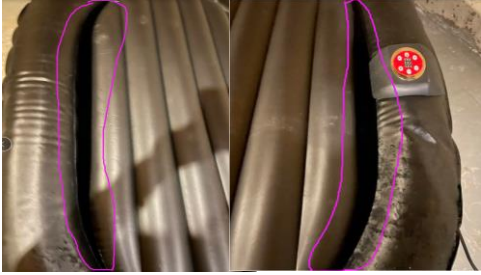



## Common troubleshooting solutions (Updated Nov 25th, 2021)

Problems	Probable Causes	Solutions
Heating system does not operate	<p>1) Temperature set too low  2) Dirty filter cartridge  3) Improper water levels  4) Control panel is damaged  (How to judge? There is no response when you press the "HEATER" key.  <b>(Refer to the video 2).</b></p> <p>5) Heating element failed.  When the user presses the "HEATER" key, the power goes off.  <b>(Refer to the video 3)</b></p> <p>6) Something is wrong with the filter pump. For example, the filter pump is entangled by hair, debris and so on.  <b>( The filter cartridge must be required to installed when in use).</b></p>	<p>1) Set to a higher temperature (68-104°F) than current water temperature.</p> <p>2) Clean/ replace filter cartridge  3) Add water to specified levels.  4) Replace a new control panel.  5) Replace a new control box.  6) Replace a new control box.</p>
Filtering system does not operate	<p>1) Dirty filter cartridge  2) Filter screwed on too tight  3) Control panel is damaged  (How to judge? There is no response when you press the "FILTER" key).</p> <p>4) Something is wrong with the filter pump. For example, the filter pump is entangled by hair, debris and so on.  <b>( The filter cartridge must be required to installed when in use).</b></p>	<p>1) Clean/ replace the filter cartridge  2) Loosen the Filter slightly  3) Replace a new control panel.  4) Replace a new control box.</p>
Air jet system is not operating	<p>1) Air pump is too hot.  2) Air Pump in cooling mode  3) Control panel is damaged  (How to judge? There is no response when you press the "BUBBLE" key.  <b>Refer to the video 2).</b></p> <p>4) Possible fault with the hot tub motor (Control box)</p>	<p>1) Unplug the GFCI plug. After the air pump has cooled, insert the plug and press the jet button to activate.</p> <p>2) Wait for 10 minutes and restart</p> <p>3) Replace a new control panel.</p> <p>4) Replace a new control box.</p>
The bubbles are intermittent	This is normal.	The jet system will stop automatically after 20 minutes of continuous operation. To restart jets, wait 10 minutes and then press the "BUBBLE" key again.

Spa leakage	Spa is torn or punctured.	Use repair patch provided
Cannot reach the expect temperature. <b>"heater still does not go above 98° F".</b>	<p>(1) It looks like the customer was using it outdoors. If the temperature outside is low, it may not reach the max temp 104° F.</p> <p>(2) Did the customer set the expect temp 104° F correctly?</p> <p>(3) How long did it heat up?</p>	<p>(1) Please refer to <b>CAUTION 4</b> from the Inflatable Spa Assembly Manual :  <b>The spa should not be setup or le out in temperatures lower than 4°C (40°F).</b></p> <p>(2) Please set your desired temperature correctly (Max temp up to 104° F).</p> <p>(3) Temperature Rise: 1-3 degrees F/h.  Normally suppose the initial water temp is 74 degrees, the preset temp is 104 degrees, 30 hours needed to reach, and the top cover <b>MUST</b> be covered!  (Ps: Factors such as outside temperature/conditions may lengthen or shorten warming time).</p> <p><b><i>"For future orders if customer have similar issues. How should we troubleshoot this kind of issue? "</i></b></p> <p>- 1) In addition to checking the three possibilities mentioned above, if it is the <b>round</b> hot tub, we can also suggest the customer use our <b>HTRP6WH/ HTRP6BK</b> (Inflatable Round Insulator Top for 6-Person hot tub) to help the heating process move faster.</p> <p>The same to <b>4-person round</b> hot tub and <b>2-person oval</b> hot tubs.</p> <p>- 2) Keep BUBBLE Mode off. Refer to <b>CAUTION 9</b> from the Inflatable Spa Assembly Manual:  <b>When the heating function is enabled, if the bubble function is started at the same time, the heating tub will stop working...</b></p>

