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

August/2020

1. **Cleaners:** AV650/AV600

   A troubleshooting tip

2. **Controls:** OmniLogic

   What to do when unable to register an Omni

3. **Controls:** ProLogic

   Information on Error Code 80 (Cavitation Alarm)

4. **Heat Pumps:** HP50951T Variable Speed Heat Pump

   Useful information on this new offering

5. **Cleaners:** AV650/AV600

   Part number of new finer mesh screen

6. **Chemical Automation:** AQL Chem4

   Information on troubleshooting check valve issues

7. **Lights:** ColorLogic

   Changing light mode tutorial

AV600/AV650

Troubleshooting Tip

If the cleaner cannot climb the walls:

- Ensure the filter screen is clear
- Ensure the power supply is not in direct sunlight (this can lead to overheating)

If the cleaner doesn't even attempt to climb the walls

- This could be an indication that the power supply is overheating
- Ensure the power supply is not in direct sunlight

Unable to Register Omni
(BETA Server Issue)

DTM responded to an Omni that was unable to be registered.
- DTM was unable to register MSP even though the MSP was displaying it was connected to the home's router.
- When attempting to register the MSP, the DTM received an "MSP not found" error.
- In the network diagnostic screen the DTM was seeing all five checkmarks.
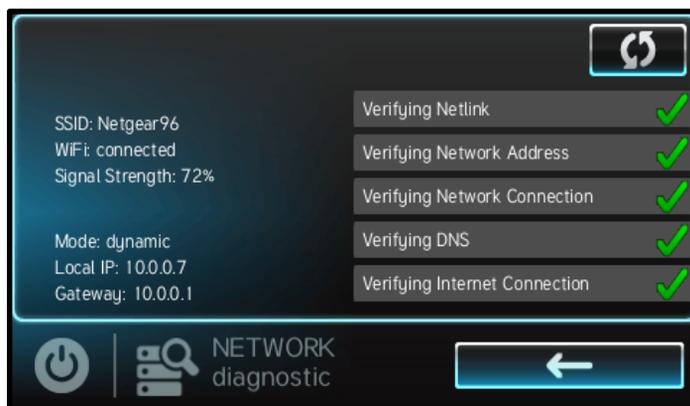
- The Omni was showing it was connected to the Wi-Fi network . It was also receiving an IP address from the router.

A problem was discovered with the web server information:
- In the network properties screen the DTM notice that the web server information was not correct. The web server said BETA and was pointing to stage.haywardomnilogic.com.
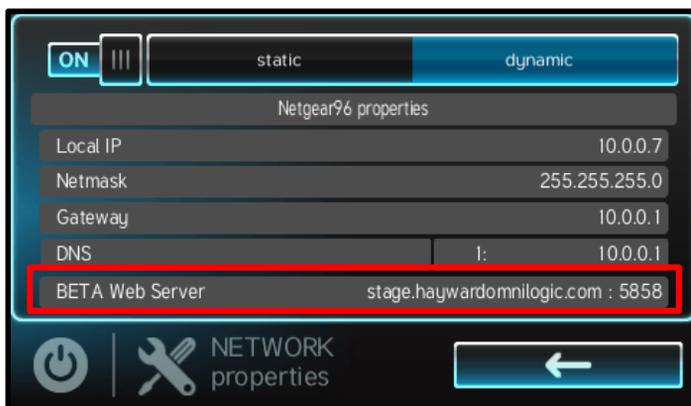
- The correct server name is **app1.haywardomnilogic.com**

The DTM performed the following steps to correct the problem:
- First, put the Omni into service mode. Once in service mode press "config".

- Press the right arrow.

