NEO

AutoChlor®

RESIDENTIAL SALT WATER CHLORINE GENERATOR

INSTRUCTION MANUAL

MODEL RANGE

NEO-15, 25, 35, 45, 60, 80, 100

AIS WATER
Enhancing life

AutoChlor®

WARRANTY

For full warranty terms and conditions and to register your product, visit www.aiswater.com.au/warranty-registration and complete your details.
Or scan the QR code to go directly to the registration page.

Record your equipment details here for quick reference:

MODEL NO:

SERIAL NO:

PURCHASED FROM:

PURCHASED DATE:

INSTALLATION DATE:

INSTALLER INFORMATION:

NOTE: Proof of purchase / installation is required for warranty claims. Please keep your records in a safe place

Your local dealer:

For international warranty claims: Please contact your local dealer.

NEO

CONTENTS

SECTION 1

1.0 IMPORTANT SAFETY INSTRUCTIONS

READ AND FOLLOW ALL INSTRUCTIONS

All electrical work must be performed by a qualified installer and conform to all national, state, and local codes. When installing and using this electrical equipment, basic safety precautions should always be followed, including the following:

ELECTRICAL SAFETY - RISK OF ELECTRIC SHOCK

⚠ WARNING

All electrical installation, commissioning, and servicing work must be carried out by a licensed electrician or other suitably qualified person in accordance with all applicable national, state, and local electrical regulations, including AS/NZS 3000 (Australia/New Zealand) and IEC 60364-7-702 (Europe).

The chlorinator must be connected only to a supply circuit protected by a residual current device (RCD) / residual current circuit breaker (RCCB) with a rated residual operating current not exceeding 30 mA.

The supply circuit must be protected by an appropriately rated overcurrent protective device (circuit breaker or fuse) in accordance with the installation requirements specified in this manual and applicable electrical regulations.

The chlorinator must be connected to a dedicated supply circuit and must not share that circuit with other electrical equipment.

Before installation, servicing, cleaning, or replacing any component, disconnect the chlorinator from the electrical supply and verify that the supply is isolated before commencing work.

Do not operate the chlorinator if the power cord, plug, enclosure, or any electrical component is visibly damaged, shows signs of overheating, or has been exposed to water ingress. Disconnect power immediately and contact an authorised AIS Water service technician for inspection and repair.

Do not use extension cords, power boards, double adaptors, or any temporary wiring arrangement to supply power to the chlorinator.

All metallic components of the chlorinator installation must be bonded to the pool

SAVE THESE INSTRUCTIONS

⚠ WARNING

or spa equipotential bonding system in accordance with applicable electrical regulations.

This chlorinator contains no user-serviceable parts. Do not attempt to open, modify, or repair any internal electrical components. All servicing must be performed by an authorised AIS Water service technician

Keep children and unauthorised persons away from all electrical components of the chlorinator installation at all times.

⚠ CAUTION

The chlorinator power supply must be installed at the minimum distance from the pool or spa water's edge required by applicable electrical regulations. In Europe, installation must comply with the zone requirements of IEC 60364-7-702. The power supply must not be installed within Zone 0 or Zone 1 as defined by that standard.

This chlorinator is designed for use with permanently installed residential swimming pools and spas only. It is not intended for use with portable, inflatable, or storable pools unless specifically approved in writing by AIS Water.

Do not install the chlorinator inside a sealed enclosure or in any location where adequate ventilation cannot be maintained.

Do not install the power supply inside any enclosure other than one specifically approved by AIS Water. Improvised enclosures may restrict ventilation, trap heat, or prevent detection of water ingress.

Regularly inspect the installation for signs of damage, deterioration, overheating, or water ingress. If any abnormal condition is detected, disconnect power immediately and contact an authorised AIS Water service technician.

SAVE THESE INSTRUCTIONS

SECTION 1

INSTALLATION REQUIREMENTS - ENVIRONMENTAL & ORIENTATION

The NEO Chlorinator power supply carries an IP33 rating and must not be installed in any location where it may be exposed to direct rain, irrigation spray, water splash, condensation, or other adverse weather or environmental conditions.

Install the controller at least 3.5 metres from the inside wall of the pool and/or hot tub using non-metallic plumbing.

The power supply must be installed in a protected, dry, and adequately ventilated location in accordance with the installation requirements specified in this manual.

The power supply must be installed in the correct orientation, with all cable entries and the cable exit exiting from the bottom of the enclosure. Failure to install the unit in the correct orientation will compromise the IP33 rating and may void the product warranty.

The unit must not be installed in locations where ambient temperatures may exceed the maximum operating temperature or fall below the minimum operating temperature specified in the product technical specifications.

All electrical installation work must be carried out in accordance with AS/NZS 3136 and AS/NZS 3000 (Australia/New Zealand) or IEC 60364-7-702 and applicable national electrical codes (Europe), and all other applicable local regulations.

AIS Water strongly recommends that installation, commissioning, and servicing be performed by a registered pool builder, licensed electrician, or other suitably qualified person.

SUPPLY CORD

If the supply cord is damaged, it must be replaced only by AIS Water, an authorised AIS Water service agent, or a similarly qualified person, using only AIS Water approved replacement parts, in order to avoid a hazard.

If the supply cord shows any signs of damage, fraying, discolouration, cuts, or overheating, disconnect the unit from the electrical supply immediately. Do not reconnect or operate the unit until the cord has been inspected and replaced by a qualified person.

SAVE THESE INSTRUCTIONS

SUPPLY CORD

Do not substitute the supply cord with a non-approved replacement. Use of a non-standard cord may affect electrical safety compliance and will void the warranty.

The power supply is not designed or approved for series or parallel connection with other power supplies or chlorination cells. Such connection may result in equipment damage, electric shock, or fire.

REGULATORY COMPLIANCE

The AIS Water NEO Chlorinator is designed and manufactured in compliance with applicable electrical safety and electromagnetic compatibility standards for the Australian/New Zealand and European markets.

Australia / New Zealand:
This product is registered with the Electrical Equipment Safety System (EESS) and carries the Regulatory Compliance Mark (RCM), indicating compliance with applicable Australian and New Zealand electrical safety and electromagnetic compatibility requirements.

Europe:
This product is CE marked and complies with the following European directives:
Low Voltage Directive (LVD)
Electromagnetic Compatibility Directive (EMC)

DISCLAIMER

- While every effort has been made to ensure that the information contained in this guide is accurate and complete, no liability can be accepted for any errors or omissions.
- AIS Water Pty Ltd reserves the right to change the specifications of the hardware and software described herein at any time without prior notice. The most current version of this manual is available at www.aiswater.com.au.
- No part of this manual may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language in any form or by any means, without the prior written permission of AIS Water Pty Ltd.
- AIS Water Pty Ltd accepts no liability for any indirect, incidental, or consequential loss or damage arising from the use or inability to use this product, including but not limited to loss arising from failure to supply chlorine due to a mistaken operation, malfunction of the chlorine generator, or the use of non-genuine replacement parts, to the maximum extent permitted by applicable law.
- Nothing in this disclaimer excludes or limits any liability that cannot be excluded or limited under applicable law, including liability for death or personal injury caused by negligence, or liability arising under mandatory statutory consumer protection provisions.

Australia / New Zealand:
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure

Europe:
This product is supplied with statutory warranty rights under applicable European Union and national consumer protection legislation. Nothing in this manual or any accompanying documentation affects those statutory rights.

TRADEMARK ACKNOWLEDGEMENTS

AutoChlor NEO® is a trademark of AIS Water Pty Ltd.

All other product names, trademarks, and registered trademarks mentioned in this manual are the property of their respective owners and are used for identification purposes only.

USE OF GENUINE REPLACEMENT PARTS IS RECOMMENDED

This product is designed to perform optimally when used with genuine AIS Water replacement parts, including but not limited to the electrolytic cell, electrodes, O-rings, and power supply components.

AIS Water Pty Ltd shall not be liable for any damage to this product caused by the use of non-genuine replacement parts. Warranty coverage does not extend to faults or damage arising from the installation or use of non-genuine replacement parts. Repairs made necessary by the use of non-genuine parts may be available on a chargeable basis upon request.

To ensure continued safe operation, optimal performance, and warranty validity, always use genuine AIS Water replacement parts. Contact AIS Water or your authorised AIS Water dealer for approved replacement parts and accessories.

2.0 SYSTEM OVERVIEW

AIS WATER APP

To monitor your system, first download the AIS Water App from the Apple App Store, Google Play, or Microsoft Store and follow the on-screen prompts to complete the setup and connect NEO to your Wi-Fi network. Once the setup is complete, you can use the AIS Water App to monitor your system. See page 27 for more information.

USING ROTARY ENCODER DIAL

Navigation

Rotate rotary encoder dial to highlight/select the on-screen functions you want to use. Once your selection has been activated it will highlight.

Selection

Depress the rotary encoder dial to select the desired on-screen function you want to use.

