

# CU 241

## Dual pump unit

### Installation and operating instructions





# CU 241

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## English (GB)

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# English (GB) Installation and operating instructions

## Original installation and operating instructions

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**DANGER**

Indicates a hazardous situation which, if not avoided, will result in death or serious personal injury.

**WARNING**

Indicates a hazardous situation which, if not avoided, could result in death or serious personal injury.

**CAUTION**

Indicates a hazardous situation which, if not avoided, could result in minor or moderate personal injury.

The hazard statements are structured in the following way:

**SIGNAL WORD****Description of the hazard**

Consequence of ignoring the warning

- Action to avoid the hazard.

**1.2 Notes**

The symbols and notes below may appear in Grundfos installation and operating instructions, safety instructions and service instructions.



Observe these instructions for explosion-proof products.



A blue or grey circle with a white graphical symbol indicates that an action must be taken.



A red or grey circle with a diagonal bar, possibly with a black graphical symbol, indicates that an action must not be taken or must be stopped.



If these instructions are not observed, it may result in malfunction or damage to the equipment.



Tips and advice that make the work easier.

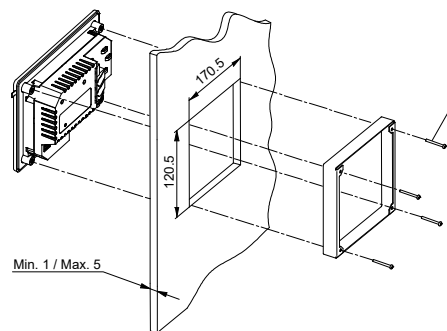
**2. Installing the product****2.1 Location**

Install the product in a location that meets the following requirements:

- Place the product in a flood-safe place.
- Make sure that the ambient temperature is within the limits.
- Install the product as close as possible to the connected pumps, sensors, and accessories.
- The product must be protected from direct sunlight.
- The product must be easily accessible.
- Outdoor installation: the product must be installed in a protective shed or enclosure, class IP 54.
- Indoor installation: The product must be installed in a well-ventilated room to ensure cooling of its components.

**2.2 Mechanical installation****2.2.1 Mounting the control unit**

1. Fasten the control unit with the four screws (1), M4 x 12, supplied with the unit. Torque value: 0.5 Nm.



**Fig.** Mounting the control unit

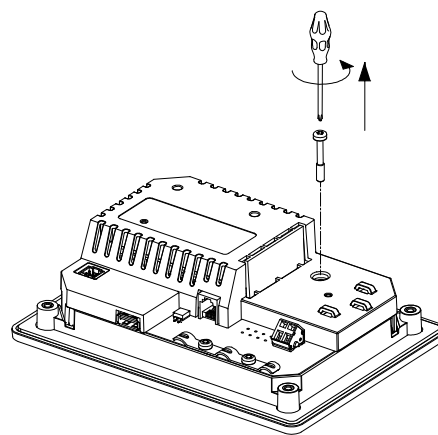
**Related information**[7.2 Replacing the control unit](#)**2.2.2 Installing a communication interface module**

You can fit a communication interface module (CIM) in the control unit to enable communication with external systems. The module is optional and is not delivered with the product.

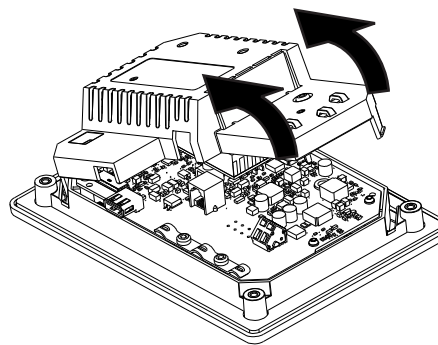


Use an antistatic service kit when handling electronic components. This prevents static electricity from damaging the components.

1. Remove the screw in the back cover of the CU product.



2. Remove the back cover.

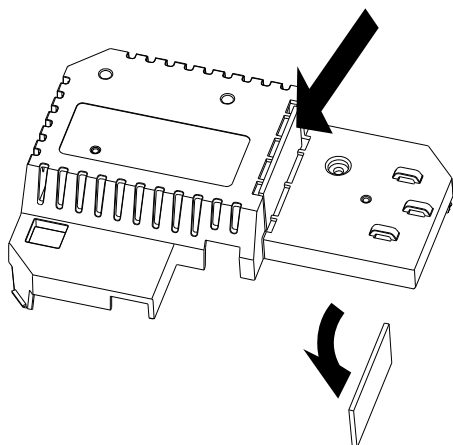


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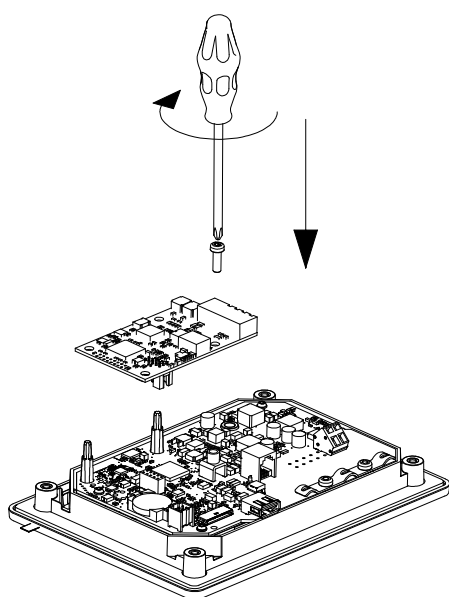
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3. Break off the tap.



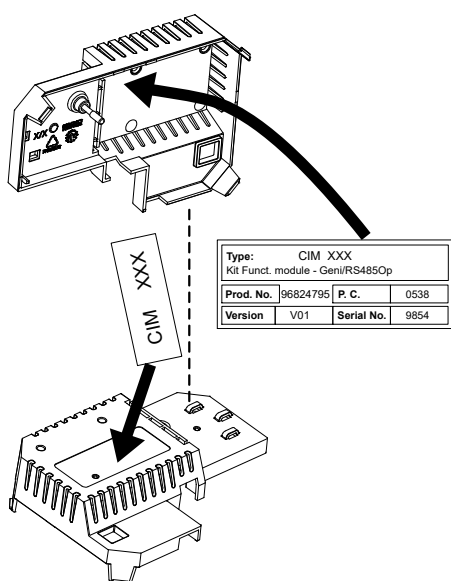
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4. Fit the CIM module.



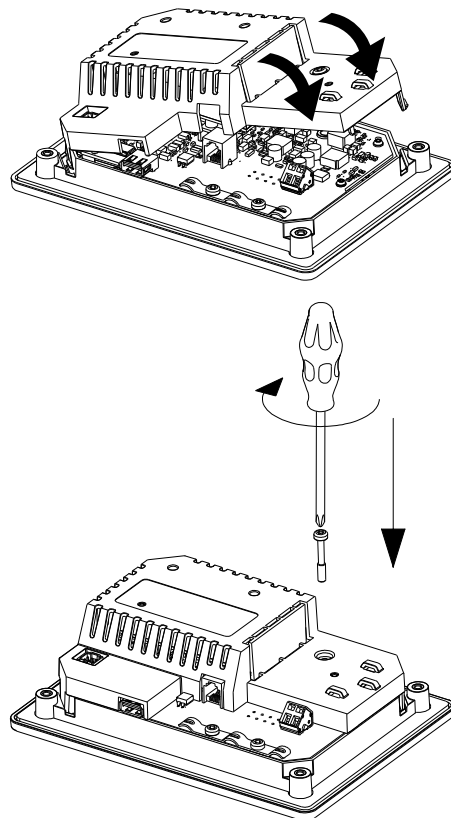
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5. If supplied, place the labels on the back cover.



6. Refit the back cover to the CU product and secure it with the mounting screw. Secure cables using the cable tie holders.

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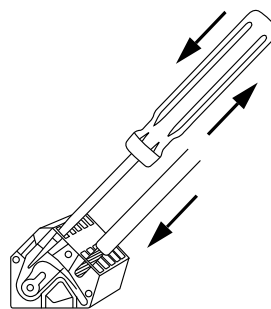
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## 2.3 Electrical connections

### 2.3.1 Connecting the power supply

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1. Check that the supply voltage corresponds with the needed 24 VDC and ensure that the polarity is connected correctly according to the label on the product itself.
2. Connect the power cables and pump cables according to the relevant electrical diagram.



TM070570

Connecting a wire to a terminal with spring clamps

## 3. Starting up the product

### 3.1 Setting the product

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#### 3.1.1 Connecting to Grundfos GO Remote

1. Open Grundfos GO Remote on your device. Make sure that Bluetooth is enabled.  
Your device must be within reach of the product to establish Bluetooth connection.
2. Press the Bluetooth **CONNECT** button on Grundfos GO Remote.
3. Press the connect button on the operating panel. The blue LED above the connect button is flashing blue until your device is connected.  
Grundfos GO Remote is now loading the data for the product.

