

This document describes how to connect and use WiFi in a multiple heat pump configuration.

Beginning January 2025 most AquaCal units have included an Embedded WiFi (PoolSync®) capability. When there are multiple units installed on the same site, connecting each unit to WiFi separately is not necessary or recommended. Instead, the units should be wired together using the following method. This WiFi wiring configuration can be used when Heat Pumps are on the same body of water, or separate bodies of water, and if they are operating independently or are configured for multi-unit mode. For more information on multi-unit modes see document number LTP18793.

## A

### Equipment Requirements

- Heat Pumps must have HP11 Power Control Boards with WiFi (PoolSync®) boards.
- All HP11 heat pumps must have at least firmware version .082.
  - To check firmware version → Press MENU → SYSTEM → INFORMATION → FIRMWARE VERSION

## B

### Wiring Connections

### DANGER

Failure to heed the following will result in injury or death.

- The heat pump utilizes high voltage and rotating equipment. Use caution when servicing.
- Follow all National Electric Codes (NEC) and / or State and Local guidelines.

#### Steps:

1. Disconnect power and wait 2 minutes before wiring.
2. Remove access panel to locate control board. See Figure 2 on the next page
3. Use diagram to route 22-gauge stranded wiring as shown. See on the next page
4. Reattach panel and restore power.

## C

### Programming

#### On Heat Pump

1. Press MENU → SYSTEM → ADVANCED → POOLSYNC-WIFI → SELECT MODE → SETUP.

#### On Mobile Device:

1. Enable Bluetooth, WiFi, Location Services; disable VPN.
2. Open PoolSync® application → create / log into account.
3. Add new device → select WiFi-enabled heat pump.
4. Join home WiFi → enter password → complete setup.

Mode	Purpose
SETUP	Used during initial WiFi configuration.
SERVICE ACCESS	Temporary access point for installers when WiFi password is unknown.
NORMAL	Indicates active WiFi connection.
OFF	Used when WiFi is disabled or external device is used.

### Troubleshooting

Issue	Resolution
AUTHORIZATION FAILED	The mobile application failed to authorize heat pump access. Retry as directed.
POOLSYNC NO WIFI	Check setup completion, mode = NORMAL, verify password.
POOLSYNC NO CLOUD	Confirm internet access and wait for cloud service.
POOLSYNC NOT DETECTED	Check if WiFi feature exists or is wired correctly.
POOLSYNC SERVICE ACCESS	Change mode to NORMAL or OFF if not using service access.
POOLSYNC SETUP MODE	Normal during setup; change to OFF if setup not intended.

### Contacting AquaCal AutoPilot, Inc.

Product Information:	
Website	www.AquaCal.com
Phone	(1) 727-823-5642
Hours	8-5 pm, Eastern M-F
Service Information:	
Website	www.AquaCal.com/request-heat-pump-service/
Phone	(1) 727-823-5642
Hours	8-5 pm, Eastern M-F



Additional product specific installation advice is available online in the manuals section.

