

Troubleshooting Guide — Before You Call Us

The most common issues, what to check yourself, and when to call us

Most of the things people call us about have a simple fix you can do yourself in a couple of minutes — this guide walks you through those checks, most common problems first. When in doubt, or whenever a section says **call us**, just call: our numbers are at the bottom of every page.

BEFORE YOU START Find your **production number** (it looks like 26-1605). It's on your original invoice and in your delivery paperwork — it is not printed on the unit itself. Having it ready makes any support request much faster. Can't find it? That's fine — we can look it up by your name.

1. Water on the floor / you think there's a leak

What you might see: water pooling under or beside the unit, or an active drip at a fitting.

1. **Rule out condensation first.** A cold tub in a humid room sweats on the outside, and the chiller produces some condensate. That's normal and isn't a leak.
2. **Hand-tighten every union fitting.** Shipping vibration or a recent filter change can loosen them — this is the single most common cause of a real drip. Walk the whole unit and check every union: the plumbing runs, the pair at the chiller, and the filter housing. Hand-tight only — no tools.
3. **Check the filter housing lid** — make sure it's fully seated — **and the bleeder plug** — make sure it was retightened after your last priming or filter change.
4. **Confirm the bottom drain valve is fully closed.** The handle should sit *across* the pipe, not in line with it.

WONDERING ABOUT A HOSE? The **white corrugated hose** near the equipment is the chiller's **condensation exhaust drain line**. It carries condensate away from the chiller and is meant to hang free at its far end — it is not a leak and nothing is missing from it.

CALL US If the drip is coming from the motor or pump housing, water is pooling under the unit, or you can't find the source — shut the unit off at the breaker and call us. Water near live electrical components is a hazard. Have photos of the leak location ready, plus your production number.

2. The water isn't getting cold (or is cooling slowly)

What you might see: temperature climbing instead of dropping, or the tub never reaching your setpoint.

1. **Is RiverMode™Plus on?** While it runs, the chilling motor turns off. Turn RiverMode™Plus off and chilling resumes — a tub left with it running after a plunge will warm up.
2. **Keep the insulating cover on while the tub is cooling.** An open tub fights the chiller the whole time. And if you just filled the tub, give it time — bringing a fresh fill down to temperature takes hours, not minutes.

3. **Check where the chiller sits.** Chillers work hard in hot rooms — a closed garage in summer, direct sun, or anything blocking airflow around the chiller slows cooling way down. Give it room to breathe and, where possible, keep the tub somewhere climate-controlled.
4. **Check the filter** (see section 4). A clogged filter chokes the water flow the chiller depends on.
5. **Confirm your target temperature is set correctly** on the panel or chiller display.
6. **If the chiller seems stuck or its display shows an error code:** some faults stay locked until power is cycled. Turn the unit off at the breaker, wait 30 seconds, and turn it back on. If the code comes back, write it down (or photograph it) and call us — the code tells us exactly what's wrong.

CALL US If the chiller is gurgling, rattling, making compressor-type noises, or you smell anything chemical (refrigerant) — or it still won't cool after a reset and a clean filter — stop and call. Don't open the chiller; refrigerant has to be handled by a certified technician.

3. No water flow, weak RiverMode, or a loud pump

What you might see: no circulation, RiverMode won't run or feels weak, or the pump is humming, rattling, or louder than usual. Trapped air is the #1 cause of "the pump is loud" and "no flow."

1. **Check the slice valves** on either side of the filter housing — they must be **open (pulled out)**. If they were closed after a filter change or drain, the pump is being starved. Never run your BlueCube with the slice valves closed.
2. **Re-prime the system.** With the unit running, unscrew the small **black bleeder plug** on the filter housing a few threads; the moment water squirts out, retighten it. Do this after every filter change and every refill.
3. **Check the filter** (see section 4). A severely clogged filter restricts flow enough to starve the pump.
4. **Make sure the filter housing lid is fully seated** and the bleeder plug is snug — a loose lid lets air back into the line.

CALL US If re-priming with a known-clean filter doesn't restore flow, call us before running the pump further — a pump running dry damages itself. If water is dripping from the motor housing itself, shut the unit off at the breaker first.

4. Filter and filter housing issues

What you might see: flow dropping over time, water that won't stay clear, or trouble at the filter housing after a change.

1. **Inspect the filter monthly, rinse it weekly with a hose, and replace it every 3–6 months** — sooner if flow drops, the water won't stay clear, or it won't come clean after a wash.
2. **For a deep clean,** soak the filter overnight in a 1:1 water-and-vinegar solution and power-wash it before and after.
3. **After any filter change:** seat the housing lid fully, snug the bleeder plug, and re-prime (see section 3).

TIP A saturated filter needs *replacing*, not another rinse. If it won't come clean after a vinegar soak and wash, its useful life is over.

CALL US If the housing lid won't seal, a fitting on the housing is cracked, or the housing itself is leaking after everything above — take a photo and call us with your production number so we send the correct replacement part for your build.