## Related information

### 3.1.4 How to enable Bluetooth on the operating panel

### 3.1.5 How to disable Bluetooth on the operating panel

## 3.1.2 Startup wizard on Grundfos GO Remote

The product is designed for Bluetooth communication with Grundfos GO Remote.

Once you have connected your product to Grundfos GO Remote, a startup wizard appears. Follow the instructions to make your settings.

Grundfos GO Remote enables you to set functions and gives you access to status overviews, technical product information and current operating parameters.

## Related information

### 7.2 Replacing the control unit

## 3.1.3 Startup wizard on the operating panel

The first time the control unit is switched on, a startup wizard will guide you through the basic settings. You can select the sensor type and sensor levels. For some products, you can also set the nominal pump current and number of phases.

If you have an analog sensor, select **S-1** and set the height of the different levels, from dry running to high level.

If you have a digital sensor, select **S-2** and enable or disable the dry-running level, the start level for pump 2, if available and the high level.

To change settings, use the **Up** and **Down** buttons on the operating panel.

Use the **OK** button to confirm each setting and navigate to the next setting.

For filling applications, you must use Grundfos GO Remote.

Units can only be changed with Grundfos GO Remote.

| Designation | Description    |
|-------------|----------------|
| <b>S-1</b>  | Analog sensor  |
| <b>S-2</b>  | Digital sensor |

## Related information

### 5.21 Starting the startup wizard with the operating panel

## 3.1.4 How to enable Bluetooth on the operating panel

If the Bluetooth signal on the operating panel has been disabled for some reason, you are not able to connect with Grundfos GO Remote. You must enable Bluetooth first.

- Press and hold the connect button on the operating panel for 15 seconds. Wait for the blue LED to light up.
- Press the Bluetooth **CONNECT** button on Grundfos GO Remote.
- Press the connect button on the operating panel. The blue LED above the connect button is flashing blue until your device is connected.  
Grundfos GO Remote is now loading the data for the product.

## Related information

### 3.1.1 Connecting to Grundfos GO Remote

## 3.1.5 How to disable Bluetooth on the operating panel

In some installation areas it is not allowed to have a Bluetooth signal enabled during operation. After installation, the Bluetooth signal must be disabled manually.

- Press and hold the connect button on the operating panel for 15 seconds. Wait for the blue LED to switch off.  
Grundfos GO Remote is not connected to the product anymore.

## Related information

### 3.1.1 Connecting to Grundfos GO Remote

## 3.1.6 Setting the service interval with Grundfos GO Remote

You can set a time in Grundfos GO Remote in order to get a reminder that the pump needs service when the time comes.

- Go to **Settings > Service > State**
- Select **Enable** and press **OK**.
- Select the pump.
- Enter the number of hours until next service and press **OK**.

## 3.2 Testing the product

When you have made all the electrical installations and completed the startup wizard, you can test the system.

### For emptying applications:

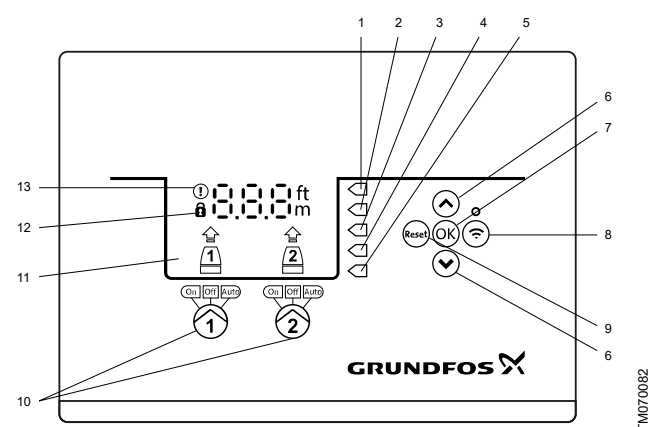
- Fill the pit with water and check that the pump starts automatically at the defined level.
- Test the dry-running function by starting the pump manually and wait while the pit with the pump is emptied. Check that the control unit indicates an alarm and stops the pump when the defined level is reached.
- Test the high-level function by stopping the pump manually and continue to fill the pit with water. Check that the control unit indicates an alarm when the defined level is reached. Set the pump to **Auto** and observe that the pump starts and stops when the stop level has been reached.

### For filling applications:

- Start by draining the tank to be filled. When the tank is empty and the start level is reached, the pump must start. When the tank is full and the stop level is reached, the pump must stop.
- Test the high-level function by stopping the pump manually and continue to fill the tank without the pump with water. Check that the control unit indicates an alarm when the defined level is reached.
- Test the dry-running function by starting the pump manually and wait while the tank with the pump is emptied. Check that the control unit indicates an alarm and stops the pump when the defined level is reached. If the pump is placed in a well, this test may not be possible since the pump cannot empty the well. Alternatively, pull the dry-run level switch up to simulate a dry-run situation. The same can be done with a pressure level sensor.

## 4. Product introduction

### 4.1 Operating panel

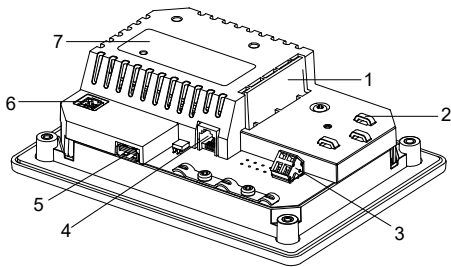


| Pos. | Symbol | Description              |
|------|--------|--------------------------|
| 1    | ◁      | High level               |
| 2    | ◁      | Start level, pump 2      |
| 3    | ◁      | Start level, pump 1      |
| 4    | ◁      | Stop level, pump 1 and 2 |

| Pos. | Symbol       | Description                                                                                                                                                                                                                                              |
|------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5    |              | Dry-running level                                                                                                                                                                                                                                        |
| 6    |              | <b>Up / Down buttons:</b> <ul style="list-style-type: none"><li>Press these buttons to navigate between submenus or change the value settings.</li></ul>                                                                                                 |
| 7    | <b>OK</b>    | <b>OK button:</b> <ul style="list-style-type: none"><li>Press this button to save changed values.</li></ul>                                                                                                                                              |
| 8    |              | <b>Connect button:</b> <ul style="list-style-type: none"><li>Press this button to connect the control unit to Grundfos GO Remote via Bluetooth.</li></ul>                                                                                                |
| 9    | <b>Reset</b> | <b>Reset button:</b> <ul style="list-style-type: none"><li>Press this button during startup to reset settings and start over or to reset an alarm or warning.</li></ul>                                                                                  |
| 10   |              | <b>Operating mode for the pump:</b> <ul style="list-style-type: none"><li>On: The pump has been switched on manually.</li><li>Off: The pump has been switched off manually.</li><li>Auto: The pump is running automatically based on settings.</li></ul> |
| 11   | Display      | The display shows the pump status.                                                                                                                                                                                                                       |
| 12   |              | <b>Lock symbol:</b><br>If the symbol is lit, the control unit is locked from making changes.                                                                                                                                                             |
| 13   |              | <b>Alarm and warning symbol:</b><br>Red: Alarm<br>Yellow: Warning                                                                                                                                                                                        |

The control unit enables manual setting and monitoring of the system.

#### 4.2 Terminals



| Pos. | Description                                |
|------|--------------------------------------------|
| 1    | Terminal for a CIM module, optional        |
| 2    | Cable tie holders                          |
| 3    | Terminal for the power supply              |
| 4    | GENIbus, for internal use between modules. |
| 5    | USB port                                   |
| 6    | Service connection                         |
| 7    | Nameplate                                  |

#### 4.3 Product description

The level-control unit switches the pump on and off according to the liquid level measured by float switches or a pressure sensor. When the start level is reached, the pump starts, and when the liquid level

has been lowered to the stop level, the pump is stopped by the control unit. An alarm is indicated in case of for example high-water level in the tank or sensor failure.

Basic settings are configured via the operating panel and advanced settings are configured with Grundfos GO Remote. Furthermore, you can read important operating parameters with Grundfos GO Remote.

#### 4.4 Intended use

The control unit is designed to control two pumps.

The product can be configured for two purposes: emptying a wastewater pit or filling a pit or tank. The product can be used for network pumping stations, main pumping stations, commercial buildings and municipal systems.

The control unit is only intended for use in control panels.

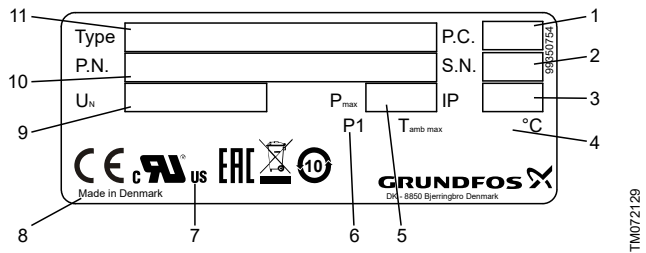
#### 4.5 Features

The control unit features among others the following functions:

- support of up to two pumps
- manual and automatic control of the pump
- Bluetooth pairing with Grundfos GO Remote
- operating indication, such as power on and pump running
- alarm and warning indication, such as power phase missing and high-water level
- motor and phase failure protection
- setting of stop delays matching the actual operating conditions.
- automatic alternation of pumps.

