

Troubleshooting GUIDE

PROBLEM	PROBABLE CAUSE	SOLUTION
Black particles are coming out of the ports	System NOT flushed on a regular basis	If this should occur, you may need to clean the system several times, doubling the cleaning agent amounts.
Pump/motor does not start	No power to pump/motor Pump/motor not plugged in Pump/motor faulty	Reset GFCI. Test status of outlet by plugging in a working electrical Appliance. Insert plug securely into outlet Ensure the control panel is connected to control box Replace Pump
Scratches or cracks in finish	Dropped a blunt object	Call a bathtub refinishing company or see "Other Information" section below
Pump/motor operates but no jets are functioning	Jets are closed Suction cover/strainer may be clogged	Open jets by rotating counter-clockwise With the motor turned OFF, remove the suction cover/strainer and remove any debris. Replace the suction cover before operating
Too little or too much pressure from the jets	Air valves are closed/or open to far	Tighten or loosen air control knobs to regulate the pressure. Rotate the center eyeball of the jet to redirect the water flow
Pump/Jet pressure surges (slows down then speeds up again)	Pump cavitation	Change direction of jets so they do not point at the suction.
Pump/motor operates but air is not injected into the water	Air valves are closed	Open air control valves
Any movement of the tub		Check for proper installation by referring to installation instructions provided by Trajet
Water leakage from pump unions	Over tightened, O-ring may be pinched or improperly seated, under tightened	Loosen unions , check and reseal O-ring. If O-ring has been pinched out of shape, replace (refer to number below). When tightening union nuts, hand tighten only.
Pump/motor shuts off by itself	Motor thermal protection has deactivated pump/motor due to overheating (supply voltage low) GFCI tripped Inadequate supply wiring	Let motor cool; thermal protection will reset. Check for proper ventilation (check supply voltage) Reset GFCI. If it continues to trip, do not use this unit. Disconnect the unit.
Water Leaks	Connector has come loose, Crack in piping *For these leaks contact your plumber.	Try to find out exactly where the tub is leaking by ruling out typical plumbing leaks: faucet, waste and overflow, or caulking around the tub.
Chromatherapy lights do not operate	Connector has come loose	Contact Electrical contractor

NOTES:



Disconnect the unit and have the problem corrected by a licensed electrician before using.



If the unit is within the warranty period, contact Trajet Service Support at 1-800-795-1812 with your bath's serial number before work is started. The serial number is located on Serial Number Plate just below the waste and overflow.