

# TechBook



in.xe™

innovative spa pack platform

Versatile  
Easy to install  
Watertight





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## Warnings



### **WARNINGS:**

Before installing or connecting the unit, please read the following.

- 
- \* FOR UNITS FOR USE IN OTHER THAN SINGLE-FAMILY DWELLINGS, A CLEARLY LABELED EMERGENCY SWITCH SHALL BE PROVIDED AS PART OF THE INSTALLATION. THE SWITCH SHALL BE READILY ACCESSIBLE TO THE OCCUPANTS AND SHALL BE INSTALLED AT LEAST 5' (1.52 M) AWAY, ADJACENT TO, AND WITHIN SIGHT OF THE UNIT.
  - \* ANY DAMAGED CABLE MUST BE IMMEDIATELY REPLACED.
  - \* TURN POWER OFF BEFORE SERVICING OR MODIFYING ANY CABLE CONNECTIONS IN THIS UNIT.
  - \* TO PREVENT ELECTRIC SHOCK HAZARD AND/OR WATER DAMAGE TO THIS CONTROL, ALL UNUSED RECEPTACLES MUST HAVE A DUMMY PLUG.
  - \* THIS CONTROLLER MUST NOT BE INSTALLED IN PROXIMITY OF HIGHLY FLAMMABLE MATERIALS.
  - \* LOW VOLTAGE OR IMPROPER WIRING MAY CAUSE DAMAGE TO THIS CONTROL SYSTEM. READ AND FOLLOW ALL WIRING INSTRUCTIONS WHEN CONNECTING TO POWER SUPPLY.
  - \* THIS PACK CONTAINS NO SERVICEABLE PARTS. CONTACT AN AUTHORIZED SERVICE CENTER FOR SERVICE.
  - \* ALL CONNECTIONS MUST BE MADE BY A QUALIFIED ELECTRICIAN IN ACCORDANCE WITH THE NATIONAL ELECTRICAL CODE AND ANY STATE, PROVINCE OR LOCAL ELECTRICAL CODE IN EFFECT AT THE TIME OF THE INSTALLATION.

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## Introduction



## in.xe Entry-level spa system

Congratulations! You have purchased one of the finest entry-level spa packs available.

To install, use and enjoy your in.xe spa system take the time to carefully read these instructions.

The in.xe has been designed for these typical spa configurations:

- Single pump system
- Dual pump system
- Pump & blower system
- Dual pump & blower system

The in.xe can be wall-mounted or installed on its mounting base and comes with an integrated heat.wave water heater.



## Features

The in.xe system boasts a long list of technical features. Each of them contributes to bringing the most advanced solutions available to in.xe equipped spa owners:



### **in.put** input terminal block

The in.put was designed to ease wire insertion (up to # 4 AWG) and connections. Tighter input connection reduces heat generated for increased component lifetime.



### **in.flo** dry-fire protection

A heater safety system located on the heat.wav heater with an all-electronic dry-fire protection.



### **in.seal** watertight protection

The in.seal provides an extra level of protection against water infiltration. Connectors and power box are designed to be watertight so no water can be in direct contact with electrical components (IPX-5).



### **in.t.cip** water temperature algorithm

in.t.cip is an intelligent water temperature refresh algorithm that calculates optimal time to start pumps and get water temperature readings. in.t.cip continuously readjusts the heater start time.



### **in.axess** board access prevention

Electronic components are placed into separate and inaccessible compartments. Only serviceable parts are made accessible to service technicians.



### **in.kin** kinetic heat monitoring

First ever UL approved kinetic heating protection manages water temp increase generated by pump heat dissipation. Hardware protection shuts all accessories off if it senses water overheating.



### **in.link** ingenious plugs and connectors

in.link cables are output and input plugs and connectors that come with colored and tagged polarizers. Totally waterproof, they are designed to be easily configured and to ensure that all cables of equipment used to make a spa or hot tub work properly are well connected at their intended connection port, eliminating any risk of miswiring.

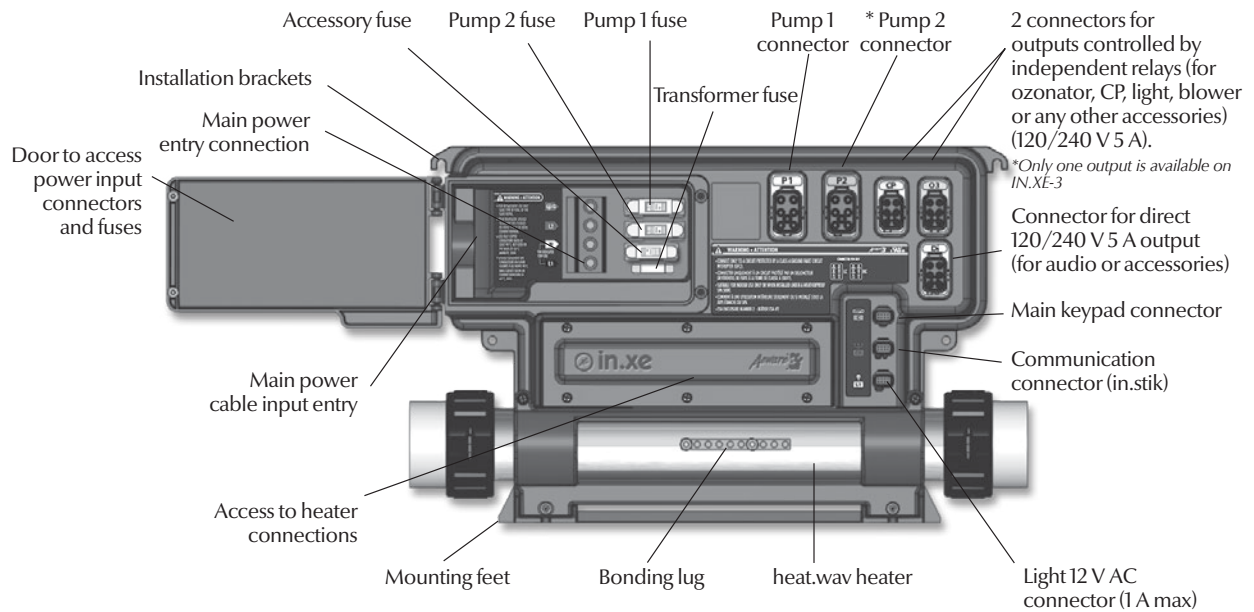


### **in.stik** automated software upload

The in.stik is a pen drive with an in.link connector very similar to a USB memory stick. It connects to the spa pack and contains data to program or configure its system. The system executes the data upload automatically.



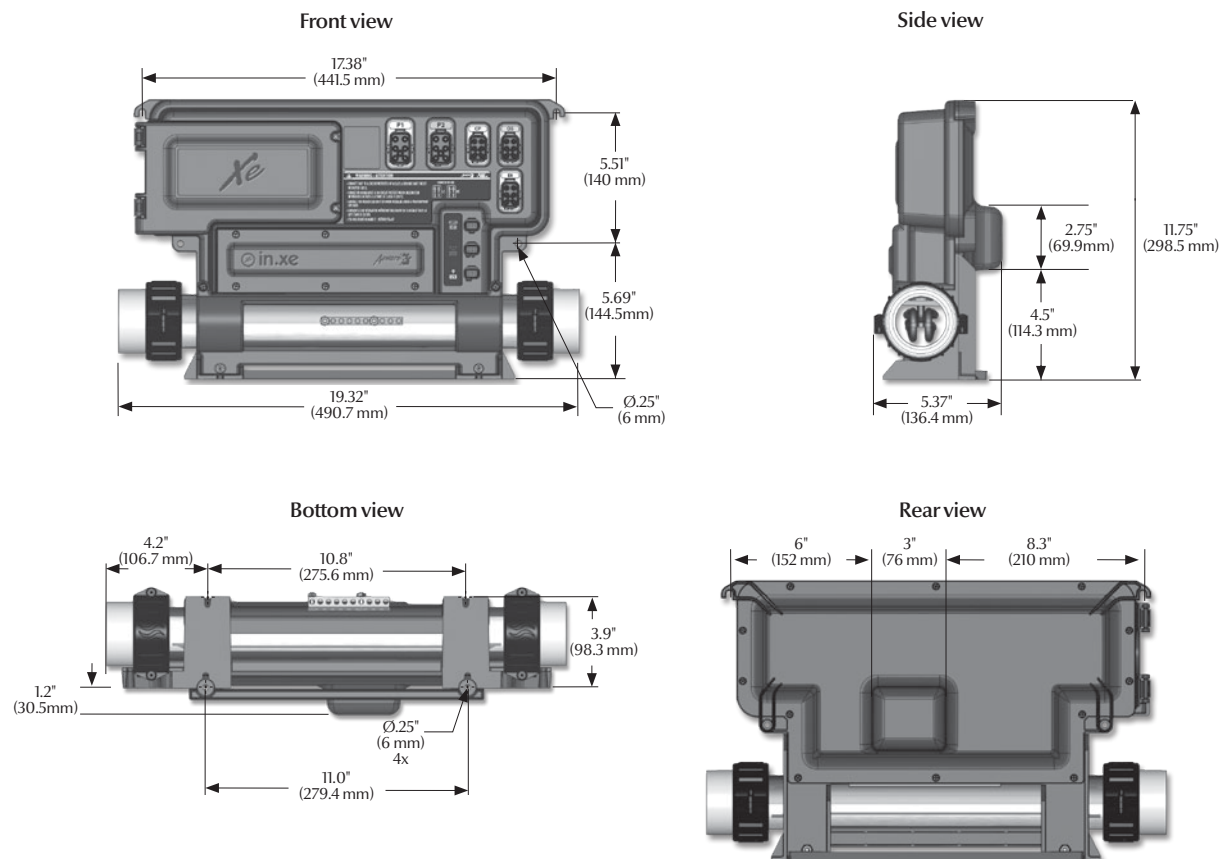
## Overview



Note: No connectors should remain unplugged. Use blank plugs to fill unused connectors.

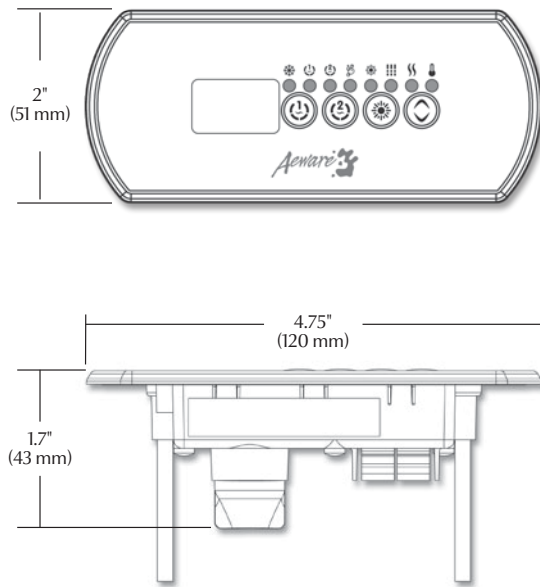
\* Only available on IN.XE-5

## in.xe dimensions:





## in.k200 dimensions:



### Features:

LED display

4 Keys

8 light indicators

in.link connector

### Mechanical Specs:

Weight: 0.9 lb (0.41 kg)

### Dimensions (W x H x D):

Front panel: 4.75" x 2" x 1.7"

(120 mm x 51 mm x 43 mm)

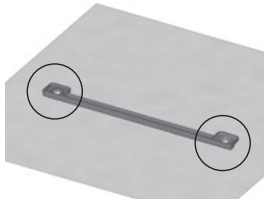
Soft gasket

Approvals: UV resistance (ASMTD4329)

UL, CSA, TUV and CE

## in.xe installation

### Floor installation procedure

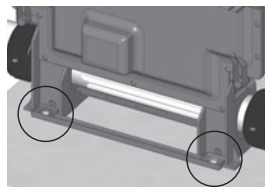


#### The following material is recommended:

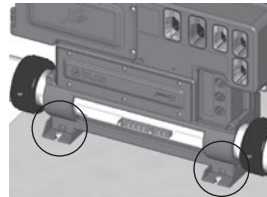
4- #10 screws of appropriate length with round, truss or pan head.

4- washers .5" OD x .0625" thickness (12 mm OD x 1.5 mm)

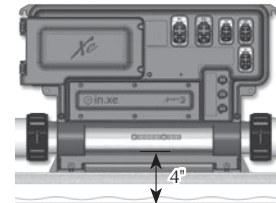
Select the most appropriate location on the floor for spa pack and firmly attach guide plate to wooden base with 2 screws backed by 2 washers.



Slide back side of the unit's feet into the guide plate. It should easily slide into place.



Now firmly attach unit to wooden base by using the remaining 2 screws backed by 2 washers to attach the front of the feet.



**Note:** The spa pack must be installed at least 4" (52 mm) above potential flood level. If floor is on ground level, pack should be raised at least 4" (52 mm).

#### Warning!

Beware the application of some products commonly used against corrosion (such as WD-40 family products) as they could damage the power box, due to a negative chemical reaction between some industrial oils and its plastic enclosure. Any other materials which may come in contact with the enclosure must be carefully evaluated under end use conditions for compatibility.

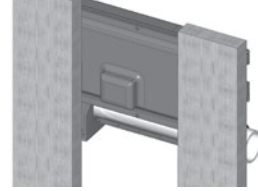
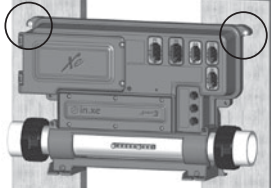
#### Important!

Please note that countersunk screws should **not** be used as they can damage the power box support.





## Wall installation procedure



The following material is recommended:

4- # 10 screws of appropriate length with round, truss or pan head.

4- washers .5" OD x .0625" thickness (12 mm OD x 1.5 mm)

Use two 2 standard 2x4 or 2x6 wall studs, spaced on 16-inch centers to affix the spa pack.

In the case of a flat wooden surface: select the most appropriate location on wall for the spa pack. A 4" (52 mm) square cut-out will be needed to allow the transformer to fit through it.

Firmly attach, one at a time, upper mounting holes on each side of the spa pack with 2 screws backed by 2 washers.

