

Lay-Z-Spa™

AIR AND HYDRO JET

E12 & E13

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 E12 and E13 error codes experienced with all AirJet™ and HydroJet™ Spas.

E12 ERROR CODE

WATER LEAKAGE

REASON, WATER LEAKAGE

This error code is visible if there is an issue with water leaking within the body of the pump.

WATER LEAKAGE

SOLUTIONS WATER LEAKAGE – HOW TO RESOLVE THIS

Check the couplings on the pump connections to ensure there is no water leaking from these. Also ensure the washers within these are flat.

These can be checked using a screwdriver and simply unscrewing the coupling.

If these are dry and tight, please contact Bestway Aftersales as there may be a leak within the pump.

Please do not attempt to reset or use the pump whilst the E12 error code is visible.

E13 ERROR CODE

SIGNAL ISSUE

REASON, SIGNAL WITHIN THE PUMP

This error code is visible if there is an issue with the signal sensors in the pump body itself. The electric signal within the pump body between the control panel and power board has become disconnected.

SIGNAL ISSUE

SOLUTIONS SIGNAL IN THE PUMP – HOW TO RESOLVE THIS

This error code can become visible on 2017 model pumps and newer.

The date of the spa pump can be located on the silver sticker on the pump body itself (S/N Number) or engraved within the handles.

If this error code does become visible, please contact your Bestway Warranty Department as the pump will need to be either replaced or repaired.

As this is an issue with the signal between two components within the body, please do not attempt to repair or open the pump.

FURTHER INFORMATION

- Please do not open the pump and fix any internal parts
- If the pump is opened or tampered with, this will void any warranty
- Ensure the pump does not get completely wet as this is not waterproof
- Always protect the pump and power supply from wet or cold conditions

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