

PROBLEM SOLVING GUIDE 2024



**This Guide is mostly
Unnecessary if you
Subscribe to the
Remote Diagnostic
Service**

WATER ISSUES

1. Cloudy
2. Green
3. Not Sparkling
4. Oily residue on Surface
5. Water stinks or smells like chemicals
6. Stains bathing costumes
7. Burns eyes or skin
8. High Acid demand

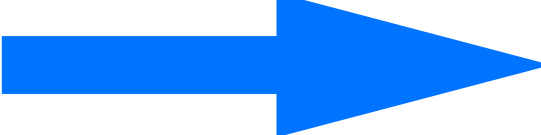
WALLS/FLOOR ISSUES

1. Algae
2. Stains
3. Grouting issues
4. Rust on metal Surfaces
5. Slimy

OTHER POOL ISSUES

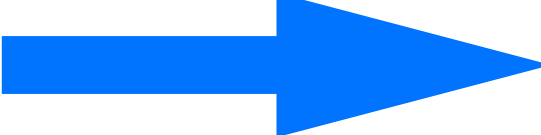
1. Low Power Percentage for electrodes
2. Build-up on Electrodes
3. E-Clear faceplate displays dead or show zero
4. Wi-Fi Air Connect Service not working
5. UV Counter on 000
6. Leaks from E-Clear system itself
7. Electrodes missing
8. E-Clear App issues

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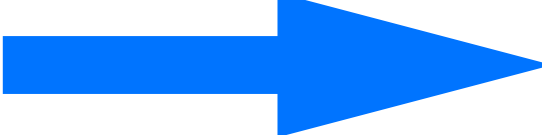
Your total pool water volume **MUST** be able to pass through the filter in 4 hours or less.

This is a measurement of the power of your pump and the sizing of your filter, **NOT** a determination of if you're running your pump and E-Clear long enough per day!

You must make allowance for loss of pump rated flow rates, for roof solar heating, distance between pump room and pool, dirty filter sand, age of pump, height of pool compared to pump, etc.

After all of these subtractions the entire pool water volume must still pass through the filter in 4 hours or less!

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In old pools:

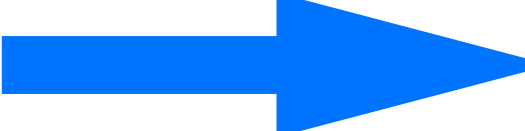
Years of hard water, high pH and chemical use causes calcium carbonate to form in pipes and on porous pool surfaces. This calcium carbonate dissolves in the pH neutral E-Clear water. The E-Clear AOP also naturally produces soft water and lower alkalinity which dissolves the calcium carbonate. It will eventually stop after all the old calcium carbonate has dissolved and over time been backwashed out. Give it a few months.

In new pools:

New Pool liners and Newly Fibreglassed pools can "de-gas", causing cloudiness.

Give it a few weeks to stop degassing.

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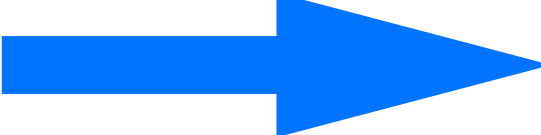
Sudden, unseasonal very hot weather can cause the Sanitization needs of the pool to suddenly increase for a short time. Causing cloudiness.

A Sudden cold spell can cause the opposite, suddenly decreasing the pool's sanitization needs. Causing too much oxidation by the E-Clear system..

During a sudden hot spell you may need to increase the hours per day the pool pump and E-Clear system runs..

Lessen the hours per day in a sudden cold spell.

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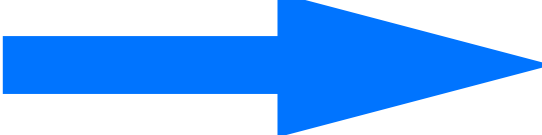
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Very high numbers of swimmers in a small pool causes excessive oils and skin and other pollutants to become suspended in the water causing cloudy water.

