

# TROUBLESHOOTING GUIDE

## DIAGNOSTICS - OPERATION

Your spa should operate normally when properly set up. However, if you encounter operating problems please use this general guide. If this guide does not help you solve the problem, please call Galaxy Spa DIRECT for advice - 0800 459 772.

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. Call Galaxy Spa DIRECT for advice - 0800 459 772.
Brown water	High iron or manganese content	Use a metal detoxification agent. Check pH and call Galaxy Spa DIRECT for advice - 0800 459 772.
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. Call Galaxy Spa DIRECT for advice - 0800 459 772.
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. Call Galaxy Spa DIRECT for advice - 0800 459 772.
Unexpected spa function change	Water droplets splashing on Gecko touchpad	Place touchpad in sleep mode to stop unexpected function changes.

Issue	Possible Cause	Solution
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 us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
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 us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
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 qualified electrician.
	Time out	As a safety precaution, the spa controller only allows pump operation for 15 minutes continuously.
	Component failure	Contact us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
Spa overheating	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 us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
	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.
Pump surging	Filtration duration	Reduce filtration cycle duration until spa operates correctly.
	Dirty filter	Clean filter.
Light not working	Low water level	Add water until 1 inch (25mm) above Water Line or approx 100mm from top.
	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 us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
	Component failure	Contact a qualified electrician.
Ozone unit not operating	Blocked filter	Clean filter.
	Component failure	Contact us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
No water flow from jets	Air lock	See air lock release procedure.
	Adjustable jets turned off	Turn jets on.
	Faulty pump or motor	Contact us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
	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 us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
Water leak	Loose drain valve	Tighten drain valve.
	Loose coupling	Remove cabinet panels and check and tighten all pump/pipe couplings.
	Unidentifiable source	Contact us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
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 us via <a href="http://galaxyspas.co.nz/support">galaxyspas.co.nz/support</a>
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.