



## Common Intellichlor service questions

### **Q. How do I add salt to the pool?**

**A.** Turn the pump on to circulate the pool water. Determine the amount of salt to be added from the salt chart in the user's guide. Broadcast the salt around the outer perimeter of the pool for quick and even distribution. To avoid clogging the filter or damaging the power supply and pump, do not add the salt through the skimmer or surge tank. Brush the pool bottom and allow water to circulate for 24 hours to dissolve completely and mix evenly.

### **Q. What type of salt do I need to use?**

**A.** The preferred salt is an evaporated, granulated, food quality salt. Water conditioning salt pellets are compressed forms of evaporated salt and may be used, but will take longer to dissolve. Rock salt is the least desirable because of insoluble impurities (dirt mixed with rock salt).

### **Q. What happens if I add too much salt?**

**A.** Over salting will not harm the Intellichlor, but will cause the water to taste salty. In addition, if salt level is too high (over 4000ppm) you can sustain corrosion damage to metallic equipment such as stainless steel handrails, ladders, filters, light rings or copper heat exchangers. To reduce the salt level, dilution is the best method. Drain some water and refill with fresh water.

### **Q. What percentage of production should I set my unit at?**

**A.** Every pool requires a different amount of chlorine depending on the size, climate, use, bather load, and water makeup, therefore it will vary with every pool during each season. At startup of the pool, set the production level at 60% and check the chlorine level 24 hours later. When the level on the Intellichlor is set correctly the chlorine level should read between 1 and 3ppm. If the level is low, increase it using the **More** chlorine button or if it is high, decrease using the **Less** chlorine button. Adjust in 20% increments until proper level is achieved. If that fails, increase or decrease the run time on the pool pump to allow the unit to run longer or shorter depending on water conditions.

## **Q. How do I determine if my cell needs to be cleaned? How do I clean my cell?**

A. If the electrolytic cell has a tendency to scale, it is recommended that every two months the cell be removed for scale formation and/or debris. Turn off the pool pump, disconnect the cell cord from the quick connect on the power center, unscrew the two cell unions and remove it from the plumbing. Some filters allow debris to pass through to the cell which could lodge between the plates in the cell. A small amount of scale formation is normal. If by looking through the cell it is observed that there is excessive scale formation between the plates or debris is present, the cell must be cleaned as follows: Use a high pressure jet of water from a garden hose. If the cell cannot be reasonably cleaned in this manner, acid cleaning is necessary. To acid clean the cell, mix one quart of muriatic acid with one gallon of tap water in a plastic bucket. Always add acid to the water, never add water to the acid. Always wear eye protection and use rubber gloves. Always work in a well ventilated area. Immerse the cell blades in the solution. A foaming action will begin, which is caused by scale (calcium chloride) being dissolved from the plates. If rigorous foaming action does not begin, the cell does not need to be cleaned. Otherwise allow the cell to remain in the solution until the foaming has stopped, about 2 minutes. However, do not leave in acid for more than 30 minutes.

## **Common Problems and Solutions**

### **1. “PWR” light not on or Red**

Check to make sure either 120VAC or 240 VAC input power is connected to the proper wire connections on the Power Center. Verify input voltage with a volt meter. If there is input power, the fuse may have blown. The Intellichlor is protected by a 10 amp fuse located on the bottom of the Power Center enclosure, next to the cell quick connect cord receptacle. Unscrew the fuse holder, check fuse and replace as necessary. If the power LED is Red, the unit is not operating properly. Call for service.

### **2. “Cell” light is off**

Unit is not producing Chlorine at that time. The Intellichlor operates on a series of on/off cycles, this light will cycle on and off. If the Cell LED light is green, chlorine is being produced, if off, the unit is in the off mode. If the Cell light is flashing, it means there is a potential that the unit needs cleaning. Check the cell and clean as necessary.

### **3. “Cell” light is red**

A red CELL light indicates the water temperature has fallen below 59°F and no chlorine will be produced.

