

COMMON EQUIPMENT PROBLEMS AND SOLUTIONS

Symptoms	Solutions
1. No jet action (air lock)	Shut-off T-valves must be in the up position. Loosen pump/motor unions to allow air out.
2. GFCI keeps tripping	New install: incorrect GFCI wiring.
3. Water in equipment area	Check: drain cap, equipment pump/motor unions, pump drain plug.
4. Only a portion of the jets work	Check that individual jets are open. Turn whirlpool diverter jet(s).

* Note: If problem persists after performing the suggested solutions, contact your Dealer to assist in resolving the problem. Any other problems not listed above, contact your Dealer.

COMMON WATER PROBLEMS AND SOLUTIONS

Problem	Cause	Solution
Calcium Deposits on Shell Surface	Hard water. pH, total alkalinity not in balance.	Clean with a non-abrasive Hot Tub surface cleaner. Test water, adjust pH as needed. Add a stain and scale control chemical.
Cloudy Water	pH, total alkalinity not in balance. Damaged or dirty filter. Addition of incompatible chemicals. Low chlorine level. Buildup of oils, soap, foreign matter.	Add a water clarifier. Circulate for a minimum of 30 minutes. After water has cleared, clean filter cartridge with a filter cleaner or replace if necessary. Test chlorine and pH levels, adjust if necessary. Change water.
Colored Water	Copper or iron metals in Hot Tub due to water supply or corrosion of heater. Total alkalinity, pH are low.	Add an iron/stain and scale remover. Test pH, adjust if necessary.
Eye and Skin Irritation	pH, total alkalinity not in balance. Inadequate chlorine level. Addition of incompatible chemicals.	Test pH and chlorine levels, adjust if necessary.
Excessive Foam	pH, total alkalinity not in balance Low calcium hardness. Inadequate oxidation. Addition of incompatible chemicals. Buildup of body oils and/or contaminants.	Add an anti-foam agent. Add shock. Adjust chlorine level. Test pH, adjust if necessary. Take water sample to dealer to check total alkalinity and calcium hardness. Change water.
Odor	Inadequate ventilation. Addition of incompatible chemicals. Insufficient oxidation. Inadequate cleaning of cover. Low pH. Chemical overdose.	Test pH and chlorine levels, adjust if necessary. Clean with non-abrasive Hot Tub surface cleaner. Clean the underside of the cover with a cover cleaner or mild soap and warm water.
Waterline Deposits & Staining	Buildup of body oils, impurities. Use of clarifying agents with ozone. Hard water (minerals in water)	Test pH and chlorine levels, adjust if necessary. Clean with a non-abrasive Hot Tub surface cleaner. Add a scale/stain control chemical. Take water sample to your dealer.