

Lay-Z-Spa™

AIRJET & HYDROJET E01

All AirJet™ Spa's · All HydroJet™ Spa's
Troubleshooting Guide for all models 2018 & older

Here is a Troubleshooting Guide and instruction manual which should resolve all E01 error codes experienced with all AirJet™ and HydroJet™ Spas.

E01 ERROR CODE

WATER FLOW ISSUE

REASON WATER FLOW ISSUE

This error code is visible if there is an issue with the water flow sensors in the pump body.

WATER FLOW ISSUE

SOLUTIONS WATER FLOW ISSUE – HOW TO RESOLVE THIS (PLEASE LEAVE AT LEAST 10 SECONDS BETWEEN EACH STEP)

Turn the pump off using the On/Off power button on the pump display.

Move to the power supply, turn the power off and remove this from the socket.

Remove the pump from the spa liner by placing the stopper caps within the spa over the debris screens. (You will first need to remove the filter housing to place the stopper caps)

Strike the pump firmly on the side.

This should move the sensor into the correct position

Plug the spa back in and reset the pump.

This should remove the E01 error code.

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SOLUTIONS WATER FLOW ISSUE – HOW TO RESOLVE THIS

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Move to the power supply, turn the power off and remove this from the socket.

Remove the pump from the spa liner by placing the stopper caps within the spa over the debris screens.

Unscrew the 3 couplings A, B and C.

Using a hosepipe, flush water in through the pump's B pipe which should then come out the C pipe.

Complete this for about 2 to 3 minutes.

Once this has been completed, switch the water flow from *in* through the C and *out* again through the B pipe.

Once you have completed this for roughly 2 to 3 minutes, re-attach the pump to the liner.

This should resolve the issue with the E01 error code. Note: Please ensure the stopper caps have been removed from the inside of the liner before use.

You can also find the backflush procedure video on YouTube using the link below:

<https://goo.gl/qUiXUC>

OTHER POSSIBILITIES

- Strike the pump firmly, but not violently
- Do not hit the pump on either the top or bottom
- Always ensure the stopper caps are removed from the inside of the liner before use

FURTHER STEPS AND CONTACT NUMBERS

If the following steps provided above, do not resolve the issue please contact Bestway Aftersales.

Warranty Line:

- 0345 576 0116
- support@bestwayaftersales.co.uk
- <http://www.bestwayaftersales.co.uk/bestway-after-sales-support.html>

Bestway Aftersales:

- 0345 576 6020
- info@bestwaystore.co.uk
- www.bestwaystore.co.uk