



Making service a breeze.



PanelMessage

Reference Guide

- Quick access to panel messages
- Sorted alphabetically
- Both ML and VL
- Diagnostics, errors and more
- Also available online



BALBOA
water group

| Message | Meaning / Frequency | Action Required |
|---------|---------------------|-----------------|
|---------|---------------------|-----------------|

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|--------------------------|--|---|
| -- --- --F or --E | Temperature not current in Economy or Sleep mode. | In Economy or Sleep mode, the pump may be off for hours outside a filter cycle. If you wish to see the current spa temperature, either switch to Standard mode or turn Jets 1 on for 2 minutes. Please see "Diagnosing Topside Control Panels". (Page 16) |
| CFE | Configuration error. Spa cannot start up. | Please see "Diagnosing Topside Control Panels". (Page 16) |
| CHANGE MINERAL CARTRIDGE | As needed [3] | Install new Mineral cartridge. Reminder, Suppress in User Preferences. [2] |
| CHECK PH | Every 7 days [3] | Test and adjust pH chemical levels per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |
| CHK SANITIZER | Every 7 days [3] | Test and adjust sanitizer chemical levels per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |
| CHKSUM FAIL | Firmware install problem. | Contact Balboa if message appears on more than one power up. |
| CLEAN COVER | Every 180 days [3] | Clean and condition cover per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |
| CLEAN FILTER | Every 30 days [3] | Remove, clean, and reinstall filter per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |
| CONFIG ERROR | System configured incorrectly. Menu panel displays errors. | Contact Balboa. Please see "Diagnosing Topside Control Panels". (Page 16) |
| E-E | Firmware install problem. | Contact Balboa if message appears on more than one power up. Please see "Diagnosing Topside Control Panels". (Page 16) |
| dr (ML Panels) | Inadequate water detected in heater. | Check water level in spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. Press any button to reset. |
| dr (VL panels) | Possible inadequate water, poor flow, or air bubbles in detected in the heater. Spa is shut down for 15 minutes. | If water level is normal, make sure all pumps have been primed. Press any button to reset. This message will reset within 15 minutes. |
| DRAIN WATER | Every 90 days [3] | Drain and refill spa per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |

[1] On some systems even when spa is shut down, some equipment may occasionally turn on to continue monitoring temperature or if freeze protection is needed.

[2] Please see the User Manual of the specific panel that the Reminders need to be suppressed.

[3] This is a Reminder Message.

Note: All Messages may not appear on your panel.

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| <i>DRAINING</i> <i>drn</i> | The pump is on during Standby Mode to assist in draining the spa. | Press "Jets 1" to turn off the pump when water has drained (or power off the spa.) |
| <i>dry</i> <i>dy</i> | Inadequate water detected in heater. (Displays on third occurrence of "dr" message.) Spa is shut down. [1] | Follow action required for <i>dr</i> message. Spa will not automatically reset. Press any button to reset manually. |
| <i>Ec</i> <i>Ecn</i> Economy | The spa is operating in Economy Mode. | "Ecn" will appear solid on the display when the temperature is not current. "Ecn" will alternate with the temperature when the temperature is current. |
| <i>FC</i> | As needed. | Continuous Filtration is on. |
| <i>FREEZE COND</i> | "Ice" - Potential freeze condition detected. | No action required. The pumps and the blower will automatically activate regardless of spa status. |
| <i>GF 1</i> <i>GFCI FAILURE</i> | Spa could not trip GFCI. | Continued operation may be unsafe. |
| <i>HEATER DRY</i> <i>SERVICE REQ</i> | Inadequate water detected in heater. (Displays on third occurrence of the above message.) Spa is shut down. [1] | Follow action required for the above message. Spa will not automatically reset. Highlight and press to reset. |
| <i>HEATER MAY</i> <i>BE DRY--</i> <i>WILL RETEST</i> <i>SHORTLY</i> | Inadequate water detected in heater. | Check water level in spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. Press any button to reset. |
| <i>HL</i> <i>HFL</i> <i>HTR FLOW LOW</i> | A substantial difference between the temperature sensors was detected. This could indicate a flow problem. | Check water level in spa. Refill if necessary. If the water level is okay, make sure the pumps have been primed. Press any button to reset. |
| <i>HH</i> | "Overheat" - The spa has shut down. [1] One of the sensors has detected 118°F/47.8°C at the heater. | DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. |
| <i>HOL</i> <i>HOT-CALL SVC</i> | A pump appears to have been stuck on the last time spa was powered down. | POWER DOWN SPA IMMEDIATELY. DO NOT ENTER THE WATER. |
| <i>HTR TEMP LMT</i> | "Overheat" - The spa has shut down. [1] On some systems, an alarm may sound. One of the sensors has detected 118°F (approx. 47.8°C) at the heater. | DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. If spa does not reset, test sensors. |

