

**S-CLASS**  
S-CLASS



**CLEARLY ADVANCED SPA SYSTEMS!™**



## **SERVICE MANUAL**

**SC-CF & SC-MP SPA SYSTEMS TROUBLESHOOTING**  
VISUAL STEP-BY-STEP GUIDE & MORE!

**SPA BUILDERS**  
S-CLASS

TAKING OVER THE WAVES!

Topics covered in this manual are as follows:

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In an attempt to make this manual as useful as possible, it has been presented in two formats. Problem-solving solutions are described with Troubleshooting Flow Charts and also with Step-by-Step Procedures.

The two formats together should provide an overall complete explanation, with flow charts providing an overview of specific problems, and step-by-step procedures giving more detailed information.

### **Important Safety Information**

**WARNING:** Risk of electrical shock! All procedures described in this service manual must only be performed by qualified personnel, in accordance with the standards applicable in the country of installation and, whenever possible, with the equipment powered off. When connecting the equipment, always refer to the wiring diagram affixed to the inside of your spa pack's power box cover! This diagram always prevails over the wiring diagram at the end of this manual.

Tools, test equipment and components needed to carry out SC-CF and SC-MP spa pack service calls.

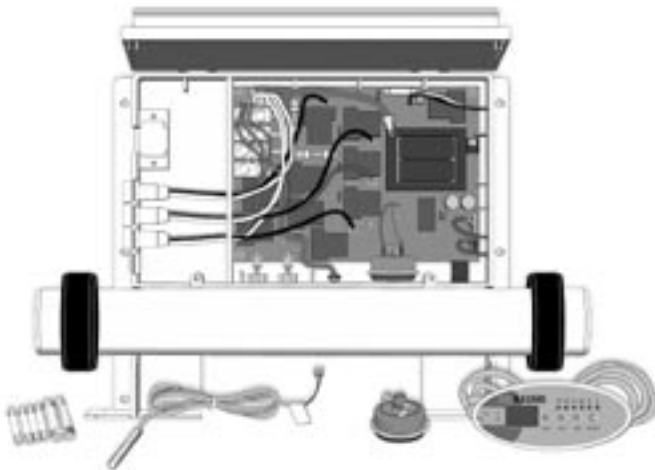
## Required tools:



Pliers  
Phillips & flat screwdrivers  
1 1/32" nut driver  
1/4" open end wrench

3/8" open end wrench  
Jumper cable  
Multimeter  
GFCI tester & digital thermometer (optional)

## Required pack parts:



Fuses  
Pressure Switch  
Regulation sensor

Top side control (keypad)  
SC-CF / SC-MP complete pack



SC-CF and SC-MP single- and dual-pump systems are available with a selection of keypads.

All the procedures and instructions described in the next pages are applicable to SC-CF and SC-MP systems equipped with one of the following keypads. Please note that the K-9 model is used throughout this manual to illustrate specific actions.

## SC-MP (only)



K-35 Keypad (7" • 3 1/4")

## SC-CF



K-19 Keypad (7" • 3 1/4")



K-18 Keypad (5" • 2 1/2")



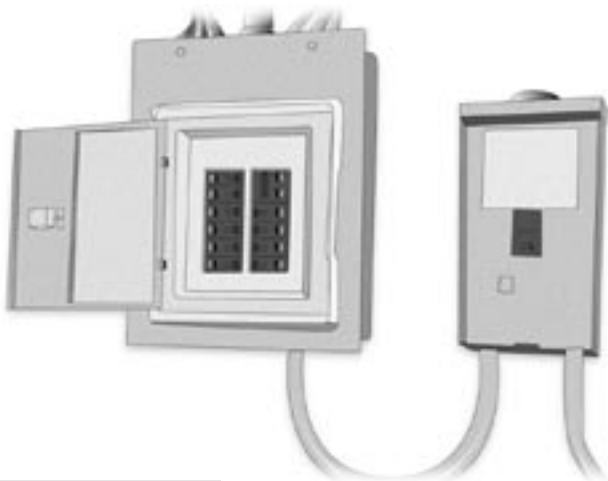
K-9 Keypad (2" • 4 1/2")

# Electrical Wiring

Correct wiring of the electrical service box, GFCI box and pack terminal block is essential.

- Carry out a visual inspection to check for signs of miswiring. Refer to supplied wiring diagrams.

**Call an electrician if necessary.**



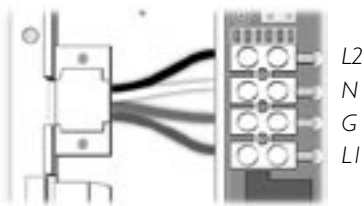
**For 240 VAC systems:**



Electrical Box

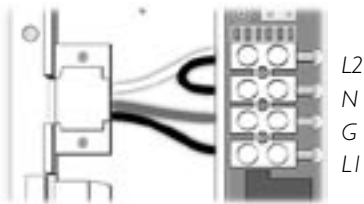


GFCI



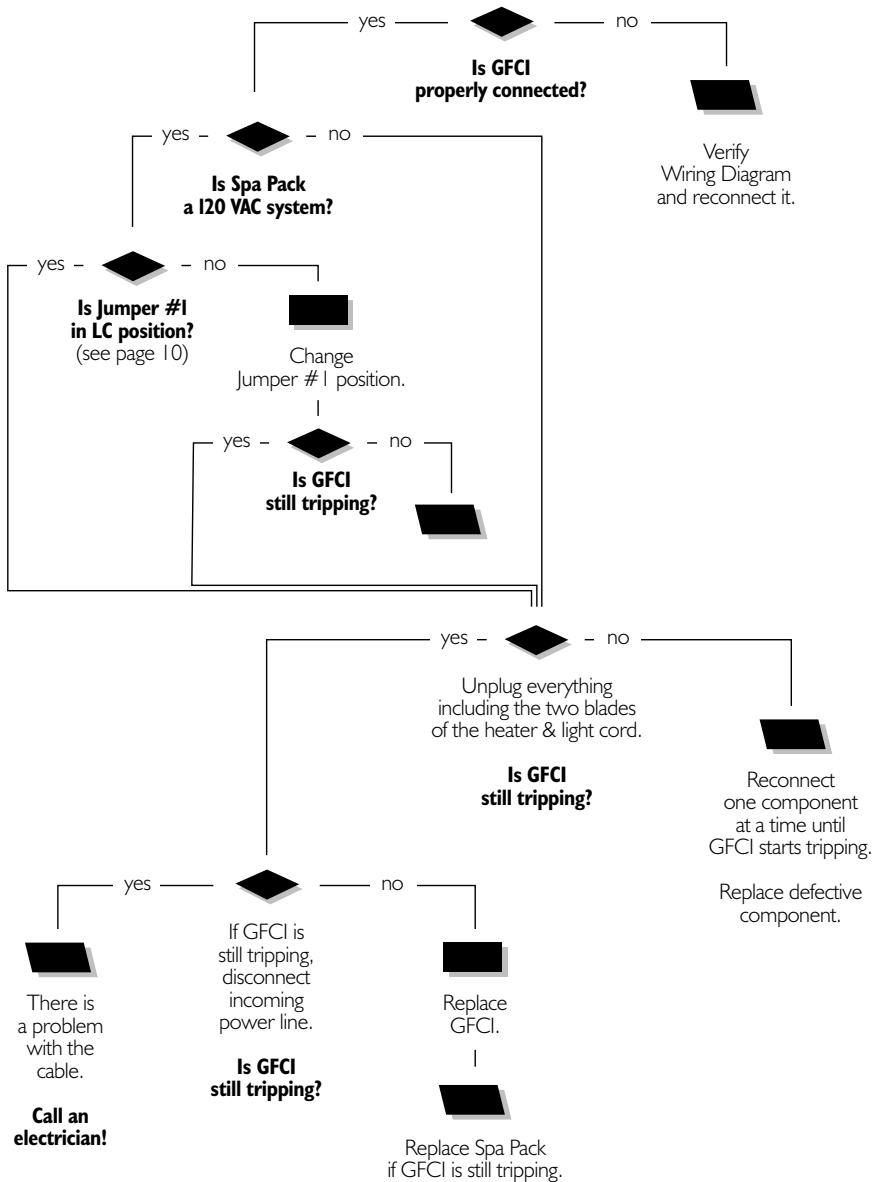
Pack Terminal Block

**For 120 VAC systems:**



Pack Terminal Block

If GFCI trips, follow this Troubleshooting Flow Chart to identify the problem:





# GFCI Trips!

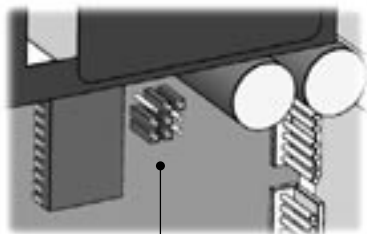
If all connections are made, but nothing seems to be working, you probably have a power supply problem. Carry out the following tests to identify and correct the problem:

**Note that for new installations, GFCI trippings due to miswiring are common. If breaker is wired properly, GFCI trippings may occur when total amount of current drawn by spa exceeds breaker rating.**

**A current leak to ground will also cause GFCI to trip. If any of the components is faulty and a leak of more than 5mA occurs, GFCI will trip to prevent electrocution.**

**There are different GFCI models on the market. Note that illustrations are generic only.**

## For 120 VAC systems:

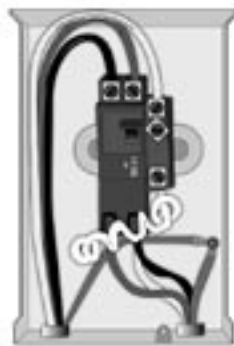


Jumper location

- 1 • Verify if Jumper # 1 is set in the LC position. If it is not, set Jumper # 1 in the LC position.

Refer to page 10 for more information on jumpers.

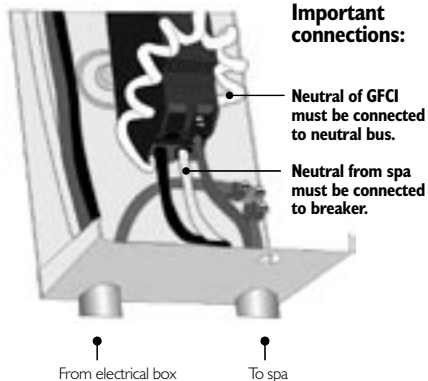
## For 240 VAC systems:



From electrical box

To spa

- 1 • Verify if GFCI is properly connected.



### Important connections:

Neutral of GFCI must be connected to neutral bus.

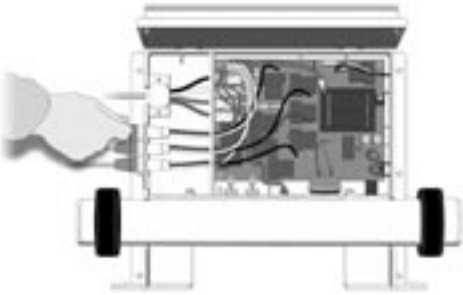
Neutral from spa must be connected to breaker.

From electrical box

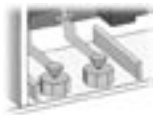
To spa

- 2 • If it is not, verify GFCI wiring diagram and reconnect it.

If GFCI continues to trip carry out the following tests to correct the problem:



- 1 • If GFCI is properly connected, but still tripping, (or Jumper # 1 is set in LC mode for 120 VAC systems), unplug all outputs including the two blades of the heater and light cord.



- 2 • If GFCI still trips, replace Spa Pack.

If it stops tripping, reconnect one component at a time until GFCI starts tripping. Replace defective component.

