



# HAYWARD®

## Technical Updates for Pool Professionals

See below for this month's updates.

And visit our Support Center on Hayward.com for immediate access to Troubleshooting Guides, Quick Reference Guides, Manuals, Parts Diagrams, and Instructional Videos.

<https://www.hayward-pool.com/shop/en/pools/support-center>

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*4/14/2021*

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## GFCI use on Hayward heaters

We have had many calls about GFCI breaker use on our heating products. Our Engineering team has written a letter outlining our stance on use of GFCI's with all our heating equipment. This letter is attached.



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## Technical Service Letter

Date: 02-05-2021

Subject: NEC Installation Code References

To whom it may concern,

These are the applicable NEC sections for heating pool products built by Hayward.

### 680.10 Electric Pool Water Heaters

All electric pool water heaters shall have the heating elements subdivided into loads not exceeding 48 amperes and protected at not over 60 amperes. ...

### 680.28 Gas-Fired Water Heaters

Circuits serving gas-fired swimming pool and spa water heaters operating at voltages above the low-voltage contact limit shall be provided with ground fault circuit-interrupter protection for personnel.

### 680.45 Permanently Installed Immersion Pools

(C) Heaters. Heater used with permanently installed immersion pools shall comply with either 680.45(C)(1) or (C)(2).

(1) Permanently Installed Heaters. A permanently installed heater, including immersion heaters, **circulation heaters**, and combination pump-heater units, built-in or permanently attached as an integral part of a permanently installed immersion pool, rated 120 volts or 250 volts, shall be identified for swimming pool and spa use: shall be grounded and bonded: and heater supplied by branch circuits rated 150 volts or less to ground shall be provided with Class A ground-fault circuit interrupter protection. ...

**Section 680.10** Specifically describes the resistance heating products for which the Hayward CSPA can be categorized. This section does not specifically call out the usage of ground-fault circuit interrupter protection for these types of equipment. Hayward's **recommendation** of GFCI devices with our CSPA products is out of an abundance of caution for its users and service personnel and is not an installation requirement.

**Section 680.28** Specifically describes gas fired heating products for which all Hayward gas fired units can be categorized. This section specifically requires the usage of ground-fault circuit interrupter protection for these types of equipment. Therefore, Hayward **requires** the use of GFCI devices with our gas fired products.

**Section 680.45** Specifically references "circulation heaters" for which all Hayward heating products would be categorized. This section specifically calls out the usage of ground-fault circuit interrupter protection for heater applications meeting the following power criteria; **heater supplied by branch circuits rated 150 volts or less to ground**. Haywards heat pump products do not fall inside of this power criterion. Therefore, Hayward does not **recommend** nor **requires** use of GFCI devices with our heat pump products.

Sincerely,

Signature

Name: Bill Roy PE, CGE

Title: Senior Manager Engineering

## **A change to warranty claims procedure for the AV 250Li Cleaner**

The AV250Li robotic cleaner has shared the same repair codes with our other robotic cleaners for warranty claims.

Due to the simple nature of this cleaner we are implementing a single repair code for it.

The new code will be “250Li” and it will be paid at a rate of 20.00

All claims for repairs on AV250Li cleaners should be submitted under this code.

This will go into effect 1/11/2021

## Omni Firmware R4.0.1

### Update

In mid-January 2021 we released Omni firmware R4.0.1. This firmware is available for all Omni control systems (OmniLogic, OmniPL, OmniHub). Omni controllers running R4.0.0 and connected to the internet, will be able to update to R4.0.1 firmware over the air (OTA). If not connected to the internet, users are able to download firmware R4.0.1 from our website.

Note: R4.0.1 is for the **MSP only**. Wireless and Wired remotes will continue to use R4.0.0.

### Fixes

R4.0.1 fixes some bugs which were observed in the previous firmware (R4.0.0).

