



Making service a breeze.



PanelMessage

Reference Guide

- Quick access to panel messages
- Sorted alphabetically
- Both ML and VL
- Diagnostics, errors and more
- Also available online



BALBOA
water group

Message	Meaning / Frequency	Action Required
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-- --- --F or --E	Temperature not current in Economy or Sleep mode.	In Economy or Sleep mode, the pump may be off for hours outside a filter cycle. If you wish to see the current spa temperature, either switch to Standard mode or turn Jets 1 on for 2 minutes. Please see "Diagnosing Topside Control Panels". (Page 16)
CFE	Configuration error. Spa cannot start up.	Please see "Diagnosing Topside Control Panels". (Page 16)
CHANGE MINERAL CARTRIDGE	As needed [3]	Install new Mineral cartridge. Reminder, Suppress in User Preferences. [2]
CHECK PH	Every 7 days [3]	Test and adjust pH chemical levels per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]
CHK SANITIZER	Every 7 days [3]	Test and adjust sanitizer chemical levels per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]
CHKSUM FAIL	Firmware install problem.	Contact Balboa if message appears on more than one power up.
CLEAN COVER	Every 180 days [3]	Clean and condition cover per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]
CLEAN FILTER	Every 30 days [3]	Remove, clean, and reinstall filter per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]
CONFIG ERROR	System configured incorrectly. Menu panel displays errors.	Contact Balboa. Please see "Diagnosing Topside Control Panels". (Page 16)
E-E	Firmware install problem.	Contact Balboa if message appears on more than one power up. Please see "Diagnosing Topside Control Panels". (Page 16)
dr (ML Panels)	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 button to reset.
dr (VL panels)	Possible inadequate water, poor flow, or air bubbles in detected in the heater. Spa is shut down for 15 minutes.	If water level is normal, make sure all pumps have been primed. Press any button to reset. This message will reset within 15 minutes.
DRAIN WATER	Every 90 days [3]	Drain and refill spa per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]

[1] On some systems even when spa is shut down, some equipment may occasionally turn on to continue monitoring temperature or if freeze protection is needed.

[2] Please see the User Manual of the specific panel that the Reminders need to be suppressed.

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<i>DRAINING</i> <i>drn</i>	The pump is on during Standby Mode to assist in draining the spa.	Press "Jets 1" to turn off the pump when water has drained (or power off the spa.)
<i>dry</i> <i>dy</i>	Inadequate water detected in heater. (Displays on third occurrence of "dr" message.) Spa is shut down. [1]	Follow action required for <i>dr</i> message. Spa will not automatically reset. Press any button to reset manually.
<i>Ec</i> <i>Ecn</i> Economy	The spa is operating in Economy Mode.	"Ecn" will appear solid on the display when the temperature is not current. "Ecn" will alternate with the temperature when the temperature is current.
<i>FC</i>	As needed.	Continuous Filtration is on.
<i>FREEZE COND</i>	"Ice" - Potential freeze condition detected.	No action required. The pumps and the blower will automatically activate regardless of spa status.
<i>GF 1</i> <i>GFCI FAILURE</i>	Spa could not trip GFCI.	Continued operation may be unsafe.
<i>HEATER DRY</i> <i>SERVICE REQ</i>	Inadequate water detected in heater. (Displays on third occurrence of the above message.) Spa is shut down. [1]	Follow action required for the above message. Spa will not automatically reset. Highlight and press to reset.
<i>HEATER MAY</i> <i>BE DRY--</i> <i>WILL RETEST</i> <i>SHORTLY</i>	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 button to reset.
<i>HL</i> <i>HFL</i> <i>HTR FLOW LOW</i>	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. Press any button to reset.
<i>HH</i>	"Overheat" - The spa has shut down. [1] One of the sensors has detected 118°F/47.8°C at the heater.	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button.
<i>HOL</i> <i>HOT-CALL SVC</i>	A pump appears to have been stuck on the last time spa was powered down.	POWER DOWN SPA IMMEDIATELY. DO NOT ENTER THE WATER.
<i>HTR TEMP LMT</i>	"Overheat" - The spa has shut down. [1] On some systems, an alarm may sound. One of the sensors has detected 118°F (approx. 47.8°C) at the heater.	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. If spa does not reset, test sensors.

