



Air Conditioning / Heating  
(561) 482-7495  
(561) 368 0028 Fax



## Pool Heat Pump Troubleshooting Guide

- How do we know if the Pool Heater is working?
  - The fan should be blowing air from the top that is colder than the outside temperature
  - Place your hand in front of one of the pool jets – the water from the jets should feel warmer than the surrounding pool water
  - After 15 to 20 minutes of runtime, there should be water draining from the base of the heater
- My pool display is blank
  - There may be no power to your heater
    - Check to see if breaker is tripped off, or
    - If your unit has fuses, check for bad fuses to be replaced
  - Component inside heater has failed – call for service
- Indicator on your pool heater reads ‘Low Flow’
  - Check to see if filter is dirty
  - Check to see if valves are set incorrectly
  - Check to see if By-Pass Valve is open too far
- Indicator on your pool heater reads ‘Low Refrigerant’
  - Call for service – there may be a refrigerant leak in the system
- High Refrigerant Pressure
  - Check for water flow restriction
  - Valves may be set incorrectly, causing slow down of water flow from the heater