

Tub Not Heating

There are several different reasons that your tub may not be heating. 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*)

Are you getting any error codes on the topside control panel?

Examples: DRY, DY, OH, SnS, HFL, LF

The examples above are all error codes that indicate a problem with the flow of water going to your heater. When the spa detects inadequate flow, it turns off the heater to prevent damage to it.

The most common cause of the error codes listed above is clogged filters. Please follow the steps below to determine if your filters are the cause of you spa not heating.

1. Remove all filters (except the Eco-Pur Filter) from your spa and set aside.
 2. Turn your jets on by pressing the “Jets” button on your topside control panel. This should reset your control panel and the error message should go away.
 3. Let your spa run for 15 minutes.
 - a. If your spa begins to heat up and continues to run without the error message reappearing, your filters are the cause of the problem. You will need to either clean them well or replace them depending on how old they are and/or how damaged they are.
 - b. If the error message returns while the filters are out of the spa, rinse your filters with water and return to the spa. Then please complete a [Service Request Form](#). (*attach Service Request Form document*)
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If you are not getting any error codes:

It is very easy for someone to change a setting on your spa without even realizing it. The following steps will determine whether this is the case or not.

What is your set temperature?

Check your set temperature by pressing the “Warm”, “Cool” or “Temp” button on your topside control panel. Adjust if needed – [Changing Set Temperature](#). (*link How Do I Change the Set Temperature document*)

What mode are you in?

Check your spa to see what mode you are in. Your spa has 3 operation modes: Standard, Economy and Sleep. Adjust if needed – [Changing Mode/Program](#). (*link How Do I Change the Mode document*)

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