



HAYWARD®

Technical Service Bulletin

9/17/2014

The purpose of this bulletin is to make you aware a solution to error codes you may encounter with EcoStar and TriStar VS pumps.

EcoStar 'PFC-Hi' Error

NOTE: You will encounter the 'PFC-Hi' error message on pumps or replacement drives manufactured starting March 2013.

The 'PFC-Hi' error code will be displayed on the pump and controller when the drive detects an overvoltage condition (power supply exceeding 280 volts).

This error code is not an indication that something is wrong with the pump or drive. Instead, it means that there was a spike in the power supply and the pump is locked, or latched, and will not run until it is reset.

When you encounter a 'PFC-Hi' error message, follow these steps to reset the pump.

- Shut off the breaker.
- Wait 1 minute.
- Turn the breaker back on.

The pump should now resume normal operation.

Additional information:

If the EcoStar is connected to a Hayward control and you experience frequent 'PFC-Hi' error codes, you can eliminate the need for manual resets by wiring the EcoStar to the load side of the 'filters' relay. See below for details:

- Connect low voltage communication wires as normal.
- Set timers as desired, keeping in mind that the EcoStar must be off for at least 1 minute every 24 hours.

This will cut power to the EcoStar each day and clear the 'PFC-Hi' error code.

NOTE: This solution will cause the controller to display the message, 'Bridge Comm Error.' This is not a problem. It's just an indication that the controller was not communicating with the pump while it was turned off. You'll need to be sure the pool owner understands this so he/she does not perceive it as an indication that something is wrong.

TriStar VS 'Drive Error DC volts high (Error 65), and Drive Error DC volts low (Error 64)'

The 'DC Voltage High/Low' error code will be displayed on the pump when the drive detects an overvoltage/undervoltage condition.

This error code is not an indication that something is wrong with the pump or drive. Instead, it means that there was a spike/drop in the DC power supply and the pump is locked, or latched, and will not run until it is reset.

When you encounter a 'DC voltage High/Low' error message, follow these steps to reset the pump.

- Shut off the breaker.
- Wait 1 minute.
- Turn the breaker back on.

The pump should now resume normal operation.

Additional information:

If the TriStar VS is connected to a Hayward control the error codes may be displayed numerically (error code 65 for DC voltage high, and error code 64 for DC voltage low). If you experience frequent 'DC voltage' error codes, you can eliminate the need for manual resets by wiring the TriStar VS to the load side of the 'filters' relay. See below for details:

- Connect low voltage communication wires as normal.
- Set timers as desired, keeping in mind that the TriStar VS must be off for at least 1 minute every 24 hours.

This will cut power to the TriStar VS each day and clear the 'Error 64/65' error code.

NOTE: This solution will cause the controller to display the message, 'Bridge Comm Error' when the pump is not running. This is not a problem. It's just an indication that the controller was not communicating with the pump while it was turned off. You'll need to be sure the pool owner understands this so he/she does not perceive it as an indication that something is wrong.