

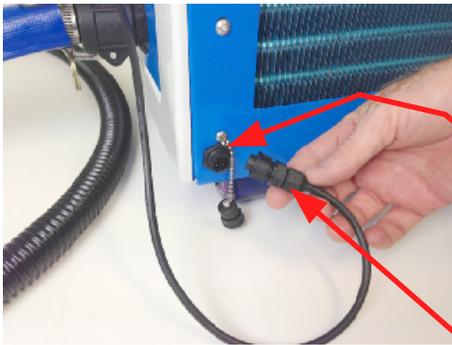
REPORTED PROBLEM: After normal start up the Touch Screen goes black and the system resets when the START PUMP button is touched.

DIAGNOSIS: This is caused by damaged wires inside either the pump's plug or the pump's socket due to twisting the plug assembly beyond it's limits. The waterproof plug and socket are designed to connect quickly and simply by pushing in and turning a quarter of a turn to lock in position. It appears that some clients have inadvertently turned the entire assembly way beyond the design limit and this can cause the wires to short circuit together. The iCoo's metal cabinet has a specially designed slot in the metal that should prevent this from being possible in normal use. Please instruct all users that the plug only requires a quarter of a turn and light force. It clicks in to place very easily. Turning it further requires quite a lot of unnecessary force. Never turn beyond a quarter of a turn. **NOTE! the socket and the plug have a slot and groove that must be aligned when the plug is pushed in. It is clearly visible. When aligned the plug pushes in very easily. If you need to use force then it is not aligned and pushing forcefully will result in an incorrect alignment of the electrical pins. This would also cause the problem covered by this bulletin.**

WHY THE SCREEN GOES BLACK: All iCools have built in short circuit protection to protect the computer and the screen electronics. This prevents any harm occurring to your iCool due to a short circuit such as faulty pump wiring.

PROVING THAT THE PUMP WIRING IS THE CAUSE: Start your iCool normally but DO NOT PLUG THE PUMP INTO THE iCOOL. When you reach the start screen touch the START PUMP button. If the screen is still working normally then your iCool is OK and the problem is definitely the pump wiring.

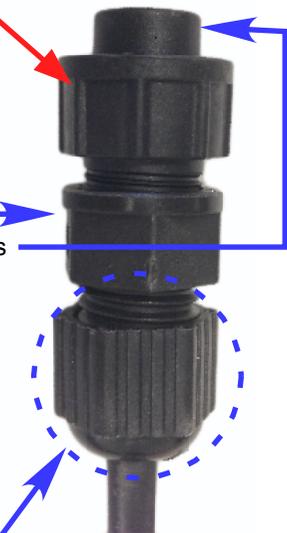
CHECK THE PLUG WIRING FIRST:



Check the wiring in the plug attached to the pump first.

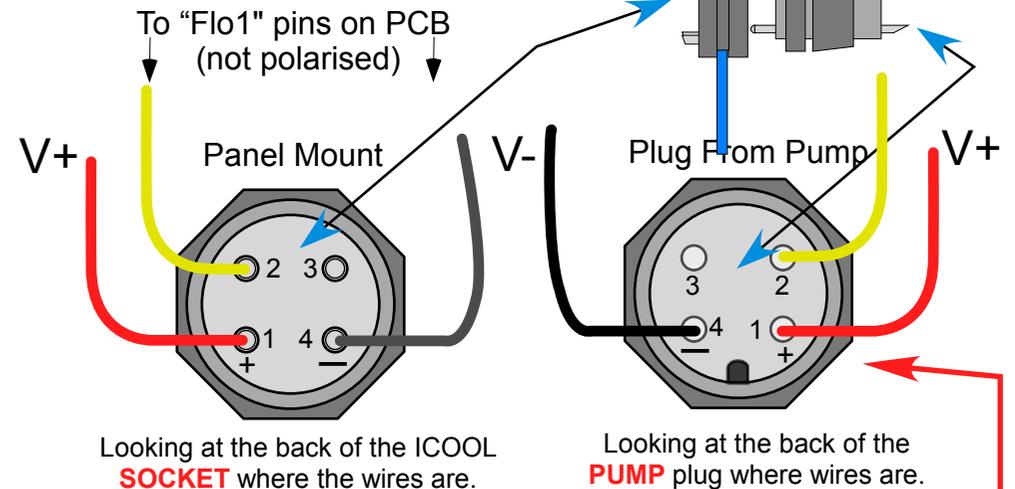
Unscrew this part first

Then unscrew this part while holding on to this part to stop it turning.



IF THE PLUG WIRING IS OK

If the wiring on the plug is OK then the fault is most likely the wiring on the socket, because the socket has been turned forcefully until the wires short together. This can only be corrected by opening the iCool. If this is the case please contact iCool for further instructions for your particular model.



THE WIRES ON THE PLUG SHOULD NOT BE TOUCHING EACH OTHER AND SHOULD LOOK LIKE THIS
Your model may not have the yellow wire or may have different wires on pins 3 and 4.
Pins 1 and 4 are the same on all models and these are the most important because they carry the power to the pump and definitely must not be touching together.