FLUIDRA

ASTRALPOOL · ZODIAC

TECHNICAL BULLETIN

REVISION	REVISION DESCRIPTION	BY	DATE
A	INITIAL RELEASE	DDAFT	May 23

OVERVIEW: The Halo Saltwater chlorinators, all models, 18g, 25g, 35g & 45g units, require a new FW version 1.2 to prevent an over-voltage to the PCB due to high salinity levels & prevention of high shock salinity levels installed via the skimmer. All stock supplied from late May 23 is now uploaded with v1.2

DISTRIBUTION RELEASE NOTES:
This Technical Bulletin is to be made available to:

Fluidra - Internal	Fluidra - Export	Dealers	Warranty Agents	Trade Portal
☑	☑	☑	☑	☑

It was reported in February this year to our Fluidra quality teams, where we saw 15 failures of the Halo Chlor Power PCB (**SP14157**). The reports from the field showed that the Halo Chlor would lose power and be unresponsive. Following an internal inspection, we found the power PCB board was burnt out, or in some cases, it was reported they found (blown/burnt), and the user display was dead. The Fluidra quality team worked with our R&D team and went to work investigating and doing their best to replicate the scenarios from the field.

After many hours of testing, we found that elevated salinity levels caused high secondary peaks and overcurrent. The R&D team worked on new firmware to control the DC voltage surges to the PCB board to compensate for the tolerance variation, which has now been rectified and prevents the surges.

Time of Events

- **April 19th, 2023,** we sent out over-the-air the new firmware version 1.2 to Halo Chlor test units in the field to check that the automatic firmware upload updated correctly and the units returned to regular operation.
- **April 28th, 2023,** was a success after monitoring the test units for several weeks.
- **May 4th, 2023,** R&D released the automatic updates over-the-air to all units in Australia & New Zealand. We ran into a server capacity issue due to the volume of updates sent OTA, and some units failed the update. The Halo Chlor prompted the update again if it indicated it was unsuccessful. In some cases, a push notification was sent out notifying the relevant users that an update was available.
- **May 5th, 2023,** 97% of all Halo Chlor's are updated across Australia & New Zealand. The remaining Halo Chlor's have a very low WIFI RSSI (unreliable internet connection).
- **May 5th, 2023,** the changes were made in our production facility in Keysborough, and all newly manufactured units now have the new FW revision 1.2.

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	PRODUCT LINE: Halo Chlor - All models
	SUBJECT: Firmware Update V 1.2

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Push notifications have been sent to the Halo Chlor Apps with those Halo Chlor's with unconnected chlorinators (unreliable internet connections) and any Halo Chlor detected by our server not on FW version 1.2.

The V1.2 firmware is now available, and the user can still request an update through the Halo Chlor's device menu on the Touchscreen.

Firmware Update Available – *There is an important firmware update for your Halo Chlor. Please press "Check For Updates" on your chlorinator and update to firmware version 1.2 if required.*

IMPORTANT Information: Most Halo Chlor's will be associated with the HaloChlorGo app. These can be units not connected to WIFI and users using only Bluetooth connections. A 'Push notification" was sent to all users with the HaloChlorGo app. Other users may ignore or are unaware of the firmware upgrade, so we need to ensure this message gets out to all our team, dealers & industry experts. **Please note: The V1.2 firmware is now available, and the user can still request an update through the Halo Chlor's device menu from the touchscreen.** This will be related to those Halo Chlor's not connected to Ethernet or WIFI.

IMPORTANT Information to address units in the field not connected to the internet or do not have the latest version firmware 1.2: To apply the new firmware 1.2 updates, the Halo Chlor MUST have an Internet connection by Ethernet, WIFI or a connection using your Smartphone as a "Hotspot". The update should occur automatically once the Halo Chlor is connected to the Internet. The update process should take approximately 5 minutes.