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IC ICE	"Ice" - Potential freeze condition detected.	No action required. The pumps and the blower will automatically activate regardless of spa status.
LF LOW FLOW	Persistent low flow problems. (Displays on the fifth occurrence of the "Heater Flow Low" message within 24 hours.) Heater is shut down, but other spa functions continue to run normally.	Follow action required for "HFL" or "HL" message. Heating capacity of the spa will not reset automatically; you may press any button to reset.
NEW FILTER	Every 365 days [3]	Install new filter. Reminder, Suppress in User Preferences. [2]
OH OHS	"Overheat" - The spa has shut down. [1] One of the sensors has detected that the spa water is 110°F/43.5°C.	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107°F/41.7°C, the spa should automatically reset. If spa does not reset, test sensors.
OHH	"Overheat" - The spa has shut down. On some systems, an alarm may sound. One of the sensors has detected 118°F (approx. 47.8°C) at the heater.	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. Once the heater has cooled, reset by pushing any button. Test sensors.
PERSIST FAIL	Hardware failure.	Contact Balboa if message appears on more than one power up.
PH IS HIGH LOWER PH PHH	pH is high.	Add pH reducer according to manufacturer's instructions.
PH IS LOW RAISE PH PHL	pH is low.	Add pH increaser according to manufacturer's instructions.
Pf PRIMING MODE TAKES 4 MIN	When your spa is first actuated, it will go into Priming mode.	See the M-7 Installation Instruction Manual for complete instructions on Power-up and Pump Priming. The Priming mode will last for up to 4 minutes and then the spa will begin to heat and maintain the water temperature in the Standard mode.
PSt	Hardware failure.	Contact Balboa if message appears on more than one power up.
rCR	As needed [3]	Install new Mineral cartridge. Reminder, Suppress in User Preferences. [2]
rCH	Every 365 days [3]	Install new filter. Reminder, Suppress in User Preferences. [2]
rCL	Every 30 days [3]	Remove, clean, & reinstall filter per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]

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<i>rCO</i>	Every 180 days [3]	Clean & condition cover per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]
<i>rdr</i>	Every 90 days [3]	Drain and refill spa per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]
<i>rPH</i>	Every 7 days [3]	Test and adjust pH chemical levels per manuf. instructions. Reminder, Suppress in User Preferences. [2]
<i>rSA</i>	Every 7 days [3]	Test and adjust sanitizer chemical levels per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]
<i>rEC</i> <i>RTE FAILURE</i>	Hardware failure.	Contact Balboa.
<i>rEG</i>	Every 30 days [3]	Test & reset RCD per manufacturer's instructions. [2]
<i>rEr</i>	Every 180 days [3]	Clean and condition wood per manufacturer's instructions. [2]
<i>SA</i>	Spa is shut down. [1] The sensor that is plugged into the Sensor "A" jack is not working.	If the problem persists, contact Balboa. (May appear temporarily in an overheat condition.) See "Testing the Sensor Set". (Page 41)
<i>Sb</i>	Spa is shut down. [1] The sensor that is plugged into the Sensor "B" jack is not working.	If the problem persists, contact Balboa. (May appear temporarily in an overheat condition.) See "Testing the Sensor Set". (Page 41)
<i>SAH</i> <i>SANITIZER</i> <i>HIGH</i>	Sanitizer is high.	Remove spa cover and allow sanitizer to dissipate.
<i>SAL</i> <i>SANITIZER</i> <i>LOW</i>	Sanitizer is low.	Add sanitizer according to manufacturer's instructions.
<i>Sby</i>	Standby Mode has been activated by pressing a button combination on the user panel.	Press any button, except "Jets 1", to leave Standby Mode and return to normal operation.
<i>SE</i>	The spa is operating in Standard-in-Economy Mode.	Operates the same as Standard mode, then reverts to Economy mode after 1 hour. Press "Mode" to switch directly to Economy mode.
<i>SENSOR A</i> <i>SERVICE REQ</i>	Spa is shut down. [1] The sensor that is plugged into the Sensor "A" jack is not working.	Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41)

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<i>SENSOR B SERVICE REQ</i>	Spa is shut down. [1] The sensor that is plugged into the Sensor "B" jack is not working.	Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41)
<i>SENSOR SYNC Sn SnS</i>	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. [1]	Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41)
<i>SLP</i>	Sleep Mode has been activated by pressing a button combination on the user panel.	"SLP" will appear solid on the display when the temperature is not current. "SLP" will alternate with the temperature when the temperature is current.
<i>SnA</i>	Spa is shut down. The sensor that is plugged into the Sensor "A" jack is not working.	Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41)
<i>SnB</i>	Spa is shut down. The sensor that is plugged into the Sensor "B" jack is not working.	Test sensor, and replace if bad. Please see Testing the Sensor Set. (Page 41)
<i>SPA TEMP LMT</i>	"Overheat" - The spa has shut down. [1] One of the sensors has detected that the spa water is 110°F (approx. 43.3°C).	DO NOT ENTER THE WATER. Remove the spa cover and allow water to cool. At 107°F (approximately 41.7°C), the spa should automatically reset. If spa does not reset, shut off the power to the spa.
<i>STANDBY MODE</i>	Standby Mode has been activated by pressing a button combination on the user panel.	Press any button to leave Standby Mode and return to normal operation.
<i>Std</i>	The spa is operating in Standard Mode.	Temperature display is current after pump has been running for at least 2 minutes.
<i>StU STUCK ON</i>	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.
<i>TEST GFCI</i>	Every 30 days [3]	Test & reset per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]
<i>TREAT WOOD</i>	Every 180 days [3]	Clean and condition wood per manufacturer's instructions. Reminder, Suppress in User Preferences. [2]

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