Firmly attach lower mounting holes on each side of the pack with the 2 remaining screws and 2 washers.

**Note:** Make sure these 2 screws and 2 washers are installed. They will make the pack stable when input, outputs and accessory connectors will be inserted in their ports.





## in.k200 installation & connections

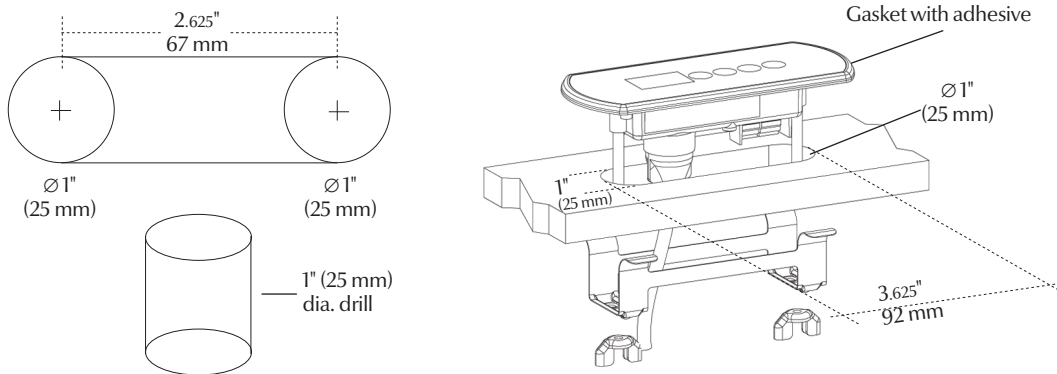
### Installing the in.k200

The keypad should be installed directly onto the spa (or very close to it) so that it is easily accessible to the user.

- To install the in.k200, drill two 1" (25 mm) diameter holes at 2.625" (67 mm) from center to center as illustrated.
- Cut out the material between the two holes (see illustration).
- Clean the installation surface and peel the adhesive backing from the keypad.
- Insert keypad and align it correctly, then ensure it is properly glued by gently pressing evenly on the entire surface.

If the keypad is equipped with an optional holder plate, remove the two wing nuts from the back of the keypad and remove the mounting bracket.

Insert the keypad into the opening you have cut out. Put the mounting bracket and the wing nuts back on their respective bolts and fix the keypad securely in place (see illustration below).



Note: It is the installer's responsibility to ensure that no obstructions (cables, piping, etc.) are present below the deck at the drill hole location.

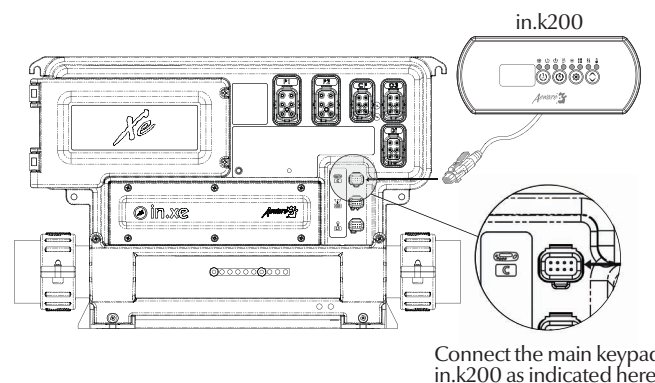
Note: If the installation location is not perfectly even (e.g. wood surface), make a silicone joint between the installation surface and the back of the unit to ensure a proper seal around it.

### Connecting the main keypad to the in.xe spa pack

The in.k200 comes with a 10' (3.048 m) cable and an in.link connector.

To connect the in.k200, first remove the in.xe cover (6 screws), then insert the in.link connector into the appropriate keypad connector (as illustrated.) Route the cable through one of the molded strain relief channels on the bottom right side of the spa pack (as illustrated.) Don't forget to replace the cover and all 6 screws (do not over tighten cover screws.)

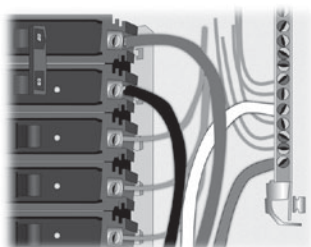
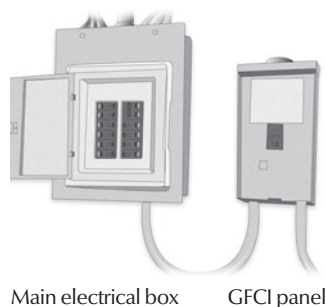
Note: always shut power down before connecting an accessory to the in.xe.





## in.xe connections

### Electrical wiring for North American model of the in.xe



#### Warning!

For units for use in other than single-family dwellings, a clearly labeled emergency switch shall be provided as part of the installation. The switch shall be readily accessible to the occupants and shall be installed at least 5' (1.52 m) away, adjacent to, and within sight of the unit.

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This product must always be connected to a circuit protected by a ground fault interrupter.

Proper wiring of the electrical service box, GFCI and in.xe terminal block is essential!

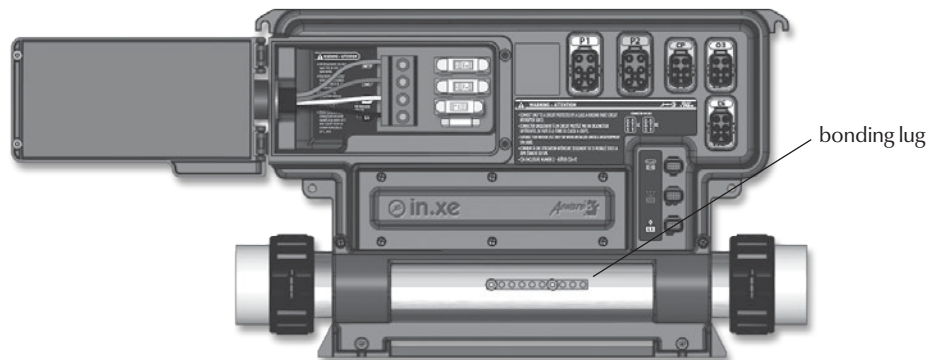
Check your electrical code for local regulations. Only copper wire should be used, never aluminum.



#### Disposal of the product

The appliance (or the product) must be disposed of separately in accordance with the local waste disposal legislation in force.

### Electrical wiring for North American or CE model of the in.xe



To install the wiring for the in.xe spa control, you'll need a Phillips screwdriver and a flat screwdriver.

Loosen the 2 screws of the spa pack door and open it.

Remove 5.5" (142 mm) of cable insulation.  
Strip away 1" (25 mm) of each wire insulation.

Pull the cable through the cutout of the box and secure it with a strain relief (1" NPT strain relief; hole diameter: 1.335").

(For CE use an IEC certified plastic bushing that will maintain the IPX5 rating.)

Make sure that only the uncut sheathing is clamped at this opening.

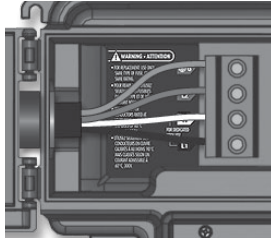
Push the color-coded wires into the terminals as indicated on the sticker and use the flat screwdriver to tighten the screws on the terminals.

After making sure wire connections are secure, push them back into the box and close the door. Tighten the 2 screws of the spa pack door.

Connect the bonding conductor to the bonding lug on the front of the in.xe spa pack (a grounded electrode conductor shall be used to connect the equipment grounding conductors).



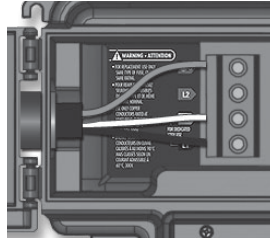
## Electrical wiring North American model in.xe



### For 240 V (4 wires)

Correct wiring of the electrical service box, GFCI, and pack terminal block is essential.

Call an electrician if necessary.

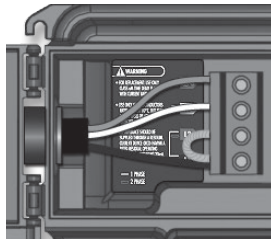


### For 120 V (\*3 wires)

\*If connected to a 3 wire system, no 240 V component will work.

Refer to "Connections for 120 V heater" section of this manual.

## Electrical wiring European model in.xe.ce

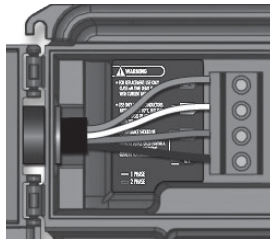


Single-phase

in.xe.ce 230 V  
or 230/400 V

Correct wiring of the electrical service box, RCD, and pack terminal block is essential!

Call an electrician if necessary.



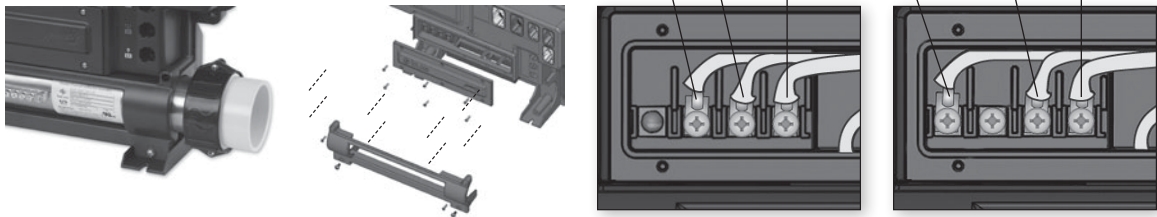
Dual-phase

### Warning!

in.xe.ce models must always be connected to a circuit protected by a Residual-Current Device (RCD) having a rated operating residual-current not exceeding 30 mA.



## Heater connections



### heat.wav heater

in.xe comes with a high performance heat.wav heater. With no pressure switch, it features in.flo integrated dry-fire protection.

A watertight panel protects the heater and probe connectors. Removing the panel gives access to in.flo dry-fire protection and hi-limit/regulation probe connectors, line 1, line 2 and ground power input cables connection ports.

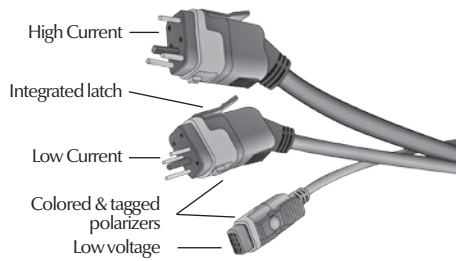
### Connections for 230/240 V heater (4 kW or 2 kW)      Connections for 120 V heater (1 kW)

The heat.wav heater is factory configured 240 V / 4 kW (or 2 kW), but it can be converted to a dedicated 120 V / 1 kW by simply switching a cable connection port. Option available on North American models only.

heat.wav specification summary:

- Supports 120 V or 240 V
- Protected by external breaker (not fused)\*
- Incoloy® or Titanium (optional) heater element for greater protection against corrosion.

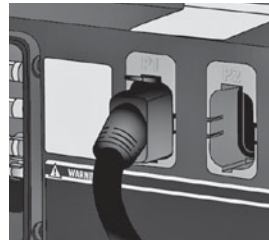
*\*Note: European models are 230 or 240 V and are fuse protected*



### in.link connectors

The in.xe features in.link connectors with colored and tagged polarizers. This new plug and connector technology has been specifically designed for easy and safe assembly. The tags are interchangeable depending on the output; the polarizers are designed to avoid misconnections.

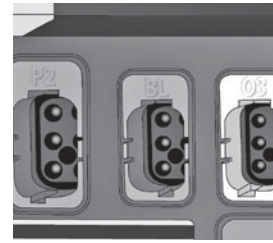
In.link connectors are easily and conveniently accessible from the front of the pack offering a wide range of possible connection configurations. In.link connectors come in 3 sizes (HC, LC and low voltage) for all types of inputs and output devices.



### Latch snap & strain relief

A latch mechanism is provided to maintain male and female connectors together. The tab provided on the male part gives the operator an audible and tactile feedback at the insertion of the cable in the female part. Once the latch is engaged, it will prevent both parts from separating unintentionally by vibration or shock.

To unplug the male connector, a gentle press on the tab will allow the release of the locking mechanism to separate both parts.

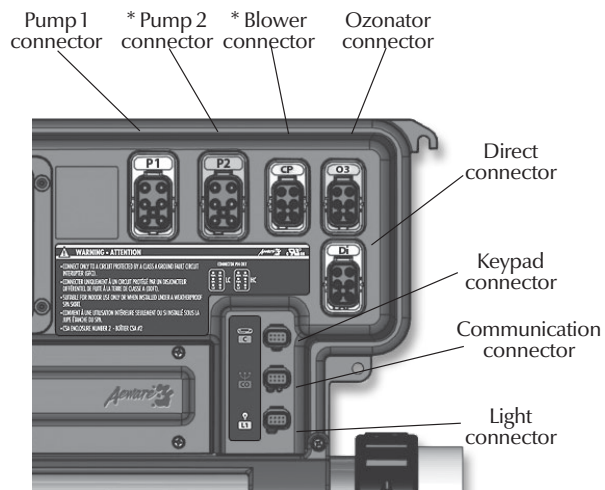


### Watertight design UL & CE

The female connector comes with a built-in seal ensuring a watertight connection assembly sealed from moisture and water ingress. This sealing is intended to be suitable for the North American and European standards and the demanding spa environment.

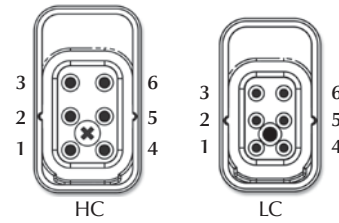


### Connector map



\* Only available on IN.XE-5. IN.XE-3 has pump 1, ozonator and direct connectors.