The object, option, task selected on the screen will be actioned.

Fig. 1.

1. Status Screen:
Displays the device's main operating information and alerts.

2. Rotary Encoder:
Rotate the encoder to navigate through the menus and control the unit.

3. Cell connector (female)
Connect your cell's male connector here to deliver power to the cell..

4. Main switch/Circuit breaker
Flick the switch to power the unit on or off.

5. Chlorinator Cell
The electrolytic cell that converts salt water into chlorine.

6. GPOs (power outlets)
If fitted, connect your pump and lights here; timers are configured in the menu.

7. WiFi Antenna
Provides wireless connectivity for remote monitoring and control via the app.

6. Fan Cover
Protects the cooling fan and allows airflow; keep clear of obstructions.

9. Power Cable
Connects the unit to a suitably rated mains outlet.

SECTION 3

3.0 INSTALLATION

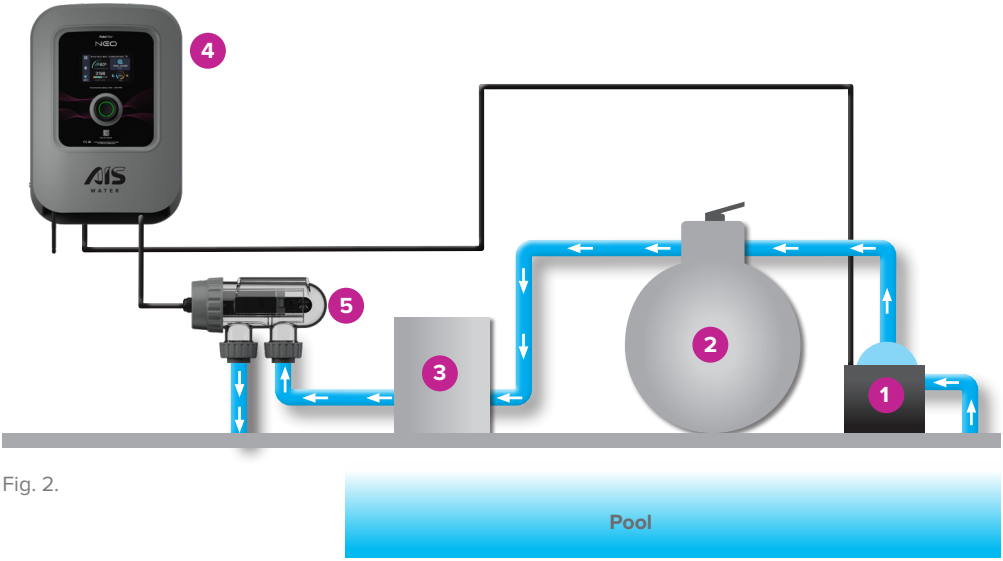


Fig. 2.

1. **Pump**
2. **Filter**
3. **Water heater** (if applicable)
4. **Power supply for chlorine generator**
5. **Chlorine generator cell**

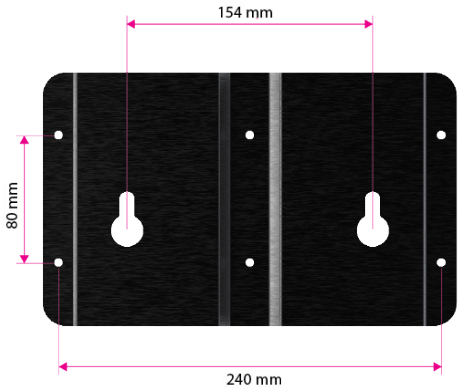


Fig. 3.

MOUNTING

The NEO® chlorinator must be mounted to a wall using the steel mounting bracket supplied (see Figure 1).

The diagram shows the position of the mounting bracket, relative to the top and base of the product, which will aid in setting out the equipment area and aligning with other AIS Water products. If the controller is mounted to a post, a 320 mm * 320 mm flat sheet must be used.

INSTALLING THE POWER SUPPLY

The NEO® power supply is mounted on a wall using the mounting bracket and fittings supplied. After securing the bracket in the appropriate position relative to your needs, the power supply is hung on the bracket and locked into position by ensuring that the unit slips into the slots provided on the mounting bracket.

It is important that the power supply is mounted in a location where it is protected from accidental water spray and inclement weather. It is strongly recommended that the unit is also protected and screened from the harsh sun, but in such a way that air flows freely through the structure and does not impede the natural airflow through the power supply. You should also ensure that the power supply is not used as a shelf to store or pack objects, as this can also impede the air flow, causing overheating and/or damage to the unit that is not covered by warranty.

Mount the power supply so that you can see and reach the various controls and so that the cell lead has a comfortable margin to reach the cell terminal posts. Our recommendation is that the power supply is mounted slightly higher and to one side of the filter plant to allow easy access (refer to Fig. 3).

POWER SUPPLY CONTROL FUNCTIONS

The NEO® chlorination system is designed to be easy to use. This manual will help you understand how to operate your unit and maintain your pool effectively using all standard and optional features (refer to Fig. 1 for controls).

ON/OFF SWITCH CIRCUIT BREAKER

The ON/OFF switch, located on the underside panel, allows you to switch off the chlorinator function when required. If a pool circulation pump is connected, switching the unit off will also shut down the pump. If no pump is connected, the switch will only shut down the chlorine generator and will not affect the normal filtration functions.

The switch is a combination rocker switch with an incorporated circuit breaker designed to protect the system from damage in the event of a power surge or overload. If the circuit breaker trips, the switch will automatically move to the OFF position. To reset the circuit breaker and restore power to the system, simply return the switch to the ON position.

PUMP OUTPUT SOCKET - TIMER MODELS

A 240 volt pump output power socket is supplied and located on the right hand underside of the power supply. Your pool pump power supply lead should be plugged into this socket so that when the time clock switches at your designated times both the salt water chlorinator and pool pump will activate in unison.

Do not attempt to operate the chlorinator power supply with the pool pump lead disconnected as this will lead to a gas build-up inside the cell housing causing it to overheat resulting in damage to your chlorinator equipment that is not covered by warranty. In extreme cases gas build-up may also cause the cell housing to rupture, as it is not built to withstand this type of pressure, possibly resulting in personal injury.

The pump socket is designed to operate a single pool pump of maximum 6A only. Do not attempt to operate any equipment other than your pool pump from this socket as damage might occur to the power supply unit that is not covered under warranty.

AUXILIARY GPO - TIMER MODELS

The NEO Chlorinator power supply is fitted with an auxiliary general purpose outlet (GPO) located on the underside of the enclosure. This outlet powers low-current pool accessories such as pool lighting, and operates in accordance with the Auxiliary Timer function. When active, the connected accessory will switch on and off automatically at the designated times configured by the user.

The auxiliary GPO is rated for a maximum load of 1A at 240V and is designed for use with a single low-current pool accessory only. Do not attempt to operate pool pumps, heating equipment, or any other high-current device from this outlet. Do not connect multiple devices, power boards, or extension cords to this outlet. Connecting equipment that exceeds the 1A rated current may cause damage to the power supply unit that is not covered under warranty.

Do not connect equipment that requires a continuous power supply to the auxiliary GPO, as the outlet will be switched off whenever the Auxiliary Timer is inactive. Ensure that any equipment connected to this outlet is rated for intermittent operation and is suitable for use in a pool or outdoor environment.

AIS Water accepts no liability for damage to connected equipment or to the NEO power supply resulting from the connection of unauthorised, oversized, or inappropriate loads to the auxiliary GPO.

WIFI ANTENNA

The integrated WiFi antenna provides wireless network connectivity for the NEO Chlorinator, enabling remote monitoring and control of the unit via the AIS Water NEO app on a compatible smartphone or tablet. The antenna supports 2.4 GHz WiFi networks only and requires connection to a password-protected WPA2 network during initial setup. For best signal performance, ensure the power supply is installed within adequate range of the WiFi router or access point and that no dense metallic structures or thick masonry walls obstruct the signal path between the unit and the router. Refer to the WiFi Setup section of this manual for pairing and connectivity instructions.

FAN COVER

The fan cover is a louvred protective grille fitted over the cooling fan aperture on the power supply enclosure. The cooling fan draws air through the enclosure to dissipate heat generated during operation and maintain the power supply components within safe operating temperatures. Keep the fan cover clear of obstructions, dirt, debris, and vegetation at all times. Do not install the power supply in a location where airflow through the fan cover may be restricted. Do not remove or modify the fan cover. If the fan cover becomes blocked or the unit displays a power supply overheat alarm, switch off the unit immediately, clear any obstruction, and allow the unit to cool before restarting. Refer to the Alerts section for overheat fault codes.

CHLORINATOR CELL

The chlorinator cell is the electrolytic component responsible for converting dissolved salt (sodium chloride) in the pool water into free chlorine through the process of electrolysis. As pool water passes through the cell, an electrical current applied across the cell's titanium electrodes causes the salt to dissociate, producing chlorine gas which dissolves directly into the water as an effective sanitiser.

