PROFESSIONAL TROUBLESHOOTING

PROBLEM CAUSE SOLUTION

1) Insufficient Purifier Production.

A) The test kit reagents or test strips are old or expired. **A)** Retest with new Reagents or Strips.

B) The unit is set too low in relation to purifier demand. **B)** Turn up the output setting.

C) The bather load has increased. **C)** Same solution as **(B)** or add a Non-Chlorine Shock containing Potassium Monopersulfate.

D) Purifier loss due to intense sunlight **D)** Check your stabilizer level and adjust if needed. If on Bromine, replenish bromine residual.

E) The body of water being purified leaks. **E)** Repair the leak and rebalance as needed.

F) Low Salt. **F)** Check the salt residual level and adjust as needed.

2) Scale Build-up within the Cell.

A) The water being purified contains high pH, total **A)** Calculate Langelier's Index to assure balanced water. Adjust alkalinity and calcium hardness levels. chemicals if needed and clean the Cell as described on page 10.

3) DC Plug and Cell Terminals Burned.

A) The Cell plug is not securely pushed onto the cell **A)** Ensure the Cell cord plug is pressed completely onto the Cell terminals, allowing moisture to seep into the plug. terminal. Check the terminals and clean with a dry cloth to remove all dirt and corrosion.

B) The Cell terminals leak. **B)** Contact the factory for Warranty Status/Procedures.

4) Premature Cell Failure (Requires Replacement Cell).

A) Abnormally high Cell usage due to an insufficient **A)** Check the stabilizer level as recommended and adjust. Stabilizer (Cyanuric acid) level.

B) Debris in the Cell. **B)** Inspect the Cell monthly and clean debris if needed.

5) White Flakes in the Water.

A) This occurs when excessive calcium hardness is **A)** Visually inspect Cell for scale build-up and clean the cell as present. This should cease after a few days. described on page 10. Adjust your water chemistry as needed.

6) No Green Lights with Power to the Control Panel.

A) On/Off Circuit Breaker tripped. **A)** Reset the On/Off Circuit Breaker Switch.

B) Control Panel Circuit Board Fuse Blown B) Replace Fuse. See page 7 for fuse rating and location.

7) "NO FLOW" Message.

A) Insufficient Flow (Min. 15 gpm) **A)** Ensure your Filter and Cell are clean of debris. Ensure there are no valves diverting flow away from the cell.

B) A Flow switch wire is loose. **B)** Check each end for tightness onto the terminals.

8) "LOW SALT" message (Purifier is still generating).

A) Low salt. **A)** Check residual salt level and adjust if needed.

9) "LOW AMPS" message.

A) Very cold pool water. **A)** Lower the output and add a Non-Chlorine Shock containing Potassium Monopersulfate to the pool until the water temperature rises above 50?F.

B) The Cell is scaled. **B)** See **#2** of this section.

C) Possible Cell failure. **C)** Check with a 957 tester and replace if needed. Also see **#4** of this section.

10) No GREEN CELL light (Cell Life Depleted).

A) Low Cell Amperage. **A)** Replace cell.

B) The Cell Cord is Disconnected from the Cell **B)** Ensure that the cord is firmly pressed into the cell.

C) Fuse Blown on Power Module **C)** Replace Fuse. See page 7 for fuse rating and location.