

Troubleshooting

This troubleshooting guide is for general aid only. A Kohler Authorized Service Representative or qualified electrician should correct all electrical problems. For warranty service, contact your distributor.

| Symptoms | Probable Causes | Recommended Action |
|---|--|---|
| Whirlpool does not start/stop. | No power to pump motor. | Set/Reset GFCI or ELCB breaker; check wiring. If the problem persists, refer to installer/dealer. |
| | Air actuator does not work. | Check air tube connections. Replace air actuator. Refer to installer/ dealer. |
| | Air actuator tubing is disconnected, loose, kinked, plugged, or damaged. | Connect, straighten, clean, or replace air actuator tubing. |
| | Air actuator hose is not properly installed to optional timer kit, or in pump is in "off" position. | Use timer kit installation instructions to check timer kit installation. Refer to installer/dealer. |
| | Pump motor does not work. | Replace pump motor. Refer to installer/dealer. |
| Motor starts, all jets are not functioning. | Jet is closed. | Rotate jet trim ring counterclockwise to open. |
| | Jet not installed correctly. | Reinstall jet; check for O-ring damage. |
| | Jets are blocked. | Remove blockage. |
| Whirlpool stops automatically before 18 minutes. (whirlpools with optional timer kit only) | GFCI or ELCB trips. | Identify source of fault and correct. If problem persists, refer to installer/dealer. |
| | Air actuator hose is not properly installed to optional timer kit. | Use timer kit installation instructions to check timer kit installation. Refer to installer/dealer. |
| | Suction blocked. | Remove obstruction. |
| | Jets are blocked. | Remove blockage. |
| | Motor overheated and protection device activated. | Check for blockage at motor vents. Remove blockage and allow motor to cool. Check for suction blockage. Remove blockage and allow motor to cool. Check for jet blockage. Remove blockage and allow motor to cool. |
| Whirlpool does not stop automatically after 22 minutes. (whirlpools with optional timer kit only) | Optional timer kit does not work. | Replace optional timer kit. Refer to installer/dealer. |
| | Wiring error. | Refer to dealer. |
| Whirlpool is noisy. | Pump banding straps holding pump to bath have not been cut. (models with wooden support blocks only) | Cut pump banding straps with tin snips. (models with wooden support blocks only) |
| | Dislodged jet O-ring. | Remove jet, replace and lubricate O-ring, and reinstall jet. |
| Heater does not operate. | No power to heater. | Set/Reset GFCI or ELCB breaker. |
| | Water temperature exceeds 104°F (40°C). | Allow water to cool; heater will re-engage. |
| | Heater does not work. | Replace heater. Refer to installer/dealer. |