You need to filter the pool for longer. Firstly to catch more solids in the filter material and secondly to give the E-Clear more opportunity to Break down pollutants and sanitize the water.

You may need to run your pump and E-Clear 24 hours a day.

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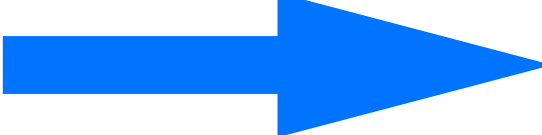
Floating or suspended algae, after being killed becomes transparent and looks like hazy water.

Run your pool pump for longer to catch the dead algae in the filter.

Alternatively your filter media may be too coarse and unable to catch tiny suspended solids of any kind. Change your filter sand to crushed glass media.

Or add a flocculant (we only use Polysheen Blue).

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Excessive rain into your pool or stormwater runoff through soil into your pool can change the pH suddenly, deliver pollutants or garden chemicals into the water or even just dilute the water.

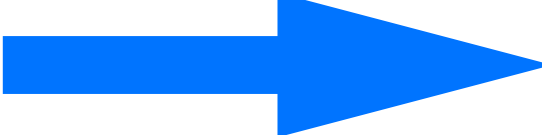
Causing a need to adjust the pH, add more calcium chloride flakes to raise hardness or cause the pool to suddenly require more and longer Sanitization by the E-Clear system.

Adjust the E-Clear temporarily run longer per day.

Or add Calcium Chloride to raise hardness and therefore allow the E-Clear system to work more powerfully.

Or adjust the pH.

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Grass and leaves blown into your pool by wind, introduces large amounts of bacteria and algae initially.

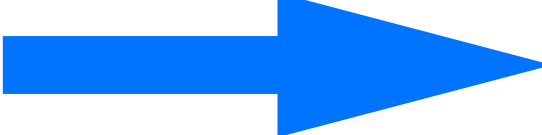
If not netted out within a day or two the grass and leaves decay and feed large amounts of phosphates into the pool, which is what algae feeds on, thus causing algal blooms.

Some of which is suspended matter causing the water to look cloudy.

Regular netting, vacuuming of the floor and sweeping/brushing the pool walls is necessary, no matter what type of pool sanitizer or chemicals you use.

If phosphates are already high, use a phosphate remover from your local pool shop

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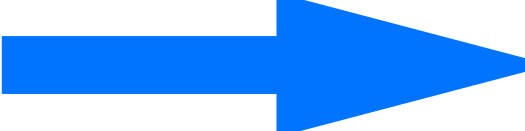
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Adding ANY chemical to your pool is NOT RECOMMENDED. It may react with the E-Clear electrodes and cause haziness. You should only ever need to add:

1. Hydrochloric Acid to lower pH once or twice a week.
2. Calcium Chloride to raise water conductivity to help the E-Clear system work more powerfully. Only once or twice a year.
3. Hydrogen Peroxide Shock- only when needed, after opening a pool which has been closed for a long period or a pool that has had abnormal amounts of pollutants introduced suddenly.

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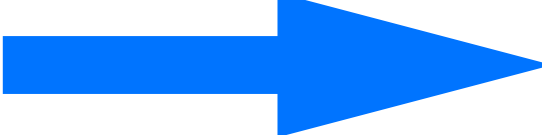
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No matter which system or you employ to sanitize your pool water, good, regular pool maintenance is vital.

On a weekly basis you should:

1. Net out all floating matter.
2. Vacuum the pool floor.
3. Scrub or brush the pool walls.
4. Empty out the weir basket.
5. Empty out the pool pump basket
6. Check your pool vacuum head for any stuck debris
7. Backwash and rinse your pool filter
8. Test and adjust your pool water pH. For E-Clear system pools pH MUST be maintained between 6.8-7.2 AT ALL TIMES.
9. FOR E-Clear pools test the Copper residual and either switch it on or off on the E-Clear control box to maintain it at 0.5ppm OR if you have the online maintenance service, Air Connect, enter the Copper test result in the E-Clear app.

