

# VSD Pump Range

## Troubleshoot Guide

If an error code appears on the screen, please refer to the below guide for more information.

<b>E01</b>	Low voltage supply (below 130V)	The supply voltage is too low. This is mostly a fault from the local municipality and can damage your pump.	Turn the pump off and disconnect it from the power source. Proceed to contact a registered electrician to inspect your power supply.
<b>E02</b>	High voltage from supply (above 280V)	The supply voltage is too high. This is mostly a fault from the local municipality and can damage your pump.	Turn the pump off and disconnect it from the power source. Proceed to contact a registered electrician to inspect your power supply.
<b>E03</b>	Pressure transducer disconnected/faulty	Caused by a loose cable or damaged pressure transducer.	<ul style="list-style-type: none"> <li>• Check the transducer cable to see if it is damaged or unplugged.</li> <li>• If the cable is intact, return the unit to the supplier you purchased it from. Note: only return the pump to the supplier directly if within the 12 month warranty period, if not, contact JoJo for further assistance.</li> </ul>
<b>E04</b>	Motor temperatures exceeding operating limits	The pump is overheating. This is mostly because of poor ventilation from installing the motor fan end closer than 100mm from the nearest vertical surface (wall or covering).	<ul style="list-style-type: none"> <li>• Ensure that the motor is installed with sufficient spacing between a surface and the motor fan to allow for sufficient cooling.</li> <li>• Ensure that the motor is receiving sufficient ventilation.</li> </ul>
<b>E05</b>	Not in use		
<b>E06</b>	Not in use		
<b>E07</b>	Not in use		
<b>E08</b>	Locked rotor	Caused by object/s (eg. stone, plant matter, string, sand, mineral build-up) entering the system from the supply side and lodging in the pump casing, preventing the impeller from rotating.	<ul style="list-style-type: none"> <li>• Remove the suction and discharge piping and inspect the inlet and outlet for any visible obstruction/s. Remove the obstruction/s if visible.</li> <li>• If the error code continues to display, return the unit to the supplier you purchased it from. Note: only return the pump to the supplier directly if within the 12 month warranty period, if not, contact JoJo for further assistance.</li> </ul>
<b>E09</b>	Variable speed drive PC board fault condition	Caused by power spikes, under voltage and over voltage that damage the PC board. Continued faults of this nature indicate power grid instability and can lead to permanent damage of the electronic circuitry.	<ul style="list-style-type: none"> <li>• <b>IMPORTANT:</b> this is not covered by the warranty.</li> <li>• Please contact JoJo for further assistance. Even though this is not covered by the warranty, we will assess the pump to determine the extent of the damage and advise whether a repair is possible.</li> </ul>
<b>E10</b>	Not in use		
<b>E11</b>	Not in use		

Need assistance? We would love to help.

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