The cell requires periodic inspection and cleaning to maintain optimal performance. Refer to the Cell Maintenance section of this manual for cleaning intervals and procedures. Use only genuine AIS Water replacement cells compatible with the NEO power supply. Installation of a non-genuine or incompatible cell may result in reduced performance, equipment damage, or trigger a fault condition.

SECTION 4

4.0 POOL CHEMISTRY

THE NEO® SALT WATER CHLORINATION SYSTEM

The NEO® salt water chlorinator you have purchased is designed for easy and simplistic operation and maintenance. By following these instructions you are assured years of trouble free operation.

These instructions have been compiled and produced to help you get the maximum results from your unit and to assist you to fully understand and correctly operate your NEO® salt water chlorinator.

Please take the time to read these instructions thoroughly before attempting to operate your unit. Should you require additional information or further assistance, please do not hesitate to contact your local NEO® representative or visit our website www.aiswater.com.au.v

SPECIAL NOTE:

Please remember that your salt water chlorinator is not designed to chemically maintain your pool water and keep it balanced, but rather to produce chlorine from a mild salt solution within the water.

We encourage regular water testing, balancing and correction if & when required to maintain the recommended stability levels of your pool water. This is a vital part of a complete maintenance program and will ensure trouble free chlorinator performance as well as a healthy and sparkling clean pool.

ADDITION OF SALT

For best results the salt concentration in the pool water is required to be within an average range of approximately 3,000 to 7,000 parts per million (ppm). These figures are temperature dependant. In summer time, as water temperatures rise, salt levels may require slight reduction while in winter time the reverse may be true to allow optimum performance of your unit.

The amount of salt required to achieve the desired level is determined by the capacity of the pool. By measuring your pool and multiplying the average length by the average width by the average depth you can easily establish this. This will give you your pool's water capacity in cubic metres. Multiply this m3 volume by 3 and you will get the amount of salt (in kilograms) needed to adequately achieve the required dosage for your pool capacity.

For example:

Pool size = 9 metres by 4.5 metres by 1.6 metres in depth
Multiply 9 x 4.5 x 1.6 = 64.8 (cubic metres of water)
Multiply 64.8 x 3 = 194 (salt required in kilograms)

Use only refined swimming pool salt (fast-dissolving salt is recommended) and add the required quantity directly into the shallow end of the swimming pool water.

To assist with rapid dissolving, brush the salt into the water until it is fully dissolved. Undissolved salt may cause staining of the pool surface. To reduce the risk of staining, ensure the pool water

is properly balanced before adding salt. This helps minimise any potential reactions between contaminants and the pool water.

As salt is heavier than water, it will continue to settle at the deepest point of the pool even after the salt granules have fully dissolved. To ensure adequate and even distribution throughout the pool water, it is recommended to continue brushing and run the filtration system for 12–24 hours after addition.

Whilst adding the original salt and prior to commissioning your AutoChlor® unit, and when adding future salt supplies to your pool, please ensure that your chlorinator power supply is switched off to prevent overload situations and/or damage to the cell electrode plates or power supply.

CAUTION:

Do not, under any circumstances, add salt to the skimmer basket or balance tank, as this may damage the chlorine generator. Any such damage will not be covered under warranty.

SPECIAL NOTE:

Your NEO Chlorinator does not consume the salt in your pool water. Instead, the salt is continuously converted into chlorine to sanitise the water, then reverts back to salt — a continuous cycle.

Salt loss does occur over time through swimmer activity, filter backwashing, and rainfall, and will need to be replenished periodically. Your local pool shop can advise on the correct amount of salt required to maintain the recommended salinity level for your pool.

WATER BALANCE

For best performance and operation of your NEO® salt water chlorination system, certain water balances must be maintained within your swimming pool. Please check your pool water and ensure that your chemical balances are within the following guidelines:

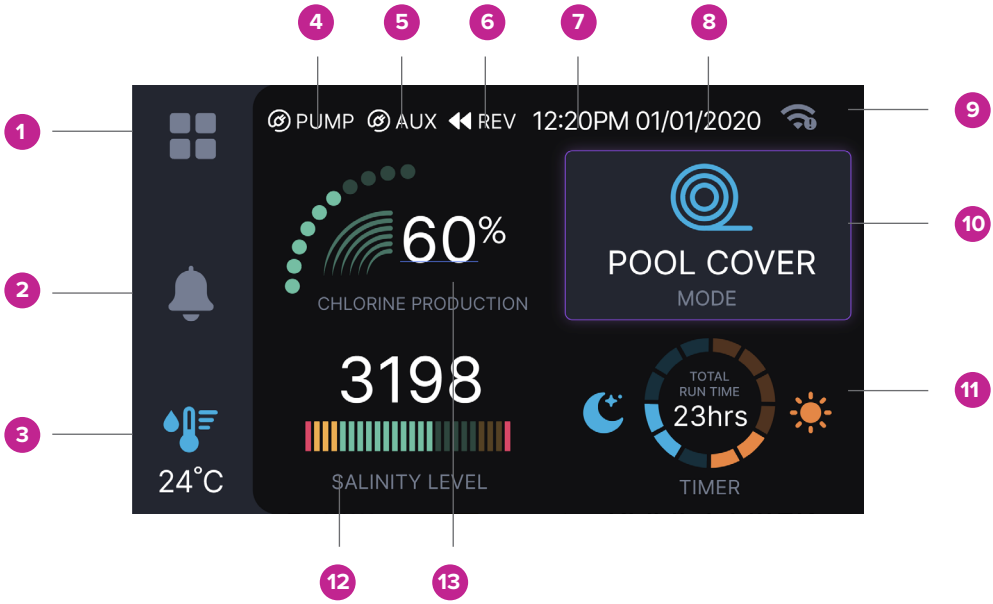
- Free Chlorine 2.0ppm - 4.0ppm
- Combined Chlorine 0.0 - 0.5ppm
- pH 7.2-7.8
- TA (Total Alkalinity) 80ppm - 120ppm
- Hardness, 150 - 350ppm;
- Cyanuric acid, 20ppm - 50ppm;
- Phosphate, 0 - 500ppb;
- Salt 3,000 - 7,000 ppm

SPECIAL NOTE:

Adjust your pool water balance to achieve the above levels. Your local pool shop can assist with obtaining accurate readings and recommending appropriate dosages as required. These values provide an acceptable general range and are not specific to any particular pool surface. Please consult your pool professional to confirm the correct parameters for your specific pool finish.

SECTION 5

5.0 HOME SCREEN



1. Menu Home Button:
Select to view main menu/return to home screen.

2. Alarm:
Colour indicates on/off. Refer to page 30.

3. Temperature
Current water temperature

4. Pump On/Off
Colour indicates on/off. Refer to page 23 to set .

5. Auxiliary Timer
Colour indicates on/off. Refer to page 26 to set timer

6. Reverse Polarity Mode
Colour indicates on/off. Refer to page 26 to set.

7. Time
Current time.

8. Date
Current date.

9. WiFi Connection
Colour indicates connection. Refer to page 19.

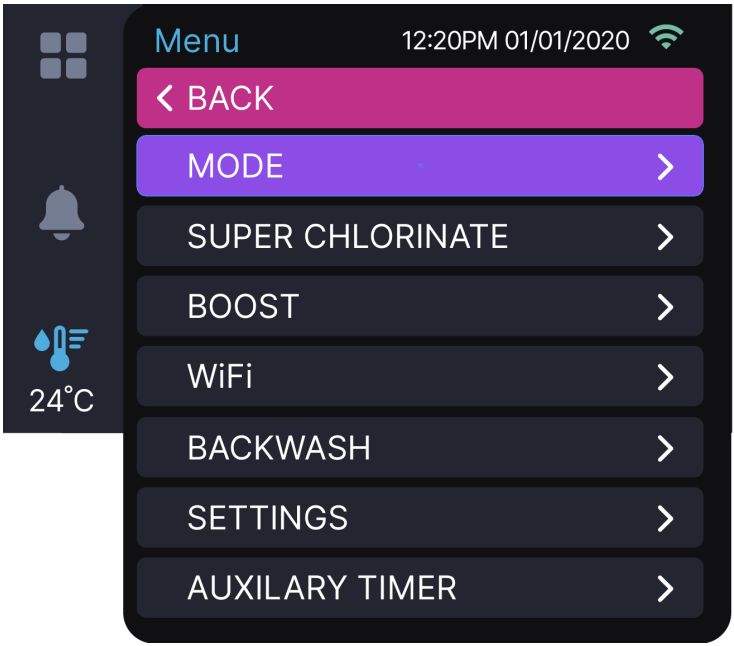
10. Mode
Current mode selected. Refer to page 14.

11. Run Time
Current runt times selected. Refer to page 14.

12. Salinity Level
Current level.

13. Chlorine Production %
Current level. Refer to page 14.

5.1 MENU SCREEN



MENU SCREEN

Use the rotary encoder button to move up or down the menu. Selected menu item will highlight in purple.

