



Trouble Shooting Guide

For 2011 and 2012 Spas

NO HEAT OR HEAT TOO LOW

PROBABLE CAUSE No. 1: Operating while spa cover is open.

ACTION: Ensure that spa cover is properly closed.

PROBABLE CAUSE No. 2: Dirty filter

ACTION: Remove filter cartridge and clean.

PROBABLE CAUSE No. 3: Adjustable jets closed or not fully opened.

ACTION: Open all jets.

JETS WON'T COME ON

PROBABLE CAUSE No. 1: No power to spa control.

ACTION: Check incoming power to spa.

PROBABLE CAUSE No. 2: Pump disconnected from control box.

ACTION: Call dealer for recommended action.

PROBABLE CAUSE No. 3: Faulty pump or top control panel.

ACTION: Call dealer for recommended action.

NO CONTROL DISPLAY OR FUNCTIONS

PROBABLE CAUSE No. 1: No power or improper voltage to spa control.

ACTION: Have a licensed electrician check the voltage to spa.

PROBABLE CAUSE No. 2: Control box fuse blown.

ACTION: Call dealer for recommended action.

PROBABLE CAUSE No. 3: Faulty top control panel.

ACTION: Call dealer for recommended action.

LOW WATER FLOW

PROBABLE CAUSE No. 1: Dirty filter.

ACTION: Remove filter cartridge and clean.

PROBABLE CAUSE No. 2: Jets not fully opened.

ACTION: Open all jets.

PROBABLE CAUSE No. 3: Low water level.

ACTION: Make sure water level in spa is correct

NO AIR BUBBLES IN JET

PROBABLE CAUSE No. 1: Air control valve in the closed position.

ACTION: Open air control valve.

PROBABLE CAUSE No. 2: Jet(s) in the closed position.

ACTION: Open jet(s).

PROBABLE CAUSE No. 3: Faulty jet internal valve.

ACTION: Call dealer for recommended action.

SPA IS LEAKING

PROBABLE CAUSE No. 1: Spa drain valve and cap partially open.

ACTION: Ensure that drain valve and cap are fully closed.

PROBABLE CAUSE No. 2: Loose jet wall fitting.

ACTION: See jet wrench instructions

PROBABLE CAUSE No. 3: Loose pump union(s).

ACTION: Call dealer for recommended action.

NO SPA LIGHT

PROBABLE CAUSE No. 1: Burned out bulb.

ACTION: Replace bulb.

PROBABLE CAUSE No. 2: Light fuse blown.

ACTION: Call dealer for recommended action.

PROBABLE CAUSE No. 3: Light harness unplugged from control box.

ACTION: Call dealer for recommended action.

SLOW WATER DRAIN

PROBABLE CAUSE No. 1: Drain valve not fully opened.

ACTION: Ensure that valve is fully open.

PROBABLE CAUSE No. 2: Dirty filter or suction drain cover grate.

ACTION: Remove filter cartridge or clean cover grate.

PROBABLE CAUSE No. 3: Kinked garden hose

ACTION: Make sure that drain hose is fully extended and placed in a flat or downhill position.