#### 4.6 Identification

##### 4.6.1 Nameplate



| Pos. | Description                    |
|------|--------------------------------|
| 1    | Production code, year and week |
| 2    | Serial number                  |
| 3    | Enclosure class                |
| 4    | Max. ambient temperature       |
| 5    | Max. power consumption         |
| 6    | Factory code                   |
| 7    | Markings and approvals         |
| 8    | Production site                |
| 9    | Supply voltage                 |
| 10   | Version number                 |
| 11   | Product name                   |

##### 4.6.2 Type key

| Example | CU 241 | 1 |
|---------|--------|---|
| Pos.    | 1      | 2 |

| Pos. | Description                                                     |
|------|-----------------------------------------------------------------|
| 1    | Type <ul style="list-style-type: none"> <li>• CU 241</li> </ul> |
| 2    | Number of pumps supported                                       |

STATUS-NOT-SET | Supported-communication-interface-modules-and-protocols-(re)-0fwnkCa.dita

## 4.7 Supported communication interface modules and protocols

The following Grundfos communication interface modules can be added to the product.

| Communication interface module | Protocol                       |
|--------------------------------|--------------------------------|
| CIM 050                        | GENIbus                        |
| CIM 150                        | PROFIBUS DP                    |
| CIM 200                        | Modbus RTU                     |
| CIM 260                        | 3G/4G                          |
| CIM 270                        | GRM                            |
| CIM 280                        | Grundfos iSolution Cloud (GiC) |
|                                | Modbus TCP                     |
| CIM 500                        | PROFINET IO                    |
|                                | GRM IP                         |

## 5. Control functions

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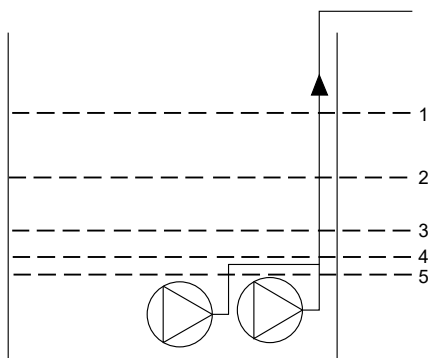
### 5.1 Application types

You can choose between two application types:

- **Empty**
- **Fill**

You can set the application type with Grundfos GO Remote.

#### Empty



TM0713341

| Pos. | Description                                   |
|------|-----------------------------------------------|
| 1    | <b>High level</b>                             |
| 2    | <b>Start level P2:</b> start level for pump 2 |
| 3    | <b>Start level P1:</b> start level for pump 1 |
| 4    | <b>Stop level</b>                             |
| 5    | <b>Dry-running level</b>                      |

The pump will start to empty the tank or pit when **Start level P1** is reached.

A second pump will start if the liquid level reaches **Start level P2**.

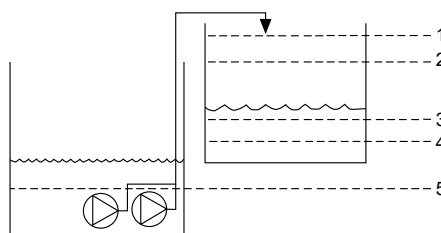
The pump stops when the liquid level is lowered to **Stop level**.

If the inflow of liquid exceeds the capacity of the installed pump, the level in the tank or pit will rise. Eventually, the **High level** sensor will register a high liquid level in the tank or pit. If set, the signal from

the **High level** sensor can be used to activate an output relay which can then be used to indicate a visual or acoustic alarm or send a signal to a SCADA system.

If the pump is running and the liquid level in the tank or pit falls below the dry-running level, the dry-running protection will stop the pump to ensure that it is not damaged mechanically.

#### Fill



TM0713351

| Designation | Description                                   |
|-------------|-----------------------------------------------|
| 1           | <b>High level</b>                             |
| 2           | <b>Stop level</b>                             |
| 3           | <b>Start level P1:</b> start level for pump 1 |
| 4           | <b>Start level P2:</b> start level for pump 2 |
| 5           | <b>Dry-running level</b>                      |

In the filling application, the pump is installed in a tank or well from where it pumps the liquid. The liquid is pumped into a second tank where the level sensors are installed.

The pump will start to fill the second tank when **Start level P1** is reached.

A second pump will start if the liquid level reaches **Start level P2**.

The pump stops when the liquid level reaches **Stop level**.

If the pump for some reason does not stop at **Stop level** and the liquid level keeps rising, the **High level** sensor will eventually register this. If set, the signal from the **High level** sensor can be used to activate a relay output which can then be used to indicate a visual or acoustic alarm or send a signal to a SCADA system via a communication interface.

If the pump is running and the liquid level in the tank falls below the dry-running level, the dry-running protection will stop the pump to ensure that it is not damaged.

#### Related information

##### 6.1.2 Automatic operation

STATUS-NOT-SET | Setting-the-application-type-with-Grundfos-GO-Remote-(ta)-nyfSE.dita

#### 5.1.1 Setting the application type with Grundfos GO Remote

- Go to **Settings > Level control > Application type**.
- Select the type.
  - **Empty**
  - **Fill**

#### 5.2 Setting the sensor type

STATUS-NOT-SET | Setting-the-sensor-type-with-Grundfos-GO-Remote-(ta)-06rs8BU.dita

##### 5.2.1 Setting the sensor type with Grundfos GO Remote

- Go to **Settings > Level control > Sensor type**.
- Select the type.
  - **Analog sensors**
  - **Digital sensors**

STATUS-NOT-SET | Setting-the-sensor-type-using-the-operating-panel-(ta)-ywwApi.dita

##### 5.2.2 Setting the sensor type using the operating panel

- Press and hold **OK** until **S-1** or **S-2** starts flashing.
- Select the sensor type using the **up** or **down** button.
  - **S-1:** Analog sensors
  - **S-2:** Digital sensors.
- Press **OK** to confirm the setting.

- Continuously press **OK** to confirm all other settings and to exit the setup.

### 5.3 Setting the start level

STATUS-NOT-SET | Setting the start level with Grundfos GO Remote-(ta)-PCpUL6.dita

#### 5.3.1 Setting the start level with Grundfos GO Remote

The settings apply to analog sensors. For digital sensors, the setting is automatically activated.

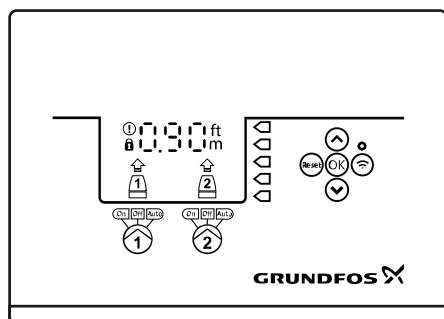
- Go to **Settings > Level Control > Start level P1**.
- Set the start level for pump 1.
- Go to **Settings > Level control > Start level P2**.
- Set the start level for pump 2.

STATUS-NOT-SET | Setting the start level with the operating panel-(ta)-jAKwS6.dita

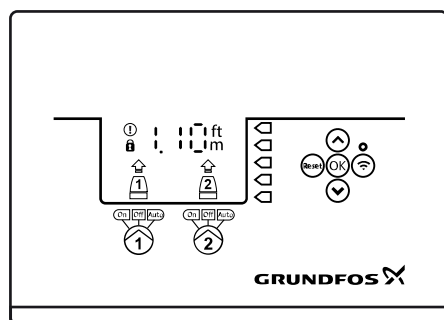
#### 5.3.2 Setting the start level with the operating panel

The settings apply to analog sensors. For digital sensors, the setting is automatically activated.

- Press and hold **OK** until the display and dry running start flashing.
- Continuously press **OK** until the indicator light for the start level for pump 1 starts flashing.



- Set the start level for pump 1 by using the **Up** and **Down** buttons.
- Press **OK**.  
The indicator light for the start level for pump 2 starts flashing.



- Set the start level for pump 2 by using the **Up** and **Down** buttons.
- Continuously press **OK** until the display stops flashing.  
The settings have now been stored.

### 5.4 Setting the stop level

STATUS-NOT-SET | Setting the stop level with Grundfos GO Remote-(ta)-nBcN8w.dita

#### 5.4.1 Setting the stop level with Grundfos GO Remote

The settings apply to analog sensors. For digital sensors, the setting is automatically activated.

The stop level is the same for pump 1 and pump 2.

- Go to **Settings > Level control > Stop level**
- Set the stop level.

If you are using the same level for start and stop, remember to set a stop delay. It will prevent the pump from starting and stopping too frequently.

#### 5.4.2 Setting the stop level with the operating panel

STATUS-NOT-SET | Setting the stop level with the operating panel-(ta)-u717A4.dita

The settings apply to analog sensors. For digital sensors, the setting is automatically activated.

The stop level is the same for pump 1 and pump 2.

