

Spa Troubleshooting

Any time your spa experiences an issue, it will likely display an error code on the keypad's screen. Please refer to the troubleshooting section of your owner's manual, as many simple issues can be fixed by following the directions there. If you cannot locate your owner's manual, one can be downloaded from our website, at: www.purewaterpool.com/spa-troubleshooting/

Here are some basic troubleshooting tips, and fixes, for the most commonly seen error codes that may come up on a spa:

Problem: Pump(s) are running, but no water is coming out of the jets

Remedy:

If you have just filled your spa, there may be a pocket of air trapped inside the lines. This is called an air lock. The best way to prevent an air lock is to fill the spa by placing the garden hose inside of the skimmer area, with the filters out, when filling. If the spa is already full and you are experiencing an air lock in one of the main jet pumps, you can try turning the pump on and off repeatedly to clear the line of air. If this does not work, you will need to open the skirting on the side of your spa, and access the pumps. Always turn your breaker off when accessing the equipment inside your spa. Once you locate the pump(s), loosen the plumbing, to allow the air to escape. Once you get some water coming out, retighten the plumbing, and try the pump again. It should now turn on. If the air lock is in your circulation pump (if spa is equipped with one), it may produce one of the error codes in the next section. In order to clear an airlock in the circulation line, you will need to loosen the plumbing slightly, and allow the air to escape.

Problem: Error code on display

Artesian Spas: rh nF, dr, drY, HFL, LF, OHH

Coast Spas: HL, LF, dr, dY, OH

Sundance Spas: Flashing "FLO", flashing "FL1",

Remedy:

These codes typically represent a restriction of flow through your circulation line. The most common cause of this issue is a filter that has become clogged, slowing the water flow through your heater, or an air lock, as indicated above. If clearing the air from the line did not work, turn off your breaker, remove your filters, and turn the spa back on. If the code(s) do not reappear, the filter needs to be cleaned, if it is a cleanable filter (blue or grey ends, pleated filter), or replaced (purple or grey ends, micro filters) if it is a disposable filter. Do not use the spa without filter(s) in place. If the error code(s) come back, then there is potentially an issue with one of the components in your spa. Our service department will be out as soon as possible, Monday to Friday, to troubleshoot, and repair the spa. Please send an email to the address at the bottom of this page.

Problem: Keypad screen is blank

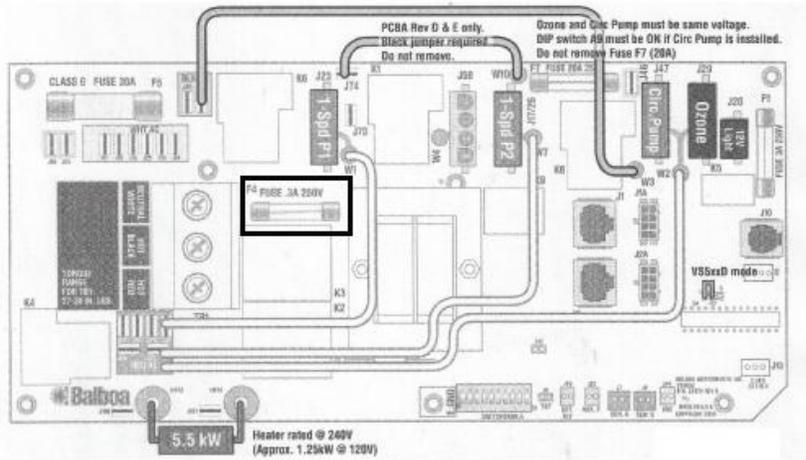
Remedy:

Reset your GFCI breaker. Flip it all the way off, then back on again. If the breaker "snaps" back part way, there is an issue with one of the components in the spa, causing the breaker to trip. Our service department will be out as soon as possible, Monday to Friday, to troubleshoot, and repair the spa. Please send an email to the address at the bottom of this page. If the breaker stays on, then go back to the spa, and see if the screen is back on.

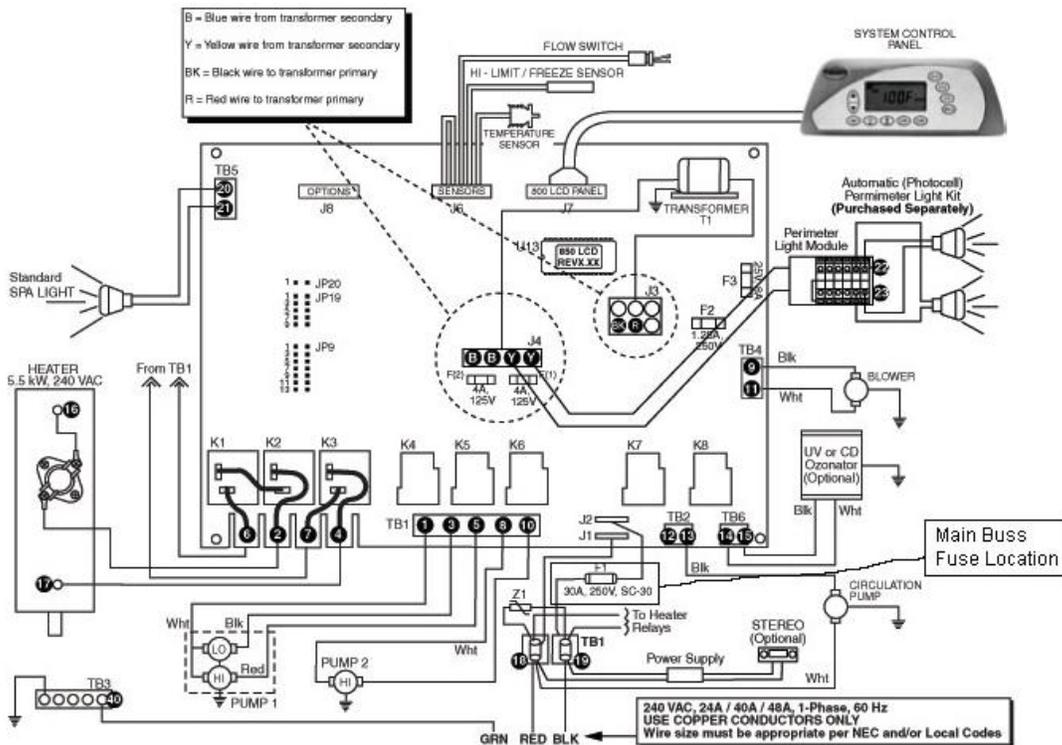
If you have an Artesian or Coast spa, and the screen is still blank, you may have a blown 3/10 Amp fuse on your circuit board, inside of the spa pack. The fuse is located directly to

