

# Lay-Z-Spa™

## AIR AND HYDRO JET

### NOISY PUMP

All AirJet™ Spas · All HydroJet™ Spas  
**Troubleshooting Guide for all models 2018 & older**

Here is a Troubleshooting Guide and instruction manual which should resolve all issues experienced with all AirJet™ and HydroJet™ Spas which have become noisy or overly loud.

## NOISY PUMP

### NOISY PUMP ISSUE

#### **REASON,** NOISY OR OVERLY LOUD PUMP

This may be caused by an issue with the water flow sensors in the pump which can cause the pump to become noisy or overly loud.

### NOISY PUMP

#### **SOLUTIONS** NOISY OR OVERLY LOUD PUMP – HOW TO RESOLVE THIS

Turn the pump off using the On/Off power button on the pump display.

Move to the power supply, turn the power off and remove this from the socket.

Remove the pump from the spa liner by placing the stopper caps within the spa over the debris screens.

Strike the pump firmly on the side.

This should move the sensor into the correct position.

Plug the spa back in and reset the pump.

## NOISY PUMP

### NOISY PUMP ISSUE

#### **REASON,** NOISY OR OVERLY LOUD PUMP

The pump may become noisy if the water flow sensors become stuck or flipped over.

### NOISY PUMP

#### **SOLUTIONS** NOISY OR OVERLY LOUD PUMP – HOW TO RESOLVE THIS

Turn the pump off using the On/Off power button on the pump display.

Move to the power supply, turn the power off and remove this from the socket.

Remove the pump from the spa liner by placing the stopper caps within the spa over the debris screens.

Unscrew the 3 couplings A, B and C.

Using a hosepipe, flush water in through the pumps B pipe which should then come out the C.

Complete this for about, 2 to 3 minutes.

Once this has been completed, switch the water flow from *in* through the C and *out* again through the B.

Once you have completed this for roughly 2 to 3 minutes re-attach the pump to the liner.

## OTHER POSSIBILITIES

- Strike the pump firmly but not violently
- Do not hit the pump on either the top or bottom
- The issue may be caused by what the spa pump is sat upon
- Ensure this is a firm strike on the side of the pump
- The location of the spa pump

## FURTHER STEPS AND CONTACT NUMBERS

If the following steps provided above, do not resolve the issue please contact Bestway Aftersales.

Warranty Line:

- 0345 576 0116
- [support@bestwayaftersales.co.uk](mailto:support@bestwayaftersales.co.uk)
- <http://www.bestwayaftersales.co.uk/bestway-after-sales-support.html>

Bestway Aftersales:

- 0345 576 6020
- [info@bestwaystore.co.uk](mailto:info@bestwaystore.co.uk)
- [www.bestwaystore.co.uk](http://www.bestwaystore.co.uk)

YouTube video link for the backwash:

<https://goo.gl/ThxpTH>

## CORRECT AND INCORRECT SET UP PHOTOS

Correct Set up for the spa pump



Incorrect Spa Set up which can cause a noisy pump



## **WHAT IS A SUITABLE LOCATION FOR A LAY-Z-SPA PUMP**

We would advise to check and ensure the following steps or guidelines are followed on the set up for a Lay-Z-Spa pump:

- Ensure the pump is located on a flat, hard surface
- Please ensure foam protection mats are used under the pump
- Make sure the pump is located away from any walls
- Do not place the pump or spa on any gravel or sharp surfaces or artificial grass
- Ensure that the pump is not enclosed or boxed in

Please find a link below to our Lay-Z-Spa website with set-up Photos:

<https://www.lay-z-spa.co.uk/blog/top-10-lay-z-spa-setups/>