# ChlorSync® - Troubleshooting Guide

| Level | Min. | Max. |
|---|---|---|
| Salt<br>Ideal 3,500 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 |
|---|---|
| CS30 | 1.1 lbs/0.50 kg |
| CS40 | 1.4 lbs/0.64 kg |
| CS50 | 1.7 lbs/0.77 kg |

*All cells draw 6.5 - 7.5 amps*
*Rated at 3,500 ppm salt*


For full manual use QR code

| 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) | *Lo SALt* | Salt Level = 2,300 - 2,700 ppm (mg/L) - Low Salt | ON |
| Red | Flashing | *Add SALt* | Salt Level < 2,300 ppm (mg/L) - Salt Addition Required | OFF |
| **Cell LED Indicator:** | | | | |
| Green | On (solid) | Normal | Normal Operation | ON |
| Red | Flashing | *CLn CELL or CLn CELL SOOn* | 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 | *no FLo* | Low or No Water Flow detected | OFF |

**Manual Readings (no PoolSync®):** Press the *Up Arrow* 5 times, then press the *Down Arrow* 5 times.
The following will be displayed
- Cell size [CS30, CS40, or CS50]
- Water Temerature [F.°]
- Salt Concentration [ppm]
- Current and Voltage

**Immediate Salt Check (with PoolSync®):**
1. Open the app and select the ChlorSync under the *EQUIPMENT* options
2. Press the 3-dot menu on the ChlorSync page
3. Select SALT, a pop-up window will prompt to REMEASURE SALT.
4. Select Ok.

**Notes:**
- The displayed salt level is updated as follows
  - When the power is restored or when flow is established
  - Every 12 hours after power is applied or flow is established if salt levels are above 2,300 ppm (mg/L).
  - Every 60 minutes if salt level is < 2,300 ppm (mg/L)

- 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.

- When the water temperature falls below 55°F (12.8°C), chlorine production is reduced to 1% to prevent over chlorination. Normal production will resume when the water temperature rises above this level.

⚠ Warning - Failure to heed the following may result in permanent injury or death.

RISK OF ELECTRICAL SHOCK - All electrical connections should be made by a licensed electrician or certified electrical contractor.

RISK OF ELECTRICAL SHOCK - Disconnect all AC power when installing or servicing this system. Follow all state, local, and National Electrical Code(s) (provincial and Canadian Electrical Code(s) if applicable). Use copper conductors only.

RISK OF ELECTRICAL SHOCK - Before plugging or unplugging the unit to the power center, first switch off the AC power to the power center.

⚠ Caution - Failure to heed the following may result in equipment damage.

Connecting 230 Vac to a unit that has been configured to 110-120 Vac will result in permanent damage to the unit. Damage due to incorrect wiring is not covered under the warranty.

| 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.<br>2. Transformer wiring is incorrect, check it is wired properly for incoming voltage.<br>3. Fuse (10A) may have failed, test and replace if necessary.<br>4. Transformer or Power Center circuit board has failed, replace the Power Center. (p/n: ECP0312) |
| - - - - | Lost communication between the power center and the generator cell | Check the cell cord connection at the power center for damage to the wire. |
| Alternating:<br>Output/24 hr. countdown | Alternating Display | Normal operation, unit is in BOOST mode. Press and hold both the Up Arrow and Down Arrow simutaneously to activate/deactivate BOOST MODE. |
| Lo SALt | Salt level is 2,300 - 2,700 ppm (mg/L) | Add Salt to achieve 3,500 ppm (mg/L). |
| Add SALt | Salt level is below 2,300 ppm (mg/L) | Add Salt to achieve 3,500 ppm (mg/L). |
| CLn CELL | Cell may be scaled | High volts are going to the cell. Check cell for scale, clean as necessary and balance water. |
| CLn CELL SOOn | The voltage at the cell is 26 to 28 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. | Possible undissolved salt brushed into the main drain. The salt will need to dissolve for this condition to normalize. The system will automatically recheck in one hour increments to see if this condition persists. If the condition persists, the system will lock with a high current error fault. A power reset will be required to clear this fault. |
| NO FLO | Insufficient water flow | 1. Check pump for proper operation and service as necessary.<br>2. Check filter: clean/service as necessary.<br>3. Check system valve settings for proper flow to the unit.<br>4. Check for obstruction in the cell (debris or scaling accumulation).<br>5. Flow sensor may need to be serviced or replaced. Contact a local Service Center for assistance. |
| OPEn CELL Err | Cell blades are receiving no current | Check for loose or damaged wiring, inspect cell for damage. |
| SEnS Err | A temperature sensor error has been detected. | Contact a local Service Center for assistance. |
| SHrt CELL Err | Low voltage or a short circuit has been detected. | Chlorine generation is halted. If the voltage remains low, the system will automatically re-test for 1 hour. If the issue persists, contact a local Service Center for assistance. |