Here is a Troubleshooting Guide and instruction manual which should resolve all E02 error codes experienced with all AirJet™ Spa’s and HydroJet™ Spa’s.

**E02 ERROR CODE**

**REASON** FILTERS ARE DIRTY
The E02 error code can occur when the filters are dirty or blocked.

**SOLUTIONS** WASH OR CHANGE THE FILTERS
Remove the filter cartridge from the filter housing.
Using luke warm water, run the filter cartridge under the water until it runs clear.
If the filter cartridges are still dirty or are starting to disintegrate, change the cartridge for a new one.

**E02 ERROR CODE**

**REASON** DEBRIS SCREENS ARE BLOCKED
During use, the debris screens are used to catch any debris during the filtration system. If the spa is being used in a hard water area, there may be a build-up of calcium.

**SOLUTIONS** CLEAN THE DEBRIS SCREENS
Remove the spa pump from the liner, with the stopper caps placed on the inside. Please remove the filter housing first
Empty the spa fully of water
Remove the stopper caps and place a hose, running fresh water, on the inside of the spa, up against the debris screen
Complete this for 5 minutes on each debris screen
Use a toothbrush to remove any stubborn debris still lodged
If there is an issue with the calcium build up, we would advise to use ClearWater 1L Scale and Stain Remover.

**E02 ERROR CODE**

**REASON** WATER LEVEL IS NOT CORRECT
The water flow sensors will not detect the water properly if the water is below the minimum line on the spa liner.
**SOLUTIONS TOP THE SPA UP WITH WATER**
This can be done at any time
Remove the inflatable lid and top cover from the spa
Using a hose pipe, fill the spa up so the water level is between the minimum and maximum lines
Please do not fill the spa from a kettle which has been boiled. This may result in your spa liner becoming distorted
Check Chlorine and PH levels after filling or topping the water up

**E02 ERROR CODE**
**REASON** WATER FLOW SENSORS ARE NOT WORKING
This may be due to leaving the stopper caps on the spa liner when operating the pump

**SOLUTIONS**
Remove the stopper caps
Turn the pump off and on at the power supply
Press the reset button
Your spa should now be working

**E02 ERROR CODE**
**REASON** WATER FLOW SENSORS ARE NOT WORKING
This may be due to the water flow sensors being out of place

**SOLUTIONS** BACK FLUSH THE PUMP
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
Unscrew the 3 couplings A, B and C
Using a hosepipe, flush water in through the pumps 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
Once you have completed, re-attach the pump to the liner
This should resolve the issue with the E02 error code. 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/agvh8U

**E02 ERROR CODE**
**REASON** WATER FLOW ISSUE
The pump will require a full thermal reset occasionally during the use of the spa. This is required once the error code E02 and possibly E08 is visible
WATER FLOW ISSUE
SOLUTIONS WATER FLOW ISSUE – HOW TO RESOLVE THIS (PLEASE LEAVE AT LEAST 10 SECONDS BETWEEN EACH STEP)

Turn Pump On
Press Test
Turn plug off and remove from socket
Plug back in and turn on
Press thermal reset button (See picture for location of reset button on the final page)
On the PRCD (black box) press: Reset → Test → Reset.
Hold down the On / Off button on the pump for 5 seconds
Press heater button - pump should now be working with no error codes

E02 ERROR CODE

PERISHED WASHERS
REASON, PERISHED OR DAMAGED WASHERS
During the use of the spa, the washers within the spa couplings may become perished or worn. These are within each of the coupling, A (largest), B and C

PERISHED WASHERS IN COUPLING
SOLUTIONS HOW TO RESOLVE THIS
Remove the spa pump from the liner, with the stopper caps placed on the inside
Check the couplings in the 3 pump connections
These couplings can be unscrewed using a small screw driver which will allow these washers to be checked (Fig.1)
If these washers are perished or worn, please contact Bestway Aftersales who will be able to provide further assistance

E02 ERROR CODE

FILTER HOUSING ISSUE
REASON POOR WATER FLOW THROUGH FILTER HOUSING
During the use of the spa, the warmth of the water expands and contracts the filter housing plastic. If there is a small or invisible crack on the plastic housing, this can cause the E02 error code. However, there may be a blockage in this also which can cause the error code

FILTER HOUSING CAUSE
SOLUTIONS HOW TO RESOLVE THIS
Turn the spa off
Remove the complete filter housing from the inside of the liner (Fig.2)
Turn the spa back on, after completing the full reset on the pump and PRCD
Run the spa with the heating and filtration system switched on
If the E02 error code disappears for 2 to 3 hours, the issue is caused by the filter housing
This housing will be required to be replaced. If you are within your warranty period, please contact Bestway Aftersales Warranty. If you are outside of your warranty period, a replacement can be purchased from Bestway Store (www.bestwaystore.co.uk)
**Eo2 ERROR CODE**

**KINKED OR BENT LINER PIPES**

**REASON** POOR WATER FLOW THROUGH PLASTIC PIPES ON THE LINER

During the use of the spa, the warmth of the water can cause manipulation in the pipes of the liner.

Also, during the packaging of the spa on initial purchase, there may be a small kink or bend in the liner pipes. These kinks can cause a restriction of the water flow through the liner to the pump.

**KINKED OR BENT LINER PIPES.**

**SOLUTIONS** HOW TO RESOLVE THIS

Remove the spa pump from the liner, with the stopper caps placed on the inside.

Check the pipes in the liner.

Remove the filter housing.

Place the stopper caps on the inside of the spa over the debris screens.

Unscrew the couplings and remove the pump.

Using a torch or light from your phone/tablet, look through the pipe from the outside.

If there is a small bend or kink, attempt to manipulate these out (Fig.3).

If you are unable to complete this, empty the spa water and air from the liner and use warm water to remove these.

**OTHER POSSIBILITIES**

- Ensure the filters are cleaned after every use, especially if you are using the spa daily.
- Replace the filters after 1 week of full use.
- Check the debris screens are not blocked or clogged.

**FURTHER STEPS AND CONTACT NUMBERS**

If the previous 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 Store (To purchase spare parts and accessories):

- 0345 576 6020
- info@bestwaystore.co.uk
- www.bestwaystore.co.uk
Reset Button on an Air Jet pump

Reset Button on a Hydro Jet pump

Filter Housing and cartridge (Fig.2)

Bent or Kinked Pipes (Fig.3)

Perished Washers

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