

## **TROUBLE SHOOTING/FAULT FINDING AQUACHEM**

The first thing to do is test your Water Chemistry with either a good quality test kit or take a sample of your pool water to your local pool store and have it tested.

### ➤ **pH is too Low**

- Excessive fresh water added to the pool [through either rainfall or topping up the pool with fresh water] which dilutes the Total Acid level - Adjust pH level as directed by your local pool shop.
- pH probe not reading correctly - Clean and or Re-calibrate probe or adjust probe Offset [as per pg 9 in main manual].
- pH Set Point is set to Low - Adjust pH Set Point to appropriate level [7.2 - 7.8].

### ➤ **pH is too High**

- Filter run time/s aren't long enough to ensure appropriate dosing rates - Lengthen filter run time/s.
- Acid dosing bottle/tub is empty - Re-fill bottle/tub with diluted acid at the appropriate ratio.  
**CAUTION Always add acid to water when diluting, NOT water to acid.**
- Dosing acid is over diluted - Re-dilute the acid at a ratio closer to 1 part acid to 2 parts water.
- pH probe not reading correctly - Clean and or Re-calibrate probe or adjust probe Offset [as per pg 9].
- pH Set Point is set to High - Adjust pH Set Point to appropriate level [7.2 - 7.8].
- Manual Overdosing of Chlorine [Shock Treatment] - Maintain pH Set Point. It may take a period of days to weeks or the pH reading to drop return to normal levels. This depends on how large the Overdose [shock treatment] was. The Aquachem will continue to operate normally during this time.
- Dosing pump is not operating as it should - Check the following;
  - ❖ Acid dosing pump is working - Press the Prime button [as per pg 10 in main manual] and confirm pump works.
  - ❖ Check for a blockage at the Injection point - Remove the injection tubing from the Injection Point, check/ensure the tubing is clean and clear. If not, clean/trim the end of the tubing and re-attach.
  - ❖ Air leakage - Check all connections to ensure they are tight and no air leaks are occurring. If any connections look suspect, trim the tubing and re-attach.
  - ❖ Acid Dosing container is air tight - If the dosing container is air tight, it won't allow any liquid to be pumped from the container. Ensure appropriate container lid is fitted and the connection points are clean and clear.
  - ❖ Dosing pump squeeze tube is leaking - Squeeze tube needs replacing.

- ❖ Check to ensure that no water is returning to the Dosing container - Replace the Check valve [non-return valve] if there is water returning to the dosing container. If there is no Check Valve installed, please install one.

### ➤ Chlorine is too Low

- Filter run time/s aren't sufficiently long enough or Chlorinator output isn't high enough - Lengthen filter run time/s or increase Chlorinator output. Make sure Chlorinator is working.
- Filter requires a back wash - Back wash filter.
- Stabiliser [Sun Block] level is too Low - Adjust Stabiliser to appropriate level [30-50mg/L].

*Note: The need to run Stabiliser in an outdoor pool may be reduced if the Chlorinator is sized to produce enough chlorine to negate the use of Stabiliser, ie the bigger the chlorinator the lower the stabiliser level.*

- pH level is too high - Adjust pH level to correct level [7.2 - 7.8].
- ORP probe not reading correctly - Clean and/or Re-calibrate probe or adjust probe Offset [per pg 9].
- ORP Set Point is set to Low - Adjust ORP Set Point to a higher set point, have pool water professionally tested in a couple of days, re-adjust ORP set point in required.

### ➤ Chlorine is too High

- pH level is too low - Adjust pH level to correct level [7.2 - 7.8].
- Total Dissolved Solid levels are too high - The only way to decrease the Total Dissolved Solids level of your pool is to introduce fresh water to dilute the pool water. Give your Filter a really long backwash to drop the level of your pool [by the amount recommended by your pool shop] and re-fill with fresh water.
- Stabiliser [Sun Block] level is too High [Outdoor Pools] - Adjust level of Stabiliser to appropriate level [30-50mg/L]. As per above.

*Note: The need to run Stabiliser in an outdoor pool may be reduced if your Chlorinator is sufficiently sized to produce enough chlorine to negate the use of Stabiliser, ie the bigger the chlorinator the lower the stabiliser level needs to be.*

- ORP probe not reading correctly - Clean and/or Re-calibrate probe or adjust probe Offset [per pg9].
- ORP Set Point is set to High - Adjust ORP Set Point to set point, have pool water professionally tested in a couple of days, re-adjust ORP set point in required.
- Manual Overdosing of Chlorine [Shock Treatment] - Maintain ORP Set Point. It may take a period of days to weeks or the ORP reading to drop back to normal levels. This depends on how large the Overdose [shock treatment] was. The Aquachem will not continue adding chlorine during this time period.