

## **TROUBLE SHOOTING AQUAHEAT 5TC**

### **NO POWER TO THE DISPLAY:**

Power point is faulty. Test power point with a known working appliance. If the power point is operational, check the controller in another power point and if there is still no display then send the controller for repair.

**RTC-FAIL** – This can occur if the unit has been turned off for a prolonged period of time. Leave the unit on for ~30 seconds, then turn it off for ~30 seconds before turning it back on.

### **PIPE SENSOR FAULTS:**

The following are error messages caused by pool or roof sensor faults;

#### **SENSOR DISCONNECTED OR OPEN CIRCUIT**

Sensor cable unplugged from controller, cable damaged, bad cable join or sensor is damaged.

#### **SENSOR SHORT CIRCUIT OR REVERSED**

Sensor cable or cable join polarity is incorrect, or sensor is damaged. The positive side of the cable [grey coloured wire] should be wired to the righthand side of the plug, with the screws facing towards you and the sensor cable entry at the bottom of the plug. If the cable has been joined ensure no polarity reversal occurs.

### **PUMP FAULTS:**

Ensure the controller has working sensors; otherwise the pump will not operate.

#### **PUMP WILL NOT START:**

The pump will only ever run for the purpose of automatic heating if the pool is below the temperature limit.

The pump may also run for manual mode, 1<sup>st</sup> Heat, or Override operations. If the pump does not operate then plug the pump into a power point and test operation. If the pump is OK then the controller requires repair.

#### **PUMP WILL NOT STOP:**

Turn off power to the controller and ensure the pump stops. If the pump continues to operate then unplug it from the power point and connect it to the 240Vac socket marked PUMP at the bottom of the controller.

### **POOL NOT HEATING:**

Check the controller LCD screen to see if a pool sensor fault is present and fix as required.

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Check the controller settings to ensure that the set temperature and the heating runtime settings are correct.

Check and ensure that the Heater Interlock cable is connected to the plug properly and that the plug is pushed in.

Check and make sure that the heater has power connected.

Check and ensure that the Heater Interlock cable is connected to the appropriate position inside the heater, according to the heater manufacturer's instructions.

Check to make sure that the Sample period is set correctly, ie; not set for a long period.

If the controller is in Standby Mode, the controller won't heat the pool using the heater. If heating is wanted or required, switch the controller back into Heating Mode or 1<sup>st</sup> Heat Mode to constantly heat the pool. The other option is to use the Override switch option to heat your pool if it will be a once only occasion.

### **FACTORY RESET:**

Hold down ENTER when power is off, hold down after powering up, releasing after 5 seconds.