- Press and hold **OK** until the display starts flashing.
- Press **OK** once.  
The current stop level is indicated on the display.
- Set the stop level using the **Up** and **Down** buttons.
- Continuously press **OK** to confirm all other settings and to exit the setup.

If you are using the same level for the start and stop level, remember to set a stop delay. This will prevent the pump from starting and stopping too frequently.

### 5.5 Setting the high level

STATUS-NOT-SET | Setting the high level with Grundfos GO Remote-(ta)-bQn9FM.dita

#### 5.5.1 Setting the high level with Grundfos GO Remote

- For analog sensors, go to **Settings > Level control > High level**.
- Set the high level.
- For digital sensors, go to **Settings > LC 231 IO terminals**.
- Select which terminal to configure.

STATUS-NOT-SET | Setting the high level with the operating panel-(ta)-Sj-ckE.dita

#### 5.5.2 Setting the high level with the operating panel

The settings apply to analog sensors.

- Press and hold **OK** until the display starts flashing.
- Press **OK** four times.  
The current high level is indicated on the display.
- Set the high level using the **Up** and **Down** button. For digital sensors, enable or disable the setting.
- Press **OK** once to complete the setting.

### 5.6 Stop delay

STATUS-NOT-SET | Stop delay-(co)-xWhQ6d0.dita

The stop delay is the time from when the stop level is reached until the pump stops. The stop delay prevents the pump from starting and stopping too frequently and reduces water hammer in long pipes.

STATUS-NOT-SET | Setting the stop delay with Grundfos GO Remote-(ta)-rez8KE.dita

#### 5.6.1 Setting the stop delay with Grundfos GO Remote

- Select **Settings > Level control > Stop delay > State**
- Select **Stop delay time**.
- Set the **Stop delay time**.

STATUS-NOT-SET | Power-on delay-(co)-yuzZjoo.dita

### 5.7 Power-on delay

With this function it is possible to delay the startup of the pump after the power supply has been switched on. The purpose is to avoid disturbing the main power network which could happen if several pumps start up immediately when the power supply is switched on.

STATUS-NOT-SET | Setting the power-on delay with Grundfos GO Remote-(ta)-42Hq6d0.dita

#### 5.7.1 Setting the power-on delay with Grundfos GO Remote

- Go to **Settings > Power-on delay**.
- Set the function to **Enabled**.
- Set the time delay.

STATUS-NOT-SET | Dry-running protection-(co)-yjADxMQ.dita

### 5.8 Dry-running protection

If the pump is running and the liquid level in the tank or pit becomes lower than the dry-running level, the dry-running protection will stop the pump to ensure that it is not damaged.

Dry-running protection is dependent on a feedback signal from a level sensor installed in the tank or pit.

### 5.8.1 Setting the dry-running level with Grundfos GO Remote

STATUS-NOT-SET | Setting the dry-running level with Grundfos GO Remote (ta)-RKTgTY.dita

1. Go to **Settings > Level control > Dry-running level**.
2. Set the dry-running level.



The dry-running level must be set to a value which ensures that the pump is not damaged due to dry-running. The specific level depends on the installed pump type. See the installation and operating instructions for the product.

### 5.8.2 Setting the dry-running level with the operating panel

STATUS-NOT-SET | Setting the dry-running level with the operating panel (ta)-NwmwMs.dita

1. Press and hold **OK** until the display starts flashing.
2. Set the dry-running level using the **Up** or **Down** button.
3. Continuously press **OK** to confirm all other settings and to exit the setup.

## 5.9 Using the same level switch for the start and stop level

STATUS-NOT-SET | Using the same level switch for the start and stop level (ta)-GB0H3e.dita

1. Set one digital input to **Start pump 1** or **Stop**. All other digital inputs must be disabled.
2. Set a stop delay.  
This will prevent the pump from starting and stopping too frequently.

## 5.10 "Multipump settings"

STATUS-NOT-SET | Multipump settings (co)-yqTZnr1.dita

The control unit enables start and stop of the two pumps alternately. The pump with the lowest number of running hours is always started first. The function ensures that the running hours of the pumps are the same.

It is possible to set a time delay before the next pump is started.

### 5.10.1 Setting "multipump settings" with Grundfos GO Remote

STATUS-NOT-SET | Setting multipump settings with Grundfos GO Remote (ta)-YyGSi4.dita

1. Go to **Settings > Multi pump settings**
2. Set **Inter pump delay**.  
This is the starting delay between the pumps ensuring that they do not start at the same time.
3. Set **Max number of running pumps**.  
This is the maximum number of pumps which are allowed to run at the same time.

## 5.11 "Antiseizing"

STATUS-NOT-SET | Antiseizing (co)-y6B8-8s.dita

The **Antiseizing** function prevents a pump from choking or seizing up as a result of deposits buildup. **Antiseizing** is used in pits that have had no inlet flow for a long period. The **Antiseizing** function ensures that the pump starts as often as set in **Antiseizing > interval**. The pump will operate for the number of seconds indicated by the user.

### 5.11.1 Setting the "Anti-seizing" function with Grundfos GO Remote

STATUS-NOT-SET | Setting the Anti-seizing function with Grundfos GO Remote (ta)-A38ouE.dita

1. Go to **Settings > Anti-seizing**.
2. Set the function to **Enabled**.
3. Set the time interval.
4. Set the operating time.

## 5.12 Signal detection time

STATUS-NOT-SET | Signal-detection time (co)-yWYQag.dita

The signal detection time is the minimum time a level has to be active before the control unit initiates an action, such as starting or stopping a pump.

### 5.12.1 Setting the signal detection time with Grundfos GO Remote

STATUS-NOT-SET | Setting the signal-detection time with Grundfos GO Remote (ta)-4bS1s.dita

1. Go to **Settings > Level control > Signal detection time**.
2. Set the signal-detection time.

## 5.13 Setting the maximum number of restarts with Grundfos GO Remote

STATUS-NOT-SET | Setting the maximum number of restarts with Grundfos GO Remote (ta)-QrsAGY.dita

If the pump is seized up as a result of deposits build-up, it will be stopped automatically due to overheating, provided that the motor protection has been set. When the motor has cooled down, the control unit will unsuccessfully try to restart the pump and this scenario will be repeated.

In order to prevent this, it is possible to set a maximum number of restart attempts within a set interval.

1. Go to **Settings > Max number of restarts**.
2. Enable the function.
3. Set the interval within which the allowed number of restarts are to be counted.
4. Set the maximum number of pump restarts which are allowed during the set interval.

### Related information

[5.14.4 Setting the motor protection with Grundfos GO Remote](#)

[8.3 Code 4 \(Too many motor restarts\)](#)

## 5.14 Motor protection

STATUS-NOT-SET | Overheat-protection (co)-yTqZohk.dita

### 5.14.1 Overheat protection

The control unit offers thermal protection for the connected motors. Two types of thermal-protection sensor can be connected to the control unit: a PTC sensor (analog) and a thermal switch (digital). Under normal running conditions, the sensor will act as a short circuit, but when its temperature limit is reached, it will open and tell the control unit that the temperature is too high, and the pump is stopped. When the temperature has dropped to the sensor-trigger level, the pump will return to normal running conditions. It will not be possible to start the pump manually as long as the temperature is too high.

### Related information

[8.10 Code 69 \(Winding temperature too high\)](#)

### 5.14.2 Overload protection

STATUS-NOT-SET | Overload-protection (co)-ymnyFSE.dita

The pump is protected by an external motor-protection relay. The nominal current draw must be set manually on the motor-protection relay. See the specific documentation for the relay on how to set the trigger level. If the current exceeds the trigger level, the relay will switch off the pump and the controller will give an alarm. The alarm has to be manually reset directly on the motor protection relay.

### Related information

[8.8 Code 48 \(Motor is overloaded\)](#)

### 5.14.3 Moisture protection

STATUS-NOT-SET | Moisture-protection (co)-yNwmwMs.dita

When a moisture sensor is installed in series with the thermal sensor, the control unit needs to know how to determine whether there is a high temperature or moisture in the pump. If the temperature is too high, normally the temperature sensor will go back to its normal stage when the temperature has dropped to its trigger level. If there is moisture in the pump, then the moisture sensor will keep the series connection open until the pump is opened and serviced.

To determine which sensor has been active, a **cool down time** must be entered. This is the time that will normally pass until the temperature has dropped enough for the temperature sensor to return to its normal stage. If the cool down time is exceeded, the control unit will assume that there is moisture in the pump, and it will send a moisture alarm.

### Related information

[5.14.4 Setting the motor protection with Grundfos GO Remote](#)

### 5.14.4 Setting the motor protection with Grundfos GO Remote

STATUS-NOT-SET | Setting the motor-protection with Grundfos GO Remote (ta)-4Cvfcg.dita

You can set the current, temperature and moisture protection via a setup wizard.