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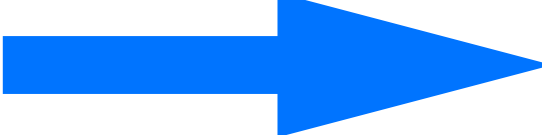
For E-Clear systems we recommend using recycled crushed glass media. Half course and half medium grit size.

We do not recommend using silica sand as it is too course and does not catch finer suspended matter.

Filter media should be Checked once per year and physically cleaned. Glass should be replaced every 3-5 years depending on pool use.

Pool filters should be backwashed and rinsed a minimum of once per week.

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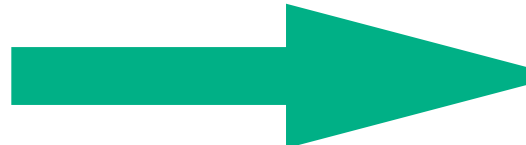
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Since the E-Clear system employs a natural, organic method of sanitizing your pool water, and if a problem arises, you can't simply dump in huge amounts of carcinogenic chlorine to mask the issue.

E-Clear System pools need good filtration and good water movement in the pool itself so that there are no dead spots in the pool where the water stagnates, especially in the corners, as this will facilitate algae growth.

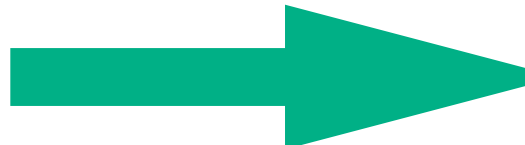
Therefore it is recommended that E-Clear pools have at least two return jets, preferably at opposite ends of the pool, in order to create a circular current in the water so that no dead spots are able to form in the pool.


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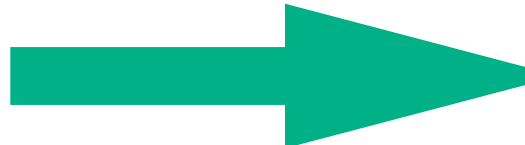
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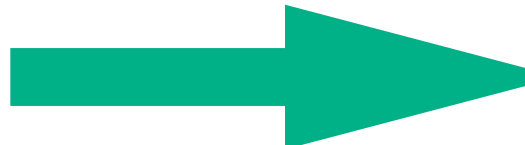
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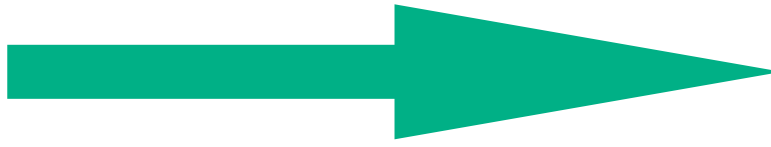
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A pH above 7.4 can result in light green but clear water.

Add Hydrochloric acid to lower the pH to between 6.8-7.2

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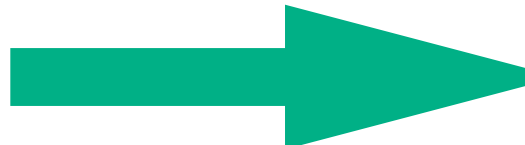
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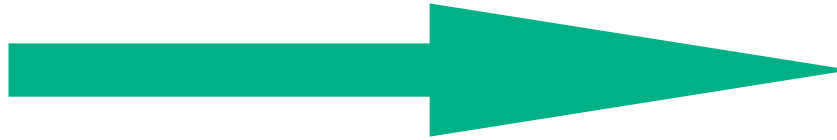
Lessen the hours per day in a sudden cold spell.

Very hot weather may also cause suspended algae to bloom and make the water look green.

Run the E-Clear system for 24 hours for a few days.

