

Trouble Shooting Guide

A simple test to verify that your heater is functioning is to place your hand above the unit. There should be cool air blowing out the top after time delay has expired. The return water to the pool should be a few degrees warmer than water entering the heater. After about 15 minutes of run time, there should be water draining out of the base of the unit. If you have reason to believe your heater is not functioning properly, follow the troubleshooting guide below or call the Service Department for service.

Condition - Display Shows	Possible Cause	Possible Solution
"Blank"	<ul style="list-style-type: none"> • No power supply to heater. • Tripped breaker or blown fuse. • Control failure. 	<ul style="list-style-type: none"> • Reset breaker. • Replace fuse. <p><i>If problem persists, call Service Department.</i></p>
"Low Flow"	<ul style="list-style-type: none"> • The pool pump not on. • A valve is turned, bypassing the water past the heater. • Clogged water line, filter or pump impeller. Internal water pressure switch failure. 	<ul style="list-style-type: none"> • Turn pool pump on. • Clean pump basket and filter. • Adjust water valves; allow as much water to go through Heater (up to 90 GPM). <p><i>If problem persists, call Service Department.</i></p>
"Defrosting"	Ambient air is too low for heater to function.	Unit will turn back on once ambient air rises to appropriate level
"Low Refrigerant Pressure"	Refrigerant leak	<i>Call Service Department</i>
"Water Flow Lockout"	<ul style="list-style-type: none"> • Water flow restriction • Dirty filter • Valve is turned restricting flow 	<ul style="list-style-type: none"> • Clean pump and filter. • Adjust water valves.
"Even Heat Lockout"	<ul style="list-style-type: none"> • Low or restricted water flow • Not wired for feature 	Reset board by shutting breaker off and on. <i>If problem persists, call Service Department.</i>
"High Water Temperature"	<ul style="list-style-type: none"> • Heater control malfunction • Secondary source of heat 	<i>Call Service Department</i>
"Evap Sensor Malfunction"	Defrost sensor malfunction or not connected	<i>Call Service Department</i>
"Water Sensor Malfunction"	Water sensor malfunction or not connected	<i>Call Service Department</i>
Pool heating slowly or not getting to temperature	<ul style="list-style-type: none"> • Low or restricted water flow through the heater. • Leak in plumbing allowing air into the water flow • Pool pump timer not set for a long enough run time. • Pool has no cover • Direct wind gust over water surface • Pool is located in direct shade 	<ul style="list-style-type: none"> • Clean or replace filter • Inspect and clean pool pump • Adjust water valves to allow flow through heat (up to 90 GPM) • Repair any air leaks in plumbing • Construct a wind break around pool area • Set pool pump timer for longer time <p><i>If problem persists, call Service Department.</i></p>
Water running out of bottom of heater	Warning: The heater produces up to 3 gallons of condensation per hour the unit is running.	<ul style="list-style-type: none"> • Shut the heater off for several hours, and leave the pool pump running. • After few hours <i>if still leaking, call Service Department.</i>
"Solar Sensor Malfunction"	Solar sensor malfunction or not connected	Only shows if solar control is enabled. <i>Call Service Department.</i>
Cannot read board through bezel or front window display	<ul style="list-style-type: none"> • Do you see part of the Digits • Is the unit running, but Bezel is cloudy • Unit running, but board is blank 	<ul style="list-style-type: none"> • If can read 100% digits on board, Mail bezel package • If only seeing parts of the digits, set service up <p><i>• SET up service call Right away</i></p>
Unit will not come out of delay	<ul style="list-style-type: none"> • Check flow issues • Check temp outside • Walk thru Service menu shut time delay off. 	<ul style="list-style-type: none"> • If flow issue, unit will turn on and off 3 times and go into lock out. • Once temp outside rises above 50, unit will cycle on and off. <p><i>If problem persists, call Service Department.</i></p>