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TECHNICAL SERVICE BULLETIN

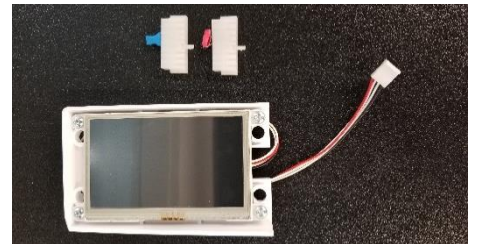
Filename: TSB – Performing Control Board Recalibration
Rev date: 3/4/2020

RECALIBRATING ION CONTROL BOARD

This procedure is for recalibrating the control board on ION 100 – 400 models if the unit suffers a Temp Calibration Error

Tools Required – Torx 20 screwdriver, Control Board
Recalibration Kit, USB with v2.0 Software

Time Required – 10 min



STEP 1 – PREPARE THE UNIT

Turn off main power switch

Remove top and left side panels by removing
2 screws on the back of each panel



STEP 2 – PERFORM SOFTWARE UPDATE

Insert Flash Drive with software v2.0 into USB port located behind
filter door

Turn on main power switch



Wait for touch screen to display "COM error check display cable"
message or restart screen (restart screen will show if a contact
info file is present on flash drive)

***IMPORTANT: ALLOW MESSAGE TO SHOW ON DISPLAY AT
LEAST 30 SECONDS TO ENSURE COMPLETE UPLOAD**

After 30 seconds, turn off main power switch and remove the Flash
Drive – Software Update is complete

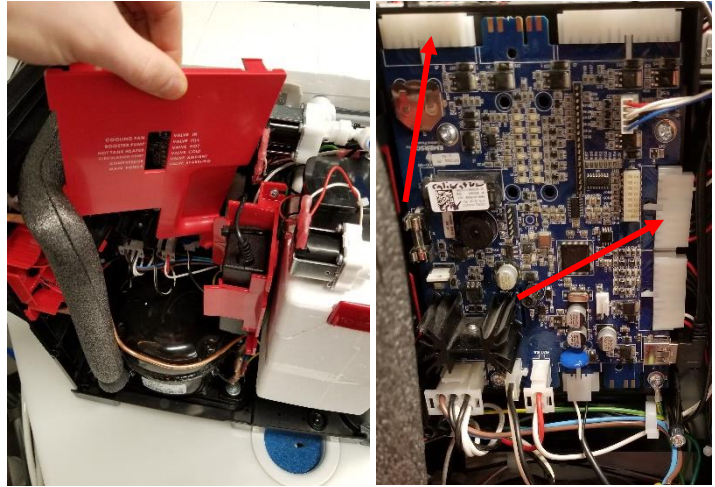


STEP 3 – ATTACH CALIBRATION RESISTORS

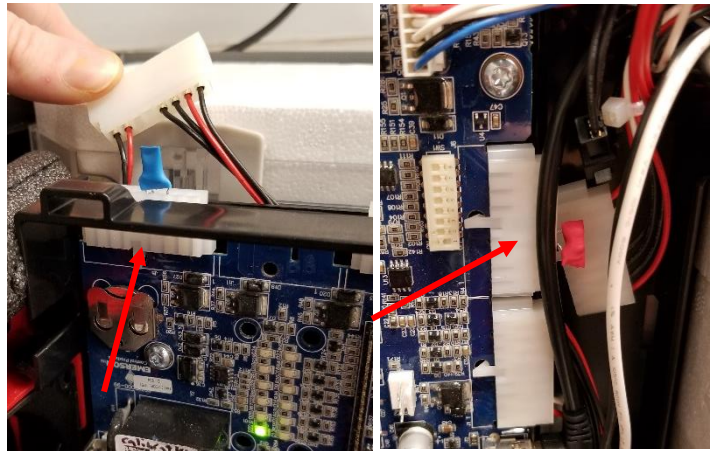
Remove PCB cover inside ION

Disconnect Ice Tank and Hot Tank low voltage harnesses at top left and right edge (top) of Control Board

*If needed, remove power supply for easier access to Hot Tank harness



Connect cold calibration resistor (blue) to top left position, hot calibration Resistor to right edge position