- 3 • If problem is not solved yet, disconnect incoming power lines.

If GFCI still trips, there must be a cable problem.

**Call an electrician!**

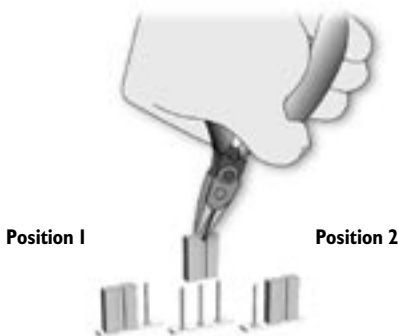
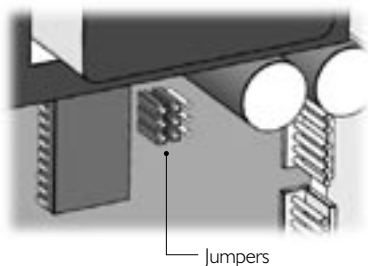
- 4 • If GFCI stops tripping, replace GFCI.
- 5 • If GFCI trips again, replace Spa Pack.

# Jumper Positions

Certain parameters can be modified by changing the position of jumpers on the board.

To access jumpers, first remove SC-CF or SC-MP power box cover.

In some cases, jumper functions may differ from the following. Please check wiring diagram on power pack box cover to verify specific functions for your pack.



1 • Jumpers are located in the lower right section of the board.

2 • To change a setting, simply pull cover off and replace in desired position.

## Jumper 1: Current Limiting Option

Jumper 1 is used to limit amount of current drawn when the 2 pumps are on.

Position 1 (HC):

System turns heater off when the two pumps are on at high speed.

Position 2 (LC)\*:

System turns heater on when one pump is on at high speed. The "Heater" icon flashes on display indicating that more heat is requested, but heater is not allowed to start.

\*Mandatory for I20 VAC systems

## Jumper 2: Temperature Unit

Jumper 2 is used to select the temperature unit.

Position 1:

Temperature will be displayed in Fahrenheit degrees.

Position 2:

Temperature will be displayed in Celsius degrees.

## Jumper 3: Pumps

Position 1:

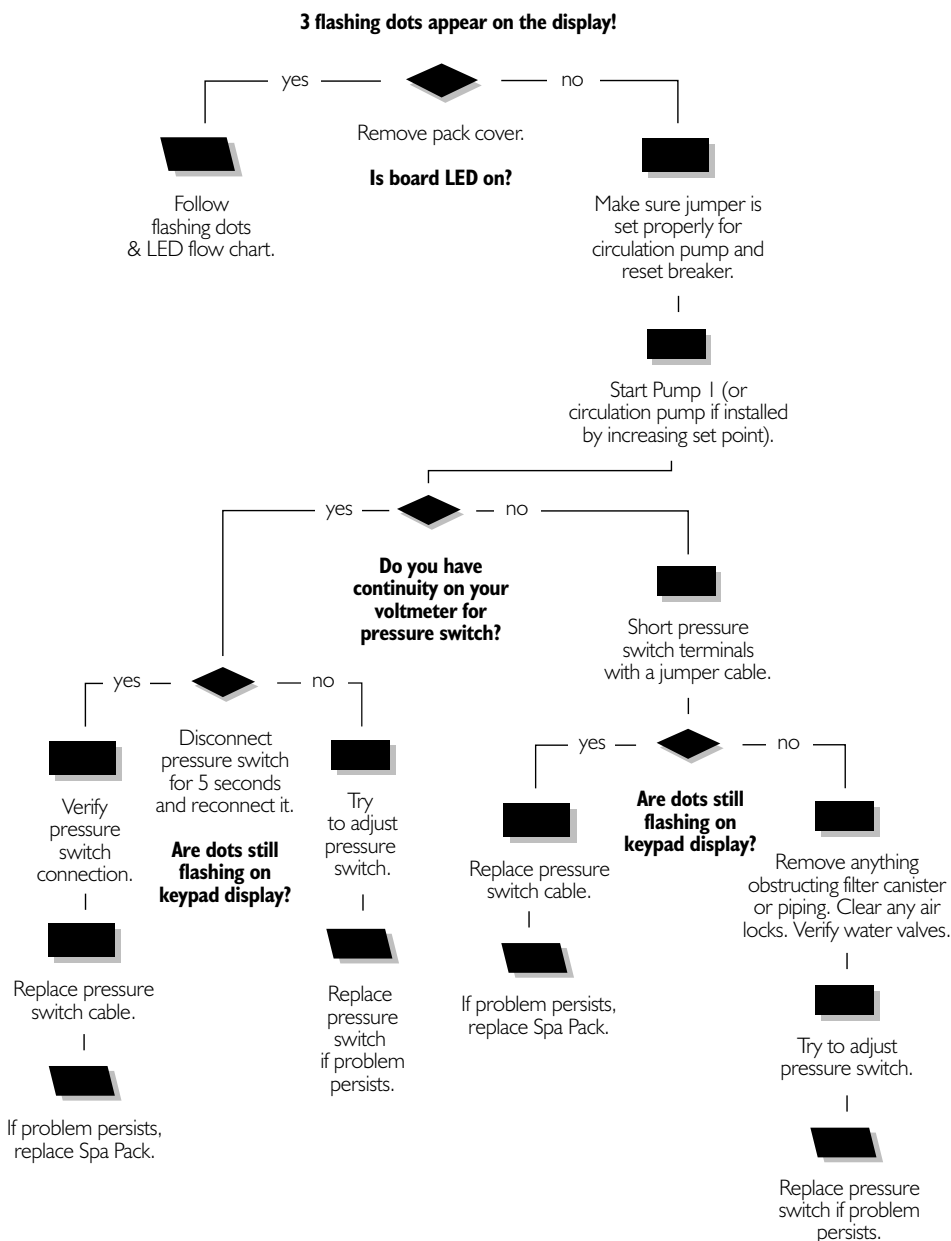
Single-pump.

Position 2:

Dual-pump (or blower).

# Flashing Dots Flow Chart

If 3 flashing dots appear on keypad display, follow Troubleshooting Flow Chart below to identify the problem:



# Flashing Dots Displayed

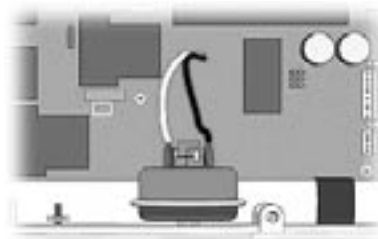
*Three flashing dots error condition indicates a pressure switch problem.*

**There must be enough water in the spa for normal operations. System may detect error condition if spa filter is dirty or if something restricts flow of water in piping.**

**The heater will automatically shut down when error condition occurs.**

**Power may remain On when the following steps are carried out.**

- 1 • Verify if Pump 1 (or circulation pump if installed) is working. If pump is not working right, refer to pump section of this manual.
- 2 • Make sure jumper is set properly for circulation pump.
- 3 • If Pump 1 is working properly, turn it on by pressing **Pump 1** key (or start circulation pump by increasing the set point) and test continuity on pressure switch.
- 4 • If you detect continuity, go to step # 10.
- 5 • If you do not detect continuity, verify if pressure switch cable is properly connected to pressure switch and board.

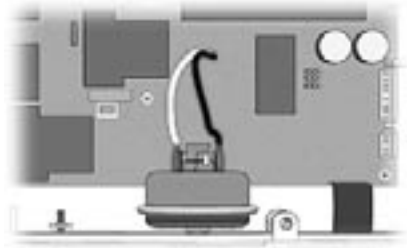


- 6• Ensure adequate water flow in the heater and short two pressure switch terminals with jumper cable.
- 7• **If the three dots disappear**, first make sure there is no blockage of water or air lock and check water valve.

If the installation is older than 2 years, replace the pressure switch and recalibrate it.

If installation is recent, try readjusting the pressure switch. If this is not possible, replace switch.

(Refer to "How to Adjust the Pressure Switch" section of this manual.)



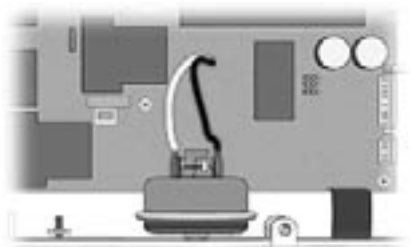
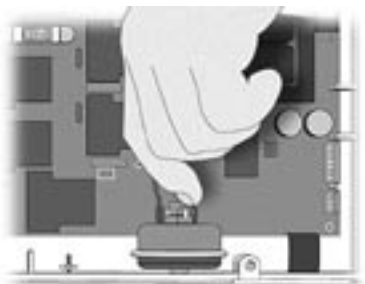
- 8• **If the three dots still appear**, the problem may be either with switch cable or board.

Remove plastic cover and replace cable.

- 9• Replace Spa Pack if error condition still persists.

(Refer to "How to Replace the Spa Pack" section of this manual.)

Power may remain On while the following steps are carried out.



- 10 • If you have continuity on pressure switch, follow these steps:

Disconnect pressure switch cable for 5 seconds and reconnect it.

**If error condition disappears**, adjust pressure switch, if it is a new installation (less than two years) or replace it.

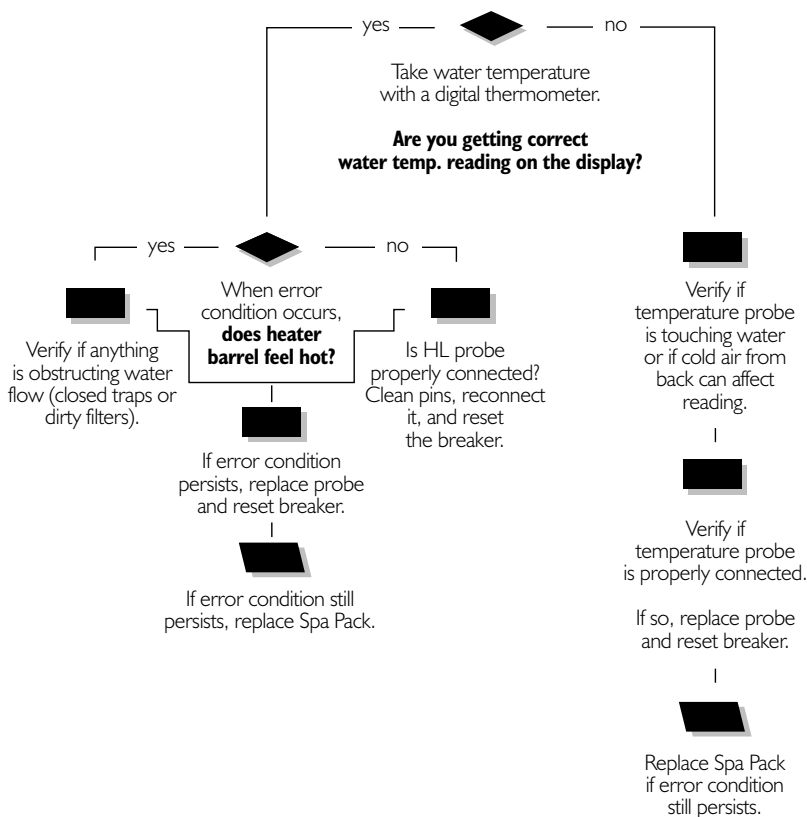
(Refer to "How to Adjust the Pressure Switch" section of this manual.)

- 11 • If error condition persists, remove plastic cover and replace pressure switch cable.
- 12 • Replace Spa Pack if error condition still persists. (Refer to "How to Replace the Spa Pack" section of this manual.)

