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## **EQ SYSTEMS SMART-LEVEL CONTROL PANEL LOCK UP** **SERVICE ADVISORY**

October 2021

### **Cause and Effect**

Certain voltage irregularities can cause the Smart-Level control panel to “LOCK UP”. In this occurrence all lights on the control panel maybe on solid and no control panel button presses will have any effect including the power switch which will not turn the panel off. This may occur from the “absence” of a properly charged battery in which the only voltage supply is or was from some sort of minimum or low voltage supply to the system. It is also believed that very high voltage spikes may cause the Lock Up.

### **To Remedy**

After a properly connected battery is present supplying the system a power reset will/should remedy the “LOCK UP”. There are multiple ways to accomplish this depending on accessibility.

1. If the power supply to the system from the battery is run through a high amperage circuit breaker (this breaker will normally be 100 amperes or more). Simply manually trip this breaker, wait several seconds then reset the breaker.
2. At the pump assembly locate the two-pin power and ground connector. This connector will have a yellow fused wire and a black wire on the pump side mating with a red wire and a black wire on the harness that feeds the control panel on the other side. Disconnect this connector, wait several seconds, then reconnect.
3. Access the power and ground connector at the back of the control panel. It may be necessary to remove the 4 screws holding the panel in place. Once the connectors are accessible, disconnect the power and ground connector from the back of the panel. This connector is a 3-pin connector with 2 red wires and one black wire. Wait several seconds then reconnect.