### Female connector on spa pack



### In.link output connectors:

#### High-Current - HC connectors:

Output	Typical Device
Out 1	Pump 1
Out 2	Pump 2*

#### Low-Current - LC connectors (relay controlled):

Output	Typical Device
Out 3	Blower*
Out 4	Ozonator
Out 5	Audio/video (direct to line)

#### Low-Voltage - LV connectors:

Output	Typical Device
C	Main keypad
CO	Comm. Connector (in.stik, in.watch)
LI	Light



Assembly 240 V cable kit in.link for in.xe



High Current



Low Current

Gecko P/N	Description	Typical use	Cable	Length
600DB0821	Cable in.link HC 2S 15A 240 V 8'	dual-output loads up to 15 FLA (pump dual speed)	14/4	96"
600DB0967	Cable in.link HC 2S 15A 240 V 8' T CE	dual-output loads up to 15 FLA (pump dual speed) for Europe	14/4	96"
600DB0833	Cable in.link HC 1S 15A 240 V 8'	single-output loads up to 15 FLA (pump single speed)	14/3	96"
600DB0901	Cable in.link HC 1S 15A 240 V 8' T CE	single-output loads up to 15 FLA (pump single speed) for Europe	14/3	96"
600DB0721	Cable in.link LC 1S 5A 240 V 4'	single output loads up to 5 FLA (ozone, blower, circ. pump, DC supply, etc.)	18/3	48"
600DB1259	Cable in.link LC 1S 5A 240 V 8' T CE	single output loads up to 5 FLA (ozone, blower, circ. pump, DC supply, etc.) for Europe	18/3	96"
600DB0754	Cable in.link LC 1S 5A 120 V 4'	single output loads up to 5 FLA (ozone, circ. pump, DC supply, etc.)	18/3	48"
9920-401022	Cable in.link LV Light 12 V AC 12'	light 12 V AC	24/4	144"

Assembly 120 and 240 V cable kit in.link for in.xe



Gecko P/N	Description	Typical use
9917-100894	Keying cable LC - BL - blue	LC Keying for Blower cable
9917-100898	Keying cable LC - O3 - gray	LC Keying for Ozonator cable
9917-100887	Keying cable HC - P2 - violet	HC Keying for Pump 2 cable
9917-100888	Keying cable HC - P1 - orange	HC Keying for Pump 1 cable





Assembly 120 V cable kit in.link for in.xe (continuation)



High Current



Low Current

Gecko P/N	Description	Typical use	Cable	Length
9920-401239	Cable in.link HC 2S 15A 120 V 8'	dual-output loads up to 15 FLA (pump dual speed)	14/4	96"
600DB0857	Cable in.link HC 1S 15A 120 V 8'	single-output loads up to 15 FLA (pump single speed)	14/3	96"
600DB0754	Cable in.link LC 1S 5A 120 V 4'	single output loads up to 5 FLA (ozone, circ. pump, DC supply, etc.)	18/3	48"
9920-401022	Cable in.link LV Light 12 V AC 12'	light 12 V AC	24/4	144"



Boot up display sequence (Each parameter is displayed for 2 seconds)



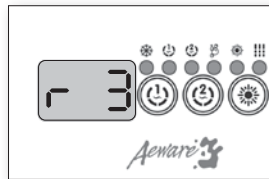
#### Lamp test

All the segments and LEDs are lighting up



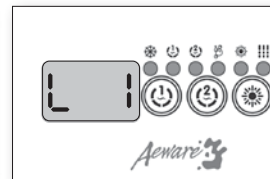
#### Software number

Software part number



#### Software revision

Revision of the software



#### Low level selection

Low level selected from low level menu

### Valuable Tips

Make sure that all valves are open in the spa plumbing and that you have good water flow circulating from the primary pump into the heater.

**Important: a minimum flow rate of 18 GPM is required.**

### Technical information

There is no mechanical switch in the in.xe heater. Instead in.xe systems have integrated in.flo technology. The in.flo is an all electronic dry-fire protection device built-in in.xe's heater.

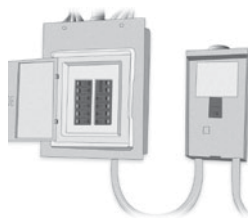
At power up, in.flo performs a flow check through the following process:

Pump 1 starts for 2 minutes The display will show " \_ \_ " during the check flow process. After 2 minutes the system validates proper water flow.

In case of failure, the system tries again.

The water temperature is shown on the keypad display.

Once the water has reached the set point value plus 0.8 °F the heater is turned off.



Make sure all accessories are linked to the bonding connector and connected to pack.

Turn on the breaker.



It's important to specify the current rating of the GFCI used to ensure safe and efficient current management (and no GFCI trippings).

Press and hold **Light** button until you access the breaker setting menu.

Number of Phase selection

UL	Menu not available
CE	1 or 2
UL Swim	1 or 2
CE Swim	1, 2 or 3

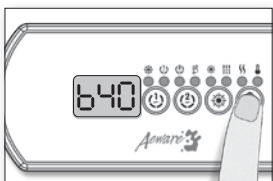


The values displayed by the system correspond to 0.8 of the maximum amperage capacity of the GFCI.

Use the **Up/Down** button to select the desired value.

The value can typically be modified from 10 to 48 for UL version, and 10 to 40 A for CE version.

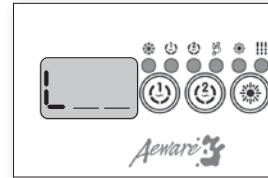
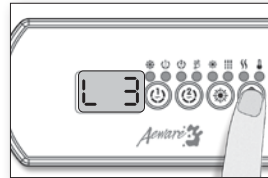
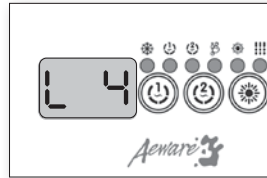
Then press **Light** button to set breaker rating.



This table shows typical settings of Br for GFCI. Select the one that matches your breaker.

GFCI	Br
60 A	48 A
50 A	40 A
40 A	32 A
30 A	24 A
20 A	16 A

*Note: Every OEM has its own preset configurations.*



### Programming the in.xe using the in.stik

This feature is very useful on production lines to configure packs and in the field for service purposes, like software updates.

Follow these simple steps to upload new predetermined low level program configurations into the spa pack.

Insert the in.stik in the communication connector (see fig. above).

Shut electrical power off.  
Turn power on.

At power-up the in.xe system will upload all the different configurations set into the in.stik memory.

The in.xe will then enter the low-level configuration menu. The keypad display will show **L xx** where "xx" represents the previous configuration number registered in the system.

Use the **Up/Down** key to choose the new desired low level configuration number.

Press the **Prog.** key to confirm the selected configuration (consult the configuration selection chart section in this manual).

If the **Prog.** key is not pressed within 25 seconds, the unit will exit this menu without changing any settings.

Note: If the keypad in use does not have the **Prog.** key, use **Light** key instead.

If at power-up of the system your keypad display shows the following message: **"L \_ \_"**, it means that all low level configurations have been downloaded, but no configuration number has been chosen.



### Programming the in.xe using the keypad

Although every in.xe spa pack is factory set, in certain cases when servicing or replacing a new unit in the field, it may be necessary to set a new predetermined low level program configuration into the spa pack.

Follow these simple steps to re-enter the low level programming menu using the keypad:

Press and hold the **Pump 1** key for 30 seconds.

The keypad display will show **L xx** where "xx" represents the previous configuration number registered in the system.

Use the **Up/Down** key to choose the new desired low level configuration number and press the **Program** key to confirm the selected configuration (consult the configuration selection chart section in this manual).

If the **Program** key is not pressed within 25 seconds, the unit will exit this menu without changing any settings.

If at power-up of the system your keypad display shows the following message: "**L \_\_**", it means that all low level configurations have been downloaded, but no configuration number has been chosen.

Note: If the keypad in use does not have the **Program** key, use the **Light** key instead.



## Low Level Configuration Selection Chart

in.xe with low level 85 revision 1, 2 and 3.

Config.#	P1	P2	BL	CP configuration	Ozone configuration	Filter Type	Heater Pump
1	2sp	1sp	X	Always on	---	Clean, PIL	P1
2	2sp	1sp	X	Always on	---	Purge	CP
3	2sp	1sp	X	---	On during Filter cycle, with P1	Clean, PIL	P1
4	2sp	1sp	-	Duration filtration	On during Filter cycle, with CP	Clean, CP	P1
5	2sp	1sp	-	Always on	Always on with CP	Clean, PIL	CP
6	2sp	1sp	-	Duration filtration	On during Filter cycle, with CP	Clean, CP	CP
7	2sp	1sp	-	---	On during Filter cycle, with P1	Clean, PIL	P1
8	2sp	-	X	---	On during Filter cycle, with P1	Clean, PIL	P1
9	2sp	-	-	---	On during Filter cycle, with P1	Clean, PIL	P1
10	1sp	1sp	X	---	On during Filter cycle, with P1	Clean, PIL	P1
11	1sp	1sp	-	Duration filtration	On during Filter cycle, with CP	Clean, CP	P1
12	1sp	1sp	-	Always on	Always on with CP	Purge	CP
13*	1sp			Always on	Always on with CP	Purge	CP

*Note: Every OEM has its own preset configurations.  
The low level configuration may differ depending  
on the manufacturer.*

*\* Available on Rev 3.00 only*



## in.xe programming field options

In the event where none of the predetermined low level program configurations built in the in.xe system suit your spa equipment assembly, it's possible to custom configure the in.xe system by manually entering key parameter settings.

To access this menu, press and hold **Prog.** (or **Light** key) for 30 seconds. Use **Up/Down** key to choose setting. Press **Prog.** key (or **Light** key) to go to the next parameter.

**Table 1**

Parameter	Display	Options	Description
Pump 1 Config		Single-speed = 1 Dual-speed = 2 *Pump #1 and Pump #3 = 3	Pump #1 configuration <i>*Available only on certain models.</i>
Pump 2 Config		Not installed = 0 Single-speed = 1 Dual-speed = 2	Pump #2 configuration
Blower Config		Not installed = 0 Installed = 1	Blower configuration
Circ. Pump Config		Not installed = 0 Installed = 1 Always on = 2	Circulation pump configuration
Ozone Config		Not installed = 0 During filter cycle = 1 Always on = 2	Ozone generator configuration
Ozone Pump		Circulation pump = 0 Pump #1 = 1	Pump associated to ozone generator
Ozone Type		Standard = 0 Timed = 1	Type of ozone generator
Heater Pump		Circulation pump = 0 Pump #1 = 1	Pump associated to heater

Please note that there are three versions of field options available, depending on your software revision. Tables 1 & 2 were used with previous versions.

Table 3 is the latest version. The first parameter will help to indicate which table to consult.  
( = table 1) and ( = table 2 or 3)





Table 1

Parameter	Display	Options	Description
Filter Config	FL__	Purge only = 0 With Circ. Pump = 1 With Pump #1, Low speed = 2	Filter cycle configuration
Temp. Units	Un__	°F = 0 °C = 1	Temperature units used on display
Time Format	CL__	No time display = 0 AM/PM format = 1 24H format = 2	Clock display format
Pump #1 High current	1__	1 to 20 amperes (10)	Pump #1 high speed current
Pump #1 Low current	2__	1 to 15 amperes (4)	Pump #1 low speed current
Pump #2 High current	3__	1 to 15 amperes (10)	Pump #1 low speed current
Pump #2 Low current	4__	1 to 15 amperes (4)	Pump #2 low speed current
Blower current	5__	1 to 10 amperes (5)	Blower current
Circ. Pump current	6__	1 to 5 amperes (2)	Circulation pump current
Direct current	7__	0 to 5 amperes (1)	Direct accessory output current
Heater current	8__	4 to 17 amperes (17)	Heater current
Minimum input current	9__	10 to 20 amperes	Minimum input current (circuit breaker)
Input current	b__	15 to 48 (on UL/CSA packs) (48) 15 to 32 (on CE packs) (32)	Available household supply current

*\*Available only on certain models.*

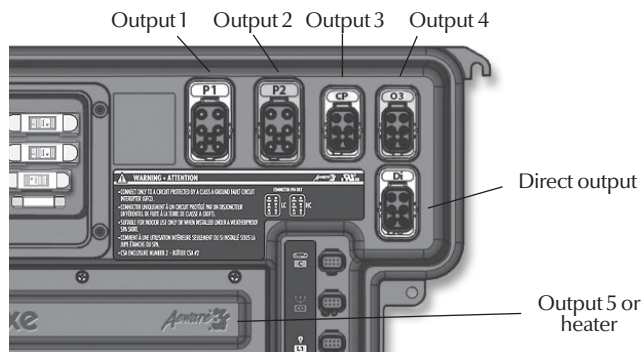


Table 2

Parameter	Display	Options	Description
Output 1A	1. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 1A
Output 1B	2. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 1B
Output 2	3. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 2A
Output 3	4. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 3A
Output 4	5. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 4A
Output 5	6. _ _	--, H	Accessory connected to the relay of Output 5A



Table 2

Parameter	Display	Options	Description																				
CP usage	<b>C</b> u._	CP standard = 0 CP always on = 1	Usage of the circulation pump																				
Ozone usage	<b>O</b> u._	Ozone with filtration = 0 Ozone always on = 1	Usage of the ozone generator																				
Ozone Pump	<b>O</b> P._	Circulation pump = 0 Pump #1 = 1	Pump associated with the ozone generator																				
Ozone Type	<b>O</b> ._	Standard (UV) = 0 Timed (Corona) = 1	Type of ozone generator																				
Heater Pump	<b>H</b> P._	Circulation pump = 0 Pump #1 = 1	Pump associated with the heater																				
Filter Config	<b>F</b> L._	Purge only = 0 With circ. pump = 1 With pump 1, low speed = 2	Filter cycle configuration																				
Temp. Units	<b>U</b> n._	°F = 0 °C = 1	Temperature units used on display																				
Clock Format	<b>C</b> L._	No time display = 0 AM/PM format = 1 24H format = 2	Clock display format																				
Cool down	<b>C</b> ._	30 to 240 seconds	Cool down of the heating element in seconds																				
Output 1A current	<b>1</b> ._	1 to 20 amperes	Current draw of the accessory connected to the relay of Output 1A																				
Output 1B current	<b>2</b> ._	1 to 15 amperes	Current draw of the accessory connected to the relay of Output 1B																				
Output 2 current	<b>3</b> ._	1 to 15 amperes	Current draw of the accessory connected to the relay of Output 2A																				
Output 3 current	<b>4</b> ._	1 to 15 amperes	Current draw of the accessory connected to the relay of Output 3A																				
Output 4 current	<b>5</b> ._	1 to 15 amperes	Current draw of the accessory connected to the relay of Output 4A																				
Output 5 current	<b>6</b> ._	1 to 17 amperes	Current draw of the accessory connected to the relay of Output 5A																				
Direct current	<b>7</b> ._	0 to 5 amperes	Current draw of the Direct output																				
Minimum input current	<b>8</b> ._	10 to 20	Minimum input current (breaker size)																				
Number of phases	<b>P</b> ._	1 or 2 (UL) 1, 2 or 3 (CE)	Number of Phase / Breaker <b>Number of Phases selection</b> UL      Menu not available CE      1 or 2 UL Swim 1 or 2 CE Swim 1, 2 or 3																				
Input current	<b>b</b> ._	10 to 60 A Single Phase (UL and CE) 10 to 48 A Dual Phase (UL) 10 to 40 A Dual Phase (CE) 10 to 20 A Triple Phase (CE)	Available household current <b>Maximum Input Current</b> <table> <tr> <th></th><th>1 phase</th><th>2 Phases</th><th>3 Phases</th></tr> <tr> <td>UL</td><td>48</td><td>na</td><td>na</td></tr> <tr> <td>CE</td><td>40</td><td>20</td><td>na</td></tr> <tr> <td>UL Swim</td><td>60</td><td>48</td><td>na</td></tr> <tr> <td>CE Swim</td><td>60</td><td>40</td><td>na</td></tr> </table>		1 phase	2 Phases	3 Phases	UL	48	na	na	CE	40	20	na	UL Swim	60	48	na	CE Swim	60	40	na
	1 phase	2 Phases	3 Phases																				
UL	48	na	na																				
CE	40	20	na																				
UL Swim	60	48	na																				
CE Swim	60	40	na																				