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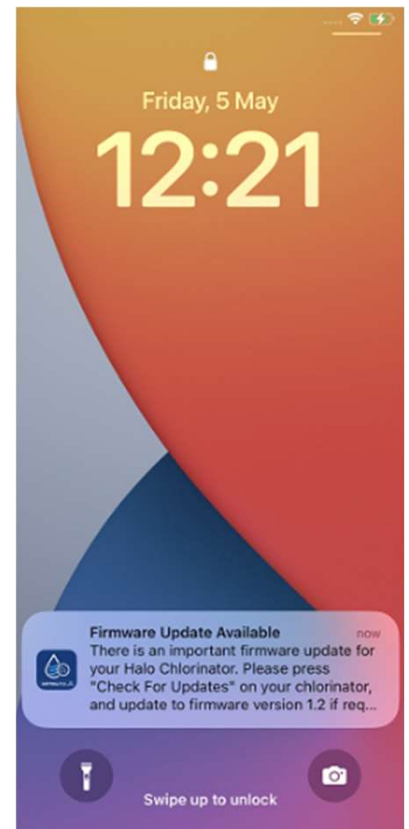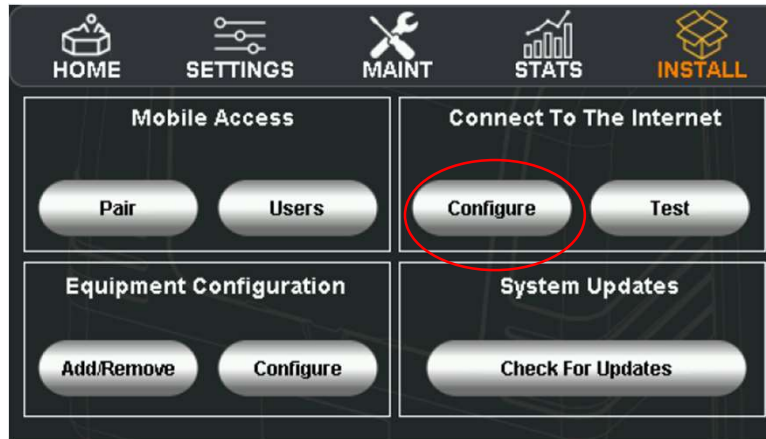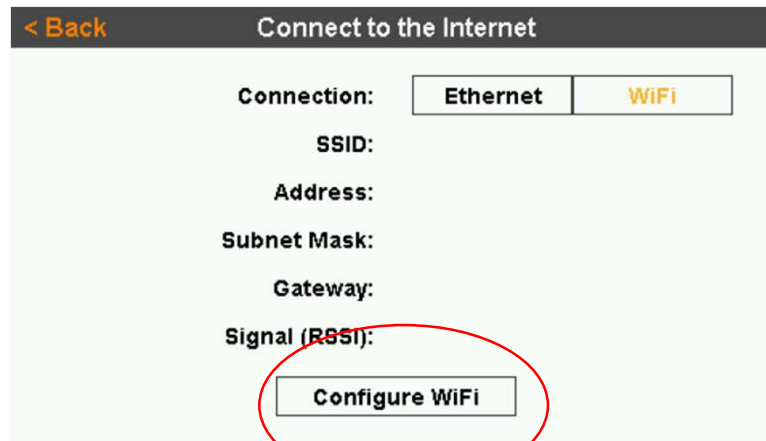PRODUCT LINE: Halo Chlor - All models
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Halo Saltwater Chlorinator Software Update
– How to connect to an Internet connection

Select Configure to access for Halo Chlor connection to the Internet

Select Configure WIFI

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< Back   Configure WiFi

Connection	Available Networks
SSID:	🛜 FabGuest
Status:	🛜 Fabtronics
	🛜 MT-1200272156
	🛜 Fabtronics
WPS	🛜 FabGuest
⟳	🛜 Fabtronics
Connect with WPS	⌄ **Rescan**

Now select the available networks (SSID) available for the WIFI connection. If using your Smartphone, use the hotspot feature for a temporary connection so the new firmware upload can be done.

Password for nilgiri

```
`  1  2  3  4  5  6  7  8  9  0  -  =
q  w  e  r  t  y  u  i  o  p  [  ]  \
a  s  d  f  g  h  j  k  l  ;  '
z  x  c  v  b  n  m  ,  .  /
   Shift        Space        Backspace
        Ok              Cancel
```

