

TROUBLE SHOOTING

Trouble Shooting



Problem Solution

Possible Cause

Water is Green	Algae High C.A. levels High Dissolved Iron High Dissolved Copper	Super chlorinate and add algaecide Lower C.A.levels (dilute) Add sequestering agent Add sequestering agent
Water is: Brown or Red	High Iron levels	Treat all of these with Sequestering agent/ dilution/flocking
Brown or black	High Manganese levels	
Black	High Silver levels	
Blue/green	High Copper levels	

It is possible that all of the above problems are associated with a pH that is too high.

Cloudy water	Early algae growth Poor water balance Poor filtration High TDS	Superchlorinate/add algaecide Check and adjust levels See "Poor filtration" Dilute
Slippery pool	Algae growth	Brush walls/shock treat/ check pH/add algaecide
Surface etching	Poor water balance (Low calcium levels)	Check and adjust calcium and alkalini levels
Surface scaling	High Calcium levels Poor water balance	Dilute/adjust water balance Check and adjust levels
Surface staining	Leaf/tanin residue Undissolved chemical residue Auxiliary equipment corroding Hair pins, filings coins etc	Direct chlorine application Direct acid application Repair faulty equipment adjust water balance Direct acid application

Stain is:black	Black algae	Super chlorinate,brush & add algaecide
Yellow/brown	Mustard algae* High iron levels <i>*Needs to be vacuumed as waste is too fine to be filtered</i>	Lower pH/add sequestering agent/super chlorinate
Metal corroding	Low pH Low pH Alum added Trichlor used Dichlor used	Adjust pH level Rain.Raise pH/check alkalinity Raise pH/check Alkalinity Check pH regularly Check pH regularly
Fluctuating pH	Low alkalinity Incorrect product used	Adjust alkalinity Read labels/adjust levels
Eye irritation	Incorrect pH Poor chlorine readings	Adjust pH Super chlorinate
Water foaming	Foaming algaecide Air entering pool Debris build-up Tanning oils,zinc etc Soap products used	Dilute or wait a month See "Air in filter" section Shock dose/filter longer Use scumball or scumbag Use foam killer/dilute
Green hair	Excessive copper Excessive peroxide	Dilute water/add sequestering agent Dilute peroxide
No chlorine reading	Too little chlorine Too much chlorine Incorrect pH Too much stabiliser Old test reagents Filter cycle too short	Add chlorine Dilute sample,repeat test Adjust pH Dilute Replace reagents Increase cycle
Chlorine odour	Chloramines present	Shock treat
Same "free" and "total" chlorine	No chloramines present	Keep up the good work
Chlorine not	Pool over stabilised	Dilute to correct reading

working	pH high or low Insufficient filtering Early unseen algae High bather load Unusually warm water High wind/evaporation	Adjust pH and alkalinity Increase/super chlorinate Shock dose/add algaecide Increase chlorine dose Add chlorine/check pH Vacuum pool/increase chlorine and filtering
Excessive usage of chlorine	Heavy bather load pH low Excessive sunlight/High water temperature Insufficient stabiliser Old liquid chlorine T.D.S. too high Excessive addition	Increase chlorine Adjust pH Increase chlorine/ check stabiliser Increase stabiliser Replace chlorine Dilute water Reduce amounts/check auto chlorinator test kit helps
Pool losing water	Evaporation/warm or heated pool Windy weather Plumbing leak Pool shell leak Hydrostatic valve leak Backwash valve leak Excessive backwashing Faulty equipment Pool has an overflow Excessive splashing Fountains,waterfalls	Install pool blanket Install pool blanket Repair/bypass leak Locate and repair Reseat/replace valve Backwash filter/check waste pipe /repair valve Reduce backwashing Repair/replace Put a cork in the overflow Reduce rough play or the pool's water level Limit their operation and flip hoses
Dirt in deep end	Hydrostatic valve Nomlral dirt movement	Reseat valve Vacuum pool
Sand returning to pool	Poor valve seating Faulty backwash valve	Reseat valve Repair/replace valve
In a: sand filter D.E.filter D.E. returning to pool	Poor valve seating Internals fitted wrongly Internals tom/broken Faulty valve	Correct valve seating Assemble filter correctly Repair/replace pads Repair/replace valve

Air trapped in filter/returning to pool	<p>Water level too low Pump lid/lintpot cracked Faulty suction line Blocked skimmer/pump basket Cleaner action incorrect Vacuum hose split/holed Pump Lid/Basket poorly</p>	<p>Top up pool Repair/replace Repair/replace/bypass Empty/clean baskets Adjust cleaner action Repair or replace hose Fit Lid/Basket Correctly fit/reprime Pu</p> <p><i>If your filter is not self bleeding, part of the solution is manual bleeding.</i></p>
Pump not working	<p>Air in system Pump not switched on Pump not plugged in Power not at switch Time clock overriding Faulty cut-off switch Capacitor burnt out Motor burnt out Bearings ceased Pump lost prime Impeller blocked Valves incorrectly set Auto cut-off operated</p>	<p>see "Air in Filter" Switch pump on Plug in firmly Check with drill/kettle Check time clock Replace switch Replace capacitor Repair or replace motor' Replace bearings Reprime pump Unblock impeller Reset valves Let motor Cool/ push cut off switch</p>
Short filter cycle	<p>Air in filter Filter too small Incorrect pump size Pool dirtier than usual Old/wom cartridge Too much sand Too much/insufficient D.E.</p>	<p>see "Air in filter" Replace/add filter Replace pump/filter Clean filter/pool Replace cartridge Check and adjust Backwash and reprime with correct amount</p>
Reduced Water Flow	<p>Air in filter Shortened filter cycle Dirty filter Too few/small returns Too few/small suction Blocked return lines/ Blocked suction</p>	<p>see "Air in filter" section see "Short filter cycle" Clean filter Remove nozzles/jets/ add returns Increase size/add auxiliary skimmer Clear or replace return/suction lines Empty and clean baskets Backwash, manually clean fitter,add algaecide Backwash, replace D.E. Replace sand</p>

	<p>lines Blocked/dirty baskets Algae in filter</p> <p>Alum in D.E.filter Calcified sand filter Chemicals added through skimmer too quickly Poor water balance Faulty backwash valve Major return leak</p>	<p>Clear blockage, add product more slowly Adjust water balance Repair/replace valve Repair/replace/bypass line</p>
Poor filtration	<p>Air in filter Shortened filter cycle Reduced water flow Low filtration time High T.D.S. levels</p>	<p>see "Air in filter" see "Short filter cycle" see "Reduced water flow" Increase filtration time Dilute water</p>
In a: Sand filter	<p>Too little sand Sand too coarse Cartridge or</p>	<p>Add sand Replace all/part of sand</p>
Poor Backwashing	<p>Insufficient time spent backwashing</p>	<p>Use sightglass or wastepipe</p>
In a: Sand filter DE filter	<p>Too much sand Algae in sand Calcium build up</p>	<p>Remove some sand Use Algaecide Acid wash internals see previous sections</p>
Auto Cleaner won't work	<p>Poor water flow Hose faulty Cleaner stuck on pool fittings leaf/stone/stick blocking cleaner</p>	<p>Remove some sand Use Algaecide Acid wash internals see previous sections Repair/replace Purchase necessary accessories Remove obstructions</p>