

## After Hours Service Guide

When an issue arises with a Hydrotherm system, an alarm will sound. The majority of the alarms can be found at the water temperature reading (flashing between water temperature and an alarm). These alarm codes are used to diagnose specific servicing requirements.

ERROR CODE	ERROR STATUS	CAUSE	ERROR HANDLING
A1/OP/High temp	Thermal Sensor alarm	Water temperature sensor open circuit or short circuit.	<ol style="list-style-type: none"> <li>1. Turn off the system at the wall/fuse box for 1 hour, then return power and see if sensor has recalibrated.</li> <li>2. Turn on the system using the on/off button.</li> <li>3. Call Hydrotherm to arrange service call out during business hours.</li> </ol>
A2	Condensor coil sensor alarm.	Condensor coil temperature. sensor open circuit or short circuit.	<ol style="list-style-type: none"> <li>1. Press the Up or Down arrow once to stop the alarm from sounding. The error code will still appear on the display, however the system should still continue to complete the heat cycle (unless the sensor is completely out of calibration).</li> <li>2. Call Hydrotherm to arrange a service during business hours.</li> </ol>
A3	Exhaust sensor alarm.	Exhaust temperature. sensor open circuit or short circuit.	<ol style="list-style-type: none"> <li>1. Press the Up or Down arrow once to stop the alarm from sounding. The error code will still appear on the display, however the system should still continue to complete the heat cycle (unless the sensor is completely out of calibration).</li> <li>2. Call Hydrotherm to arrange a service during business hours.</li> </ol>
A4	Ambient temperature. sensor alarm.	Ambient temperature sensor open circuit or short circuit.	<ol style="list-style-type: none"> <li>1. Press the Up or Down arrow once to stop the alarm from sounding. The error code will still appear on the display, however the system should still continue to complete the heat cycle (unless the sensor is completely out of calibration).</li> <li>2. Call Hydrotherm to arrange a service during business hours.</li> </ol>

A5	Low/High pressure alarm or settings needs to be modified.	Oversensitive Pressure switch protection alarm.	<ol style="list-style-type: none"> <li>1. Press the Up or Down arrow once to stop the alarm from sounding. The error code will still appear on the display, however the system should still continue to complete the heat cycle (unless the sensor is completely out of calibration).</li> <li>2. Call Hydrotherm to arrange a service during business hours.</li> </ol>
A7	Compressor temperature sensor alarm.	Compressor temperature sensor open circuit or short circuit.	<ol style="list-style-type: none"> <li>1. Press the Up or Down arrow once to stop the alarm from sounding. The error code will still appear on the display, however the system should still continue to complete the heat cycle (unless the sensor is completely out of calibration).</li> <li>2. Call Hydrotherm to arrange a service during business hours.</li> </ol>
A8	Blocked condensate line.	Build up of material has caused the condensate line to be blocked.	<ol style="list-style-type: none"> <li>1. Undo the condensation connection and blow air or water through draining pipe. <b>Do not blow air or water directly into the system.</b></li> <li>2. Use cable tie or wire to check for blockage in condensation connection.</li> <li>3. Check no water is pooling inside of the condensate collection pan at the top of the unit.</li> </ol>
A9	Return Gas Temperature Sensor	Return Gas Temperature Sensor open circuit or short circuit.	<ol style="list-style-type: none"> <li>1. Press the Up or Down arrow once to stop the alarm from sounding. The error code will still appear on the display, however the system should still continue to complete the heat cycle (unless the sensor is completely out of calibration).</li> <li>2. Call Hydrotherm to arrange a service during business hours.</li> </ol>
No Display	No power to the screen board	The Hydrotherm system has no power to the system.	<ol style="list-style-type: none"> <li>1. Check hot water system is on at the fuse box.</li> <li>2. If the system is plugged in like a regular appliance, try testing the unit on a different power point. Use an extension cable is necessary.</li> <li>3. Check to see what tariff the system is on (see electricity bill): Continuous or Tariff 11=24hrs/day of power.</li> </ol>

			<p>Shoulder or Tariff 33 = 16hrs/day of power. Off-Peak Tariff 31 = 8hrs/day of power. If system does not turn on during powered period of tariff, contact electricity company to check statuses of the tariff in the area.</p> <p>4. Contact Hydrotherm on 1300 769 904.</p>
Alarm symbol - no error code	Voltage fluctuation alarm	Spikes in voltages	<p>1. Turn system off for 1 hour at the fuse box. Turn system back on at the fuse box. If issue persists, call Hydrotherm on 1300 769 904.</p>