# Flashing dots and LED Flow Chart

If error condition occurs (potential Hi-Limit sensor or temperature probe problem), follow Troubleshooting Flow Chart below to identify the problem:

**Turn breaker off then on again to reset the system.  
If Hi-Limit condition no longer persists,  
check for blockage of water in the piping.**





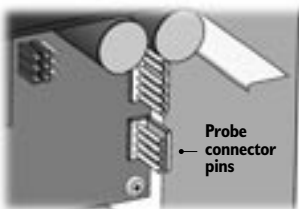
# Flashing Dots & LED Displayed

The three flashing dots and LED error condition is related to the Hi-Limit sensor or temperature probe.

**Turn breaker off then on again to reset the system.**

**If 3 flashing dots and LED disappear, wait until they are displayed again on keypad. Power may remain On.**

- 1 • Take water temperature with a digital thermometer.
- 2 • **If keypad display shows correct temperature:**
  - a- Check if heater barrel feels hot.  
  
If it's hot, verify if anything is obstructing the flow of water (closed valves or dirty filter).
  - b- If it's not, verify if hi-limit probe is properly connected.
- c- If error condition persists, replace probe and reset breaker.
- d- If problem is not corrected, replace Spa Pack. (Refer to "How to Replace Spa Pack" section of this manual.)
- 3 • Proceed to following page if keypad display shows incorrect temperature.



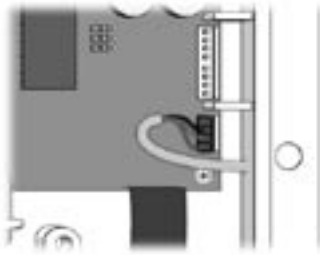
Try to clean probe connector pins. Even a small coating of film can cause a bad connection. Reconnect probe and reset breaker.

*If keypad display isn't showing correct temperature, carry out the following tests:*

---

- 1 • Verify if temperature probe is in contact with water and if cold air from the back could be affecting readings.

Use foam to isolate probe from cold air if that is the problem.



- 2 • Make sure temperature probe is properly connected.

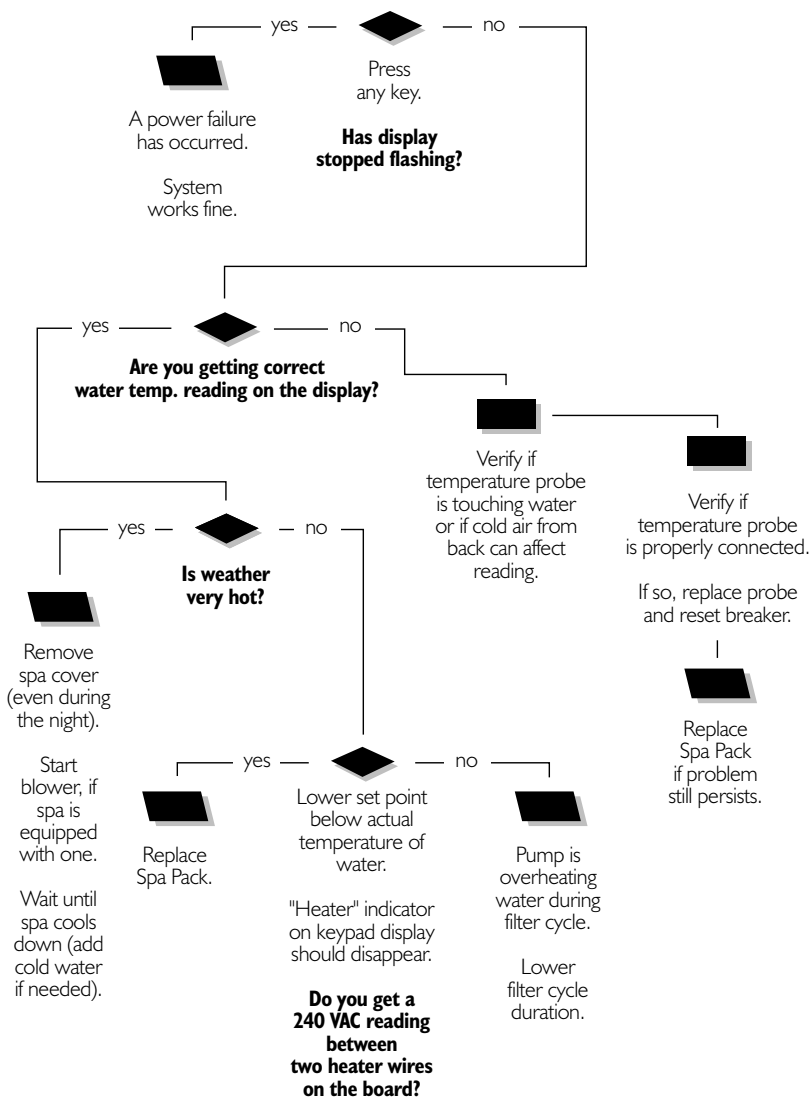
If it is, replace probe and reset breaker.

- 3 • Replace Spa Pack if error condition still persists. (Refer to "How to Replace Spa Pack" section of this manual.)



# Display Flashing Flow Chart

On certain packs, if system detects temperature at 112°F or higher, the display will start flashing. Follow Troubleshooting Flow Chart below to identify the problem:



# Display Is Flashing

If digital thermometer water temperature reading is 112°F or higher and keypad display indicates correct temperature, carry out the following tests:

**If display stops flashing after pressing a key, this means that a power failure has occurred. System works fine.**

## If weather is very hot:

- 1 • Remove spa cover (even during the night). Start blower if spa is equipped with one. Wait until spa cools down (add cold water if necessary).

## If hot weather is not a factor:



- 2 • Lower Set Point below current water temperature.

The "Heater" indicator should disappear from keypad display.



- 3 • Remove plastic cover. With a volt-meter, read voltage between the two heater wires on the board.
- 4 • **If you do not read 240 VAC**, pump may be overheating water during filter cycle.

Shorten filter cycle duration.

## To shorten filter cycle duration:

- 5 • Press and hold **Light** key for 5 seconds. Display will show a value that represents the filter cycle duration in hours.



Use **Down** arrow key to lower the number of hours.

0 = no filtration  
12 = continuous filtration



When the desired setting is displayed, press **Light** key again. The filter cycle will start immediately.

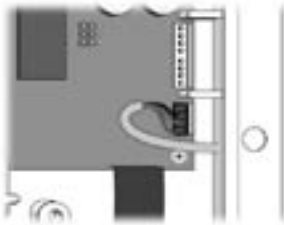


- 6 • **If you do read 240 VAC**, replace Spa Pack.

If digital thermometer water temperature reading is 112°F or higher and keypad display isn't showing correct temperature, carry out the following tests:

- 1 • Verify if temperature probe is in contact with water and if cold air from the back could be affecting readings.

Use foam to isolate probe from cold air if that is the problem.



- 2 • Make sure temperature probe is properly connected.

If it is, replace probe.

- 3 • Replace Spa Pack if display is still flashing.

(Refer to "How to Replace Spa Pack" section of this manual.)



# Wrong Temperature Flow Chart

On certain packs, if system detects that temperature is not within normal limits, wrong temperature will be displayed. Follow Troubleshooting Flow Chart below to identify the problem:

---



Check if regulation probe is properly connected.



Unplug probe connector and clean pins on the board (even a small coating of film may cause a bad connection).  
Reconnect the probe.



Replace probe with a spare and verify if problem is solved.

If it is, replace probe with spare.



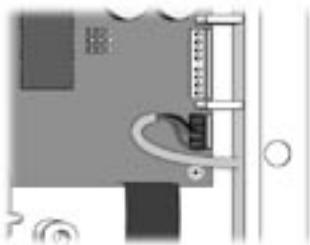
Replace Spa Pack if problem persists.



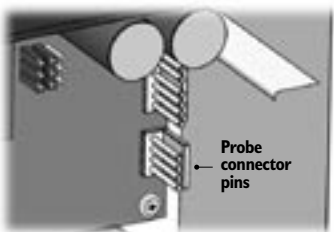
# Wrong Temperature Displayed

Wrong temperature on keypad display indicates a problem with regulation sensor. The system is constantly verifying if temperature probe reading is within normal limits.

**Note that water temperature must be over 35°F in order to carry out the following steps. Power can remain On.**



- 1 • Verify if regulation probe (sensor located in spa) is properly connected.



- 2 • Disconnect probe connector and clean probe connector pins. Even a small coating of film may cause a bad connection.

- 3 • Reconnect probe.

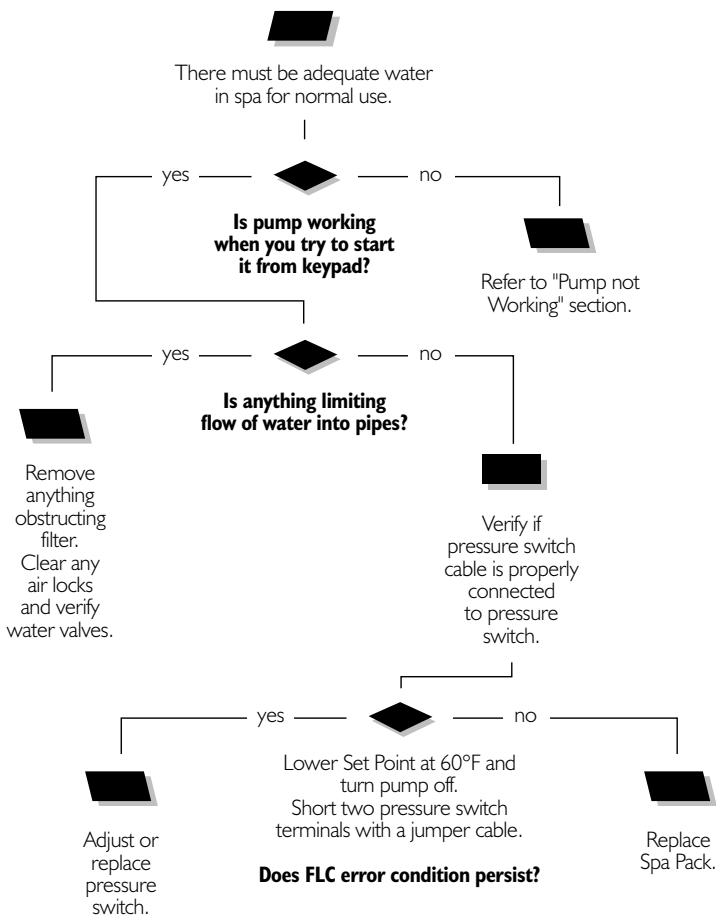
If wrong temperature is still displayed, replace probe with a spare and place probe head directly in spa water.

If problem is solved, replace probe.

- 4 • Replace Spa Pack if problem persists.

If FLO error condition occurs (problem with the pressure switch: pump is on but no water pressure detected), follow Troubleshooting Flow Chart below to identify the problem:

**Make sure circulation pump parameter is set correctly (depending on your system configuration).**



# FLO Error Condition

An FLO error condition indicates a pressure switch problem. If system does not detect any pressure when pump is manually or automatically turned on, an FLO error condition will occur.