### Time Clock issues



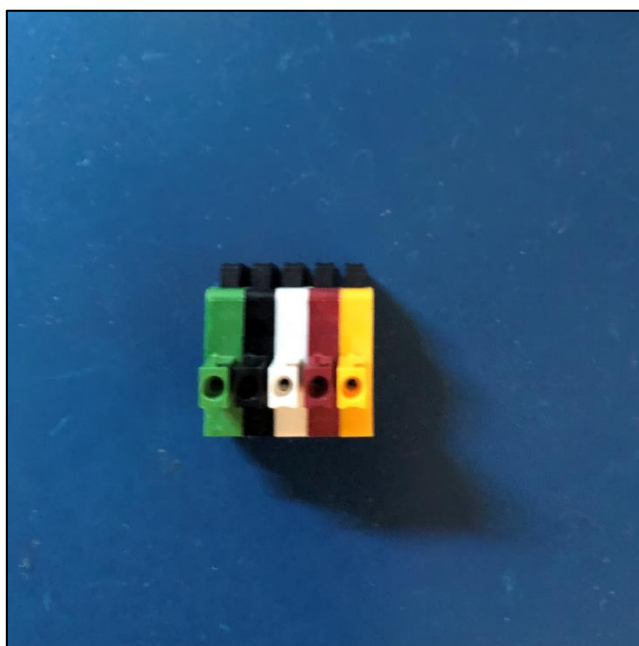
Issues with the “Error Provisioning request failed” alarm.



## ColorLogic 80 Connectors

There is a part number available for replacement COLORLOGIC 80 connectors. The replacement connectors come in a five-pack.

Here is the part number: **GLX5POSCON**



## OmniPL Unsupported Routers

### OmniPL:

The routers listed below do not work well with the **OmniPL**. After a few hours, the connection is dropped by the router and requires MSP to be rebooted for it to reconnect.

The **TP-Link** router models below:

- Archer C8
- Archer C9
- Archer A9
- Archer VR900

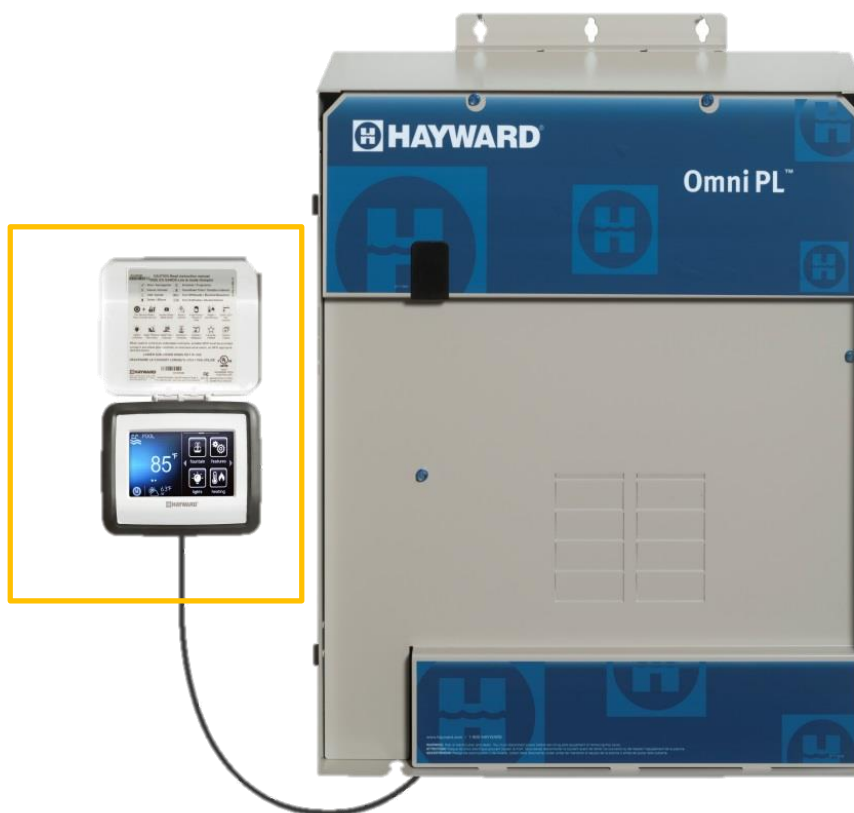
and

All **Tenda** brand routers.

### Note:

- This does not apply to OmniLogic and OmniHub.

## OmniPL Controller Update



- The OmniPL controller should **never** be disassembled. Doing so may disconnect the wire Wi-Fi antenna radio.
- If you need to splice or extend the communication cable, do so from the exposed end of the cable.
- The extension cable used for OmniHub(HLX485100 & HLX485200) will not work with OmniPL. The OmniHub controller uses a 4-conductor communication wire. The OmniPL controller has a 6-conductor communication wire.
- An extended communication wire for OmniPL will be available to order sometime in 2021 .



## HydraPure Installation Update



### Error in the HydraPure's instruction manual

- The manual for the HydraPure incorrectly states it requires the installation of a venturi and flow switch.
- The HydraPure does **not** require the installation of a venturi or flow switch.
- The HydraPure utilizes two internal flow tubes to monitor water flow.