

REPORTED PROBLEM:

My GFCI trips when I push the pump button on the topside panel?

SYSTEM VOLTAGE:

- 120V

PROBABLE CAUSES:

- Damaged wiring or improper wiring.
- A component (pump, heater, light or ozone) has failed.
- House wiring is not correct or the house wall outlet circuit is overloaded with additional appliances (washer, refrigerator, electric heater, etc.)

TROUBLE SHOOTING STRATEGY:

- Test individual components (GFCI, topside panel, lights, ozone, pump, heater) to find the source of the problem.



Topside Panel

STEP 1

Verify the GFCI cord is plugged directly into a non-GFCI electrical outlet.



DO NOT use an extension cord.



STEP 2

A - Unplug the GFCI cord from the wall outlet.



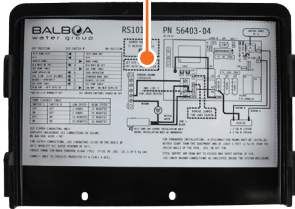
B - Verify the GFCI cord is wired to the spa pack terminals correctly.

The black wire connects to the circuit board at J26.

The white wire connects to the circuit board at J27.

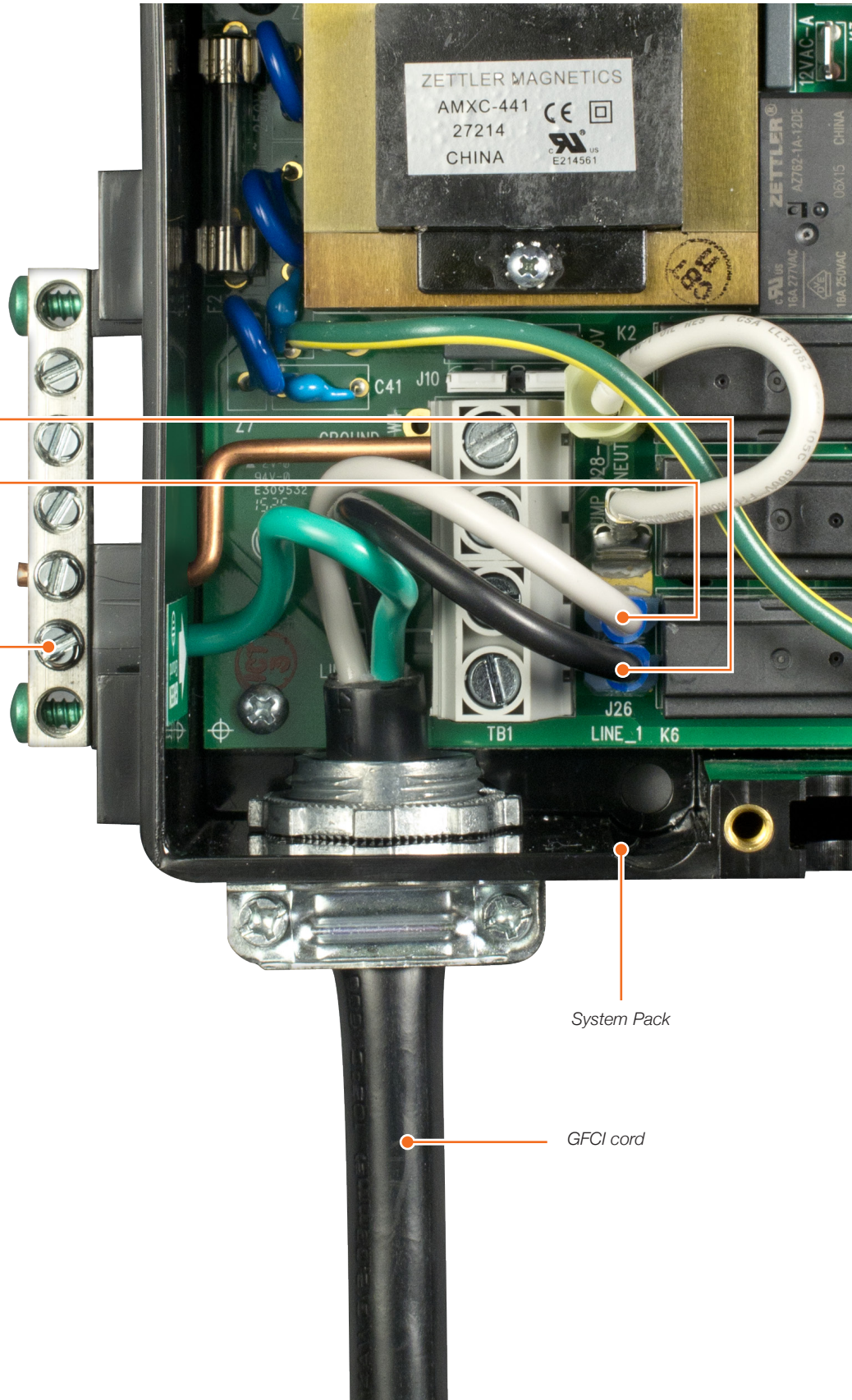
The green wire connects to the ground bar.

