

TROUBLESHOOTING PROBLEMS

PLEASE CHECK THE FOLLOWING BEFORE CALLING THE OFFICE.

MY POOL IS CLOUDY

- 1. Check Chlorine** – Is your Free Chlorine Between 1-3ppm?
 - Low – Add Chlorine to Chlorinator – Run the Pool 24 hrs
 - Low – Shock the Pool – Add 2 Gallons or 2#'s of Shock
 - If no improvement is 24 hrs call the office
- 2. Check your Filter Pressure** – Is it in the Correct Operating Range?
 - Low Psi – Clean Baskets / If it is Still Low after restart then the Impellar probably needs to be Cleaned – Call the Office
- 3. Are the PH or Alkalinity Levels High?**
 - Add the Appropriate amount of acid to start adjusting the levels

NOTE – To Check the Pool Clarity – Notice the Number of Visible Pool Steps, it is the best indicator to determine whether the pool water is clearing up.

MY HEATER DOES NOT WORK

- 1. Is the Remote Calling for Heat?**
 - Is the remote “Calling for Heat”? – Red Light On
 - Is the Remote Heat “ENABLED”? – Green Light On
 - Is the Pool/Spa Heat set for a Temperature over the Current Water Temp?
 - Does the Temperature read 110 Degrees or Higher? – Then your Remote Control Temperature Sensor has Failed – Please Call the Office.
- 2. Is the Heater Set Correctly to Operate with the Remote?**
 - LX Heater – Setting needs to be “RS Online” if it is not then press the depressed button on the heater Control panel.
 - Laars HI-E Heater – Is the Selector Button Turned to Pool or Spa and the Dial Indicators turned ALL the way to MAX Heat?
 - Other Heaters - Is the Selector Button Turned to Pool or Spa and the Dial Indicators turned ALL the way to MAX Heat?
- 3. Is the Filter Pump Running**
 - The Heater will Only Operate if the Filter Pump is ON and Running Efficiently.
– Meaning within the Correct Operating Pressure

MY SPA DOES NOT WORK

- Does not Heat – See Above
- Spa OverFlows – The Suction Remote Valve is not Functioning Correctly
– Check the Toggle Switch to make sure the Valve is Active.
- Spa Drains – The Pressure Remote Valve is not Functioning Correctly
– Check the Toggle Switch to Make sure the Valve is Active.

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MY PUMP HAS LOST PRIME – There is No Filter Pressure and No Water in the Pump

- Shut Off the Filter Pump – Put in Service Mode
- Close ALL of the Suction Valves
- Remove the Pump Lid
- Fill the Basket Chamber with Water to the Top
- Reinstall the Pump Lid
- Turn on the Filter Pump (Keep it in Service Mode while Doing So)
- OPEN Only the Main Drain Valve
- Check to see if Water is Flowing into the Pump
- IF IT IS NOT – Turn the MAIN DRAIN VALVE OFF FIRST – Then Turn off the Filter Pump
– Repeat the Steps Listed until you have Water Flowing Steadily into the Pump.
- When the Water has a Steady Flow (For over 30 seconds) THEN Open the Other Suction Valves SLOWLY One at a time – If Air rushes into the Pump while opening the other valves then Close that Valve until the Water Starts to Flow Steady Again. Continue this action until all the Suction Valves are Open and the Water is Flowing Steady.
- Bleed the Air from the Filter Tank and the Chlorinator
- Put the System Back into AUTO MODE

NOTE – You Will Not be Able to Open the Skimmer Valves if the Water is Below ¼ Tile

MY AUTO COVER DOES NOT WORK

- It Will Not Operate Correctly if the Water Level is not Over the Tile
DAMAGE WILL OCCUR IF OPERATED IN THIS FASHION
- It Will Not Operate Correctly if there is Water ON TOP the Fabric – You will need to Install the Pump to remove the Water. **DAMAGE WILL OCCUR IF OPERATED IN THIS FASHION**
- Check the Circuit Breaker for the Cover – Make sure the Cover Has Power – The Breaker is usually around the Equipment Area.

MY LIGHTS DO NOT WORK

- Check the Circuit Breaker

EMERGENCY LEAK

- Put the Remote in “Service Mode” – Call for Service