



Installation Trouble Shooting Quick Guide

SIO 14 Pro – SIO 18 Pro – SIO 18 Pro Flex

If you are having any problems getting your unit to work after going through the check list, please call our technical support team for any help.

TOLL-FREE 1-888-270-8452

You can also email us at: support@SioGreenusa.com

Problem	Possible Cause	Solution
No Power to Unit	Faulty service panel circuit breaker – loose connection	Check circuit breaker in service panel and check all connections
Unit will not Power Up - 1	Improper electrical connections	Verify line connections – Line 1 in service panel breaker connected to Line 1 in internal breaker in unit – Line 2 connected to Line 2 etc. DO NOT CROSS THE WIRES
Unit will not Power Up - 2	Wires crossed in disconnect	Verify line connections in disconnect box
Unit will not Power Up - 3	Cold – Hot water lines reversed – No flow detected	Verify cold – hot water lines connected correctly
Powers on and runs for a while, then shuts down - 1	Debris caught in flow sensor	Remove flow sensor and dislodge and remove debris. Clean screen filter and replace. Contact Support if necessary.
Powers on and runs for a while, then shuts down - 2	Limited Minimum Flow from open faucet or leak	Ensure all faucets are either closed or wide open for maximum flow



SioGreen Error Codes

Model: IR-30 POU Pro IR-260 POU Pro

Code	Problem	Solution
b1	Temperature Sensor problem	Replace sensor
E3	Over-heating protection	Increase water flow – Reduce power setting – Pause to let unit cool down

Model: IR-288 POU Pro

Code	Problem	Solution
b1	Temperature Sensor problem	Replace sensor
E3	Over-heating protection	Increase water flow – Reduce power setting – Pause to let unit cool down
E4	30 minute run time protection	Turn unit off then turn unit on
E5	Electricity leakage detection	Replace PC Board
E6	Outlet water temperature cannot reach set temperature	Press ON/OFF 3 seconds, adjust power level 1- 8 with up and down arrows with 8 being the highest - this resets the unit

Model: SIO 14 Pro SIO 18 Pro Sio 18 Pro Flex

Code	Problem	Solution
b1 - E1	Temperature Sensor problem – Cold water inlet	Replace sensor – Blue Connection
b2 - E1	Temperature Sensor problem – Hot water outlet	Replace sensor – Red Connection
E3	Over-heating protection	Increase water flow – Pause to let unit cool down
E5	Electricity leakage detection	Replace PC Board