

14.0 Error Conditions/Error Messages

Your spa has a self-diagnostic control system. The system will automatically display the following if a problem is detected.

14.1 Summer Logic (Spas With Circulation Pump Option)



When the actual spa water temperature reaches up to 2°F (1°C) above the set temperature, the spa goes into "summer logic." The 24-hour circulation pump will turn off automatically to avoid adding additional heat to the water, eventually creating an overheat condition. This setting is not user-programmable.

Note: The summer logic does not take effect until the spa water temperature reaches 95°F (35°C). This condition is more likely in excessively hot weather. Remember, the spa's ability to cool is directly affected by the ambient temperature. An excessively hot ambient temperature may prevent the spa from cooling down because it's fully insulated construction is designed to retain heat and to minimize operating costs.

14.2 Panel Displays COL



Cool Condition - Temperature has dropped 20°F (11°C) below the current set temperature. Jets pump 1, (or optional circulation pump) and the heater have been activated to bring the temperature to within 15°F (8°C) of the set temperature. No corrective action is required!

Note: This condition is common during first time fill ups or during refills since tap water is often very cold.

14.3 Panel Displays ICE



Freeze Protection - A potential freeze condition has been detected. No action is required. Jets pump (or optional circulation pump) and heater will operate to circulate and warm water through the plumbing until spa is out of DANGER. See "Winterizing" (page 37).

14.4 Panel Displays SN1



Open sensor (heater is disabled) or shorted sensor (spa is deactivated). The high-limit temperature sensor is not functioning. Contact your authorized Jacuzzi dealer or qualified service technician.

14.5 Panel Displays SN2



Open or shorted sensor (heater disabled). The temperature sensor is not functioning. Contact your authorized Jacuzzi dealer or qualified service technician.

14.6 Panel Flashes FL1 or FL2 (Spas Without Circulation Pump Option)

A flashing "FL1" display means the pressure switch is not closed when the jets pump 1 is activated. Proper water flow is inhibited or the pressure switch has malfunctioned. A flashing "FL2" display means the pressure switch is malfunctioning closed. In either case, the heater is deactivated. To correct condition, perform the following:



1. Verify water level is one inch below lowest pillow. Add water if necessary.
2. Check for clogged or dirty filter cartridge (Sec. 12.1, page 32).
3. Purge "air lock" from jets pump 1 by loosening the upper pump head drain screw (Figure A, page 17) for a few seconds to release trapped air, then retighten drain screw. FINGER TIGHT ONLY!
4. If problem persists, contact your authorized Jacuzzi dealer.


14.7 Panel Flashes FL1 or FL2 (Spas With Circulation Pump Option)

A flashing "FL1" display means the flow switch is malfunctioning open, the filter cartridge is excessively dirty or an "air lock" condition has occurred at the circulation pump intake. A flashing "FL2" display means the flow switch is malfunctioning closed. In either case, the spa heater will deactivate and jets pump #1 may also deactivate. To correct condition perform the following:



1. Verify water level is 1" below lowest pillow. Add water if necessary.
2. Check for clogged or dirty filter cartridge (Sec. 12.1, page 32).
3. Purge "air lock" from circulation pump intake by removing filter cartridge. Hold your garden hose over the filter cartridge wall fitting while using a rag as a seal around hose end. Ask a helper to turn on water for 30 seconds, then turn off. Reinstall filter cartridge and check spa (Sec. 12.1, page 32).
4. If the circulation pump is not running, turn power off at the main breaker, then turn power back on. This will reset the circulation pump priming cycle. Once the pump is primed, the error should clear.
5. If problem persists, contact your authorized Jacuzzi dealer.


14.8 Panel Displays OH

 **WARNING: RISK OF HYPERTHERMIA (OVER-HEATING) CAUSING SEVERE INJURY, BURNS, OR WELTS.**

Water temperature is above acceptable limits. **DO NOT ENTER SPA!** Water temperature has reached 112°F (44°C) and the low speed jets pump 1 and optional circulation pump (when equipped) has activated to circulate water through heater. Contact your authorized Jacuzzi dealer or qualified service technician.



14.9 Panel Displays (- - -)

 **WARNING: RISK OF HYPERTHERMIA (OVER-HEATING) CAUSING SEVERE INJURY, BURNS, OR WELTS.**

Water temperature is above acceptable limits. **DO NOT ENTER SPA!** The safety "Watchdog" software has been triggered and the spa is deactivated. A problem has been detected which could cause damage to the spa or its components. Contact your authorized Jacuzzi dealer or qualified service technician.



15.0 Troubleshooting Procedures

In the event your Jacuzzi spa is not working the way it should, please first review all the installation and operating instructions in this manual and check the message on the panel display. If you are still not satisfied it is working properly, please follow the appropriate troubleshooting instructions below.

Note: If any of the supply cords to the accessories are damaged, they must be replaced by authorized service personnel. Contact your authorized Jacuzzi dealer or qualified service technician.

15.1 None of the Components Operate (e.g. Pump, Light)

Check the following:

1. Is there power to the spa?
2. Is the household circuit breaker tripped?
3. Contact your authorized Jacuzzi dealer or qualified service technician.

15.2 Pump Does Not Operate But Light Does

Press the JETS 1 button:

1. If no water movement is detected, make sure power is going to the spa and check the water level. If it does not solve the problem, contact your authorized Jacuzzi dealer or qualified service technician.
2. The main jets pump 1 operates but no water flows to jets. Check the following:
 - Jets may all be closed in spa. Verify all jets are in the open "on" position (Sec. 10.5, page 27).
 - Pump may not be properly primed. This can happen after the spa is drained and refilled. Press the JETS 1 button on the control panel several times, never leaving the motor running for more than 5 to 10 seconds at a time. Turn power off and let the air out of spa plumbing system by removing the filter cartridge (Sec. 12.1, page 32). Make certain you reinstall the filter cartridge before turning on spa power and restarting the jets pump 1.

15.3 Poor Jet Action

1. Make sure jets are in the full open "on" position (page 27).
2. Press the JETS 1 button to make certain pump #1 is on.
3. Open all air controls to their full on position (counterclockwise).
4. Check for dirty filter. Clean, if necessary (Section 12.1, page 32).

15.4 Water is Too Hot

Reduce thermostat setting.

15.5 No Heat

1. Check thermostat setting.
2. Keep the spa cover in place while heating.
3. Check the settings to see if your spa is in economy filtration/heating mode (page 28).

Should checking the above steps fail to correct the problem, please call your dealer so that they may arrange service. We build the best spas in the industry. Nonetheless, we are always striving to improve the quality and features of our products.

Your input as a Jacuzzi spa owner is a cherished part of this process. If you have any comments or suggestions, or if you wish to be informed on any new products for your spa, please write to us.

CONGRATULATIONS on your good taste and welcome to the happiest and most relaxed family in the world!