Table 3

Parameter	Display	Options	Description																				
Output 1A	1. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 1A																				
Output 1B	2. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 1B																				
Output 2	3. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 2A																				
Output 3	4. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 3A																				
Output 4	5. _ _	--, 1H, 1L, 2H, 2L, 3H, 3L, 4H, 4L, P5, BL, CP, O3, L2, H	Accessory connected to the relay of Output 4A																				
Output 5	6. _ _	--, H	Accessory connected to the relay of Output 5A																				
Output Direct	7. _ _	Direct = -- CP on Direct = CP	Set to CP only if the circulation pump is connect on the Direct.																				
CP usage	[u. _ _	CP Standard = 0 CP Always On = 1	Usage of the circulation pump																				
Ozone usage	ou. _ _	Ozone with filtration = 0 Ozone Always On = 1	Usage of the ozone generator																				
Ozone Pump	oP. _ _	Circulation pump = 0 Pump #1 = 1	Pump associated with the ozone generator																				
Ozone Type	o. _ _	Standard (UV) = 0 Timed (Corona) = 1	Type of ozone generator																				
Heater Pump	HP. _ _	Circulation pump = 0 Pump #1 = 1	Pump associated with the heater																				
Filter Config	FL. _ _	Purge only = 0 With Circ. Pump = 1 With Pump 1, Low speed = 2	Filter cycle configuration																				
Temp. Units	Un. _ _	°F = 0 °C = 1	Temperature units used on display																				
Clock Format	[L. _ _	No time display = 0 AM/PM format = 1 24H format = 2	Clock display format																				
Cool down	[ _ _ _	30 to 240 seconds	Cool down of the heating element in seconds																				
Output 1A current	1. _ _	1 to 20 amperes	Current draw of the accessory connected to the relay of Output 1A																				
Output 1B current	2. _ _	1 to 15 amperes	Current draw of the accessory connected to the relay of Output 1B																				
Output 2 current	3. _ _	1 to 15 amperes	Current draw of the accessory connected to the relay of Output 2A																				
Output 3 current	4. _ _	1 to 15 amperes	Current draw of the accessory connected to the relay of Output 3A																				
Output 4 current	5. _ _	1 to 15 amperes	Current draw of the accessory connected to the relay of Output 4A																				
Output 5 current	6. _ _	1 to 17 amperes	Current draw of the accessory connected to the relay of Output 5A																				
Direct current	7. _ _	0 to 5 amperes	Current draw of the Direct output																				
Minimum input current	8. _ _	10 to 20	Minimum input current (breaker size)																				
Number of phases	P. _ _	1 or 2 (UL) 1, 2 or 3 (CE)	Number of Phase / Breaker <b>Number of Phases selection</b> UL            Menu not available CE            1 or 2 UL Swim    1 or 2 CE Swim    1, 2 or 3																				
Input current	b. _ _	10 to 60 A Single Phase (UL and CE) 10 to 48 A Dual Phase (UL) 10 to 40 A Dual Phase (CE) 10 to 20 A Triple Phase (CE)	Available household current <b>Maximum Input Current</b> <table> <tr> <th></th><th>1 phase</th><th>2 Phases</th><th>3 Phases</th></tr> <tr> <td>UL</td><td>48</td><td>na</td><td>na</td></tr> <tr> <td>CE</td><td>40</td><td>20</td><td>na</td></tr> <tr> <td>UL Swim</td><td>60</td><td>48</td><td>na</td></tr> <tr> <td>CE Swim</td><td>60</td><td>40</td><td>na</td></tr> </table>		1 phase	2 Phases	3 Phases	UL	48	na	na	CE	40	20	na	UL Swim	60	48	na	CE Swim	60	40	na
	1 phase	2 Phases	3 Phases																				
UL	48	na	na																				
CE	40	20	na																				
UL Swim	60	48	na																				
CE Swim	60	40	na																				





## in.k200 keypad overview



### in.k200

Compact series of entry-level keypads that gives complete control to wet fingers!

The in.k200 is a compact keypad designed to be used with Aeware's in.xe spa system.

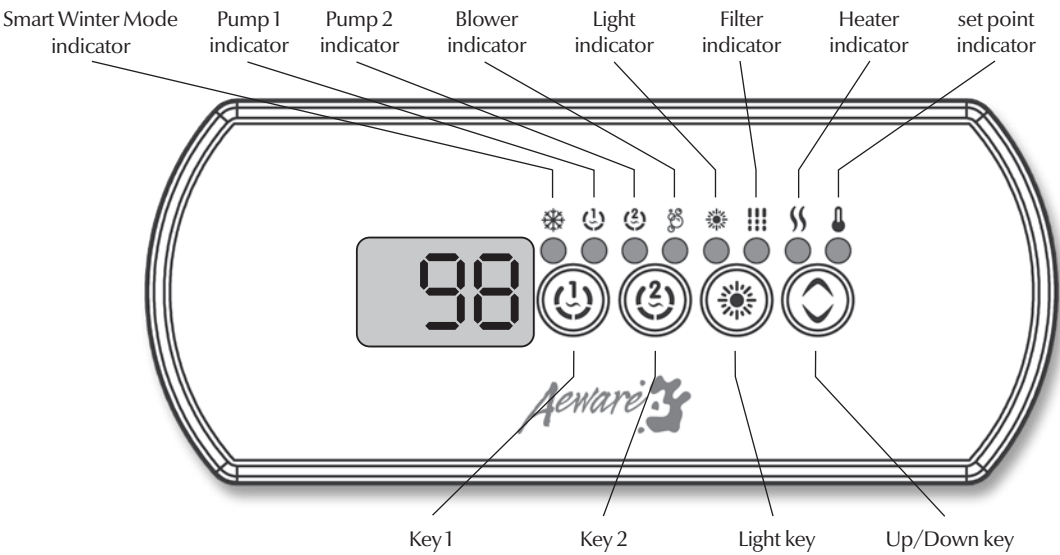
This new series of entry-level keypads comes in a waterproof plastic enclosure and is available in single pump, dual pump; dual pump/blower, or pump/blower configurations.

Easy to install, in.k200 comes with an in.link connector.

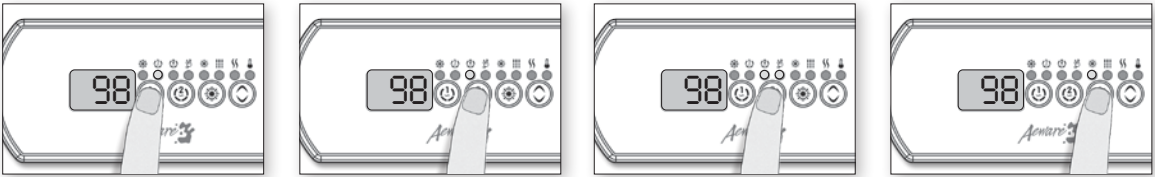
*Note: The following instructions are generic and provide a quick overview of the main functions. Please refer to your own QRC for specific functions.*



Function description

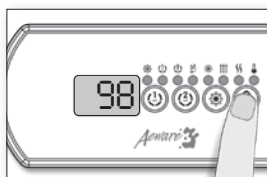


Instructions



<p><b>Key 1</b></p> <p>Press <b>Key 1</b> to turn Pump 1 on at low speed. Press a second time to turn pump to high speed (with a dual-speed pump). A third time turns pump off.</p> <p>A built-in timer automatically turns pump off after a predetermined period of time, unless it has been manually deactivated.</p> <p>The <i>Pump 1</i> indicator lights up when Pump 1 is on. With dual-speed pump, the indicator will flash when Pump 1 is on at low speed.</p>	<p><b>Key 2      2 Pump (or single pump/blower)</b></p> <p>Press <b>Key 2</b> to turn pump 2 or blower on. Press a second time to turn pump or blower off.</p> <p>A built-in timer automatically turns pump off after a predetermined period of time, unless it has been manually deactivated.</p> <p>The <i>Pump 2</i> and/or <i>Blower</i> indicator lights up when the corresponding output is on.</p> <p>Note: with dual-speed pump, the indicator will flash when pump 2 is on at low speed.</p>	<p><b>Key 2 (2 Pump/Blower)</b></p> <p>Press <b>Key 2</b> to turn pump 2 on at high speed. Pressing a second time turns blower on. A third press turns pump 2 off but leaves blower on. A final press turns blower off.</p> <p>A built-in timer automatically turns pump/blower off after a predetermined period of time, unless it has been manually deactivated.</p> <p>The <i>Pump 2</i> and/or <i>Blower</i> indicator lights up when the corresponding output is on.</p>	<p><b>Light key</b></p> <p>Press <b>Light</b> key to turn light on. Press <b>Light</b> key a second time to turn light off.</p> <p>A built-in timer automatically turns light off after a predetermined period of time, unless it has been manually deactivated.</p> <p>The <i>Light</i> indicator lights up when light is on.</p>
--	---	---	--

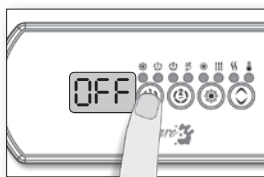




### Up/Down key

Use **Up** or **Down** key to set desired water temperature. The temperature setting will be displayed for 5 seconds to confirm your new selection.

The *Set Point* icon indicates that the display shows the desired temperature, NOT the current water temperature!

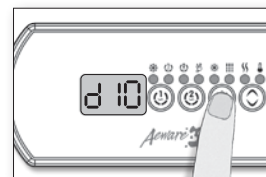


### Off Mode

This mode allows you to stop all outputs for 30 minutes to perform a quick spa maintenance.

Press and hold **Key 1** for 5 seconds to activate the off mode. Quick press **Key 1** to reactivate the system before the expiration of the 30 minute delay.

While the off mode is engaged, the display will toggle between **OFF** and the water temperature.



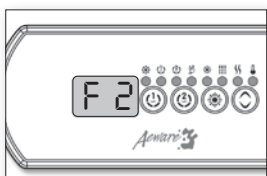
### Setting filter cycle duration

Press and hold **Prog** or **Light** key until the display shows **dx**, with "xx" representing the duration in hours.

Use **Up** or **Down** key to change setting.

0 = no filtration  
24 = continuous filtration

Note:  
it's not recommended to set this to "0".



### Filter cycle frequency

Press **Prog** or **Light** key again. The display will show **Fx**, with "x" representing the number of filter cycles per day (up to 4).

Use **Up** or **Down** key to change setting.

When the desired setting is displayed, press **Light** key to confirm. A filter cycle will start immediately.

The *Filter* indicator lights up when a filter cycle is on.



### Programming purge cycles

To program the purge cycles, you must select the frequency. During a purge cycle, all pumps and the blower run for one minute.

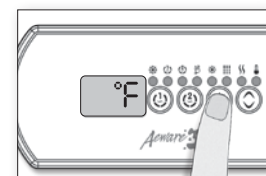
### Purge cycle frequency

Press and hold **Light** key until the display shows **Fx**, with "x" representing the number of purge cycles per day (up to 4).

Use **Up** or **Down** key to change setting.

When the desired setting is displayed, press **Light** key to confirm. A purge cycle will start immediately.

The *Filter* indicator lights up when a purge cycle is on.



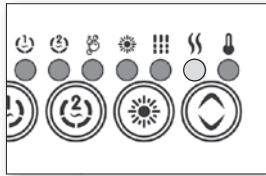
### Setting the temperature display units

Quick press **Light** key again. The display will show either °F or °C.

Use **Up** or **Down** key to change units.

Press **Light** key a last time to go back to normal mode.

°F = Fahrenheit  
°C = Celsius



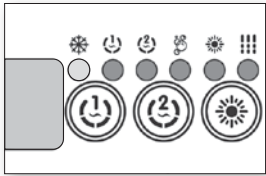
### Water temperature regulation

In a regulation cycle, the system first generates water flow through the heater housing and the plumbing, in order to ensure accurate water temperature readings as well as avoiding heater activation in dry conditions.

The system verifies periodically that all parameters are within normal range.

If the readings received from the system are not valid, blanks (---) will be displayed until normal readings have been successfully found.

After verifying pump activation and taking a water temperature reading if required, the system automatically turns the heater on to reach and maintain water temperature at set point. The *Heater* indicator lights up when the heater is on. It flashes when there is a request for more heat but the heater has not yet started.



### Smart Winter Mode

Our Smart Winter Mode protects your system from the cold by turning pumps on several times a day to prevent water from freezing in pipes. The *Smart Winter Mode* indicator lights up when the Smart Winter Mode is on.