Refer to the wiring diagram on the inside of the spa pack lid.



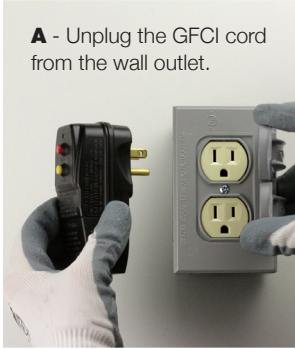
C - If steps 1 & 2 are verified correct then move onto step 3 to determine if one of the components may be the problem.

D - Plug the GFCI cord into the wall outlet.



STEP 3

A - Unplug the GFCI cord from the wall outlet.



B - Unplug the following components from the system pack circuit board:

heater (J9) light (J20) ozone (J29) * pump (J23)



C - Plug the GFCI cord into the wall outlet.



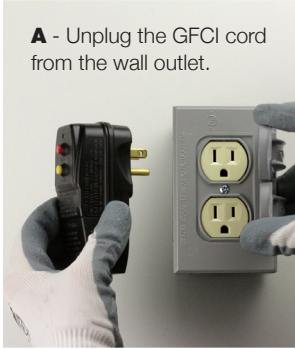
D - If the GFCI trips when you push the pump button on the topside panel, replace the GFCI cord. If the GFCI does not trip move to step 4.



