HOT TUB GFCI

Troubleshooting & Technician Fault Log

Use this sheet to observe, record and explain the problem - not to test live electrical equipment.

STOP: REPEATED GFCI TRIPS NEED PROFESSIONAL HELP

Keep everyone out of the spa. If the GFCI trips again, leave power OFF. Do not open electrical panels, disconnect wiring, bypass protection or keep resetting.

Wet, smoking or visibly damaged electrical equipment? Stay clear and seek qualified help.

1 TRIP TIMING: CLUES, NOT A DIAGNOSIS

WHEN IT TRIPS	WHAT IT MAY SUGGEST	NEXT SAFE STEP
Immediately / new install	Wiring, neutral connection, GFCI or a spa component	Call installer or electrician
As heating starts	Heater or another component running in the cycle	Record heating timing; call technician
When jets start	Pump motor, wiring or a simultaneous load	Record exact jet setting
During automatic cycle	Circulation pump, heater or scheduled accessory	Record approximate time and mode
After rain / refill	Moisture intrusion or possible leak	Keep clear of wet equipment; call for service

2 SPA AND CONTACT INFORMATION

Brand / model: _____

Serial number: _____

First trip: date / time: _____

Recent service, refill or outage?: _____

3 WHAT DID YOU OBSERVE?

- ☐ Immediately at startup
- ☐ When heating begins
- ☐ When jets start
- ☐ Automatic/filtration cycle
- ☐ After rain or snow
- ☐ After a drain/refill
- ☐ Unknown timing
- ☐ Error on control panel
- ☐ Visible leak or damage

Exact error code (if shown): _____

Last water temp (if known): _____

4 INCIDENT LOG - DO NOT CAUSE NEW TRIPS TO FILL IT IN

DATE / TIME	SPA ACTIVITY	WEATHER / CHANGE	NOTES

5 SIX QUESTIONS TO ASK THE TECHNICIAN

- ☐ What test identifies the fault?
- ☐ Is the repair covered by warranty?
- ☐ Will GFCI protection be verified?
- ☐ Is a licensed electrician needed?
- ☐ Is moisture or a leak involved?
- ☐ How can we prevent a recurrence?

Safety references: ESFI (GFCI) and Bullfrog Spas (service guidance).