



FREEZE PROTECTION ON THE INTELLICONNECT™ CONTROL AND MONITORING SYSTEM

Some IntelliConnect units are not updating the AccuWeather® temperature, which controls freeze protection. Please check the Pentair Link₂O™ Technology App see if the IntelliConnect is getting the correct temperature for your zip code. We have seen some instances where an incorrect zip code was entered or the zip simply does not exist.

To perform the check:

- Choose your device in the Link₂O app. This will take you to the main dashboard.
- On the main dashboard click on the drop down arrow in the Status bar.
- Click Setup
- At the top setup page, you will see current temperature in your zip code. This is updated hourly from AccuWeather. If this is not close to the temperature in your zip code, turn off freeze protection temporarily and then turn it back on with the toggle.

If it is still not correct, take the following steps to correct the issue:

- Click on the drop down in the status bar.
- Click on the Install Details page.
- Choose Edit Device. Check that the correct zip code has been entered for your area. Use the 5-digit zip code for your area. Then press Save Changes before leaving the page.

Next power down the IntelliConnect at the breaker for at least 15 seconds. After restoring power to the IntelliConnect and the unit is back online, indicated by a solid green link light check the Setup page in the app. The AccuWeather temperature data should update within a few minutes.

Note: When freeze protection is in the OFF position in the app the temperature will not update. It will also not update temperature when the unit is in service mode.

If you are still having issues place a ticket in the help section of the app or call our tech service department at 800-831-7133.

If you continue to have issues please take proper precautions during the cold weather to make sure that your pool does not freeze until we help you get the issue corrected.

AccuWeather® is a registered trademark of AccuWeather, Inc.

If your wireless connection, internet or the AccuWeather weather service website is not working, the freeze protection feature will not be operable.

