



**SERVICE DEPARTMENT**  
20 Nihan Dr.  
St. Catharines, ON  
Phone: 905-934-0933

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## SPA DOWN DURING WINTER

Most of our spas run with a circulating pump. It is smaller in size than the jet pumps and will run very quietly. Most of our spas will continue to circulate if the heater stops heating. If the spa is circulating it cannot freeze. Push the 'CLEAN' cycle or booster pumps every 8-12 hours. Refer to NO HEAT section below for further preventative tips.

If the spa is not circulating or is suspected not to be circulating, DO NOT drain the tub! See the NO HEAT section below.

If it is a tub that has just been filled after a drain/clean out, the tub may 'trip out' due to the winter outdoor temperatures as compared to spring/fall outdoor temperatures. Follow the NO HEAT section below to warm the equipment area and within a few hours the system should work as is normal.

If you would like to go as far as Trouble-Shooting with the spa owner, please try the following instructions, in this order, below:

- power OFF spa at sub-panel/breakers
- pull out and leave out the spa filter(s) temporarily
- power ON spa at sub-panel/breakers
- heater should start (or heater may have reset button on heater itself)
- if heater starts heating, properly clean or replace filters  
(Dirty filters = low flow = no heat)
- if heater doesn't heat, follow the NO HEAT section below and forward customer to our Service Department to speak with someone personally or leave message at:  
St. Catharines 905-934-0933

### **NO HEAT Instructions:**

The spa owner should place a 'trouble-light' or small space heater on LOW in the pump compartment area of the spa when a spa is not heating or spa has stopped working.

Ensure the heating appliance is not touching anything plastic in the compartment area as, surprisingly, these items will generate quite a lot of heat.