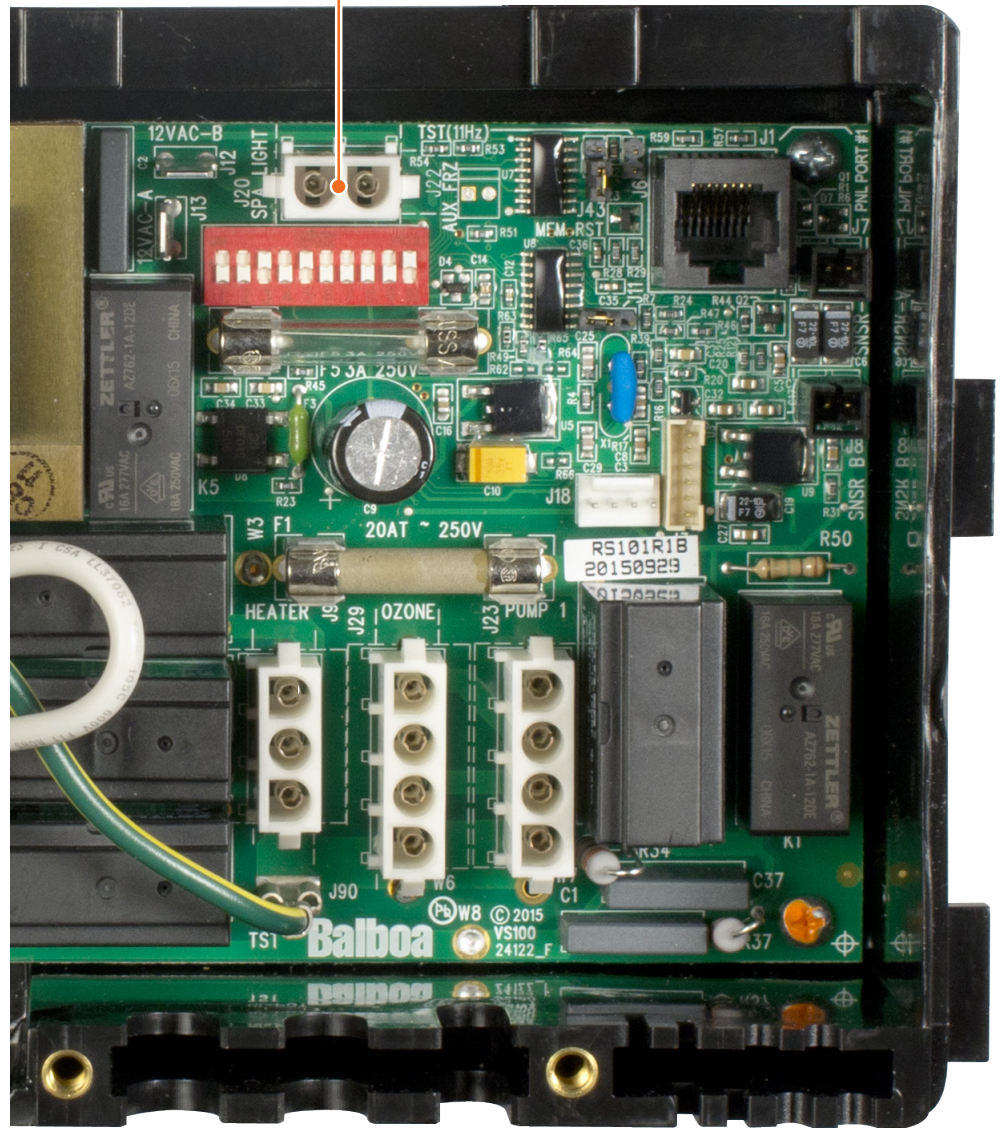
* An ozone generator is an optional component. Your system may not have one.

STEP 4

A - Unplug the GFCI cord from the wall outlet.



B - Reconnect the light to the spa pack circuit board at J20.



C - Plug the GFCI cord into the wall outlet.



