

TROUBLESHOOTING GUIDE

DISPLAY MESSAGE / SYMPTOM	POSSIBLE CAUSE	SOLUTION
<p>Display Message: “xxx REAGENT EMPTY”</p> <p>Tests requiring this reagent will not be performed.</p>	<p>The reagent has failed to prime. If reagent bag is empty it will need to be replaced.</p>	<p>Replace bags if empty and cycle power to initiate a reagent prime cycle. Otherwise check reagent tubing is fitted correctly. Check for blockages, kinks or knots in the tubing.</p>
<p>Display Message: “LOW FLOW (ASP)”</p> <p>Water tests, and acid and chlorine deliveries will not occur in this state.</p>	<p>The ASP internal flow switch has not activated.</p>	<p>Check water flow. Backwash sand filter or clean cartridge filter if required, check skimmer and pump baskets for debris.</p>
<p>Display Message: “PRIMING REAGENTS”</p> <p>The reagent prime cycle is activated. This message is informational only.</p>	<p>The reagent prime cycle occurs on initial power up, or when the prime cycle is requested via the ASP TOOLS menu. A partial prime may also occur during a water test if an air bubble was detected in the reagent line.</p>	<p>If this message occurs regularly or unexpectedly, then you may need to consult an approved service agent.</p>
<p>Display Message: “TESTING WATER”</p>	<p>A water test is currently being performed.</p>	<p>No action required.</p> <p>Water tests are automatically scheduled throughout the filter pump timer cycle.</p> <p>If tests occur when the pump is not running, then you may need to consult an approved service agent.</p>
<p>Display Message: “pH CHANGE DET'D” “ACID FEED PAUSED” “FOR xx HOURS”</p> <p>Acid feed will be paused for the time shown.</p>	<p>A sudden upward shift in the pH value was detected. This may occur as the result of adding alkaline pool chemicals, such as pH BUFFER or LIQUID CHLORINE.</p>	<p>No action required.</p> <p>To cancel the ACID FEED PAUSED state and resume acid feeding, navigate to the ASP TOOLS, ACID PRIME view. Press VIEW to cancel the PAUSED state.</p>
<p>Display Message: “ASP FAULT”</p>	<p>Major fault detected in the ASP and chlorinator has reverted to stand-alone operating mode.</p>	<p>Consult an approved service agent. Chlorine output can be adjusted manually using the UP/DOWN buttons.</p>
<p>Display Message: “ACID FEED xxx mL/L”</p>	<p>Acid dosing is in progress. Approximate delivery amount remaining is shown.</p>	<p>No action required.</p> <p>Acid feed should only occur while the filter pump is running, otherwise you may need to consult an approved service</p>

		agent.
Display Message: "pH NOT AT TARGET" "CHECK ACID FEED"	The ASP has detected the pH has not reached the set target value for over 72 hours.	Check acid reservoir, and fill or replace if required. Check acid pump and feed. Use the ACID PRIME function from the ASP TOOLS menu to test the acid pump.
Display Message: "LOW CHLORINE"	The ASP has detected a low chlorine level <1.0ppm for over 72 hours.	If bather load has been high then you may need to bolster the chlorine residual with the addition of liquid chlorine. Have water tested professionally to determine if the pool requires a shock dose of chlorine. For outdoor pools reduce chlorine demand with the use of pool covers, and stabilizer (cyanuric acid).
Display Message: "CALIBRATE ERROR"	The ASP could not calibrate to clear water, or could not acquire a water sample.	Consult an approved service agent.
Inaccurate test results showing on the display.	The pH and free chlorine levels shown on the display are updated immediately after water tests are performed. If water conditions change rapidly these figures may not be up-to-date.	With the system running, press and hold the VIEW button to access the MAIN MENU. Navigate to ASP TOOLS – RUN TESTS to manually initiate a water test for up-to-date results.
	Certain products sold for use in swimming pools and spas can affect the accuracy of test results, however this is generally short term and will rectify itself in time.	Avoid the use of persulfate based products. Avoid the use of Soda Ash.
Display Message: "DEFAULT CL FEED"	The system has not been able to complete it's scheduled chlorine tests and has fallen back to DEFAULT CHLORINE FEED mode.	Investigate the reason for the unit failing it's chlorine tests. In most cases a separate display message will show the reason. Usually it will be a result of the reagent bags running empty.
Blinking dot "." in the lower left hand corner of the display.	This indicates that the CHLORINE DEMAND MONITOR has been enabled. Filtration may run beyond the normal timer periods in this mode.	No action required. This feature is turned ON and OFF via the SETTINGS menu.