

TROUBLESHOOTING

SYMPTOM / DISPLAY MESSAGE	POSSIBLE CAUSES	POSSIBLE SOLUTIONS
No Display	No Power	Check for power at socket
	External Timer	An external timer (if fitted) may not be providing power
	Internal Fuse	Return unit for servicing
Unit resetting, or power cycling	An excessively high salt level may cause the power supply to shut down to protect from overload.	Check salt level in water. If salt level is too high you may need to pump some water to waste and then top up pool with fresh water. Consult your local swimming pool professionals for advice on this procedure.
	Short circuit in cell	Disconnect cell lead from cell. If the problem does not occur with the lead disconnected then this may indicate a short circuit in the cell. Check cell for damage such as displaced or touching plates. Also check for metallic debris that may be causing a short circuit.
	Short circuit in cell lead, faulty power supply, or faulty PCB.	If the problem persists with the cell lead disconnected then the unit will need to be returned for servicing.
Display Message: "PUMP PROTECTION ACTIVE"	Low flow was detected for longer than the time specified in the settings	Restart pump by pressing the MODE button, and select either AUTO or ON mode as required. See LOW FLOW message below for further instructions.
	If this occurs during backwashing, rinse or while pumping to waste.	The cell cannot detect flow whilst water is not returning to pool. Extend the PUMP PROTECTION TIME to suit your needs, or disable it by setting to ZERO. If pumping large amounts of water to waste it is recommended to disconnect the chlorinator and connect the pump directly to mains power for this procedure.
	Cell not connected	Pump protection will activate if the cell lead is not connected. Disable pump protection to override this (if intentional), or reconnect the cell lead.
Display Message: "LOW FLOW (CELL)"	Cell does not have enough water flow to evacuate gas. (Evident by an air pocket at the top of the cell)	<ul style="list-style-type: none"> Check skimmer baskets for debris Check pump basket for debris Backwash Filter (sand filter) Clean Filter Cartridges (cartridge filter) Check valve positions Check for debris or obstruction in cell Check water level
	Leak on suction side of pump Plumbing leaks on the suction side of the pump can cause air to be pushed through the filtration system, which both reduces flow significantly and creates air pockets that can become trapped in the cell.	

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Display Message: "CHECK SALT"	Salt level too low	Check salt level and add salt if required.
	Temperature too low	When water temperature is below 25°C the cell may not be able to produce at 100%.
	Calcified or blocked cell. Visually inspect cell for a build up of white calcium or other deposits / debris between plates.	Refer to CELL MAINTENANCE section.
Display Message: "CHECK SALT (OFF)"	Very low salt level, unit will not produce chlorine to protect cell from damage	Check salt level and add salt if required.
	If salt level and water temperature are normal and cell is clean, this may indicate a worn cell.	Have cell checked and replace if necessary
Display Message: "HIGH SALT"	Salt level too high	This is a warning only. Chlorinator will be operating normally unless the "HIGH SALT (OFF)" message is displayed (see below). Do not add any more salt. Top up pool with fresh water if possible.
	High Water temperature	A combination of a high salt level and high water temperature can trigger this warning. No action is required unless the "HIGH SALT (OFF)" message is displayed (see below).
Display Message: "HIGH SALT (OFF)"	Very high salt level detected, possibly combined with high water temperature. Cell has shut down to protect from damage.	Check salt level in water. If salt level is too high you may need to pump some water to waste and then top up pool with fresh water. Consult your local swimming pool professionals for advice on this procedure.
Display Message: "SPA FLOW DET'D"	The flow switch on the spa suction line triggers this message. This message indicated chlorine production is inhibited while the spa is in use to prevent over chlorination.	No action required if valves are intentionally positioned to circulate spa water only. If spa is not in use, check that the spa suction line valve is positioned correctly (closed).
	If the spa suction line valve is closed and has no flow, then the spa flow switch may be jammed or faulty	The flow switch can become jammed or broken if an object or debris is allowed to enter the spa suction line. You may require a technician for assistance.

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<p>Display Message: "HIGH SALT/RESET"</p> <p>System resets after 30 seconds.</p>	<p>Software detected a drop in the power supply voltage. Chlorinator cell is turned off and a system reset is scheduled after a 30 second delay.</p> <p><i>This message may appear briefly when mains power to the unit is disconnected, this is normal behavior.</i></p> <p>If this message appears immediately after the addition of salt to the water it is likely that some water with a very high salt concentration has been drawn into the the filtration system.</p>	<p>This is usually caused by excessive current to the chlorinator cell exceeding the power supply limit, or can also occur if mains power is briefly interrupted. Otherwise this may indicate a faulty power supply. Check salt level in water, and check cell for debris or damage such as displaced or touching plates. If salt level is ok and problem persists, return unit for servicing.</p> <p>You may need to run the filter pump for some time without the chlorinator connected so that the newly added salt has time to dissolve and disperse into the water.</p> <p>When adding salt to the water try to ensure it is added as far away from the filtration system suction points as possible. Close main drain suction valve where applicable and remove any suction driven pool cleaners from the water.</p> <p>Never add salt directly to the skimmer</p>
<p>No residual free chlorine in water</p>	<p>Chlorinator output not high enough</p> <p>Chlorinator not running sufficient hours per day</p> <p>Chlorine demand due to sunlight</p> <p>Heavy Pool Usage</p> <p>High chlorine demand due to high total chlorine reading. (This is different to Free Chlorine)</p>	<p>Ensure chlorine output is set to 100% until chlorine residual is restored.</p> <p>Extend the running time. A minimum 8 hours per day is recommended over summer</p> <p>Ensure stabilizer level (cyanuric acid) is maintained between 40 – 80ppm. Use a pool cover when pool is not in use.</p> <p>Dose manually with liquid chlorine during peak demand periods.</p> <p>Shock dose the pool with liquid chlorine. Consult your local swimming pool professionals for advice on this procedure.</p>
<p>Display Message: "SCALE WARNING"</p>	<p>Software has detected a pattern consistent with excessive scale building up on the cell electrode plates.</p> <p><i>NOTE: This warning can also be falsely triggered by large swings in water temperature.</i></p>	<p>Check the calcium level and Langelier Index of Saturation (LSI) in your pool water. If the LSI is greater than +0.2 then you may need to lower your pH level to balance the water. Reducing the calcium level may be required in some cases. Consult your local swimming pool professionals on how to achieve this.</p>

Hint: Holding the BACK button for 3 seconds from the HOME view will show detailed information on the output to the chlorine cell including VOLTAGE, AMPS, and POLARITY.

For all models, cell voltage should be close to 24.0V (+/- 1.0 V)

For PL25, cell amps should be between 2.08A – 6.0A

For PL35, cell amps should be between 2.91A – 9.0A

For PL45, cell amps should be between 3.75A – 12A

During normal operation the cell will cycle ON and OFF over a 3 minute duty cycle to maintain the correct chlorine output (as measured in grams per hour).

Cell amps vary in relation to the salt level, water temperature and condition of the cell.