

Spapilot Wi-Fi guide

How to move Spapilot to a new router or a new Wi-Fi password, and what to do when Spapilot loses its connection.

01 Before you change Wi-Fi

New router, new internet provider or new Wi-Fi password? Spapilot needs the new network details to stay online.

IMPORTANT

Update Spapilot at the same time as you change your Wi-Fi. If you already know the new network name and password, you can do it before the change.

Choose the way that fits

WAY A · EASIEST

Keep the same name and password

Give your new Wi-Fi exactly the same network name and password as the old one. Spapilot connects to it by itself.

If it does not reconnect, restart the spa: switch off the power, wait 10 seconds, and switch it on again.

WAY B · NEW NAME OR PASSWORD

You see a network named Spapilot (...)

Spapilot with newer firmware has its own network, for example **Spapilot (Gecko)** / **Spapilot (Balboa)**. Through it you change the Wi-Fi yourself.

Go to chapter 02.

WAY C · OLDER FIRMWARE

You only see SPAPILOT SETUP WI-FI, or no Spapilot network

Spapilot with older firmware cannot switch network by itself. Our support resets it for you through your phone's hotspot.

Go to chapter 04.

Not sure which way fits? Open the Wi-Fi settings on your phone next to the spa and look for a network that starts with Spapilot. If nothing shows up, use the troubleshooting map.

02 Change Wi-Fi, step by step

For Spapilot with newer firmware, way B. You need your phone and the name and password of your new Wi-Fi. Stand next to the spa.

1 Join the Spapilot network

- 01 Open the Wi-Fi settings on your phone.
- 02 Choose the network that starts with Spapilot, for example **Spapilot (Gecko)** / **Spapilot (Balboa)**. No password is needed.
- 03 Your phone may call the network insecure. This is expected. Stay connected.