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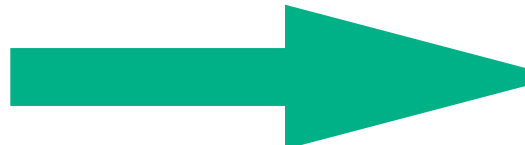
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You need to filter the pool for longer. Firstly to catch more solids in the filter material and secondly to give the E-Clear more opportunity to Break down pollutants and sanitize the water.

You may need to run your pump and E-Clear 24 hours a day.

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Floating or suspended green algae makes the water look green.

Run your pool pump for longer to catch the algae in the filter.

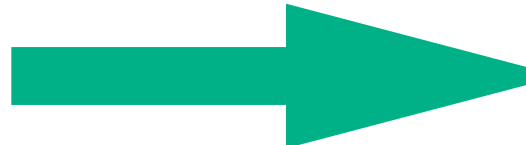
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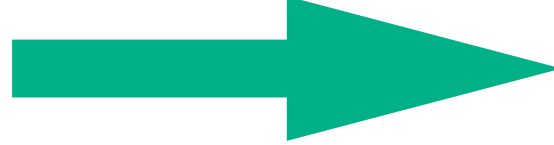
Or add a non copper based algaecide from your pool shop.

Your Copper Residual is below 0.5ppm

Leave the copper/silver ionization on for longer.

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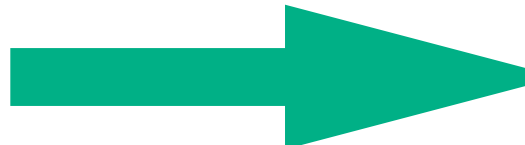
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Pool needs more sanitization to kill pollutants.

Run the E-Clear and pool pump longer each day

Warmer weather needs more sanitization

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- 2.12 Not enough return jets
- 2.13 Too low Alkalinity
- 2.14 UV Lamps not working
- 2.15 Copper Residual below 0.5ppm

Excessive rain into your pool or stormwater runoff through soil into your pool can change the pH suddenly, deliver pollutants, cause an algae bloom or introduce garden chemicals into the water or even just dilute the water.

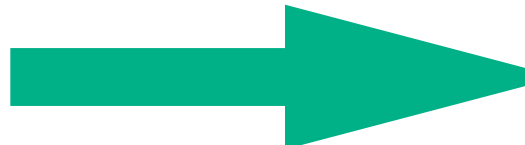
Causing a need to adjust the pH, add more calcium chloride flakes to raise hardness or cause the pool to suddenly require more and longer Sanitization by the E-Clear system.

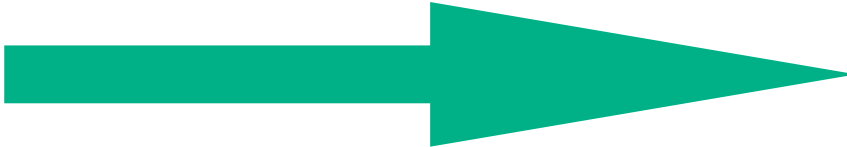
Adjust the E-Clear to temporarily run longer per day to kill algae and sanitize extra pollutants.

Or add Calcium Chloride to raise hardness if the water was diluted and therefore allow the E-Clear system to work more powerfully.

Or adjust the pH to between 6.8-7.2

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Grass and leaves blown into your pool by wind, introduces large amounts of bacteria and algae initially.

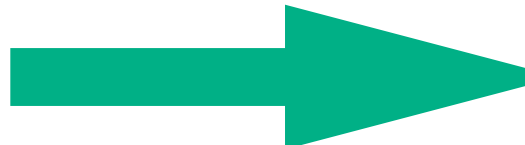
If not netted out within a day or two the grass and leaves decay and feed large amounts of phosphates into the pool, which is what algae feeds on, thus causing algal blooms.


Some of which is suspended matter causing the water to look green.