1. Go to **Settings > Motor protection pump 1** or **Motor protection pump 2**.
2. Follow the on-screen wizard to set the following:
  - **Nominal pump current**
  - **Trip IEC class**
  - **Pump connection**
  - **Overheat protection.**

#### Related information

[5.13 Setting the maximum number of restarts with Grundfos GO Remote](#)

[5.14.3 Moisture protection](#)

### 5.15 Alarm reset

#### 5.15.1 Resetting alarms and warnings manually with Grundfos GO Remote

STATUS-NOT-SET | Resetting-alarms-and-warnings-manually-with-Grundfos-GO-Remote-(ta)-o51ph1.dita

1. Go to **Alarms and warnings**.
2. Press **Reset alarm**.  
All current alarms and warnings have been reset. However, if the fault causing the alarm or warning has not been removed, the alarm or warning will appear again.
3. If you want to delete all alarms and warnings from the history log, press **Show log > Reset alarm and warning logs**.

#### 5.15.2 Setting the automatic alarm reset with Grundfos GO Remote

STATUS-NOT-SET | Setting-the-automatic-alarm-reset-with-Grundfos-GO-Remote-(ta)-o51ph1.dita

1. Go to **Settings > Automatic alarm reset**.
2. Select one of the following:

| Option                          | Description                                                                               |
|---------------------------------|-------------------------------------------------------------------------------------------|
| <b>No automatic reset</b>       | The control unit does not reset any alarm or warning. You must do it manually.            |
| <b>All except pump critical</b> | The control unit resets alarms and warnings unless the related fault can damage the pump. |
| <b>All alarms</b>               | The control unit resets alarms and warnings, regardless of the fault.                     |

#### 5.15.3 Resetting alarms and warnings on the operating panel

STATUS-NOT-SET | Resetting-alarms-and-warnings-on-the-operating-panel-(ta)-k21sjo.dita

You can manually reset alarms and warnings on the operating panel. However, if the fault causing the alarm or warning has not been removed, the alarm or warning will appear again.

1. Press **Reset** on the operating panel to reset the alarm or warning.

### 5.16 Setting the buzzer with Grundfos GO Remote

STATUS-NOT-SET | Setting-the-buzzer-with-Grundfos-GO-Remote-(ta)-Dx6Bsg.dita

The internal buzzer is used to give an acoustic sound if there is a warning or an alarm.

1. Go to **Settings > Buzzer settings**.
2. Select when the buzzer is to be activated:
  - **All alarms**
  - **All alarms and warnings.**

### 5.17 Setting units for Grundfos GO Remote

STATUS-NOT-SET | Setting-units-for-Grundfos-GO-Remote-(ta)-cbCrys.dita

Changing units as described here will only change the units shown in Grundfos GO Remote. It will not affect the units shown on the operating panel of products connected to Grundfos GO Remote.

1. Press the **Menu** button in the upper left corner of Grundfos GO Remote.



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2. Go to **General > Settings > Products > Units**.
3. Select **US** or **Grundfos default units**.

### 5.18 Setting units for the operating panel with Grundfos GO Remote

STATUS-NOT-SET | Setting-units-for-the-operating-panel-with-Grundfos-GO-Remote-(ta)-o5YVkg.dita

Changing units as described below changes the units shown in the operating panel of the product connected to Grundfos GO Remote. It does not affect the units shown in Grundfos GO Remote.

1. Go to **Settings > Display units**.
2. Select the units to be used on the operating panel.
  - **SI Units**
  - **US Units.**

STATUS-NOT-SET | GENIbus-(co)-adwmwMIs.dita

### 5.19 GENIbus

GENIbus, the Grundfos Electronics Network Intercommunications bus, is a fieldbus developed by Grundfos to meet the need for data transfer in all typical Grundfos motor or pump applications. Grundfos devices with GENIbus can be wired together in networks and integrated in automation systems. Each device on the network must have a unique GENIbus address. GENIbus is based on the RS485 hardware standard and typically operates at a baud rate of 9600 bits/s.

STATUS-NOT-SET | Setting-the-GENIbus-address-with-Grundfos-GO-Remote-(ta)-o53Q.dita

#### 5.19.1 Setting the GENIbus address with Grundfos GO Remote

If CU 241 is used in a GENIbus network, a CIM 050 must be installed to add a GENIbus connection.

1. Go to **Settings > GENI bus address**
2. Set the GENIbus address.

The GENIbus address is a unique identifier for the product on the network.

### 5.20 Security

#### 5.20.1 Locking the operating panel

STATUS-NOT-SET | Locking-the-operating-panel-(ta)-Y5B9wo.dita

The operating panel can only be locked with Grundfos GO Remote.

1. Go to **Settings > Security > Local HMI Security**.
2. Select **Enabled** and press **Next**.
3. Select if you want to restrict access to **Settings only** or **Settings and operation**.
4. Press **Done**.

The lock symbol on the operating panel is now lit.

#### 5.20.2 Unlocking the operating panel

STATUS-NOT-SET | Unlocking-the-operating-panel-(ta)-Mq5V4.dita

The operating panel can only be unlocked with Grundfos GO Remote.

1. Go to **Settings > Security > Local HMI Security**.
2. Select **Disabled** and press **Next**.

The lock symbol on the operating panel is switched off.

#### 5.20.3 Locking Grundfos GO Remote

STATUS-NOT-SET | Locking-Grundfos-GO-Remote-(ta)-nQ2mk.dita

1. Go to **Settings > Security > Go Remote Security**.
2. Select **Enabled** and press **Next**.
3. Enter a four digit PIN code and press **CONFIRM**.

A lock symbol indicates which menus are locked. To view or change settings, you must enter the PIN code.

#### 5.20.4 Unlocking Grundfos GO Remote

STATUS-NOT-SET | Unlocking-Grundfos-GO-Remote-(ta)-dpl-a9c.dita

1. Go to **Settings** > **Security**.
2. Enter the four digit PIN code.
3. Select **Go Remote Security**.
4. Select **Disabled** and press **Next**.

All menus in Grundfos GO Remote are unlocked.

#### 5.21 Starting the startup wizard with the operating panel

STATUS-NOT-SET | Starting-the-setup-wizard-with-the-operating-panel-(ta)-YZpWCG.dita

- Press and hold the **OK** button for 8 seconds until **S-1** or **S-2** starts flashing.

#### Related information

[3.1.3 Startup wizard on the operating panel](#)

## 6. Operating the product

### 6.1 Manual operation

STATUS-NOT-SET | Starting-and-stopping-the-pump-manually-with-Grundfos-GO-Remote-(ta)-qbl-DY.dita

#### 6.1.1 Starting and stopping the pump manually with Grundfos GO Remote

1. Go to **Settings** > **Control, pump 1** or **Control, pump 2**.
2. Start the pump by selecting **On** and pressing **OK**.
3. Stop the pump by selecting **Off** and pressing **OK**.

#### Related information

[6.1.4 Choosing what the pump must do after manual start](#)

STATUS-NOT-SET | Automatic-operation-(co)-cDLyLUK.dita

#### 6.1.2 Automatic operation

In automatic operating mode, the control unit starts and stops the pump based on the signals it receives from the connected level sensors and the corresponding level settings within the control unit.

#### Related information

[5.1 Application types](#)

STATUS-NOT-SET | Starting-and-stopping-the-pump-manually-with-the-operating-panel-(ta)-OTUPQc.dita

#### 6.1.3 Starting and stopping the pump manually with the operating panel

1. To start a pump manually, press and hold the **Pump** button until the pump starts.  
The **On** indicator light is lit when the pump is operating in manual mode.
2. Stop the pump by pressing the **Pump** button.  
The **Off** indicator light is lit when the pump is stopped.

#### Related information

[6.1.4 Choosing what the pump must do after manual start](#)

STATUS-NOT-SET | Choosing-what-the-pump-must-do-after-manual-start-(ta)-ISAD1s.dita

#### 6.1.4 Choosing what the pump must do after manual start

The following can be configured:

- **Automatic return**  
Here you select if the pump must automatically return to a defined operating mode when the manual start ends.
  - **Return to**  
Here you select whether the pump must return to automatic operating mode or stop when the manual start ends and **Automatic return** has been enabled.
  - **Forced start time**  
Here you set the time period in which the pump must run in manual operating mode.
1. Go to **Settings** > **Manual start**.
  2. Select **Automatic return** and choose one of the following options:
    - **Disabled**
    - **Enabled**.

3. Go one step back in the menu and select **Return to**.
4. Choose one of the following options:
  - **Auto**
  - **Off**.
5. Go one step back in the menu and select **Forced start time**.
6. Set the time period in which the pump must run in manual operating mode.

#### Related information

[6.1.1 Starting and stopping the pump manually with Grundfos GO Remote](#)

[6.1.3 Starting and stopping the pump manually with the operating panel](#)

STATUS-NOT-SET | Service-(co)-x-7B76M.dita

## 7. Servicing the product

### DANGER

#### Electric shock

Death or serious personal injury



- Switch off the incoming power supply before you start any work on the product or connected pumps.
- Make sure that the power supply cannot be switched on accidentally.

### 7.1 Updating the product software

STATUS-NOT-SET | Updating-the-product-software-(ta)-zmZYHqU.dita

New features and functions can be made available during the product's life cycle.