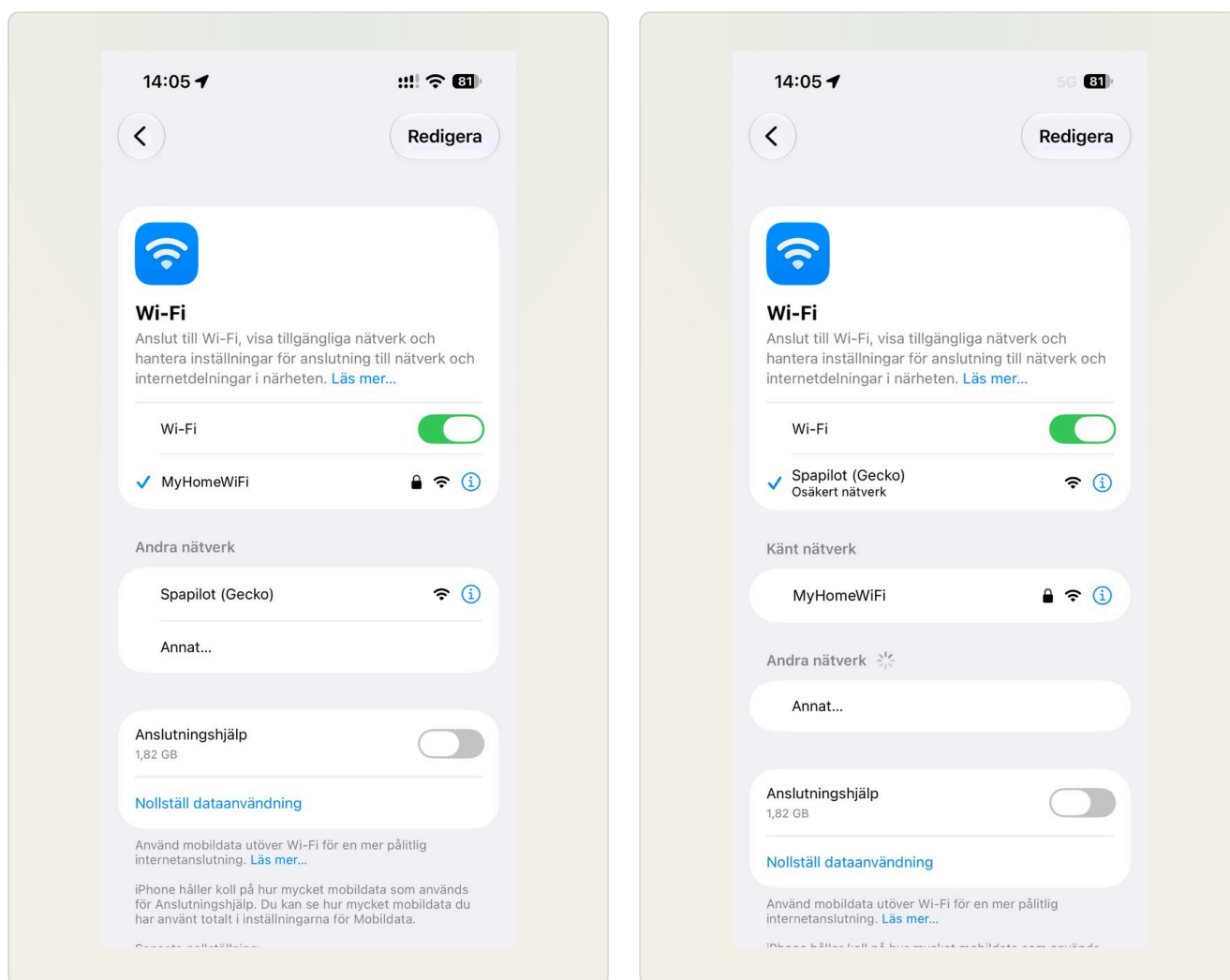


FIG. 2.1, LEFT: SPAPILOT (GECKO) IN THE WI-FI LIST. RIGHT: THE PHONE IS
2.2 CONNECTED TO SPAPILOT (GECKO).

2 Open the setup page

- 01 Open the web browser on your phone, for example Safari or Chrome.
- 02 Type **192.168.4.1** in the address field and open the page.
- 03 The page **SpaPilot Wi-Fi Setup** opens.



3

Choose your new Wi-Fi

- 01 Tap **Scan Wi-Fi**. A list of available networks appears.
- 02 Tap the name of your new Wi-Fi. Choose the 2.4 GHz network. Your network can be listed more than once. Choose any of them.

