



Pump Whirlpool System Trouble Shooting Guide

If the unit is within its warranty period, contact Hydro System Tech Support: 661-775-0686 with bath serial number before work is started. The serial number can be found in the access area located near back adhered to the back part of the bathtub just above the pump.

ALL WARRANTY REPAIRS MUST BE AUTHORIZED BY HYDRO SYSTEMS BEFORE WORK IS STARTED. FOR SERVICE, ALWAYS CONTACT HYDRO SYSTEMS INC, FOR AN AUTHORIZED SERVICE CENTER,

WARNING: always turn off power at the main electrical service panel when service the bath,

Symptoms	Possible Causes	Recommended Action
Whirlpool system fails to operate. Systems, (HS-50) (IMC) (ISD) (AST BOX)	A). No power to the whirlpool unit	A). Reset circuit breakers or check GFCI and reset if tripped
	B). Not wired correctly	B). Make sure power supply is correctly wired into unit.
	C) Air switch – plastic air tubing disconnected or broken	C) Check, if tubing and reconnects, or replace tubing as necessary.
Pump operates, but no air is injected into the water.	A). Air valve (s) Closed. (If Applicable)	A). Open air control valve(s). (If Applicable)
	B). Air Line is clogged.	B). Contact Installer or Dealer
Pump operates, but water is not being pumped, (HS-50) with water level sensor, (IMC) with water level sensor,	A). Insufficient water level. Jets closed	A). Fill bath to recommended level. Water must be at least 2" inches above the jets. Turn jets to the open position.
	B). Suction or discharge is blocked.	B). Remove obstruction.
	C). Suction air leaks, (System usually surges.)	C). Make sure unions are tight on suction side of pump. Proper water level
Pump runs, but jets will not operate.	A). Jets are completely or partially closed	A). Adjust jets to open position by turning the jet insert.
Pump runs, but jets will not shut off.	A). Air switch tube disconnected or broken (AST BOX ONLY)	A). Reconnect or replace tubing. Replace control box (HS-50, ISD, IMC)
Pump unions Leak.	A). Unions under tightened, over tightened, cracked or O ring is not properly inserted onto unions	A). Back off union nut, check and straighten o-ring replace as necessary, retighten HAND TIGHT ONLY!
(HS-50) (IMC) Pumps Shuts off by itself.	A). Insufficient water or bad pump	A). Make sure bath is filled to at least 2' above the highest jets. Call tech support
Pump leaks at shaft.	A). Damaged or defective shaft seal.	A). Contact Hydro Systems Tech Support.
(Optional) LED light will not operate.	A). LED light wire may be loose or broken off when installed.	A). Access light LED light and ensure is properly connected not broken off.