

TROUBLESHOOTING GUIDE

H20 code (The spa has detected that there is a lack of water in the heater)

1. Check to make sure that the spa is filled with water to the correct level.
2. Press the pump button – The spa will attempt to run the pump for a few seconds to circulate water through the heater. Repeat if necessary.
3. If the spa still returns the H20 error after several attempts, please contact your spa pool supplier for technical assistance.

ER 3 code (The spa has detected that a touch pad button was held down for more than 1 minute)

1. Possible causes are objects placed on top of the touchpad, or objects on top of the cover above the touchpad, activating a button for more than 1 minute.
2. Press each of the 4 buttons individually to check the switches.
3. Press the “UP”, “DOWN” and “PUMP” buttons simultaneously. The Spa may reset and be back to normal operation.
4. If the spa still returns the ER3 error after several attempts, please contact your spa pool supplier for technical assistance.

ER 4 code (The spa has detected a problem with the water sensor in the heater)

1. The problem may be caused by the sensor being disconnected or damaged.
2. Press the “UP”, “DOWN” and “PUMP” buttons simultaneously. The Spa may reset and be back to normal operation.
3. If the spa still returns the ER4 error after several attempts, please contact your spa pool supplier for technical assistance.

ER 5 code (The spa has detected a water temperature of 45°C or more)

1. The problem may be caused by excessive pump use in hot weather, or hot water added to spa.
2. Turn off the spa and allow time for the water to cool.
3. Press the “UP”, “DOWN” and “PUMP” buttons simultaneously. The Spa may reset and be back to normal operation.
4. If the spa still returns the ER5 error after several attempts, please contact your spa pool supplier for technical assistance.

ER 6 code (The spa has detected that the safety temperature cut out has operated)

1. The problem may be caused by an air lock in the pipework feeding the pump, a power fluctuation during pump operation or failure of the pump.
2. Check to make sure that the spa is filled with water to the correct level.
3. Check to make sure that the filter and the leaf tray above the filter are clean and installed correctly.
4. Press the “UP”, “DOWN” and “PUMP” buttons simultaneously. The Spa may reset and be back to normal operation.
5. If the spa still returns the ER6 error after several attempts, please contact your spa pool supplier for technical assistance.

ER 7 code (The spa has detected a stuck relay switch)

1. The problem may be caused by a power fluctuation during pump operation.
2. Press the “UP”, “DOWN” and “PUMP” buttons simultaneously. The Spa may reset and be back to normal operation.
3. If the spa still returns the ER7 error after several attempts, please contact your spa pool supplier for technical assistance.

ER 8 code (The spa has detected a problem with the digital temperature sensor)

1. The problem may be caused by disconnection of the temperature sensor, or by connection of more than 1 temperature sensor.
2. Press the “UP”, “DOWN” and “PUMP” buttons simultaneously. The Spa may reset and be back to normal operation.
3. If the spa still returns the ER8 error after several attempts, please contact your spa pool supplier for technical assistance.

Display not lit (The spa appears to be inoperable and no lights on display)

1. The problem is likely to be caused by loss of mains power
2. Check to make sure the spa pool power plug is pushed in to the power point and switched on.
3. At the House fusebox, check the state of the Circuit breaker, fuse or RCD.
4. Test the power point by plugging in a hair-drier or similar device. Contact your electrician if there is no power here.
5. If the hair-drier or similar device works but the spa does not, please contact your spa pool supplier for technical assistance.