



Hot Tub Troubleshooting Guide

Jacuzzi® & Sundance® Spas

At Arctic Home, we're here to help you keep your hot tub running smoothly year-round. Use this guide to diagnose and resolve common issues before scheduling service.

Jacuzzi® Hot Tub Troubleshooting Common Error Codes & What They Mean Flow & Water Movement Issues

FL1 / FL2 (Flow Error)

- FL1 = Flow switch stuck open
- FL2 = Flow switch stuck closed

Common causes: dirty filter, low water level, airlock

Fix:

- Check water level
 - Clean or remove filter
 - Bleed air from pump (airlock)
 - Reset breaker if needed
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Temperature & Safety Errors

OH (Overheat)

- Water temperature exceeds safe limits (~112°F)

Fix:

- Remove cover and allow cooling
 - Turn off power if needed
 - Do NOT enter spa
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— — — (Watchdog / Safety Shutdown)

- System detected dangerously high temperature

Fix:

- Do not use spa
 - Contact service technician immediately
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Sensor Errors

Sn1 (High-Limit Sensor Error)

Sn2 (Temperature Sensor Error)

- Sensors are malfunctioning; heater disabled

Fix:

- Reset power
 - If persistent, requires service
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Cold / Freeze Protection

COL (Cool Condition)

- Water is below set temperature
- System automatically heats

Fix: No action needed

ICE (Freeze Protection Mode)

- System detected freezing risk
- Pumps and heater activate automatically

Fix: No action needed

Maintenance Alerts

BLB (UV Bulb Replacement)

- UV sanitation bulb needs replacement

Fix:

- Replace bulb
 - Reset timer
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System & Equipment Errors

Communication Error

- Control panel not communicating with system

Fix:

- Power reset; service if persistent
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Pump Not Operating / Low Flow

- Insufficient water movement

Fix:

- Check filter
 - Verify water level
 - Inspect pump priming
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Open / Closed Flow Switch

- Flow switch malfunction

Fix: Service recommended

Start-Up Malfunction

- Flow issue detected at startup

Fix: Service required

Common Issues (Non-Code)

Not Heating

- Dirty filter (most common cause)
- Tripped breaker
- Low water flow

Weak Jet Pressure

- Low water level
- Closed air valves
- Dirty filter

Noisy Pump

- Low water
- Possible worn bearings (service needed)

Cloudy or Foamy Water

- Imbalanced chemicals
 - Dirty filter
 - Old water (drain every 3–6 months)
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Jacuzzi® Maintenance Tips

- Clean filters weekly
 - Deep clean filters monthly
 - Drain and refill every 3–6 months
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Sundance® Spa Troubleshooting

Common Error Codes

FLO / FL1 (Low Flow)

- Dirty filter, low water, or airlock

Fix:

- Clean filter
 - Adjust water level
 - Release air
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FL2 (Flow Switch Closed)

- Stuck or faulty switch

Fix: Service recommended

OH / OHH / OHS (Overheat)

- Water above safe temperature

Fix:

- Remove cover
 - Clean filter
 - Check circulation
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SN1 / SN3 / TH1 / TH2 (Sensor Errors)

- Temperature sensor malfunction

Fix: Reset spa; service if persistent

ILOC / ICE (System Lock / Freeze Protection)

- Control lock or freeze detection

Fix: Follow panel instructions or reset

Troubleshooting by Symptom

No Heat

- Dirty filter (most common)
- Breaker off

- Poor circulation
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Weak Jet Pressure

- Airlock after refill
 - Dirty filter
 - Closed jets or valves
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Spa Won't Start / No Display

- Check and reset GFCI breaker
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Cloudy Water

- Low sanitizer levels
 - Dirty filter
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General Tips

- Remove filter to test flow issues
 - Reset power (turn off breaker for 1–2 minutes)
 - Maintain proper water level (mid-skimmer)
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Need Help?

If troubleshooting doesn't resolve the issue, the service team at Arctic Home is here to help.

Schedule professional service to keep your spa performing at its best in Alaska conditions.