

Symptom	Possible Cause	Solution
No power to controller	1.) Tripped breaker	1.) Reset breaker
	2.) Disconnect turned off	2.) Turn disconnect to ON position
	3.) Improperly wired controller	3.) Verify wiring of controller
No Keypad Display	1.) No power to controller	1.) See above diagnosis
	2.) Keypad cord not attached	2.) Plug in keypad cord. Plug must "lock" into place.
	3.) Pins in display receptacle are bent	3.) Straighten pins to allow cord to properly attach
	4.) 1/2 amp fuse blown in heater controller	4.) Check for continuity on fuse and replace if necessary
FLO Reading on Display	1.) Pump housing not filled with water	1.) Remove air from housing (prime pump)
	2.) Water level too low	2.) Add water to pool (should be approx. 3" (76mm) from the top of the pool)
	3.) Filter(s) is dirty	3.) Clean filter(s)
	4.) Filter(s) not seated properly	4.) Ensure filter(s), diverting plate and/or basket are seated properly
	5.) flapper (external skimmer filter only)	5.) Place Nature 2 stick into the rear of the basket
	6.) Ball valve is closed or return line is plugged	6.) Open valve or remove plug
	7.) Circulating pump is not plugged in	7.) Plug pump in. Plug must "lock" into place
	8.) Swim current turned on	8.) Condition is normal
	9.) Circulating pump turned off at keypad	9.) Turn pump back on by pressing key 1 on keypad or wait 30 minutes for auto restart of circulating pump
	10.) 10amp fuse in heater controller has blown	10.) Check for continuity and replace if necessary
	11.) No power to pump receptacle on heater controller	11.) 10amp fuse may be blown inside heater controller. If fuse not blown, turn off breaker for 5 minutes and reset. If still no voltage to receptacle replace heater controller

Symptom	Possible Cause	Solution
Circulating Pump Makes Noise	1.) Debris in impeller	Remove pump from system, take apart pump and clean ceramic ball that the impeller sits on
	2.) Air trapped in housing	Remove air from housing (prime pump)
	3.) Rotor bearing worn	Replace pump

Pool taking long time to heat	1.) Heater not turning on	1.) Controller not calling for heat-check thermostat set point
	2.) Heat indicator on, no heat gain	2.) Check element continuity (14ohms). Replace if not in this range
	3.) Losing heat from pool	3.) Insulate pool. Keep pool covered when not in use.

Options Troubleshooting

Hydrotherapy Jets not turning on	1.) Pump not plugged in	1.) Plug in pump cord. Plug must "lock" into place
	2.) 20amp fuse blown in Heat Controller	2.) Check for continuity and replace if necessary
	3.) Mis-wired at pump motor	3.) Verify wiring at pump motor
	4.) Indicator light for jet pump not turning on	Not pressing button hard enough. 4.) Check other keypad operations for responsiveness. Replace keypad or Heater Controller as necessary
	5.) No power to orange receptacle	20amp fuse may be blown in Heater Controller. If fuse is not blown, turn off breaker for 5 minutes and reset. If still no voltage to receptacle replace Heater Controller
	6.) Voltage to orange receptacle, pump only hums	Spin shaft of pump to break free. If 6.) spins freely, Replace start capacitor on pump
	7.) Voltage to orange receptacle, pump does not hum or operate	7.) Replace pump

Hydrotherapy jet pump turns on	1.) Normal	1.) Heater controller turns jet pump every 6 hours to purge jet plumbing
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every 6 hours

lines

Symptom	Possible Cause	Corrective Action
LED light(s) does not turn on	1.) Light not plugged in	1.) Plug in light cord. Plug must "lock" into place
	2.) 1/2amp fuse blown in Heater Controller	2.) Check for continuity and replace if necessary
	3.) LED bulb(s) no plugged in	3.) Plug LED bulb(s) firmly into socket
	4.) Indicator light or lights not turning on	4.) Not pressing button hard enough. Check other keypad operations for responsiveness. Replace keypad or Heater Controller as necessary
	5.) No power to yellow L1 receptacle	5.) 1/2amp fuse may be blown in Heater Controller. If fuse is not blown, turn off breaker for 5minutes and reset. If still no voltage to receptacle replace Heater Controller
	6.) LED bulb(s) burned out	6.) Replace LED bulb(s)

UV light does not turn on for 30minutes after starting filtration system

1.) Normal

There is a 30minute lockout on UV receptacle when circulating pump is turn off

UV light does not turn on after 30minutes from stopping filtration system

1.) 10amp fuse blown inside of Heater Controller

1.) Check for continuity and replace if necessary

2.) UV light not plugged in

2.) Plug in UV cord. Plug must "lock" into place

3.) No power to white O3 receptacle

3.) 10amp fuse may be blown in Heater Controller. If fuse is not blown, turn off breaker for 5minutes and reset. If still no voltage to receptacle after 30 minutes replace Heater Controller

4.) UV bulb burned out

4.) Replace UV bulb

Error Codes on Keypad Display

Code	Remedy
FLO	System does not detect any water flow when circulation pump is on. See above diagnosis
HL	System has shut the heater down because the temperature at the heater has reached 119°. DO NOT ENTER THE WATER! Remove the pool cover and allow the water to cool down, then shut off power to system, wait 5 minutes and power up again to reset the system.
OH	Water temperature in pool has reached 108°F (42°C). DO NOT ENTER THE WATER! Remove the pool cover and allow the water to cool down. Call Customer Service if problem persists.
AOH	Temperature inside the skirting is too high causing the internal temperature in the heater controller to increase above normal limits. Open skirting and wait until error clears.
Prr	A problem is detected with the temperature probe. Call Customer Service.
UPL	No low-level configuration software has been installed. Call Customer Service.
Hr	Internal hardware error has been detected in the heater controller. Turn off power to the system and then reset the breaker. If problem persists, call Customer Service.