



PLEASE NOTE: The following corrective actions may be performed by the spa owner. If the trouble cannot be corrected in the steps below, please contact your authorized Marquis Spas® dealer for service. (Improper servicing by an unauthorized service provider or spa owner could result in damage not covered by the warranty and could cause serious injury.)

EQUIPMENT WILL NOT OPERATE

- Check the control panel LCD window for diagnostic code.
- 240V Spas: Check the circuit breaker on the main circuit panel.
- 120V Spas: Check the GFCI power cord and reset if necessary (see **IMPORTANT SAFETY INSTRUCTIONS** at beginning of manual).
- Check the condition of the power cord.

INADEQUATE JET ACTION

- Be sure the shut-off valves are completely open.
- Open the jets by turning the jet face to allow for maximum water flow.
- Check that the air control valve is open (rotate lever counterclockwise).
- Check for obstruction or restrictions at suction guard(s) or filters, such as leaves, etc.

JET VALVES ARE HARD TO OPERATE

- Valves and rotating jets that become hard to turn is an indication of sand, dirt or too high calcium level in the water.
- Remove components and rinse before damage occurs.
- Advise bathers to shower or use a foot bath before entering the spa. Failure to use or maintain valves as directed may cause damage by introduction of foreign materials such as dirt, sand and calcium that is not covered under the warranty.

NO HEAT

- Check temperature displayed in the LCD window for desired temperature setting.
- Inspect the filter cartridge(s) for dirt and debris.
- Check that the water is at proper level, 2/3 up the Vortex skimmer opening(s).
- Check HEAT MODE to be certain spa is not in SLEEP MODE.
- Lower ambient temperatures may result in heat loss.

NOTE: Do not expect instant hot water from the jets. It will take the heater 12-24 hours to heat the water to the temperature you desire.

LIGHT DOES NOT WORK

- Press the LIGHT pad on the control panel.
- Reposition the light bulb in the socket. (See REPLACING LIGHT BULB.)
- Replace the light bulb with a 6 WATT BULB (GE 918 ONLY).

OZONATOR BUILDUP

There can be a build up of nitrous compounds that typically gathers at the ozone outlet connection to the tubing after a six to 12 month period. If you see a "gummy" build up at the point where the ozone tubing is connected to the ozone generator, do the following:

- Turn electrical power off.
- Disconnect the tubing and clean it out using a Q-tip dipped in white vinegar. Take care to avoid cracking or breakage when you remove the tubing from the barbed fitting.

LCD DIAGNOSTIC MESSAGES

The advanced technology built into the spa allows it to perform a number of self-diagnostic system checks and it can display a variety of messages in the LCD window on the control panel.

OHH and HH:

Over heat protection. If a malfunction occurs and the spa water reaches 112°F (44°C), the system completely shuts down. In such a condition, **DO NOT ENTER THE WATER**. Turn off all power to the spa. Remove spa cover and allow water to cool. Once the heater has cooled, turn on power to the spa, then reset by pushing any pad. If spa does not reset, shut off the power to the spa and contact your authorized Marquis Spas® dealer for service. Several conditions could lead to overheating, for example, low water level, shut-off valves closed while heater is on, dirty filter, and restriction in the plumbing lines. After the power is turned back on, the spa will not restart itself until the water temperature within the spa drops to a lower, predetermined temperature.

OHS and OH:

Over heat protection. The spa has shut down. One of the sensors has detected that the spa water is 110°F (43.3°C). **DO NOT ENTER THE WATER**. Turn off all power to the spa. Remove spa cover and allow water to cool. Once the heater has cooled, turn on power to spa, then reset by pushing any pad. If spa does not reset, shut off the power to the spa and contact authorized Marquis Spas® dealer for service.

ICE and IC:

Freeze protection has been activated. Contact your authorized Marquis Spas® dealer for service.

SnA and SA:

A sensor that is plugged into the Sensor "A" jack is not working. The spa turns off. Contact your authorized Marquis Spas® dealer for service.

Snb and SB:

A sensor that is plugged into the Sensor "B" jack is not working. The spa turns off. Contact your authorized Marquis Spas® dealer for service.

SnS and SN:

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. Contact your authorized Marquis Spas® dealer for service.

NOTE: If power is shut off or a power outage occurs the 240V system has a battery backup. All user settings are retained.

HFL and HL:

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. If problem persists, contact your authorized Marquis Spas® dealer for service.

NOTE: Spas can experience an overheat failure when in Economy or Sleep modes if equipment is in direct sunlight. To resolve this problem change to Standard mode setting.

LF:

Persistent low flow problems. (Displays on the fifth occurrence of the HFL message within 24 hours.) Heater is shut down, but other spa functions continue to run normally. Follow action required for HFL message. Heating capacity of the spa will not reset automatically. You may press any pad to reset.

dr:

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 pad to reset

drY:

Inadequate water detected in heater. (Displays on third occurrence of dr message.) Spa is shut down. Follow action required for “dr” message. Spa will not automatically reset; you may press any pad to reset.

Pr:

When your spa is first energized, it will go into Priming mode. It will last for up to four or five minutes and then the spa will begin to heat and maintain the water temperature in the Standard mode.

-- F; -- C:

Temperature unknown. After the pump has been running for two minutes, the temperature will display.

-- -:

The temperature is not current. The spa is in Economy or Sleep mode. The pump may have been off for hours. If you wish to see the current spa temperature, either switch to Standard mode or turn Jets 1 on for at least two minutes.

SbY:

Standby mode has been activated by pressing a pad combination on the user panel. Press any pad to leave Standby Mode and return to normal operation.

Additional Diagnostics for Epic and Show models:

rtC: Hardware failure. Contact dealer.

PSt: Hardware failure. Contact dealer.

CrC: Firmware install problem. Contact dealer.

CFE: Configuration error, spa cannot start up. Contact dealer.

GFI: Spa could not trip GFCI. Contact dealer, continued operation could be unsafe.

StU: 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.** Contact dealer.

Hot: A pump appears to have been stuck on the last time spa was powered. **POWER DOWN SPA IMMEDIATELY. DO NOT ENTER THE WATER.** Contact dealer.

NOTE: If power is shut off or a power outage occurs the 240V system has a battery backup. All user settings are retained.



MAINTENANCE REMINDERS

The following reminders will be shown on the LED lights indicating it is time for maintenance. Reminder messages will also be displayed in the LCD window. Reset the reminders by pressing the TEMP+, TEMP-, or SETTINGS pad. Press any pad to reset maintenance reminders on four-button panels.

rSA:

Check Bromine:

rSA will be displayed in the LCD window every 21 days.

rCL:

Clean Filter:

LED will illuminate every 30 days.

rCL will be displayed in the LCD window.

rCH:

Change Water:

LED will illuminate every 90 days.

rCH will be displayed in the LCD window.

rCA:

Change Minerals:

rCA will be displayed in the LCD window every 90 days.

CH:

Change Water

CL:

Clean Filter