Once highlighted you can push the rotary encoder button to move to the next screen.

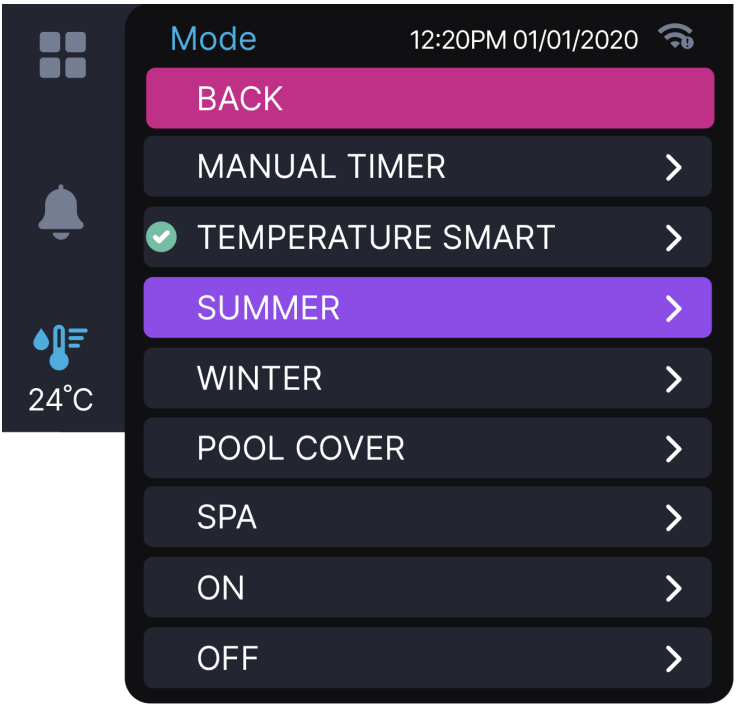
To return to the home screen select the back button.

The menu screen options include:

MODE
SUPER CHLORINATE
BOOST
WIFI
BACKWASH
SETTINGS
AUXILARY TIMER.

SECTION 6

6.0 MODE SCREEN



MODE SCREEN

Use the rotary encoder button move up or down the menu. Selected menu item will highlight in purple.

Once highlighted you can push the rotary encoder button to move to the next screen.

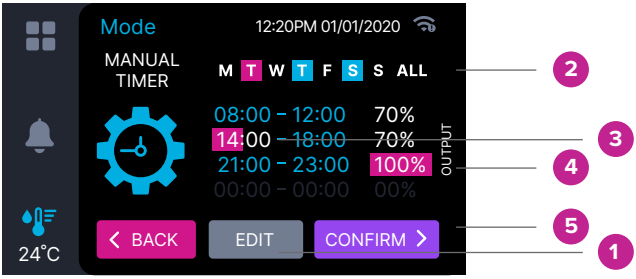
If the Mode is currently selected it will be indicated by a green tick.

To return to the home screen select the back button at the top of the menu.

The menu screen options include:

MANUAL TIMER
TEMPERATURE SMART
SUMMEVR
WINTER
POOL COVER
SPA
ON
OFF

6.1 MANUAL TIMERS



1. Edit:
Select Edit button to manually change all settings.

2. Days:
Rotating button to required day will show pink. Pushing button to confirm changes to blue. Select individual days or all days.

3. Hours:
Repeat method to select 24 hour time in 1 minute increments.

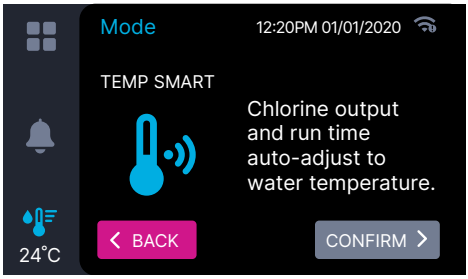
4. Chlorine Output Percentage:
Repeat method to select output between 10 - 100%

5. Save:
Once all selections are correct press CONFIRM shown purple to apply your selection.

The final screen once selections are in place will have blue highlights behind the days selected & the hours and salinity selected will be visible.

Return to the previous screen by selecting the BACK button. The final selection will now appear on the home screen.

6.2 TEMPERATURE SMART



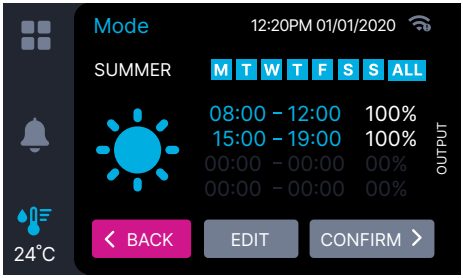
TEMP	OPERATING TIMES	CELL OUTPUT
< =5°C	N/A	ERROR
6°C - 10°C	Mon-Sun: 10am-12pm 2pm-4pm	50%
10°C - 16°C	Mon-Sun: 10am-12pm 2pm-4pm	60%
17°C - 20°C	Mon-Sun: 9am-12pm 2pm-5pm	70%
21°C - 23°C	Mon-Sun: 9am-12pm 2pm-5pm	80%
24°C - 26°C	Mon-Sun: 8am-12pm 3pm-6pm	90%
> =27°C	Mon-Sun: 8am-12pm 3pm-7pm	100%

Temperature Smart operational mode operates the cell based on the measured temperature of the water in the cell. (°Celsius AU/EU or °Fahrenheit for USA) It is disabled when the temperature drops below the threshold. When the temperature rises above the threshold the mode will be available for selection.

On start-up when temperature is unknown, the system will use a default 20°C. During normal operation the system will use the last known average temperature and set times and output depending of this temperature.

SECTION 6

6.3 SUMMER MODE



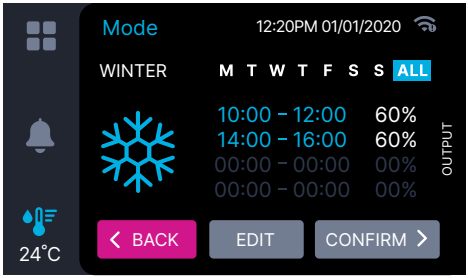
The default configuration for this mode shall be:

Mon-Sun: 8am - 12pm	Chlorine Output 100%
Mon-Sun: 3pm - 7pm	Chlorine Output 100%

To select press CONFIRM to apply your selection.
Return to the previous screen by selecting the BACK button.
Select Edit button to manually change all settings to suit your unique requirements.

Final selection will appear on the home screen.

6.4 WINTER MODE



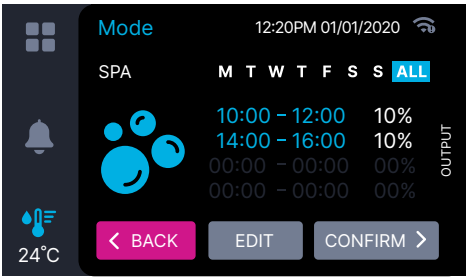
The default configuration for this mode shall be:

Mon-Sun: 10am - 12pm	Chlorine Output 60%
Mon-Sun: 2pm - 4pm	Chlorine Output 60%

To select press CONFIRM to apply your selection.
Return to the previous screen by selecting the BACK button.
Select Edit button to manually change all settings to suit your unique requirements.

Final selection will appear on the home screen.

6.5 SPA MODE



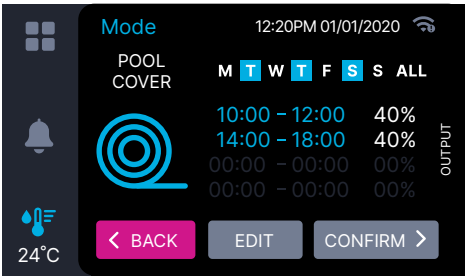
The default configuration for this mode shall be:

Mon-Sun: 10am - 12pm	Chlorine Output 10%
Mon-Sun: 2pm - 4pm	Chlorine Output 10%.

To select press CONFIRM to apply your selection.
Return to the previous screen by selecting the BACK button.
Select Edit button to manually change all settings to suit your unique requirements.

Final selection will appear on the home screen.

6.6.POOL COVER MODE



The default configuration for this mode shall be:

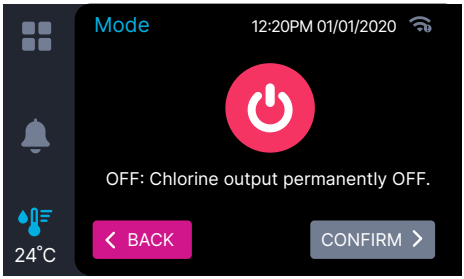
Mon-Sun: 10am - 12pm	Chlorine Output 40%
Mon - Sun 2pm - 6pm	Chlorine Output 40%

To select press CONFIRM to apply your selection. Return to the previous screen by selecting the BACK button.

Select Edit button to manually change all settings to suit your unique requirements.

