



Technical Service Bulletin

Product Category	Model(s) Affected	Date Issued
Sanitizers	IntelliChlor Plus & LT SCGs IntelliCenter / IntelliChlor Plus40 Bundles 523741; 523747; 523730; 523735; 523738; 523744; 523750; 523733; 523744-EC; 523747-EC; 523735-EC; 523770; 523961; 523962; 523964; 523965; 523966; 523967; 523968; 523969; 523914; 523963	October 27, 2025
Topic		Bulletin Number
HMI Controller Assembly Firmware Update – from 1.003 to 1.004		A00709

I Description

Firmware Update Notification – IntelliChlor Plus/LT HMI Controller

Please note that the firmware on the **HMI controller assembly** for **IntelliChlor Plus/LT** units has been updated from **version 1.003 to 1.004**, effective for all units manufactured **on or after October 20, 2025**.

Products affected are:

- All IntelliChlor Plus/LT models sold as individual cells, power bundles or IntelliCenter Bundles
- SKUs affected:
 - 523741 Cell IntelliChlor LT15 - NA Version
 - 523747 Cell IntelliChlor LT25 - NA Version
 - 523730 Cell IntelliChlor PLUS30 - NA Version
 - 523735 Cell IntelliChlor PLUS40 - NA Version
 - 523738 Cell IntelliChlor PLUS60 - NA Version
 - 523744 PWRBDL IntelliChlor LT15 - NA Version
 - 523750 PWRBDL IntelliChlor LT25 - NA Version
 - 523733 PWRBDL IntelliChlor PL30 - NA Version
 - 523744-EC PWRBDL INTELLICHLOR LT15 - ECOMMERCE
 - 523747-EC CELL INTELLICHLOR LT25 - ECOMMERCE
 - 523735-EC CELL INTELLICHLOR PLUS40 – ECOMMERCE
 - 523770 HMI ELEC REPL PLUS (REPLACEMENT PART)
 - 523961 INTELICTR SYS LDCNTR SLT i8PS ICPLS40 CLC
 - 523962 INTELICTR SYS LDCNTR SLT i5P ICPLS40 CLC
 - 523964 INTELICTR SYS LDCNTR SLT i5PS ICPLS40 CLC
 - 523965 INTELICTR SYS LDCNTR SLT i10PS ICPLS40 CLC
 - 523966 INTELICTR SYS LDCNTR SLT i8PS ICPLS40 CLC
 - 523967 INTELICTR SYS LDCNTR SLT i5PS ICPLS40 CLC CP
 - 523968 INTELICTR SYS LDCNTR SLT i10PS ICPLS40 CLC CP
 - 523969 INTELICTR SYS LDCNTR i10D W/SCG ICPLS40
 - 523914 INTELICTR SYS LDCNTR SLT i8P ICPLS40 CLC w/STD VLV
 - 523963 INTELICTR SYS LDCNTR SLT i5P ICPLS40 L/HPW CLC

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Firmware version **1.004** addresses several issues reported in the field, improving system reliability and reducing nuisance alerts. The following issues have been resolved:

- **INSPECT CELL / CHECK CELL** alerts triggered despite no visible buildup on blades
- **SYS OFF / CHECK CELL** alerts despite no visible buildup on blades
- **RESET HMI** not clearing after following the reset procedure
- **BUTTON INOP** (non-responsive buttons)
- **AUTO INCREASE (STANDALONE)** functionality issues
- **WAITING FOR FLOW (AUTOMATION)**
 - Removed “address 1” requirement

II Procedures/Directions

For units currently experiencing any of the issues listed above, please upgrade the HMI firmware to version **1.004**.

Upgrade Process:

- Replace the existing HMI controller assembly (firmware version 1.003) with the updated assembly (firmware version 1.004).
- Use replacement part **SKU 523770**, which is available for order now and expected to begin shipping on **November 4, 2025**.

Important Note:

After updating, the system may still display alerts **only when attention is genuinely required**. This update is designed to eliminate **nuisance tripping**, not suppress necessary alerts.

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Follow the steps below:

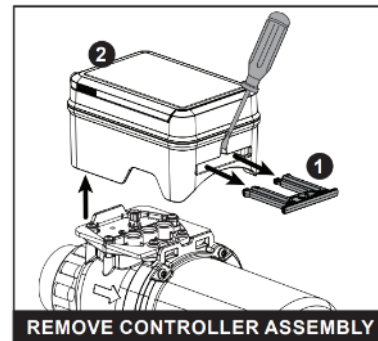
REMOVING THE EXISTING CONTROLLER

1. Disconnect all power to the filter pump, automation controls and SCG at the main breaker.

WARNING STORED CHARGE - Wait a minimum of sixty seconds before servicing.

2. Using a flat blade screwdriver, gently pry the *Retaining Clip (1)* from the *Controller Assembly (2)* and place it aside.
3. Gently lift the *Controller Assembly (2)* from the cell and place it aside in a dry area.

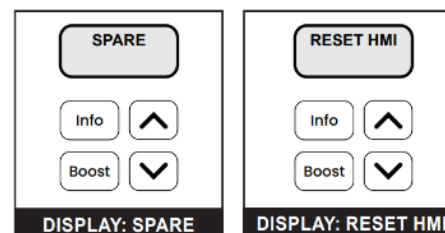
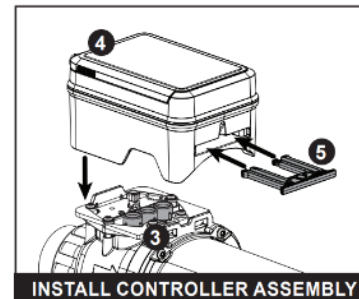
NOTICE Shifting or shimmying the Controller Assembly side to side during removal may damage connection terminals. Only lift upwards.



INSTALLING A NEW CONTROLLER

1. Using the provided dielectric grease, thoroughly coat all three *Sensor-Controller Connections (3)*.
2. Place the *Controller Assembly (4)* onto the cell and gently push down to ensure connections are tight.
3. Reinstall the *Retaining Clip (5)* and ensure the *Controller Assembly (4)* can no longer be separated from the cell body.
4. Reestablish power to the filter pump, automation controls and SCG at the main breaker.
5. After repowering, the controller will display one of following messages:

- **SPARE:** No further action is needed. The controller will automatically sync historical and run-time data with the cell.
OR;
- **RESET HMI:** Controller must be manually RESET before it can pair to the cell. Continue to the *Pairing a Previously-Used Controller (Reset HMI)* section below.



Allow up to 45 seconds for pairing to complete



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Further detailed instructions are also included in document entitled “CONTROLLER KIT INSTRUCTIONS” (523751A) available on the IntelliChlor Plus website (in the Manuals Section) :

<https://www.pentair.com/en-us/pool-spa/products/water-treatment/intellichlor-plus-lt-salt-chlorine-generators.html>

Please note that **The HMI replacement part (SKU 523770) only comes in black overlay** and can be used across all models (LT15, LT25, PL30, PL40 and PL60).

III Distribution:

TO:	COPY:
Sales and sales support, tech service, customer service, trainers, warranty administration, warranty coordinators, field technicians	Engineering Managers, Quality Managers