

TROUBLESHOOTING

To verify that your heater is heating your pool, place your hand above the unit. Cool air will blow out of the top of the heater, this occurs when the heating indicator is on. The water returning to the pool will be between 3° to 5° warmer* than the overall pool water temperature. There will also be water draining out of the base of the unit after 10 minutes of run time. *depending on model, ambient conditions, and water flow rate.

If you believe your heater is not functioning properly, see the troubleshooting guide below.
If you are unable to resolve the issue, call our warranty service department at (941)505-1600.

CONDITION	POSSIBLE CAUSE	POSSIBLE SOLUTION
Control Displays "HP, HP3, or HP6"	Water flow restriction, valve is turned restricting flow.	Clean pump and filter. Adjust water valves. If problem persists, call factory for service.
Control Display flashing "dSd"	Defrost sensor malfunction or not connected.	Call factory for service.
Control Display flashing "PSd"	Water sensor malfunction or not connected.	Call factory for service.
Control Display flashing "FLO"	Pool pump is not on, water flow restriction, or incorrect valve position.	Turn pool pump on. Ensure that skimmer basket, pump strainer basket and pool filter are all clean. Ensure valves are set properly.
Control Display is flashing "FS" Or "FS1, FS2, FS3, FS4"	Air temperature is too cold for heater operation.	Wait until air temperature warms up to at least 50°F. Every 15 minutes heater will cycle on for 2 minutes and determine if the temperature is warm enough.
Control Displays "FS5"	Air temperature too cold after 5 "FS" signals.	When air temp raises above 50°F press any key on the control. Built in one-hour standby mode if nothing is pressed. If still too cold, 15 min FS cycles will resume.
Control Display Flashing "LP" or "LP3"	Low refrigerant, or faulty low-pressure sensor.	Call factory for service.
Pool is heating slowly or not getting up to temperature.	Low or restricted water flow through the heater. It is cold outside. Pump timer is not set for a long enough run time. Pool is not being covered. High wind speed over pool. Pool area shaded.	Clean or replace filter. Inspect and clean pool pump. Adjust water valves. Use a pool cover. Construct a wind break around pool. Set pool pump timer longer. Call factory for service.
Water is running out of the bottom of the heater.	The heater produces up to 3 gallons per hour of water condensing from the evaporator coil. Internal water leak.	Shut the heater off for several hours and leave the pool pump running. If the water is still running out, call factory for service.