

## Troubleshooting Guide

Problem	Remedies
No waterflow / “E3” Error	Press [grid - second button] to restart water circulation cycle; Check to ensure hoses are connected properly and valves are in the open (parallel) position; Check filter condition- replace if discolored; Check to ensure water inlet and outlet fittings are not blocked.
Hose Connections Leaking	Check to ensure gasket is in place; Disconnect and reconnect hose, ensuring snug hand tight connection; Replace hose gasket with new one
Tub Deflates Immediately After Inflating	When inflating, ensure that the inflation pin is in the depressed (out) position prior to hooking inflation hose; Tub inflation valve may be damaged and require replacement
Tub Deflates Over Time	Temperature change may cause air pressure in tub to change slightly, re-inflate accordingly; If deflation continues regularly, an air leak may be present. Air leaks can be found by using soapy water to locate the leak, and then the included repair kit can be used to prevent further leaking.
Chiller Will Not Turn On	Ensure Chiller is plugged into an active power source; Check Chiller Power Plug GFCI has not tripped by pressing “RESET”. Red LED light should be illuminated; Ensure power switch is turned to “On” position.
Water Is Dripping From Chiller	During heating mode, condensation may develop inside the Chiller unit in certain high humidity conditions. A small amount of water drainage from the Chiller is normal in this circumstance; Check hose connections and that they are tight and have gaskets in place; Check filter housing connection and that it is tight and has both upper and lower o-rings in place; Check drain plug is in place and tight
When Temperature Set Point is Increased, Chiller Does Not Stop Running	If changing from a low set point to a higher one, or vice versa, the Chiller will switch from

	cooling mode to heating mode to achieve that temperature.
Water Has Become Cloudy	Check filter element and replace if discolored; Add 60cc (2oz) of Oxidizer to water to break down organics and allow to run for 2 hours; Replace water if all above fail
Tub Is Difficult to Get Into Bag	It is important that the Tub be fully delated before folding. This is done by deflating with the Double Action Hand Pump with Inflation Hose on the “Deflate” side. Ensure Tub is folded correctly per Takedown instructions
Tub Rapidly Deflates Air After Inflating	It is likely the Inflation Pin was in the pressed (in) position when the Inflation Hose was attached. Ensure Inflation Pin is in depressed (out) position. If this does not work, the inflation valve may need replacing- contact customer service
Cannot Connect Chiller to WiFi	Ensure that the WiFi network you are trying to access is 2.4ghz. This product only works with a 2.4ghz wireless network. Some networks can be configured to provide both frequencies if they are dual-band; Ensure WiFi password is correct by testing with another device; Ensure Chiller is in-range of WiFi signal; Ensure device with Tuya Smart app has internet connection
The Chiller is making a loud noise, sounds like it's struggling	check filter, clean out strainer