INTELLICENTER® POOL CONTROL SYSTEM

Explore possible causes of and resolutions for potential issues that could occur during the migration to IntelliCenter. The following issues may arise during IntelliCenter USB firmware updates:

Problem	Possible Cause(s)	Resolution
My IntelliCenter is not reading my USB drive.	There may be a problem with your USB drive.	Try a different USB drive and make sure it has at least 20 Megabytes of space. If you cannot get a second USB drive to work, contact Pentair customer service at 1-800-831-7133 for assistance.
I cannot download the firmware onto my USB drive.	There may not be enough space on your USB drive.	Ensure the USB drive you are using has at least 20 Megabytes of space. If you still cannot download the firmware onto your USB drive, contact Pentair customer service at 1-800-831-7133 for assistance.
I cannot complete the USB firmware update.	There may be an issue with the process or your IntelliCenter system.	Contact Pentair customer service at 1-800-831-7133 for assistance.

The following issues may arise during an IntelliCenter over-the-air (OTA) firmware update:

Problem	Possible Cause(s)	Resolution
I have not received a notification that my IntelliCenter has the latest firmware release.	Your IntelliCenter may not be connected to the internet.	Make sure your IntelliCenter is connected to the internet to download the latest firmware.
I received a "Firmware Checksum mismatch error."	You may have attempted to install the latest firmware twice.	Install the latest firmware via USB. Contact Pentair customer service at 1-800—831-7133 if you need assistance.
I accepted the latest firmware, but the installation did not work for all my control panels.	If the latest firmware did not install on one or more control panels after being accepted, the panel(s) might not be properly configured and recognized by the IntelliCenter.	Check the configuration of the panels that did not get the firmware update and make sure they are properly configured on the IntelliCenter. Panels that did not update can be updated via USB. Contact Pentair customer service at 1-800—831-7133 if you need assistance.
I am being asked for a security code.	You may have security enabled on the Outdoor Control Panel.	Enter the same passcode that is set in the security settings on the Outdoor Control Panel. If security is not enabled and you see the prompt, please contact Pentair customer service at 1-800—831-7133

Answers to anticipated process questions are as follows:

Question	Answer/Instruction(s)
How do I determine what IntelliCenter firmware release I have?	Follow the "Check My Firmware" instructions here.
Where is the USB drive on my IntelliCenter?	The USB drive is located on the IntelliCenter Outdoor Control Panel just below the touchscreen display.

The following functional issues may arise due to differences between IntelliCenter and EasyTouch®/IntelliTouch® System operation:

Problem	Possible Cause(s)	Resolution
I am having issues with freeze protection. It doesn't seem to operate as it did for EasyTouch/IntelliTouch.	Complications with Activation or Freeze speed features.	Here are some items to check and consider when using freeze protection with IntelliCenter: • For address 1 (typically the filter pump), it is not necessary to turn freeze protection off to set the freeze speed (this is different from EasyTouch/IntelliTouch operation). For addresses 2 to 16 (typically for the variable speed pumps), it is necessary to turn freeze protection off to set the freeze speed. • When a variable speed pump is connected to multiple circuits and there are different speed settings on each circuit, the pump will default to the highest speed. • When a variable speed pump is connected to multiple circuits and you have a mix of RPM and GPM settings, the pump prioritizes the GPM settings over the RPM settings. • When freeze protection is active in freeze mode, the pump will operate at the freeze speed that has been set.
I am having issues with IntelliValve® Actuator.	IntelliValve is not working or is stuck in maintenance mode.	First, check to see if the IntelliValve is clogged, frozen, or has an obstruction. If so, clear the obstruction or wait until the temperature increases enough to melt the ice. If obstructed, the IntelliValve will go into maintenance mode and its lights will flash red. If it is in maintenance mode and the obstruction is cleared, press the reset button on the IntelliValve and it should reactivate.
I am having trouble with the IntelliCenter wireless remote.	The wireless remote may be out of the range of the IntelliCenter.	Move the wireless remote closer to the IntelliCenter. Also, consider using the IntelliCenter2 mobile app rather than the wireless remote.