1. Contact Grundfos to get your product software updated.

### 7.2 Replacing the control unit

STATUS-NOT-SET | Replacing-the-control-unit-(ta)-lyChqRk.dita

### DANGER

#### Electric shock

Death or serious personal injury



- Switch off the power supply before making any electrical connections.
- Make sure that the power supply cannot be switched on accidentally.

Remember to save the controllers settings in Grundfos GO Remote under **Settings**. The settings can then be transferred to the new control unit when installed.

1. Switch off the power supply to the product and other components with external supply.
2. Write down the terminal connection of each wire to ensure correct re-connection.
3. Disconnect all wires.
4. Remove the control unit from the panel or cabinet.
5. Fit the new unit.
6. Connect all wires.
7. Configure the new control unit using Grundfos GO Remote.

#### Related information

[2.2.1 Mounting the control unit](#)

[3.1.2 Startup wizard on Grundfos GO Remote](#)

STATUS-NOT-SET | Replacing-the-CIM-module-(ta)-cYQpZY.dita

### 7.3 Replacing the CIM module

### DANGER

#### Electric shock

Death or serious personal injury



- Switch off the power supply before making any electrical connections.
- Make sure that the power supply cannot be switched on accidentally.

1. Switch off the power supply to the product and other components with external supply.
2. Write down the terminal connection of each wire to ensure correct re-connection.
3. Disconnect all wires connected to the CIM module.
4. Remove the screws that holds the module.
5. Remove the module from the control unit.
6. Fit the new module.
7. Connect all wires.

STATUS-NOT-SET | Replacing-the-battery-(ts)-9yYWEig.dita

## 7.4 Replacing the battery

### CAUTION

#### Fire and chemical leakage

Minor or moderate personal injury

- Risk of explosion if the battery is replaced by an incorrect type.



To replace the battery, do the following:

1. Remove the back cover.
2. Gently grab around the battery without touching it too much.
3. Pull the battery up.
4. Insert a new battery of the correct type.

### Related information

#### 9. Technical data

## 8. Fault finding the product

STATUS-NOT-SET | Fault-finding-the-product-(re)-Accab9M.dita

### DANGER

#### Electric shock

Death or serious personal injury

- Switch off the power supply before you start any work on the product.
- Make sure that the power supply cannot be switched on accidentally.



Fault finding and fault correction must be carried out by qualified persons.

STATUS-NOT-SET | List-with-alarm-and-warning-codes-(re)-ywT41JG.dita

## 8.1 Overview of alarm and warning codes

| Code number | Description                          |
|-------------|--------------------------------------|
| Code 2      | The power phase is missing.          |
| Code 4      | Too many motor restarts.             |
| Code 9      | The power-phase sequence is wrong.   |
| Code 12     | Service is needed.                   |
| Code 22     | Moisture in motor of pump.           |
| Code 25     | Wrong configuration.                 |
| Code 48     | The motor is overloaded.             |
| Code 57     | Missing water in the application.    |
| Code 69     | The winding temperature is too high. |
| Code 84     | The memory-storage media is faulty.  |
| Code 117    | The door is opened.                  |
| Code 159    | Communication error CIMxxx.          |
| Code 165    | Signal fault.                        |
| Code 191    | High water level.                    |

| Code number | Description                      |
|-------------|----------------------------------|
| Code 205    | Level-switch inconsistency.      |
| Code 225    | Communication error pump module. |
| Code 226    | Communication error IO module.   |
| Code 229    | Water on the floor.              |

STATUS-NOT-SET | Code-2-(Power-phase-missing)-(ts)-AAccP2M.dita

## 8.2 Code 2 (Power phase missing)

- Alarm code 2 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Power phase missing** is displayed in Grundfos GO Remote.

**Cause** One of the power supply phases is not connected.

**Remedy** • Connect the phase.

**Cause** The fuse is blown somewhere on the incoming power line.

**Remedy** • Replace the fuse.

STATUS-NOT-SET | Code-4-(Too-many-motor-restarts)-(ts)-AFxJ8ac.dita

## 8.3 Code 4 (Too many motor restarts)

- Alarm code 4 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Too many motor restarts** is displayed in Grundfos GO Remote.

**Cause** The pump has been blocked or partly blocked causing overload in the motor.

**Remedy** • Remove the blockage from the pump.

### Related information

[5.13 Setting the maximum number of restarts with Grundfos GO Remote](#)

STATUS-NOT-SET | Code-9-(Power-phase-sequence-wrong)-(ts)-AFvxRCE.dita

## 8.4 Code 9 (Power phase sequence wrong)

- Alarm code 9 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Power phase sequence wrong** is displayed in Grundfos GO Remote.

**Cause** The power supply phase is set incorrectly.

**Remedy** • Interchange two phases.

STATUS-NOT-SET | Code-12-(Service-needed)-(ts)-ALLIL8g.dita

## 8.5 Code 12 (Service needed)

- Warning code 12 is shown on the display if you press the **Up** or **Down** button.
- The warning symbol on the display turns yellow and the pump's operating mode is unchanged.
- Warning code **Service needed** is displayed in Grundfos GO Remote.

**Cause** The pump requires service based on time to next service countdown.

**Remedy**

- Contact Grundfos or an authorised service workshop.
- In order for the product to determine the service time, you must have enabled the service countdown with Grundfos GO Remote: **Settings > Service**.

## 8.6 Code 22 (Moisture in motor of pump)

STATUS-NOT-SET | Code-22 (Moisture in motor of pump) (ts)-AKmwWVA.dita

- Alarm code 22 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Moisture in motor of pump** is displayed in Grundfos GO Remote.

**Cause** Moisture is detected in the motor of the pump.

**Remedy** • Service is needed on the pump. Contact Grundfos.

## 8.7 Code 25 (Wrong configuration)

STATUS-NOT-SET | Code-25 (Wrong configuration) (ts)-ABufzyQ.dita

- Alarm code 25 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Wrong configuration** is displayed in Grundfos GO Remote.

**Cause** The level control is not configured correctly.

**Remedy** • Check and adjust the level control configuration with Grundfos GO Remote.

**Cause** The IO terminal is not configured correctly.

**Remedy** • Select which IO terminal to change in Grundfos GO Remote and adjust the configuration.

## 8.8 Code 48 (Motor is overloaded)

STATUS-NOT-SET | Code-48 (Motor is overloaded) (ts)-ALBdS1s.dita

- Alarm code 48 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Motor is overloaded** is displayed in Grundfos GO Remote.

**Cause** The pump is clogged.  
The blockage causes the motor current to rise, which could damage the pump.

**Remedy** • Remove the blockage.  
• Check the pit conditions to ensure blockage is not possible again.

### Related information

[5.14.2 Overload protection](#)

## 8.9 Code 57 (Missing water in the application)

STATUS-NOT-SET | Code-57 (Missing water in the application) (ts)-AEd1sjo.dita

- Alarm code 57 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Dry Run** is displayed in Grundfos GO Remote.

**Cause** Low water level in the pit and the pump stops due to the dry-running function.

**Remedy** • Check and configure the sensor for stop level.

## 8.10 Code 69 (Winding temperature too high)

STATUS-NOT-SET | Code-69 (Winding temperature too high) (ts)-ALJcK6Q.dita

- Alarm code 69 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Winding temperature too high** is displayed in Grundfos GO Remote.

**Cause** The pump is clogged, causing the pump to use more current and thereby overheat.

**Remedy** • Remove the blockage.

**Cause** The pump has run for too long.

**Remedy** • Allow the pump to cool down.  
• Adjust the distance between start and stop levels.

### Related information

[5.14.1 Overheat protection](#)

## 8.11 Code 84 (Memory storage media faulty)

STATUS-NOT-SET | Code-84 (Memory storage media faulty) (ts)-AAFdH3w.dita

- Warning code 84 is shown on the display if you press the **Up** or **Down** button.
- The warning symbol on the display turns yellow and the pump's operating mode is unchanged.
- Warning code **Memory storage media faulty** is displayed in Grundfos GO Remote.

**Cause** An error in the internal memory has been detected.

**Remedy** • Replace the control unit.  
• Contact Grundfos or an authorised service workshop.

## 8.12 Code 117 (Door opened)

STATUS-NOT-SET | Code-117 (Door opened) (ts)-AM3fuSU.dita

- Warning code 117 is shown on the display if you press the **Up** or **Down** button.
- The warning symbol on the display turns yellow and the pump's operating mode is unchanged.
- Warning code **Door opened** is displayed in Grundfos GO Remote.

**Cause** The door to the control-unit room has been opened.

**Remedy** • Check the room with the control unit.

## 8.13 Code 159 (Communication error CIMxxx)

STATUS-NOT-SET | Code-159 (Communication error CIMxxx) (ts)-ACb2ApI.dita

- Warning code 159 is shown on the display if you press the **Up** or **Down** button.
- The warning symbol on the display turns yellow and the pump's operating mode is unchanged.
- Warning code **Communication error CIMxxx** is displayed in Grundfos GO Remote.
- The CIM module is unable to communicate with the product.