D - If the GFCI trips when you push the pump button, inspect the light housing/harness for moisture and replace the light.

Light housings vary in style. Your housing may look different.



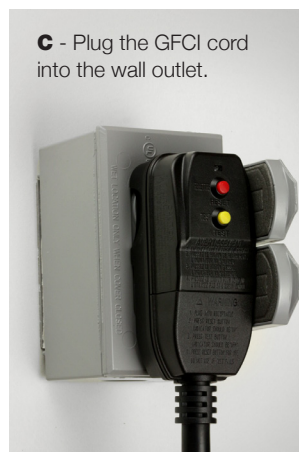
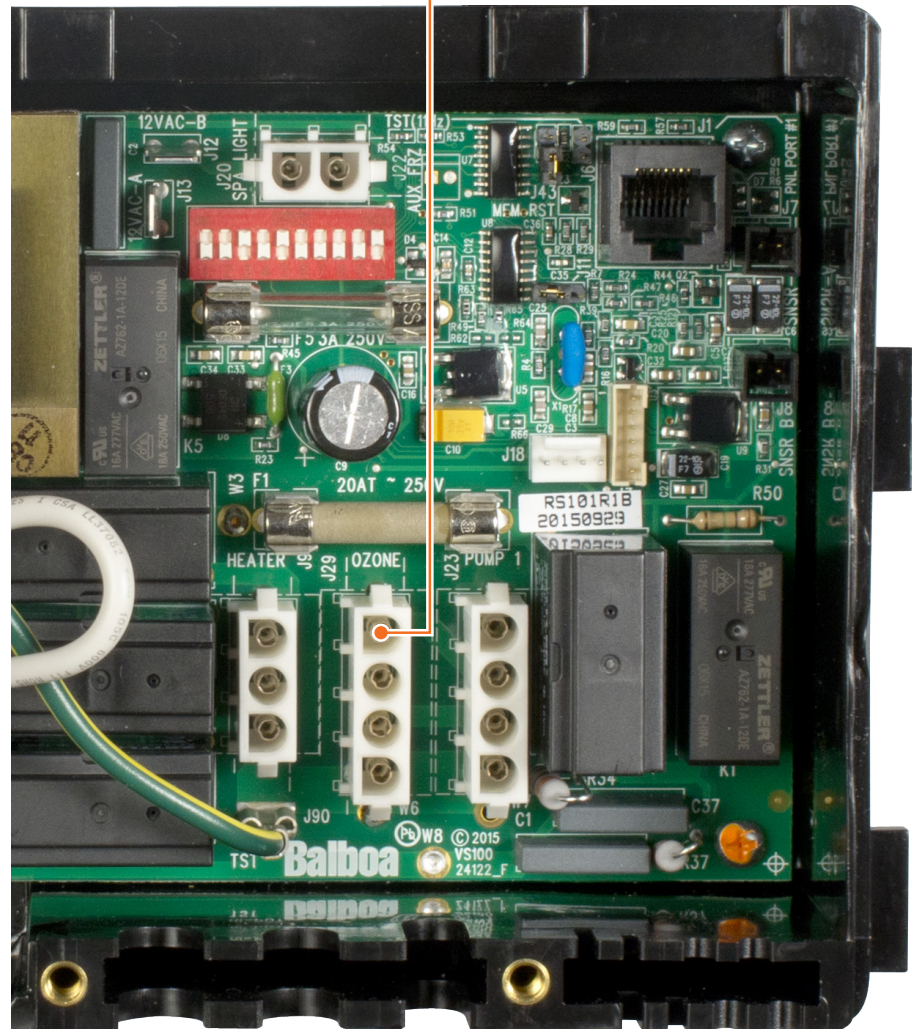
Light Housing

