

# Lay-Z-Spa™

## AIR AND HYDRO JET E07

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 E07 error codes experienced with all Air Jet and Hydro Jet Spas. Unfortunately there is no known cause for the E07 error codes at the moment.

### E07 ERROR CODE

#### THERMAL RESET PROCEDURE

##### **REASON,** RESET PROCEDURE ON THE PUMP

Unfortunately there is no known exact cause for this error code, however in order to remove this we would recommend going through the thermal reset procedure.

#### THERMAL RESET PROCEDURE

##### **SOLUTIONS** THERMAL RESET – 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 top display panel for the pump

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 thermal reset button (See Fig 1 & Fig 2)

Press heater button - pump should be working with no error codes.

### OTHER POSSIBILITIES

- Strike the pump firmly however not violently.
- Do not hit the pump on either the top or bottom.
- Ensure this is a firm strike on the side of the pump
- Always ensure the stopper caps are removed from the inside of the liner before use.

### FURTHER STEPS AND CONTACT NUMBERS

If the following steps provided above, do not resolve the issue please contact Bestway Aftersales Warranty Line.

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)

Reset Button on an Air Jet (Fig 1):



Reset button on Hydro Jet (Fig 2):