5. The water smells off / the ozone (sanitation) doesn't seem to be working

What you might see: a noticeable odor, ozone not visibly bubbling, or water that won't stay clean despite your normal routine.

1. **A faint clean smell is normal.** A strong or genuinely *bad* smell means sanitation has fallen behind.
2. **Run the water-care basics:** replace (don't just rinse) a saturated filter, top up Bio Maintain for your bather load, and do a full drain-and-refill if the water is overdue (see section 7).
3. **Look at the ozone/UV unit.** If there's an indicator light and it's out, note that for your call — the UV lamp is roughly a 2-year part and does wear out.

CALL US If the smell persists after a clean filter, proper Bio Maintain dosing, and fresh water — or the ozone piping is wet or leaking — call us. **Don't open the ozone or UV components yourself.** We'll send the correct replacement part for your build with installation guidance.

6. The unit won't turn on, or the GFCI/breaker keeps tripping

What you might see: no power at all, or a breaker/GFCI that trips once or repeatedly.

1. **Confirm the cord is fully seated** in the outlet, and that the outlet itself has power (test it with something else, like a phone charger).
2. **Check the breaker** for the BlueCube at your electrical panel — if it's tripped, flip it fully off, then back on.
3. **Press the GFCI reset button** (the small "RESET" button on the cord plug or the outlet) once, firmly. A one-time nuisance trip after a storm or power flicker is usually nothing — reset it and watch it.
4. **Make sure nothing else shares the circuit.** Your BlueCube needs its own **dedicated 120V 20-amp circuit**. If it's sharing with other appliances, that's almost certainly the problem — have an electrician put it on its own line.
5. **If you moved or tilted the unit recently:** the chiller needs to settle. After setting the tub fully upright, wait **2 hours** before powering it on.

CALL US If the breaker or GFCI trips again the moment you reset it, that's a real fault, not a nuisance trip — leave it off at the breaker and call. Same if you see or smell anything burning, see sparking, or find moisture near any electrical connection. **Never bypass the GFCI.**

7. Cloudy, murky, or smelly water that won't clear

What you might see: cloudy or tinted water, visible particulates, or a smell that outlasts your normal cleaning routine.

1. **Check your Bio Maintain dosing against actual use.** One bottle a month covers up to ~5 uses a day for a home unit; commercial use needs more. Under-dosing for your bather load is the most common cause.
2. **Replace a saturated filter** — rinsing isn't enough once it's loaded up (see section 4).
3. **Change the water if it's overdue.** Every 4–8 weeks for home use; more often for heavy or commercial use.
4. **Have everyone rinse off before getting in.** Body oils, lotion, and sweat are what muck up the water — a pre-rinse dramatically stretches the time between cleanings.

CALL US If the water won't clear within 48 hours of doing all of the above, or you see slimy buildup that keeps coming back, call us — the sanitation system may need attention (see section 5).

8. The screen is dark, unresponsive, or showing something odd

What you might see: a blank or frozen screen, a strange readout, or settings that seem wrong after a power outage.

1. **Know what's normal at power-up.** Every time the unit gets power, the touchscreen panel runs a **priming mode for about 4–5 minutes** — the heater stays off, and the temperature may read ---°F for the first minute until water is flowing. This is normal startup behavior, not a fault. Let it finish.
2. **After a power outage, only the clock resets** (back to 12:00 Noon). All your other settings — temperature, modes, filter cycles — are stored and survive power loss. You don't need to reprogram anything; just reset the time if you care to.
3. **Power-cycle the unit:** off at the breaker for 30 seconds, then back on, and let priming mode finish.
4. **Reseat the screen cable** if it's accessible and obviously loose — gently.
5. **A displayed temperature a degree or two off** from a thermometer reading is usually just sensor placement, not a fault.

HEATER QUESTION Some owners notice the panel show a heating indicator when a jet or pump is turned on. With your BlueCube's required settings in place — Clim8zone™ **Cool Only** and the eHeater **Disabled** — the unit cannot heat the water; the indicator is display behavior only. The full settings list ("top to bottom") is in your **SpaTouch Panel Guide** under "Your BlueCube's Required Settings."

CALL US If the screen stays blank or unresponsive after a full power cycle, that may need a part swap — call us with your production number and a photo of the panel.

9. The app won't connect

What you might see: the phone app lost the chiller, or won't pair after a router change. An app dropout is separate from the unit itself — **the tub keeps running normally either way.**

1. **Units with the digital chiller display** pair with the **Smart Life** app (free on the App Store / Google Play). If the connection dropped: double-tap **UNLOCK** on the controller, then with the normal temperature display showing, press and hold **SET** for about 8 seconds until the Wi-Fi icon blinks rapidly — the controller is in pairing mode. In Smart Life, press the + in the top right and re-add the chiller. Full walkthrough: your **Chiller & App Guide**.
2. **The chiller joins 2.4 GHz Wi-Fi only.** If your router combines 2.4 and 5 GHz under one network name, connect your phone to the 2.4 GHz band while pairing.
3. **Units controlled from the touchscreen panel** (no digital chiller display) have no customer app today — the panel on the tub is the control point. If an app ever becomes available for these units, we'll announce it to owners.

