

ChlorSync® Gen II - Troubleshooting Guide

Level	Min.	Max.
Salt		
Ideal 4000 ppm (mg/L)	2,700 ppm (mg/L)	* 5,000 ppm (mg/L)
Water Flow	20 gpm (4.5 m ³ /hr.)	80 gpm (18.2 m ³ /hr.)

Model Output	Production/Day
PPC1	1 LB per day
PPC2	1.1 LB per day
PPC3	1.3 LB per day
PPC4	1.5 LB per day
PPC5	2.1 LB per day

* Salt levels above 6000 ppm may experience a "high current" error.



INDICATOR LIGHTS				
Color	Status	Display	Indication	Chlorine Generating Status
Salt LED Indicator:				
Green	On (solid)	Normal	Salt Level = 2,700 - 5,000 ppm (mg/L) - Recommended	ON
Green	Flashing	Normal	Salt Level > 5,000 ppm (mg/L) - High Salt	ON
Red	On (solid)	<i>Lo SALT</i>	Salt Level = 2,300 - 2,700 ppm (mg/L) - Lo Salt, Chlorinator on	ON
Red	Flashing	<i>Add SALT</i>	Salt Level < 2,300 ppm (mg/L) - Add Salt, Chlorinator off	OFF
Cell LED Indicator:				
Green	On (solid)	Normal	Normal Operation	ON
Red	Flashing	<i>Open Cell, High Curr, Cln CELL</i>	Low Conductivity/High Current (Scale formation, Low Salt, Etc.) or Open Cell	OFF
Flow LED Indicator:				
Green	On (solid)	Normal	Normal water flow detected	ON
Red	Flashing	<i>no Flo</i>	Low or No Water Flow detected	OFF

Please Note - Before performing any diagnostics or calibration, set the output percentage to 85% or lower.

To ensure a successful test, note the percentage change after each button press.

Calibrate Salt:

- Press the Up arrow 3 times. Press the Down arrow 3 times. This will raise salt 100 ppm.
- Press the Up arrow 4 times. Press the Down arrow 4 times. This will lower salt 100 ppm.

To reset salt calibration to factory default:

- Press up arrow 10 times,
- Then down arrow 10 times.

Salt Check (with PoolSync®):

- Open the app and select the ChlorSync under the "EQUIPMENT" options
- Press the 3-dot menu on the ChlorSync page
- Select SALT,
 - A pop-up window will prompt to "REMEASURE SALT".
- Select Ok.

Self Diagnostics (from Power Center):

- Press the up arrow 5 times,
- Then press down arrow 5 times. The following will display:

- GEN II - FW Rev - Salt Value
 - Volts, - Water Temp
 - Current (Amps) - ATC % offset

Reverse polarity of self-cleaning feature:

- Press the up arrow 7 times, then down arrow 7 times. The indicator for the direction of current is on the display.
- The far left digit moves in a clockwise or counter clockwise circle depending on the which way the current is moving through the cell. After reversing, the digits will rotate in the opposite direction.

Enable external ORP controller. (Not for use with ChemSync)

- Press the up arrow 15 times.
- Press the down arrow 15 times.
- The display will read: ORP, ctl, and 000 or 100.
- To disable ORP control press and hold up and the down arrow together for 10 seconds.

Calibrate Temperature (from Power Center):

- Press the up arrow 12 times. Press the down arrow 12 times. This will raise the temperature 1 ° F.
- Press the up arrow 13 times. Press the down arrow 13 times. This will lower the temperature 1 ° F.

To reset temperature calibration to factory default:

- Press up arrow 20 times.
- Then down arrow 20 times.

Notes:

- The salt level is updated every 15 minutes after flow is established.
- After the purifier output level is set using the arrow buttons, the unit will automatically make fine output adjustments as the water temperature fluctuates. This patented temperature compensation feature will adjust output depending on water temperature. Temperature compensation is not reflected on the display. This is a background process.

ChlorSync® Gen II - Troubleshooting Guide

DISPLAY MESSAGES & TROUBLESHOOTING		
Message	Problem	Solution
No Display / Blank Display	No Display	1. No power to the Power Center, check breaker. If unit is wired to a time clock, make sure it is turned on. 2. Transformer wiring is incorrect, check it is wired properly for incoming voltage. 3. Fuse (10A) may have failed, test and replace if necessary. 4. Transformer or Power Center circuit board has failed, replace the Power Center. (p/n: PCR0002A or PCR0002I)
- - - -	Lost communication to the display	Check 4-wire cable connecting the display to the power center.
Alternating: Output/24 hr. countdown	Alternating Display	Normal operation, unit is in BOOST mode. Press and hold both the Up Arrow and Down Arrow simultaneously to activate/deactivate BOOST MODE.
Lo SALT	Salt level is 2,300 - 2,700 ppm (mg/L)	Add Salt to achieve 4,000 ppm (mg/L).
Add SALT	Salt level is below 2,300 ppm (mg/L)	Add Salt to achieve 4,000 ppm (mg/L).
CLn CELL	Cell may be scaled	Cell voltage is above 30. Check cell for scale, clean as necessary and balance water.
CLn CELL SOOn	The voltage at the cell is 28 to 30 VDC.	Chlorine is still being generated. The cell may be dirty or have calcium build up. Inspect and clean the cell as needed.
HigH Curr Err	High Voltage or Over Current has been detected and the system is locked.	Fresh salt may have not fully dissolved, or the salt level may be above 5000ppm. The system will retest every hour. If the condition persists the system will lock out and display a high current fault. A power reset will clear the fault.
NO FLO	Insufficient water flow	1. Check / clean AutoPilot manifold union screen. 2. Increase variable pump speed if necessary. 3. Check pump for proper operation and service, as necessary. 4. Clean / service filter, as necessary. 5. Check system valve settings for proper flow to the unit. 6. Check for heavy scale accumulation on the cell. 7. Check for debris in manifold bypass check valve. Ensure valve is properly seated when pump is off. 8. Check Tri-sensor connection at power center. 9. Tri-sensor may need to be serviced or replaced.
OPEn CELL Err	Cell blades are receiving no current	Confirm banana plugs are plugged in. Check for loose or damaged wiring inside the power center. After correcting, power cycle the power center to clear error.
SEnS Err	A temperature sensor error has been detected.	Use 986ST simulator to diagnose error