Regular netting, vacuuming of the floor and sweeping/brushing the pool walls is necessary, no matter what type of pool sanitizer or chemicals you use.

If phosphates are already high, use a phosphate remover from your local pool shop

WATER ISSUES

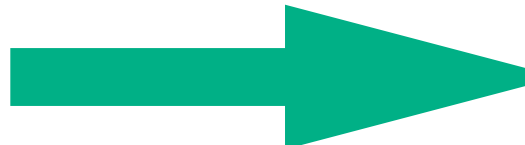
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Adding ANY chemical to your pool is NOT RECOMMENDED. It may react with the E-Clear electrodes and cause green water. You should only ever need to add:

1. Hydrochloric Acid to lower pH once or twice a week.
2. Calcium Chloride to raise water conductivity to help the E-Clear system work more powerfully. Only once or twice a year.
3. Hydrogen Peroxide Shock- only when needed, after opening a pool which has been closed for a long period or a pool that has had abnormal amounts of pollutants introduced suddenly.

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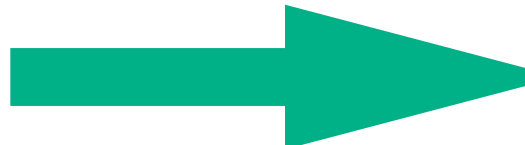
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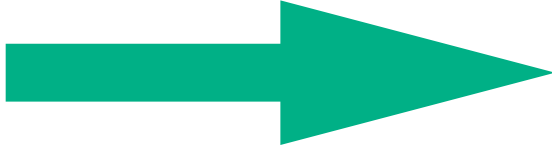
No matter which system or you employ to sanitize your pool water, good, regular pool maintenance is vital.

On a weekly basis you should:

1. Net out all floating matter.
2. Vacuum the pool floor.
3. Scrub or brush the pool walls.
4. Empty out the weir basket.
5. Empty out the pool pump basket
6. Check your pool vacuum head for any stuck debris
7. Backwash and rinse your pool filter
8. Test and adjust your pool water pH. For E-Clear system pools pH MUST be maintained between 6.8-7.2 AT ALL TIMES.
9. FOR E-Clear pools test the Copper residual and either switch it on or off on the E-Clear control box to maintain it at 0.5ppm OR if you have the online maintenance service, Air Connect, enter the Copper test result in the E-Clear app.

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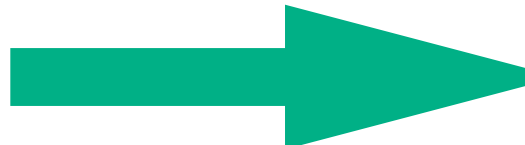
For E-Clear systems we recommend using recycled crushed glass media. Half course and half medium grit size.

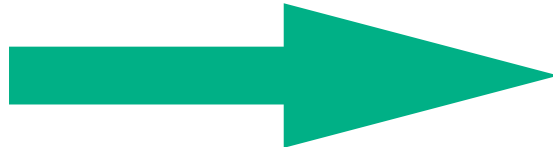
We do not recommend using silica sand as it is too course and does not catch finer suspended matter.

Filter media should be Checked once per year and physically cleaned. Glass should be replaced every 3-5 years depending on pool use.

Pool filters should be backwashed and rinsed a minimum of once per week.

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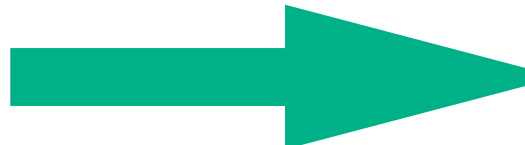
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Since the E-Clear system employs a natural, organic method of sanitizing your pool water, and if a problem arises, you can't simply dump in huge amounts of carcinogenic chlorine to mask the issue.

E-Clear System pools need good filtration and good water movement in the pool itself so that there are no dead spots in the pool where the water stagnates, especially in the corners, as this will facilitate algae growth.