- Press the "Web Server" button.
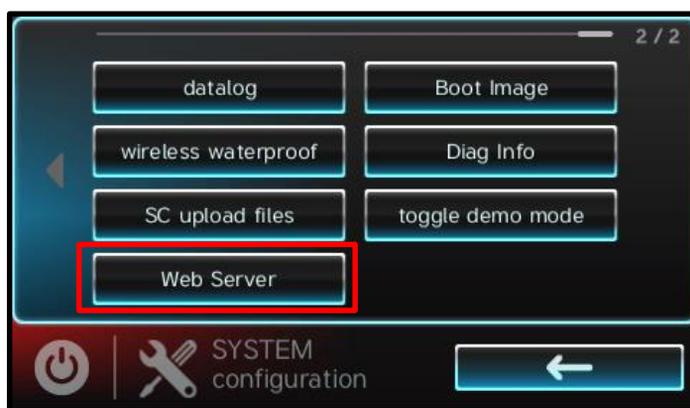
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ProLogic Cavitation Alarm

ProLogic:
When connected to a variable speed pump(VSP), a ProLogic will display **Error Code: 80** if the VSP detects pump cavitation.
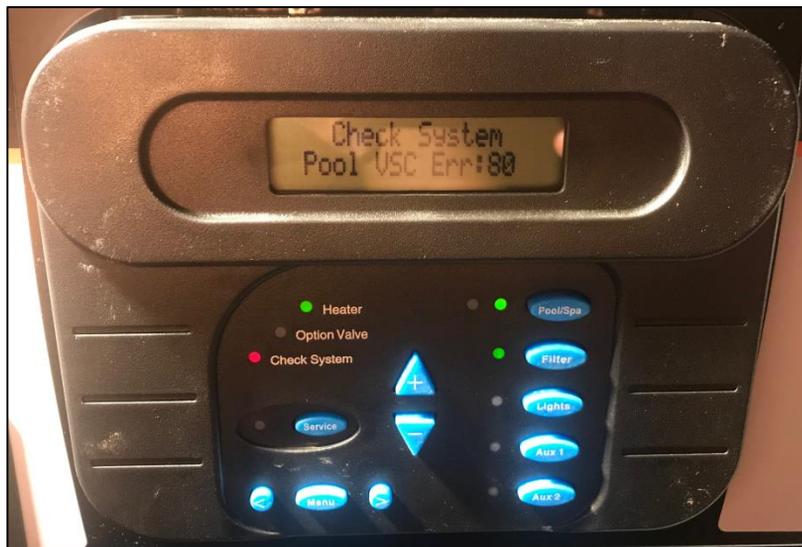
What causes pump cavitation:
A cavitation alarm signals that the pump is experiencing uncommon vibrations. Sometimes referred to as a "noisy pump". This problem can be resolved by checking for

- Air leak in suction piping, cavitations caused by restricted or undersized suction line or leak at any joint, low water level in pool, and unrestricted discharge return lines. Correct the suction condition or throttle return lines, if practical. Holding your hand over the return fitting will sometimes prove this, or by putting in a smaller eyeball fitting.

- Vibration due to improper mounting, etc. Mount the pump on a level surface and secure the pump to the equipment pad.

- Foreign matter in the pump housing. Loose stones/debris hitting the impeller could be the cause. Clean the pump housing.

- Motor bearings noisy from normal wear, rust, overheating, or concentration of chemicals causing seal damage, which will allow chlorinated water to seep into bearings wiping out the grease causing bearing to whine. All seal leaks should be replaced at once.

HP50951T Variable Speed Heat Pump

1. While the HP50951T can be controlled by a Hayward control system, the variable speed function works only when the heat pump is in stand alone mode.
   - For the most efficient and quietest operation when connected to a remote control, set the desired heating temperature on heat pump control as well as on remote controller. Example: If desired pool water temperature is 86 set the temperature on the heat pump for 86 and the temperature on the remote controller at 86. This will allow the heat pump to run at a lower speed as it approaches the desired pool temperature.
   - Alternatively the heat pump can be operated in stand alone mode

2. While a GFCI breaker is not required by Hayward for use with this heat pump some local codes may require it.
   - When GFCI breakers are required by installation codes, the HP50951T will operate satisfactorily when using a **Siemens QF250A**

Part number for new finer mesh screen AV600/AV650

The part number for the new finer mesh screen is RCX361511243

This part can be sent out to customers who voice complaints about the fine debris sometimes seen passing through the cleaner.