Final selection will appear on the home screen.

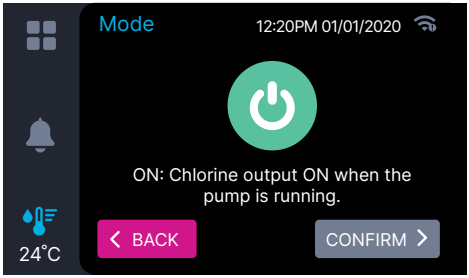
6.7 ON/OFF MODE



When selected the chlorine output will be permanently OFF.

To select press CONFIRM to apply your selection. Return to the previous screen by selecting the BACK button.

Final selection will appear on home screen.



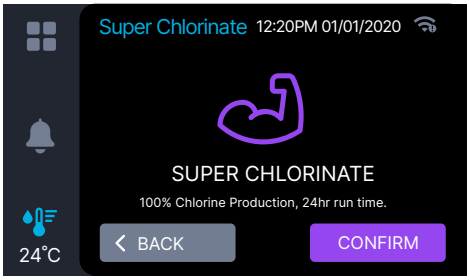
When selected the chlorine output will be permanently ON.

To select press CONFIRM to apply your selection. Return to the previous screen by selecting the BACK button.

Final selection will appear on home screen.

SECTION 7

7.0 SUPER CHLORINATE



The Super Chlorinate feature sets the cell output power to 100% for 24 hours.

After the Super Chlorinate time has elapsed, the power supply shall revert to the last used timer mode (Temperature Smart mode as default).

To select press CONFIRM to apply your selection. Return to the previous screen by selecting the BACK button.

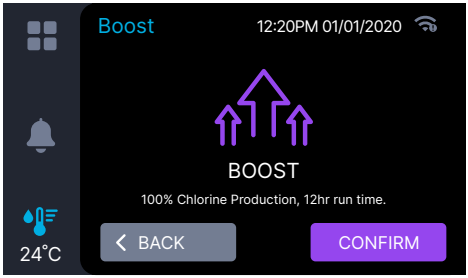
Final selection will appear on the home screen.

SPECIAL NOTE:

This is a helpful feature to significantly increase the chlorine level but does not guarantee achievement of the correct level of superchlorination (10 times combined chlorine). If superchlorination is required, you must consult your pool professional to determine the appropriate chlorine dosage needed to achieve the correct levels.

SECTION 8

8.0 BOOST



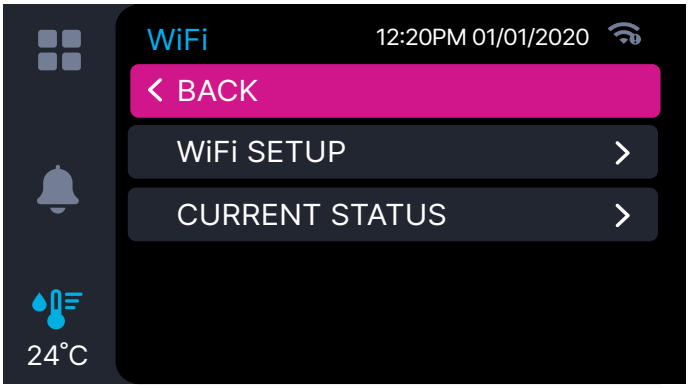
The Boost feature sets the cell output power to 100% for 12 hours.

After the Boost time has elapsed, the power supply shall revert to the last used timer mode (Temperature Smart mode as default).

To select press CONFIRM to apply your selection. Return to the previous screen by selecting the BACK button.

Final selection will appear on the home screen.

9.0 WiFi SCREEN



WiFi SCREEN

Use the rotary encoder button move up or down the menu. Selected menu item will highlight in purple.

Once highlighted you can push the rotary encoder button to move to the next screen.

To return to the home screen select the back button at the top of the menu.

SPECIAL NOTE:

The NEO Chlorinator supports 2.4 GHz WiFi networks only. Ensure you select the 2.4 GHz band on your router during setup. Connecting to a 5 GHz network will not be recognised by the unit

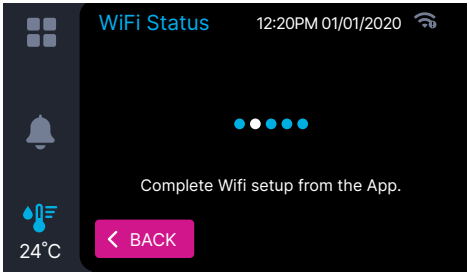
9.1 WiFi SETUP

The WiFi Setup area allows you to connect the chlorinator to the internet. To connect to WiFi scan the QR code on the screen with your mobile device or go to the URL **www.aiswater/neo/setup** on your mobile device or computer and follow the instructions to join your WiFi.

Return to the previous screen by selecting the BACK button.

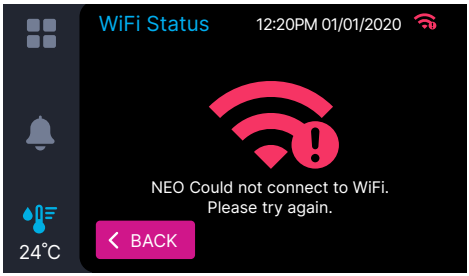
SECTION 9

9.2 WiFi STATUS (CONT.)



Once you have begun the WiFi setup process the WiFi Status screen will show this loading screen until the action is complete.

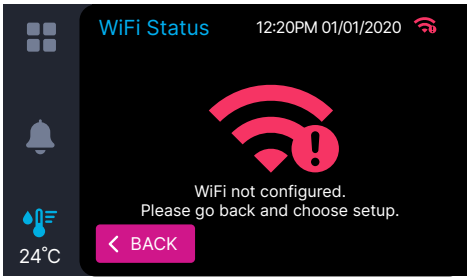
Return to the previous screen by selecting the BACK button.



If the WiFi setup process is unsuccessful this screen will appear.

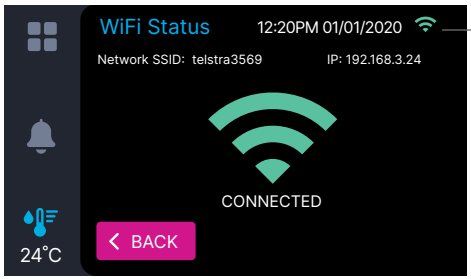
If the WiFi signal is too weak at the installation location, the unit may fail to connect. Ensure the power supply is within adequate range of your WiFi router or access point.

Return to the previous screen by selecting the BACK button & repeat the process.



This screen is displayed when the unit has not been configured for WiFi connectivity.

To proceed, select BACK to return to the previous screen and complete the WiFi Setup process before continuing

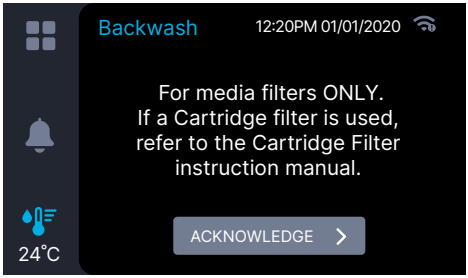


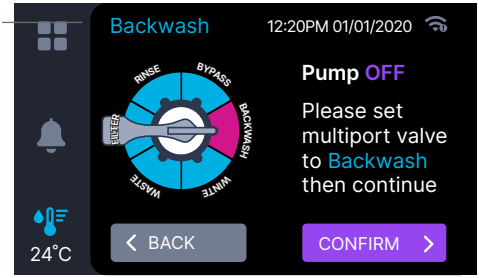
If the WiFi setup process is successful this screen will appear including the network SSID & IP address.

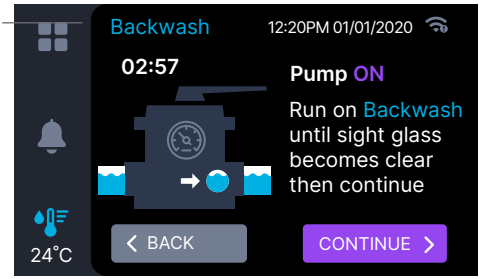
The WiFi icon will now remain green on all screens.

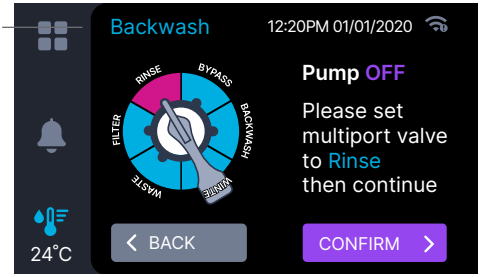
Return to the previous screen by selecting the BACK button.

