

# Retro Jet Salt Chlorine Generator

## Tech Troubleshooting Guide

### TO COMPLETE WARRANTY CLAIM OR REPLACE PARTS:

To complete the warranty claim or replace parts you will need to have the Part Numbers and Serial Numbers from the Power Supply and Cell. The power supply information is on the left side label, P/N begins with CLG, and Serial Number under bar code. The cell information is on the bottom of the cell on a sticker.



The Retro Jet has a 1 year warranty. To process a warranty claim, please submit a claim on [www.fastrma.com](http://www.fastrma.com). Then send the invoice to [support@solaxx.com](mailto:support@solaxx.com) or fax to 561-455-0257.

## IF SYSTEM ERROR LIGHT IS ILLUMINATED

- If System Error Light is lit, to get the correct Error Code, the ON/OFF Button light **MUST BE OFF.**
- If the ON/OFF Button light is on, then tap the ON/OFF button once.
- The ON/OFF light will go off, and the system error light will remain on with LED lights.
- How many LED lights are lit?



- Check salt level and adjust to minimum 3500ppm.
- Check for air getting pulled into the cell causing large bubbles.
- Turn off pump and Retro Jet.
- Check all connections and clean if necessary.
- Disconnect cell connections from power supply and connect the white and black connections from the power supply together to bypass the cell. Do not leave the connections to power supply together while waiting for error code for too long, it could damage the power supply



- Turn back on pump and Retro Jet.
- If you get error code 2? Replace the cell.
- If you do not get error code 2? Replace the power supply.
- To protect the other connections until replacement part arrives connect cell and power supply back together correctly.

## System Error Code 2 Over Current



- Turn off pump and Retro Jet.
- Is there anything stuck in between the blades? Make sure not to stick anything in between the blades to get it out. Use a high-pressure hose to clean out debris.
- Check all connections and clean if necessary.
- Check cell blades. If they are damaged, replace the cell.
- Disconnect one end of the cell and power supply connections, so you only have one side connected and one side disconnected. Do not leave the connections to power supply together while waiting for error code for too long, it could damage the power supply.



- Turn back on pump and Retro Jet.
- If you get error code 1 – Replace the cell.
- If you get error code 2 - Replace the power supply.
- To protect the other connections until replacement part arrives connect cell and power supply back together correctly.

**For all of these error codes, you will need to replace the Power Supply**

**System Error Code 3  
Temp Sensor Connections**



**System Error Code 4**



**System Error Code 5**



**System Error Code 6**



**System Error Code 7**



**Water Flow Light**



### **No Power on Display Board**

- **Is the pump running? Yes**
- **Did you check all the breakers? Yes**
- **Is there power going to the unit? Yes**

**If all is working and there is power but the system is not coming, need to replace power supply.**

### Check Cell Light (Solid)



- **Solid Check Cell light means:**
  - 1) Cell came to end of its useable life – if cell hits end of its useable life naturally less than 2 years old, the system goes into the limited portion of the warranty and the cell gets a 40% discount from the MSRP pricing.
  - 2) Critical salt level - Check current salt level. Critically low/high salt level will trigger the solid check cell light.
  - 3) Cell needs cleaning - Clean the calcium build up. Soak in 1 part muriatic acid and 4 parts water until foaming stops (takes about 5 to 10 minutes). Might need to do it 2 or 3 times depending on the buildup
  - 4) Damage to blades. - Is there anything stuck in between the blades? Make sure not to stick anything in between the blades to get it out. Use a high-pressure hose to clean out debris. Check blades for damage.
- Is the pool losing prime causing large bubbles to go through the cell?
- When putting a new cell on, it can show a check cell solid. The system calibrates every 40 minutes. When it calibrates the check cell will go off.
- Put system into Tech Mode on next page

# Salt Generator Tech Mode

## Getting into Tech Mode:

- Tap the Chlorine Level Button until all 8 LEDs are on.
- Wait to allow the system to ramp up and then hold Super Chlor Button or Boost Button for 3 seconds until the water flow light comes on. The LED lights will alternate back and forth with the ON/OFF LED light.

