

Pioneering for You

wilo

Wilo-Para



en Faults, Causes & Remedies

10 Faults, causes and remedies

The troubleshooting must only be carried out by a qualified specialist, and work on the electrical connection must only be carried out by a qualified electrician.

Faults	Causes	Remedy
Pump is not running although the power supply is switched on	Electrical fuse defective	Check fuses
	No voltage supply at pump	Rectify the power interruption
Noisy pump	Cavitation due to insufficient suction pressure	Increase the system pressure within the permissible range
		Check the delivery head and set it to a lower head if necessary
Building does not warm up	Thermal output of the heating surfaces is too low	Increase setpoint
		Change the control mode from $\Delta p-c$ to $\Delta p-v$

10.1 Fault signals

- The fault signal LED indicates a fault.
- The pump switches off (depending on the fault) and attempts a cyclical restart.

LED	Faults	Causes	Remedy
Lights up red	Blocking	Rotor blocked	Activate manual restart or contact customer service
	Contacting/ winding	Winding defective	
Flashes red	Under/overvoltage	Power supply too low/high on mains side	Check mains voltage and operating conditions, and request customer service
	Excessive module temperature	Module interior too warm	
	Short-circuit	Motor current too high	
Flashes red/ green	Generator operation	Water is flowing through the pump hydraulics, but there is no mains voltage at the pump	Check the mains voltage, water quantity/pressure and the ambient conditions
	Dry run	Air in the pump	
	Overload	Sluggish motor, pump is operated outside of its specifications (e.g. high module temperature). The speed is lower than during normal operation	

Manual restart



- The pump attempts an automatic restart upon detecting a blockage.

If the pump does not restart automatically:

- Activate manual restart via the operating button: press and hold for 5 seconds, then release.
 - ↳ The restart function is initiated, and lasts max. 10 minutes.
 - ↳ The LEDs flash in succession clockwise.
- To cancel, press and hold the operating button for 5 seconds.



NOTICE

After the restart, the LED display shows the previously set values of the pump.

If the fault cannot be remedied, contact a specialist technician or Wilo customer service.