



# 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>

Product Info

*July/2020*

**1. White Goods: SkimMaster Skimmers**

Do not come with a bond kit

**2. Cleaners: AV600/650**

Troubleshooting update

**3. Cleaners: AV600/650**

WiFi connectivity issues with some Samsung S10 devices

**4. Heat Pumps: All**

A change in the hose barb size for water pressure switch connection

**5. Controls: OmniHub Spa Kit**

A change to the SKU

**6. Controls/VS Pumps: HUA**

What to do when the HUA doesn't show up.

**7. Controls: OmniPL**

Correct procedure for connecting the controller to the MPP.

## **SkimMaster skimmers do not come with bond kit**

The Bond kits shown in the picture on page 123 of the 2020 Buyer's Guide does not come standard with these skimmers

It is available as an accessory. Part # SP1070BOND

This bond kit is only for the SkimMaster skimmers.

## An update on troubleshooting AV600/650 Cleaners

### Lights on PS: Fast flashing blue light

(1<sup>st</sup> time AC Power Up)



Flashing Blue LED

- The Power Supply can't detect or communicate with the cleaner
- Causes
  - Floating cable not properly connected to Power Supply
  - Floating cable connection issue with motor box
  - Floating cable is damaged (loss of conductivity)
- Solutions
  - Disconnect and reconnect floating cable to Power Supply
  - Press Pause/Play Button
  - Try to Power Cycle the Power Supply
  - Try to perform a full reset of Power Supply
  - Clean male and female connector pins if corrosion is observed (Use electrical connector cleaner)
  - Floating cable needs to be serviced
  - Motor Box needs to be serviced

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Our engineering team has added the following:

Add to the Solution:

- check for pin alignment or damage on cable connection to power supply connector
- check to see if the female "pins" on power supply connector are stretched.

The female crimp connectors on the power supply could be slightly stretched open and having intermittent contact with the umbilical cable connector pins. In this case, you can take a small flat head screwdriver and very carefully close the gapped connector(s).

For corrosion, a Scotch Brite scouring pad is by far the best thing to use to clean the male pins. The stripped end of a piece of stranded 16-18 gauge wire will work well by spinning it inside of the female connectors on the power supply. Even if you don't see heavy corrosion, start there.

**If these measures do not resolve the issue**, try a different power supply if one is available. If that doesn't resolve it replace the entire cleaner and return the original to Clemmons for evaluation.

## AV650 Wifi connection issues with Samsung S10

It has been reported there is an issue connecting AV650 wifi to Samsung S10 devices (Note, Galaxy, etc.)

- A solution has been identified and has been set in motion.
- The next generation of power supply's will have the solution in place

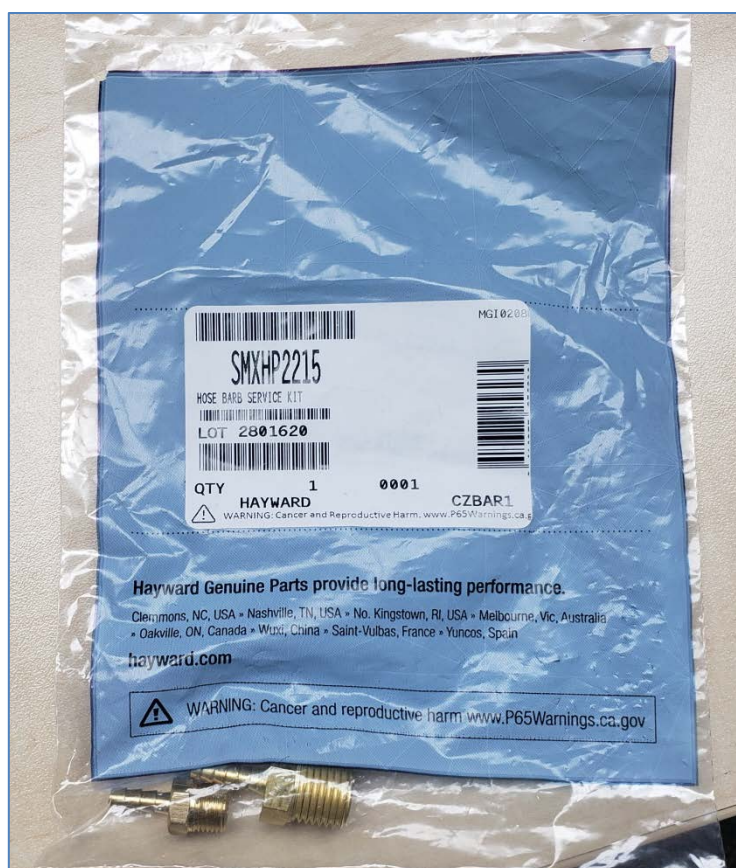
Until the new solution is available there is an easy work around if a different device is available.