If at any point, you run into an issue with troubleshooting, please send an email to vinniep@purewaterpool.com, including your name, a contact phone number, and the issue(s) you are experiencing. It is vital that you follow all of the steps in this troubleshooting guide first, so that we can properly assist you. You can also call (613)726-0099 Ext. 1, and leave us a message. We will return your call as soon as we are back in the office.

the right of the white wire in the spa pack, coming into the spa from your GFCI breaker. **ALWAYS ensure the breaker is completely off before checking any fuses.**



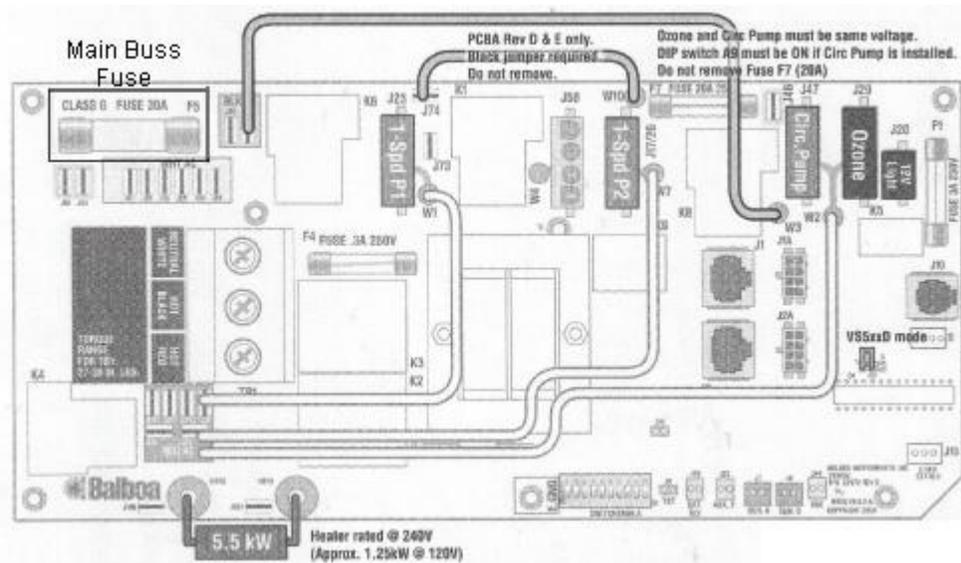
If you have a Sundance spa, then the main Buss fuse may be blown. It is located inside the spa pack, below the circuit board, on the left hand side. If you follow the wire from "J2" it will lead you to the fuse. **Always be sure that the breaker is completely in the OFF position before accessing the circuit board.**



Problem: Keypad works, but none of the pumps turn on (Artesian and Coast only)
Remedy:

If your keypad works, but none of the jets will run and you can hear a clicking sound from below the keypad when the jet buttons are pressed, it means that either you have a blown Buss fuse, or the spa is only getting 120V, instead of 240V. If it is a new installation, it could be either, however spas that have been running for a while are more likely to be a fuse. The fuse(s) are located on the top, left hand corner, of the circuit board, inside of the grey pack in the spa, directly below the keypad on most models. **ALWAYS ensure the breaker is completely off before checking any fuses.**

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We stock all of the fuses at the store, and fuses are only a warranty item on the day of delivery. If you need a fuse, it can be purchased any time the store is open.

Problem: Screen on tub is showing “---“ or “----“ (Sundance only)

Remedy:

The spa has gone into a “watchdog” protection state. An issue has been discovered by the electronics which may damage the spa, so it is protecting itself. This code can only be cleared by resetting the GFCI breaker. Flip the breaker completely off, then back on again. If the spa turns back on, please monitor it, and see if the code reappears. If the spa goes immediately back into “---“ or “----“, then you will require a service visit. Our service department will be out as soon as possible, Monday to Friday, to troubleshoot, and repair the spa. Please send an email to the address at the bottom of this page.

If the temperatures outside are below freezing, and your spa is not operating at all, it is recommended to place a small space heater inside of the equipment bay, where the pumps are located, set to a medium heat level, to prevent the lines from freezing. Freeze damage is not covered by your warranty.

If your spa is displaying an error code that is not on this troubleshooting guide, please refer to your owner’s manual. If you have any questions, please send an email to the address at the bottom of this page.

Please do not drain your spa. A full spa will maintain a warm temperature, and help prevent it from freezing. An empty spa will freeze relatively quickly. Also, please ensure that your cover is tightly closed, to minimize heat loss.

Our retail store is open Monday to Friday, from 9am to 9pm, Saturday, from 9am to 6pm, and Sunday, from 10am to 5pm. We are closed on all Statutory holidays.

Our service department is open Monday to Friday, from 8am to 5pm.

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