

Coleman Spa Symptom Troubleshooting



Symptom	Possible Causes	Possible Solutions
System / Power Problems		
System does not work	Power is turned off	Reset spa
Control pad and spa equipment do not operate	No electrical power to spa	Turn on or reset the GFCI circuit breaker. If this does not solve the problem, have a qualified electrician check the electrical service.
	The 20 or 30A fuse, depending on the system, has blown	Contact your dealer
The spa does not turn off	Spa is trying to heat up	Check the temperature setting is in Standard mode
	Spa is in filter cycle	Normal. No adjustment necessary
	Spa is in Standard mode	Check setting
Control panel displays a message	An error may have occurred	See Diagnostic Messages in owner's manual for message code meanings <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; background-color: #f0f0f0;"> Click Here to View Spa Manual </div> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; background-color: #f0f0f0;"> Click Here to View Swim Spa Manual </div> </div>
GFCI breaker trips repeatedly	Improper wiring to spa or GFCI breaker is defective	Consult with a qualified electrician
	There is a defective component on the spa	Contact your dealer
Heat Problems		
Spa does not heat	Heating mode not selected	See control panel instructions in owner's manual <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; background-color: #f0f0f0;"> Click Here to View Spa Manual </div> <div style="border: 1px solid gray; border-radius: 5px; padding: 5px; text-align: center; background-color: #f0f0f0;"> Click Here to View Swim Spa Manual </div> </div>
	Water level is too low	Add water to correct level
	No electrical power to spa	Turn on or reset the GFCI circuit breaker. If this does not solve the problem, have a qualified electrician check the electrical service.
	Heater is defective	Contact your dealer
	Gate valve is partially or fully closed	Open gate valves. Note: Never operate your spa with the gate valves closed!
Spa gets warm but does not get hot	Thermostat has been turned down	Set control panel to a higher temperature
	Insufficient filtration time	Increase filtration time
	Water level is too low	Add water to correct level
	No electrical power to spa	Turn on or reset the GFCI circuit breaker. If this does not solve the problem, have a qualified electrician check the electrical service.
	Dirty filter cartridge	Clean filter cartridge
	Gate valves closed	Open gate valves
	Spa cover improperly positioned	Align spa cover
Spa gets too hot	Filtration time is set too long	Reduce filtration cycles, especially during summer months

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Water Problems		
Water is not clean	For all water clarity problems, see owner's manual.	Click Here to View Spa Manual Click Here to View Swim Spa Manual
High water consumption	Very high evaporation or heavy splashing	Use the cover and refill as necessary
Low water stream from the jets	Running in FILTER mode - slow speed	Select high speed jets
	Block wall suction or skimmer	Clean the wall suction/skimmer. Remove blockage
	Dirty filter	Clean filter and replace
	Jets are closed	Open jets
	Valves closed	Open valves
No water stream from the jets	Pump has airlock	Remove airlock by priming spa. See owner's manual for priming instructions. Click Here to View Spa Manual Click Here to View Swim Spa Manual
	Jets are closed	Open jets
	Power switched off, system off	Reset power
	Pump is defective	Contact your dealer
	Pump fluctuations	Low water. Check level on skimmer flap
Water leakage from below the spa	Check the connections and empty the hoses	Close or turn off empty cycle if necessary
Water Pressure Problems		
Jets surge on and off	Water level is too low	Add water to normal level
Jets are weaker than normal or do not work at all	Jet valves are partially or fully closed	Open jet valves
	Filter cartridge is dirty	See Cleaning the Filter
	Air is trapped in the pump	Open the air bleed valve on each pump's housing and allow air to bleed out of the system. Be sure to tighten each air bleed valve as soon as water starts to flow.
	The suction fittings are blocked	Remove any debris that may be blocking the suction fittings
	Gate valve is closed	Open gate valves. Note: Never operate your spa with the gate valves closed!
Air and Jets Problems		
No airstream from the jets	Air control not open	Open the control
	Jet spout opening not fixed properly	Check jet spout openings
	Jet spout opening missing	Check jets and replace as necessary

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Light Problems		
Standard spa light does not work	Light bulb has burned out	Replace light bulb
	Lighting system is defective	Contact your dealer
Pump Problems		
Pump runs constantly – will not shut off	Problem with circuit board	Contact your dealer
Noisy pump	Water level is too low	Add water to normal level
	Block wall suction or skimmer	Clean the wall suction/skimmer
	Damaged or worn-out motor block	Contact your dealer
	Clogged floor suction or skimmer	Clean floor suction or skimmer
	Leakage of air into suction line	Contact your dealer
	Debris is inside pump	Contact your dealer
	Gate valves are closed	Open gate valves. Note: Never operate your spa with the gate valves closed!
	Damaged or worn motor bearings	Contact your dealer
Pump turns off during operation	Improper or defective wiring	Contact your dealer
	Automatic timer has completed its cycle	Start the cycle again
	Pump has overheated due to the vents on the equipment door being blocked	Clear items away from vents
Pump has a burning smell while running	The pump motor is defective	Contact your dealer
	Damaged or worn motor bearings	Contact your dealer
Pump does not work	Power may be turned off	Reset power
	Pump has over heated	Let cool for one hour
	Incorrect or faulty wiring of electrical supply	Contact your dealer
	Switch is off	Auto reset after the motor has cooled down
	House circuit breaker tripped or in OFF position	Reset circuit breaker Contact your dealer
	Motor overload condition	Motor overload will reset automatically. If problem persists, contact your dealer
	Damaged electrical cord	Contact your dealer
	Pump cord not plugged in	Plug pump cord into red receptacle
	GFCI tripped or in OFF position	Reset GFCI