# AMIAD Water Systems Ltd.

# ADI-P - Troubleshooting

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| Version | Content | Author | Date |
|---------|---------|--------|------|
| 1.0 | Preliminary version | Saar Levinkron | 29.10.2023 |
| 1.1 | Addition: Continuous flush while outlet pressure zero | Saar Levinkron | 04.02.2024 |
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# Table of Contents

# Introduction

The ADI-P Filter Backwash Controller is a crucial component of your filtration system, ensuring its efficient operation. This troubleshooting guide aims to assist you in resolving common issues related to the controller, which is controlled via Bluetooth communication and a mobile app.

Please follow the steps below systematically to identify and resolve the problem you are experiencing.

If you have other issues please contact us [adi-p@amiad.com](mailto:adi-p@amiad.com)  or via the mobile application support

# Controller/Hardware issues

| Problem | Cause | Check | Recommended action |
|---|---|---|---|
| The controller fails to initiate flushing. | Empty or low battery. | Examine the battery status. | Replace batteries. |
| | Incorrect DP settings. | Inspect the Differential Pressure (DP) across the filtration system. | Adjust DP settings based on water quality and dirt load. |
| | 'Interval flush pause' is ON. | In the ADI-BLE mobile app, go to Technician settings and check 'Interval Flush Pause' status. | If the 'Interval Flush Pause' status is ON, turn it OFF. |
| | 'Action to take in continuous flush' is set to 'Time only' | Check 'Action to take in continuous flush' in the Technician Settings in the ADI-BLE app. | Go to technician settings >> Action to take in continuous flush' >> change from 'Time only to 'Ignore'. |
| | The controller is set as secondary. | Go to Technician settings and check 'Operation mode' status. | If the 'Operation Mode' status is SECONDARY, Change it to CONTROLLER. Reselect filter type. |
| | The controller is in 'Pause Mode' | Check 'Controller State' in the Settings in the ADI-BLE app. | If the 'Controller State' status is OFF, change it to ON. |
| Valve Issues (Open/Close Problems). | Faulty solenoid. | Inspect the solenoid for defects or wiring. | Replace solenoid or repair wiring. |
| | Clogged control tubes. | Check the control tubes for blockage | Clean the control tubes. |
| | Faulty flushing valve. | Examine the valve for faults. | Service the valve or replace if needed |
| Controller does not work at all. | Improper battery insertion or connection | Verify battery placement and connections. Check battery orientation | Reinsert battery correctly. Ensure secure connections. |
| | Battery damage or age | Inspect battery for damage or age. | Replace damaged/old battery with a compatible one. High quality or industrial grade battery. Our recommendation is to replace the batteries once a year |

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|---|---|---|---|
| Valves Operating Oppositely (Open instead of Close, Close instead of Open). | Solenoid polarity reversed | Ensure solenoids are correctly connected | Reverse the solenoid connections polarity |
| Firmware Update Failed. | Last Firmware version has not been downloaded to the mobile device | Check in the 'About' section that last firmware version has been downloaded | In the ADI-BLE, go to Settings >> About >> check 'Last FOTA Downloaded' date. |
| | Bluetooth interruption. | Verify Bluetooth connection. Ensure mobile device is close to the controller (few meters) and not disturbed. | Retry firmware update while ensuring constant Bluetooth connection. |
| Sensor failure. | Loose connection. | Ensure the sensor tube/wire connection is stable. | Tighten the connection |
| | Sensor malfunction. | Confirm filtration system pressure. | Configure the piston sensor role as an inlet/outlet sensor. Open the mobile app, connect to your controller, and app do the following. Settings >> Technician Settings (password: 1234) >> Sensor Role Config >> Select piston sensor as Inlet or Outlet. Connect the piston sensor to the inlet/outlet tube.  This requires FW version 1.4.6 or newer |
| | Excessive negative pressure in the filtration system | Check water pressure in the system with external pressure stat | install anti vacuum valve at the inlet |

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|---|---|---|---|
| Flushing by interval does not work. | Interval flush pause is ON. | Go to Technician settings and check 'Interval Flush Pause' status. | If the 'Interval Flush Pause' status is ON, turn it OFF. |
| continuous flush while outlet pressure displays zero | | | 1. Reset to factory settings: Click on restore to factory settings in the settings screen.<br><br>2. Go to settings and click on Technician setting.<br><br>3. Insert the password: 1234<br><br>4. Click on Filter type.<br><br>5. Select a different filter type than currently configured.<br><br>6. Click on the V to save:<br><br>7. Reenter to filter type settings, select the desired filter type and click on the V to save. |

# Mobile app\User interface issues

| Problem | Cause | Check | Recommended action |
|---|---|---|---|
| Connection Issues. | Bluetooth disabled. Bluetooth out of range. | Ensure Bluetooth range. Move closer to the controller to establish a Bluetooth connection | Enable Bluetooth on mobile device. Restart device - reinsert one battery. |
| | Mobile app Malfunction. | Reset mobile app. | Exit and enter the mobile app. Reinstall app - unload and redownload the mobile app. |
| | Oher user is connected to this controller. | Check that no one else is connected to the controller. | Reset device (disconnect power/re insert batteries) or disconnect other. User. |
| | Outdated mobile device operating system. | | Update mobile device operating system version. |
| Controller does not present water pressure. | The controller is set as secondary. | Go to Technician settings and check 'Operation mode' status. | If the 'Operation Mode' status is SECONDARY, Change it to CONTROLLER. Reselect filter type |
| I cannot see history in mobile App | Known issue in older versions | Check for the latest ADI-BLE version on Apple store/Google store. Check for FW version to be 1.4.6 or newer | Update controller's firmware if required |
| I see negative value in my DP reading | tubes may have been connected opposite | Check tubes connection polarity to confirm not opposite | Connect tubes in the right direction for inlet/outlet |
| The Controller issues alerts following firmware upgrade | Filter type configuration might be erased | Check filter type configuration | Go to settings >> Click 'Restore to Filter Type Settings'. |
| I get piston error in my ADI-PLT controller | The default filter type configuration has the piston sensor enabled. | Check filter type configuration | Reinsert battery and then select a filter type with piston sensor disabled such as 'Mini-Sigma 2 PS' |

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