<p>The heating rate is slow</p>	<p>Most of complaints is for 6-person model. WHY?</p> <p>- Because the heating power is the same (1200W), but the water capacity is much bigger than 2-person or 4-person model. So the heating efficiency of 6-person model is slower.</p> <p>BTW, the heating rate is about 1-3°F / hour. For example: The initial water temperature is 74 degrees, the preset temperature is 104 degrees, 30 hours needed to reach . For 6-person model, it will take longer.</p>	<p>Please remind our users to use 6-person Spa in the surrounding environment with higher temperature.</p> <p><b>CAUTION 4: The spa should not be setup or left out in temperature lower than 40°F.</b></p> <p>Tip: Advise our customers that some hot water could be injected to assist in heating if necessary.</p> <p><b>Please always remember cover onto the Spa to help hold water temperature.</b></p>
<p>The light on the control panel is constantly flashing without pressing. <b>See the video 4</b></p>	<p>1) Connexion wire is not connected to the controller well. <b>(PS: This situation mainly occurs at the time of initial use or after the replacement of the control box).</b></p> <p>2) The control panel is damaged.</p>	<p>1) The connexion wire need to be connected again to make sure it work properly.</p> <p>2) Replace a new control panel.</p>
<p>Tripping/ No power</p>	<p>1) There is a short circuit problem inside the control box. 2) When leakage occurs, the leakage protection system will automatically cut off the power supply- Tripping.</p> <p>3) The GFCI plug is damaged. (How to judge? <b>Refer to the video 1-</b> when you press the YELLOW key, you can hear "Click" sound, that means the plug is working properly. Otherwise, it's damaged (<b>Refer to the video 7</b>).</p>	<p>1) Replace a new control box. 2) Replace a new control box. 3) Replace a new GFCI plug.</p>

<p>"The top cover I bought doesn't fit not wide enough for 2-person oval hot tub".</p> 	<p>Since the oval is unstable under stress, the side of the oval Spa will be expanded if it is not equipped with the tray holder. According to the pictures, we think that caused the inflatable cover out of the place.</p>	<p>Please ask this customer to install the tray holder first, then fill the water... <b>IMPORTANT:</b> The tray holder should be installed on the opposite side of the control box. Please refer to the following picture:</p> 
<p>Error Code: <b>FC</b></p>	<p>When filtration system has worked for approx. 168 hours, <b>FC</b> will appear on display.</p>	<p>Check <b>Filter Cartridge</b> and change if necessary. Once done, press <b>FILTER</b> again. <b>FC</b> code will disappear. Water temperature will be displayed, all functions will return to normal.</p>
<p>Error Code: <b>SH</b></p>	<p>Water Temperature sensor issue</p>	<p>Replace a new control box</p>
<p>Error Code: <b>SL</b></p>	<p>Temperature issue</p>	<p>Replace a new control box</p>
<p>The temperature is rising quickly, and dropping very quickly as well.</p>	<p>This will happen when you turn off the filter system after the heating has been running for some time.</p> <p>Because the water was stopped circulating, and the residual heat (Turn off the FILTER key, the heating function will be automatically turned off) in heating system is continuing to heat rest of the water in the heating tank. The temperature displayed on the control panel is through a temp sensor which fixed in heater elements, and this sensor was detected the water temperature around the heating elements directly, so we can see that the temperature is rising quickly...</p> <p>Due to it is just the "residual heat", it will also be cooled very quickly. So we can see the temperature is dropping very quickly.</p> <p><b>Please don't worry, just reset the unit.</b></p>	