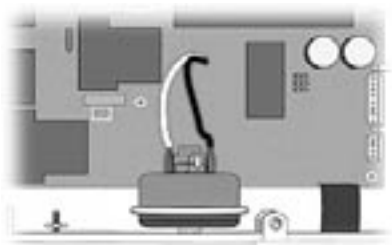
**There must be enough water in the spa for normal operations. FLO error condition may occur if spa filter is dirty or if something restricts flow of water in piping.**

**The heater will automatically shut down when an FLO error condition occurs.**

**Power may remain On when the following steps are carried out.**

**Make sure circ. pump parameter is set correctly (depending on your system configuration).**

- 1 • Verify if pump is working. If pump is not working right, refer to "Pump does not Work" section.
- 2 • Clean filter and check for air blockages, closed trap valves or anything that could be restricting water flow.



- 3 • Verify if pressure switch cable is properly connected to pressure switch.



- 4• If problem has not been solved, lower Set Point at 60° by pressing on **Down** arrow key and turning pump off; then short two pressure switch terminals with jumper cable.
- 5• An FLC error condition should occur.

FLC error condition identifies pressure switch as source of problem.

Try readjust pressure switch. If this isn't possible, replace switch.

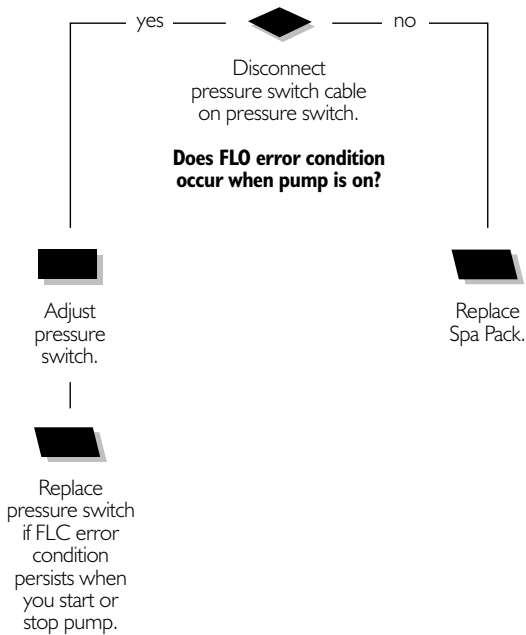
(Refer to "How to Adjust the Pressure Switch" section of this manual.)

- 6• If FLC error condition does not occur, problem may be either with switch cable or board.

Replace Spa Pack.



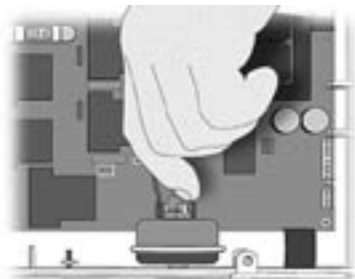
If FLC error condition occurs, follow Troubleshooting Flow Chart below to identify problem (usually pressure switch problem - pump is off but water pressure is detected):



# FLC Error Condition

An FLC error condition indicates a pressure switch problem. If system detects any pressure when pump is off, an FLC error condition will occur.

**Power may remain On when the following steps are carried out.**



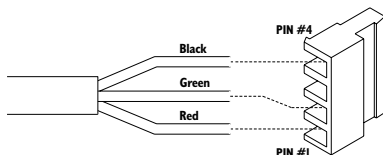
- 1 • Disconnect pressure switch cable on pressure switch.
- 2 • Replace Spa Pack if FLO error condition does not occur.

If FLO error condition occurs when pump is started, adjust pressure switch or replace it.

(Refer to "How to Adjust the Pressure Switch" section of this manual.)

If Prr error condition occurs (potential regulation sensor problem), follow Troubleshooting Flow Chart below to identify the problem:

**Make sure to use the right probe!**  
**MC-CF probe does not work on a SC-CF or SC-MP spa pack.**  
**Probe wires should be in this order:**



**Press any key after each step to reset the system.**



Note that water temperature must be over 35°F to operate spa.



Check if regulation probe is properly connected.



Unplug probe connector and clean pins on the board (even a small coating of film may cause a bad connection).  
Reconnect the probe.



Replace probe with a spare and verify if problem is solved.

If it is, replace probe with spare.



Replace Spa Pack if problem persists.



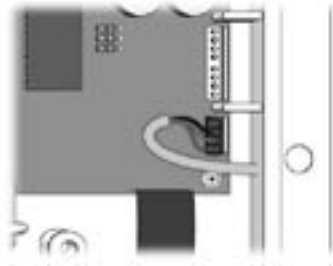
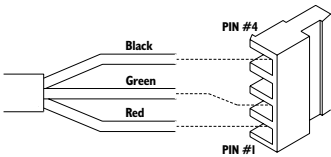
# Prr Error Condition

The Prr error condition indicates a problem with regulation sensor. The system is constantly verifying if temperature probe reading is within normal limits.

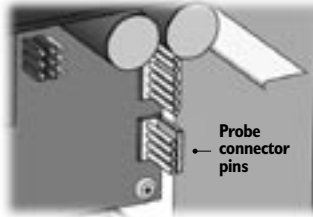
**Note that water temperature must be over 35°F in order to carry out the following steps. Press any key after each step to reset the system. Power may remain On.**

**Note:** Make sure to use the right probe! MC-CF probe does not work on a SC-CF or SC-MP spa pack.

Probe wires should be in this order:



- 1 • Verify if regulation probe is properly connected.



- 2 • Disconnect probe connector and clean probe connector pins. Even a small coating of film may cause a bad connection.
- 3 • Reconnect probe.

If Prr error condition still persists, replace probe with a spare and place probe head directly in spa water.

If problem is solved, replace probe.

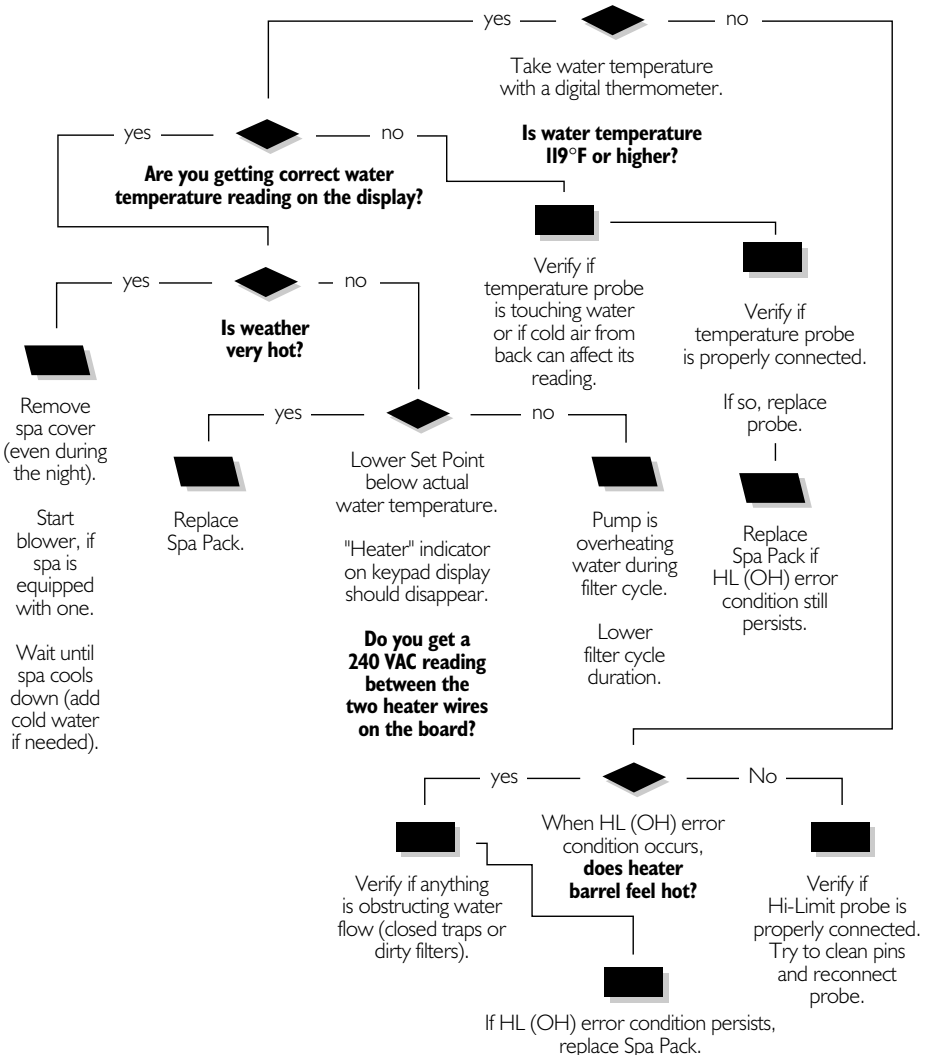
- 4 • Replace Spa Pack if problem persists.

# HL (OH) Flow Chart

The HL (OH) message indicates a problem with the hi-limit sensor or the temperature probe. Follow the troubleshooting flow chart below to identify the problem.

**Steady message:** The system has shut down because the temperature at the heater has reached 119°F (48°C).  
**Blinking message or OH:** Except for the Smart Winter Mode, the system has shut down because the water temperature in the spa has reached 112°F (44°C).

Press any key after each step to reset the system.



# HL (OH) Error Condition

The HL (OH) error condition is related to the hi-limit sensor.

*Steady message:* Means system has shut down heater because water temperature at the heater has reached 119°F.  
*Blinking message or OH:* Means except for the Smart Winter Mode, system has shut down because water temp. in the spa has reached 112°F.

**Press any key between each step to reset the system.  
Power may remain On.**

- 1 • Take water temperature with digital thermometer.
  
- 2 • **If reading is below 119°F:**
  - a- Check if heater barrel feels hot.  
  
If it's hot, verify if anything is obstructing water flow (closed valves or dirty filter).
  
  - b- If HL (OH) error condition persists, replace Spa Pack.

3 • **If reading is 119°F or higher:**

Proceed to following page if keypad display shows correct temperature.

Proceed to page 36 if keypad doesn't show correct temperature.

If digital thermometer water temperature reading is 119°F or higher and keypad display indicates correct temperature, carry out the following tests.

## If weather is very hot:

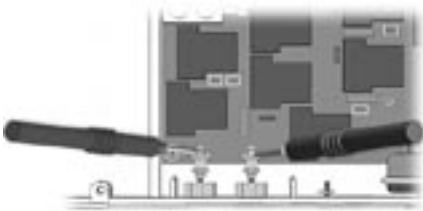
- Remove spa cover (even during the night). Start blower if spa is equipped with one. Wait until spa cools down (add cold water if necessary).

## If hot weather is not a factor:



- Lower Set Point below current water temperature.

The "Heater" indicator should disappear from keypad display.

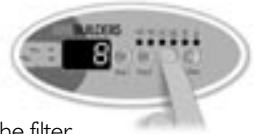


- Remove plastic cover. With a voltmeter, read voltage between the two heater wires on the board.
- If you do not read 240 VAC**, pump may be overheating water during filter cycle.

Shorten filter cycle duration.

## To shorten filter cycle duration:

- Press and hold **Light** key for 5 seconds. Display will show a value that represents the filter cycle duration in hours.



Use **Down** arrow key to lower the number of hours.

0 = no filtration  
12 = continuous filtration



When the desired setting is displayed, press **Light** key again. The filter cycle will start immediately.



- If you do not read 240 VAC**, replace Spa Pack.

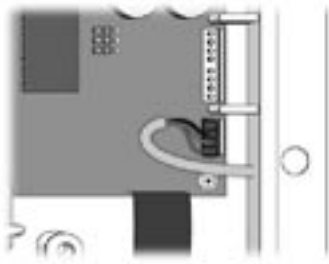
# HL (OH) Error Condition

*If digital thermometer water temperature reading is 119°F or higher and keypad display isn't showing correct temperature, carry out the following tests.*

---

- 1 • Verify if temperature probe is in contact with water and if cold air from the back could be affecting readings.

