

Pump Error Checklist

Pump Operation

Ensure that water level exceeds the level of the pool jets. Activate the pump by pressing Jet 1 on the touch pad. For detailed instructions on the use and features of the Xcelsior, please refer to the user guide included with this instruction.

CAUTION

To operate efficiently and prevent pump damage there must be a free flow of water to and from the pump. ensure that any valves are appropriately positioned and there is nothing else preventing the flow of water through the system. Avoid foreign objects such as tissues or large amounts of hair entering the pool water as they may be drawn into the pump causing it to jam.

Self Diagnostics

The Xcelsior pump has extensive diagnostic capabilities. In the event of a problem it will indicate an error number on the touch pad to show what problem has been detected. The error numbers and their meanings are explained below. Note: when in an error state the alarm can be muted or un-muted by pushing the JET2 button.

Error 1 (H2O / CHE)

This indicates that no water is being detected in the pump hosing or the water is too pure, e.g. clean rainwater. A push of the pump button will run the pump for 10 seconds to try to push the water through the pump. If successful, normal operation will resume. If unsuccessful, the pump will stop and Error 1 (H2O / CHE) will be indicated on the display again. If water is present but undetected this normally means that the water is too pure and that normal pool chemicals need to be added.

With Errors 3-9

Spa Operation will stop and not continue until the controller is manually reset. The controller can only be reset by pushing the UP, DOWN and JET 1 buttons simultaneously. The pump will remain in an error condition even when turned off and on at the mains power. The controller will only continue normal operation after the UP, DOWN and JET 1 buttons are pushed simultaneously. The dot lights up when the safety latching electromechanical thermal cut out has operated (See Error 6). This can be reset when the pump has cooled, by manually pushing the DOWN button.

Error 3

This error indicates that one of the buttons in the touch pad is stuck or has been held down for more than one minute. This may be caused by the pool cover pressing on the touch pad, water getting into the touch pad or its cable. Try to reset the spa. If there is still a problem then contact your spa pool supplier.

Error 5

This error indicates that the digital temperature sensor in the pump has detected a temperature of 45C or more when the pump is running. This may not be a problem with the Xcelsior pump. It may be caused by excessive pump use in hot weather. Turn off the spa and allow time for the water to cool before pushing the UP, DOWN and LET 1 buttons to reset the system. If there is still a problem contact your spa pool supplier.

Error 6

This error indicates that the safety over temperature cut on the pump has operated. This is not necessarily a problem with the Xcelsior pump. It may have occurred from an air lock in the pump or high temperatures during shipping. This cut out can only be reset once the pump has cooled. The unit must then be manually reset by pressing the UP, DOWN and Jet 1 buttons simultaneously before it will resume operation. Note: It is possible to reset the safety electromechanical latching cut out when the pump has cooled without resuming normal operation, by pushing the DOWN button only. This may be useful for fault diagnosis.

Error 7

This error indicates a possible issue with the heater control relay inside the unit. Try to reset the spa. If there is still a problem contact your spa pool supplier.

Error 8

This error indicates a problem with the digital temperature sensor in the pump front. This may be caused by the sensor becoming disconnected or by damage to the sensor or its cable. Try to reset the spa. If there is still a problem the contact your spa pool supplier.

Error 9

This error indicates a problem with the heater control circuitry inside the unit. Try to reset spa. If there is still a problem then contact your spa pool supplier.

Spa Pools Otago

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