Therefore it is recommended that E-Clear pools have at least two return jets, preferably at opposite ends of the pool, in order to create a circular current in the water so that no dead spots are able to form in the pool.

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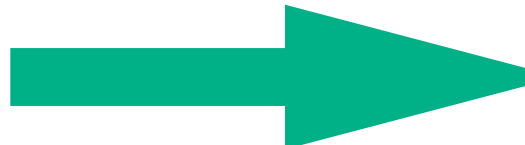
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Water Alkalinity below 60ppm can cause a green tinge to the pool water.

Slowly raise the alkalinity by adding only 500grams of Soda Bicarbonate per day for 5 days.

It must be done slowly because Soda Bicarbonate also raises pH and high pH can also cause higher acid demand which in turn lowers Alkalinity.

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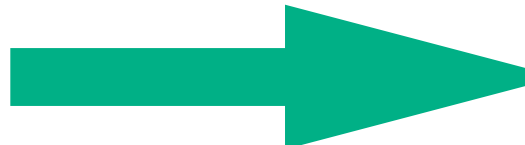
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Ultraviolet kills suspended Algae. If the UV Lamps are not working then Algae can bloom.

Replace the lamps or check the electrical connections.

Alternatively remove the Uv lamps and clean off any residue.

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A Copper residual of 0.5ppm is proven to kill living microorganisms, including Algae.

A Copper residual of under 0.5ppm is not effective at killing algae.

Run your copper / silver ionization for longer. Until your Copper test kit delivers a result of 0.5ppm

WATER ISSUES

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2. Green

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8. High Acid demand

3.1 Filtration

**3.2 Very High Swimload
and thus Suspended Solids**

**3.3 Not regular
Backwashing and Rinsing**

**3.4 E-Clear not running
long enough.**

WATER ISSUES

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3.1 Filtration →

3.2 Very High Swimload and thus Suspended Solids

3.3 Not regular Backwashing and Rinsing

3.4 E-Clear not running long enough.

In 80% of non sparkling water issues, inadequate filtration is the reason.

Your total pool water volume **MUST** be able to pass through the filter in 4 hours or less.

This is a measurement of the power of your pump and the sizing of your filter, **NOT** a determination of if you're running your pump and E-Clear long enough per day!

After you've checked that your pump and filter are of adequate size, the problem is usually your filter **MEDIA**.

We highly recommend using recycled crushed glass media, 50% course grit and 50% medium grit.

This will catch smaller micron sized solids floating in the water column, thereby increasing water clarity and sparkle.

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3.3 Not regular Backwashing and Rinsing


3.4 E-Clear not running long enough.

Very high numbers of swimmers in a small pool causes excessive oils and skin and other pollutants to become suspended in the water causing cloudy water.

You need to filter the pool for longer. Firstly to catch more solids in the filter material and secondly to give the E-Clear more opportunity to Break down pollutants and sanitize the water.

You may need to run your pump and E-Clear 24 hours a day.

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3.2 Very High Swimload and thus Suspended Solids

3.3 Not regular Backwashing and Rinsing 

3.4 E-Clear not running long enough.

Filter media is clogged, thus reducing flow rate and is unable to remove fine particulate matter out of the water.

You must Backwash and Rinse E-Clear pools at least once per week.

You may need to replace media if unused for a very long period

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3.2 Very High Swimload and thus Suspended Solids

3.3 Not regular Backwashing and Rinsing

3.4 E-Clear not running long enough. →

Too many pollutants. The E-Clear cannot handle the reduction potential of the water.

Turn oxygen power (blue display) to 100%

If already at 100% then increase the time per day that the pool pump and E-Clear runs, to increase oxidation potential.

