



Installation Trouble Shooting Quick Guide

SIO 14 Pro – SIO 18 Pro – SIO 18 Pro Flex

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: info@siogreenpro.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 |



SioGreen Error Codes

Model: **IR-30 POU Pro** **IR-260 POU Pro**

| Code | Problem | Solution |
|------|----------------------------|--|
| b1 | Temperature Sensor problem | Replace sensor |
| E3 | Over-heating protection | Increase water flow – Reduce power setting – Pause to let unit cool down |

Model: **IR-288 POU Pro**

| Code | Problem | Solution |
|------|---|---|
| b1 | Temperature Sensor problem | Replace sensor |
| E3 | Over-heating protection | Increase water flow – Reduce power setting – Pause to let unit cool down |
| E4 | 30 minute run time protection | Turn unit off then turn unit on |
| E5 | Electricity leakage detection | Replace PC Board |
| E6 | Outlet water temperature cannot reach set temperature | Press ON/OFF 3 seconds, adjust power level 1- 8 with up and down arrows with 8 being the highest - this resets the unit |

Model: **SIO 14 Pro** **SIO 18 Pro** **Sio 18 Pro Flex**

| Code | Problem | Solution |
|---------|---|---|
| b1 - E1 | Temperature Sensor problem – Cold water inlet | Replace sensor – Blue Connection |
| b2 - E1 | Temperature Sensor problem – Hot water outlet | Replace sensor – Red Connection |
| E3 | Over-heating protection | Increase water flow – Pause to let unit cool down |
| E5 | Electricity leakage detection | Replace PC Board |