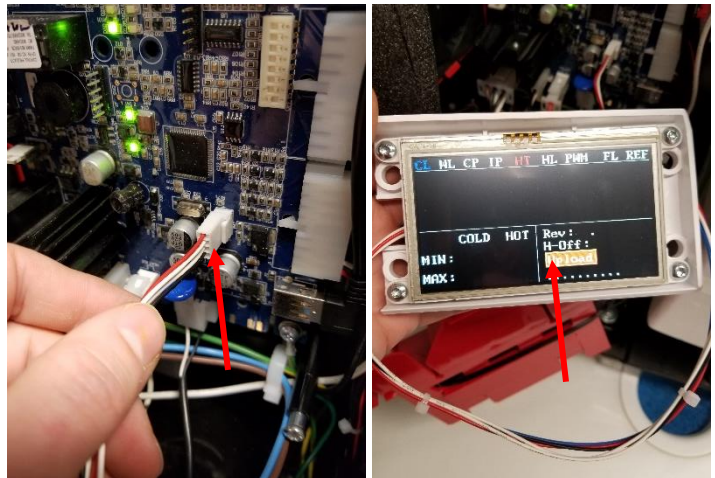


STEP 4 – PERFORM CALIBRATION

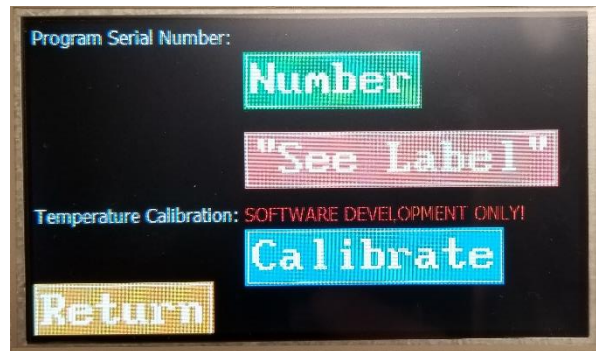
Connect Calibration Interface to 4-pin header on control board as shown

Turn on main power switch. Display will power on and show an "Upload" option

Press "Upload" and advance to menu options



Press "Calibrate". Display will revert to previous screen with "Upload" option when complete (nearly instant)



STEP 5 – VERIFY RECOVERY

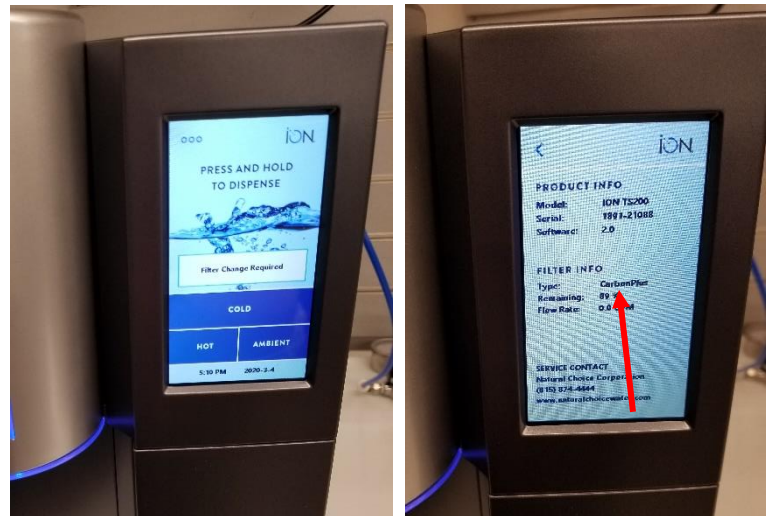
Turn off main power switch.

Disconnect Calibration Interface and two resistors from Control Board

Reconnect Ice Tank and Hot Tank low voltage harnesses

Turn on main power switch. ION should start up and enter normal operation

Enter Settings Menu and press Product Info bar. Verify that Software is v2.0, Serial Number is correct, and Filter Info is correct.

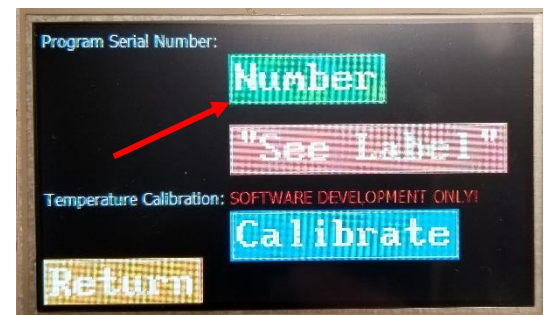


STEP 6 – ADDITIONAL ACTION

If memory corruption was severe, it may be necessary to re-enter serial number to display properly in menu

If so, restart ION after connecting Calibration Interface. Press "Number" and type correct serial number, then press "Enter"

Check the "Filter" menu for the correct date and remaining gallon amount, "Time and Date" menu to correct the time and date settings, and "System Options" under the Advanced Settings menu to make any desired changes as needed to return unit to proper configuration. If unsure, perform Factory Reset in Advanced Settings Menu to revert to factory defaults



End of procedure

Not sure if you're doing the right thing?

Contact Natural Choice Corporation at 800-547-7726 (815-874-4444int'l) or
by fax at 815-874-4445 or by email at info@naturalchoicewater.com