**Cause** The CIM module is installed incorrectly.

**Remedy** • Ensure that the module, including cables, is fitted correctly.

**Cause** The CIM module is defective.

**Remedy** • Contact Grundfos.

## 8.14 Code 165 (Signal fault)

STATUS-NOT-SET | Code-165 (Signal fault) (ts)-AHFcN8w.dita

- Alarm code 165 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Signal fault** is displayed in Grundfos GO Remote.

**Cause** The signal from the sensor is out of the configured range.

**Remedy** • Go to **Settings > Level Control** in Grundfos GO Remote and ensure that the configured range corresponds to the physical application type.  
• Change the sensor, if needed.

### 8.15 Code 191 (High water level)

STATUS-NOT-SET | Code-191-(High-water-level)-(ts)-AONKraA.dita

- Alarm code 191 is shown on the display.
- The alarm symbol on the display turns red, but the pump's operating mode is unchanged.
- Alarm code **High water level** is displayed in Grundfos GO Remote.

**Cause** The defined start level did not start the pump.

**Remedy** • Check and configure the sensor for start level.

**Cause** The pump is not big enough to remove the water.

**Remedy** • Contact Grundfos or an authorised service workshop.

### 8.16 Code 205 (Level switch inconsistency)

STATUS-NOT-SET | Code-205-(Level-switch-inconsistency)-(ts)-ADPyUk.dita

- Alarm code 205 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Level switch inconsistency** is displayed in Grundfos GO Remote.

**Cause** A float switch could be defective or stuck.

**Remedy** • Check the functionality of each float switch.

### 8.17 Code 225 (Communication error pump module)

STATUS-NOT-SET | Code-225-(Communication-error-IO-module)-(ts)-R65D68.dita

- Alarm code 225 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Communication error** is displayed in Grundfos GO Remote.
- The pump module is unable to communicate with the product.

**Cause** The pump module is installed incorrectly.

**Remedy** • Ensure that the module, including cables, is fitted correctly.

**Cause** The pump module is defective.

**Remedy** • Contact Grundfos.

### 8.18 Code 226 (Communication error IO module)

STATUS-NOT-SET | Code-226-(Communication-error-IO-module)-(ts)-SC5b33.dita

- Alarm code 226 is shown on the display.
- The alarm symbol on the display turns red and the pump stops.
- Alarm code **Communication error** is displayed in Grundfos GO Remote.
- The pump module is unable to communicate with the product.

**Cause** The IO module is installed incorrectly.

**Remedy** • Ensure that the module, including cables is fitted correctly.

**Cause** The IO module is defective.

**Remedy** • Contact Grundfos.

### 8.19 Code 229 (Water on floor)

STATUS-NOT-SET | Code-229-(Water-on-floor)-(ts)-AP98vml.dita

- Warning code 229 is shown on the display if you press the **Up** or **Down** button.
- The warning symbol on the display turns yellow and the pump's operating mode is unchanged.
- Warning code **Water on floor** is displayed in Grundfos GO Remote.

**Cause** The sensor detects water on the floor.

**Remedy** • Check for water leakage.

STATUS-NOT-SET | Technical-data-for-CU-241-(re)-Rw2Pw4.dita

## 9. Technical data

### Supply voltage

24 VDC, - 10 %/+ 10 %.

Power supply is required to be class 2.

Check that the supply voltage corresponds to the values stated on the nameplate.

### Maximum power dissipation

| Object   | Maximum power dissipation |
|----------|---------------------------|
| 99347488 | 9.4 W                     |

### Enclosure class

IP54, 3R for CU 241 built into panel of similar or higher enclosure class.

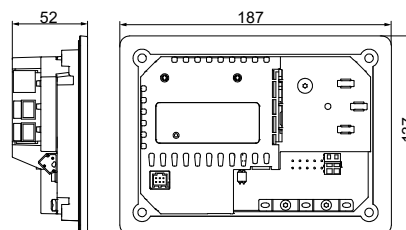
### GENIbus terminal

- 7 VDC to + 12 VDC.

Nominal current condition: 4 mADC.

Short-circuit current condition: 328mA.

### Dimensions



TM072339

### Related information

[7.4 Replacing the battery](#)

STATUS-NOT-SET | Disposing-the-product-(ts)-Qjaor1.dita

## 10. Disposing of the product

This product or parts of it must be disposed of in an environmentally sound way.

- Use the public or private waste collection service.
- If this is not possible, contact the nearest Grundfos company or service workshop.
- Dispose of the waste battery through the national collective schemes. If in doubt, contact your local Grundfos company.

See also end-of-life information at [www.grundfos.com/product-recycling](http://www.grundfos.com/product-recycling).

**Argentina**

Bombas GRUNDFOS de Argentina S.A.  
Ruta Panamericana km. 37.500 Centro  
Industrial Garin  
1619 - Garin Pcia. de B.A.  
Tel.: +54-3327 414 444  
Fax: +54-3327 45 3190

**Australia**

GRUNDFOS Pumps Pty. Ltd.  
P.O. Box 2040  
Regency Park  
South Australia 5942  
Tel.: +61-8-8461-4611  
Fax: +61-8-8340-0155

**Austria**

GRUNDFOS Pumpen Vertrieb Ges.m.b.H.  
Grundfosstraße 2  
A-5082 Grödig/Salzburg  
Tel.: +43-6246-883-0  
Fax: +43-6246-883-30

**Belgium**

N.V. GRUNDFOS Bellux S.A.  
Boommesteinweg 81-83  
B-2630 Aartselaar  
Tel.: +32-3-870 7300  
Fax: +32-3-870 7301

**Belarus**

Представительство ГРУНДФОС в Минске  
220125, Минск, ул. Шафарнянская, 11,  
оф. 56, БЦ «Порт»  
Tel.: +7 (375 17) 286 39 72, 286 39 73  
Fax: +7 (375 17) 286 39 71  
E-mail: minsk@grundfos.com

**Bosnia and Herzegovina**

GRUNDFOS Sarajevo  
Zmaj od Bosne 7-7A  
BiH-71000 Sarajevo  
Tel.: +387 33 592 480  
Fax: +387 33 590 465  
www.ba.grundfos.com  
E-mail: grundfos@bih.net.ba

**Brazil**

BOMBAS GRUNDFOS DO BRASIL  
Av. Humberto de Alencar Castelo Branco,  
630  
CEP 09850 - 300  
São Bernardo do Campo - SP  
Tel.: +55-11 4393 5533  
Fax: +55-11 4343 5015

**Bulgaria**

Grundfos Bulgaria EOOD  
Slatina District  
Iztocna Tangenta street no. 100  
BG - 1592 Sofia  
Tel.: +359 2 49 22 200  
Fax: +359 2 49 22 201  
E-mail: bulgaria@grundfos.bg

**Canada**

GRUNDFOS Canada Inc.  
2941 Brighton Road  
Oakville, Ontario  
L6H 6C9  
Tel.: +1-905 829 9533  
Fax: +1-905 829 9512

**China**

GRUNDFOS Pumps (Shanghai) Co. Ltd.  
10F The Hub, No. 33 Suhong Road  
Minhang District  
Shanghai 201106 PRC  
Tel.: +86 21 612 252 22  
Fax: +86 21 612 253 33

**Croatia**

GRUNDFOS CROATIA d.o.o.  
Buzinski prilaz 38, Buzin  
HR-10010 Zagreb  
Tel.: +385 1 6595 400  
Fax: +385 1 6595 499

**Czech Republic**

GRUNDFOS Sales Czechia and Slovakia  
s.r.o.  
Čajkovského 21  
779 00 Olomouc  
Tel.: +420-585-716 111

**Denmark**

GRUNDFOS DK A/S  
Martin Bachs Vej 3  
DK-8850 Bjerringbro  
Tel.: +45-87 50 50 50  
Fax: +45-87 50 51 51  
E-mail: info\_GDK@grundfos.com  
www.grundfos.com/DK

**Estonia**

GRUNDFOS Pumps Eesti OÜ  
Peterburi tee 92G  
11415 Tallinn  
Tel.: + 372 606 1690  
Fax: + 372 606 1691

**Finland**

OY GRUNDFOS Pumput AB  
Trukkikuja 1  
FI-01360 Vantaa  
Tel.: +358-(0) 207 889 500

**France**

Pompes GRUNDFOS Distribution S.A.  
Parc d'Activités de Chesnes  
57, rue de Malacombe  
F-38290 St. Quentin Fallavier (Lyon)  
Tel.: +33-4 74 82 15 15  
Fax: +33-4 74 94 10 51

**Germany**

GRUNDFOS GMBH  
Schlüterstr. 33  
40699 Erkrath  
Tel.: +49-(0) 211 929 69-0  
Fax: +49-(0) 211 929 69-3799  
E-mail: infoservice@grundfos.de  
Service in Deutschland:  
kundendienst@grundfos.de

