



How to Proceed with Repairing Inflatable Products

POOLS

1. Air Leakage (EASY SET pools)

First, fully inflate the pool and apply soapy water on it to find the location of the air leak. The spot where bubbles form after applying soapy water will indicate the leak.

Tears in the material that are smaller than 1 cm can be repaired using any PVC patch and PVC adhesive. Recommended adhesives or special tape and information about Intex patches can be found below.

Seam tears cannot be repaired; the pool's lining must be replaced.

The inflatable valve also cannot be repaired. If air is leaking from the valve, the entire pool lining must be replaced.

If the product is under warranty, file a claim with the seller.

2. Water Leakage

Drain the pool. Clean and dry the area where the water is leaking.

Tears smaller than 5 cm can be repaired using any PVC patch and PVC adhesive. The patch should be applied both inside and outside, and it should extend at least 1.5 cm beyond the tear. After applying the patch, place a weight on it for 2 hours. Recommended adhesives, special tape, and information about Intex patches can be found below.

Seam tears cannot be repaired. The pool lining must be replaced. If the product is under warranty, file a claim with the seller.

PATCHES, ADHESIVES

Any **patches** can be used as long as they are made of PVC material.

If you want to order original Intex patches, use the online form:

<https://intexcompany.cz/en/spare-parts/>

Patch numbers (= spare part numbers):



11410A

airbeds and inflatable boats, other inflatable products



11847 PureSpa Bubble (beige)

11847B PureSpa Bubble (blue)

11848D PureSpa Jet&Bubble Deluxe (black)

12937 PureSpa Greywood Deluxe



11410 pools

Intex does not manufacture **adhesives**. We can only recommend reliable adhesives for soft PVC, but there are certainly more options available on the market.

CEYS – Special Vinyl

BISON – Vinyl Plastic

LEAR – Outdoor (*Czech brand*)

You may also want to consider the special, highly durable adhesive tape, Heissner Easy Fix.

Below you will find procedures for other categories of our products.

PureSpa

1. Air Leakage

Ensure that the **pressure relief valve** is properly tightened using the wrench provided with your hot tub. You can also find the pressure relief valve inspection manual on our website: <https://intexcompany.cz/en/faq/purespa/checking-pressure-release-valve/>

Additionally, ensure that the apparent deflation of the hot tub is not due to a **change in external air temperature**. Newer PureSpa models are equipped with a pressure relief valve that releases excess pressure caused by high temperatures during hot days. This can make the hot tub appear deflated in the early morning or late evening. More information is available on our website:

<https://intexcompany.cz/en/faq/purespa/why-is-my-spa-tub-leaking-air/>

If air is still leaking, try to locate the leak by applying **soapy water** to the part of the tub that is not submerged. Use a sponge and dish soap, and go over the entire surface of the hot tub. Bubbles will form at the leak site. Also, apply soapy water to the closed pressure relief valve to ensure that the leak is not coming from the valve. If it is, tighten it firmly with the wrench. The inner (removable) part of the pressure relief valve can also be purchased as a replacement part.

If you find the air leak directly on a part of the tub that is not submerged and it is smaller than 5 mm, deflate the tub, **degrease the perforation site, and also degrease the patch**. This step is crucial and will determine whether the patch will hold. Prepare clamps or a suitable weight to press down on the patch at the leak site. Apply a suitable adhesive (soft PVC adhesive) and follow the adhesive's instructions. Leave the tub unpressurized for 48 hours. Patches for hot tubs are included in the package. Recommended adhesives, special tape, and information about Intex patches can be found below.

If the tear is in a part of the tub that is underwater, turn off the bubble or jet functions. Watch to see if bubbles form in the water, which would indicate the location of the air leak. If the air leak is underwater, apply the patch as described in the paragraph above.

Seam tears cannot be repaired. If your hot tub is still under warranty, file a claim with the seller.

If you cannot find the air leak and your hot tub is still under warranty, file a claim with the seller.

Inflatable tubs are not serviceable. You can only locate the air leak and attempt to repair it or, if the product is under warranty, file a claim with the seller. Alternatively, you can purchase a new tub.

2. Water Leakage

If your PureSpa tub has air intake jets (on the outside of the tub), make sure there is not too much water in the tub, as this could cause water to leak through the jets. The water level mark inside the tub indicates the maximum water level, **including people** in the tub.

If water is leaking from the **drain valve** and the hot tub is still under warranty, file a claim with the seller. If it is out of warranty and you want to attempt a repair, drain the water and clean and dry the drain valve.

Stick a patch next to the drain valve.



Apply soft PVC adhesive to the area where the water is leaking. The adhesive should be applied both to the valve and to the bottom of the hot tub.



Then, reapply the patch and let it rest for 8 hours.



After eight hours, remove the patch and close the drain valve. Place the hot tub on an elevated spot and fill it with a small amount of water to check if the water is still leaking.



A new replacement part is available that serves as a support for the drain valve to prevent it from being overloaded. This part can be purchased for older PureSpa models. The part number is 13342. Newer models of PureSpas already have this support built-in.

If water is leaking near the pipe that returns water from the motor section back to the hot tub, a more experienced user can check whether the seal on this pipe is properly sealing. (This refers to the pipe that is part of the tub, not the pipe that is part of the base.) If the seal needs to be replaced, you can order the replacement part **EX001** through our web form.

If you cannot find the water leak and your PureSpa is still under warranty, file a claim with the seller.

Inflatable tubs are not serviceable. You can only locate the water leak and attempt to repair it, or, if the product is under warranty, file a claim with the seller.

AIRBEDS

Air Leakage

For a new airbed, the material may need some time to adjust, and you might need to inflate it several times within the first 24 hours. More information is available on our website: <https://intexcompany.cz/en/faq/airbed/air-leakage/>

If there is a tear in the bed and it is still under warranty, file a claim with the seller.

Tears smaller than 1 cm can be repaired with any PVC patch and PVC adhesive. Deflate the bed. If the tear is on the velvety surface, **remove the velvet** using fine sandpaper. Cut a patch that extends at least 1.5 cm beyond the tear. Apply the patch and press it down for at least 30 minutes.

Seam tears cannot be repaired. If your bed is under warranty, file a claim with the seller.

If air is leaking from the built-in pump and the bed is under warranty, file a claim with the seller.

BOATS AND KAYAKS

Air Leakage

Spray the boat/kayak with soapy water to locate the air leak. If the hole is smaller than 4 mm or the tear is shorter than 1 cm, deflate the product and repair it with a PVC patch and PVC adhesive. The adhesive should be applied to both the patch and the boat/kayak. Then, apply pressure for 30 minutes or follow the instructions on the adhesive. Recommended adhesives, special tape, and information about Intex patches can be found below.

Tears in the seam cannot be repaired. If your product is under warranty, file a claim with the seller.