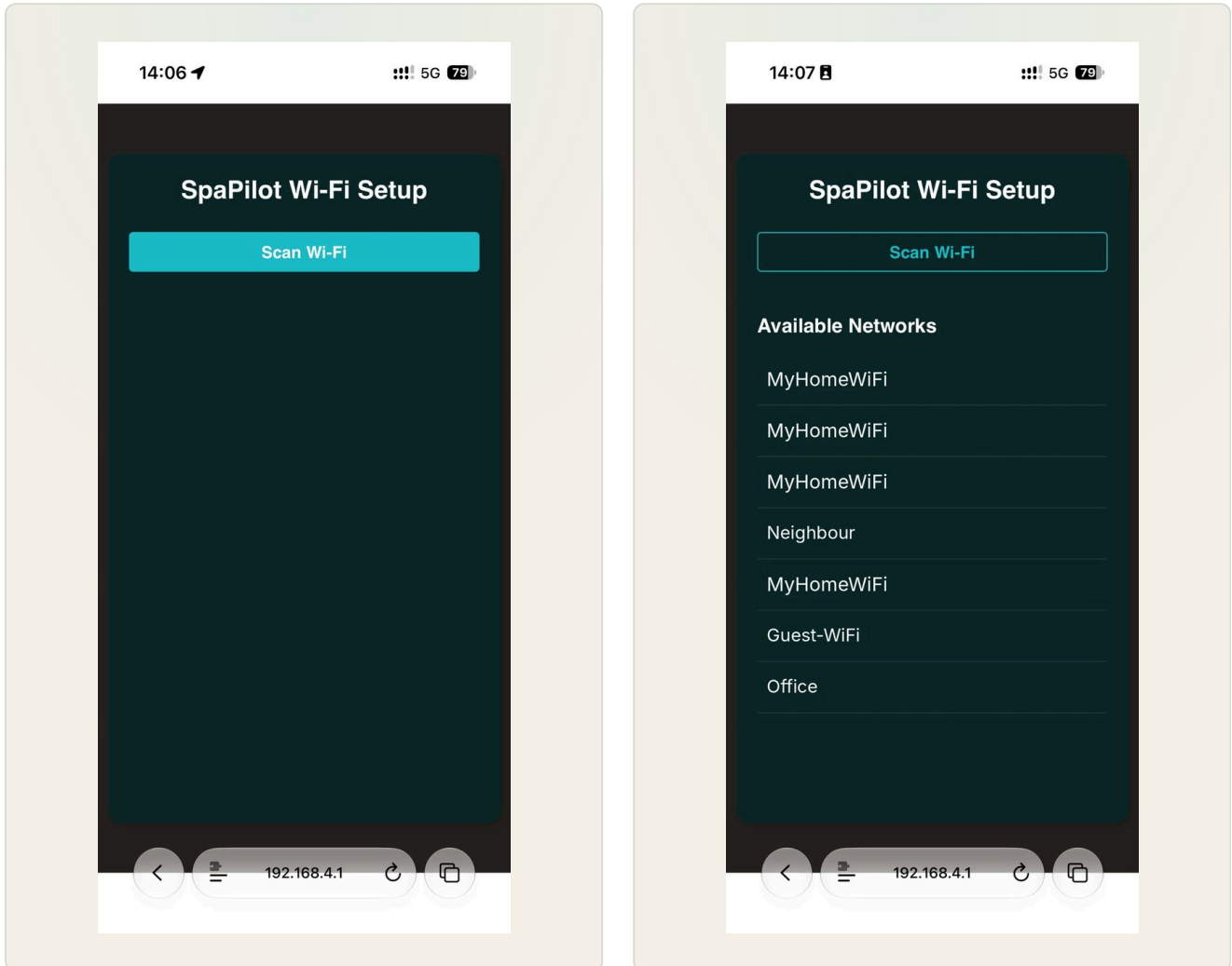


FIG. 2.3,
2.4

LEFT: THE SETUP PAGE AT 192.168.4.1. RIGHT: THE NETWORKS SPAPILOT CAN SEE.

4

Enter the password

- 01 Type the password of your new Wi-Fi. Check upper and lower case.
- 02 Tap **Submit**.

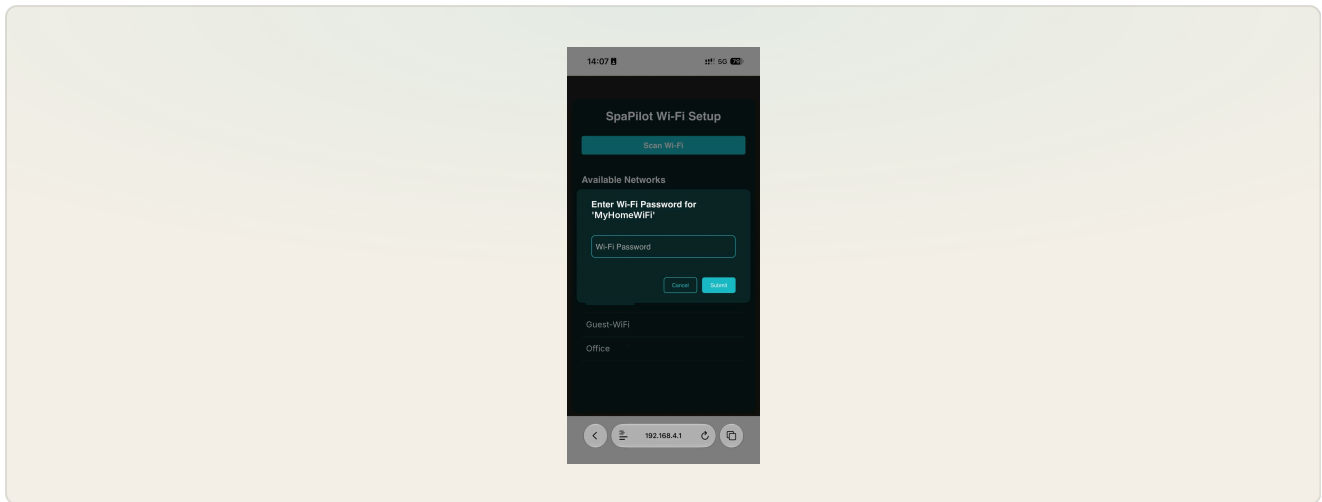


FIG. 2.5 TYPE THE WI-FI PASSWORD AND TAP SUBMIT.