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4.1 Too little
Sanitizer

4.2 Skimmer is
clogged

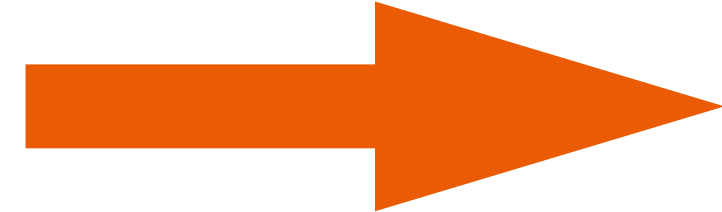
4.3 Water level is
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- 4.1 Too little Sanitizer
- 4.2 Skimmer is clogged
- 4.3 Water level is too high or too low



High Swimload causes too much body oils and sunscreen to build up and float on the water surface.

Increase power and runtime per day of E-Clear System. This should break up the oils

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4.2 Skimmer is
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4.3 Water level is
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Clear out
leaves or
any
blockages in
weir basket
and weir
itself

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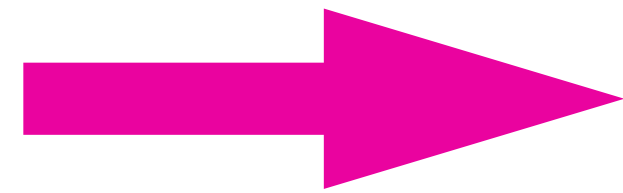
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4.3 Water level is too high or too low

Drain out water or add water until water level allows surface water to drain out through weir/skimmer box

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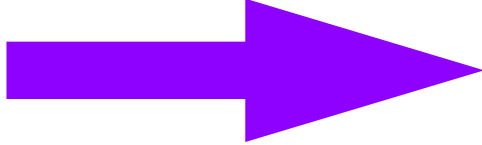


The pool water does not have enough sanitization taking place.

Increase the power of the oxygen electrodes and make sure the copper/silver residual is 0.5ppm

If necessary run the pump and E-Clear longer each day

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This is a combination of the copper being above 0.5ppm while at the same time the pH is also above 7.2.

This causes normally dissolved copper ions suspended in the water to fall out of suspension and adhere to rough substrates

Lower pH to between 6.8-7.2 using Hydrochloric Acid

Then test the copper in the water using the supplier copper test kit. It should be 0.5ppm

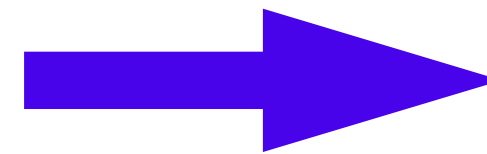
If the copper is higher and if you need it to stop staining clothing immediately, then add a metal remover from your local pool shop.

Test copper afterward to make you didn't remove too much copper.

Otherwise you can replace 30% of your pool water with fresh water.

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High CHLORAMINES are present. Usually due to very high swim loads.

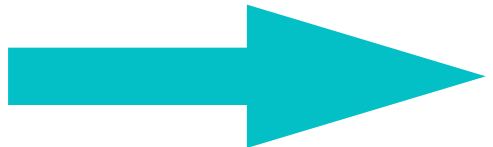
Also a chlorine or bromine shock has been used.

If your system does not have Uv, then consider getting Uv as it breaks down Chloramines

DO NOT ADD CHLORINE OR BROMINE TO YOUR E-CLEAR POOL.

Rather use a Hydrogen Peroxide based shock

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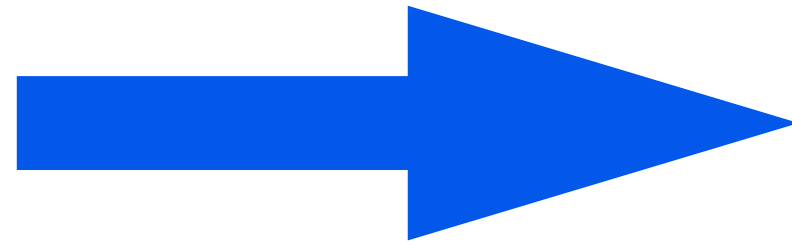
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WALLS/FLOOR ISSUES

