

Frequently Asked Questions

Spa Operation

What is the temperature range?

The spa temperature can be set between 28°C and 40°C.

If you are unable to get the spa up to 40°C check the range that the spa is set to i.e. low range or high range. Or if it is not heating up to its set temperature check the spas mode, it can often be in "Rest" mode if the spa is not consistently heating. See the touchpad quick guide for directions on how to change these settings.

Why is my spa not heating?

It may be that the filters are due to be cleaned. Filters that are not kept properly clean will reduce the water flow and therefore the spa will be unable to effectively heat the water. You will need to soak your filters in a filter cleaner and then hose them ?

You should be rinsing your filters weekly and cleaning them once a month.

Why do the jets keep turning off on their own?

The jet pumps are designed to turn off after 15 minutes as a power saving feature. Press the jet pump button to continue operation.

Why is my spa touchpad unresponsive?

Your touch pad may be locked. This is a feature designed to prevent settings from being changed accidentally.

To unlock your touchpad hold down either the warm or cool button, and while holding this down slowly press and release the light button. Your screen should then look like this:



Then wait a few seconds until the screen reverts back to the main screen showing the temperature. Your touch pad should then be unlocked.

Can I set my spa to heat only during certain periods?

Yes firstly you will need to put your spa into "Rest" mode. Refer to the pg. 6 of the balboa manual for directions.

Once in rest mode your spa will only heat during filtration cycles. To then set the filtration time and duration, refer to pg. 10 of the balboa manual for directions.

Why is the "Jets 2" button not working? (Soothe & Relax models.)

These two models do not have a second jet pump. Therefore the "Jets 2" button is not connected to anything and will not have an effect on the spas operation.

Why are some of the jets not working?

There could be two reasons a jet is not pushing water.

The first and most likely is that the jet is switched to the "closed" position. To open the jet simply turn the jet face.

The second potential reason for a jet not operating, could be the position of the diverter. The diverter is the larger grey dial on the side of the spa. This dictates where the water pressure from the pump flows. Try turning the diverter back and forth, and see the change in flow.