

# AQUASMART 5SV

## Troubleshooting



### **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/ROOF 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.

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## 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.

### **ISOLATING SENSOR FAULTS:**

**Swap the sensor locations. Put the pipe sensor in the roof socket and the roof sensor in the pipe socket.**

If the fault moves from pipe to roof or vice versa then it is likely that there is a sensor fault.

If the fault remains the same then the controller may need to be repaired.

## **PUMP FAULTS:**

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

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

Ensure that the Circulation pump is plugged into the Aquasmart5 SV PUMP power socket properly.

Check the AUX Heating and Solar Heating times set in the Aquasmart5 SV controller, adjust if required.

If it still won't start plug the filtration pump straight into a power point and turn on. IF the pump doesn't start then you have an issue with your pump. If the pump is ok, your 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.

If the pump is plugged into the controller and won't stop, check to see what is displayed on the controller screen. The controller may be running for heating purposes.

If the pump is still running, and the controller states that nothing should be running, your controller requires repair.

### **POOL NOT HEATING:**

If the controller has stopped pumping and is displaying a higher temperature than expected it may be caused by a pump which is failing to prime. Check the pump and if necessary, prime the pump as per the pump manufacturers' instructions then reset the controller by turning it off/on.

Check the controller LCD screen to see if any sensor faults are present and fix as required.

Check to see if the error message "Circulation Pump Failed to Prime" appears. If so either reset the Pump Load Settings (refer to Prime Protection settings in the Installer Setup menu), or disable the Prime Protection feature (refer to Prime Protection settings in the Installer Setup menu).

If the controller is in Standby Mode, the controller won't heat the pool using solar heating, no matter what the roof temperature is. If it is consistently warm enough, switch the controller back into Heating Mode to start heating your pool.

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

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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.

#### **VALVE ACTUATOR NOT TURNING:**

Check and ensure that the wires are screwed into the plug properly and in the correct order (Red, Black, White, from left to right with the screws of the plug facing upwards towards you).

Check and ensure that the plug is pushed into the Valve socket properly.

Check and ensure that the toggle switch of the actuator is in either of the ON positions and not in the middle OFF position.

Check the settings of the controller to ensure that the Solar is not turned off, controller is not in 'Auto Standby Mode', and that both sensors are ready.

Make sure that the valve can be turned manually to ensure that the valve isn't jammed (debris inside the valve, or valve actuator seized/not working).

If the above all checks out, then you controller needs repair.

#### **FACTORY RESET:**

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