

TROUBLESHOOTING

Note: 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	➤ System is turned off.	➤ Turn Control Knob to the desired setting.
	➤ Control Knob is set too low in relation to chlorination demand (e.g. 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	➤ Chlorine level too low.	➤ See "Chlorine Level Low" above.
3. On/Off Light is OFF: No power	➤ System is turned off.	➤ Turn Control Knob to the desired setting.
	➤ Main fuse blew.	➤ Check main fuse on bottom of Control Box and replace if necessary with a 6.3 Amp 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 Control Box.	➤ Contact warranty hotline.
4. On/Off Light is Solid Green	➤ This is normal.	
5. On/Off Light is Flashing Green	➤ The system is ramping up the charge to the cell (i.e. soft start).	➤ Wait up to one minute for the Control Box to perform this function, which lengthens the life of the Cell.
6. On/Off Light is Flashing Red then Green	➤ The system is reversing polarity.	➤ Wait up to three minutes for the Control Box to perform this function.
7. On/Off Light is Flashing Red twice then Green twice	➤ Technical problem	➤ Please call the factory for service. See front cover of this manual for contact information.
8. On/Off Light is Solid Red	➤ Indicates that the knob is set to zero	➤ Turn knob to the desired setting.
9. On/Off Light is Flashing Red	➤ The output current is under 0.5A	➤ Check cell wires to ensure they are completely attached and tightened.
10. Red Flow Light is Off	➤ This is normal.	.
. Flow Light is Turning On and Off	➤ This is normal at initial start-up or if air bubbles are in pipes.	➤ Wait a few minutes for air to clear. If continuous, see troubleshooting section "Flow Light is Solid Red".
	➤	➤
	➤	➤
	➤	➤
	➤	➤
	➤	➤

Flow Light is Solid Red	➤ Insufficient water flow from pump to Flow Sensor and Cell.	➤ This is normal for a few minutes at initial startup or if air is in the lines. ➤ Clean filters and strainers. ➤ Check for closed valves, faulty pump, etc.
	➤ Obstruction or scale buildup in Cell.	➤ Clean Cell according to instruction manual. (See "Maintenance" section)
	➤ 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 wire contact.
	➤ Flow Sensor is out of order.	➤ Call warranty hotline.
	➤	➤
Power Meter lights do not reach 100%	➤ Salinity Low ➤ ➤ ➤	➤ See Troubleshooting Section "Salinity Low". ➤ ➤ ➤
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 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).
	➤ Loose connection with the Cell's connection pegs.	➤ Ensure the connectors are pushed completely over the pegs and tighten connections with a screwdriver.
	➤ 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.
	➤ Worn Cell.	➤ If none of the above resolutions worked, the cell may be worn out.

PROBLEM	POSSIBLE CAUSES	WHAT TO DO
Power Meter Light is Flashing	➤ Soft start (so long as Green On/Off Light is also flashing)	➤ Wait up to three minutes for the Control box to perform this function, which lengthens the life of the Cell.
	➤ Salinity Low ➤	➤ See Troubleshooting Section "Salinity Low". ➤
. RED light at the top of the Power Meter is Solid	➤ Control Knob is turned too high.	➤ Turn Control Knob down, counterclockwise.
	➤ Salinity high	➤ Slowly turn down the Control Knob (counterclockwise) until the desired green light illuminates. This does no harm to 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. ➤
. RED light at the top of the Power Meter is Blinking	➤ Salinity is Exceedingly high.	➤ Drain part of the water and refill the pool to bring the salinity down.
Salinity High	➤ See above two entries	
		➤
		➤
		➤
		➤
		➤
. 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").
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. For warranty service, questions, or comments, 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)