

## TROUBLESHOOTING

ISSUE	POSSIBLE CAUSE	SOLUTION
Cloudy water	Inadequate filtration/dirty filter	Increase filtration cycle duration if used heavily. Clean or replace filter as necessary.
	Excessive oils/organic matter	Shock spa with a sanitiser or a shock product
	Suspended particles	Run jets and clean filter; use a clarifier
	High total dissolved solids (TDS)	Depending on severity, drain spa to half full and refill or completely drain and refill.
Cloudy green water	Low sanitiser level	Shock and adjust sanitiser level
Clear green water	Dissolved copper or iron in water	Use a metal detoxification agent. Refer to your local spa dealer. Check pH.
Brown water	High iron or manganese content	Use a metal detoxification agent. Refer to your local spa dealer. Check pH.
Water odour	Excessive organics	Shock and adjust sanitiser level
	Improper sanitation	Shock and adjust sanitiser level
	Inadequate filtration/dirty filter	Increase filtration cycle duration if used heavily, clean or replace filter as necessary.
	Low pH	Raise pH with sodium bicarbonate product "Spa Up". If metals are present use a metal detoxification agent. Refer to your local spa dealer.
Chlorine odour	Chlorine level too high	Shock and adjust sanitiser level
	Low pH	Raise pH with sodium bicarbonate product "Spa Up"
Bromine odour/ Yellow water	Low pH	Raise pH with sodium bicarbonate product "Spa Up"
Musty odour	Bacteria or algae growth	Shock water with sanitiser, if problem persists drain, clean and refill the spa.
Foaming/ Scum ring	Build up of body oils, lotion and chemicals resulting from soap or detergent	Remove scum line with a clean towel. Use a "Foam Down" product.
	Calcium hardness too low	Add calcium to obtain 150-400 ppm calcium level
	Large amounts of total dissolved solids (TDS)	Drain and refill the spa
Algae growth	High pH	Adjust pH
	Low sanitiser level	Shock and adjust sanitiser level, adjust pH
Eye irritation	Chlorine level too high	Shock and adjust sanitiser level, adjust pH
	Low sanitiser level	Shock and adjust sanitiser level, adjust pH
	pH or total alkalinity out of balance	Adjust pH
Skin irritation/Rash	Unsanitary water	Shock and adjust sanitiser level
	Chlorine level above 5 ppm	Allow chlorine level to drop below 5 ppm
	Soaking too long	Recommended use 15 minutes or less
Stains	Total alkalinity and/or pH too low	Adjust total alkalinity and/or pH
	High iron or copper content	Use a metal detoxification agent. Refer to your local spa dealer.
Scale	High calcium content	Adjust total alkalinity and/or pH
	Total alkalinity and/or pH too high	If scale requires removal completely drain and refill spa
Erratic pH test results/Unusual pH test colour	Low sanitiser level	Test pH, when sanitiser level is below 5 ppm
	Old pH indicator dye	Replace test strips
No power	Breaker or GFCI/RCD off	Check that breaker and/or GFCI/ RCD are both turned ON
	Loose wire connection	Electrician to check wire connections
GFCI/RCD trips	Miss-wired	Electrician to inspect
	Component failure	Contact dealer
Heater not operating or spa not heating	Temperature set too low	Set temperature above current water temperature
	Water level too low	Add water until water level is 1 inch (25mm) above water line.
	Blown fuse	Electrician to inspect
	Component failure	Contact dealer

ISSUE	POSSIBLE CAUSE	SOLUTION
Pump not operating or turns off after a short time	Dirty filter	Clean filter
	Air lock	See air lock release procedure
	Improper voltage to pump	Contact dealer or qualified electrician
	Time out	As a safety precaution, the spa controller only allows pump operation for 15 minutes continuously.
	Component failure	Contact dealer or qualified electrician
	Thermal overload	During extreme high ambient temperatures the pump motor may reach the motor thermal overload limit. Wait until motor cools and retry. If problem persists contact dealer.
Spa overheating	High ambient temperature	During extreme high ambient temperatures the spa may over heat due to internal friction within the plumbing. Reduce set temperature or remove spa cover to cool.
	Filtration duration	Reduce filtration cycle duration until spa operates correctly
Pump surging	Dirty filter	Clean filter
	Low water level	Add water until 1 inch (25mm) above Water Line or approx 100mm from top.
Light not working	Burned out bulb	Change bulb
Air Blower will not operate or turns off after a short time	Time out	As a safety precaution, the spa controller only allows Air Blower operation for 15 minutes continuous
	Thermal overload	During extreme high ambient temperatures the Air Blower motor may reach the motor thermal overload limit. Wait until motor cools and retry. If problem persists contact dealer.
	Component failure	Contact dealer or qualified electrician
Ozone unit not operating	Blocked filter	Clean filter
	Component failure	Contact dealer
No water flow from jets	Air lock	See air lock release procedure
	Adjustable jets turned off	Turn jets on
	Faulty pump or motor	Contact dealer
	Slide valve closed	Open slide valve
	Slide valve open	Clean or change filter
No air flow from jet	Adjustable jets turned off	Turn jets on
	Air control valve not open	Open air control valve
	Broken jet	Contact dealer
Water leak	Loose drain valve	Tighten drain valve
	Loose coupling	Remove cabinet panels and check and tighten all pump/pipe couplings.
	Unidentifiable source	Contact dealer
Noisy pump or motor	Air lock	See air lock release procedure
	Low water level	Add water until 1 inch (25mm) above Water Line or approximately 100mm from top.
	Clogged filter	Clean or replace filter
	Clean or replace filter	Contact dealer
Spa will not turn off	Spa is trying to heat	Check set temperature or heat indicator light on touchpad is ON.
	Spa is in a filter cycle	Normal operation; no need to change
Abnormal water	Excessive evaporation	Check and adjust spa cover if needed
	Excessive splashing	Monitor water level after each use
Water not clean	Dirty or clogged filter	Clean or replace filter
	Poor water chemistry	See common water problems section
	Insufficient filtration cycle duration	Based on usage, adjust filtration cycle duration