Now type in the WIFI or Smartphone password

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Once successfully connected your connection with the SSID and IP address will be displayed.
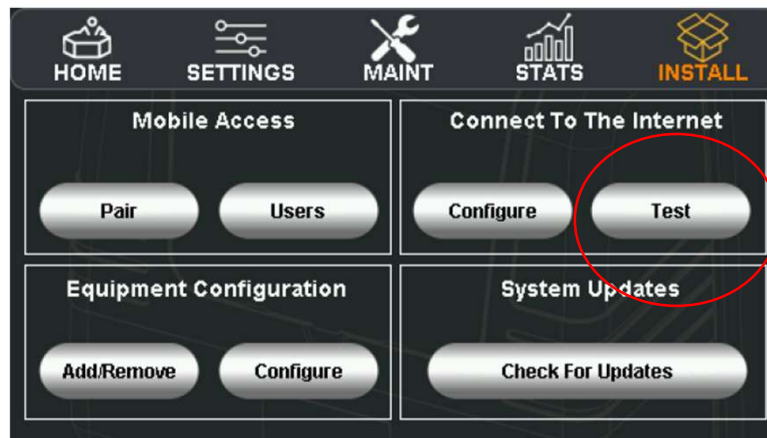
To check your connection reliability, you can select the Test which will go through a test internet connection.
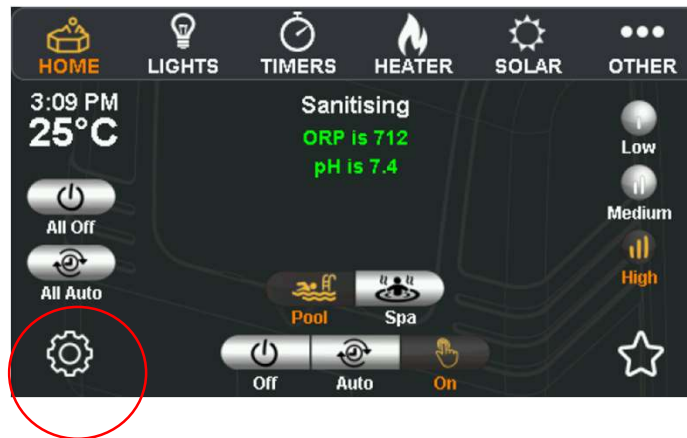
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Instructions on how to apply the new firmware update using the Halo Chlor Touchscreen display

Select the 'cog' symbol to access the install menu

Select INSTALL to access the next menu

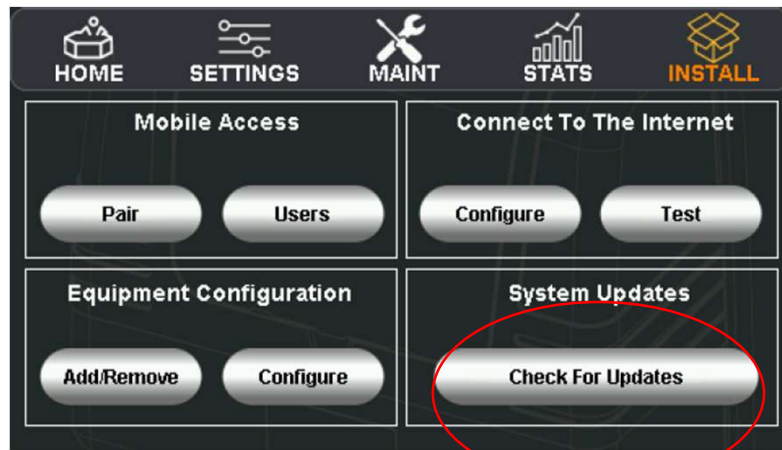ASTRALPOOL ZODIAC Jandy Pro Series Polaris

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Instructions on how to apply the new firmware update using the Halo Chlor Touchscreen display 'continued'

Select the Check For Updates

Now select Update for the new 1.2 firmware version

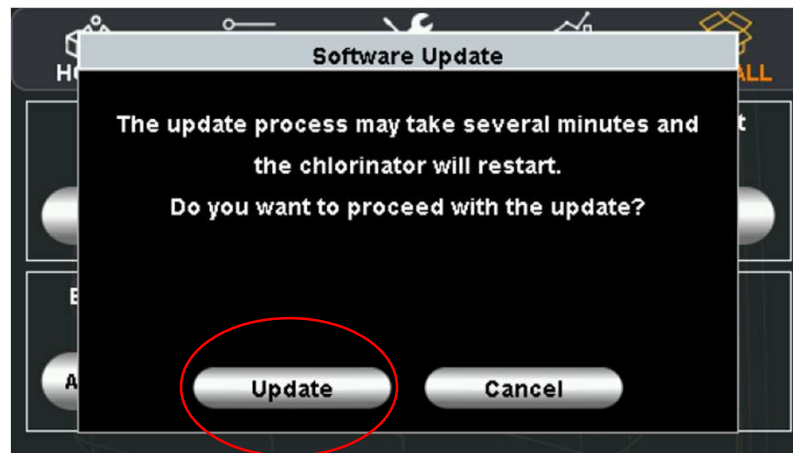ASTRALPOOL △ Z ZODIAC® Jandy Pro Series ♦ Polaris®

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Instructions on how to apply the new firmware update using the Halo Chlor Touchscreen display 'continued.'

Now select the Update button again.

Now the Halo Chlor will go through the update displaying the progress. Once the update is completed, the Halo Chlor will display the status screen and be in the OFF position and display the update that was successful. Now return to normal operation by selecting the AUTO button.

Please note: There will be Halo Chlor's associated with the HaloChlorApp, but the chlorinator is not connected to the internet. We can now see how many are using WIFI and Ethernet but not how many are using Bluetooth. Please be vigilant and if you come across any Halo Chlor's, not with firmware 1.2, can you please update using your Smartphones hotspot?

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