5

Check in the app

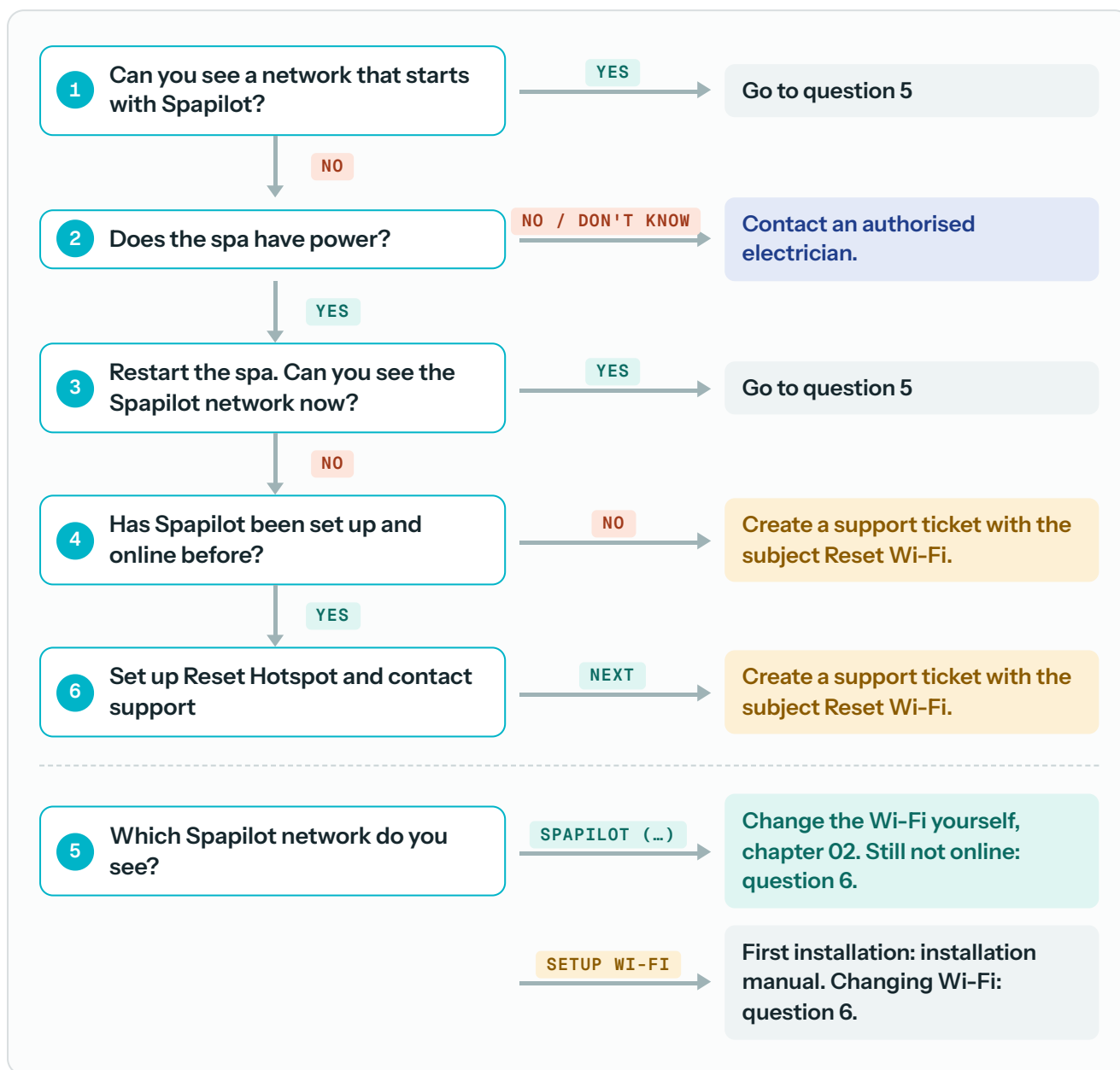
01 Connect your phone to your home Wi-Fi again.

