

## Section 11. Troubleshooting

When there is an error condition, a message is displayed on the screen and the “INFO” LED flashes. When an error is linked to conductivity (low conductivity) the “SALTS” LED is ON. When the error situation is corrected, the error message and LED illumination ends automatically.

Message	Possible Cause	Solution
NO FLOW CHECK PUMP (“INFO” indicator lit during the production timers)	<ul style="list-style-type: none"> <li>▶ Filter pump failure..</li> <li>▶ Filter and/or the skimmer(s) are dirty.</li> <li>▶ By-pass valve(s) closed.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check the pump, the filter, the skimmer(s), and the by-pass valve(s). Clean them if necessary.</li> <li>▶ Check the wire connections (flow switch).</li> </ul>
CHECK OUTPUT	<ul style="list-style-type: none"> <li>▶ Cell power cord disconnected or not properly connected to the cell or inside the device.</li> <li>▶ Cell plates worn, calcified or out of order.</li> <li>▶ Internal electronic problem in the control box following an external electric incident.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Switch off the chlorinator (“Power” button) and switch off the power supply to the control box, then check that all the wires are properly connected (mains power supply, cell, etc.).</li> <li>▶ Replace the cell.</li> </ul>
LOW CONDUCTIVITY (“SALTS” indicator lit)	<ul style="list-style-type: none"> <li>▶ For models with a temp sensor this error can be caused by low conductivity.</li> <li>▶ Lack of salt &lt; 4000 ppm due to water loss or dilution (filter backwash, water renewal, rain, leaks, etc.).</li> <li>▶ Can vary depending on the temperature and age of the cell. The voltage across the cell terminals varies in time.</li> <li>▶ Cell calcified, worn, or out of order.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check water temperature.</li> <li>▶ Check the condition of the cell plates.</li> <li>▶ Measure the salt concentration in the pool water using a salt tester or a test strip, then add salt to the pool to keep the level at 4000 ppm. If you do not know the salt level or how to test it, contact your retailer.</li> <li>▶ Is the salt level is correct?</li> </ul>
OVER HEAT (“INFO” indicator lit)	<ul style="list-style-type: none"> <li>▶ The temperature inside the control box is too high, chlorination is slowed (&gt;85°C) then stopped (&gt; 90°C) if the temperature does not fall back down in order to protect the electric circuits.</li> </ul>	<ul style="list-style-type: none"> <li>▶ If the box is installed outdoors, protect it from direct sunlight.</li> <li>▶ Chlorination will automatically resume once the temperature has fallen back down.</li> <li>▶ Issue at the controller.</li> </ul>
LOW TEMPERATURE (“INFO” indicator light is lit, the temperature on the display flashes)	<ul style="list-style-type: none"> <li>▶ The water temperature measured by the chlorinator temperature sensor is less or equal to 10°C; production stops in order to protect the cell.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Chlorination will automatically resume at the Low Mode chlorination rate between 10 and 15°C.</li> <li>▶ Chlorination will automatically resume at the normal chlorination rate above 15°C.</li> </ul>
NONE (Chlorine production not visible at the cell plates)	<ul style="list-style-type: none"> <li>▶ Chlorination is in a reversing period.</li> <li>▶ Chlorination is set at less than 100% and is paused.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Wait and observe, chlorination should resume.</li> </ul>

Additional messages when a pH Link or Dual Link controller is installed

Message	Possible Cause	Solution
<p>pH LOW ("INFO" indicator lit)</p>	<ul style="list-style-type: none"> <li>▶ The pH level is less than 5.</li> <li>▶ The pH sensor is disconnected, dirty, uncalibrated or not working.</li> <li>▶ Alkalinity is low, the pH minus injection may create large pH variations.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check the pH level in the pool using photometer or a test strip.</li> <li>▶ Check the pH sensor wiring on the control box and on the sensor holder.</li> <li>▶ Check the operation of the sensor using a sensor tester (ask your pool specialist).</li> <li>▶ Clean and calibrate the sensor.</li> <li>▶ Replace the sensor.</li> <li>▶ Check and adjust alkalinity.</li> </ul>
<p>pH DOSING STOP ("INFO" indicator flashing)</p>	<ul style="list-style-type: none"> <li>▶ The pH setpoint has not been reached after 5 cumulative hours of injection.</li> <li>▶ The pH sensor is disconnected, dirty, uncalibrated or not working.</li> <li>▶ The pH minus container is empty.</li> <li>▶ The peristaltic pump is not primed.</li> <li>▶ High alkalinity, acid injection does not help to lower the pH.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check the pH level in the pool using photometer or a test strip.</li> <li>▶ Check the pH sensor wiring on the control box and on the sensor holder.</li> <li>▶ Check the operation of the sensor using a sensor tester (ask your pool specialist).</li> <li>▶ Clean and calibrate the sensor.</li> <li>▶ Replace the pH container.</li> <li>▶ Test the peristaltic pump (ask your pool specialist).</li> <li>▶ Replace the pH sensor.</li> <li>▶ Lower the alkalinity (ask your pool specialist).</li> </ul>
<p>ORP STOP ("INFO" indicator flashing)</p>	<ul style="list-style-type: none"> <li>▶ The ORP setpoint has not been reached after 36 cumulative hours of chlorination.</li> <li>▶ The ORP sensor is disconnected, dirty, uncalibrated or not working.</li> <li>▶ When cyanuric acid concentration is too high the efficacy of chlorine is highly reduced.</li> <li>▶ When cyanuric acid concentration is too high it lowers the ORP reading from the sensor.</li> <li>▶ pH is too high.</li> <li>▶ When the total chlorine concentration is too high, chloramines will lower the ORP reading of the sensor.</li> <li>▶ The device is not correctly sized for the pool.</li> <li>▶ When the cell is worn, calcified or out of order the electrolysis reaction is not efficient.</li> <li>▶ Daily filtration and chlorination times are not sufficient</li> </ul>	<ul style="list-style-type: none"> <li>▶ Check the chlorine level in the pool using photometer or a test strip.</li> <li>▶ Check the ORP sensor wiring on the control box and on the sensor holder.</li> <li>▶ Check the operation of the sensor using a sensor tester (ask your pool specialist).</li> <li>▶ Clean and calibrate the sensor.</li> <li>▶ Drain the pool using the main drain in order to lower the cyanuric acid concentration.</li> <li>▶ Proceed to a shock chlorination (using calcium hypochlorite) to reduce the chloramines concentration.</li> <li>▶ Check the cell conditions.</li> <li>▶ Replace the ORP sensor.</li> <li>▶ Increase daily filtration and SWC timers</li> </ul>

**Table 8. Troubleshooting**