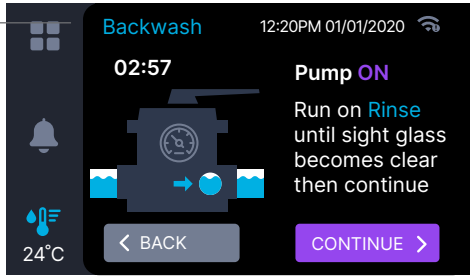
10.0 BACKWASH

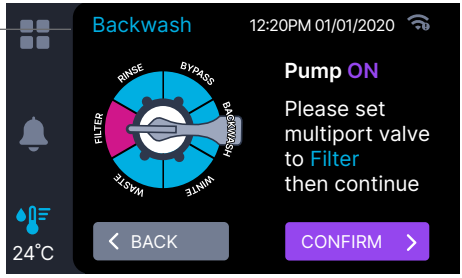












The Backwash feature will guide you through the steps 1 - 5 to backwash the chlorinator.

Press ACKNOWLEDGE to commence.

1: Upon selecting the backwash sequence, the pump output and cell output will turn OFF.
Set the multiport valve to BACKWASH.
Press the rotary dial button to CONFIRM.

2: The pump output shall turn on for a maximum 3 minutes. The display shall show BACKWASHING with a countdown, run the backwash until the filter sightglass runs clear Once finished select CONTINUE

3: At the end of this step the pump will be turned off.
Set the multiport valve to RINSE
Press the rotary dial button to CONFIRM.

4: The pump output shall turn on for a maximum 3 minutes. The display shall show RINSING with a countdown. Once finished select CONTINUE

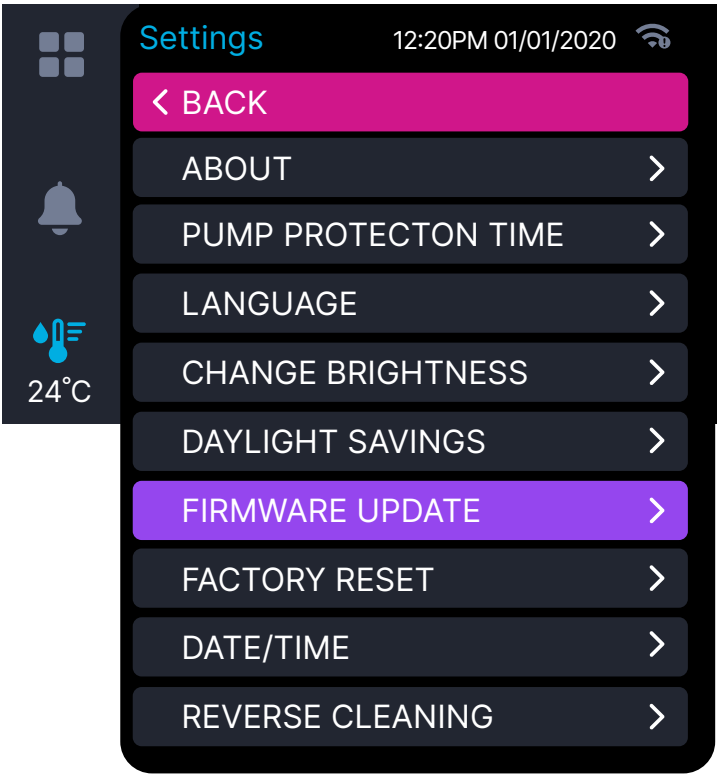
5: At the end of this step the pump will be turned off.
Set the multiport valve to FILTER.
Press the rotary dial button to CONFIRM.

The Power Supply shall then revert to the last used timer mode (Factory default: Smart Temp Mode) and show the Home screen.

You are able to cancel this function at any time by selecting the BACK button.

SECTION 11

11.0 SETTINGS



SETTINGS SCREEN

Use the rotary encoder button move up or down the menu. Selected menu item will highlight in purple.

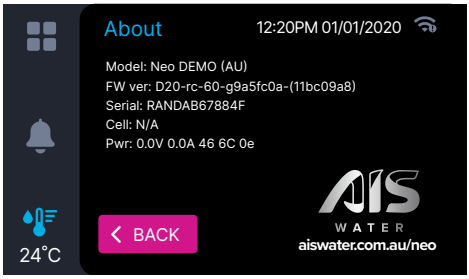
Once highlighted you can push the rotary encoder button to move to the next screen.

To return to the home screen select the back button at the top of the menu.

The menu screen options include:

ABOUT
PUMP PROTECTION TIME
LANGUAGE
CHANGE BRIGHTNESS
DAYLIGHT SAVINGS
FIRMWARE UPDATE
FACTORY RESET
DATE/TIME
REVERSE CLEANING

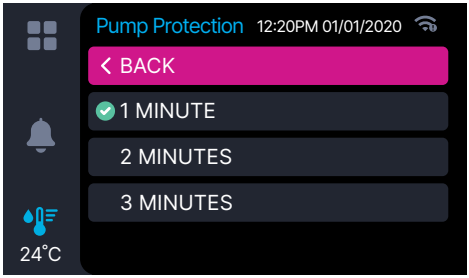
11.1 ABOUT



Information about the product is displayed on the About screen.

Return to the previous screen by selecting the BACK button.

11.2 PUMP PROTECTION TIME



Pump Protection can be applied for 1, 2 or 3 minutes.

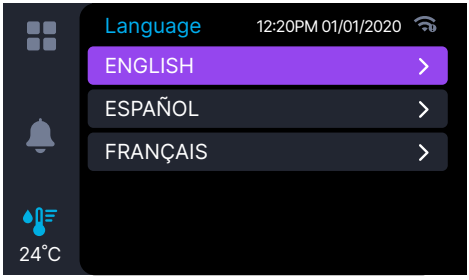
Pump protection is a timed function that runs the pool pump for a set period while temporarily ignoring input from the cell. This allows the pump sufficient time to prime and establish proper water flow before normal operation resumes. It helps prevent a “no water flow” fault from occurring during start-up and ensures stable system operation.

Turn the rotary dial to selected time and press to apply your selection. The time currently selected will be indicated by a green tick.

Return to the previous screen by selecting the BACK button.

Final selection will appear on the home screen.

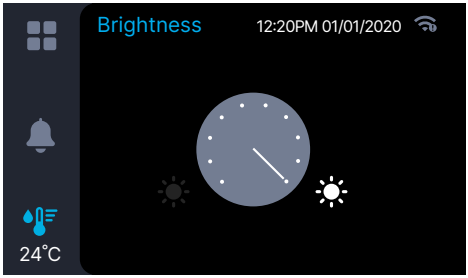
11.3 LANGUAGE



The default language is English. At initial setup the Language screen allows you to select the language: English, Spanish or French.

To select press CONFIRM to apply your selection.

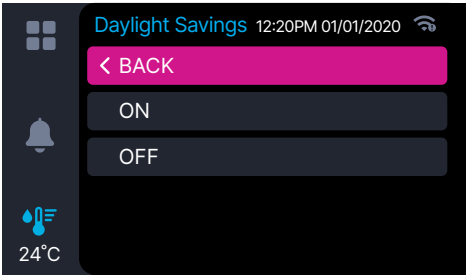
11.4 CHANGE BRIGHTNESS



The screen brightness can be adjusted up or down on this screen from 10 - 100% in 10% increments. Rotate the encoder button left or right to apply your selection instantly and push to store the brightness level.

Return to the previous screen by selecting the BACK button.

11.5 DAYLIGHT SAVINGS

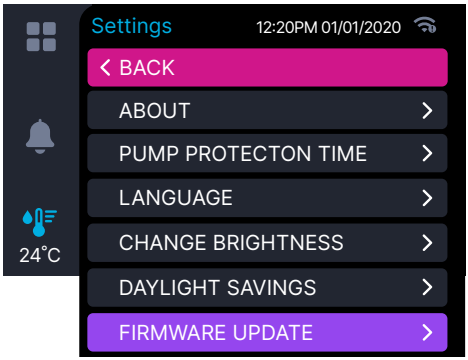


The time can be adjust to daylight savings time:

ON adds 1 hour to the current time setting.
OFF removes 1 hour from the current time setting.

To select press CONFIRM to apply your selection.
Return to the previous screen by selecting the BACK button.

11.6 FIRMWARE UPDATE

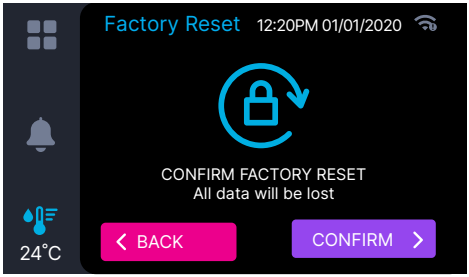


Selecting Firmware Update from the Settings menu will begin the search for current software updates, only if connected to local WiFi.

If any new updates are found they will be downloaded & installed & you will be returned to the Settings screen once completed.

Return to the previous screen by selecting the BACK button.