Use foam to isolate probe from cold air if that is the problem.



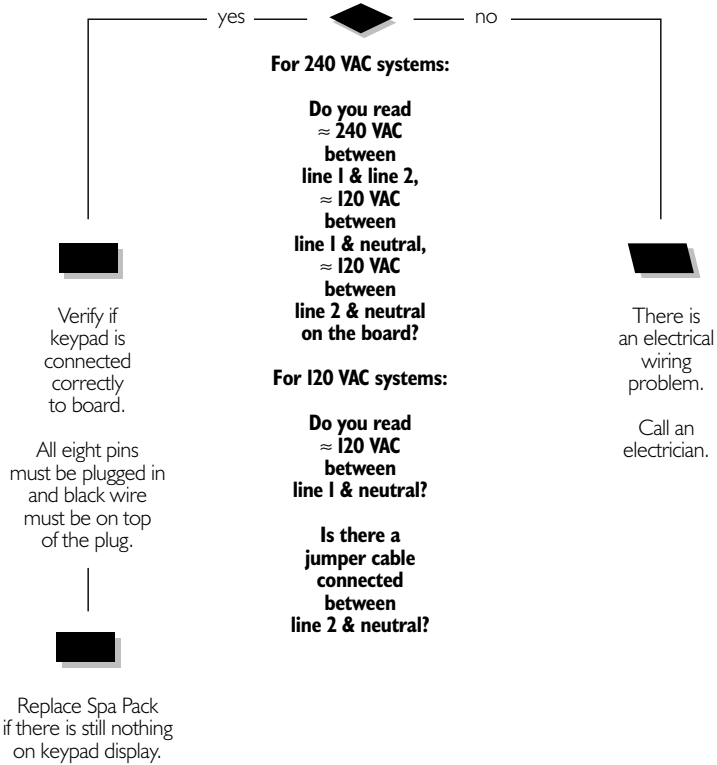
- 2 • Make sure temperature probe is properly connected.

If it is, replace probe.

- 3 • Replace Spa Pack if HL (OH) error condition still persists.

# "Nothing Seems to Work!" Flow Chart

If nothing seems to work, follow Troubleshooting Flow Chart below to identify the problem:



# Nothing Works!

If everything is connected, but nothing seems to work, there is probably a power supply problem. Carry out the following tests to identify and correct the problem:

## For 240 VAC systems:



- 1 • On the terminal block, measure voltage between line 1 and line 2.

You should get  $\approx 240$  VAC.



- 2 • Measure voltage between line 1 and neutral.

You should get  $\approx 120$  VAC.



- 3 • Measure voltage between line 2 and neutral.

You should get  $\approx 120$  VAC.

- 4 • If you do not get good readings, this probably indicates an electrical wiring problem.

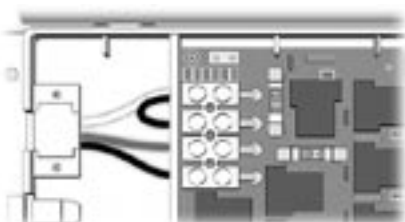
**Call an electrician!**

## For 120 VAC systems:



- 1 • Measure voltage between line 1 and neutral.

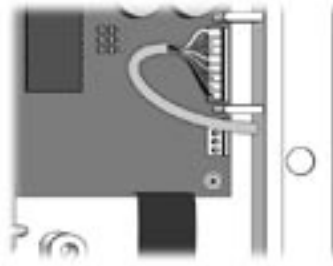
You should get  $\approx 120$  VAC.



- 2 • Verify that there is a jumper cable connected between line 2 and neutral.

*If you are getting good voltage readings, but nothing seems to work, carry out the following tests to correct the problem:*

---



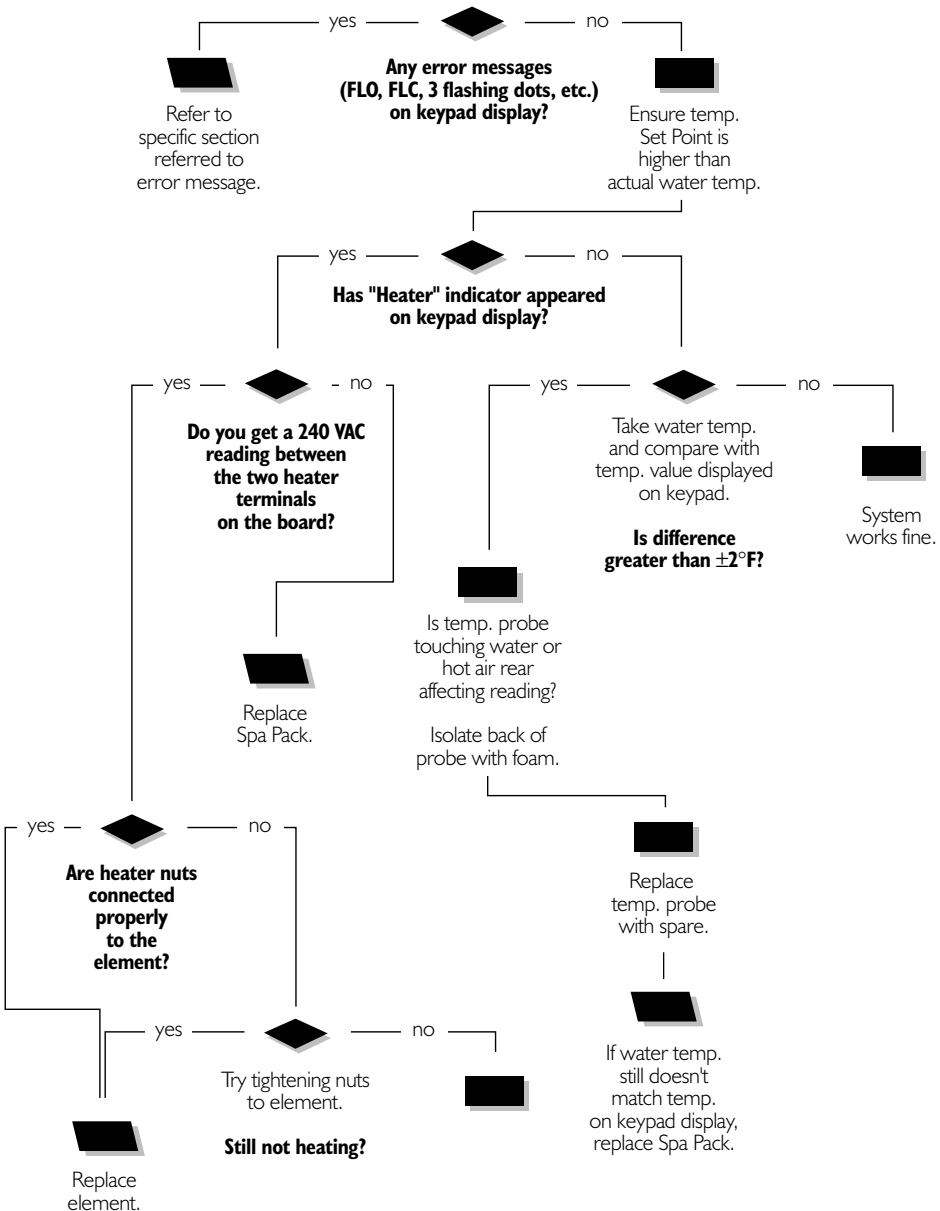
- 1 • Verify if keypad is correctly connected to the board.
- 2 • If nothing works, replace Spa Pack.





# "Spa Not Heating" Flow Chart

If the spa does not seem to be heating the water, follow Troubleshooting Flow Chart below to identify the problem:



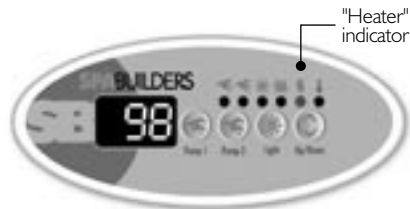
# Spa Not Heating!

If the spa does not appear to be heating the water, carry out the following tests to correct the problem:

- 1 • Check for an error condition on keypad display. If there is one, refer to section indicated by the error condition.



- 2 • If there is no message, try to increase temperature by raising temperature Set Point. Press **Up** arrow key to increase Set Point.



- 3 • Verify if "Heater" indicator appears on the display.

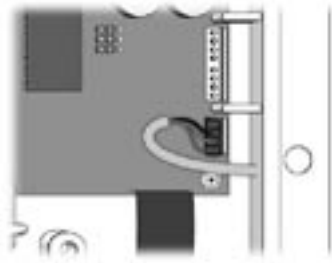
"Heater" indicator will be on when heater is on. It will flash if more heat has been requested, but heater has not yet started.

## If "Heater" indicator does not light up:

- 4 • Use a digital thermometer to take water temperature and compare your reading with the value on keypad display.

If values are different ( $\pm 2^{\circ}\text{F}$ ), verify if sensor is touching water or if hot air from rear could be affecting readings.

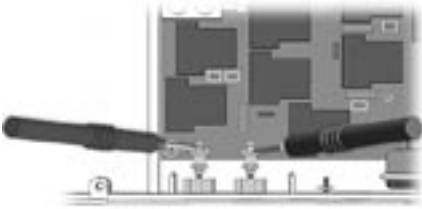
- 5 • If so, use foam to isolate behind the probe.



- 6 • If not, replace temperature sensor with a spare one.
- 7 • If spa is still not heating, replace Spa Pack.

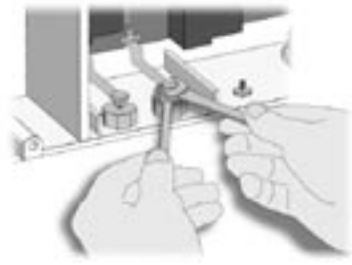
If "Heater" indicator appears on the display, but spa is still not heating, carry out the following tests to correct the problem:

## If "Heater" indicator lights up on the display:



- 1 • Remove plastic cover and measure voltage between the two heater screws on the board.

Replace board if you are not getting a reading of  $\approx 240$  VAC.



- 2 • If voltage reading is correct, verify if heater nuts are properly connected to the element.