### Cool down

After heating the spa water to the desired set point, the heater is turned off, but its associated pump (pump 1 low-speed or CP) remains on for a certain amount of time to ensure adequate cooling of the heating element, prolonging its life.

The *Heater* icon flashes during this time.

### Typical settings

Adjustable Regulating set point:	59°F (15°C) to 104°F (40°C)
Factory Default set point:	Typical 95°F (35°C) / Max 100°F (38°C)
Filter Cycle Duration:	0 to 24 hrs / Factory set at 2hrs
Filter Cycle Frequency:	1 to 4 times a day / Factory set at 2
Filter Cycle Start:	00:00 to 23:59 / Factory set at 12:00
Pump Runtime:	1 to 255 min. / Factory set at 20 min.
Light Timeout:	1 to 255 min. / Factory set at 120 min.

### Keypads available for the in.xe:



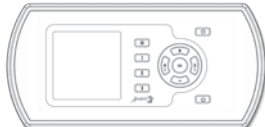
in.k19



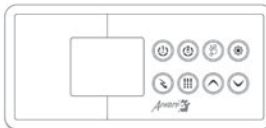
in.k35



in.k200 (LED display, 4 keys, 8 light indicators)



in.k600 (streamlined)



in.k4



in.k8



in.k450 (LCD display, 6 keys, 10 function icons)

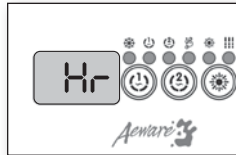


## in.xe error codes

### in.xe error codes summary

Error codes indicate a failure condition or a problem which needs to be corrected to ensure proper functioning of the system. Both the error code and the water temperature are alternatively displayed.

All errors codes will be displayed on the keypad display.



#### **Hr**

An internal hardware error has been detected in the in.xe.



#### **Prr**

The Prr error message indicates a problem with the regulation probe. The system is constantly verifying if temperature probe reading is within normal limits.



#### **HL**

Water temperature at the heater has reached 119°F.  
**Do not enter spa water!**



#### **FLO**

The system did not detect any water flow while the main pump was running.



#### **UPL**

No low-level configuration software has been downloaded into the system.



#### **AOH**

Temperature inside the spa skirt is too high, causing the internal temperature in the in.xe to go above normal limits.



#### **OH**

Water temperature in the spa has reached 108°F.  
**Do not enter spa water!**



## Hr error message / step-by-step



An internal hardware error has been detected

### Step-by-Step



- Restart the spa pack and start & stop all pumps and blower.
- If error reappears, replace the in.xe spa pack.

## Prr error message / step-by-step



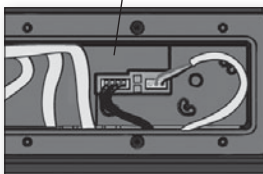
Regulation probe issue

### Step-by-Step



- Verify if regulation probe (located above the heater) is properly connected.

HL Probe & Temp / Regulation Probe



- Replace heater if problem persists.
- Replace spa pack, if problem persists.

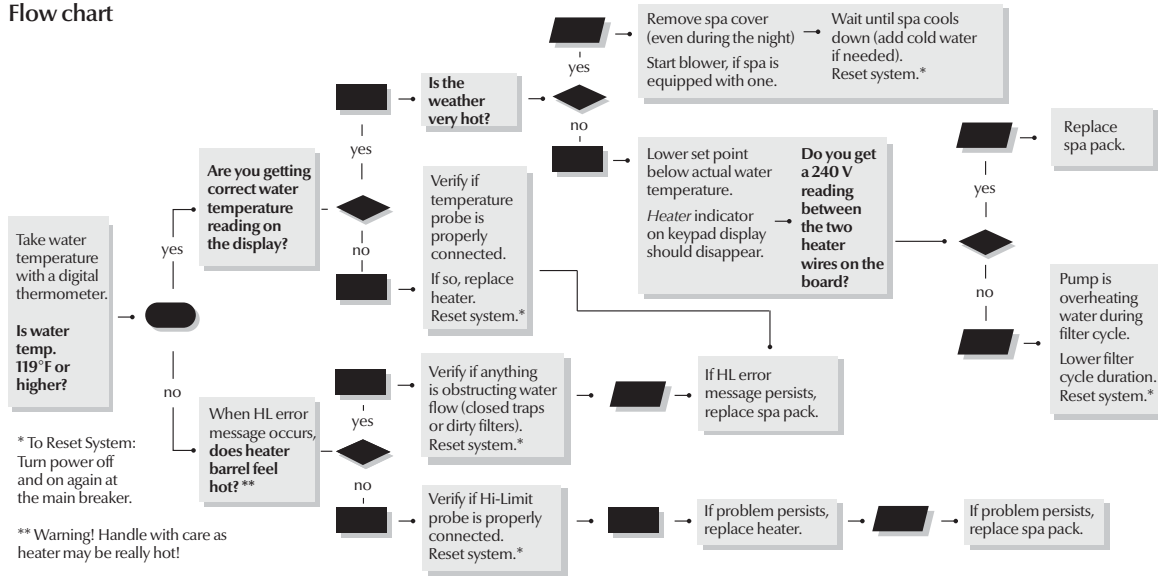


## HL error message / flow chart & step-by-step



The system has shut down because the temperature at the heater has reached 119°F (48°C).

### Flow chart



### Step-by-Step

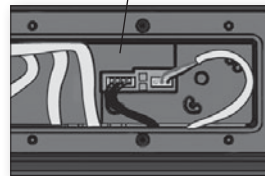


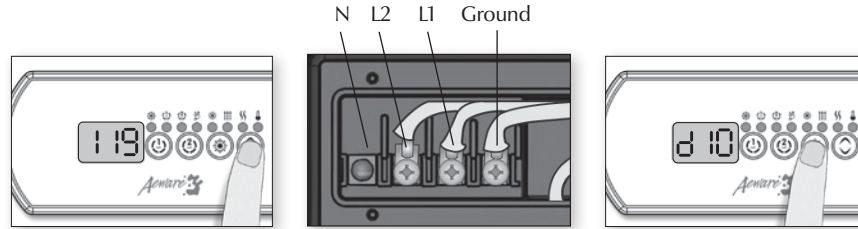
#### HL

Water temperature at the heater has reached 119°F

- 1 Measure the temperature with a DIGITAL thermometer and compare its reading with temp. on the display. Make sure the temp. reading is lower than 119°F.
- 2 If reading is below 119°F:
  - **Carefully** check if heater barrel feels hot. If it's hot, verify if anything is obstructing water flow (closed valves or dirty filter).
  - Shut power off and power the spa up again to reset the system.
  - If HL error persists, replace heater.
  - If HL error persists, replace spa pack.
- 3 If reading is 119°F or higher:
  - Verify if the Temp & High Limit probes are properly connected.
  - Shut power off and power the spa up again to reset the system.
  - If problem persists, replace heater.
  - If problem persists, replace spa pack.

HL Probe & Temp / Regulation Probe



**If weather is very hot:**

- 1• Remove spa cover (even during the night). Start blower if spa is equipped with one. Wait until spa cools down (add cold water if necessary).
- Shut power off and power the spa up again to reset the system.

**If hot weather is not a factor:**

- 2• Lower set point below current water temperature.  
  
The *Heater* indicator should disappear from keypad display.

- 3• With a voltmeter, read voltage between the live and ground heater terminals.
- 4• If you do read 240 V, replace spa pack.
- 5• If you do not read 240 V, pump may be overheating water during filter cycle.

Shorten filter cycle duration.

**To shorten filter cycle duration:**

- 6• Press and hold the **Light** key for 5 seconds. Display will show a value that represents the filter cycle duration in hours.
- 7• Use the **Down** arrow key to lower the number of hours.  
0 = no filtration  
12 = continuous filtration

When the desired setting is displayed, press **Light** key again. The filter cycle will start immediately.



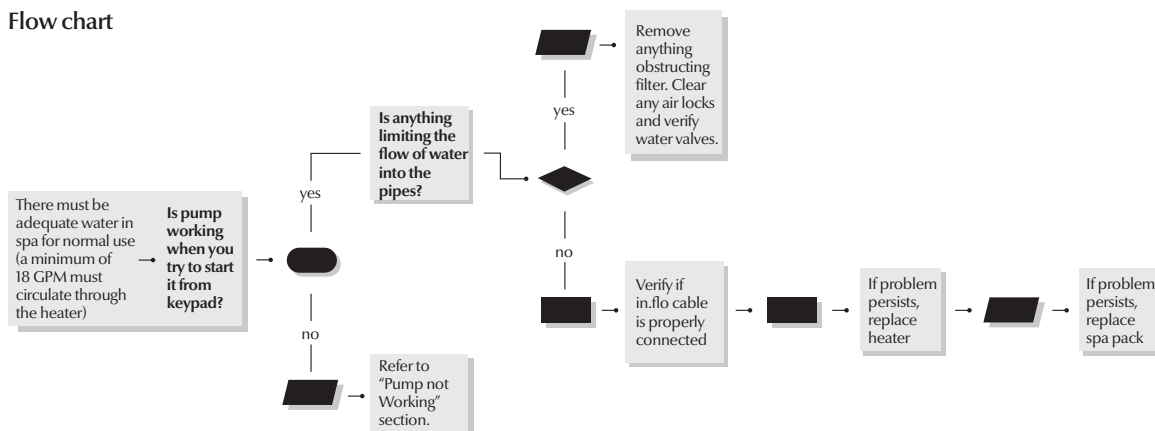
## FLO & UPL error message / flow chart & step-by-step

**FLO**

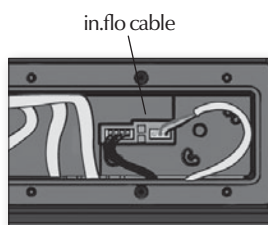
The system did not detect any water flow while the primary pump was running. Follow the troubleshooting flow chart below to identify the problem:

Make sure that the low-level programming has been properly set, with or without circulation pump (depending on your system configuration).

### Flow chart



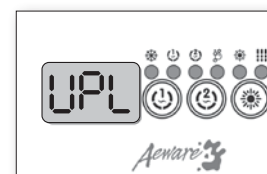
### Step-by-Step



**UPL**

No low-level configuration software in system!

### Step-by-Step



### FLO

Primary pump is activated, but the system doesn't detect any water flow

- Make sure water valves are open and that water level is high enough.
  - Check and remove anything obstructing the filter.
  - Make sure there are no air locks (or that no object obstructs the passage of water in the heater channel). Pumps may make strange noises.
- Follow air lock procedure to clear them.
- Make sure that the pump associated to the heater (primary pump) is running.
  - Make sure the in.flo cable (located above the heater) is properly connected.
  - If problem persists replace heater.
  - If the problem is not solved replace the spa pack.

- New low-level configuration software needs to be downloaded into the in.xe spa system; without it the system will not be operable.
- Contact our toll free line for technical support (1.800.784.3256).

Note: this line is dedicated to assist authorized service technicians and dealers only.



Temperature inside the spa equipment compartment is too high

### Step-by-Step

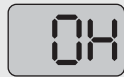


- Remove spa skirt and let system cool down, until the error clears.
- If problem persists replace spa pack.



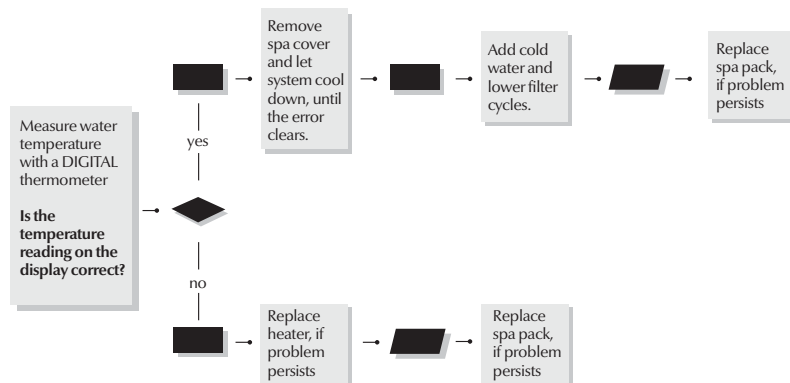


## OH error message / flow chart & step-by-step



Water temp in the spa has reached 108°F

### Flow chart



### Step-by-Step



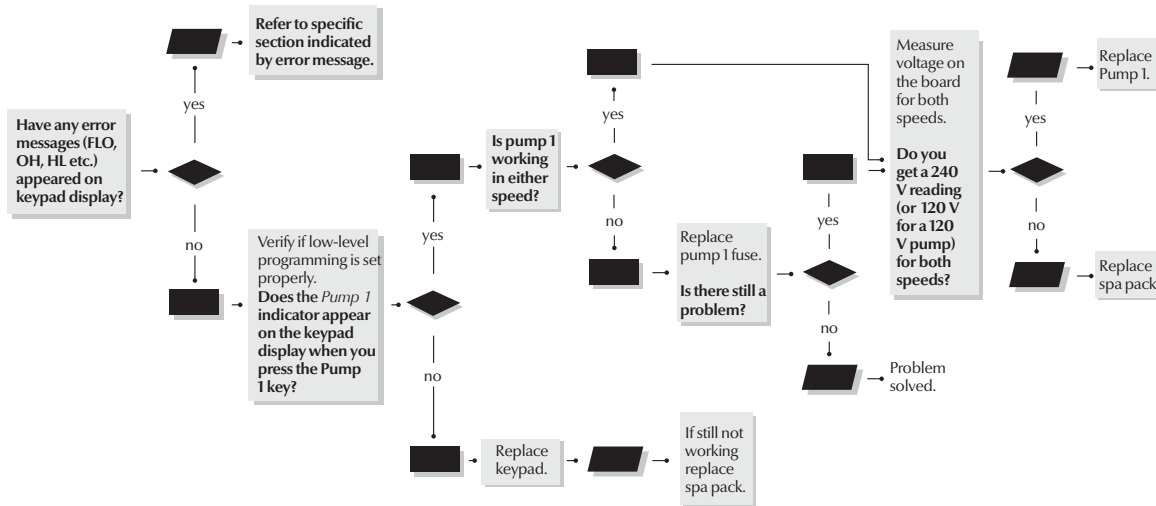
- Measure water temperature with a DIGITAL thermometer and compare its reading with temp on the display. If temp reading is different, replace heater.
- Remove spa cover and let spa cool down.
- Add cold water and lower filter cycles.
- If problem persists replace spa pack.

