



**ARCTIC  
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## TOPSIDE ERROR CODE

# SBCE - Spaboy Communication Error

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The SpaBoy Salt system is one of the most recent advancements Arctic Spas has made to the world of watercare. The program is designed to be constantly monitoring the chemical balance of your water and producing sanitizer when the chemistry requires it. Now there are times where the communication between the motherboard of the spa and the SpaBoy system can be interrupted or fail, which would result in a **SpaBoy Communication Error** or **SB-CE/ ER 11**.

When this error code is to come up there are a few things we can try to relieve the issue;

1. **Reset the Breaker:** giving the system a reset can often assist the spa to realign itself if the error code was signaled in error
2. **Ensure SpaBoy(SB) is Set to 1 in LLP:** by pressing and holding the Filter button/SDS Button you will be able to access what is referred to as the **Lower Level Programing**. Here you can check to see if SB is properly set to 1, meaning that is correctly installed in the system.
  - a. If your Spa does not have SpaBoy physically installed in your spa but SB is set to 1 in LLP it can signal this error code
3. **Inspect the Communication Cable for any Damage:** make sure the spa is turned off when working on motherboard, unplug communication cable and clean off any debris, unplug and plug back in the cable around 3 times on different port on the motherboard (P7,P8 or P9 can be used). (If comfortable doing so)

If the error code persists after trying the above steps it is recommended to reach out to our support department to see what our next steps might be.



**SPA BOY**®