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| IC ICE | "Ice" - Potential freeze condition detected. | No action required. The pumps and the blower will automatically activate regardless of spa status. |
| LF LOW FLOW | Persistent low flow problems. (Displays on the fifth occurrence of the "Heater Flow Low" message within 24 hours.) Heater is shut down, but other spa functions continue to run normally. | Follow action required for "HFL" or "HL" message. Heating capacity of the spa will not reset automatically; you may press any button to reset. |
| NEW FILTER | Every 365 days [3] | Install new filter. Reminder, Suppress in User Preferences. [2] |
| OH OHS | "Overheat" - The spa has shut down. [1] One of the sensors has detected that the spa water is 110°F/43.5°C. | DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107°F/41.7°C, the spa should automatically reset. If spa does not reset, test sensors. |
| OHH | "Overheat" - The spa has shut down. On some systems, an alarm may sound. One of the sensors has detected 118°F (approx. 47.8°C) at the heater. | DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. Test sensors. |
| PERSIST FAIL | Hardware failure. | Contact Balboa if message appears on more than one power up. |
| PH IS HIGH LOWER PH PHH | pH is high. | Add pH reducer according to manufacturer's instructions. |
| PH IS LOW RAISE PH PHL | pH is low. | Add pH increaser according to manufacturer's instructions. |
| Pf PRIMING MODE TAKES 4 MIN | When your spa is first actuated, it will go into Priming mode. | See the M-7 Installation Instruction Manual for complete instructions on Power-up and Pump Priming. The Priming mode will last for up to 4 minutes and then the spa will begin to heat and maintain the water temperature in the Standard mode. |
| PSt | Hardware failure. | Contact Balboa if message appears on more than one power up. |
| rCR | As needed [3] | Install new Mineral cartridge. Reminder, Suppress in User Preferences. [2] |
| rCH | Every 365 days [3] | Install new filter. Reminder, Suppress in User Preferences. [2] |
| rCL | Every 30 days [3] | Remove, clean, & reinstall filter per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |

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| <i>rCO</i> | Every 180 days [3] | Clean & condition cover per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |
| <i>rdr</i> | Every 90 days [3] | Drain and refill spa per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |
| <i>rPH</i> | Every 7 days [3] | Test and adjust pH chemical levels per manuf. instructions. Reminder, Suppress in User Preferences. [2] |
| <i>rSA</i> | Every 7 days [3] | Test and adjust sanitizer chemical levels per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |
| <i>rEC</i> <i>RTE FAILURE</i> | Hardware failure. | Contact Balboa. |
| <i>rEG</i> | Every 30 days [3] | Test & reset RCD per manufacturer's instructions. [2] |
| <i>rEr</i> | Every 180 days [3] | Clean and condition wood per manufacturer's instructions. [2] |
| <i>SA</i> | Spa is shut down. [1] The sensor that is plugged into the Sensor "A" jack is not working. | If the problem persists, contact Balboa. (May appear temporarily in an overheat condition.) See "Testing the Sensor Set". (Page 41) |
| <i>Sb</i> | Spa is shut down. [1] The sensor that is plugged into the Sensor "B" jack is not working. | If the problem persists, contact Balboa. (May appear temporarily in an overheat condition.) See "Testing the Sensor Set". (Page 41) |
| <i>SAH</i> <i>SANITIZER</i> <i>HIGH</i> | Sanitizer is high. | Remove spa cover and allow sanitizer to dissipate. |
| <i>SAL</i> <i>SANITIZER</i> <i>LOW</i> | Sanitizer is low. | Add sanitizer according to manufacturer's instructions. |
| <i>Sby</i> | Standby Mode has been activated by pressing a button combination on the user panel. | Press any button, except "Jets 1", to leave Standby Mode and return to normal operation. |
| <i>SE</i> | The spa is operating in Standard-in-Economy Mode. | Operates the same as Standard mode, then reverts to Economy mode after 1 hour. Press "Mode" to switch directly to Economy mode. |
| <i>SENSOR A</i> <i>SERVICE REQ</i> | Spa is shut down. [1] The sensor that is plugged into the Sensor "A" jack is not working. | Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41) |

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| <i>SENSOR B SERVICE REQ</i> | Spa is shut down. [1] The sensor that is plugged into the Sensor "B" jack is not working. | Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41) |
| <i>SENSOR SYNC</i> <i>Sn</i> <i>SnS</i> | Sensors are out of balance. If this is alternating with the temperature, it may just be a temporary condition. If the display shows only this message (periodically blinking), the spa is shut down. [1] | Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41) |
| <i>SLP</i> | Sleep Mode has been activated by pressing a button combination on the user panel. | "SLP" will appear solid on the display when the temperature is not current. "SLP" will alternate with the temperature when the temperature is current. |
| <i>SnA</i> | Spa is shut down. The sensor that is plugged into the Sensor "A" jack is not working. | Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41) |
| <i>SnB</i> | Spa is shut down. The sensor that is plugged into the Sensor "B" jack is not working. | Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41) |
| <i>SPA TEMP LMT</i> | "Overheat" - The spa has shut down. [1] One of the sensors has detected that the spa water is 110°F (approx. 43.3°C). | DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107°F (approximately 41.7°C), the spa should automatically reset. If spa does not reset, shut off the power to the spa. |
| <i>STANDBY MODE</i> | Standby Mode has been activated by pressing a button combination on the user panel. | Press any button to leave Standby Mode and return to normal operation. |
| <i>Std</i> | The spa is operating in Standard Mode. | Temperature display is current after pump has been running for at least 2 minutes. |
| <i>StU</i> <i>STUCK ON</i> | A pump appears to be stuck on, causing the water temperature to creep up, possibly to hazardous levels. | POWER DOWN SPA IMMEDIATELY. DO NOT ENTER THE WATER. |
| <i>TEST GFCI</i> | Every 30 days [3] | Test & reset per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |
| <i>TREAT WOOD</i> | Every 180 days [3] | Clean and condition wood per manufacturer's instructions. Reminder, Suppress in User Preferences. [2] |

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