

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.	➤ Check the salinity level. (See "Salinity Indicator" section).
	➤ Pump operation time too short.	➤ Run pump at least 8 hours per day (1.5 turnovers of all the pool water).
	➤ Low Stabilizer (Cyanuric Acid).	➤ Check water chemistry; stabilizer should be between 40-80 ppm. If low, add stabilizer. (See "Understanding the Chemistry")
	➤ Chemical imbalance.	➤ Check other chemistry and balance chemicals. (See "Understanding the Chemistry")
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 "Understanding the Chemistry" section)
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.
	➤ Breaker jumped.	➤ Check the breaker leading to the pool control.
	➤ Power wires cut, disconnected, or incorrectly wired.	➤ Check for correct wiring.
	➤ Other malfunction in Power Pack.	➤ Call Warranty hotline.
4. RED light at the top of the Power Meter is lit (solid).	➤ Salinity is high.	➤ System will continue to operate properly, but no further salt should be added. Professionally test the salt level. If above 5500 ppm, it is recommended to drain part of the pool water and refill with fresh water.

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
5. Lights go up & down quickly	<ul style="list-style-type: none"> ➤ Salinity is high 	<ul style="list-style-type: none"> ➤ Slowly turn down the Control Knob (counterclockwise) until the desired orange light illuminates. The red light may stay on. This does not harm the Natural Generator, but simply indicates that the salt level is on the high side for your information.
	<ul style="list-style-type: none"> ➤ Salinity very high 	<ul style="list-style-type: none"> ➤ If the lights continue to go up and down after the Control Knob was turned down, the salt level is exceedingly high, and should be reduced immediately by draining a significant amount of pool water and refilling the pool.
6. Power Meter lights do not reach 100% after turning Control Knob to higher setting.	<ul style="list-style-type: none"> ➤ Salinity low. 	<ul style="list-style-type: none"> ➤ Refer to Troubleshooting section "Salinity Low".
	<ul style="list-style-type: none"> ➤ Dirty Cell. 	<ul style="list-style-type: none"> ➤ Check Cell for white buildup, if present, refer to maintenance section "Cell Cleaning"
	<ul style="list-style-type: none"> ➤ Loose connection with the Cell's connection pegs. 	<ul style="list-style-type: none"> ➤ Tighten connections with a screwdriver.
	<ul style="list-style-type: none"> ➤ Old Cell 	<ul style="list-style-type: none"> ➤ If none of the above resolutions worked, the cell may be worn out.
7. Red Flow Light is OFF.	<ul style="list-style-type: none"> ➤ Normal Operation 	<ul style="list-style-type: none"> ➤ This is normal.
8. Red Flow Light is flickering.		<ul style="list-style-type: none"> ➤ This is normal at initial start-up or if air bubbles are in pipes. If continuous, see Troubleshooting section "Red Flow Light is On".
9. Red Flow Light is ON – insufficient or no water flow to Cell.	<ul style="list-style-type: none"> ➤ Insufficient water flow from pump to Flow Sensor and Cell. 	<ul style="list-style-type: none"> ➤ Clean Filter and Strainer ➤ Check for closed valves, faulty pump, etc.
	<ul style="list-style-type: none"> ➤ There is obstruction or scale buildup in Cell 	<ul style="list-style-type: none"> ➤ Clean Cell according to instruction manual.
	<ul style="list-style-type: none"> ➤ The Flow Sensor was not installed in the correct direction. 	<ul style="list-style-type: none"> ➤ Turn Flow Sensor so arrow faces direction of water flow.
	<ul style="list-style-type: none"> ➤ Flow Sensor is not fully threaded into the "T" connector. 	<ul style="list-style-type: none"> ➤ Fully thread the Flow Sensor into the T connector being careful not to damage the wires or sensors.
	<ul style="list-style-type: none"> ➤ Cut wires or insufficient wire connections. 	<ul style="list-style-type: none"> ➤ Check the connection to ensure proper wire contact.
	<ul style="list-style-type: none"> ➤ Flow Sensor is out of order. 	<ul style="list-style-type: none"> ➤ Contact your authorized service representative.
10. Salinity High	<ul style="list-style-type: none"> ➤ Too much salt has been added causing the red light above the power meter to illuminate (solid) or the power meter light to go up quickly, then shut down. 	<ul style="list-style-type: none"> ➤ Slowly turn down the Control Knob (counterclockwise) until the desired orange light illuminates. The red light may stay on. This does not harm the Natural Generator, but simply indicates that the salt level is on the high side for your information. ➤ It is also recommended to periodically test the salt level by a professional. If above 5500 ppm, it is recommended to drain part of the pool water and refill with fresh water.
	<ul style="list-style-type: none"> ➤ If the lights continue to go up and down after the Control Knob was turned down, the salt level is exceedingly high. 	<ul style="list-style-type: none"> ➤ Drain a significant amount of pool water and refill the pool with fresh water.