## Troubleshooting

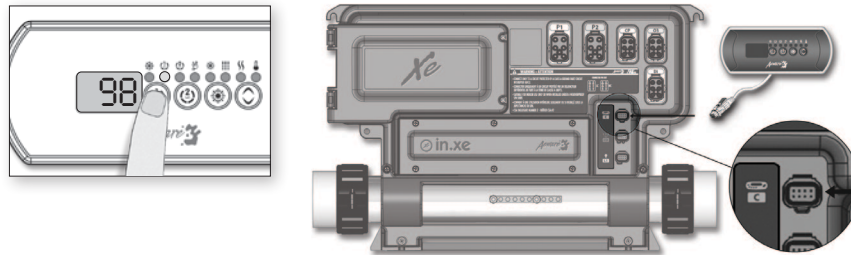
### Pump 1 doesn't work / flow chart & step-by-step

If Pump 1 is not working,  
follow this troubleshooting flow chart:

#### Flow chart

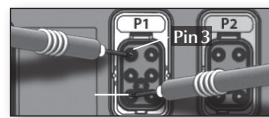
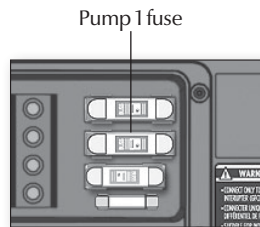


#### Step-by-Step

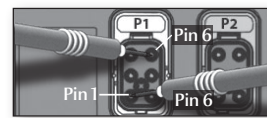


#### Pump 1 does not work!

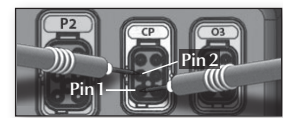
- Check for an error message on keypad display. If there is one, refer to the specific section indicated by the error message.
- Verify low-level programming configuration.
- Verify if the *Pump 1* indicator appears on keypad display when you press **Key 1**.
- If the *Pump 1* indicator does not appear, use a spare keypad to verify if keypad is defective.  
If it is, replace keypad.  
If not, replace spa pack.
- If *Pump 1* indicator appears when **Key 1** is pressed, verify if pump works in either speed.



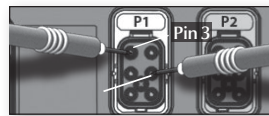
**240 V at P1 connector:**  
Pin 3 & Pin 1



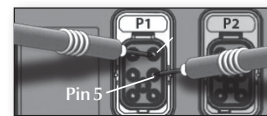
**240 V at P1 connector:**  
Pin 6 & Pin 1



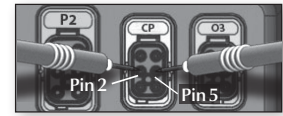
**240 V at CP connector:**  
Pin 2 & Pin 1



**120 V at P1 connector:**  
Pin 3 & Pin 5



**120 V at P1 connector:**  
Pin 6 & Pin 5



**120 V at CP connector:**  
Pin 2 & Pin 5

- If pump 1 does not work in either speed, replace pump 1 fuse.
- If replacing the fuse is not effective or if pump 1 works in only one speed, take voltage reading on the corresponding in.link connector.
- Turn pump 1 to high speed and take voltage reading between:

Pump up to 20 A :

240 V: Pin 3 & Pin 1  
120 V: Pin 3 & Pin 5

Pump up to 15 A :

240 V: Pin 2 & Pin 1  
120 V: Pin 2 & Pin 5

Your reading should be:

240 V for a 240 V pump  
120 V for a 120 V pump

- Turn pump 1 to low speed and take voltage reading between:

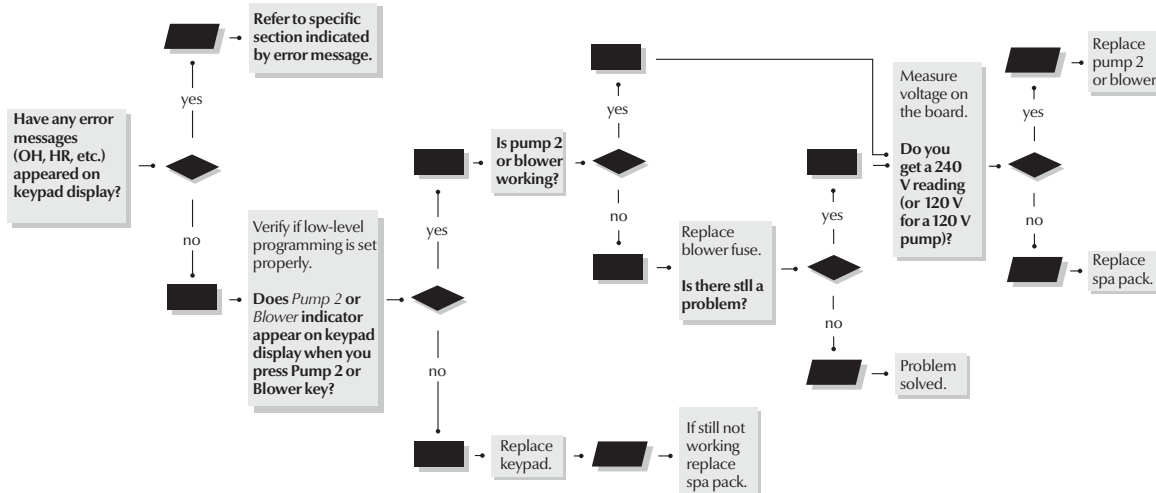
240 V: Pin 6 & Pin 1  
120 V: Pin 6 & Pin 5

Your reading should be:  
240 V for a 240 V pump  
120 V for a 120 V pump

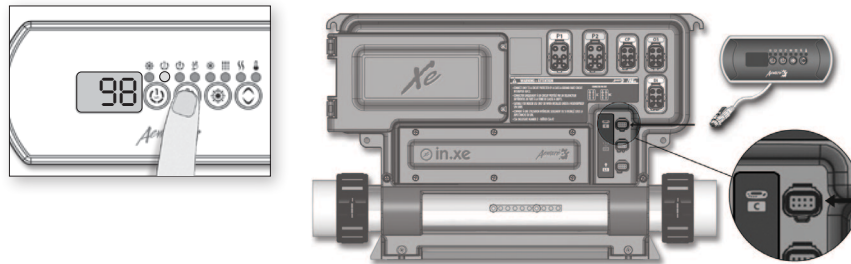
- If voltage is as it should be, replace pump 1.
- If not, replace spa pack.

## Pump 2 or blower doesn't work / flow chart & step-by-step

If pump 2 or blower is not working, follow this troubleshooting flow chart:



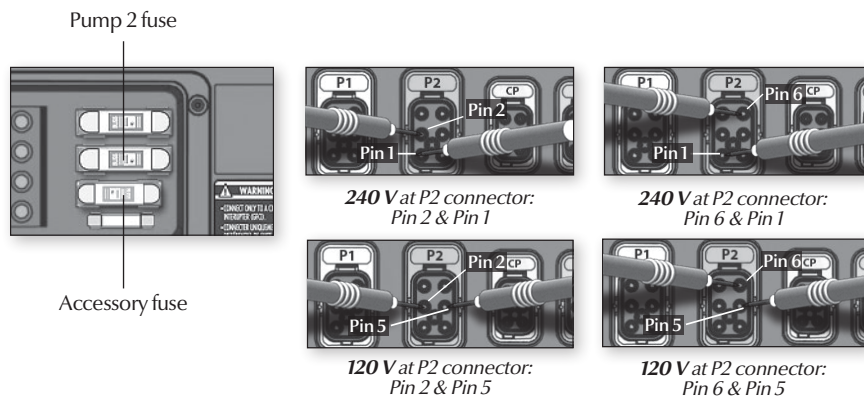
### Step-by-Step



### Pump 2 or blower is not working!

- Check for an error message on keypad display. If there is one, refer to the specific section indicated by the error message.
- Verify low-level programming configuration.
- Verify if *Pump 2* or *Blower* indicator appears on keypad display when you press **Key 2**.
- If *Pump 2* or *Blower* indicators do not appear, use a spare keypad to verify if keypad is defective.  
If it is, replace keypad.  
If not, replace spa pack.
- If *Pump 2* indicator appears when **Key 2** is pressed, verify if pump works in either speed (if dual speed pump).

\* Only available on IN.XE-5



- If Pump 2 or Blower does not work even when indicator is on, replace pump 2 fuse or the accessory fuse for the blower.
- If replacing the fuse is not effective, take voltage reading on the corresponding in.link connector.
- Turn pump 2 to high speed and take voltage reading between:  
240 V: Pin 2 & Pin 1  
120 V: Pin 2 & Pin 5  
Your reading should be:  
240 V for a 240 V pump  
120 V for a 120 V pump
- Turn pump 2 to low speed and take voltage reading between:  
240 V: Pin 6 & Pin 1  
120 V: Pin 6 & Pin 5  
Your reading should be:  
240 V for a 240 V pump  
120 V for a 120 V pump
- Turn blower on and take voltage reading between:  
240 V: Pin 2 & Pin 1  
120 V: Pin 2 & Pin 1  
Your reading should be:  
240 V for a 240 V blower  
120 V for a 120 V blower
- If voltage is as it should be, replace pump 2 or blower.
- If not, replace spa pack.

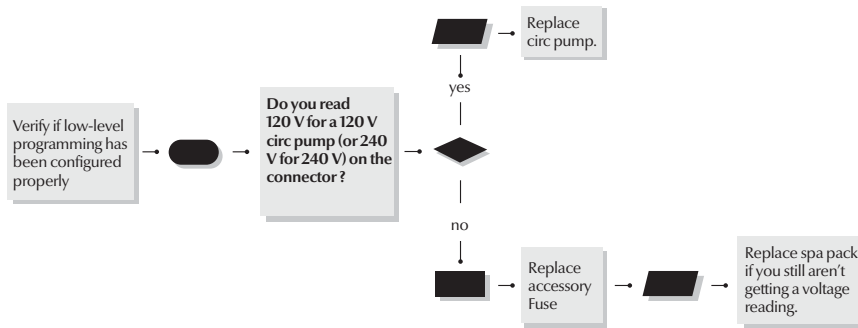
\* Only available on IN.XE-5



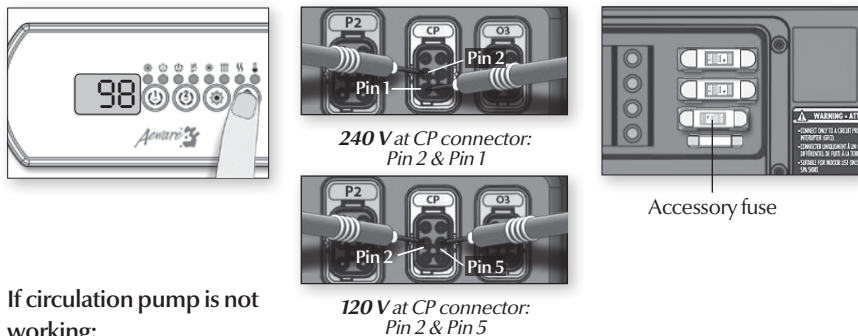
## Circulation pump doesn't work / flow chart & step-by-step

If circulation pump is not working,  
follow this troubleshooting flow chart:

### Flow chart



### Step-by-Step



If circulation pump is not working:

- Verify low level programming configuration.
- Start circulation pump by setting temperature set point 2 °F higher than actual water temperature.
- Take voltage reading on the corresponding in.link connector:
  - 240 V: Pin 2 & Pin 1
  - 120 V: Pin 2 & Pin 5Your reading should be:
  - 240 V for a 240 V pump
  - 120 V for a 120 V pump
- If you don't get a voltage reading, replace the accessory fuse
- If changing the fuse does not fix the problem, replace the spa pack.
- If voltage is as it should be, replace circulation pump.

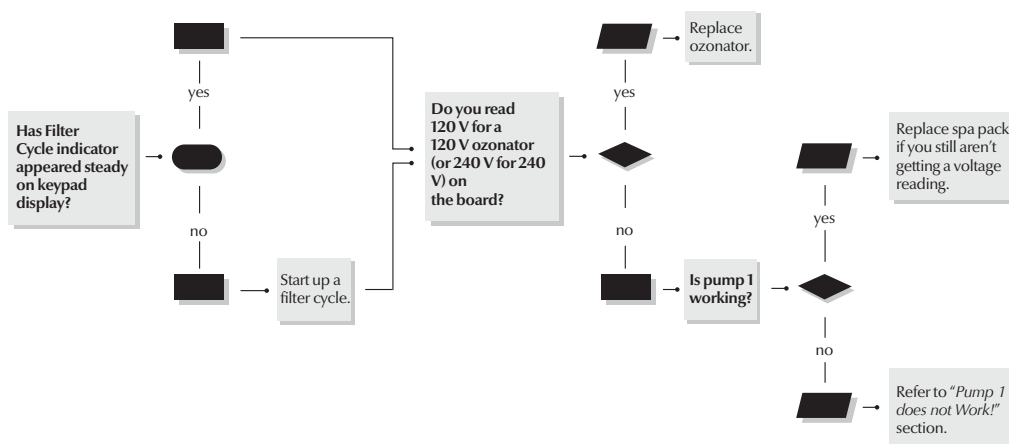


## Ozonator doesn't work / flow chart & step-by-step

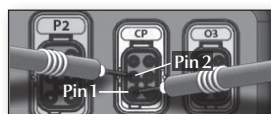
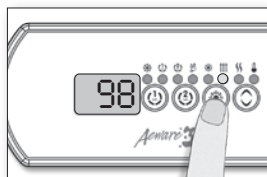
If the ozonator is not working, follow this troubleshooting flow chart:

Ozonator output will be shut down when pump 1, pump 2 or blower have been turned on manually.