#### **4. “Life” light is flashing**

If flashing, the Intellichlor has limited remaining life. The Intellichlor under proper operating conditions should provide over 10,000 hours of operation, which is 3 to 5 years of normal use. In many cases this can be extended significantly if the level of chlorine is monitored properly as well as the chemical balance and salt level. Cell usage and life can be manually checked at any time. Simply press and hold the More button for three seconds and the unit goes into status check mode and displays on the bottom five output percentage LEDs in 2000 hour increments, the amount of time the unit has operated (20% represents 2000 hours of use, 40% represents 4000 hours of use, etc.).

#### **5. “FLOW” light is Red**

In normal operation the Flow LED should be green as long as proper flow is channeled through the cell. If the flow LED is Red, the flow through the cell is inadequate for proper operation. Check to make sure the pool pump is on and water is flowing properly. If adequate flow is detected, then remove the cell and check the flow switch located in the front of the cell to assure proper operation. If the flow switch no longer operates in can be replaced in the field. Call for service.

#### **6. Salt Levels are consecutively flashing**

The three Salt Level LED's, Green, Yellow and Red are designed to consecutively flash for the first two minutes upon startup. Wait two minutes to allow the Intellichlor to accurately sense the salt level. After that time, one of the three LED's will be illuminated indicating salt level.

#### **7. “Good” Salt light flashes**

Salt level is too high. Check salt level in the pool or spa. If salt level is too high, lower the level by draining some of the pool water out of the pool and replace with fresh water. Continue until the salt concentration is at the recommended level. Allow one day for the pump to circulate the diluted water and to allow the Intellichlor to check the salt level again.

#### **8. “Add” Salt light is yellow**

Salt level is low. Check the salt level of the pool or spa and add the appropriate amount of salt per the size of the body of water. Wait 24 hours and recheck the system to make sure the Intellichlor is reading green or good salt. As a rule of thumb, add one 60 pound bag of salt to the pool.

## 9. “Low” Salt light is Red

Salt level is too low and unit is no longer producing chlorine. Check salt level in the pool or spa. Add salt according to the chart in the manual. Before adding large amounts of salt, it is advisable to have your salt level professionally checked. Wait 24 hours after adding salt to recheck the system to make sure the Intellichlor is reading green or good salt.

## 10. Possible causes of little to no free chlorine residual

- Power is off or pump is off.
- Output set to 0%.
- Desired output % adjustment setting is too low for pool size.
- Filter pump time too short (8 hours for average size pools, more for larger pools).
- Salt level too low (below 2500ppm, “Low” salt light is on).
- Low stabilizer level (Cyanuric Acid) .
- Very warm water pools increase chlorine demand—increase output % or filter run time.
- Cold water (below 59F causes the Intellichlor to stop generating chlorine.
- Excessive scaling on the cell (Cell LED flashing, check cell and clean).
- High level of nitrogen due to fertilizers in pool water.
- Yellow Out or similar treatment recently used. Some yellow algae treatments will use chlorine at a very high rate and deplete the residual free chlorine. It still may be a matter of days before the pool returns to “normal” and chlorine tests will show the desired 1-3ppm free chlorine level.

## Handy Tips that will help you get the most out of the Intellichlor

### Do List

- ✓ Increase Chlorine production when temperature goes up.
- ✓ Increase chlorine production when number of guests goes up.
- ✓ Use Stabilizer (Cyanuric Acid) to stabilize chlorine in pool.
- ✓ Decrease output setting when temperature of water goes down (fall/winter).
- ✓ Take pool water sample to pool professional once per month.

### Don't List

- ✓ Do not get fertilizer in your pool. Fertilizers contain nitrates which cause a high chlorine demand on pool water.
- ✓ Never use dry acid to adjust pH in arid geographic area with excessive evaporation and minimal dilution of pool water with fresh water. A build up of by products can damage the electrolytic cell.
- ✓ Do not add any pool water balancing chemicals unless the Intellichlor is turned off.
- ✓ Do not let the Chlorine Stabilizer drop below 50ppm.