

2015 New SuperFlo VS Troubleshooting Guide

When encountering problems with keypad function on the new SuperFlo VS, first and foremost one must ensure that there is sufficient power being supplied to the unit and that breakers are not tripped. If the unit is powered and the keypad is still unresponsive, the problem may be one of the following:

1. The pump is in safe mode
 - This can occur when there is a power cut to the pump
 - To take the pump out of safe mode, press and hold the up arrow, down arrow, and Speed 1 buttons simultaneously for 3 seconds
 - Once out of safe mode, the pump should function normally
 - If this is a recurring problem, there may be an electrical issue and a licensed electrician should inspect the wiring

2. The keypad is locked
 - The pump has a keypad lock feature to prevent anyone from changing settings accidentally
 - To disable keypad lockout, press and hold the Speed 1 and Quick Clean buttons simultaneously for 3 seconds
 - If successful, the display will show “Loc OFF”
 - If after doing this the display reads “Loc ON”, the keypad was not locked out initially and was just locked. Repeat the above steps to unlock the pump

3. The pump requires a factory reset
 - Failing everything else, a factory reset should fix any problems
 - To reset the pump to factory settings, press and hold the Speed 1, Speed 2, Speed 3, and Quick Clean buttons simultaneously for 3 seconds
 - The display should read “FACt rSt” if successful
 - The pump will need to be reprogrammed once successful
 - Factory reset cannot be completed from a keypad lockout state