

# Lay-Z-Spa™

## AIR AND HYDRO JET E02

All AirJet™ Spa's · All HydroJet™ Spa's  
**Troubleshooting Guide for all models 2017 & older**

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](http://www.bestwaystore.co.uk))

## **E02 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
- Check the debris screens are not blocked or clogged
- Replace the filters after 1 week of full use

## **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](mailto: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](mailto:info@bestwaystore.co.uk)
- [www.bestwaystore.co.uk](http://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 (Rig.3)



Perished Washers

