

FL / 02/ 01 error code is showing up on my chiller / and it's not starting up

The code below displays when the Chiller is first started up and while the system is priming with water for circulation. This screen is generally normal to see and establishing water circulation can take up to 3 minutes, especially if the Chiller and/or Chiller Hoses were recently drained of water.

If after 3 minutes the machine has still not established water circulation, please check each of the following. The Chiller can be tested in between each step.



Solution #1 - Quick Checks:

1. Turn off Chiller
2. Check ball valve is in an open (parallel) position.
3. Check hoses are not tangled or looped if so, place them straight.
4. Check hoses are attached Green to Green, Red to Red.
5. Check there are no water leaks:
 - a. Under the chiller
 - b. Strainer connection
 - c. Filter connection
 - d. Both Tub in and out connections
 - e. Ball valve connection
6. Hand-tighten connections at
 - a. The 4 Hose Ends
 - b. Filter housing
 - c. Strainer Housing
7. Restart system.

Solution #2 - Replace With New Filter & Clean Strainer :

Check that the Water Filter and Inner Water Strainer are clean and clear of debris. You can find instructions to replace and clean these parts on our [Maintenance Page](#). It is a good idea to **proactively replace the Water Filter even if it looks clean as minerals can block the filter but may not show discoloration.**

7. Replace with a new filter: You can refer to our [maintenance video](#) for step-by-step instructions on replacing filters. [Order more filters here](#).
8. Clean the strainer net and ensure it's screwed in properly: Rub the strainer with a cloth/brillo pad under tap water to remove all debris, hair, particles, etc so it's completely cleared. Refer to our [maintenance video](#) for step-by-step instructions on cleaning the strainer.
9. If this didn't work then go to **solution #3 below**.

Solution #3 - Fill with New water and Check All Connections:

12. Drain the tub
13. Check the Hose gaskets on each end of the Hose Connection Fittings. They should be fully seated at the bottom of the threaded fitting and when attached, the connection should only be tightened until a bit of resistance is felt and the hose no longer wiggles at the connection point. The green Chiller "Water In" fitting is especially sensitive to overtightening. Do not use tools to tighten.
14. Check that the ball valve has a gasket inside and that it is not deformed - replace/fix it if it is. This is especially sensitive to deformation if it's over-tightened.
15. Remove the Water Filter Housing and ensure that the Filter Housing Gasket in the Water Filter Top Cap (white part) is present and not damaged. When reinstalling the Water Filter Housing, fill it with water to the top and tighten only until a little resistance is felt (there should be a brand new filter used from the previous steps above). Do not overtighten or it will deform/damage the gasket.
16. Ensure the Strainer Gasket on the Chiller Outlet is present and not damaged. Replace if necessary from the spare parts kit. The Water Strainer Cover should be hand tightened until it stops.



- 17.
18. Reconnect the ball valve (open parallel position), strainer net, strainer housing and hoses.
19. Turn on the chiller.

Solution #4 - Clear Check Valve (Outlet Port)

There is a Check Valve inside the outlet port on the Chiller. This can become stuck in the closed position and prevent water from flowing through the unit. If you notice that the Chiller is trying to prime but no bubbles are coming out from the Tub Water-In Fitting, this is a possible resolution. Reinstall the Chiller Hose, open the Tub Fitting Valves, and try Chiller again.

1. Turn off the chiller.
2. Close the ball valve in the perpendicular direction at the tub inlet.
3. Unscrew the chiller green outlet hose connection
4. Place hose inside the tub



- 5.
6. Check to see if the little pin in the valve is stuck outward (toward you). If it is stuck outward, use a small screwdriver and press on it gently. If it was indeed stuck, you will feel and/or hear a little click that indicates the Check Valve has returned to position.



- 7.
8. Open the ball valve in the parallel direction at the tub inlet.
9. Turn the chiller back on.

Solution #5 - Air Trapped in Unit

If you have recently taken a Chiller Hose off of the Chiller or Tub (For example, to clean the Inner Water Strainer), it is possible that an airlock can be created within the Chiller. We will want to release this air lock in the system by loosening the Water Filter Housing. Loosen the housing until it is completely off, fill it up with water to the top, and reinstall.

If the steps above do not resolve the problem, please contact us and send a video detailing your challenge to contact@inergizehealth.com so that we can further assist you! This information will help us solve the issue faster.

Solution #6 - Turn Off Ozone

By following these instructions, you will successfully disable the ozone feature. This will enhance your cold plunge experience by **improving water flow** (FL code shouldn't appear as often as the filter gets dirty), **reducing noise levels**, and **promoting unit longevity**. It's a simple adjustment that will have a significant impact.



Steps: Once the above is confirmed, complete these steps in the [walkthrough video](#):

1. Click on the 'S' button
2. Press and hold the 'W' button until the display shows '03'.
3. Click the 'DOWN' button to set the value to '0'.
4. Press the 'S' button to save the changes.



Ozone Off Screen