



If you have a non-running or non heating hot tub in extreme cold weather:

- 1) Stabilize the situation to prevent ice or freezing damage. Assume you may not be able to get a service person out immediately, and if you can, they may not be able to find and fix the cause immediately. Keep the equipment area warm to minimize damage. Check the spa cabinet (the area where your pumps and equipment are located, usually behind a screwed-on panel directly below your spa topside control / display). Put a small space heater inside and let it run on a low power / low heat setting. Be sure to reinstall the cabinet door as best you can, and / or put blankets or tarps around the area to allow the heat to stay inside the equipment bay. Many newer multi-pump spas may have 2 or more separate locations for pumps under the skirt. In these cases multiple small heaters may be required.
- 2) In an idle spa ice will begin to form starting in the outer extremities, often in the thinner lines and tubes close to the outside wall. If the spa has been idle for a while and the interior water temperature is cold (below 70F) frost or ice may have already started to form. Do not restart the spa immediately if the water is cold, as ice in the lines can cause the pumps to jam, overheat and burn out. Allow the cabinet to heat up for several hours to remove ice first.
- 3) Most shutdowns are caused by an interruption in power or a surge in power that causes the very sensitive GFCI breaker to power off. GFCI's have to be manually reset, so once they trip, they will stay off until you reset them. Try resetting the GFCI. If you are able to reset the GFCI and things start up and run normally, check the spa frequently over the next couple of days to ensure that the circumstances that caused the breaker to reset were a "one-off".
- 4) Sometimes simple things can cause a tub to stop circulating, such as a dirty filter or too little water in the spa. Try swapping the filters or topping up if either are suspect.
- 5) Sometimes an appliance failure within the spa can cause the GFCI to trip right away, for example a heater short circuit. If the GFCI keeps tripping, contact service.
- 6) On your circuit board are several protective fuses. If you are equipped with a volt-meter you can test and replace any dead fuses.
- 7) Common mechanical problems include a worn pump, relay, or control circuit. If the above remedies do not work, contact service.
- 8) Most winter emergencies do not require draining. Do not rush to drain the hot tub unless you know for certain that you will have no power for an extended period of time (i.e. 4 or 5 days). It is risky to drain a tub improperly in cold weather, and harder to diagnose an empty tub. If circumstances force you to drain the tub, do it using a sump pump rather than relying on the slow gravity drain. If there is no power to your property a generator would be a huge help at this stage. Work quickly in cold weather, and use a shop-vac to blow out all lines. Disconnect and drain all unions and plugs in the cabinet area once the tub is substantially purged. Finally, reinstall all plugs and reconnect all unions, then pour 4 or more gallons of pool and spa antifreeze into the tub via the skimmer and jet openings to help protect against ice damage.

During regular office hours (Monday to Friday, 8 to 5), the best way to reach service is by telephone at 613-726-0099 Extension 1. Outside of these hours, send an email to spaservice@purewaterpool.com, which is monitored for emergency calls.