

# Lay-Z-Spa™

## AIR AND HYDRO JET E06

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 E06 error codes experienced with all Air Jet and Hydro Jet Spas.

### E06 ERROR CODE

#### TESTING BUTTON ALARM

#### **REASON,** PUMP ALARM SYSTEM

This error code is visible if there is an issue with the pumps alarming system. This error code is also caused by an issue with the current variation. This can be caused by an issue with the power supply in your property.

#### HEATING ISSUE

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

Please ensure you are leaving 10 seconds between each step.

Turn the pump off and unplug it from the power supply.

Turn pump on at the power and power supply on the pump itself.

Press the thermal reset button (See Fig 1 & Fig 2)

Press Test

Turn plug off and remove from socket

Plug back in and turn on

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 visible.

### OTHER POSSIBILITIES

- Incorrect power supply to the pump
- An extension cable is being used for the pump.
- If there is more than one plug in the power supply for the pump.
- The safety components in the pump are broken.

### 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 576 6020
- [info@bestwaystore.co.uk](mailto:info@bestwaystore.co.uk)
- [www.bestwaystore.co.uk](http://www.bestwaystore.co.uk)

Link to the Thermal Reset Video:

<https://goo.gl/7GhWg6>

**Reset Button on an Air Jet pump (Fig 1)**



**Reset Button on a Hydro Jet pump (Fig 2)**

