



Installation Trouble Shooting Quick Guide

If you are having any problems getting your unit to work after going through the check list, please call our technical support team for any help.

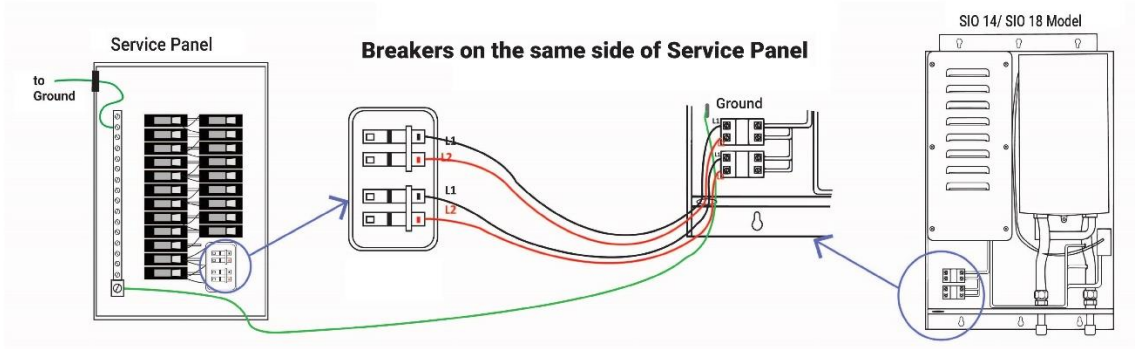
TOLL-FREE 1-888-270-8452

You can also email us at: support@SioGreenusa.com

Problem	Possible Cause	Solution
No Power to Unit	Faulty service panel circuit breaker – loose connection	Check circuit breaker in service panel and check all connections
Unit will not Power Up - 1	Improper electrical connections	Verify line connections – Line 1 in service panel breaker connected to Line 1 in internal breaker in unit – Line 2 connected to Line 2 etc. DO NOT CROSS THE WIRES
Unit will not Power Up - 2	Wires crossed in disconnect	Verify line connections in disconnect box
Unit will not Power Up - 3	Cold – Hot water lines reversed – No flow detected	Verify cold – hot water lines connected correctly
Powers on and runs for a while, then shuts down - 1	Debris caught in flow sensor	Remove flow sensor and dislodge and remove debris. Clean screen filter and replace. Contact Support if necessary.
Powers on and runs for a while, then shuts down - 2	Limited Minimum Flow from open faucet or leak	Ensure all faucets are either closed or wide open for maximum flow

SIO 14 Model: 2 x 30AMP Double Pole, 2 pairs #10 AWG wires
SIO 18 Model: 2 x 40AMP Double Pole, 2 pairs #8 AWG wires

IMPORTANT: DO NOT CROSS OR MIX L1 & L2 CONNECTIONS:



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