

Troubleshooting Guide:

E90 Error Code (No/Low Water Flow)

Overview

E90 Error Code appears on the control panel.

This error indicates **no water flow or low water flow** in the system.

Possible Causes

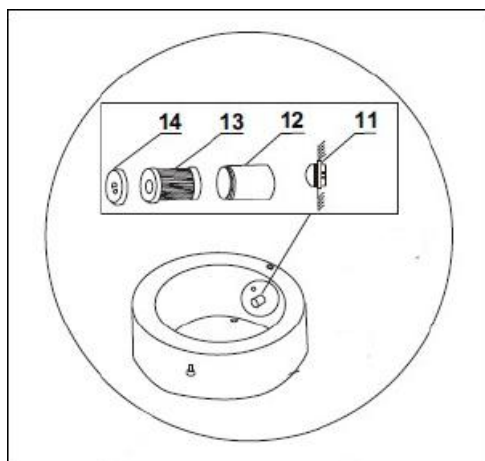
- Incorrect placement of filter cartridges
- Dirty, clogged, or swollen filter cartridges
- Obstructions at suction fittings (grids) inside the tub
- Air trapped in the cartridge housing

Caution: To prevent injury, turn off or unplug the control unit before starting the troubleshooting steps.

Step-by-Step Troubleshooting

1. Check Filter Cartridge Placement

- Confirm that **both filter cartridges are installed on the outlet connections**.



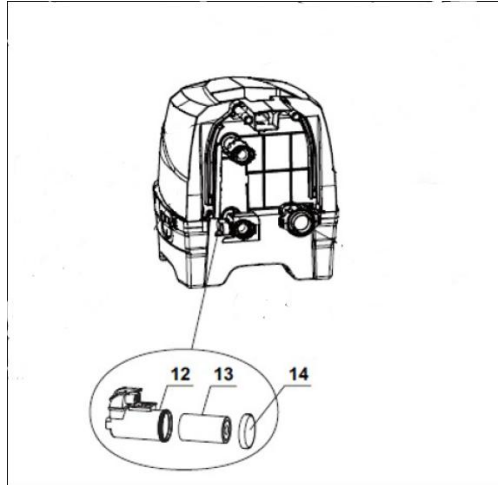
- Some users may accidentally connect a cartridge to the inlet/return, causing backflow and triggering an **E90 error**.
- **Fix:** Correct the placement. If the error persists, continue troubleshooting.

Still getting E90? Go to Step 2.

2. Test Without Cartridges

- Remove **both** filter cartridges.

Note: On spas made in 2025 or later, the filter cartridge is located inside a housing on the control base.



- Try running the **Filtration Pump (FP)** without the filter.
- Cartridges should be replaced **every 1–2 weeks**.
- Swollen or clogged cartridges can cause blockages and trigger an E90.

If removing the cartridges resolves the issue, the customer should install **new cartridges**.

Still seeing E90? Proceed to Step 3.

3. Inspect Suction Fittings (Grids)

- Turn off and disconnect the spa base from the tub.
- Remove suction fittings (grids) from the inside of the tub.
- Clean thoroughly and check for obstructions.
- **Fix:** Reinstall and test FP function.

Additional Notes & Tips

Air Lock Prevention

- Submerge and shake the **filter cartridge housing (with the cartridge installed)** under water several times.
 - Ensure **all air bubbles are expelled** each time the housing is adjusted
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Resolution

If all troubleshooting steps have been completed and the **E90 code still appears**, contact **Intex Customer Support** for further assistance.

Frequently Asked Questions (FAQ)

Q1: How often should I replace the filter cartridges?

A: Every **1 to 2 weeks**, depending on usage. Old cartridges can swell and block water flow, triggering an E90 error.

Q2: Can I run the spa without filter cartridges?

A: Temporarily, yes. This can help identify if the filter is causing the issue. However, running without filters is **not recommended long-term** for hygiene and system health.

Q3: What does the E90 error mean exactly?

A: It means the system is detecting **insufficient or no water flow**, often due to **clogged filters, incorrect cartridge placement, or air trapped in the system**.

Q4: I've followed all steps, but the error still appears. What should I do?

A: Contact our customer support team with the following:

- Your **spa model and serial number**
 - Photos of **your current setup and cartridge installation**
 - Photo or screenshot of the **E90 error display**
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