It is included with all cleaners leaving assembly now.

Check Valve for Acid & Chlorine Dispensing Tanks

AQL-CHEM4-ACID & AQL-CHEM4-CHLOR: Check Valve (CAX-3511)
There has been reports of the check valve allowing little to no fluid to pass through it.

Some of the symptoms of this include:
- Omni pH time out errors, due to not reaching the set point
- If using liquid chlorine, not reaching the set point
- Back pressure causing leaks in the feed lines
- Damage to the dispensing tank's pump

If you suspect that no/not enough fluid is passing through the check valve, you can test this by performing the following steps.

WARNING- When working with Acid or Chlorine always protect yourself by wearing protective equipment such as gloves, eye protection, etc. Before handling or making adjustments to the check valve you should rinse it off with water.

1. First, test the flow of liquid without the check valve attached. Disconnect the feed line from the check valve. To safely dispense liquid from the tank, place the feed line into a bucket, then turn ON the pump to start dispensing. If liquid does not pass through the feed line into the bucket, verify the pump is receiving power.
2. Once you have verified liquid is indeed passing through the feed line, attach the check valve to the end to the feed line. Place the feed line back into the bucket and turn ON the pump. Liquid should be flowing through the check valve. If little to no liquid is flowing through the check valve, it may need to be adjusted to allow adequate flow.
3. To adjust the valve use a 5/16 Allen wrench. Remove the check valve from the end of the feed line and rinse off with water. Remember to wear gloves while handling. Use the Allen wrench to loosen the valve.

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Check Valve for Acid & Chlorine Dispensing Tanks

4. Take note not to loosen the check valve so much that the assembly comes apart or disassemble.
5. After making the valve adjustment using the 5/16 allen wrench, reconnect the check valve to the end of the feed line. Place the feed line back into the bucket and turn ON the pump. Liquid should be flowing through the check valve, if adequate flow is not there, remove the check valve and re-adjust.
6. Once the check valve has been properly adjusted for adequate flow, re-attach it back to the pool's plumbing and resume normal operation.

<u>Changing Network Lights to Switched Mode</u>

<u>When replacing a ProLogic controller with a Network Module, to an Omni Controller remember to reset the ColorLogic lights into switched mode.</u>

- If network lights are being used it is **important to change** the lights to switched mode before uninstalling the ProLogic.
- ColorLogic network lights **cannot** be changed to switched mode from the Omni controller. This can only be done from a ProLogic with a Network Module.
- ColorLogic lights in Network Mode will **not** work on an Omni controller.
- Do **not** perform these steps If the lights are already in switched mode or if there is no Network Module installed with the ProLogic.

<u>How to change ColorLogic lights from Network mode to Switched mode: (From the ProLogic with a Network Module)</u>

Resetting ColorLogic Lights Configuration
The ColorLogic lights configuration can be reset if desired. Use this procedure when:

-adding a light to the system
-removing a light from the system
-reassigning an LT number to an existing light

To reset the ColorLogic lights configuration:

Configuration Menu-Locked	⬤ Press repeatedly until "Configuration Menu" is displayed <> Press BOTH buttons SIMULTANEOUSLY for 5 seconds to unlock
Configuration Menu-Unlocked	< Push the left arrow TWICE
Reset ColorLogic to Default Press +	+ Initiate reset of all ColorLogic configuration parameters
Are you sure? + to proceed	+ Reset all ColorLogic configuration parameters
ColorLogic reset Confirmed	<> Move to next menu item

NOTE: When resetting ColorLogic, be sure not to confuse the Default Configuration reset with the ColorLogic Configuration reset. If the Default Configuration is reset, all pool control functions of the Pro Logic will require reprogramming.