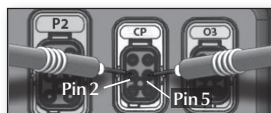
### Flow chart



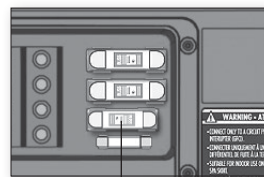
### Step-by-Step



240 V at CP connector:  
Pin 2 & Pin 1



120 V at CP connector:  
Pin 2 & Pin 5



Accessory fuse

### If the ozonator is not working:

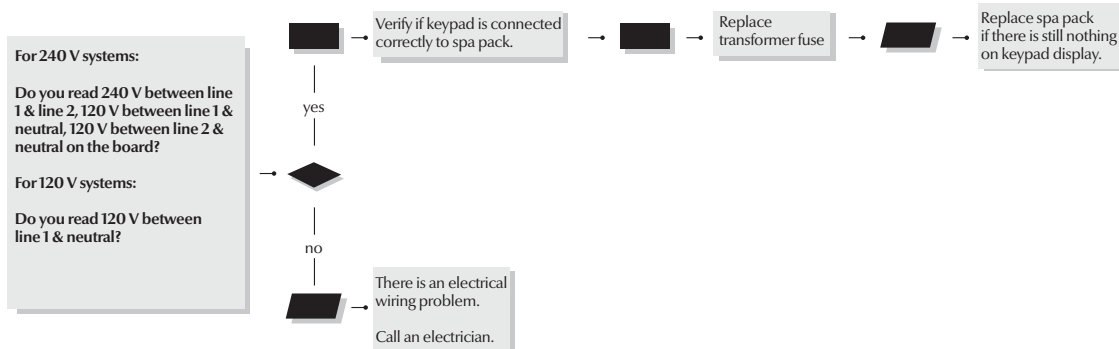
- Verify Filter Cycle indicator appears steady on keypad.
- If the filter indicator is blinking it indicates that the filter cycle has been interrupted. In this case, reset the breaker by turning the power off and on again to resume cycle.
- If not, start up a filter cycle (see "Programming filter cycles" section).
- If ozonator does not work even when filter cycle indicator is on, take voltage reading on the corresponding in.link connector:  
  
240 V: Pin 2 & Pin 1  
120 V: Pin 2 & Pin 5  
  
Your reading should be:  
240 V for a 240 V ozonator  
120 V for a 120 V ozonator
- If you don't get a voltage reading, replace the accessory fuse.
- If voltage is as it should be, replace ozonator.
- If not, replace spa pack.



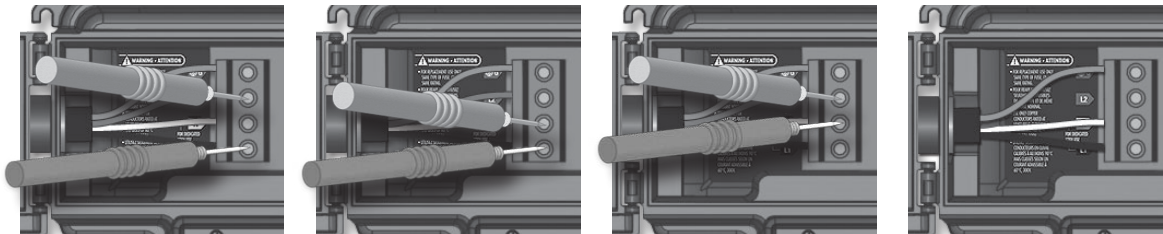
## Nothing seems to work / flow chart & step-by-step

If nothing seems to work, turn off the main breaker and visually inspect power input cable, gently pulling on it to make sure it is properly tightened. Then, follow this troubleshooting flow chart:

### Flow chart



### Step-by-Step



### Nothing seems to work!

- Verify that all screws are properly tightened on the terminal block. Turn power off and make sure that all cables hold firmly in the terminal block if you pull on them.
- On the terminal block, measure voltage between line 1 and line 2.
- You should get 240 V.

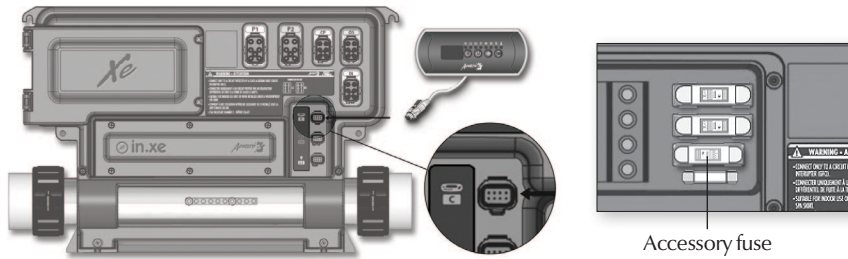
- Measure voltage between line 1 and neutral.
- You should get 120 V.

- Measure voltage between line 2 and neutral.
- You should get 120 V.
- If you do not get good readings, this indicates an electrical wiring problem.  
**Call an electrician!**

### For 120 V Systems

- Measure voltage between line 1 and neutral.
- You should get 120 V.
- If you do not get good readings, this indicates an electrical wiring problem.  
**Call an electrician!**



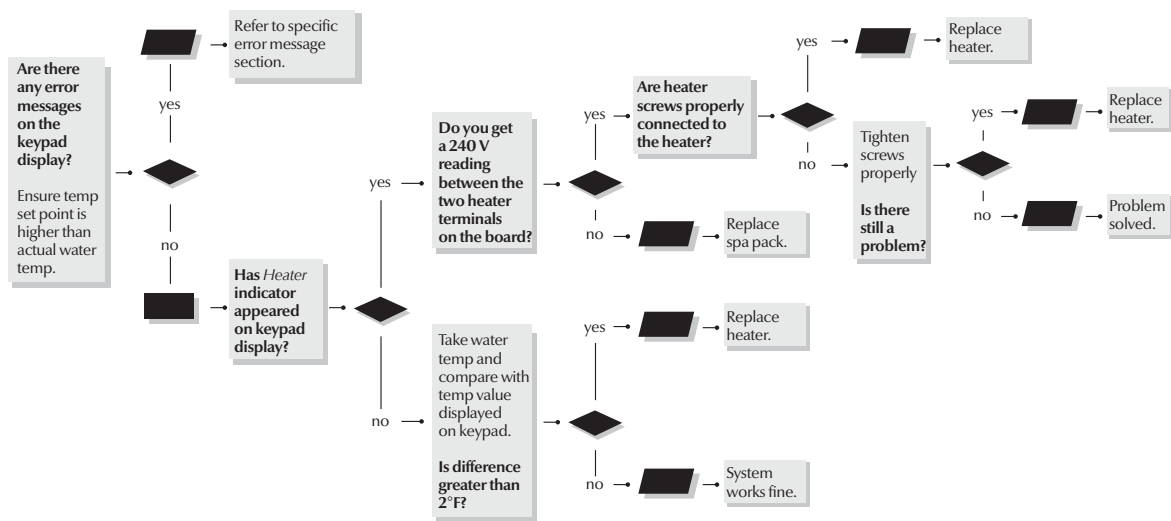


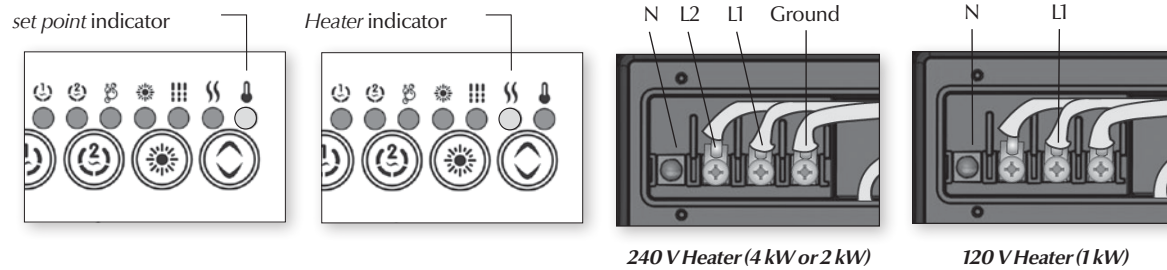
- Verify if keypad is correctly connected to the spa pack.
- Replace transformer fuse.
- If problem persists, replace spa pack.

## Spa not heating / flow chart & step-by-step

If spa is not heating,  
follow this troubleshooting flow chart:

### Flow chart





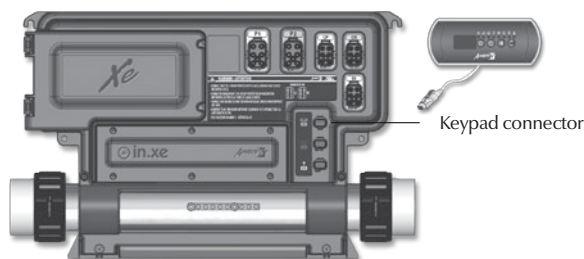
### Spa not heating!

- Check for an error message on keypad display. If there is one, refer to specific section indicated by the error message.
- If there is no error message, try to raise water temperature by increasing the set point 2°F higher than actual water temperature. Press Up key to increase set point.
- Verify if Heater indicator appears on keypad display.
- The heater indicator will be on when heater is on. It will flash if more heat has been requested, but heater has not started yet.
- If heater indicator lights up on the display, take voltage reading on the heater terminals.
- If voltage reading is not as it should be, verify that heater terminals are properly connected.
- If it is as it should be, replace spa pack.
- In the case of the European model in.xe.ce only, replace accessory fuse.
- If problem persists, replace spa pack.

Your reading should be:

240 V: Line 1 & Line 2  
120 V: Line 1 & Neutral

### Keypad doesn't seem to work step-by-step

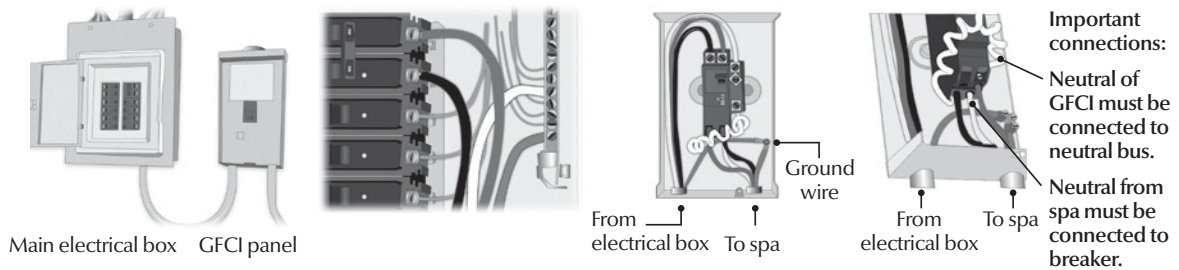


If a keypad doesn't seem to work:

- Verify keypad connections and try spare keypad.
- Replace keypad if problem is corrected.
- Replace in.xe if problem is not corrected.



## GFCI trips



**Warning!**  
**Total current output cannot exceed total current input rating!**  
 There are different GFCI models used on the market. See manufacture's instructions that come with the GFCI for specific information. Note that all illustrations are examples only.

If the GFCI is properly connected but still tripping, unplug all outputs from the spa pack (pumps, blower, heater, ozonator etc).

Reconnect one output at a time until the GFCI trips again.

Replace defective component.

Verify if GFCI is properly connected.

If it's not, verify GFCI diagram and reconnect it.

Verify in.xe pack wiring (make sure that the neutral and the ground have not been inverted).

*Note: Incorrect GFCI wiring may lead to a condition where the GFCI may NOT trip when it should, causing electrical shock hazard. All electrical installations should be done by qualified personnel only.*



## Step-by-step field replacement procedure

### in.xe

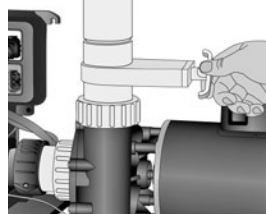
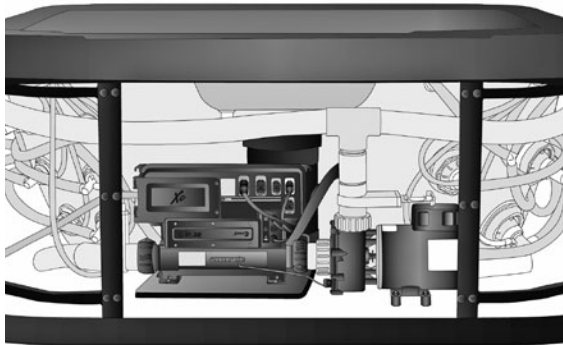
#### Step-by-step field replacement procedure

As part of our technical support services, this section provides step-by-step methods to facilitate the replacement of in.xe spa packs in the field.

##### Tools needed:

- Phillips & flat screwdrivers
- Multimeter
- Open-ended adjustable wrench
- Scraper tool
- Pliers
- GFCI tester

All procedures described in this service manual must only be performed by qualified personnel, in accordance with the standards applicable in the country of installation.



##### Warning!

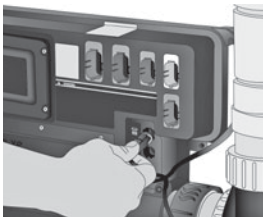
When replacing an in.xe spa pack, make sure to turn power off before proceeding.

Disconnect incoming power lines by loosening the screws on the terminals of the terminal block.

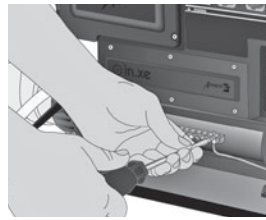
Carefully revise the spa plumbing schematics and identify the spa flow shut off valves. Make sure that both flow shut off valves which control water inlet before and after the heater are closed.

Unplug all HC (high current) outputs. e.g.: pumps, blower or any other accessories.

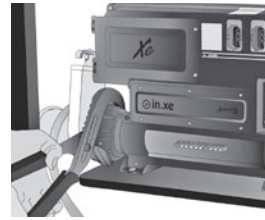
With a Phillips screwdriver or a flat screwdriver loosen the 2 screws of the spa pack door and open it.



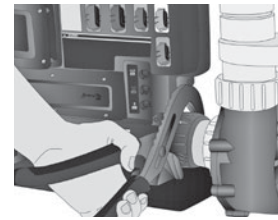
Unplug all LC (Low Current) outputs. e.g.: main keypad, light or any other accessory.



Disconnect the grounding cable from the bonding lug of the in.xe spa pack.



