

# ERROR CODES AND DIAGNOSTIC MESSAGES

## FOR BALBOA VS300 EQUIPMENT

### MESSAGE

### MEANING

### ACTION REQUIRED

No message displayed. Power to the spa has been cut off.

The top side panel will be disabled until power returns.

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Temperature unknown

After the pump has been running for two minutes, the temperature will be displayed. Spa settings will be preserved until next start up.

HH

Overheat. The spas has shut down. One of the sensors has detected a 118°F (48°C) temperature at the heater.

Do not enter the water.  
Remove spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. If spa does not reset, shut off the power to the spa and call your spa dealer or a qualified service technician.

OH

Overheat. The spa has shut down. One of the sensors has detected that the spa water is 110°F (43°C).

Do not enter the water.  
Remove spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. If spa does not reset, shut off the power to the spa and call your spa dealer or a qualified service technician.

IC

Ice : Potential freeze condition detected.

No action required. The pump will automatically activate, regardless of spa status.

SA

Spa is shut down. The temperature sensor that is plugged into the sensor "A" jack is not working.

If the problem persists, call your spa dealer or a qualified service technician. (May appear temporarily in an overheat situation and disappear when the heater cools.)

SB

Spa is shut down. The temperature sensor that is plugged into the sensor "B" jack is not working.

If the problem persists, call your spa dealer or a qualified service technician. (May appear temporarily in an overheat situation and disappear when the heater cools.)

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### ACTION REQUIRED

**SN**

Temperature sensors are out of balance. If alternating with spa temperature, it may just be a temporary condition. If flashing by itself, spa is shut down.

If the problem persists, call your spa dealer or a qualified service technician.

**HL**

Significant difference between temperature sensors has been detected. This could indicate a flow problem.

Check water level in spa. Refill if necessary. If the water level is okay, ensure the pump has been primed. If the problem persists, call your spa dealer or a qualified service technician.

**LF**

Persistent flow problems. (Displays on the fifth occurrence of "HL" message within 24 hours.) Heater is shut down, but other spa functions continue to run normally.

Follow action required for "HL" message. Heating capability of the spa will not reset automatically. Press any button to reset.

**DR**

Possible inadequate water, poor flow or air detected in the heater. Spa is shut down for 15 minutes.

Check water level in spa. Refill if necessary. If the water level is okay, ensure the pump has been primed. Press any button to reset; the spa will restart after 15 minutes. If the problem persists, call your spa dealer or a qualified service technician.

**DY**

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. Press any button to reset.

## WARNING! SHOCK HAZARD!

**Do not attempt service of the control system. Contact your spa dealer or a Contact dealer or service supplier qualified service technician for assistance. Follow all owners' manual power connection instructions. Installation must be performed by a licensed electrician and all grounding connections must be properly installed.**

Having any questions? You may contact our service department  
[info@purspas.com](mailto:info@purspas.com)