

# Lay-Z-Spa™

## HYDRO JET E10 & E11

Hawaii HydroJet™ · Palm Spring HydroJet™  
Troubleshooting Guide for all models 2017 & older

Here is a Troubleshooting Guide and instruction manual which should resolve all E10 and E11 error codes experienced with a Hawaii and Palm Spring HydroJet™ with ROHS / S.N number of 2017 and older.

### E10 ERROR CODE

#### HIGH SALT ALARM

##### REASON, TOO MUCH SALT

This alarm is visible if there has been too much salt added to the spa or a large amount of water has evaporated.

#### HIGH SALT ALARM

##### SOLUTIONS, HOW TO RESOLVE THIS

Do not use the spa or place any further Pure Spa Salt for 24 to 48 hours to ensure the levels reduce. Unplug the spa pump, remove from the liner and drain 20% of the water from the spa. Refill this with fresh water.

Start the Salt Chlorinator System.

### E11 ERROR CODE

#### LOW SALT ALARM

##### REASON, NOT ENOUGH SALT FOR SANITISING

This alarm is visible if there is low salt levels within the spa. This means the spa requires further salt to be added.

#### LOW SALT ALARM

##### SOLUTIONS, HOW TO RESOLVE THIS

Unplug the spa pump from the electricity, wait 10 seconds then plug the spa back in,

Reset the spa as first use using the reset button

Once reset, turn on the Hydro Jet system

Gradually add and dissolve 0.5kg (500g) of Pure Spa Salt at a time.

Start the Salt Chlorinator System.

Allow the spa pump to run on either the 5 hour or 8 hour setting.

If the E11 error code is visible again, place a further 0.5kg (500g) of Pure Spa Salt in the spa.

### WHAT SALT TO USE

- Pure Spa Salt is the only salt which is suitable for use in the spa.
- This can be purchased off either Amazon or eBay.
- Ensure Pure Spa Salt does not contain anti-caking agents
- Place 2kg of Pure Spa Salt on initial set up
- Pure spa salt is required alongside chlorine

## INSTRUCTIONS OF SALT CHLORINATOR FUNCTION

To use the Salt Chlorinator System, please add Pure Spa Salt to the water using the following steps.

- 1) Turn the spa on, using the reset procedure found below:
  - a) Turn Pump On
  - b) Press test on the black PRCD on the power cable
  - c) Turn plug off and remove from socket
  - d) Plug back in and turn on
  - e) Press Reset, Test then Reset on the PRCD
  - f) Press on the On/Off button on the spa pump
  - g) Press thermal reset button (**See Fig 1**)
  - h) Press the heater button and the spa should now work.
- 2) Turn on the HydroJet System to start the water circulation.
- 3) Ensure the Salt Chlorinator System is turned off.
- 4) Add gradually 2kg of Pure Spa Salt to the spa, please ensure the salt is completely dissolved and dispersed into the spa effectively.
- 5) Once the salt has fully dissolved, switch on the Salt Chlorinator System and set the working duration for the system.
- 6) This system can be set from 3 hours, 5 hours or 8 hours.
- 7) We would advise to attach the spa cover during the Salt Chlorinator process.

## KEY POINTS WHEN USING THIS FUNCTION

These are points which have to be considered and followed once using this function:

- 1) Always use Pure Spa Salt, using only sodium chloride (NaCl) salt
- 2) This has to be 99.9% pure or water conditioning salt pellets
- 3) Pure Spa Salt has to be used in conjunction with chlorine
  - a) The reason for the Pure Spa Salt is to reduce the amount of chlorine required in the spa but not alleviate this altogether
  - b) Chlorine will also be required in the spa however at a reduced volume
- 4) Pure Spa Salts should last roughly 1 month within the spa water
- 5) After this period of time, the water and Pure Spa Salt will need to be changed and refilled. This will require another 2 kg of salt placed in the spa
- 6) If the spa is not being used, the Chlorinator Function will need to be run for 3 hours a day
- 7) If the spa is being used, the Chlorinator Function will need to be run between 5 and 8 hours a day
- 8) It is possible to switch to using the Chlorine Granules that are in the Chemical Starter Kit, or Chlorine Tablets so that you are able to use the standard test strips

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.

Thermal Reset Button on a Hydro-Jet (Fig 1):

