

## PoolWarden/MiniWarden Plus Feature Controller Down Issue

When enabled the Plus feature runs the controller. If for some reason the program stops working the following two screens will be seen on the controller.



If that happens then something caused the program to crash and cycling power may restart it, but what caused the problem in the first place may happen again.

To make Controlomatic aware of the cause please follow the steps below, there is a file on the controller that may help:

1. Connect a monitor, mouse and keyboard to the controller Plus feature board
2. Insert a USB drive that can store files
3. On the monitor select the file manager icon in the top right
4. Navigate to the folder FTP and then PW-PI
5. Select the file error.log, right click and select copy. Open another window with the USB drive and copy the file to it.
6. Select the file logfile.log, right click and select copy. Open another window with the USB drive and copy the file to it.
7. Select the file error.log, right click and Move to Trash
8. Select the file logfile.log, right click and Move to Trash
9. Close the windows. Open the file manager again and select the USB drive (right click) and eject. Then remove the USB drive and cycle power.
10. Email the files to support@controlomatic.com, attn: Scott