STEP 5

If the spa does not have an ozone generator, skip step 5 and continue on step 6.



B - Reconnect the ozone plug to the spa pack circuit board at J29 (if you have this option *).



D - If the GFCI trips when you push the pump button, replace the ozone generator.

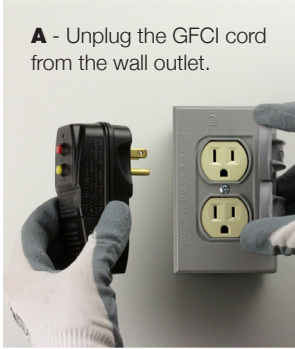
If the GFCI does not trip, leave the ozone plugged into the spa pack circuit board and move to step 6.



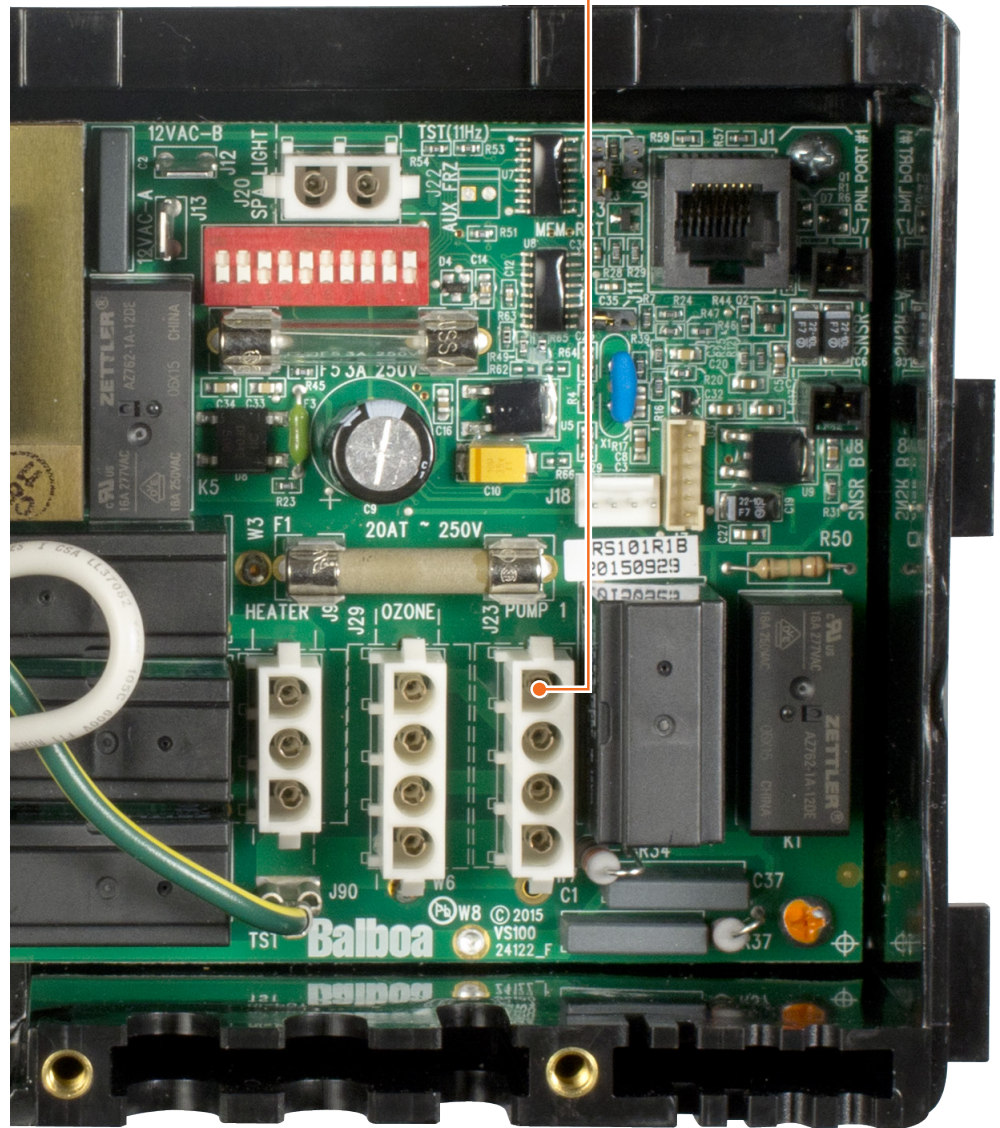
* An ozone generator is an optional component. The system may not have one.

STEP 6

A - Unplug the GFCI cord from the wall outlet.



B - Reconnect the pump plug to the spa pack circuit board at J23.



C - Plug the GFCI cord into the wall outlet.



D - If the GFCI trips when you push the pump button, replace the pump.

If the GFCI does not trip, leave the pump plugged into the spa pack circuit board and move to step 7.

Pump models vary.
Your pump may look different.



