DIGITAL 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)** Increase the Purifier % output.

C) The circulation run time is insufficient. **C)** Increase your pump run time.

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

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

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

G) "Cell Type" selection not matched to the cell installed. **G)** Follow the INSTALLER SETUP instructions, see page 9.

H) Purifier loss due to intense sunlight **H)** Check your stabilizer level and adjust if 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. alkalinity and calcium hardness levels. Adjust chemicals and clean the Cell. See pages 13 & 14.
(Cell scales within 2 – 3 weeks)

B) Power Supply not reversing polarity. **B)** Contact the factory for Warranty Status/Procedures.
(Cell constantly scales within 3 – 5 days)

3) DC Plug and Cell Terminals Burned.

A) The Cell terminals are wet due to a leaking cell body. **A)** Contact the factory for Warranty Status/Procedures.

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

4) Premature Cell Failure (Requires Replacement Cell).

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

B) Excessive Scale/Debris in the Cell. **B)** See Section 2 above.

C) "Cell Type" selection not matched to the Cell installed. **C)** Follow the INSTALLER SETUP instructions, see page 9.

5) White Flakes in the Water.

A) This occurs when excessive calcium hardness is **A)** Adjust your water chemistry, visually inspect Cell for scale
present. Usually due to water chemistry imbalance. build-up and clean the cell as described on pages 12 & 14.

6) No Power to the Control Box.

A) Internal Fuse blown. **A)** Check and replace fuse. See page 12.

B) Circuit Breaker tripped. **B)** Check the power going to the Control Box. Reset the Circuit Breaker.

7) SERVICE Light Flashing.

MESSAGED DISPLAYED **"CHECK FLOW"**

A) Tri-Sensor Defective. **A)** Contact the factory for Warranty Status/Procedures.

B) Insufficient Flow (Min. 15 gpm) (3.4 m^3/hr) **B)** Ensure your Filter and Cell are clean of debris. Check all valves that might divert flow away from the cell.

MESSAGE DISPLAYED **"LOW AMPS – CELL"**

A) Extremely Low Cell Amperage. **A)** Cell heavily scaled. If cell is already clean, replace cell.

B) Extremely Low Salt Level. **B)** Salt level below 1500 ppm (1,5 gm/l).

C) The Cell Cord is Loose **C)** Ensure that the cord is firmly pressed into the cell and the wires properly connected into the banana plugs.

D) Power Supply has failed. **D)** Contact the factory for Warranty Status/Procedures.

MESSAGED DISPLAYED **"CHECK/CLEAN CELL" (Purifier still producing)**

A) Cell Volts **A)** Check cell for calcium build-up or scale deposits.
Water Temperature too cold (below 60°F (15.6°C))

MESSAGE DISPLAYED **"LOW SALT - ADD XXX lbs (or kg)"**

A) Salt level Low (below 2500 ppm (2,5 gm/l)). **A)** Add the amount of salt shown on the displays