

Pumps Not Operating Properly

There are a few different reasons that your pump(s) may not be operating properly. Please review all steps below. If, after attempting the trouble-shooting steps, your spa is still not heating, please complete a [Service Request Form](#). (*attach Service Request Form document*)

Pump(s) Do Not Operate

Press the “Jets” button on your control panel.

If you hear the pumps trying to operate:

1. Check that all the slice valves are open.
2. [Pump may need to be primed](#). (*attach Priming Pump document to link*)
3. Check that the air controls are open.

If you do not hear anything, complete a [Service Request Form](#). (*attach link to Serv Req Form*)

Pump(s) Run Constantly

If you have a spa without a 24-hour circulation pump, a therapy pump will run whenever the spa is heating.

A pump may be running constantly due to the selected Filter Cycle. Check your Filter Cycle. Adjust if needed. [Filter Cycle Programming](#). (*link Filter Cycle Programming to document*)

If you have followed all necessary steps above to attempt trouble-shooting to your spa and your pump(s) are still not operating, please complete a [Service Request Form](#). (*attach Service Request Form document*)