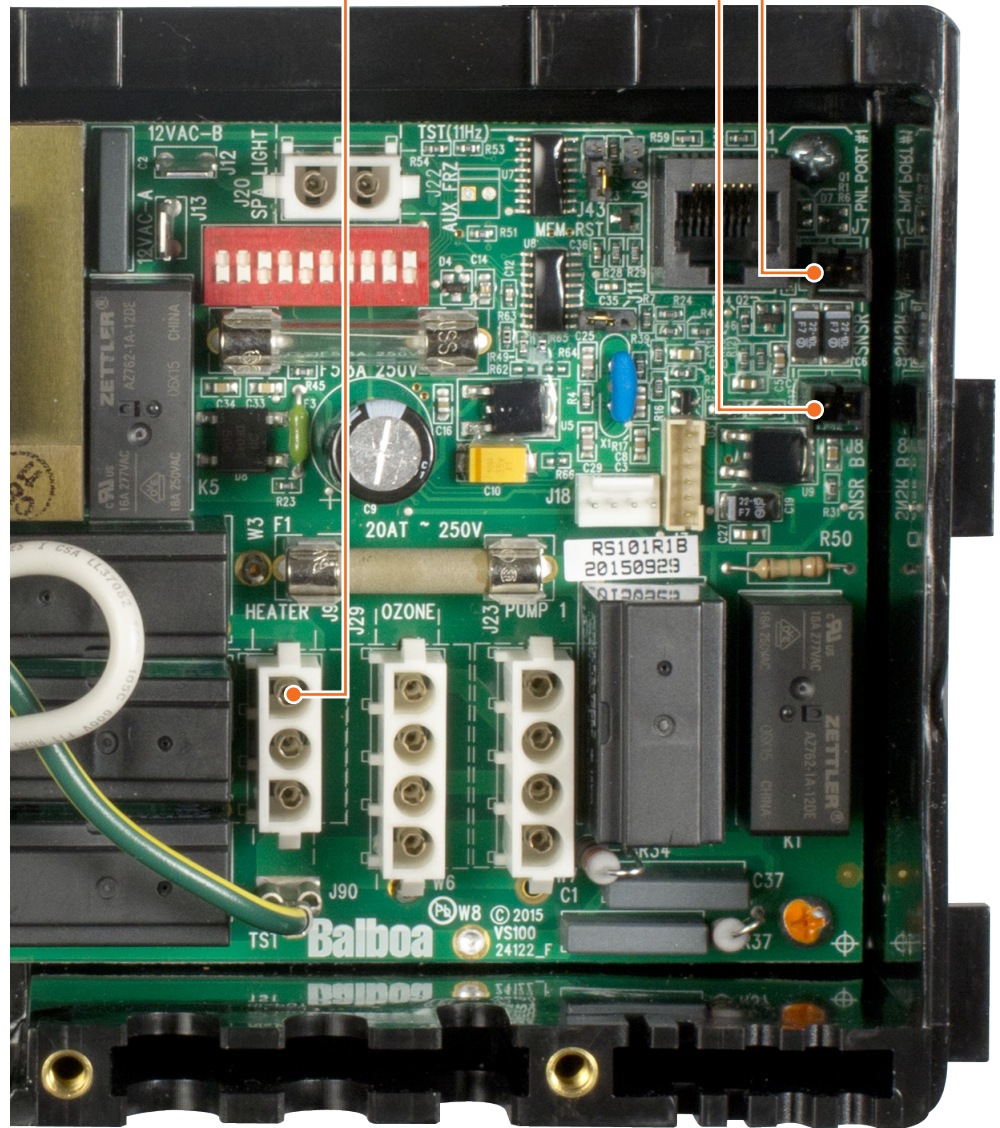
Pump

STEP 7

A - Unplug the GFCI cord from the wall outlet.



B - Reconnect the heater to the spa pack circuit board. The heater has three connectors.
power cord, J9 sensor B, J8 sensor A, J7



C - Plug the GFCI cord into the wall outlet.



D - If the GFCI trips when you push the pump button, replace the heater.

If the GFCI does not trip, leave the heater plugged into the spa pack circuit board and move to step 8.

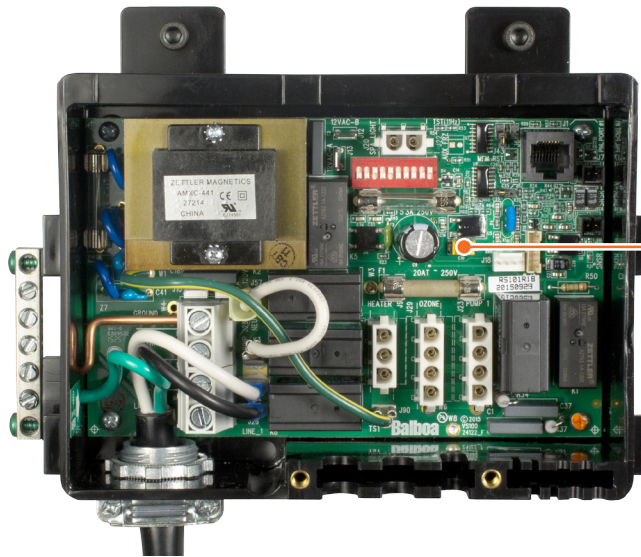


Heater

STEP 8

After completing steps 1 - 7 and the GFCI continues to trip when you push the pump button.

- Either the spa pack circuit board is damaged, replace the spa pack.
- Or the house circuitry is malfunctioning, have an electrician service your house wiring. Email a clear picture of the entire spa pack circuit board to the customer service representative. Quite often they can detect the problem by reviewing the picture.



Spa Pack
Circuit Board



Spa Pack