GENERAL XE TOPSIDE
DIAGNOSTIC MESSAGE

\textbf{Hr} An Internal hardware error has been detected in in.xe.
\begin{itemize}
  \item Restart the spa pack and start and stop all pumps and blower.
  \item If error reappears, replace in.xe spa pack.
\end{itemize}

\textbf{HL} Water temperature at the heater has reached 119°F.
\textbf{DO NOT ENTER SPA WATER!!!}
\begin{itemize}
  \item Restart the spa pack.
  \item If error persists, measure the temperature with a digital thermometer and compare. Its reading with temp. on the display. Make sure the temp. reading is lower than 119°F.
  \item If problem persists, replace pack.
\end{itemize}

\textbf{Roh} Temperature inside the spa skirt is too high, causing the internal temperature in the in.xe to increase above normal limits.
\begin{itemize}
  \item Remove spa skirt and let system cool down, until the error clears.
\end{itemize}

\textbf{Flo} The system did not detect any water flow while the main pump was running.
\begin{itemize}
  \item Make sure valves are open and that water level is high enough.
  \item Check and remove anything obstructing the filter.
  \item Make sure there are no air locks or that no object obstructs the passage of the water in the heater channel. Pumps may make strange noises. Follow air lock procedure to clear them.
\end{itemize}

\textbf{Prr} The Prr error message indicates a problem with regulation probe. The system is constantly verifying if temperature probe reading is within normal limits.
\begin{itemize}
  \item Verify if regulation probe located above the heater is properly connected.
  \item Replace in.xe heater is problem persists.
\end{itemize}

\textbf{Oh} Water temperature in the spa has reached 108°F.
\textbf{DO NOT ENTER SPA WATER!!!}
\begin{itemize}
  \item Measure the temperature with a digital thermometer and compare its reading with temp on the display. If temp reading is different, replace heater.
  \item Remove spa cover and let spa cool down.
  \item Add cold water and lower filter cycles.
  \item If problem persists replace pack.
\end{itemize}
## GENERAL XM PACK DISPLAY

### DIAGNOSTIC MESSAGE

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPHe</td>
<td>A hardware error was detected in the in.xm pack</td>
<td>Reset the spa pack by shutting the breaker off then on again, manually change the status of all the pumps and accessories. If the problem still persists, replace in.xm pack.</td>
</tr>
<tr>
<td>SPoT</td>
<td>The InXm's internal temperature is too high</td>
<td>Remove spa skirt and let system cool down. A system reset may be required to clear error.</td>
</tr>
<tr>
<td>SPIn</td>
<td>The Input voltage is too low</td>
<td>Was this error present since 1st power-up of the in.xm? If so, check the input terminal connections to make sure they are correctly wired and tight. Otherwise have a certified electrical verify the power line quality.</td>
</tr>
<tr>
<td>SPF1</td>
<td>Fuse #1 is blown</td>
<td>Replace the blown fuse with an identically rated fuse.</td>
</tr>
<tr>
<td>SPF2</td>
<td>Fuse #2 is blown</td>
<td>Replace the blown fuse with an identically rated fuse.</td>
</tr>
<tr>
<td>SPF3</td>
<td>Fuse #3 is blown</td>
<td>Replace the blown fuse with an identically rated fuse.</td>
</tr>
<tr>
<td>rHHe</td>
<td>A hardware error was detected in the in.therm.</td>
<td>Restart the spa pack. Make sure the heater restarts by changing the set point. If problem still persists, replace in.therm</td>
</tr>
<tr>
<td>rHnH</td>
<td>The error occurs if the in.therm is trying to heat water, but does not detect any temperature rise.</td>
<td>Make sure the in.therm power cord is correctly inserted and sealed in the in.xm. Restart the system. The system will perform a flow check. If the error code appears before any temperature is displayed, replace in the in.therm.</td>
</tr>
<tr>
<td>rHnF</td>
<td>Occurs when a “no flo” condition is detected by the in.therm.</td>
<td>Make sure that the pump associated to the heater (pump #1 or Circulation Pump) is running. Check and clean filters. Make sure water valves are open. Make sure there is no air lock condition or any object obstructs passage of water within the in.therm.</td>
</tr>
<tr>
<td>rHnC</td>
<td>This code occurs when a communications problem exists between the in.xm and in.therm.</td>
<td>Make sure remote heater cable is correctly connected; then reset system. If condition persists, visually verify male connector pins to make sure they are not bent. If the above does not solve problem, either in.xm or in.therm may need to be replaced.</td>
</tr>
</tbody>
</table>
GENERAL XM PACK DISPLAY

### DIAGNOSTIC MESSAGE

**rHXL**  The high limit circuit is tripped. Usually, the kinetic heating protection or the current monitoring circuitry will shut down the heater before the error can occur. Add cold water to spa and let heater cool down. Reset spa pack using current breaker.

**rHPF**  Temperature probe defective. This error clears itself when the error condition is no longer present. Reset the breaker if the error is still there; replace the In.therm

**rHId**  The ID number of the in.therm vs the In.xm is wrong (CE/UL) There is a CE In.therm connected to a UL In.xm or vice versa. Change the In.Therm or In.Xm to the appropriate version.

**P1Er**  For all the above, the system has not detected a current change when turning on or off the device. Make sure the device is correctly connected and plug is sealed. If possible, manually change the output status (on/off) of the device and cycle through all possible states (i.e low and high speeds). Reset spa pack. If error does not clear, problem is probably with the device and will need to be serviced.

**P2Er**

**P3Er**

**CPEr**

**bLEr**

**Sc**  This is not an error message A solid Sc means the system is scanning all the output to learn the current draw of every accessory connected.

**ScEr**  A scan error was detected Every time a low-level option is changed, the system must “learn” the currents associated to each output/load. During this learning process, the device(s) connected to OUT8 (direct output, no relay) must be disconnected (or off). If, not the system will report this code. Once the load is correctly disconnected, the breaker has to be reset then the user needs to restart the learning process by selecting the low level configuration and set the breaker. Once the learning is finished, the accessories connected to OUT8 may be reconnected.

**br**  This is not an error message The breaker size selected is lower than the total current of each output. The In.xm will manage the current accordingly.