

~ Troubleshooting ~

If you experience a problem with your spa, be sure to check the troubleshooting section of this guide.

Water is out of balance

Possible Causes	Solution	Preventative Maintenance
Well water, untreated municipal water, frequent usage	Test water and adjust as necessary using Alkalinity Increase, pH Up, and/or pH Down.	Maintain pH of 7.5 ± 0.3 and a total alkalinity of 80-120 ppm.

Excessive Foaming

Possible Causes	Solution	Preventative Maintenance
Accumulation of body oils, cosmetics, and detergents	Add de-foamer. Add one ONeshock packet for every 250 US gallons.	Use ONeshock on a regular basis to oxidize organic compounds.

Cloudy Water

Possible Causes	Solution	Preventative Maintenance
Excessive organic contaminants	Add one ONeshock packet for every 250 US gallons.	Use ONeshock on a regular basis to oxidize organic compounds.
Water is out of balance	Test water and adjust as necessary using Alkalinity Increase, pH Up, and/or pH Down.	Maintain pH of 7.5 ± 0.3 and a total alkalinity of 80-120 ppm.
Accumulation of material that cannot be filtered	Use Clarifier.	Use Clarifier regularly or as needed.
Dirty or worn-out filter	Soak filter in bucket of water and FILTERcleanser. Replace if necessary.	Clean the filter(s) at least once a month. Replace filter(s) every six months.

Water Odor

Possible Causes	Solution	Preventative Maintenance
Excessive organic contaminants	Add one ONeshock packet for every 250 US gallons.	Use ONeshock on a regular basis to oxidize organic compounds.

Skin or eye irritation

Possible Causes	Solution	Preventative Maintenance
Excessive chloramines or organic contaminants	Superchlorinate water. Add one ONEshock for every 150 US gallons.	Use ONEshock on a regular basis to oxidize organic compounds.
Excessive chlorine level	Dilute. Add more water to the spa.	Do not add more ONEshock than is necessary.
Water is out of balance	Test water and adjust as necessary using Alkalinity Increase, pH Up, and/or pH Down.	Maintain pH of 7.5 ± 0.3 and a total alkalinity of 80-120 ppm.
Dirty or worn-out filter	Soak filter in bucket of water and FILTERcleanser. Replace if necessary.	Clean the filter(s) at least once a month. Replace filter(s) every six months.

Stain or Scale on Acrylic

Possible Causes	Solution	Preventative Maintenance
Well water, high mineral content	Drain spa and spray Shell & Liner Cleaner generously on acrylic.	Use HOSEfilter attachment when filling the spa

Frequent pH Fluctuation

Possible Causes	Solution	Preventative Maintenance
Total alkalinity is outside of range (80-120 ppm)	Test water and adjust as necessary using Alkalinity Increase, pH Up, and/or pH Down.	Maintain a total alkalinity of 80-120 ppm.

Brown Water

Possible Causes	Solution	Preventative Maintenance
Excessive mineral content	Add sequestering agent.	Use HOSEfilter attachment when filling the spa.

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Air in the pump

Air in the pump – pump is working but nothing is coming out of the jets

1 Press the 'Jets' button that corresponds with the airlocked pump repeatedly for 30 seconds.

! If the pump is still airlocked

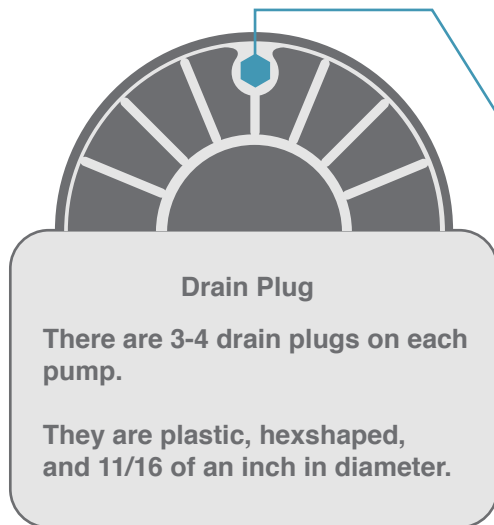
2 Locate the pump by turning it on and listening for its position.

