

Basic Alarm Troubleshooting Universal Residential

(Standard, UV, and Denite)

Revised: 12/2013

Alarm	Description	Problem	Solution
High Float Alarm	High Float stayed on for 60 minutes (default Alarm Delay)	1. High Float hung up unable to Fall back	Move float to allow free access
		2. Discharge Line Broken/Unhooked	Excavate & Repair Pipe
		3. Discharge Line Blocked/Frozen	Clear Line or Excavate
		4. Continuous High Flow in excess of Design	Reduce Flow to normal, Check Infiltration
		5. Float Failed	Replace Float
		6. X0 Input Failed on PLC	Replace PLC
Low Float Alarm	High Float came on while Low float stayed off	1. Low Float hung up not able to raise freely	Move float to allow free access
		2. X1 Float Input Failed on PLC	Move Wire #3 from X1 to X7, or Replace PLC
		3. Float Failed	Replace Float
Discharge Alarm	Discharge Pump told to run but no feedback	1. Circuit Breaker tripped.	Reset Breaker, or Replace Breaker or Pump
		2. Failed Neutral Connection	Check Connections
		3. Relay Failed	Check Voltage out of Relay, Check Relay Pins
		4. Failed Current Sensor	Replace Current Sensor
		5. Pump Failed Open Windings	Replace Pump
		6. Household Circuit breaker Off	Turn on Circuit
		7. X4 Input Failed On PLC	Replace PLC
Recirculation Alarm	Recirculation Pump told to run but no feedback	1. Circuit Breaker tripped.	Reset Breaker, or Replace Breaker or Pump
		2. Failed Neutral Connection	Check Connections
		3. Relay Failed	Check Voltage out of Relay, Check Relay Pins
		4. Failed Current Sensor	Replace Current Sensor
		5. Pump Failed Open Windings	Replace Pump
		6. Household Circuit breaker Off	Turn on Circuit
		7. X3 Input Failed On PLC	Replace PLC
		8. Thermal Trip	Add Water, Check Floats levels
Pump Back Alarm or Denite Pump Back Alarm	Pump Back Pump or Denite Pump Back Pump told to run but no feedback	1. Circuit Breaker tripped.	Reset Breaker, or Replace Breaker or Pump
		2. Failed Neutral Connection	Check Connections
		3. Pump Failed Open Windings	Replace Pump
		4. Relay Failed	Check Voltage out of Relay, Check Relay Pins
		5. Failed Current Sensor	Replace Current Sensor
		6. Household Circuit breaker Off	Turn on Circuit
		7. X4 Input Failed On PLC	Replace PLC
UV Fault	No feedback from UV	1. Fuse Blown	Replace Fuse if continues Change Ballast
		2. UV Bulb and/or Ballast failed	Replace Bulb and/or Ballast, Check Sleeve
		3. Failed Current Sensor	Replace Current Sensor
		4. X5 Input Failed On PLC	Replace PLC
		5. Household Circuit breaker Off	Turn on Circuit
Alarm	Alarm sounding, reset button ineffective	1. F1 Breaker Tripped	Reset Breaker if Continues Check for Shorts
		2. Relay Failed	Check Voltage out of Relay, Check Relay Pins
		3. Failed Neutral Connection-Missing or Loose	Check Connections or add wire.
		4. PLC stalled	Cycle Power
		5. Button Failed	Replace Button