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
11. Salinity Low	➤ Control Knob set too low.	➤ Turn Control Knob higher (clockwise). ➤ If the red light above the Power Meter illuminates or if the lights go up and down, see “Salinity High,” above.
	➤ Dirty or worn Cell.	➤ Check the Cell to ensure the blades are in good condition and not coated with calcium buildup. Cleaning the Cell is recommended if it is calcified or if the readout seems questionable. (See “Cell Cleaning” under the “Maintenance” section)
	➤ Not enough salt due to heavy rain, initial miscalculation, etc.	➤ Add salt into the pool. See the “Adding The Salt” section for more information. ➤ It is also recommended to periodically test the salt level by a professional and adjust according to the “Salinity Demand Table” in this manual.
12. Scale build-up inside Cell	➤ Standard Occurrence that needs to be cleaned approximately twice/year.	➤ Clean Cell as instructed in the “Maintenance” section.
	➤ Chemical imbalance.	➤ Balance chemicals. Focus mostly on the Saturation Index in the section titled “Understanding the Chemistry”).
13. White flakes in the water	➤ Normal occurrence when cell cleans itself.	➤ Keeping the water well balanced reduces this occurrence. (Focus mostly on the “Saturation Index” in the section titled “Understanding the Chemistry”)

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 contact us directly. 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)

12. Lights go up & down quickly	<ul style="list-style-type: none"> ➤ Salinity is very high. 	<ul style="list-style-type: none"> ➤ Drain part of the water and refill the pool to bring the salinity down. See Troubleshooting Section "Salinity High" above for more information. ➤ It is also recommended to periodically test the salt level by a professional. If above 5500 ppm, it is recommended to drain part of the pool water and refill with fresh water. (Please check with your local pool professional prior to draining the pool)
13. Power Meter not responding, but On/Off light is on	<ul style="list-style-type: none"> ➤ Control Knob set too low ➤ Improper salt level. The system automatically shuts down the Power Meter when the salt level is extremely low or extremely high. 	<ul style="list-style-type: none"> ➤ Turn Control Knob up (clockwise). ➤ Check salt level using a test kit or your local pool professional. The salt level is likely at an extreme level. Adjust accordingly.
14. Scale build-up inside Cell	<ul style="list-style-type: none"> ➤ Standard occurrence that needs to be cleaned approximately twice/year. ➤ Chemical imbalance. 	<ul style="list-style-type: none"> ➤ Clean Cell as instructed in the "Maintenance" section. ➤ Balance chemicals. (Focus mostly on the "Saturation Index" in the section titled "Understanding the Chemistry").
15. White flakes in the water	<ul style="list-style-type: none"> ➤ Normal occurrence when Cell cleans itself. 	<ul style="list-style-type: none"> ➤ Keeping the water well balanced reduces this occurrence. (Focus mostly on the "Saturation Index" in the section titled "Understanding the Chemistry").
16. Cloudy water	<ul style="list-style-type: none"> ➤ May be due to chemical imbalance or low water flow 	<ul style="list-style-type: none"> ➤ Make sure your filtration system is working properly (i.e. clean filter and/or skimmer). ➤ Make sure circulation time is adequate – increase pump time if not. ➤ Make sure total alkalinity is balanced. ➤ Shock the water to eliminate build up of any organic matter. ➤ Make sure pool has free chlorine reading of 1.0 to 3.0 ppm ➤ Check with dealer for more information
17. Colored Water	<ul style="list-style-type: none"> ➤ Metals in the fill water may have been oxidized. ➤ Algae may be trying to form. 	<ul style="list-style-type: none"> ➤ Have dealer test the pool water. If high in metals use a Metal out or Sequestering product at start-up only. ➤ Increase circulation time if needed and clean the filter. ➤ Check with your dealer for more information.
18. Algae	<ul style="list-style-type: none"> ➤ May be due to low chlorine levels or a chemical imbalance 	<ul style="list-style-type: none"> ➤ Have your water tested for chemical balance including pH, phosphates, and nitrates. ➤ Use a nonmetallic (polyquat) algaecide per the directions on the bottle and brush the sides of the pool often. ➤ Clean the filter and shock the pool with chlorine daily until water clarity returns. ➤ Check with your dealer for more information.

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