FAQ – Troubleshooting Flexcon PA (AutoFill)

1 Resolve system errors

Errors can be muted by pressing the Flexcon PA's button once. If the error is not solved, or a new error occurs, the Flexcon Pa will enter the error mode again after 5 minutes. When an error is displayed on the Flexcon PA, the following steps can be taken to resolve them accordingly:

1.1 Battery warning or error [BA]

If a power failure occurs or the AC/DC adapter has been unplugged, the back-up battery is used. When the back-up battery in the Flexcon PA has lost around 70% of its capacity, it will issue a warning when power returns. When the battery is almost completely depleted, it will issue the error code "BA" and sound an alarm.

- Replace the battery by following the steps described in "Replace battery" in the instruction manual;
- ➔ Hold the Flexcon PA button for 10 seconds, to clear the "BA" error / Full RESET?

1.2 Safety valve warning [S]

The code "S" is issued when the safety valve has opened. This happens when the system pressure has reached the safety valve's set pressure. Default value is 3,0 bar. The "high pressure alarm" is usually triggered prior to the "safety valve warning". Please carry out the following actions:

- Reduce system pressure when the "high pressure alarm" and opening of the safety valve persists;
- Check the safety valve for leaks. When it's leaking constantly it might be blocked witch prevent it to close again. If so, please replace the safety valve;
- ➔ Resolve the warning by resetting this component in the Flexcon PA App: "reset timer" in the *Settings tab* for component "Safety valve"

1.3 Expansion vessel warning or error [E]

When the pressure variations due to volume expansion can't be adequately absorbed anymore, the expansion vessel could be the cause. If the expansion vessel has lost its pre-charge or is defect the error code "E" will appear in the display.

- The error means the expansion vessel should be replaced immediately. This error is usually accompanied by the "High pressure alarm" and "Safety valve warning" or "low pressure alarm"
- ➔ After replacing the vessel, resolve the error. In the Flexcon PA App: "reset timer" in *Settings tab* for component "Expansion vessel"

1.4 Low pressure error [LO]

When "Low pressure alarm" is issued, it can be triggered because there hasn't been carried out a top-up action in a long time, or a leak is detected. If an automatic refill action doesn't solve the low pressure, the Flexcon PA AutoFill will enter the error mode, preventing it to re-fill any further before the error is cleared by the user.

- ➔ The user must manually initiate filling (by holding the button for 3 seconds or use "FILL" in Flexcon PA App).

1.5 Leak warning or error [LE]

If a *Pressure decrease* has been too rapid or too sudden. This can indicate a leak in the system.
A leak warning is issued (green LED blinking).

- The *maximum top-up volume for one day* is reached; this can be changed in the Flexcon PA App. Default value is a 2 litres per day. The Flexcon PA AutoFill will still try to top-up automatically the next day;
- If the maximum allowed refill volume per day is surpassed twice, the Flexcon PA will enter error mode. Automatic top-up is deactivated.
- ➔ Please check the system for leakages. If no leak can be found, the system can be topped-up manually, and the error will be cleared

1.6   Input flow warning $\boxed{I\ F}$

This error occurs when a filling attempt by the Flexcon PA AutoFill has failed 3 times. This can indicate the following problems:

- Supply pressure from the water mains is too low or non-existent → Check if the supply pressure is adequate;
- Supply pressure is adequate, but pressure didn't rise (fast enough) during filling. This could indicate a leak;
- ➔ Check if all valves upstream the Flexcon PA AutoFill, are opened. Also check the system separator (back flow preventer) upstream of the Flexcon PA AutoFill, for it could be blocked or closed off.
- The AutoFill valve doesn't open (a clicking sound should be heard when the valve opens)

1.7   Hardware error $\boxed{H}$

Connect to the Flexcon PA with the App to get more information on which component triggered the error. When a hardware malfunction or defect is detected, the error code "H" appears on the display. This can indicate:

- When the pressure sensor (in Flexcon PA) is the problem, try to remove and re-insert the power adapter and let the Flexcon PA restart. If the problem persist, please contact technical support.
- The AutoFill valve is leaking due to fouling in the valve seat or valve housing. Try flushing the valve through opening and closing the AutoFill valve a couple of times. If the problem persists, close the supply valve and contact technical support.
- When the Flow sensor is the problem, check the Flexcon PA App while filling if there is registered what the amount of added water is. If there was definitely water added, please contact technical support / service engineer to check the sensor.
- ➔ The hardware error can be resolved by (removing the back-up battery and) removing the power adapter. Then reinsert the adapter into the power socket.

2   Troubleshooting

2.1   Is the valve leaking due to fouling?

- Before the Flexcon PA AutoFill is installed, please flush the supply piping!
- It is recommended that a strainer is installed upstream the Flexcon PA AutoFill. A strainer could be included in back flow preventers of type BA according to EN1717.
- In the Flexcon PA firmware a function is incorporated to flush the valve when the PA detects that the valve is leaking.

2.2   Why is the automatic top-up function not working on the AutoFill?

- Automatic topping-up can only be activated after initial filling has been performed and the set-pressure was reached.
- In existing systems (already at the desired pressure level) the installer must initiate a manual filling-action (by holding the button for 3 seconds, or via the App on the FILL button). If the set-pressure is already present in the system, the Flexcon PA AutoFill will sound an audio signal twice and cancel the filling mode (FL flashes in display) without opening the valve.
- 1 minute after initial filling, the automatic top-up function is enabled

2.3   Do you need a longer USB cable in order to connect the Flexcon PA to the AutoFill?

- A standard micro USB-B to USB-A cable can be used (available in any electronics store)
- Be aware: the USB cable must be suitable for data transfer

2.4   How do I get the new features of the newer Flexcon PA and the AutoFill?

- Connect with the Flexcon PA App
- Log-in
- Go to System settings (see pos. 6 in image below) and download and install the new version