02 Open the Spapilot app.

CHECK The app shows your spa as online. Not online? See the troubleshooting map.

Troubleshooting map

Start at question 1. Follow your answer to the next step.



1 Can you see a network that starts with Spapilot?

Open the Wi-Fi settings on your phone next to the spa. Look for SPAPILOT SETUP WI-FI or Spapilot (...), for example Spapilot (Gecko) / Spapilot (Balboa).

YES Go on to question 5. → 5

NO Go on to question 2. → 2

2 Does the spa have power?

Check that the spa's display is lit.

YES

Go on to question 3. → 3

NO

Contact an authorised electrician.

DON'T KNOW

Contact an authorised electrician.

3 Restart the spa. Can you see the Spapilot network now?

Switch off the power to the spa, wait 10 seconds, and switch it on again. Wait a minute and check the Wi-Fi list on your phone again.

YES

Go on to question 5. → 5

NO

Go on to question 4. → 4

4 Has Spapilot been set up and online before?

YES

Use Reset Hotspot, then contact support. → 6

NO

Create a support ticket with the subject Reset Wi-Fi. Email support@zavepower.com.

5 Which Spapilot network do you see?

SPAPILOT (...)

Change the Wi-Fi yourself, see chapter 02. Spa still not online in the app? Go on to question 6. → 6

SETUP WI-FI

First installation: follow steps 8 to 11 in the installation manual. Changing to a new Wi-Fi: go on to question 6. → 6

6 Set up Reset Hotspot and contact support

Follow chapter 04. Spapilot goes online through your phone, and support can reach it.

NEXT

Create a support ticket with the subject Reset Wi-Fi. Email support@zavepower.com.

Reset Hotspot

Spapilot has no reset button, so you do not need to open the spa's panels. Instead Spapilot connects to a hotspot on your phone and goes online through your mobile data. Our support can then reach Spapilot and reset it for you.

Use exactly this name and password

NAME	Spapilot Reset Hotspot
PASSWORD	Zavepwr21#&

iPhone

- 01 The hotspot uses the phone's name. Go to Settings, General, About, Name, and change it to **Spapilot Reset Hotspot**.
- 02 Go to Settings, Personal Hotspot. Turn off Allow Others to Join, wait a few seconds, and turn it on again.
- 03 Tap Wi-Fi Password and enter **Zavepwr21#&**.

Android

- 01 Open Settings, Network & Internet (sometimes Connections), Hotspot & tethering, Wi-Fi hotspot.
- 02 Tap Hotspot name (sometimes SSID) and enter **Spapilot Reset Hotspot**.
- 03 Tap Hotspot password and enter **Zavepwr21#&**.
- 04 Turn the hotspot off, wait a few seconds, and turn it on again.

Then

- 01 Keep the hotspot on and stand next to the spa. Spapilot connects to your phone by itself.
- 02 Create a support ticket with the subject **Reset Wi-Fi** at support@zavepower.com. Tell us that Spapilot is on the hotspot.
- 03 When support confirms the reset, turn off the hotspot. Connect Spapilot to your Wi-Fi again, from step 8 in the installation manual.

TIPS

- The hotspot must be visible, not hidden.
- The name and password must match exactly, including upper and lower case.
- Problems? Restart your phone and try again.
- Afterwards you can change your phone's name back.

NOTE

SPAPILOT RESET HOTSPOT is only for support. It is not used when you install Spapilot for the first time.

05

Wi-Fi requirements

- Spapilot uses the 2.4 GHz band. It does not support 5 GHz.
- Use WPA2-PSK security, avoid WPA3.
- You need at least 2 to 3 bars at the spa (-75 dBm or stronger).
- For best stability, set the Wi-Fi channel to 1, 6 or 11.
- Give Spapilot a fixed IP address (DHCP reservation) in your router. This prevents disconnections when the router hands out new addresses.
- After a power cut, Spapilot reconnects by itself when the Wi-Fi is back.

SUPPORT

Still having problems? Email support@zavepower.com or visit zavepower.com/support.

support@zavepower.com · zavepower.com

Zavepower does not maintain any commercial partnership with Balboa Water Group or Gecko Alliance. References are provided exclusively to elucidate technical compatibility.