## Check Amps:

- How many LED lights are on with ON/OFF LED on and how many alternates with the ON/OFF LED off?
- Example: 5 lights on with ON/OFF LED on and 8 lights alternate with ON/OFF LED = 5.8 amps or 6 lights on with ON/OFF LED on and 0 lights alternate with ON/OFF LED = 6.0 amps.
- Optimal ranges for amps are between 5.8 and 6.0
- Anything less the cell has come to the end of its useable life, cell needs cleaning or the blades are damaged

## Check Volts:

- Check volts by tapping the Chlorine Level Button once, and the low salt light will come on. The LED lights above Chlorine Level Button will alternate back and forth with the ON/OFF LED light.
- How many LED lights are on with ON/OFF LED on and how many alternates with the ON/OFF LED?
- 1 light on with ON/OFF LED on and 4 lights alternate with ON/OFF LED = 14
- 13-14 volts good for 15K
- 18-20 volts good for 25K
- 25-27 volts good for 40K
- Low Voltage – high salt, something stuck, or cell causing short.
- High Voltage – low salt, dirty cell, or connection problems or end of life of the cell.

Volt levels are based on 3,500ppm of salt. If salt is low volts are higher than range and if salt is high volts are lower than range
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## Check Hours:

- Chlorine Level Button twice to get to system error light
- How many LED lights are on with ON/OFF LED on and how many alternates with the ON/OFF LED?
- 5 lights on with ON/OFF LED on and 8 lights alternate with ON/OFF LED = 5800 hrs

### Check Cell Light (Flashing)



Check Cell Light Flashing is a warning that the cell has been running for 8,000 hours. It comes on when the power supply shows the hours and has to be reprogrammed off to turn off the check cell flashing. First check the amps and volts if they are good, than reprogram the power supply on the last page of the guide. When the cell has hit the end of it life, the check cell solid will come on.

### Check Amps:

- Tap the Chlorine Level Button until all 8 LEDs are on.
- Wait to allow the system to ramp up and then hold Super Chlor Button or Boost Button for 3 seconds until the water flow light comes on. The LED lights above Chlorine Level Button will alternate back and forth with the ON/OFF LED light.
- How many LED lights are on with ON/OFF LED on and how many alternates with the ON/OFF LED off?
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- Optimal ranges for amps are between 5.8 and 6.0
- Anything less the cell has come to the end of its useable life, cell needs cleaning or the blades are damaged

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Volt levels are based on 3,500ppm of salt. If salt is low volts are higher than range and if salt is high volts are lower than range

### Low Salt Light (Flashing)



- **Low Salt Light Flashing means:**
  - a. Salt level is getting critically low
  - b. The cell needs cleaning - Clean the cell by soaking the cell in 1 part muriatic acid and 4 parts water until foaming stops takes about 5 to 10 minutes. Might need to do it 2 or 3 times depending on the buildup
  - c. Cell blades have worn down due to usage and the cell is coming to the end of its useable life - Low salt light flashing comes on when the blades have naturally worn down over time. Needs to check the amps and volts, if amps are good and volts are high, then the blades are wearing down. This is a sign of an aging cell.
  - d. The Power Supply is programmed to the wrong size for the cell. Need to check the programming

### Check Amps:

- Check amps by tapping Chlorine Level Button until all 8 LEDs are on.
- Wait to allow the system to ramp up and then hold Super Chlor or Boost Button for 3 seconds until the water flow lights come on. The LED lights above Chlorine Level Button will alternate back and forth with the ON/OFF LED.
- How many LED lights are on with ON/OFF LED on and how many alternates with the ON/OFF LED?
- Example: 5 lights on with ON/OFF LED on and 8 lights alternate with ON/OFF LED = 5.8 amps or 6 lights on with ON/OFF Button and 0 lights alternate with ON/OFF Button = 6.0 amps.
- Optimal ranges for are between 5.8 and 6.0
- Anything less the cell has come to the end of its useable life, cell needs cleaning or the blades are damaged