- Connect to the power supply with a different device and set security to NONE.
- Disconnect from the power supply
- Once the security has been changed they will be able to connect to the AV650 with the Samsung S10 device

## New hose barb connection size on Nashville built heat pumps

All Nashville built heat pumps beginning with serial # 21131907104876001 / model # HP21104T now have a ¼" NPT X 1/8" barbed fitting for the water pressure connection.

- The spare part SMXHP2215 that is in place for the previous 1/8" NPT X 1/8" barbed has been updated to include both fittings.



## OmniHub SPA KIT SKU Change Notice

### SKU HLSPAKIT has changed to HL485SPAKIT

- HLSPAKIT is **obsolete**.
- Use **HL485SPAKIT** going forward.

### What's included with HL485SPAKIT

- Two valve actuators ( GVA-24 )
- One Smart Relay ( HLH485RELAY )

## Omni/VS Pump HUA information

We have seen some instances where the HUA from a Gen 3 VS pump was not visible to the Omni control.

These instances have occurred after:

- A power brownout
- or
- The pump was installed with incorrect dipswitch position and the dipswitch was moved while power to the pump was still on.

Once Power was restored, or the pump powered down and back up the HUA would not populate into the control.

### Solution

We have found that power needs to be turned off to the pump for a **MINIMUM** of 5 minutes and as much as 15 minutes to allow the drive to reset. Once power is restored the HUA was visible to the Omni and the pump worked normally.

# OmniPL Controller

## Connecting the OmniPL Controller to MPP

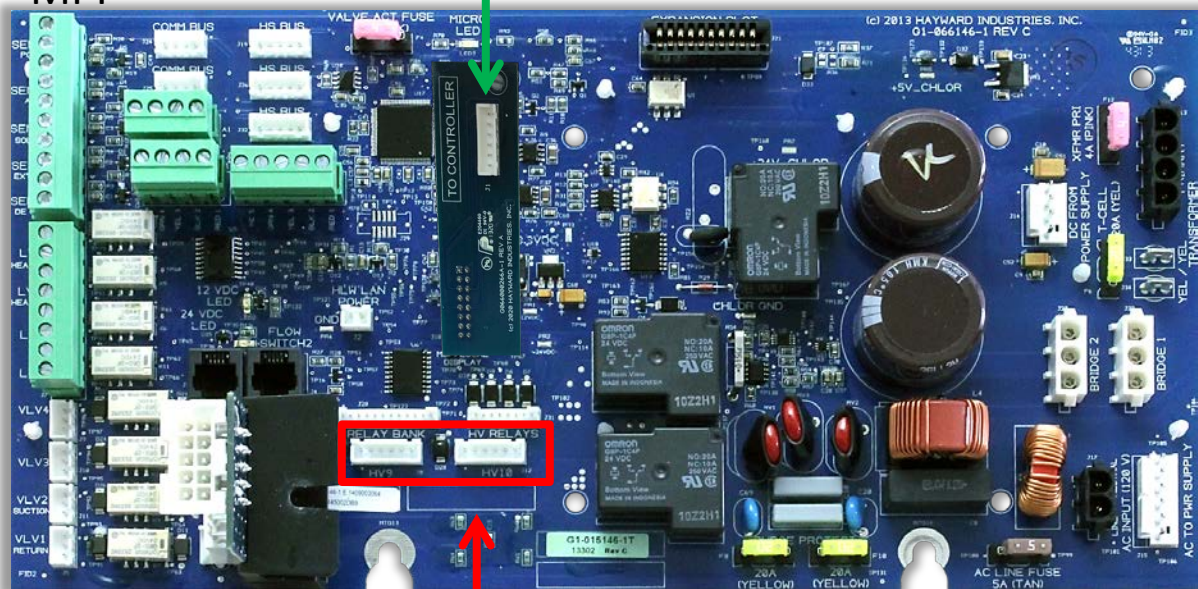
There has been a couple of instances where someone has incorrectly wired an OmniPL controller to one of the high voltage relay(HVR) connectors on the MPP. This caused the controller to be damaged beyond repair.

- Wiring the OmniPL controller to a HVR connector will **damage** it.
- The OmniPL should **always** be wired to the controller port.

## OmniPL Controller



## MPP



Do not connect the controller to a HVR port