Thank you for your purchase of a Tuff Spa. When starting up any new spa there can be initial issues/questions that may arise. Please read below for possible fixes/answers that may help you to understand what is happening and if you need to call for support or if the issue can be resolved without the help of a technician.

**Air Locks**

If your spa is freshly filled but the pump isn’t pushing water through then you probably have an air lock. Air locks are the most common occurrence when filling up a spa for the first time or refilling it for regular maintenance. This is caused by the buildup of air in the plumbing lines which will not allow water or air to flow through the jets. If left un-attended, the pump can overheat from lack of water flow. This type of damage is not covered under the warranty. You can decrease the chances of getting an air lock by removing the filter and putting the hose down the opening. If you still get an air lock the easiest way to remedy this situation is to repeatedly cycle between low- and high-speed on the topside controls. If this does not fix the issue you will have to open the access panel that houses the pump. Once the panel is removed, locate the pump and you will see two large, white nuts attached to the pump. Take a large pair of channel locks and loosen either nut with the pump in high-speed. Continue to loosen the nut until the jets begin to work. Doing this will cause water to come out the nut you are loosening which is normal. Once the jets are functioning properly, tighten the nut back up and put the panel back on. Air locks are not considered a defect and are a normal part of a fresh fill. Therefore, if a technician comes out to remove the air lock, this is not covered under the labor portion of the warranty and any fees associated will be the responsibility of the spa owner.

**Spa Is Constantly Running**

While it may seem that the spa is running all the time, it almost certainly is not. When the spa is initially turned on it will run non-stop until the water has reached the set temperature. After this, the spa will run 1 hour out of every 12 hours (2 hours per day). Additionally, the pump runs once every 30 minutes to verify that the spa is at the correct temperature. If during this check, the temperature has dropped and the spa must heat, the spa will stay on as long as it takes to reach the correct temperature. So while it may seem the spa is constantly running, this is simply part of the heating and filtration process. Please reference included Balboa Quick Reference Guide for more information on filtration cycle settings.

**Spa Will Not Heat Up to Temperature**

If your temperature is increasing but does not reach the temperature the spa has been set to please check the following: Make sure the cover is properly closed. Make sure there are no error codes on the topside control display on the top edge of your spa and that the temperature is correctly set. Check to make sure the heat indicator light is on when the spa is in low speed. Have the technician who installed the spa make sure all wires are properly connected. If all of these things check out then there is likely a programming issue with the circuit board. Call our technical support line and we can guide you to make sure that the circuit board is properly wired for your voltage. If a technician comes out and finds the issue is not related to the spa, any fees associated will be the responsibility of the spa owner.
NEW SPA TROUBLESHOOTING

Breaker Trips Off & Shuts Down Shortly After Power Up

Typically this means that either the spa was incorrectly wired during setup or when rewired for 240v by an electrician. Less likely, this indicates an issue with the GFCI cord. There could also point to insufficient power to the spa. Please call the company that installed the spa and have them come back out to check the electrical current at the spa. If a technician comes out and finds the issue is not related to the spa, any fees associated will be the responsibility of the spa owner.

When the Spa Starts There Is a “Clicking” Noise

This could indicate a faulty motor or incorrect wiring at setup. Please call the company that installed the spa and have them come back out to check the electrical current at the spa. If a technician comes out and finds the issue is not related to the spa, any fees associated will be the responsibility of the spa owner.

There Is Moisture Around the Bottom of My Spa

While leaks in new spas are not impossible, because every spa is water tested at the factory for leaks, they are extremely rare. Please keep in mind that moisture around the spa can be caused from opening and closing the cover which may have moisture on it, from splash out, or overflow from bathers. If several days go by and you feel the water level in the spa is dropping quickly or that there is a large amount of water pooling outside the tub proceed as follows: First, make sure the drain cap is on and the drain is shut off. Secondly, turn off the power and take off the two access panels located directly under the digital topside and check the unions located on the pump and equipment pack to make sure they are tight and not leaking. If this does not correct the issue please contact the company you purchased the spa from. If a technician comes out and finds the issue is not related to the spa, any fees associated will be the responsibility of the spa owner.

Error Codes

If you receive any error codes on the topside controls please reference the Balboa Quick Reference Guide that came with your spa. This will explain the possible causes and solutions which will help to identify/resolve any issue before having to call for technical support. If still have questions or cannot resolve the issue, please contact your dealer or our technical support line.

Chemicals

Read and understand the spa chemistry guidelines supplied by your dealer or local chemical supplier. There are many solutions available to balance your water chemistry. If you are unfamiliar with water chemistry, your best option is to work with your dealer or your local chemical supplier. It is unhealthy to use your spa when the water is not in proper chemical balance.

*Do not use Calcium Hypochlorites or Trichlors. Doing so may cause corrosion to metal components and possibly fade your spa surface. This will not be covered under the warranty.*

Thank you and enjoy your Tuff Spa!