Using an open-ended adjustable wrench loosen both 2" plastic nuts at each end of the in.xe heater, as illustrated.



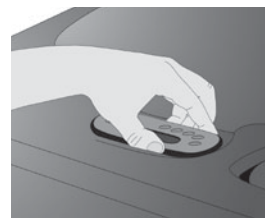
Remove the 2 screws that hold the front of the unit's feet attached to the spa floor.

Note: the in.xe can also be wall-mounted. For more details on wall installation procedure refer to the wall installation section of the in.xe techbook.



Release the 2" heater nuts from both ends of the spa piping. Release the in.xe spa pack by sliding the unit away from the guide plate that holds the backside of the unit's feet in place.

Remove the defective in.xe spa pack from the spa.



Once that is done, remove the old in.xe keypad from the spa.

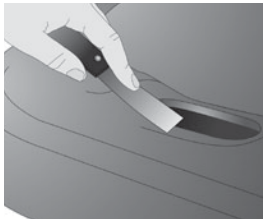
Note: the procedure on keypad replacement shown here is for educational purposes only.

It is not always necessary to replace the keypad, unless it may be the cause of the malfunctioning of the in.xe system. Common sense should prevail.



When removing the old in.xe keypad, make sure to note the exact model, available options etc. Ideally, the new replacement keypad should be of the exact same model as the old one.

If it's not, contact our Technical Support Department for a keypad compatibility list.

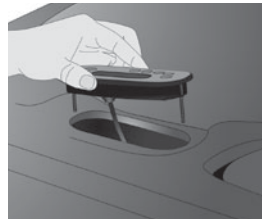


With a scraper tool, gently clean the installation surface of the new keypad. Finish by using an alcohol saturated paper towel to remove any unwanted residue left over from the old keypad.



Feed the cable of the new keypad through the hole opening in the spa.

Orient the cable's connector towards the in.xe pack to facilitate its connection later.



Insert the keypad into the opening.



Peel off the double-sided tape protective layer from the back of the keypad.

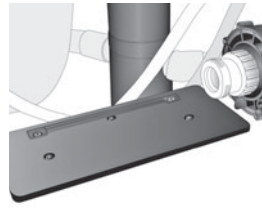
Make sure that the keypad is well aligned and rests perfectly in the recess of the spa.



Secure the keypad in place. Ensure that its adhesive strip is properly glued by pressing evenly with your finger over the entire surface.



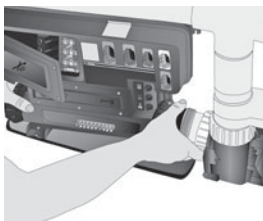
Place a rubber 2" O-ring gasket at the end of each heater nut, to prevent water leakage between the heater nuts and the 2" PVC heater tailpieces.



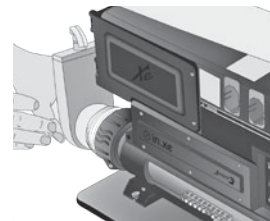
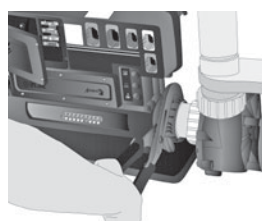
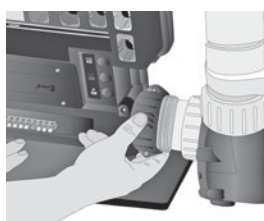
When installing the new in.xe spa pack, slide back side of the unit's feet into the guide plate.



Install the new in.xe spa pack in the spa plumbing.



Screw fittings to join to the spa pipe system. Make sure that the piping and nut threads are not over tightened.



Finally, follow the same procedure in reverse order to connect replacement in.xe spa pack.



## How to replace the heater

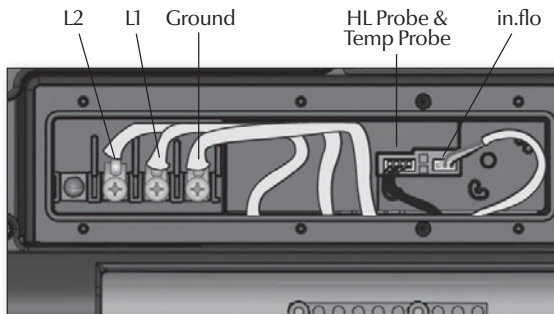
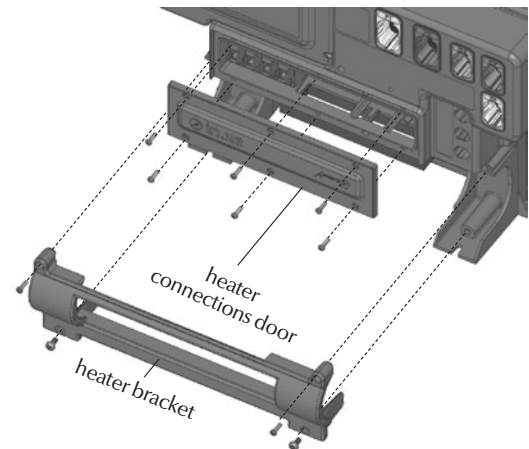
### Warning!

Before starting removal procedure be sure to:

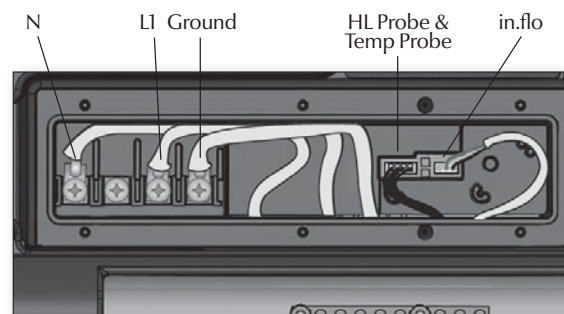
- Turn off electric power to the the unit.
- Ensure spa water valves are closed (or that the spa is drained).

Using a Phillips screwdriver, loosen the 6 screws that hold the heater connections door in place. Once the screws are removed, disengage the heater connections door.

Loosen and remove the 4 screws and disengage the heater bracket.



**240 V Heater (4 kW or 2 kW)**



**120 V Heater (1 kW)**

Use a Phillips screwdriver to loosen the terminals and remove all electrical heater connections:

Neutral Line (N), Line 1 (L1), Line 2 (L2) and Ground Line (Ground).

Manually remove the HL probe & Temp probe connector.

Manually remove the in.flo connector.

Be careful not to damage any connector by twisting or pulling too hard.

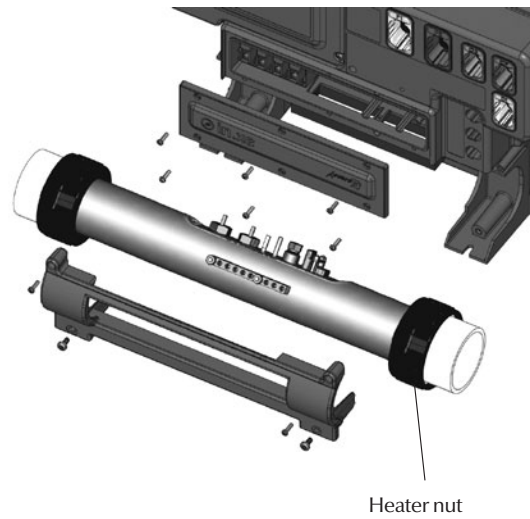




After disconnecting all electrical heater connections, loosen and remove the 2 heater nuts retaining the heater.

Disengage heater from the in.xe pack by slightly twisting in such a way that the bottom of the heater comes out first. Pull the heater away from the pack.

Replace the defective heater with a new one, and repeat the same procedure in reverse order to reconnect the replacement heater to the in.xe pack.







## Specifications

### Environmental ratings:

**Operating temperature:** North American model in.xe:  
 32°F (0°C) to 140°F (60°C) for pump 1 up to 15 A  
 32°F (0°C) to 122°F (50°C) for pump 1 up to 20 A  
 European model in.xe.ce:  
 for single-phase system (32 A Max) or 2-phase (2 x 16 A)  
 32°F (0°C) to 140°F (60°C)  
 for single-phase system (40 A Max) or 2-phase (2 x 20 A)  
 32°F (0°C) to 122°F (50°C)  
 (\* Controller must be installed under the spa skirt)

**Storage temperature:** -13°F (-25°C) to 185°F (85°C)

**Humidity:** Up to 85% RH, non condensing

### Mechanical:

**Weight:** 10.5 lb (4.76 kg)

**Dimensions (W x H x D):** 17.38" x 11.75" x 5.1" (441.5x298.5 x129 mm)

### UL/CSA Standards:

UL 1563 Fifth Ed.

UL File: E182156

CSA No. 22.2 - 218.1-M89.



### TUV Standards:

EN/IEC 60335 - 2 - 60: 2003/2002 - EN/IEC 60335 - 1: 2002/2001

(incl. Corr. & Am. up to 2004)

EN55014-1

EN55014-2

EN61000-3-2

EN61000-3-3



The in.xe.ce is lab tested to IPx5 enclosure protection levels.

### IPx5 level of waterproofing is conditional on 3 items:

- Both front covers (heater and input wiring) are closed and screwed shut.
- A suitable waterproof strain-relief/bushing is used for the cable entry into the pack.
- Any unused in.link connection (HC, LC, or low voltage) is plugged with the appropriate blank plug.

**in.xe UL/CSA electrical specifications**

**Input rating:** 120/240 V nominal (+ 5/- 10 %) (2 lines required with neutral) 48 A Max,  
**or:** 120 V nominal only (+ 5/- 10%) single line with neutral) 16 A Max,  
60Hz nominal (+ 1.5 / -1.0 Hz).

**Output ratings:**

Output	Voltage	Maximum Current	Typical Device
Out 1	120/240 V	20 FLA/70 LRA (in-rush)	Pump 1 High Speed
	120/240 V	15 FLA/60 LRA (in-rush)	Pump 1 Low Speed
Out 2*	240 V	15 FLA/60 LRA (in-rush)	Pump 2
Out 3*	120/240 V	6 FLA/10 A	(CP)/Blower
Out 4	120/240 V	6 FLA/10 A	Ozone Generator
Out 5	120/240 V	10 A (always ON)	Audio/Video device
L1	12 V AC	1 A	Light
CO	Communications port Comm.connector (in.stik)		
CI	Tub side controller		

**heat.wav rating:**

**Voltage:** 120 or 240 V, 60 Hz  
**Wattage:** 17A resistive (4 kW at 240 V)  
8.5 A resistive (1kW at 120 V)  
**Flow rate:** Minimum of 18 GPM is required

**Important:**

- All low voltage accessories use + 5 V DC and/or + 12 V DC.
- All low voltage accessories combined: 150 mA max, on + 12 V DC.
- The maximum amperage for outputs 3 to 5 cannot exceed 12 A.

**in.xe.ce TUV electrical specifications**

**Input rating:** 230/400 V nominal (+ 5/- 10 %) (2-phase system) 20 A Max per phase  
**or:** 230 V nominal (+ 5/- 10 %) (single-phase system) 40 A Max

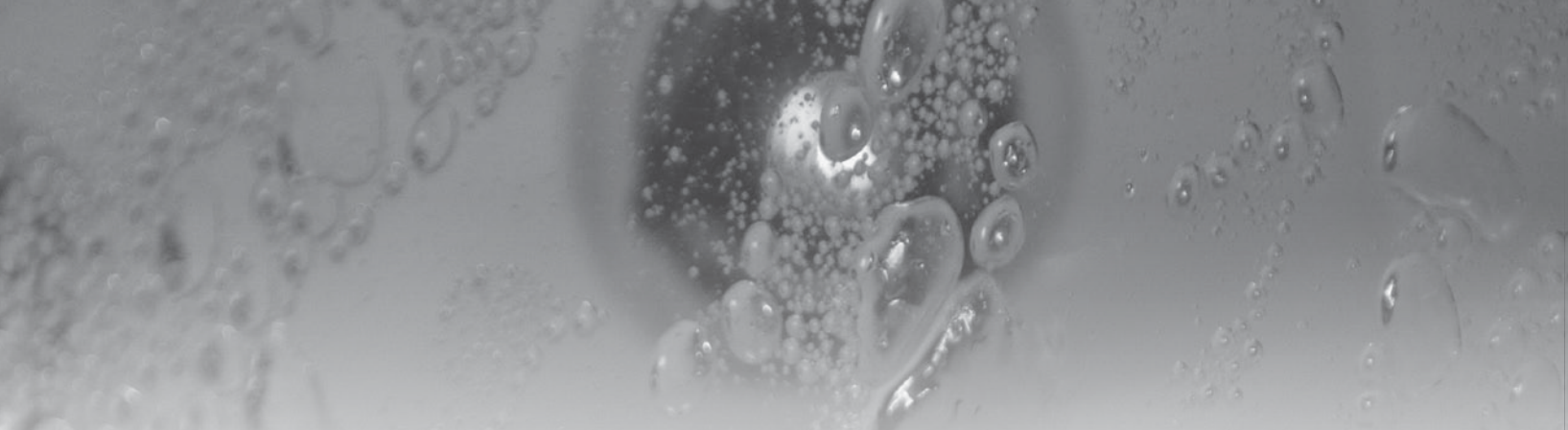
**Output ratings:**

Output	Voltage	Maximum Current	Typical Device
Out 1	230 V	15 FLA/60 LRA (in-rush)	Pump 1 High & Low
Out 2*	230 V	15 FLA/60 LRA (in-rush)	Pump 2
Out 3*	230 V	6 FLA/10 A	(CP)/Blower
Out 4	230 V	6 FLA/10 A	Ozone Generator
Out 5	230 V	10 A (always ON)	Audio/Video device
L1	12 V AC	1 A	Light
CO	Communications port Comm.connector (in.stik)		
CI	Tub side controller		

**heat.wav rating:**

**Voltage:** 230 V, 50 Hz  
**Wattage:** 8.7 A resistive (2kW at 230 V)  
5.7 A resistive (1.3 kW at 230 V)  
16.5 A resistive (3.8 kW at 230 V)  
**Flow rate:** Minimum of 18 GPM is required

\* Only available on IN.XE-5-XX-XXX



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