Troubleshooting

AQUASTRONG™

Code	Problem	Probable Causes	Corrective Action
E1	Phase loss protection	Motor phase loss	1. Press the pause button to clear the fault,then restart and verify whether there is a phase loss again. 2. Turn off the power,wait until the power is completely off,and then restart. 3. Disconnect the power first,open the cover box to check whether the U/V/W 3 pins and the power cord pins are in normal contact,and unplug the power cords on the three U/V/W pins,and measure the resistance of the three motor lead wires U/V/W in pairs,measure three times in total,and observe whether their resistance values are the same.If there is a phase loss,the resistance value is infinite and the motor needs to be replaced. 4. If there is any problem with the product quality,please contact customer service for replacement.
E2	Startup failed	Motor start failure	1. Press the Pause button to clear the fault,then restart and verify whether there is a fault again. 2. Turn off the power, wait until the power is completely off,and then restart. 3. Check whether the motor is blocked. After the power is off,manually turn the fan blade at the tail of the motor to confirm whether it can rotate. Continue to rotate for more than 2 circles,then turn on the power and try to run. 4. Disconnect the power first, disassemble the cover box to check whether the U/V/W 3 pins and the power cord pins are in normal contact,and unplug the power cord from the three U/V/W pins,and measure the resistance of the three motor lead wires U/V/W in pairs. Measure three times in total to see if the resistance values are the same.If they are different,the motor is abnormal and needs to be replaced. 5. If there is any problem with the product quality,please contact customer service for replacement.
E4	PFC Failure	PFC boost voltage abnormal	1. Press the pause button to clear the fault,then restart and verify whether it is faulty again. 2. Turn off the power,wait until the power is completely off,and then restart. 3. If there is any problem with the product quality,please contact customer service for replacement.
E5	Chip over temperature	Chip temperature overhigh	1. Stop the machine and wait for the temperature to drop before restarting it. 2. If there is any problem with the product quality,please contact customer service for replacement.
E6	PFC bias voltage failure	PFC bias voltage abnormality	1. Press the pause button to clear the fault,then restart and verify whether it is faulty again. 2. Turn off the power,wait until the power is completely off,and then restart. 3. If there is any problem with the product quality,please contact customer service for replacement.
E7	Bias voltage failure	Controller bias voltage abnormality	1. Press the pause button to clear the fault,then restart and verify whether it is faulty again. 2. Turn off the power,wait until the power is completely off,and then restart. 3. If there is any problem with the product quality,please contact customer service for replacement.
E8	Short circuit protection	Output short circuit	1. Press the pause button to clear the fault,then restart and verify whether there is a fault again. 2. Turn off the power,wait until the power is completely off,and then restart. 3. Turn off the power,open the controller cover,check whether there is water accumulation inside,make sure it is dry,check whether the U/V/W 3 pins and the power cord pins are in contact with each other to cause a short circuit,and unplug the power cord from the U/V/W 3 pins,and measure the resistance of the two pairs,measure three times in total,and observe whether the resistance value is the same.If the short-circuit resistance value is 0,the motor needs to be replaced. 4. If there is any problem with the product quality,please contact customer service for replacement.
E10	Communication failure	Mainboard / panel cannot communicate	1. Press the pause button to clear the fault,then restart and verify whether it is faulty again. 2. Turn off the power,wait until the power is completely off,and then restart. 3. Check whether the connection cable between the mainboard and the panel is connected properly. 4. If there is any problem with the product quality,please contact customer service for replacement.

See installation manual and/or video for referenced sections.



Service Email:
service01@aquastrong.it

24 MONTHS LIMITED WARRANTY