Bestway®

POOL HEATER

Troubleshooting Guide for Pool Heaters

Here is a Troubleshooting Guide and instruction manual which should resolve all issues and error codes experienced with the Bestway Pool Heater.

E01 ERROR CODE

WATER FLOW ISSUE

REASON WATER FLOW ISSUE

This error code is visible if there is an issue with the water flow sensors in the pool heater.

WATER FLOW ISSUE

SOLUTIONS WATER FLOW ISSUE – HOW TO RESOLVE THIS

Water flow sensor on the heater has broken.
This error code can be become visible if there is an issue with the water flow through either the filter pump or sand filter used on the spa.
Please do not attempt to open or replace any internal parts on the heater.

Heater pump set up incorrectly
The heater is set up in the following order:
*   Hose from "A" to the pool heater
*   The arrow on the heater is facing the filter pump
*   Hose goes from heater into filter pump
*   Hose from filter pump goes into "B"
Please note this is set up incorrectly in the pool manual

E02 ERROR CODE

WATER TEMPERATURE

REASON WATER TEMPERATURE

This error code is visible if there is an issue with the temperature of the water. This will become visible if the water or ambient temperature drops below 4°c.

WATER TEMPERATURE

SOLUTIONS WATER TEMPERATURE – HOW TO RESOLVE THIS

The heater is not designed to operate below 4°c.
Please disconnect / unplug the pool heater.
Place this in a warm environment to allow the internal parts to warm up.
Once warm, place the heater back on the pool ensuring the water is above 6°c.

E03 ERROR CODE

WATER TEMPERATURE
REASON WATER TEMPERATURE

This error code is visible if there is an issue with the temperature of the water. This will become visible if the water or ambient temperature reaches above 50°c.

WATER FLOW ISSUE
SOLUTIONS WATER TEMPERATURE – HOW TO RESOLVE THIS

The heater is not designed to operate above 50°c.
Please disconnect / unplug the pool heater.
Place this in a cool environment, out of direct sunlight to allow the internal parts to cool down.
Once cool, place the heater back on the pool ensuring the water is below 38°c.

E04 ERROR CODE

WATER SENSOR ISSUE
REASON WATER SENSOR

This error code is visible if there is an issue with the water flow sensors in the pool heater.

WATER SENSOR ISSUE
SOLUTIONS WATER SENSOR – HOW TO RESOLVE THIS

As this error code is visible once there is an issue with the internal parts, there are no known steps to resolve this.
Please do not attempt to open up the pool heater and resolve the issue.
Please contact Bestway Swimming Pools regarding this.

E05 ERROR CODE

MANUAL RESET REQUIRED
REASON POOL HEATER RESET

This error code is visible if there is an issue with the pool heater and this requires to be reset. The manual reset thermal cut-out has been tripped.

MANUAL RESET REQUIRED
SOLUTIONS POOL HEATER RESET REQUIRED– HOW TO RESOLVE THIS

This error code is visible once the pool heater is required for reset.
Push the reset button on the pool heater. Please find a photo below for the reset button on the pool heater.
If the alarm is still visible, check the RESET BUTTON section on the manual below.
If this does not resolve the issue, please contact Bestway Swimming Pools.

E06 ERROR CODE

FUSE ISSUE
REASON POOL HEATER RESET

This error code is visible if there is an issue with the pool heater power supply and fuse issue.

MANUAL RESET REQUIRED

SOLUTIONS POOL HEATER RESET REQUIRED– HOW TO RESOLVE THIS

This error code is visible if there is an issue with the fuse within the pool heater.
Please do not attempt to open up the pool heater, change the fuse or aim to resolve the issue.
Please contact Bestway Swimming Pools regarding this due the issue.

FURTHER TROUBLESHOOTING

HEATING LIGHT DOES NOT WORK
REASON POWER FAILURE
SOLUTIONS Check the power supply (ensure no extension cables or multi-sockets are being used.

POOL HEATER DOES NOT HEAT CORRECTLY
REASON HEATING TIME IS TOO LONG
SOLUTIONS Check the LED light on the pool heater is working. Always use a pool cover

REASON FILTER PUMP OR SAND PUMP DOES NOT MATCH THE HEATER
SOLUTIONS Replace the filter pump/ Sand filter following the manual.

REASON POOL HEATER SET-UP FAILED
SOLUTIONS Reset the pool heater after each initial set up.

REASON THERMAL CUT OUT CUT OFF
SOLUTIONS Press the "Reset" button on the pool heater

INLET AND OUTLET VALVES LEAK WATER
REASON THE HOSE CLAMPS ARE LOOSE
SOLUTIONS Ensure the hose clamps are tight

REASON HOSE O-RING NOT IN THE CORRECT POSITION
SOLUTIONS Check the hose O-Rings are not damaged or split

REASON HOSE HAS BROKEN
SOLUTIONS Hoses between the filter pump and heater need replacing

WATER DOES NOT FLOW
REASON FILTER / SAND PUMP DOES NOT WORK
SOLUTIONS A. Reset the filter pump / sand filter according to the set up instructions. Check the filer or sand pump is working accordingly.

THE HEATER LIGHT TURNS OFF BUT THE HEATER WORKS

REASON   THE LIGHT ON THE HEATER HAS BROKEN
SOLUTIONS   Check the power supply to the pool heater

OTHER POSSIBLITIES

- Ensure the pool heater is plugged directly into the mains and not through an extension cable.
- Do not place the pool heater in direct sunlight for long periods of time.
- Never use the pool within winter or heavy rain.