CALL US If the app still won't pair after a fresh re-add on a working Wi-Fi network, call us — we'll walk it through with you live.

10. Noises — what's normal and what isn't

Normal: a steady low hum from the pump and the chiller fan while running, and some condensate dripping from the chiller in humid weather. The chiller also works audibly harder in a hot room — that's expected (though better airflow will quiet it down; see section 2).

Usually just air: a pump that's suddenly loud, humming, or vibrating after a filter change or refill almost always has trapped air — re-prime it (section 3).

CALL US Gurgling, rattling, grinding, or compressor-type noises from the chiller — especially with any chemical smell — mean stop and call. Don't open the chiller. A short video with sound is the most useful thing you can send us.

11. Cosmetic care — wood, coating, stainless

Quick pointers only — the full routines live in your **BlueCube Maintenance Guide**.

- **Wood frames/decks:** wipe down every 1–3 months and oil per the Maintenance Guide — and keep wood-frame units out of direct sunlight and full-time outdoor exposure (that voids the frame warranty).
- **Line-X frames:** hose off heavy soil, then clean and finish per the Maintenance Guide.
- **Stainless stains (C-series):** scrub *with the grain* using a Scotch-Brite purple pad, then wipe with denatured alcohol.
- **Powder-coated aluminum tubs (D-series):** microfiber cloth and mild detergent soap only — **never** Scotch-Brite or any abrasive pad; abrasives damage the powder coat. And never use bleach on any surface.

CALL US Actual structural cracking, coating that's bubbling/peeling/delaminating, or wood that's swelling or separating: don't try to repair it. Take photos and call us to start a warranty review.

12. Winter and freezing weather

- **A powered, circulating BlueCube can run straight through winter** — 24/7 water circulation is what keeps it from freezing. Where you can, keep the tub in a climate-controlled space like a garage.
- **Winterize if** your area will sit below **20°F (–6°C)** for several days, or you'll be away for an extended stretch — a tripped breaker during a freeze is the real danger. Full step-by-step is in your **BlueCube Winterization Guide**.

CALL US Not sure whether to winterize, or want to run through a hard winter? Call us and we'll talk it through — freeze damage from skipped or incomplete winterization isn't covered under warranty, so when in doubt, ask first. If you find frozen plumbing or a burst fitting: shut the power off immediately, photograph the damage, then call.

13. Covers, accessories, missing parts, shipping damage, or fit problems

These aren't things to troubleshoot — they're things to tell us about, and we'll make them right:

- **Damaged on arrival** (crate damage, cracked component, shipping impact): photograph it *before* unpacking anything further, then send us the photos — we'll open a freight claim.
- **Wrong, damaged, or missing cover — or a missing accessory** (lights, handrail, etc.): send us a photo and your order number; we'll ship the correct item.
- **A filter subscription or parts order that didn't arrive or arrived short:** send us your order number and the ship date — we'll track it and resend if needed.
- **The unit doesn't fit your planned location,** or the drain/plumbing access is in the wrong spot for your site: call us before modifying anything — we'll determine the right fix together.

When to skip everything above and call us right away

DO NOT OPEN, PROBE, OR WORK AROUND ANY OF THESE

- **Any electrical problem** — a GFCI that keeps tripping on reset, moisture or sparking near electrical parts, a shock. Shut off at the breaker first, then call.
- **Refrigerant / chiller internal failure** — gurgling, compressor noise, a chemical smell, or no cooling after a reset. Refrigerant must be handled by a certified technician.
- **Structural cracks or delamination** — cracking in the tub, coating bubbling or peeling, wood swelling or separating. We need to do a warranty review before any repair.
- **A leak you can't control or source** — water pooling under the unit, or a drip from the motor housing.
- **The unit is completely dead** — no power, no circulation, no screen response.
- **Freeze damage** — frozen plumbing or a burst fitting. Shut the power off immediately and document it before doing anything else.

What to have ready when you call

Item	Where to find it / what to include
Production number	On your original invoice and delivery paperwork — it looks like 26-1605. It isn't printed on the unit itself. If you can't find it, we can look it up by your name.
Model	Your unit model (it's on your invoice and order confirmation).
Photos or video	Anything visual: the leak location, coating damage, an error code on the chiller or screen, or a video with sound for noise issues.
When it started	Roughly when the issue began, and anything that changed just before (filter change, refill, power outage, the unit was moved).
What you've tried	Which checks from this guide you already ran — it saves us both time.

How to reach us

Service Line: 541-393-9149

Email: service@bluecubebaths.com

Live video support runs **Monday–Friday, 9–5 Pacific**. Weekend messages get a callback, typically within 1–2 hours.