**Remote Diagnosis Report # 1015201501**

Date: October, 15/2015

Customer Representative Name: Victor Rajah

Spa Owner: Mr. James Smith

Phone #: 837-444-3564

Spa Address: oooooooooooooooooooooo

**Spa Information**

1. Model Number of Hot Tub:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Serial Number of Hot Tub:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. Operating Voltage: 240
4. Input Voltage: 240

**Auto-Diagnosis**

**Error Message: NO**

Water Temp: 92F

Set Temp: 96F

Hi-limit Temp: 92F

PCB Temp: 70F

MCU Heater Status: ON

MCU UV Status: ON

MCU Circ Pump Status: ON

AD Start Time: 13:45:33

1. Heater + CP + UV - ON: ***25.2A*** *(Normal)*
2. Heater + CP + UV + Pump 1 H - ON: ***33.3A*** *(Normal)*
3. Pump 1 H: **8.1A** (*Normal)*
4. Heater + CP + UV + Pump 1 L - ON: ***27.7A*** *(Normal)*
5. Pump 1 L: **2.5A** (*Normal)*
6. Heater + CP + UV + Pump 2 H - ON: ***25.2 A*** ***(Error)***
7. Pump 2 H: **0 A** ***(Error)***
8. Heater + CP + UV + Pump 2 L - ON: ***25.2 A*** ***(Error)***
9. Pump 2 L: **0 A** ***(Error)***
10. Heater + CP + UV + Pump 3 H - ON: ***33.3A*** *(Normal)*
11. Pump 3 H - ON: ***8.1A*** *(Normal)*
12. Heater + CP + UV + Pump 3 L - ON: ***27.7A*** *(Normal)*
13. Pump 3 L: **2.5A** (*Normal)*
14. Heater + CP + UV + Blower - ON: ***26.2A*** *(Normal)*
15. Blower – ON: ***1A*** *(Normal)*

Current Temp 96F = Set Temp 96F, Heater is off.

Time: 13:51:24

MCU Heater Status: OFF

MCU UV Status: ON

MCU Circ Pump Status: ON

Page 1

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1. CP + UV – ON: ***2.7A*** *(Normal)*
2. Heater: ***22.5A***

Circ Pump operates 3min after heater is off. Circ Pump is off. UV is off.

Time: 13:54:24

1. Circ Pump + UV: ***2.5A***

**Trouble Log Readings**

Voltage % Hi \_\_\_\_\_##\_\_\_, Present\_\_\_\_\_##\_\_\_\_\_, Low\_\_\_\_\_\_##\_\_\_\_\_\_

Hi-Limit Hi\_\_\_\_\_##\_\_\_\_\_, Present\_\_\_\_\_\_##\_\_\_\_, Low\_\_\_\_\_##\_\_\_\_\_\_\_

Spa Temp Hi\_\_\_\_##\_\_\_\_\_\_, Present\_\_\_\_\_##\_\_\_\_\_, Low\_\_\_\_##\_\_\_\_\_\_\_

AD Finish Time: 13:55:12

Duration: 5min 39sec

**System Error**

* **Pump 2 not working**

**Possible Root Causes**

* **Pump 2 Defect**

**Equipments for On-Site Service**

1. Pump 2
2. Filter Cartridge
3. Topside
4. Board
5. Fuse
6. Voltmeter
7. Ohmmeter
8. Ammeter

**Service Call: Yes**

**Engineer: Allen Cage**

**Email:** [**allencage@spa.com**](mailto:allencage@spa.com)

Page 2