**Greece**

GRUNDFOS Hellas A.E.B.E.  
20th km. Athinon-Markopoulou Av.  
P.O. Box 71  
GR-19002 Peania  
Tel.: +0030-210-66 83 400  
Fax: +0030-210-66 46 273

**Hong Kong**

GRUNDFOS Pumps (Hong Kong) Ltd.  
Unit 1, Ground floor, Siu Wai Industrial  
Centre  
29-33 Wing Hong Street & 68 King Lam  
Street, Cheung Sha Wan  
Kowloon  
Tel.: +852-27861706 / 27861741  
Fax: +852-27858664

**Hungary**

GRUNDFOS Hungária Kft.  
Tópark u. 8  
H-2045 Törökbálint  
Tel.: +36-23 511 110  
Fax: +36-23 511 111

**India**

GRUNDFOS Pumps India Private Limited  
118 Old Mahabalipuram Road  
Thoraiakkam  
Chennai 600 097  
Tel.: +91-44 2496 6800

**Indonesia**

PT GRUNDFOS Pompa  
Graha Intirub Lt. 2 & 3  
Jln. Cililitan Besar No.454. Makasar,  
Jakarta Timur  
ID-Jakarta 13650  
Tel.: +62 21-469-51900  
Fax: +62 21-460 6910 / 460 6901

**Ireland**

GRUNDFOS (Ireland) Ltd.  
Unit A, Merrywell Business Park  
Ballymount Road Lower  
Dublin 12  
Tel.: +353-1-4089 800  
Fax: +353-1-4089 830

**Italy**

GRUNDFOS Pompe Italia S.r.l.  
Via Gran Sasso 4  
I-20060 Truccazzano (Milano)  
Tel.: +39-02-95838112  
Fax: +39-02-95309290 / 95838461

**Japan**

GRUNDFOS Pumps K.K.  
1-2-3, Shin-Miyakoda, Kita-ku  
Hamamatsu  
431-2103 Japan  
Tel.: +81 53 428 4760  
Fax: +81 53 428 5005

**Korea**

GRUNDFOS Pumps Korea Ltd.  
6th Floor, Aju Building 679-5  
Yeoksam-dong, Kangnam-ku, 135-916  
Seoul, Korea  
Tel.: +82-2-5317 600  
Fax: +82-2-5633 725

**Latvia**

SIA GRUNDFOS Pumps Latvia  
Deglava biznesa centrs  
Augusta Deglava ielā 60  
LV-1035, Rīga,  
Tel.: + 371 714 9640, 7 149 641  
Fax: + 371 914 9646

**Lithuania**

GRUNDFOS Pumps UAB  
Smolensko g. 6  
LT-03201 Vilnius  
Tel.: + 370 52 395 430  
Fax: + 370 52 395 431

**Malaysia**

GRUNDFOS Pumps Sdn. Bhd.  
7 Jalan Peguam U1/25  
Glenmarie Industrial Park  
40150 Shah Alam, Selangor  
Tel.: +60-3-5569 2922  
Fax: +60-3-5569 2866

**Mexico**

Bombas GRUNDFOS de México  
S.A. de C.V.  
Boulevard TLC No. 15  
Parque Industrial Stiva Aeropuerto  
Apodaca, N.L. 66600  
Tel.: +52-81-8144 4000  
Fax: +52-81-8144 4010

**Netherlands**

GRUNDFOS Netherlands  
Veluwezoom 35  
1326 AE Almere  
Postbus 22015  
1302 CA ALMERE  
Tel.: +31-88-478 6336  
Fax: +31-88-478 6332  
E-mail: info\_gnl@grundfos.com

**New Zealand**

GRUNDFOS Pumps NZ Ltd.  
17 Beatrice Tinsley Crescent  
North Harbour Industrial Estate  
Albany, Auckland  
Tel.: +64-9-415 3240  
Fax: +64-9-415 3250

**Norway**

GRUNDFOS Pumper A/S  
Strømsveien 344  
Postboks 235, Leirdal  
N-1011 Oslo  
Tel.: +47-22 90 47 00  
Fax: +47-22 32 21 50

**Poland**

GRUNDFOS Pompy Sp. z o.o.  
ul. Klonowa 23  
Baranowo k. Poznania  
PL-62-081 Przeźmierowo  
Tel.: (+48-61) 650 13 00  
Fax: (+48-61) 650 13 50

**Portugal**

Bombas GRUNDFOS Portugal, S.A.  
Rua Calvet de Magalhães, 241  
Apartado 1079  
P-2770-153 Paço de Arcos  
Tel.: +351-21-440 76 00  
Fax: +351-21-440 76 90

**Romania**

GRUNDFOS Pompe România SRL  
Bd. Biruintei, nr 103  
Pantelimon county Ilfov  
Tel.: +40 21 200 4100  
Fax: +40 21 200 4101  
E-mail: romania@grundfos.ro

**Russia**

ООО Грундфос Россия 109544  
ул. Школьная, 39-41 Москва, RU-109544,  
Russia  
Tel.: (+7) 495 564-88-00 (495) 737-30-00  
Fax: (+7) 495 564 8811  
E-mail: grundfos.moscow@grundfos.com

**Serbia**

Grundfos Srbija d.o.o.  
Omladinskih brigada 90b  
11070 Novi Beograd  
Tel.: +381 11 2258 740  
Fax: +381 11 2281 769  
www.rs.grundfos.com

**Singapore**

GRUNDFOS (Singapore) Pte. Ltd.  
25 Jalan Tukang  
Singapore 619264  
Tel.: +65-6681 9688  
Fax: +65-6681 9689

**Slovakia**

GRUNDFOS s.r.o.  
Prievozská 4D 821 09 BRATISLAVA  
Tel.: +421 2 5020 1426  
sk.grundfos.com

**Slovenia**

GRUNDFOS LJUBLJANA, d.o.o.  
Leskoškova 9e, 1122 Ljubljana  
Tel.: +386 (0) 1 568 06 10  
Fax: +386 (0) 1 568 06 19  
E-mail: tehnika-si@grundfos.com

**South Africa**

GRUNDFOS (PTY) LTD  
Corner Mountjoy and George Allen Roads  
Wilbart Ext. 2, Bedfordview 2008  
Tel.: (+27) 11 579 4800  
Fax: (+27) 11 455 6066  
E-mail: lsmart@grundfos.com

**Spain**

Bombas GRUNDFOS España S.A.  
Camino de la Fuenteçilla, s/n  
E-28110 Algete (Madrid)  
Tel.: +34-91-848 8800  
Fax: +34-91-628 0465

**Sweden**

GRUNDFOS AB  
Box 333 (Lunnagårdsgatan 6)  
431 24 Mölndal  
Tel.: +46 31 332 23 000  
Fax: +46 31 331 94 60

**Switzerland**

GRUNDFOS Pumpen AG  
Bruggacherstrasse 10  
CH-8117 Fällanden/ZH  
Tel.: +41-44-806 8111  
Fax: +41-44-806 8115

**Taiwan**

GRUNDFOS Pumps (Taiwan) Ltd.  
7 Floor, 219 Min-Chuan Road  
Taichung, Taiwan, R.O.C.  
Tel.: +886-4-2305 0868  
Fax: +886-4-2305 0878

**Thailand**

GRUNDFOS (Thailand) Ltd.  
92 Chaloeam Phrakiat Rama 9 Road  
Dokmai, Pravej, Bangkok 10250  
Tel.: +66-2-725 8999  
Fax: +66-2-725 8998

**Turkey**

GRUNDFOS POMPA San. ve Tic. Ltd. Sti.  
Gezce Organize Sanayi Bölgesi  
İhsan dede Caddesi  
2. yol 200. Sokak No. 204  
41490 Gebze/ Kocaeli  
Tel.: +90 - 262-679 7979  
Fax: +90 - 262-679 7905  
E-mail: satis@grundfos.com

**Ukraine**

Бізнес Центр Європа  
Столичне шосе, 103  
м. Київ, 03131, Україна  
Tel.: (+38 044) 237 04 00  
Fax: (+38 044) 237 04 01  
E-mail: ukraine@grundfos.com

**United Arab Emirates**

GRUNDFOS Gulf Distribution  
P.O. Box 16768  
Jebel Ali Free Zone, Dubai  
Tel.: +971 4 8815 166  
Fax: +971 4 8815 136

**United Kingdom**

GRUNDFOS Pumps Ltd.  
Grovebury Road  
Leighton Buzzard/Beds. LU7 4TL  
Tel.: +44-1525-850000  
Fax: +44-1525-850011

**U.S.A.**

GRUNDFOS Pumps Corporation  
17100 West 118th Terrace, Olathe  
Kansas 66061  
Tel.: +1-913-227-3400  
Fax: +1-913-227-3500

**Uzbekistan**

Grundfos Tashkent, Uzbekistan  
The Representative Office of Grundfos  
Kazakhstan in Uzbekistan  
38a, Oybek street, Tashkent  
Tel.: (+998) 71 150 3290 / 71 150 3291  
Fax: (+998) 71 150 3292

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