

IF YOU SEE "ERROR 11" WHEN TRYING TO RUN A BRAND NEW INSTALLATION POWERED ON 115 VOLTS, EITHER A PUMP OR A CONTACTOR COIL, CHECK THIS SHEET FOR POSSIBLE CAUSES.

THE SR500 AND SR500PS ARE EQUIPPED WITH A REDUNDANT RELAY SYSTEM TO PREVENT UNSAFE OPERATION. THERE ARE 2 RELAYS PRESENT IN THE UNIT TO PASS POWER TO THE PUMP OR CONTACTOR. NOT ONLY DOES TWO RELAYS INSTEAD OF ONE EFFECTIVELY DOUBLE THE RELAY SERVICE FACTOR, IT ALSO ENABLES THE MICROPROCESSOR TO PERFORM A SELF-DIAGNOSTIC ON THE RELAYS, CHECKING EACH RELAY FOR CONTINUITY DURING THE STARTUP PROCEDURE. SHOULD A RELAY HAPPEN TO FUSE DURING THE SERVICE LIFE OF THE UNIT, THIS DIAGNOSTIC SEQUENCE WILL DETECT THE ISSUE UPON THE NEXT STARTUP AND PREVENT PUMP OPERATION. (THIS IS A "REAL" ERROR 11 - A FUSED RELAY IN THE SR500 ITSELF) CERTAIN WIRING SCENARIOS DETAILED BELOW WILL PREVENT THIS DIAGNOSTIC SWITCHING/CHECKING SEQUENCE FROM TAKING PLACE. THE UNIT WILL START ON THE SAME RELAY EACH TIME, AND THE MICROPROCESSOR WILL BE FOOLED INTO THINKING THE RELAY IS FUSED AND DISPLAY ERROR 11 AFTER THE STARTUP SEQUENCE.