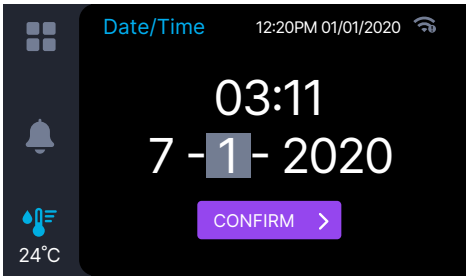
11.7 FACTORY RESET



You can run a Factory Reset and all settings will be returned to the factory defaults.
Note: All data will be lost.

To select press CONFIRM to apply your selection. Return to the previous screen by selecting the BACK button.

11.8 DATE/TIME

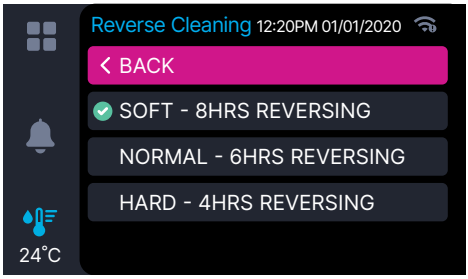


On the Date/Time Screen the time can be set in 24h format, hours and minutes.
and the date:
AU/EU Form at: DD MM YYYY, e.g. 01 Jan 2023
USA Format: MM DD YYYY, e.g. Jan 01 2023

To select press CONFIRM to apply your selection. Return to the previous screen by selecting the BACK button.

SECTION 11

11.9 REVERSE CLEANING



The Reverse Cleaning feature automatically reverses the polarity of the cell at regular intervals to help remove scale and mineral deposits from the electrode plates, extending the life of the cell.

Select the setting that best matches your water hardness:

- **Soft** - Polarity reverses every 8 hours.
- **Normal** - Polarity reverses every 6 hours. (Default)
- **Hard** - Polarity reverses every 4 hours.

If you are unsure of your water hardness, contact your local pool professional or water authority for guidance.

The currently selected option will be indicated by a green tick. Press CONFIRM to apply your selection or BACK to return to the previous screen.

SECTION 12

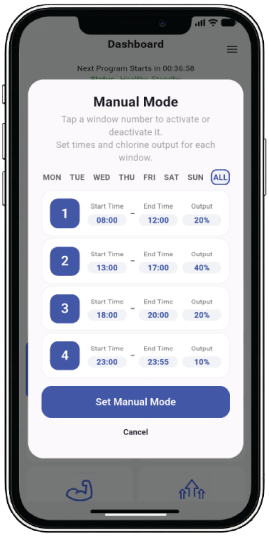
12.0 AUXILIARY TIMER

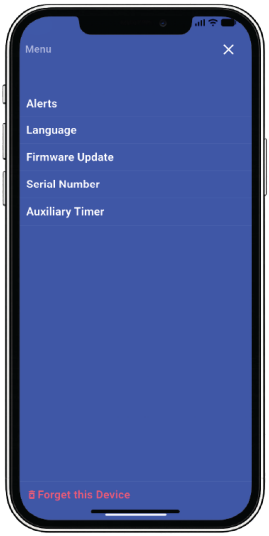
Run times for auxiliary items plugged into the chlorinator (such as pool lights) can be set in this screen. Refer to Manual Timer page 15 and enter selections using the same method.

To save your input press CONFIRM to apply your selection. Return to the previous screen by selecting the BACK button.

When the auxiliary GPO is active, the home screen will indicate whether the outlet is currently ON or OFF.

13.0 USING THE APP.





SET UP:

To pair your mobile device to the NEO® Chlorinator for the first time:

1. Download the NEO® app from the appropriate app store:
2. Enable Bluetooth and Location Services before connecting the NEO® to your mobile device.
3. Ensure the chlorinator is connected to WiFi
4. Open the NEO® app.
5. Follow pairing instruction on the app.

ANDROID APP ON Google play

Available on the App Store

SECTION 14

14.0 REGULAR MAINTENANCE

ELECTRODE INSPECTION:

NEO® has a reverse polarity feature which reduces electrode cleaning. Regular inspection of the electrode is recommended. We recommend inspecting and cleaning the electrode once or twice a year, subject to your pool's application, location, and electrode condition.

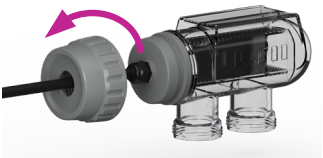
Note that if water hardness (calcium) in your area exceeds our guidelines of 150 - 350ppm, increased frequency of inspection and cell cleaning must be carried out. Higher than recommended calcium hardness will result in a greater frequency of calcium build up on electrodes. Therefore, inspection and cleaning outside of the recommended once/twice a year must be carried out.

For related warranty purposes a water sample may be requested by AIS.

ELECTRODE REMOVAL:

Ensure the power to the chlorine generator is switched off.

Step 1



Step 2

Step 3

Step 1. **Unplug the electrode lead from the power supply unit.**

Step 2. **Unscrew (anticlockwise) the large threaded locking nut.**

Step 3. **Remove the electrode from the housing. Look inside the electrode for signs of calcium build up (a white chalk like substance). If there is calcium build up the electrode will require cleaning. If cleaning is not required reassemble the electrode. Cleaning and reassembly are described on page 31.**

ELECTRODE CLEANING:

Method 1: Mix up a solution of 1-part hydrochloric acid to 8 parts water. Submerse the electrode in this solution. Do not submerse the cell cap.

Method 2: Remove the cell housing along with the cell from the plumbing installation. Place the cell housing on a flat surface without removing the cell and locking nut. Add the hydrochloric solution mentioned before.

Method 1:

Method 2:

CAUTION:

- **When working with acid the use of eye protection, respirator, and rubber gloves are strongly recommended.**
- **Always refer to MSDS when dealing with hazardous chemicals.**
- **When mixing, add acid to water, but NEVER water to acid.**

There will be a reaction as the calcium is dissolved. When the reaction ceases (about 10 minutes) rinse the electrode in clean water and check that all calcium has been dissolved. If not, repeat the process with a new solution.

ELECTRODE REASSEMBLY:

Ensure the silicon seal is still in place on the inside circumference of the electrode cap. Insert the electrode back into the housing and screw on (clockwise) the locking nut. Plug the electrode lead back on to the power supply unit terminal and turn on the power to the chlorine generator.

POWER SUPPLY REPAIR/MAINTENANCE:

Do not open, no user serviceable parts inside.

The power supply module and cords attached are to be serviced and/or repaired/replaced only by qualified electrician or the manufacturer.

If the supply cord is damaged, it shall only be replaced by the manufacturer or its service agent or similarly qualified person in order to avoid a hazard.

SECTION 15

15.0 TROUBLE SHOOTING

ALARM CODES

ALARM CODE / NAME	REASON	SOLUTION
A-101 High Salt / Cell Overload	The power supply detects high salt or cell output overload: 1. 25% higher current than expected for more than 30 seconds 2. Salinity is higher than 10,000ppm for more than 30 seconds	1. Have the salinity level tested by pool professional and decrease if necessary. 2. Remove electrode and ensure plates are clean and free from debris
A-102 Low Salt	The power supply detects low salt: 1. 25% lower current than expected for more than 30 seconds. 2. Salinity is lower than 2500ppm for more than 30 seconds 3. Electrode is calcified. 4. Faulty Electrode.	1. Have the salinity level tested by pool professional and increase if necessary. 2. Clean electrode (see maintenance). 3. Have the electrode tested and replaced if necessary.
A-103 High water temperature	Water temperature >= 47°C (116°F) for more than 5 minutes	1. Check heater location and settings (if applicable), see manual for installation guidelines. 2. Check water temperature with thermometer, and if over 47°C (116°F), manually dose with chlorine until water cools. 3. Have the electrode tested and replaced if necessary.
A-104 Cell Wash	10% lower current than expected for more than 30 minutes.	1. Clean electrode (see maintenance). 2. Have the electrode tested and replaced if necessary.

ALARM CODE / NAME	REASON	SOLUTION
A-105 Power Supply Overheat	The power supply is >= 55°C	1. Ensure power supply in installed indoors away from inclement weather 2. Check cooling fan. Remove and clean fan guard. 3. The ambient temperature has surpassed the maximum allowable limit. Power off until the temperature returns to within acceptable parameters.

ERROR CODES

ERROR CODE / NAME	REASON	SOLUTION
ERR-401 No Flow	No water flow is detected through cell	1. Check the circulation pump is operational and water is flowing. 2. Clean electrode (see maintenance).
ERR-402 Cell Short Circuit	Short Circuit has been detected on the cell outputs	1. Remove electrode and ensure plates are clean and free from debris. 2. Have the electrode tested and replaced if necessary.
ERR-403 Genuine Cell Check Failure	The power supply can not detect a genuine cell	1. Ensure the electrode cables are connected correctly. 2. Ensure a genuine AIS Water NEO® electrode is being used. 3. Have the electrode tested and replaced if necessary.

