using the SunSmart app help me save money?

A: There are various settings that let you control the filtration schedule; you can set the filtration to maintain a higher or lower temperature during peak and off peak times to save money on your electricity bill

Q: How do I contact Sundance® Spas for help and support?

A: Contact your local Sundance Authorized Dealer or call Sundance Customer Service at 800-883-7727 for assistance.

FUNTIONAL QUESTIONS

Q: What Features on my spa can I control with SunSmart Application?

A: After the spa is registered, using the App you can control the spa settings, temperature, jets, lighting, filtration and various other spa features.

Q: Can I control more than one spa?

A: Yes, you can add multiple spas to the same app

Q: Will the App notify me and my dealer via email if my spa has an error display message?

A: Yes, when your spa displays an error message you and your local authorized Sundance dealer will receive an email with an explanation of the error and instructions on what to do if error message is persists.

Q: What is the SunSmart bridge?

A: The SunSmart bridge is what connects your spa to you home router.



Sundance® Spas



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Q: Where should the SunSmart Bridge be installed?

A: The SunSmart bridge connects to your home router.

1. Screw on the antenna.
2. Plug the included Ethernet wire to the WAN port (Blue) on the SunSmart bridge.
3. Plug the other side of the Ethernet wire to an available LAN port on your home router.
4. Plug the included power adapter to the 5VDC power port on the SunSmart Bridge.
5. Plug the power adapter to an available all socket and wait 60 seconds for the SunSmart Bridge to initialize.

TROUBLESHOOTING QUESTIONS

Q: My App will not let me register.

A: Verify that your spa's serial number is a 9 digit number that begins with 100 and is found in the filter bay or on the spa control box. Still not letting you register verify your SunSmart User ID (UID) is the 20 digit number that can be found on the SunSmart WiFi box or on the bridge.

Q: I forgot my password.

A: On the SunSmart App "Sign In" screen, select the "Forgot Password?" follow the steps and enter your registered email address to receive an email with further instructions.

Q: Why does my SunSmart™ App show "Not Connect" to my spa?

A: This error message will show when:

1. Your UID is entered incorrectly
 - a. Verify that your UID is entered correctly
2. Your smart phone has weak to no service
 - a. Check to make sure that you have good service and can connect to the internet
 - b. Re-launch the App and try again
3. If your phone has a strong connection, then SunSmart bridge and WiFi box failed to connect
 - a. Unplug the SunSmart bridge power plug and confirm your Ethernet wire is in the WAN port (Blue) on the SunSmart bridge and the other end of the Ethernet wire is in the KAN port on your home router

Q: Why is my SunSmart App still not connecting?

A: If the SunSmart App cannot connect, your spa may be out of reception range from the SunSmart bridge. Try moving the SunSmart bridge closer to the spa location by using a longer Ethernet cable. At some larger home installations, you may need to install a WPS enabled WiFi signal extender which will increase the range of the SunSmart bridge.

Q: Where can I purchase a WiFi signal extender or WiFi repeater?

A: These can be purchased at most electronic stores. Follow the manufacturer's instructions to extend your WiFi signal.
Warning: when synching the SunSmart bridge and the WiFi extender, do not hold the SunSmart bridges WPS button for longer than 10 seconds. This will reset the SunSmart bridge and erase all SunSmart preprogrammed settings.

Q: Will the SunSmart WiFi Cloud Control work with a static IP Address Network scheme?

A: No, your router network needs to be setup for Dynamic Host Control Protocol (DHCP)

For more connection help please reference the SunSmart Bridge Troubleshoot Connection FAQ's.

Technical Support Department

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