

# INTELLICHLOR® PLUS & LT SALT CHLORINE GENERATORS: FREQUENTLY ASKED QUESTIONS (FAQ)

## Installation:

- 1. Can the salt chlorine generator (SCG) units be installed vertically or horizontally?**
  - a. Yes, the units can be installed either vertically or horizontally. Refer to the Installation and Maintenance Guide.
- 2. Is this new unit the same length (plumbing wise) as the current IntelliChlor generators?**
  - a. The IntelliChlor LT15, LT25 and Plus30 generators match the iChlor® Salt Chlorine Generator (SCG) form factor, while the IntelliChlor Plus40 and Plus60 generators match the current IntelliChlor generator's length. Please refer to the operator's manual for the exact product dimensions and cut-out templates. Thread dimensions and unions are the same as the existing IntelliChlor and iChlor generators. Refer to the Installation and Maintenance Guide.
- 3. Will a pool's plumbing have to be changed to accommodate the new Salt Cells if I have used the previous IntelliChlor or iChlor models?**
  - a. No, the new family of SCGs are designed to retrofit existing IntelliChlor or iChlor plumbing. Refer to the Installation and Maintenance Guide.
- 4. What type of outdoor rating does the system have?**
  - a. All units are outdoor rated IP x5. An IPX5 rating implies that a device can endure direct contact with water that's projected from a nozzle.
- 5. How far should the new SCGs be installed from the heater?**
  - a. Install the SCG cell at a minimum of 3 feet (0.9 m) from the heater outlet. Refer to Installation and Maintenance Guide.
- 6. Are the new models compatible with the PowerCenter PC100?**
  - a. Yes. All new units (LT15, LT25, Plus30, Plus40 and Plus60) are all compatible with the PowerCenter PC100 using the same connector as former iChlor and IntelliChlor SCGs. Refer to the Installation and Maintenance Guide.

## Maintenance:

- 7. What is the specified torque when replacing the sensor module?**
  - a. The specified torque for the sensor module is 18-20 inch/pounds. A T20 torx screw driver is needed for this replacement. A T20 torx drill bit is included in the Sensor Module Replacement Kit. Refer to the Installation and Maintenance Guide.
- 8. What is the cleaning process for the IntelliChlor Plus/LT SCGs?**
  - a. Each box comes with an acid washing kit to easily clean the SCGs. Refer to the Installation and Maintenance Guide for specific instructions.
- 9. How should the IntelliChlor Plus & LT System be maintained?**
  - a. Refer to the Installation and Maintenance Guide.
- 10. Will the new sensor module part number come with a new gasket?**

- a. An O-Ring for the Sensor Module is available as a replacement part (523771). The O-Ring is also included in the sensor module assembly replacement kit (523769).

**11. What options are offered for winterization?**

- a. We offer spacer cells (two length options) to install in lieu of the salt chlorine generators during the winter months. Please refer to the replacement part 523102 for LT15, LT25 and Plus30 units and 520588 for Plus40 and Plus60 units. Refer to the Installation and Maintenance Guide.

**12. How does the unit alert a user that the cell needs to be cleaned?**

- a. The system will generate a WARNING message "SYS OFF CHK CELL" / "CHK MANL INSPECT". Refer to the Installation and Maintenance Guide.

**13. How does the unit alert a user that the blades have worn out?**

- a. The system will generate a WARNING message "SYS OFF CHK CELL". Then an acid clean is recommended following instructions, warnings, and cautions message included in the manual. If the WARNING message "Check Cell" is still on AFTER cleaning, then the blades have worn out and need to be replaced. A new cell assembly (cell and sensor module) can be ordered. Refer to the Installation and Maintenance Guide for replacement part numbers based on model.

**14. What replacement parts are available for this new line of IntelliChlor?**

- a. Refer to the Installation and Maintenance Guide for the complete list and description of replacement parts.

**15. How does the unit alert a user when the sensor module needs to be replaced?**

- a. The system will generate a WARNING message "SYS OFF SENS ERR". Refer to the Installation and Maintenance Guide for replacement part number. The sensor module includes all three sensors in one unit: conductivity, temperature, and flow.

**16. What is the cell disassembly/reassembly process when replacing the controller assembly (HMI) and/or sensor module?**

- a. Refer to the Installation and Maintenance Guide.

## **Operation:**

**17. How does the Boost function work? Is the Boost time able to be changed?**

- a. To activate the Boost Time, press the "BOOST" button, and it will turn the unit at 100% output for 24 hours. At anytime, the boost mode can be cancelled (prior to the full 24-hour period) by pressing and holding "BOOST" again.

**18. What happens if the salinity level is too low? What is the ideal salt level?**

- a. If the salt level falls below 3,000 ppm, the unit will display a WARNING message "ADD SALT". If the salt level falls below 2,600ppm, the unit will shut off and display a WARNING message "SYS OFF LOW SALT". Use the [Salinity Calculator available on www.pentair.com](http://www.pentair.com) to help determine how much salt to add based on the size of the pool. 3,600 ppm is the ideal salt level as indicated on the HMI.

