

TROUBLESHOOTING

➤ *Evaluating the possible causes for each problem from top to bottom (first to last) will avoid any extra labor.*

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
1. Chlorine level low or no chlorine.	➤ System is turned off.	➤ Turn on Power Switch located on the underside of the unit.
	➤ Control Knob is set too low in relation to chlorination demand (i.e. higher number of bathers, warmer weather, increased debris in pool).	➤ Turn Control Knob higher (clockwise) and/or increase pump operation time.
	➤ Low Salinity.	➤ Turn Control Knob higher (clockwise). If needle remains below 15, do a salt test. If salt reading is low, see Troubleshooting section "Salinity Low".
	➤ Low Stabilizer (Cyanuric Acid).	➤ Check water chemistry; stabilizer should be at 40 ppm. If low, add stabilizer. (See Chemical Balance Table)
	➤ Pump operation time too short.	➤ Run pump at least 8 hours per day (1.5 turnovers of all the pool water).
	➤ Chemical imbalance.	➤ Check water chemistry. Balance chemicals. (See Chemical Balance Table)
2. Green pool water.	➤ Chlorine level too low. Control Knob set too low.	➤ Turn Control Knob higher (clockwise) and see Troubleshooting section "Chlorine level low".
	➤ Chemical imbalance.	➤ Check water chemistry. Balance chemicals and pay special attention to pH and Stabilizer levels. (See Chemical Balance Table)
3. Green Power Light is OFF – No power.	➤ System is turned off.	➤ Turn on Power Switch located on the underside of the unit.
	➤ Main fuse blew.	➤ Check main fuse on bottom of Control Box and replace if necessary with a 6.3 Amps 250VAC 6x32mm Slow Blow fuse.
	➤ Power wires cut, disconnected, or incorrectly wired.	➤ Check for correct wiring, i.e. system to be wired for 230 VAC not 115 VAC, consult your authorized service representative for all electrical work.
	➤ Other malfunction in Power Pack.	➤ Call Warranty hotline.
4. Needle on meter is in RED area.	➤ Control Knob is turned too high.	➤ Turn Control Knob down, counterclockwise.
5. Needle stays in YELLOW after turning Control Knob to higher setting.	➤ Salinity low.	➤ Refer to Troubleshooting section "Salinity Low".
	➤ Dirty Cell.	➤ Check Cell for white buildup, if present, refer to maintenance section "Cell Cleaning"
6. Red Flow Light is OFF.		➤ This is normal.
7. Red Flow Light is flickering.		➤ This is normal at initial start-up or if air bubbles are in pipes. If continuous, see Troubleshooting section "Red Flow Light is On".

8. Red Flow Light is ON – insufficient or no water flow to Cell.	➤ Insufficient water flow from pump to Flow Sensor and Cell.	➤ Clean Filter and Strainer ➤ Check for closed valves, faulty pump, etc.
	➤ There is obstruction or scale buildup in Cell .	➤ Clean Cell according to instruction manual.
	➤ The Flow Sensor was not installed in the correct direction.	➤ Turn Flow Sensor so arrow faces direction of water flow.
	➤ Flow Sensor is not fully threaded into the “T” connector.	➤ Fully thread the Flow Sensor into the T connector being careful not to damage the wires or sensors.
	➤ Cut wires or insufficient wire connections.	➤ Check the connection to ensure proper wires contact.
	➤ Flow Sensor is out of order.	➤ Contact your authorized service representative.
	➤ Too much salt has been added.	➤ Simply turn Control Knob down to bring needle to desired position.
9. Salinity High	➤ System is turned off.	➤ Turn on Power Switch located on the underside of the unit.
10. Salinity Low	➤ Control Knob set too low. (Needle in yellow.)	➤ Turn Control Knob higher (clockwise). If needle remains below 15, do a salt test. Add salt as necessary according to Salt Requirement Table.
	➤ Not enough salt due to heavy rain, initial miscalculation, etc.	➤ Check salinity using Salt Tester. If low, add salt according to Salt Requirement Table.
	➤ Dirty Cell.	➤ Check Cell for white buildup, if present, refer to maintenance section “Cell Cleaning”
	➤ Dirty or faulty Flow Sensor.	➤ Check Flow Sensor. Clean if necessary.
	➤ Standard use over several months.	➤ See Cell Maintenance section in manual for cleaning instructions.
11. Scale build-up inside Cell	➤ Chemical imbalance.	➤ Balance chemicals using Chemical Balance Table. See Langlier Saturation Index Table.
	➤ Excessive calcium hardness. Should stop after a few days.	➤ Check chemical balance and Saturation Index. Adjust as needed. (See Chemical Balance Table and Saturation Index worksheet)
12. White flakes in the water	➤	➤

Our contact information is found on the front cover of this manual. For additional information, please visit our website or contact us directly with any questions or comments. For warranty service, please call (407) 831-6154. Technicians are available from 9:00 AM to 5:00 PM Eastern Standard Time, Monday through Friday. Please have the following information ready:

1. Model and Serial # of Control Box and Cell
2. Date of installation
3. Installing company or dealer
4. Current salt level and chemical levels
5. Proof of Purchase (bill of sale, cancelled check, or some other appropriate payment record)