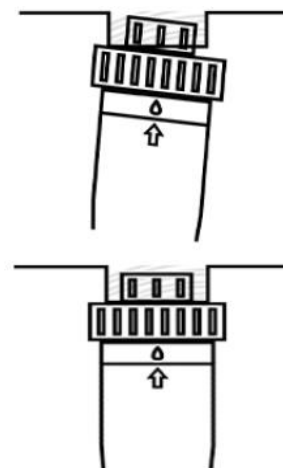
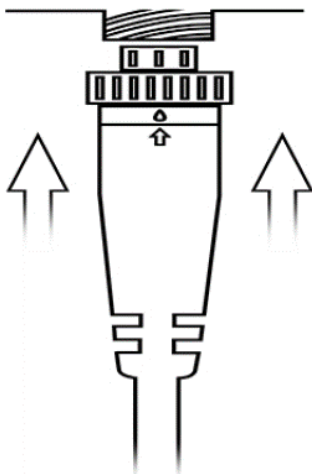


## Cell Connection Troubleshooting

Please note that you may normally see that message for the first couple of moments when the control box is first turned on. Beyond that, this error will be displayed when there is not a proper connection between the Salt Cell and the Control Module. Performing these procedures once or twice will solve most connection issues. If for some reason an issue persists, please call tech support at 888-206-9938x2 and we can help you move forward if needed.

**Most Common – Improper Connection.** There are often times when users perceive that the Cell Cable is connected. However, there can be common conditions that cause misalignment or improperly-seated connections. Even if you believe your cable is currently physically connected, please follow these steps carefully which will solve the majority of issues:

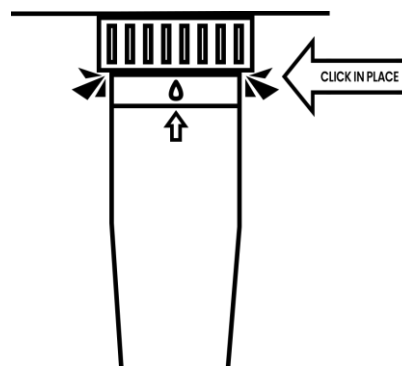
- 1) Turn off all power at the Control Module.
- 2) Fully disconnect the Cell Cable from the Control Module.
- 3) Reconnect the Cell Cable to the Control Module, making sure that the plug is correctly aligned
- 4) Make sure that the plug is fully inserted, and fully seated down into the terminal (and not inserted at a slight angle).



- 5) Tighten the Cell Cable's lock-ring by hand (no tools)



- 6) Tighten until you feel the lock ring click into place. Ensure lock ring isn't easily loosened or continually spinning.



- 7) Restore power to the Control Module.

**Less Common Issues – Damaged Cable / Cell Connection.** If after attempting the previous procedure there still exists a Cell connection issue, inspect the Cable and the male/female Cell connectors, and if necessary take the following additional steps to ensure there is not a damaged connection:

- 1) Turn off all power at the Control Module
- 2) Ensure that there is no tension in the Cell Cable that may be pulling on the Cell Cable connection. Inspect the Cell Cable for damage, cuts, abrasions, etc...
- 3) Disconnect the Cell Cable from the Control Module
- 4) Inspect the Cell Cable's male / female connectors. Ensure that no dirt / debris/ insects / corrosion / etc.. has filled any terminal hole, which may prevent a proper connection to the male pin that gets inserted. If any debris is present, clean out terminal(s).
- 5) On the Control Module's cord terminal with the silver male pins, take a needle-nose pliers and gently pull on each pin to ensure it is fully extended. It is possible that during attempts to connect the Cell Cable one or all of these pins may have been pushed back into the body of the plug; a recessed pin will not create a full connection and cause the error message.
- 6) Reconnect the Cell Cable to the Control Module, following steps 3-6 in the previous section to ensure a proper connection.
- 7) Restore power to the Control Module.

If after attempting the previous procedures there still exists a Cell connection issue, there may be damage to sensors or components and tech support will assist you with your equipment. Please call: 888-206-9938x2