SECTION 15

15.0 TROUBLE SHOOTING

ERROR CODES

ERROR CODE / NAME	REASON	SOLUTION
ERR-404 No Cell Detected	The genuine cell check has passed and the cell output is turned ON, but no cell current is detected for a period of 30 seconds	1. Ensure the electrode cables are connected correctly. 2. Remove electrode and ensure plates are clean and free from debris.
ERR-405 Power Supply Cooling Failure	The following errors can trigger the error: 1. Air temperature of the Power Supply reaches 68°C or more. 2. Fan stops normal operation or is blocked. 3. Component temperature remains 65°C or more for 90minutes.	1. Check ambient temperature and ensure it has not surpassed the maximum allowable limit. 2. Remove and clean fan guard (if applicable).
ERR-406 Internal Failure	An internal failure is detected	Switch off, check all connections and power back on in 10 minutes.
ERR-407 Water Too Cold	Water Temperature <=5°C for more than 5 minutes	1. Check water temperature with thermometer, and if under 5°C (41°F), manually dose with chlorine until water temperature returns to within acceptable parameters.

16.0 WARRANTY

AIS WATER WARRANTY

Australian Innovative Systems Pty Ltd (trading as AIS Water) warrants its products to be free from defects in its manufactured materials and/or workmanship from the original date of purchase by the original purchaser. This AIS Water warranty is available only to the original purchaser and is not enforceable or extended by any third party. When used in a domestic application, your AutoChlor® chlorine generator is covered by a forty-eight (48) month in-factory repair warranty, on all parts and labour, from the date of purchase. Any RP model used in a commercial application is covered by a one (1) year warranty. Any RPHD model used in a commercial application is covered by eighteen (18) month warranty.

WARRANTY OBLIGATIONS

Should a defect in AIS Water workmanship and/or AIS Water manufactured materials in any product covered by this warranty become evident during the warranty period, then subject to the terms of this warranty (and upon the purchaser following the procedure set out below), AIS Water will, at its sole discretion, repair or replace such product or part.

AIS Water will not be responsible for any freight, removal, installation, labour or incidental administrative expenses or costs incurred by a claimant in obtaining warranty replacements or repair (whether for parts or complete product replacement). If a repair or replacement is made under warranty, the warranty period will not extend past the original expiration date of the warranty.

AIS WATER WILL NOT BE LIABLE FOR:

- any loss or damage, loss of income, loss of profits, loss of markets, loss of opportunity, loss of business, loss of reputation or goodwill, loss of value or use of intellectual property or other proprietary rights;
- any other indirect, incidental, special or consequential loss or damage howsoever arising out of the manufacture, sale or supply of any products.

REFUSAL OF WARRANTY CLAIM

AIS Water will not be liable for any defect in or failure of a product or part, or for any consequential loss or damage, caused or contributed to by:

- failure to install or to maintain products as specified in the product manual.
- exceeding recommended maximum pool size as per charts 1 & 2 in this document.
- any serial number or compliance label has been removed or defaced;
- electrical surges or connection to an incorrect power supply.
- negligence, misapplication, misuse, abuse or failure to operate equipment as specified in the product manual.
- unauthorised product modification or repair, or failure to use AIS Water original replacement parts
- failure to use AIS Water or authorised AIS Water agent for repair.

WARRANTY

- failure to maintain water chemistry in conformity with specifications stated in the owner's manual and the required swimming pool standards relevant to local or state jurisdiction.
- water penetration, freezing or filtration failure (e.g. debris/detritus entering the chlorinator cell).
- normal wear and tear, accidental damage, fire, corrosive and aggressive climate or location, insect or vermin infestation, flooding, natural disasters, or other circumstances outside the control of AIS Water.
- timer battery related failures or expiry.

PROCEDURE FOR MAKING A CLAIM

To make a claim under this warranty, the original purchaser must contact the place of purchase or nearest AIS Water dealer as soon as possible after discovery of the product related issue, but in no event later than the expiry of the warranty period. The claimant must be the original purchaser and must provide a copy of the sales receipt. Should this not be possible for any valid reason, the purchaser must provide the product's serial number, whereupon the date of the product leaving the AIS Water factory will be deemed the start of the warranty period.

The purchaser must pay all packing and shipping charges to and from AIS Water or authorised repairer. For assistance in relation to making a claim, please visit **www.aiswater.com.au** or contact AIS Water on **info@aiswater.com.au**

NO OTHER WARRANTIES

To the maximum extent permitted by applicable law, all other warranties or guarantees, either expressed or implied, including without limitation, implied warranties of merchantability, description, quality, suitability or fitness for a particular purpose with regard to the product, parts, materials or workmanship or otherwise and/or any accompanying written materials are expressly excluded.

WARRANTIES OR REPRESENTATIONS BY OTHERS

AIS Water will not be responsible nor liable for any other products installed alongside, in conjunction with or as a requirement for installation or operation of AIS Water products (e.g. pumps, heaters, piping, etc.).

For claims regarding those third-party parts or components, the purchaser will need to contact the specific manufacturer to obtain protection under that manufacturer's separate warranty.

No third party has any authority to make any warranties or representation concerning AIS Water or its products. Accordingly, AIS Water is not responsible for any such warranties or representations.

OTHER RIGHTS

Australian Purchasers - The benefits of this express warranty are in addition to other guarantees, rights and remedies Australian consumers have under the Australian Consumer Law.

Chart 1 – Recommended product by pool size/volume (Small to medium units)

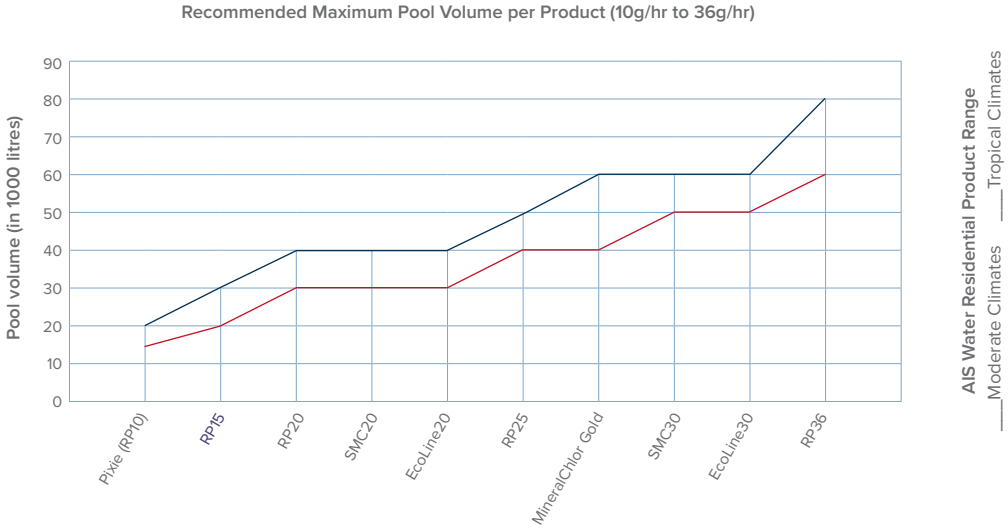
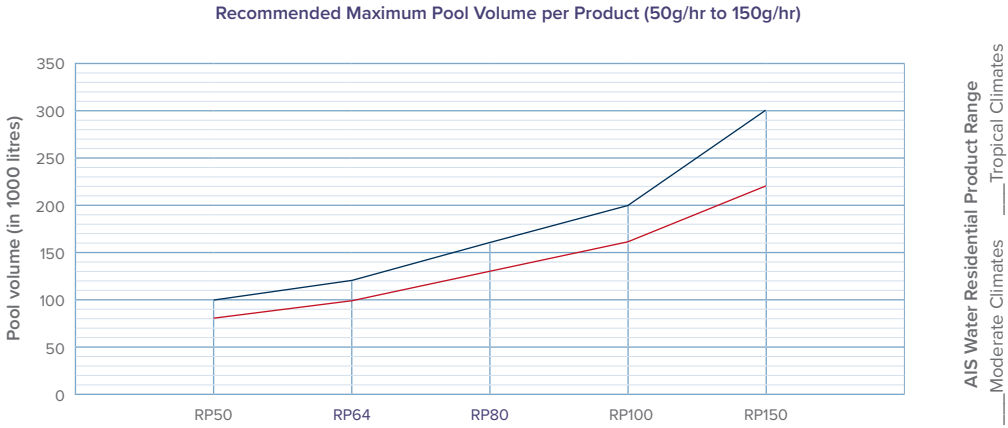


Chart 2 – Recommended product by pool size/volume (Large units)



NOTE: Chart 1 and 2 pertain to residential installations with typical expected bather loads. For recommended sizing of commercial installations, you must contact AIS Water for specific sizing calculations.

AIS Contacts

Head Office +61 7 3396 5222
51 Millennium Place, Tingalpa, Queensland 4173 Australia
Email: info@aiswater.com.au

Facsimile	**+61 7 3393 3441**
WARRANTY HOTLINE	**1800 676 076** (Australia wide)

aiswater.com.au

Scan any AIS Water logo to learn "Why choose AIS?"

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