

Troubleshooting

Filters	Solution
When dial valve lever is on the filter setting, water comes out the backwash	Spider gasket on the insides of the filter head (the one with the spokes) is worn out or cracked
Water is coming out of top dial valve handle	The metallic bearing inside the filter head needs to be replaced
Water is leaking out of the collar	Replace the tank collar O-ring
Inlet for pressure gauge/drain plug is cracked	Try filling the crack with waterproof silicone sealant (same as kitchen & bath silicone – most customers have this at home)
Pumps	Solution
Pump won't hold its 'prime'	Priming the pump: Turn off the pump, open the pump lid, fill the housing with water, put the lid back on, then turn on the pump. Repeat as necessary . If the pump still won't prime it might need to be replaced, especially if it is very old.
Leaking between the pump housing and the motor	The pump seal, housing gasket, or a worn out diffuser gasket could be the culprits
Water is leaking out of the lid	Replace the lid o-ring and lubricate it with o-ring silicone grease
Pump is noisy	Replace the bearings (we offer this service)
Lack of pressure from the pump	Backwash the filter for 3-5min, rinse for 30sec and try again The plumbing lines might have a blockage (our service guys can blow out the lines)
Motor is seized	Our service manager can usually repair it
Air bubbles in the pump basket	The system is drawing air from somewhere (check tightness of connections, pump lid, drain plugs)
Lots of debris in the pump basket	Buy the skimmer socks and put one into the skimmer basket

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Heaters	Solution
Heater won't start up	Check the pressure on the filter gauge. If it is lower than 10 or over 20 the heater may not start. Try backwashing the pool for 3-5 min and rinsing for 1 min. The pressure gauge and/or the igniter may need to be replaced .
General	Solution
What shock can be used in a bromine pool?	Smart shock (low chlorine content, can swim 15min after) Burn-out 35 (low chlorine content, wait 12 hr to swim) Oxysheen (no chlorine or bromine content, just an oxidizer)
Large debris on the pool floor	Vacuum the debris with pool filter on the 'waste' setting (this will bypass the filter)
Suction cleaner doesn't move around the pool	Check for leaks/kinks/holes in the vacuum hoses Backwash the filter for 3-5 min, rinse for 30 sec and try again
Air bubbles coming out of the jets	Pool is drawing air from somewhere. Make sure all drain plugs, lids and connections are tight
Water is leaking out of the pipe connections	If clamped, make sure there are 2 clamps per side and that they are very tight.
Sand is coming out of the pool jets	Inside the filter, the laterals (fingers) at the bottom or the vertical pipe are broken causing sand to draw into the pool.
Pool is consistently cloudy	If sand is 4+ years old, it should be changed. Over time the sand grains lose their edge and can't filter as well. Only a shop-vac is required and we sell the new filter sand at the store.