

ERROR CODES

CAUSES	REASONS	SOLUTIONS
<p>The water flow sensors work without pressing the filter or heat button.</p> 	<ol style="list-style-type: none"> The water flow sensor flags didn't fall back into the correct position. The water flow sensors are broken. 	<ol style="list-style-type: none"> Unplug the plug gently, strike the side of the pump but not violently, and plug it back in. For assistance, please visit the support section on our website, www.bestwayusa.com.
<p>After starting or during the functions of filtering or/and heating, the water flow sensors do not detect water flow.</p> 	<ol style="list-style-type: none"> You forgot to remove the 2 stopper caps from inside the pool. Filter cartridges are dirty. Activate the filter or heat system and put your hand in front of the outlet pipe inside the pool to check if you can feel water flowing out. <ol style="list-style-type: none"> If no water flows out the water pump is broken. Water flows out but the alarm  appears, the water flow sensors are broken. Filter blockage Bent pipes or poor water flow through the plastic pipes of the liner Debris screens are blocked: Debris screens can become blocked by hard water due to calcium build-up. Perished washers The washers within the spa couplings may have become perished or worn. 	<ol style="list-style-type: none"> Remove the 2 stopper caps before heating. Refer to the Assembly section in the User's Manual. Remove the filter set from inside the pool and push the filter or heat button. If no alarm appears, clean or change the filter cartridges installed inside the pool. For assistance, please visit the support section on our website, www.bestwayusa.com. Clean the filter and check for damage. Replace or re-install as necessary. For assistance, please visit the support section on our website, www.bestwayusa.com. Please check through the spa connection to see if the pipes are bending. For assistance, please visit the support section on our website, www.bestwayusa.com. Empty the spa and place a garden hose inside the pipes to wash the debris. To be sure all debris are removed, perform the operation from the outside and inside of the spa. Use a toothbrush to remove any stubborn debris. For assistance, please visit the support section on our website, www.bestwayusa.com. Check the washers inside the coupling for damage. Unscrew the couplings and remove the washer for further inspection. For assistance, please visit the support section on our website, www.bestwayusa.com.
<p>The pump's thermometer reads the water temperature below 40°F(4°C).</p> 	<ol style="list-style-type: none"> The water temperature is lower than 40°F(4°C). If the water temperature is higher than 44.6°F(7°C), the pump's thermometer is broken. 	<ol style="list-style-type: none"> The spa is not designed to operate with water temperatures lower than 40°F(4°C). Unplug the pump and only re-start the pump when the water temperature reaches 43°F(6°C). For assistance, please visit the support section on our website, www.bestwayusa.com.
<p>The pump's thermometer reads the water temperature over 119°F(48°C).</p> 	<ol style="list-style-type: none"> The water temperature is over 119°F(48°C). The ambient temperature is higher than 104°F (40°C) or the spa is exposed to direct sunlight for an extended period of time. If the water temperature is lower than 113°F(45°C), the pump's thermometer is broken. 	<ol style="list-style-type: none"> The spa is not designed to operate with water temperatures greater than 104°F(40°C). Unplug the pump and only re-start the pump when the water temperature reaches 100°F(38°C) or lower. IMPORTANT: Before you re-start the pump, push the pump's reset button. Disconnect the plug, detach the pump and drain the spa. After 15 minutes, reattach the pump, reconnect the plug and restart the heating function. If the alarm appears again, consider moving the spa to another location without direct sunlight. For assistance, please visit the support section on our website, www.bestwayusa.com.
<p>The pump's thermometer connection has issues.</p> 	<ol style="list-style-type: none"> The pump's thermometer connectors don't work properly. The pump's thermometer is broken. 	<p>For assistance, please visit the support section on our website, www.bestwayusa.com.</p>
<p>The thermal cut-out cut off.</p> 	<ol style="list-style-type: none"> The ambient temperature is over 122°F(50°C) or the pump is directly under the sunshine. The thermal cut-out is broken. 	<ol style="list-style-type: none"> Unplug the pump, and put the pump in a dry, cool place. Only re-start the pump when the water temperature reaches 93.2°F(34°C) or lower. For assistance, please visit the support section on our website, www.bestwayusa.com.
<p>Wi-Fi module connection failed.</p> 	<p>Wi-Fi module is damaged</p>	<p>For assistance, please visit the support section on our website, www.bestwayusa.com. NOTE: Press any button to remove alarm and continue to use the spa.</p>