<https://www.AquaCal.com/heatpump-manuals/>

**Control Boards**

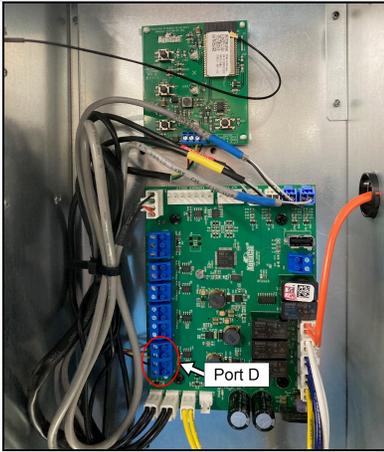


Figure 1 - HP11 PCB and Embedded WiFi

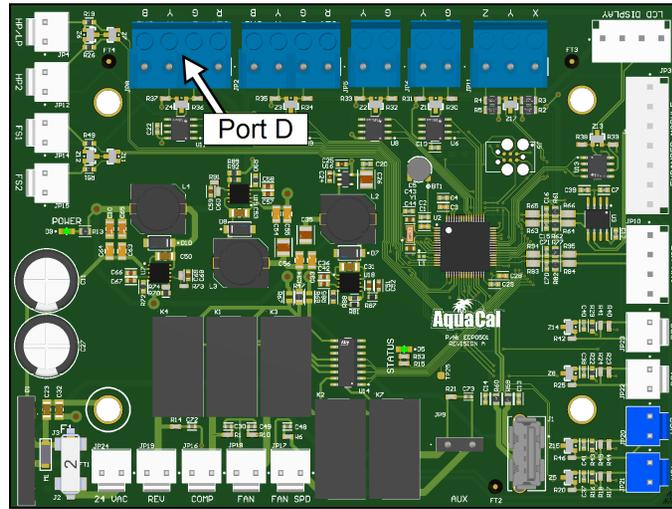


Figure 2 - HP11 Power Control Board

**Wiring Diagram**

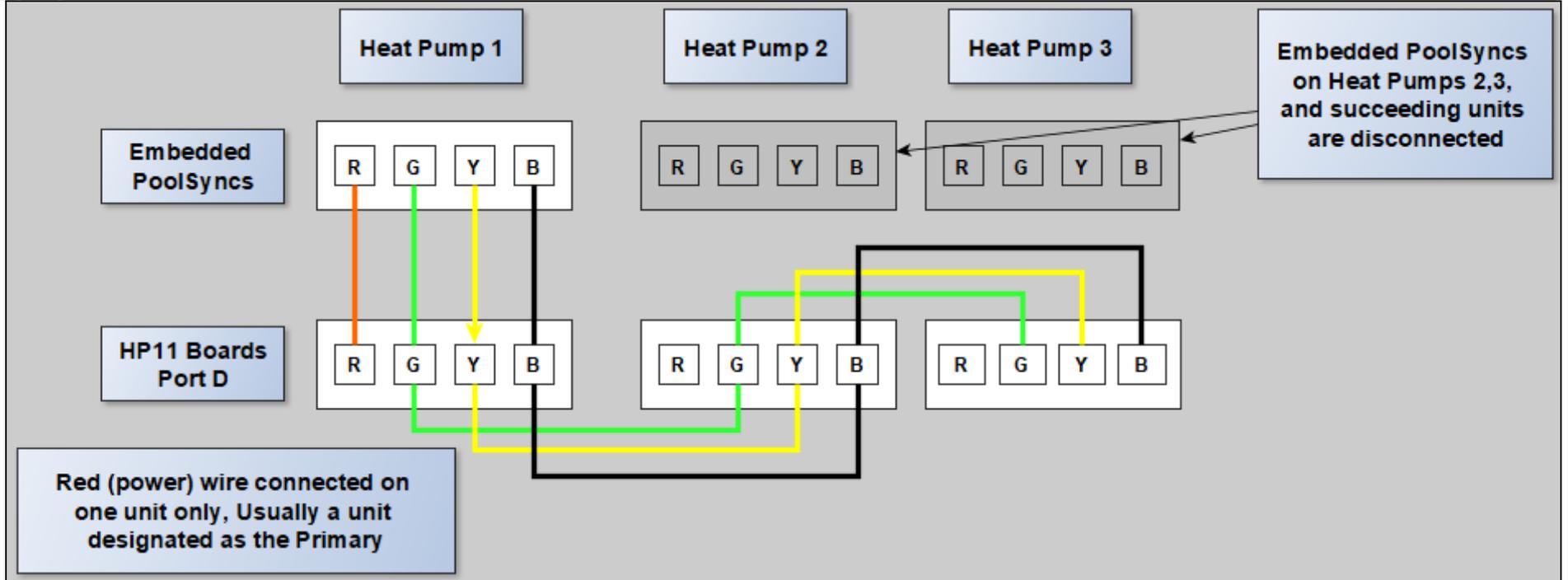


Figure 3 - Multiple Connected WiFi