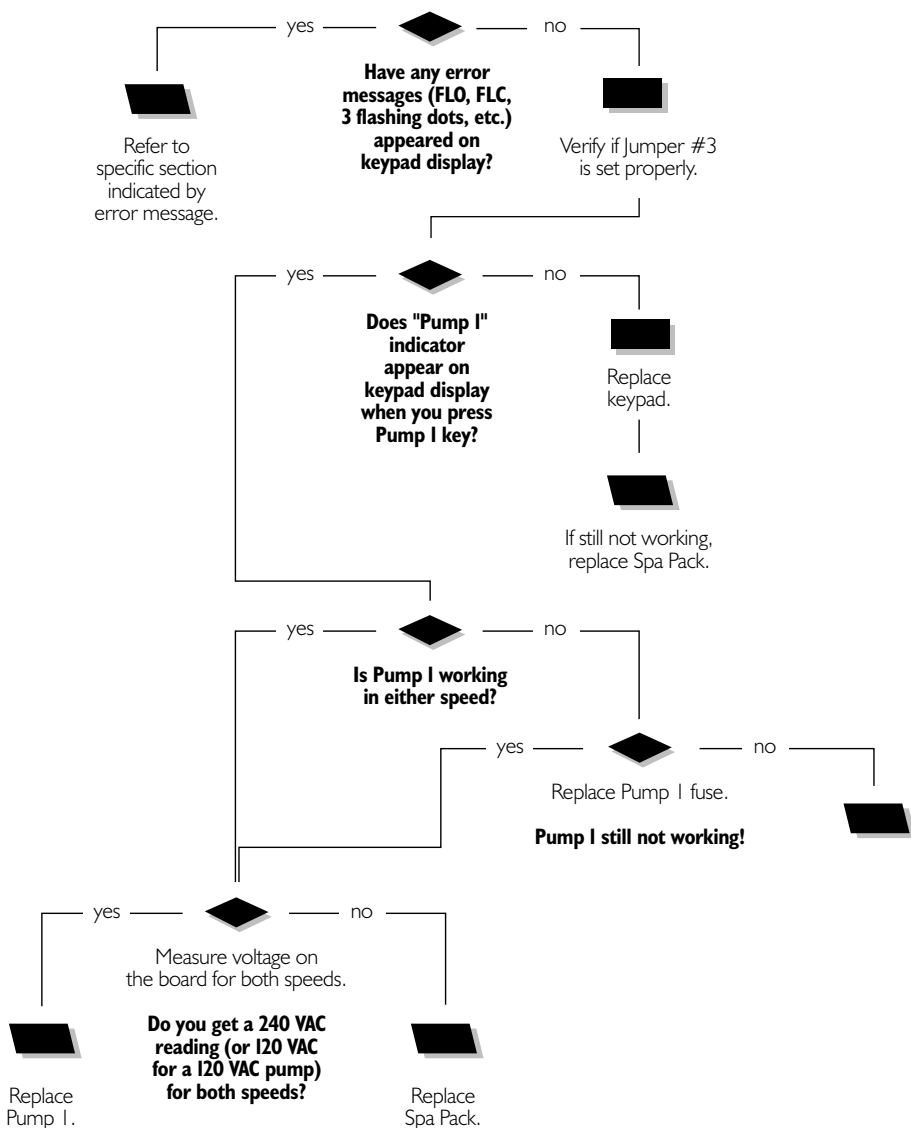
If not, tighten nuts to the element.

- 3 • If problem persists, replace the element.



# Pump 1 Flow Chart

If Pump 1 is not working, follow Troubleshooting Flow Chart below to identify the problem:



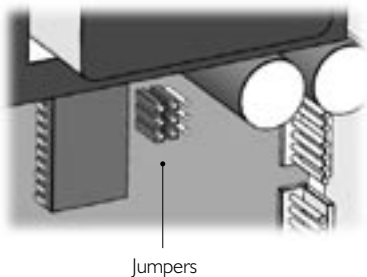
# Pump 1 Does Not Work!

If Pump 1 is not working, carry out the following tests to correct the problem:

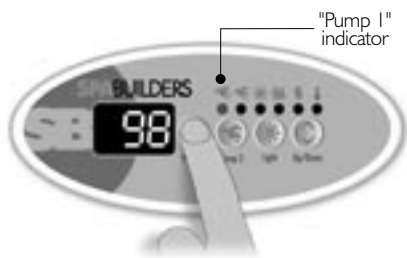
To increase the life of the relay, we use a "snubber" circuit on the pump relay. With this type of circuit, if no pump is connected to an output and relays are open, the voltmeter will continue reading around 60 volts. This is normal.

It is important to measure voltage when pump is connected to pack. Power must remain On.

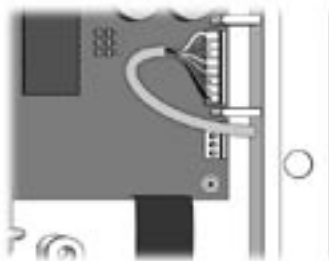
- 1 • Check for an error condition on keypad display. If there is one, refer to specific section indicated by the error condition.



- 2 • Also, verify that Jumper #3 is set properly for 1 or 2 pumps (refer to page 10 for more info).



- 3 • Verify if "Pump 1" indicator appears on keypad display when you press **Pump 1** key.



- 4 • If "Pump 1" indicator does not appear, use a spare keypad to verify if keypad is defective.

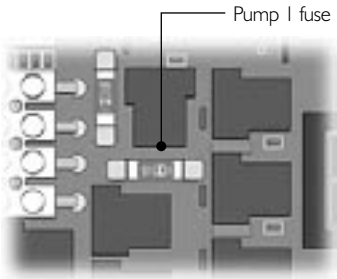
If it is, replace keypad.

If not, replace Spa Pack.

- 5 • If "Pump 1" indicator appears when **Pump 1** key is pressed, verify if pump works in either speed.

# Pump 1 Does Not Work!

If Pump 1 does not work in either speed, carry out the following tests to correct the problem:



- 1 • If Pump 1 does not work in either speed, replace Pump 1 fuse.
- 2 • If replacing the fuse is not effective or if Pump 1 works in only one speed, take voltage reading on the board for both speeds.



Turn Pump 1 to high speed and take voltage reading between white and red wire connectors:  
240 VAC pump: P12 & P18  
120 VAC pump: P7 & P12

Your reading should be:  
 $\approx 240$  VAC for a 240 VAC pump  
 $\approx 120$  VAC for a 120 VAC pump



- 3 • Turn Pump 1 to low speed and take voltage reading between white and black wire connectors:  
240 VAC pump: P14 & P18  
120 VAC pump: P7 & P14  
  
Your reading should be:  
 $\approx 240$  VAC for a 240 VAC pump  
 $\approx 120$  VAC for a 120 VAC pump
- 4 • If voltage is as it should be, replace Pump 1.
- 5 • If not, replace Spa Pack.

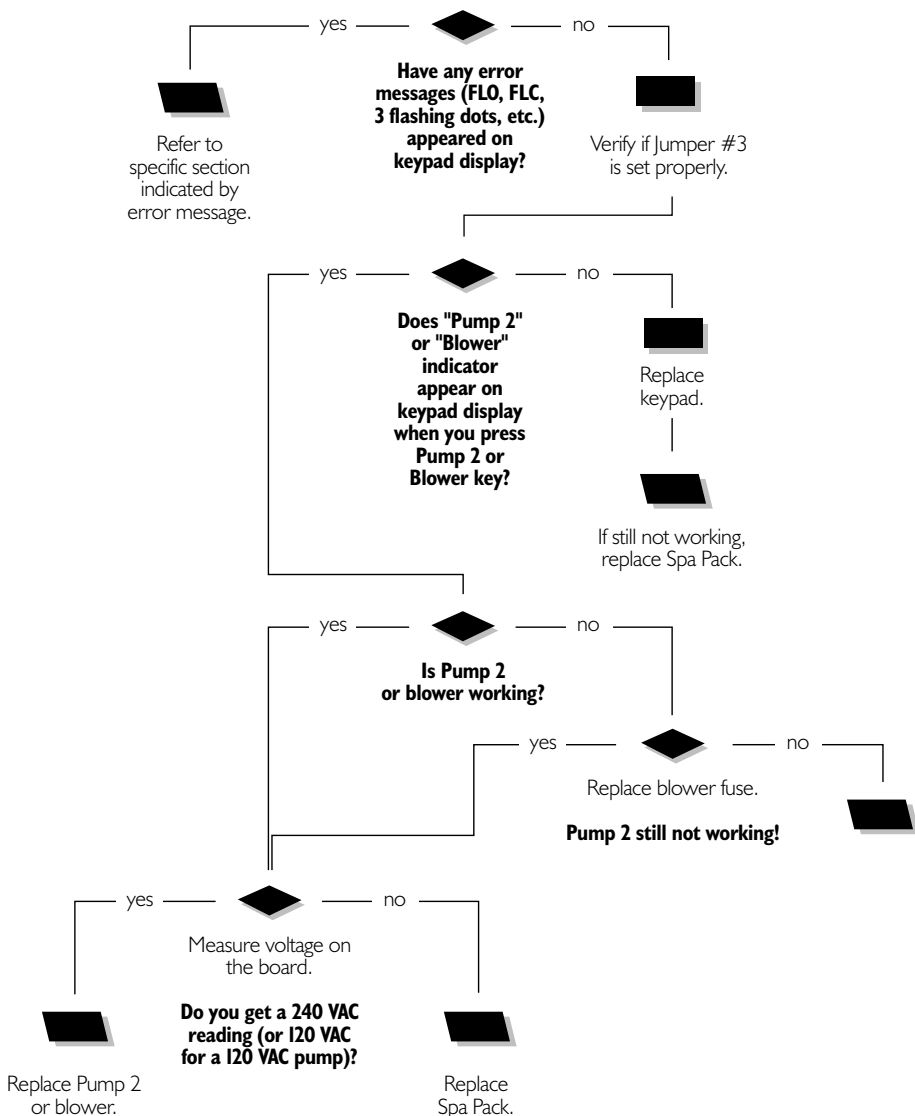




# Pump 2 or Blower Flow Chart

If Pump 2 or blower does not work, follow Troubleshooting Flow Chart below to identify the problem:

## For SSPA Dual-Pump Systems only!



# Pump 2 or Blower Does Not Work!

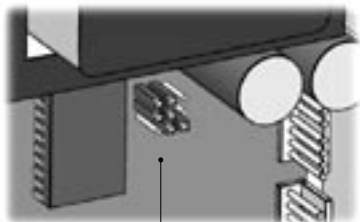
If Pump 2 or blower does not work, carry out the following tests to correct the problem:

## For SC-CF or SC-MP Dual-Pump Systems only!

To increase the life of the relay, we use a "snubber" circuit on the pump relay. With this type of circuit, if no pump is connected to an output and relays are open, the voltmeter will continue reading around 60 volts. This is normal.

It is important to measure voltage when pump is connected to pack. Power must remain On.

- 1 • Check for an error condition on keypad display. If there is one, refer to specific section indicated by the error condition.

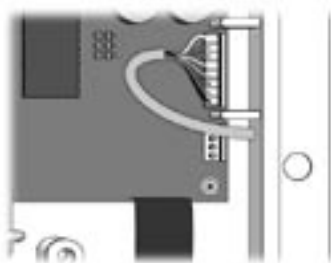


Jumpers

- 2 • Also, verify that Jumper #3 is set properly for 2 pumps (refer to page 10 for more info).



- 3 • Verify if "Pump 2" or "Blower" indicator appears on keypad display when you press **Pump 2** or **Blower** key.



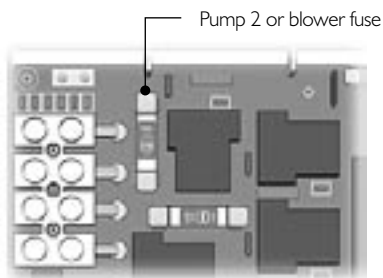
- 4 • If "Pump 2" or "Blower" indicator does not appear, use a spare keypad to verify if keypad is defective.

If it is, replace keypad.

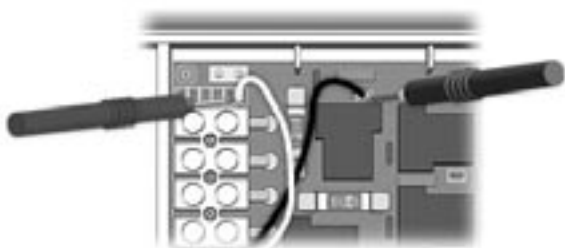
If not, replace Spa Pack.