## Low Salt Light Flashing

### Check Volts:

- Check volts by tapping the Chlorine Level Button once, and the low salt light will come on. The LED lights above Chlorine Level Button will alternate back and forth with the ON/OFF LED.
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- Example: 1 light on with ON/OFF LED and 4 lights alternate with ON/OFF LED = 14
- 13-14 volts good for 15K
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- Low Voltage – high salt, something stuck, or cell causing short.
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### Check Programming:

- Check the programming of the power supply to make sure it matches the cell.
- Leave pump on.
- Manually turn off PureChlor.
- Hold down the Chlorine Level Button until the LED lights up. 1 light – 15K, 4 lights – 25K and 8 lights – 40K. To get the size of system look on the label on left side P/N: CLGx15A – 15K, CLGx25A – 25K and CLGx40A – 40K.
- If the programming does not match then need to tap the Chlorine Level Button to get to the right amount of LED lights. 1 light – 15K, 4 lights – 25K and 8 lights – 40K.
- Manually turn on Salt Generator, turn off electrical from breaker for about 30 seconds

## Not Producing Chlorine

- How many hours a day are you running the unit and at what chlorine level? Systems closer to the size of the pool will need to be at higher run times.
- Check salt levels and adjust to required level of 3500ppm.
- Clean cell from buildup. Soak in 1 part muriatic acid and 4 parts water until foaming stops takes to about 5 to 10 minutes. Might need to do it 2 or 3 times depending on the buildup. Make sure to not stick anything in between the blades.
- Test the water chemistry.

Salt – 3500ppm to 4500ppm, Free Chlorine – 1-3ppm, pH – 7.2 -7.6ppm, Alkalinity 80 -120ppm, Cyanuric Acid 50-80ppm, Phosphates 0ppm, Nitrates 0ppm, Calcium Hardness 250 – 300ppm, TDS less than 1500ppm (after subtracting salt level)
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- Are you losing prime? System will shut down to protect itself

**Check Amps: If Amps and Volts are good, then the system is working.**

- Check amps by tapping Chlorine Level Button until all 8 LEDs are on.
- Wait to allow the system to ramp up and then hold Super Chlor or Boost Button for 3 seconds until the water flow lights come on. The LED lights above Chlorine Level Button will alternate back and forth with the ON/OFF LED.
- How many LED lights are on with ON/OFF LED on and how many alternates with the ON/OFF LED?
- Example: 5 lights on with ON/OFF LED and 8 lights alternate with ON/OFF LED = 5.8 amps or 6 lights on with ON/OFF Button and 0 lights alternate with ON/OFF Button = 6.0 amps.
- Optimal ranges for are between 5.8 and 6.0

**Check Volts:**

- Check volts by tapping the Chlorine Level Button once, and the low salt light will come on. The LED lights above Chlorine Level Button will alternate back and forth with the ON/OFF LED.
- How many LED lights are on with ON/OFF LED and how many alternates with the ON/OFF LED?
- Example: 1 light on with ON/OFF LED and 4 lights alternate with ON/OFF LED = 14
- 18-20 volts good for 30K - Volt levels are based on 3,500ppm of salt. If salt is low volts are higher than range and if salt is high volts are lower than range

## Reprogramming the System

- To reset the programming of the power supply with the new cell.
- Leave pump on.
- Manually turn off Retro Jet.
- Hold down the Chlorine Level Button until 4 LED lights light up. With the lights off and hold down it takes a few for them to come on
- Tap the Chlorine Level Button twice the lights do not move and let them turn off
- Hold down the Chlorine Level Button again until 4 LED lights back up and tap the Chlorine Level Button once and let the lights go off.
- Manually turn on Retro Jet
- Unplug system for 30 seconds
- Re-plug back in and if the system is off tap the on/off button once.
- Allow the system to run for at least 5 minutes to remember the setting before it shuts off