

Lay-Z-Spa™

AIR AND HYDRO JET E05

All Air Jet Spa's · All Hydro Jet Spa's
Troubleshooting Guide for all models 2018 & older

Here is a Troubleshooting Guide and instruction manual which should resolve all E05 error codes experienced with all Air Jet and Hydro Jet Spas. This error code may be experienced with a variety of different issue.

E05 ERROR CODE

THERMAL RESET

REASON, THE PUMP NEEDS RESETTING

The pump will require a full thermal reset occasionally during the use of the spa. This is required once the error code E05 is visible on the pump.

THERMAL RESET

SOLUTIONS PUMP RESET REQUIRED – HOW TO RESOLVE THIS

Please ensure there is 10 seconds left between each step.

Turn Pump On

Press Test – either on the PRCD or on the pump screen display

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. Fig 3 & Fig 4)

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 be working with no error codes.

E05 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

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 this for roughly 2 to 3 minutes re-attach the pump to the liner. This should resolve the issue with the E05 error code. Please ensure the stopper caps have been removed from the inside of the liner before use.

E05 ERROR CODE

POWER SUPPLY

REASON, POWER SUPPLY TO THE PUMP

This error code is visible if there is an issue with the power supply to the pump.

POWER SUPPLY

SOLUTIONS POWER SUPPLY ISSUE – HOW TO RESOLVE THIS

Ensure the pump is plugged directly into mains power.

These pumps cannot be plugged into an extension lead or multiple plug socket.

Please find photos below for this. (Fig 1 & Fig 2)

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

YouTube video link for the backwash:

<https://goo.gl/JbCdCu>

Power supply:

Incorrect power supply (Fig 1)



Correct Power Supply (Fig 2)



Thermal Reset Button:

Air Jet (Fig 3)



Hydro Jet (Fig 4)