3 Remove the panel(s) around the pump to gain access.

4 Make sure the air locked pump is off.

5 Locate and loosen one of the drain plugs until water begins to seep out. The pocket of air will be released momentarily.

6 After 2-3 minutes, tighten the drain plug and re-attach the panels.



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Pump Motor

Pump/motor is not working correctly

1 Check the GFCI and topside control to make sure the spa is receiving power.

! If that does not solve the problem, follow the actions below.

2 Remove the spa panels around the pump and try to turn it on by pressing its corresponding 'Jets' button.



✓ Pump and motor appear to be functioning correctly, the shaft can be seen rotating – The pump is 'airlocked.' Bleed the pump (using one of the bleeder valves) with the pump on.

See Troubleshooting – Air in the Pump.

! No activity from the motor or pump, no clicking noise from the spa pack – Likely a problem with the wiring or the topside control.

Contact Customer Support.

✓ Motor is making a buzzing sound and the shaft is not rotating. Motor is likely damaged. Contact service.

! Motor is likely damaged. Contact service.

✓ No activity from the motor or pump, a clicking noise can be heard from the spa pack –

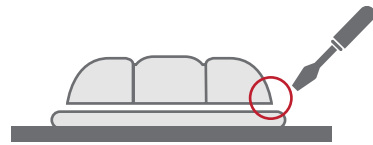
✓ Replace the fuse for the corresponding pump in the spa pack.

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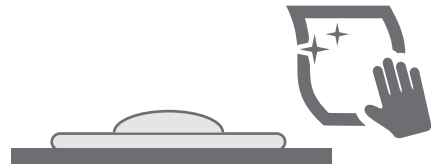
Diverter Valve

Cannot turn on/off valve or diverter valve

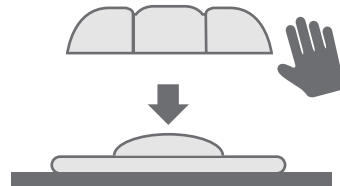
- 1 Remove gray cap. Wedge a flathead screwdriver or other flat object under the cap and pop it off.



- 2 Clean any debris or buildup that has accumulated on ridged underbody with a soft cloth.



- 3 Remove gray cap. Wedge a flathead screwdriver or other flat object under the cap and pop it off.

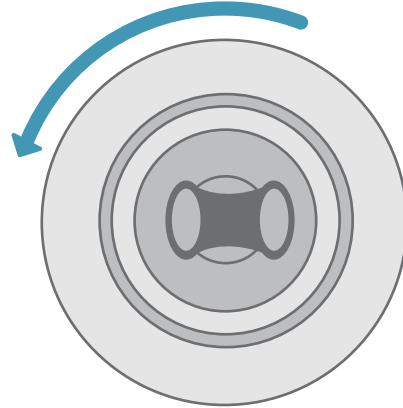


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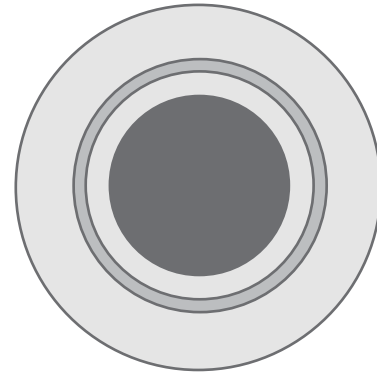
Jets

Cannot turn on/off jets

- 1 Rotate the jet counterclockwise to open it.



- 2 If the jet is already open...



- 3 Remove the jet from the jet body. Check the back of the jet and the jet line for any obstructions.

! If there are no obstructions...

- 4 Remove a properly functioning jet of the same size and insert it in the jet body with the weak stream.

! The jet needs replacing if a proper stream is achieved with the swapped jet.

! If there is no stream or a weak stream with the swapped jet then there is likely a problem with the jet line.

Contact Customer Support.