# Pump 2 or Blower Does Not Work!

If Pump 2 or blower does not work, carry out the following tests to correct the problem:



- 1 • If Pump 2 or blower does not work even when indicator is on, replace Pump 2 or blower fuse.
- 2 • If replacing the fuse is not effective, take voltage reading on the board.
- 3 • If voltage is as it should be, replace Pump 2 or blower.
- 4 • If not, replace Spa Pack.



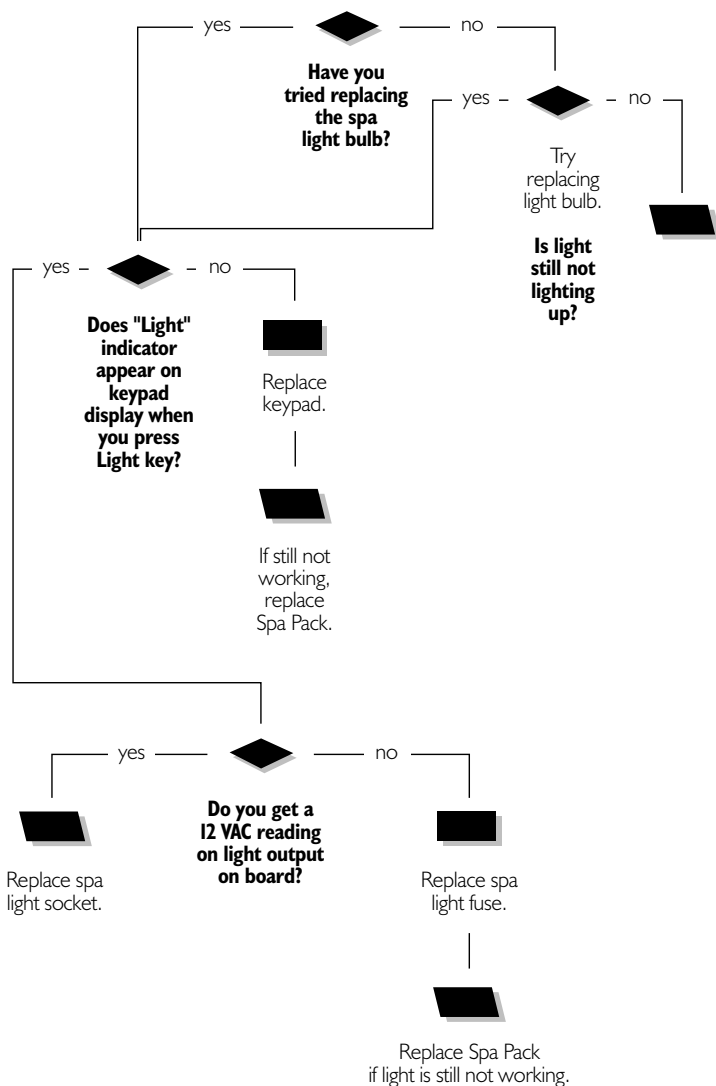
Turn Pump 2 or blower on and take voltage reading between white and black wire connectors:  
240 VAC pump or blower: P11 & P17  
120 VAC pump or blower: P9 & P11

Your reading should be:  
 $\approx 240$  VAC for a 240 VAC pump or blower  
 $\approx 120$  VAC for a 120 VAC pump or blower



# Spa Light Flow Chart

If spa light does not appear to be working, follow Troubleshooting Flow Chart below to identify the problem:

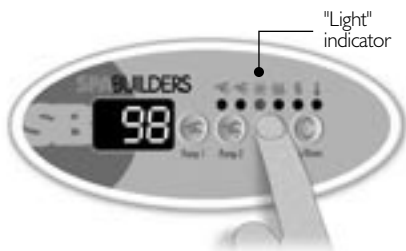


# Spa Light Does Not Work!

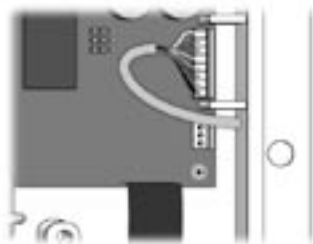
If spa light is not working, carry out the following tests to correct the problem:

**It is important to measure voltage when light is connected to pack.  
Power must remain On.**

- 1 • The first step is to replace the spa's light bulb.



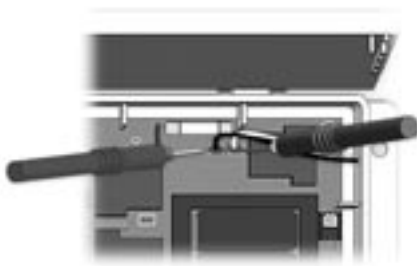
- 2 • If light still isn't working, verify if "Light" indicator appears on keypad display when you press **Light** key.



- 3 • If "Light" indicator doesn't appear, use a spare keypad to verify if spa keypad is defective.

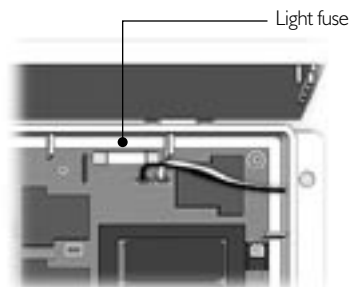
If it is, replace keypad.

If not, replace Spa Pack.



- 4 • If "Light" indicator appears, but light still isn't working, remove plastic cover and measure voltage between two light wires on the board.

If you get  $\approx 12$  VAC, replace light socket.

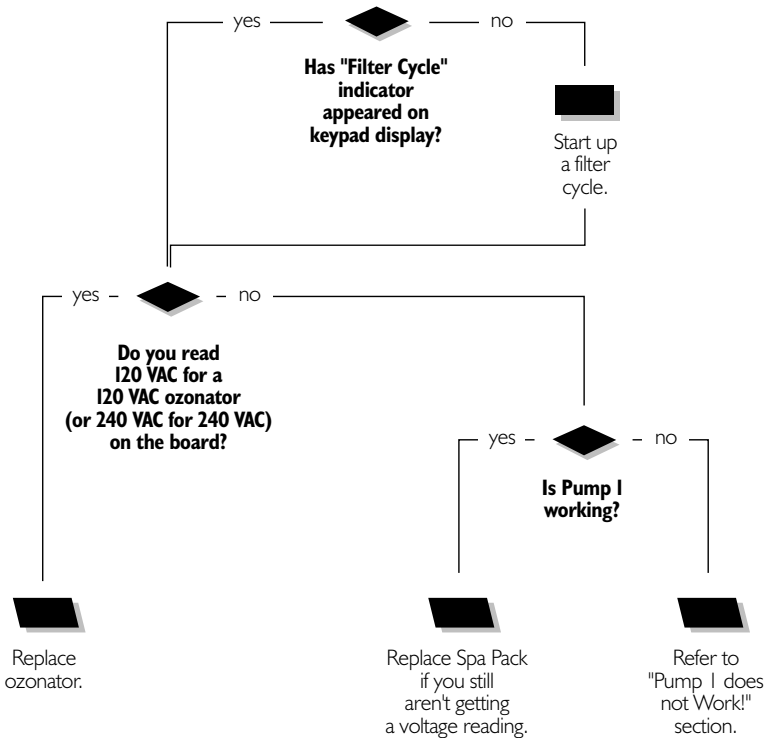


- 5 • If you aren't getting a voltage reading, replace light fuse on the board.

- 6 • If problem persists, replace Spa Pack.

If the ozonator is not working, follow Troubleshooting Flow Chart below to identify the problem:

**Ozonator output will be shut down when  
Pump 1, Pump 2 or blower have been turned on manually.**





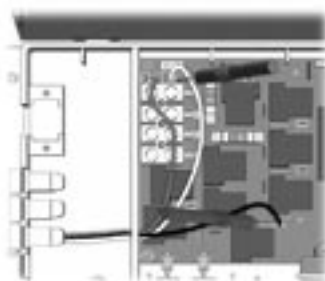
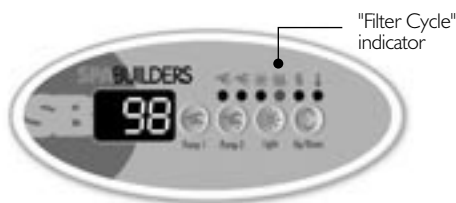
# Ozonator Does Not Work!

If ozonator isn't working, carry out the following tests to correct the problem:

To increase the life of the relay, we use a "snubber" circuit on the ozonator relay. With this type of circuit, if no ozonator is connected to an output and relays are open, the voltmeter will still get a reading of around 60 volts. This is normal.

It is important to take voltage reading when ozonator is connected to pack. Power must remain On.

Please take note that ozonator output will be shut down when Pump 1, Pump 2 or blower have been turned on manually.



- 1 • Verify if "Filter Cycle" indicator appears on keypad.
- 2 • If not, start up a filter cycle.

Press and hold **Light** key for 5 seconds. The display will show a value that represents the filter cycle duration in hours.



Press **Light** key again. The filter cycle will start immediately.



- 3 • Measure voltage between ozonator black and white connectors:  
240 VAC ozonator: P16 & P19  
120 VAC ozonator: P16 & P8

You should read  $\approx 240$  VAC ( $\approx 120$  VAC for a 120 VAC ozonator).

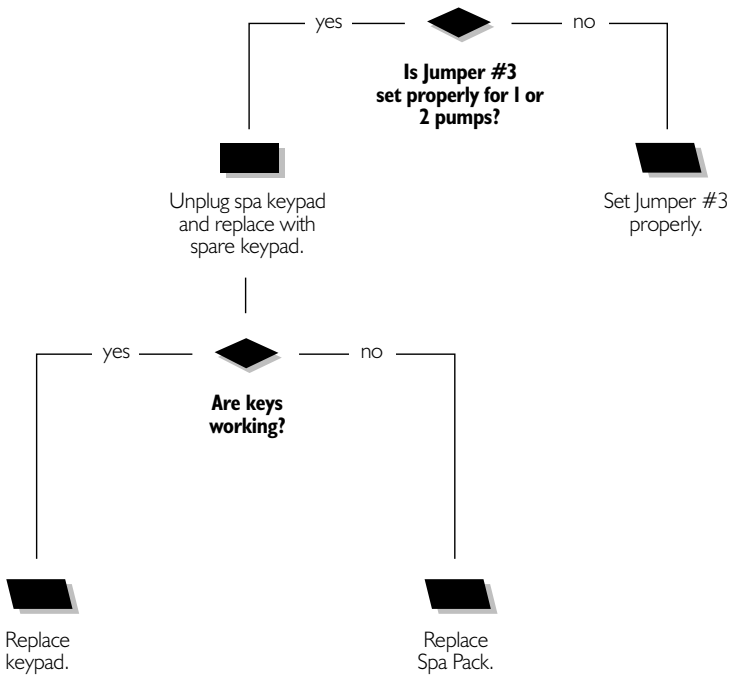
- 4 • Replace ozonator if you get a good voltage reading.
- 5 • Check if Pump 1 is working.

If so, replace Spa Pack.

If Pump 1 is not working, refer to "Pump 1 does not Work!" section.

