

# Lay-Z-Spa™

## AIRJET & HYDROJET E04

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 E04 error codes experienced with all AirJet™ and HydroJet™ Spas.

### E04 ERROR CODE

#### HEATING ISSUE

#### **REASON,** PUMP OVERHEATING

This error code is visible if there is an issue with the temperature of the pump.

#### HEATING ISSUE

#### **SOLUTIONS** PUMP OVERHEATING – HOW TO RESOLVE THIS

Turn the power to the pump off and remove the plug from the socket.

Remove the pump from the liner by placing the stopper caps on the inside over the debris screens.

Take the spa pump off and place this in a cool area or inside.

Once this has cooled down for 1 to 2 hours, reattach the pump to the liner and complete the full reset.

This should resolve the issue with the error code.

### E04 ERROR CODE

#### HEATING ISSUE

#### **REASON,** PUMP OVERHEATING

This error code is visible if there is an issue with the thermometer within the pump body.

#### WATER FLOW ISSUE

#### **SOLUTIONS** PUMP OVERHEATING – HOW TO RESOLVE THIS

Complete the full thermal reset once the above steps have been completed.

Ensure that water within the spa itself is below 40 degrees.

If this is higher, the spa pump will not operate and will show the E04 error code.

Please test the temperature of the water, without the spa pump attached.

### OTHER POSSIBILITIES

- Ensure the spa is out of direct sunlight
- Do not use the pump in over 40°C degrees
- Ensure the full thermal reset is completed before the pump is used again

## **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](mailto:support@bestwayaftersales.co.uk)
- <http://www.bestwayaftersales.co.uk/bestway-after-sales-support.html>

Bestway Aftersales:

- 0345 838 1813
- [info@bestwaystore.co.uk](mailto:info@bestwaystore.co.uk)
- [www.bestwaystore.co.uk](http://www.bestwaystore.co.uk)