



POOL PROBLEMS

Dust or debris going back to pool

- If Fine Dust:
 - Vacuum to waste
- If Debris:
 - Check filter is on filter position and well seated
 - If you have a cartridge filter - make sure the cartridge is in good condition and seated correctly
 - If all above is checked out ok - time for a filter re-sand or a new cartridge

Water loss out to waste

- Check the filter indicator setting and that it is seated correctly
- Check the handle pin is in correctly
- Check spider gasket (seated/lubed and not broken)
- Check rotor for damage

Motor hums/makes grinding noises

- Unplug and check if motor can be turned freely by hand
- If yes - it could be electrical/windings etc - call us
- If no - it could be bearings - call us
- Or it could be an obstruction in the pump - dismantle to check if you're confident in doing so, otherwise call us

Cloudy water

Test water with a test kit. The issue will likely be one of the following:

- pH to high or low (should be between 7.2 and 7.6)
 - Using pH Increase or pH Decrease, dose to adjust to the correct range
- Total Alkalinity to high or low (should be 80-120ppm)
 - Using Alkalinity Up or pH Increase, dose to adjust to the correct range
- Suspended particles in water
 - Run filter for 24 hrs then backwash/clean cartridge
 - Add clarifier or pool pac - leave filter off until settled and vacuum to waste



POOL PROBLEMS

Pump going but little or no water going back to pool

Below is a check list for the most common causes:

- Check valve position is on filter and is seated properly
- Check skimmer and lint pot baskets are not clogged
- If it is a cartridge filter - check cartridge is not clogged.
- Give sand filter a long backwash and rinse

If still no result:

- Remove cartridge/s or set sand filter to recirculate (bypass) and run filter

If still no result - possible causes are:

- Blocked sand (will need replacing)
- Expired/dirty cartridge/s (clean or replace)
- Blocked pump housing (dismantle and clear)
- Sheared impellor (dismantle pump and replace)

Pump won't prime (or stay primed) or surges

Below are the most common causes for this problem and the remedies for each:

- Pool water level too low: Top up pool
- Hair & Lint Pot clogged: Clean out basket
- Hair & Lint Pot lid o'ring: May be worn / damaged or missing - replace
- Skimmer flap jamming: Adjust or replace flap and or hinges
- Leaks/loose fittings in suction line: Repair or replace
- Leaks in pump: Repair leaks
- Filter not backwashed (Can test system by running on bypass or removing cartridge/s): Backwash or clean/replace cartridge/s
- Blockage in inlet pipe: Pressure test and remove blockage if possible

If only when vacuuming:

- Has vacuum hose been 'bled' first (i.e. filled with water): Fill hose with water
- Hole/s in vacuum hose: Replace hose