If any of the keys on the keypad do not seem to be working, follow Troubleshooting Flow Chart below to identify the problem:

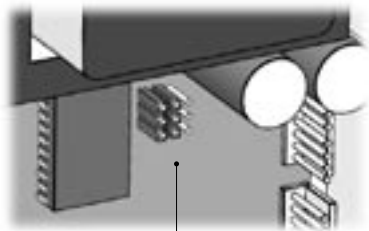
**Make sure to use the proper keypad: K-35 keypad with SC-MP spa pack.  
K-18, K-19 or K-9 keypad with SC-CF spa pack.  
Also refer to Jumper Section (p. 10) to see if outputs are set correctly.**



# Keys Don't Work !

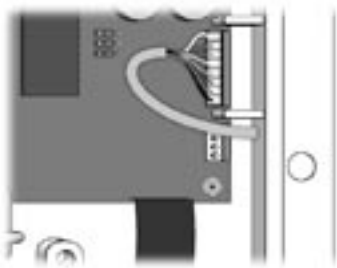
If any of the keys do not seem to be working, carry out the following tests to correct the problem:

**Make sure to use the proper keypad: K-35 keypad works with a SC-MP spa pack. K-18, K-19 or K-9 keypad works with a SC-CF spa pack. Also refer to Jumper Section (p. 10) to see if outputs are set correctly.**



Jumpers

- 1 • Verify that Jumper #3 is set properly for 1 or 2 pumps (refer to page 10 for more info.)



- 2 • Replace spa keypad with a spare keypad.



- 3 • Verify if keys respond correctly.
- 4 • If they do, replace keypad.
- 5 • If they do not respond, replace Spa Pack.

# How To Replace The Spa Pack

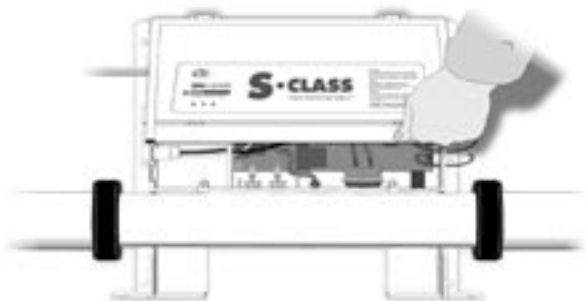
When replacing a SC-CF or SC-MP spa pack, it is important to make sure to turn power off before proceeding.



- 1 • Unplug Pump 1, Pump 2 (or blower) and ozonator connectors.



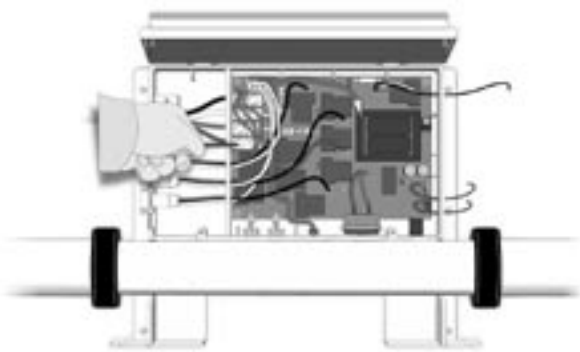
- 2 • Remove 2 screws from front pack cover.



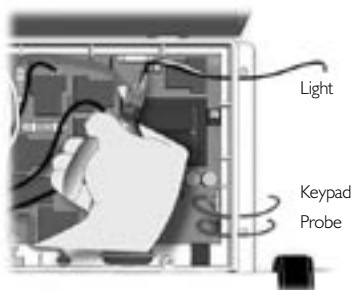
- 3 • Lift the Spa Pack cover.

# How To Replace The Spa Pack

When replacing a SC-CF or SC-MP spa pack, it is important to make sure to turn power off before proceeding.



- 4• Disconnect power input cables.



- 5• Disconnect light cables, keypad and temperature probe connectors.

- 7• Disconnect heater ground cable.



- 6• Disconnect pressure switch cable.

- 8• With wrenches, free the board blades by removing the 2 heater nuts.

# How To Replace The Spa Pack

When replacing a SC-CF or SC-MP spa pack, it is important to make sure to turn power off before proceeding.



- 9• Slide the pack out of the heater barrel.
- 10• Check if high-limit sensor is properly in place in its slot and slide new pack into position.
- 11• Connect heater to the board blades. It is important to hold both nuts when tightening. If you bend or twist the end of the element, you may damage it.
- 12• Reconnect heater ground cable and pressure switch cables.
- 13• Reconnect light cables, keypad and temperature probe.
- 14• Plug in Pump 1, Pump 2 (or blower) and ozonator connectors.
- 15• Reconnect power input cables.
- 16• Close pack cover.

# How To Adjust The Pressure Switch

## When a voltmeter is available:

- 1 • Set voltmeter to " $\Omega$ " (while both probes are touching one another, voltmeter should beep to show there is continuity).
- 2 • Turn Pump 1 off.
- 3 • Do you have continuity on pressure switch?

If you have no continuity, go to step 4.

If you do have continuity, increase pressure switch setting by turning clockwise until voltmeter stops beeping. Then, increase another full turn.

- 4 • Turn Pump 1 on at low speed and wait a few minutes.

If (3) flashing dots do not appear, you have adjusted the pressure switch successfully.

If (3) flashing dots appear, decrease pressure switch setting by turning counter clockwise until voltmeter starts beeping (there is continuity). Then, decrease another 1/4 of turn. Turn pump off.

The (3) flashing dots should not appear (restart procedure if (3) flashing dots appear).

- 5 • When adjustment procedure is completed, apply Loctite 425 to the adjustment screw to secure it in place.





## **When a voltmeter is not available:**

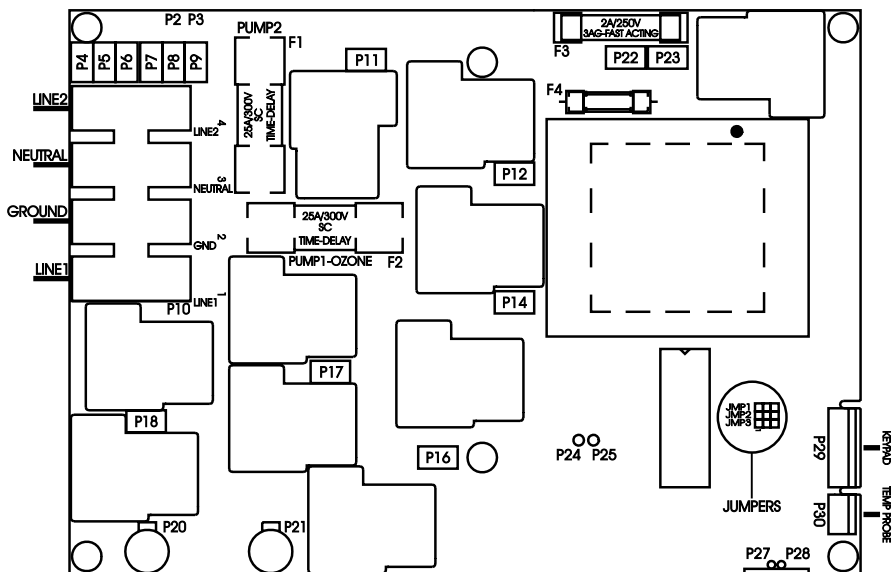
- 1 • Turn Pump 1 off.
- 2 • Decrease the pressure switch setting to 0.5 P.S.I. or until three flashing dots are displayed.
- 3 • Start increasing pressure switch setting by very slowly turning adjustment screw clockwise until three flashing dots disappear, then another full turn.
- 4 • Turn pump on at low speed for 30 seconds; there should be no flashing dots on display.
- 5 • Turn pump off and wait 30 seconds. You should not see the three flashing dots.
- 6 • If you see an error, restart the adjustment procedure.

If you are not able to adjust the pressure switch, change it.



# Wiring Diagram (SC-CF)

The wiring diagram below provides a general idea of SC-CF wiring, but it is important to note that it may not apply to all systems. The wiring diagram including on inside power box cover is the one to be used as main reference for the spa you are servicing.



## Pump 1

Voltage	240v
Green / Ground	P4
Black / Low Speed	P14
Red / High Speed	P12
White / Com	P18

## Ozonator

Voltage	120v
Green / Ground	P5
Black / Line	P16
White / Neutral	P8

## Heater

Black 1	P20
Black 2	P21

## Pump 2

Voltage	240v
Green / Ground	P6
Black / Line	P11
White / Com	P17

## Light Connector

White / 0 VAC	P23
Black / 12 VAC	P22

## Pressure Switch

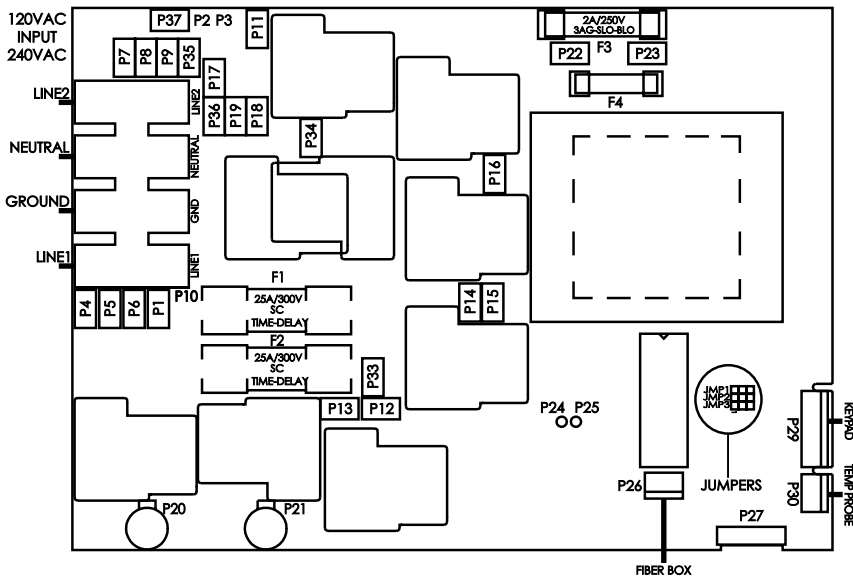
Green	P25
Red	P24

## Jumper Settings

Refer to page 10

# Wiring Diagram (SC-MP)

The wiring diagram below provides a general idea of SC-MP wiring, but it is important to note that it may not apply to all systems. The wiring diagram including on inside power box cover is the one to be used as main reference for the spa you are servicing.



## Pump 1

Voltage	120v	240v
Green / Ground	P4	P4
Black / Low Speed	P14	P14
Red / High Speed	P12	P12
White / Com	P7	P18

## Ozonator

Voltage	120v	240v
Green / Ground	P5	P5
Black / Line	P16	P16
White / Com	P8	P19

## Light Connector

White / Light	P23
Black / 12 VAC	P22

## Pump 2

Voltage	120v	240v
Green / Ground	P6	P6
Black / Line	P11	P11
White / Com	P9	P17

## Blower

Voltage	120v	240v
Green / Ground	P37	P37
Black / Line	P34	P34
White / Com	P35	P36

## Heater

Black 1	P20
Black 2	P21

## Jumper Settings

Refer to page 10

## Fiber Box

Voltage	120v
Green / Ground	P1
Black / Line	P33
White / Neutral	P35

## Pressure Switch

Green	P24
Red	P25

# Professional Repair Kit

All you need in one case!



Gecko's professional repair kit contains all you need to service and repair Gecko's line of spa packs.

- Top side controls (keypads)
- Temperature probes
- Pressure switch cables
- Flow switches
- Elements
- Heater wires
- Transformer
- Ground lugs
- Grommets
- Standoffs
- Light cords
- Strain reliefs for light cord
- Plugs
- Fuse kits
- Screws



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120 V or 240 V power input



J&J or AMP connectors



Heater connectors



Easy access to probes & switches



Mounting feet for installation



## COMPLETE SERVICE GUIDE WITH STEP-BY-STEP INSTRUCTIONS ON:

### GFCI Troubleshooting

•

### Jumper Selection

•

### Understanding & Correcting Error Conditions

•

### System Malfunctions

•

### Part Replacement Instructions

•

### & More

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