**19. What electrical power source can be used for the new IntelliChlor series? What is the operating voltage range?**

- a. The LT15 generator is compatible with both the new LT15 PowerPack and the PC100. All other units are only compatible with the existing PC100. No new electrical work needs to be done to transition from legacy to new IntelliChlor unit.

Refer to the warnings and instructions listed in the Installation and Maintenance Guide.

- b. The input operating voltage range is 115VAC and 230VAC +/- 10%.

**20. What is the pool water temperature limit on the new series?**

- a. The temperature sensor, attached to the sensor module, protects the SCGs from potential damage when water temperature falls below 52°F ±3°F (or 11°C). The SCG must operate with water temperature higher than 52°F (11°C). When the water falls below 60°F (15°C), you will see a WARNING message stating "LOW TEMP". When the temperature reaches 52°F or falls below 52°F, the unit will shut off and will display a WARNING message stating "SYS OFF LOW TEMP".

**21. What Pentair automation solutions are compatible with the new IntelliChlor series?**

- a. The IntelliChlor Plus and LT SCGs are designed to connect with other Pentair automation systems such as IntelliCenter, IntelliConnect, and IntellipH Systems. The new solution will also work with legacy installed systems such as IntelliSync, SunTouch, EasyTouch and IntelliTouch Systems. When connected to an automation system, chlorine output CANNOT be adjusted at the IntelliChlor HMI. Please refer to the operator's manual for more information.

**22. How should a high salt level in the pool be addressed?**

- a. Dilute the pool water by partially draining and refilling the pool with fresh water until salinity reaches 3600 ppm. Also ensure the salt level is within the recommended range before restarting the system. Please refer to the Installation and Maintenance Guide.

**23. Will SmartSense work with a PowerPack?**

- a. No. To operate the SmartSense you need to connect the unit with the PC100 PowerCenter. Refer to Installation and Maintenance Guide.

**24. Are the interfaces identical between all models?**

- a. All models — LT and Plus SCGs — deliver the same interface and capability with SmartSense.

**25. What is SmartSense? Is it available in all models?**

- a. SmartSense is a capability embedded in all models' firmware that will automatically adjust chlorine production when connected to an IntelliFlo pool pump or pool cover. It has two capabilities: a) SmartSense Flow Detection and b) SmartSense Pool Cover Detection.

**26. What is the lowest and maximum amount of flow before the unit shuts off?**

- a. 25 GPM (94.6 LPM) is the minimum flow required to activate the flow switch inside the SCG. Refer to the Installation and Maintenance Guide.
- b. The maximum flow is 80 GPM (302.8 LPM). For applications requiring a flow rate higher than 80 GPM (302.8 LPM), a bypass should be used to ensure best flow sensing. Refer to the Installation and Maintenance Guide.

**27. How does this new system handle scale build up?**

- a. All units have built-in polarity reversal (every 3 hrs) to minimize scale build up, just like the existing legacy iChlor and IntelliChlor SCGs. Water hardness can vary greatly based on the source of the pool water and affect the scale build up.

**28. What can cause low or no chlorine production?**

- a. Causes of low or no free chlorine include but are not limited to the following: SCG output setting is too low; insufficient SCG run time; environment impacts including rain, high bather load, and fertilizer; high nitrate, phosphate, or metal levels in the pool; dirty or scaled cell blades; low or high cyanuric acid level in outdoor pool. To troubleshoot any of these causes, please refer to Installation and Maintenance Guide.

**29. What is the operating voltage range?**

- a. The input operating voltage range is 115VAC and 230VAC +/- 10%.

**30. What is the ideal salt level for operating the new SCGs?**

- a. 3,600 ppm as indicated on the HMI.

**31. Why are the voltage and amperage showing values of 0, although the unit is powered?**

- a. The solution will only display the voltage and amperage values when the unit is actually chlorinating.

**32. Why does the water temperature in the info screen differ from the water temp in the Pentair Pool App, IntelliCenter System, etc.**

- a. The temperature value the salt cell displays is not always the same as the actual water temperature. Rather, it is the local water temp of where the salt cell sensor is located. The heater has a more accurate reading of the water temperature, so please refer to that value for the most accurate temperature reading.

**Resources:**

**33. What does the QR code on the user interface (HMI) do?**

- a. When the QR code is scanned, it will take a viewer directly to a product page on [www.pentair.com](http://www.pentair.com) to access such as manual, sell sheet, handy calculators, registration links and more.

**34. What makes the new system better?**

- a. Please go to [www.pentair.com/intellichlor-plus-lt](http://www.pentair.com/intellichlor-plus-lt) for a complete description of the value proposition and its features and benefits.

**35. Which unit should be ordered based on the current Pentair model?**

- a. Go to [www.pentair.com/intellichlor-plus-lt](http://www.pentair.com/intellichlor-plus-lt) and use the selector guide under "Take Quiz" area.

**36. How do I know which unit to order based on the size of pool?**

- a. Go to [www.pentair.com/intellichlor-plus-lt](http://www.pentair.com/intellichlor-plus-lt) and use the selector guide under "Take Quiz" area.

**37. What is the warranty of the new IntelliChlor Plus & LT SCGs as TradeGrade Products?**

- a. Three years. For more warranty information, refer to [www.pentair.com/warranty](http://www.pentair.com/warranty).