1. Algae



2. Stains

3. Grouting issues

4. Rust on metal
Surfaces

5. Slimy

1.1 High Alkalinity

1.2 Dead spots

1.3 Copper residual
below 0.5ppm

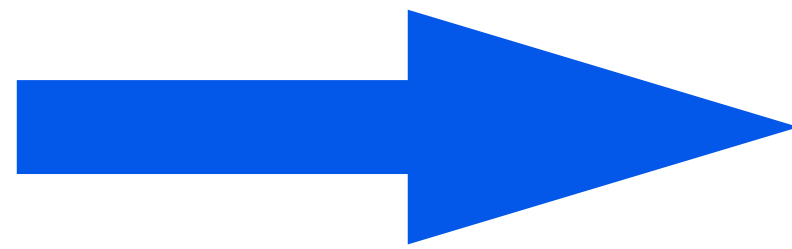
1.4 Bad
Maintenance

1.5 High
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1.6 Shallow areas

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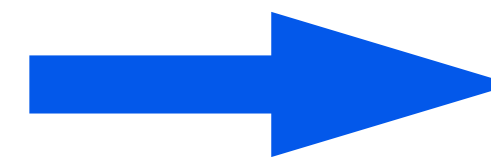
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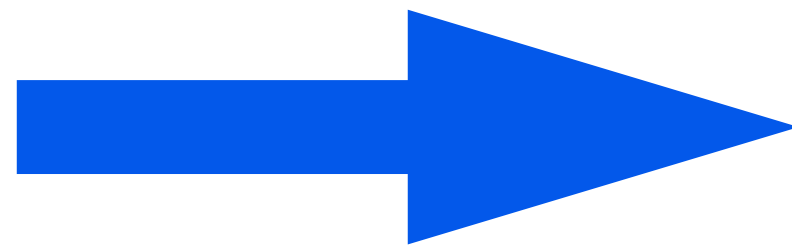
1.6 Shallow areas

Alkalinity should not be above 200ppm otherwise the E-Clear cannot function optimally.

Add pool acid slowly over the course of a few days to lower alkalinity but not reduce pH too much.

WALLS/FLOOR ISSUES

1. Algae



2. Stains

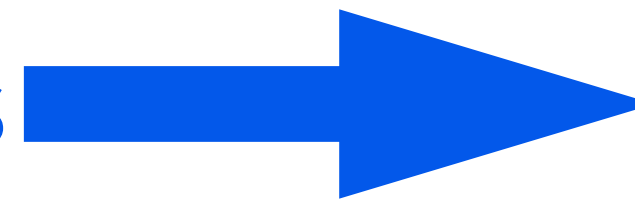
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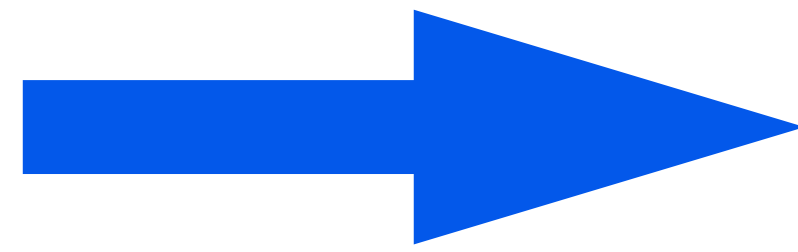
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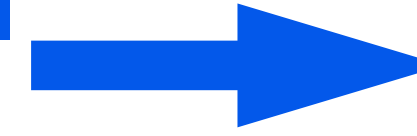
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1.1 High Alkalinity

1.2 Dead spots

1.3 Copper residual below 0.5ppm



1.4 Bad Maintenance

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1.6 Shallow areas

Copper/Silver residual MUST BE 0.5ppm for it to kill algae.

Test your Copper residual in the water regularly.

Remember that the copper test kit only gives accurate results when the water pH is between 6.8-7.2. If not then the copper test kit will give false results.

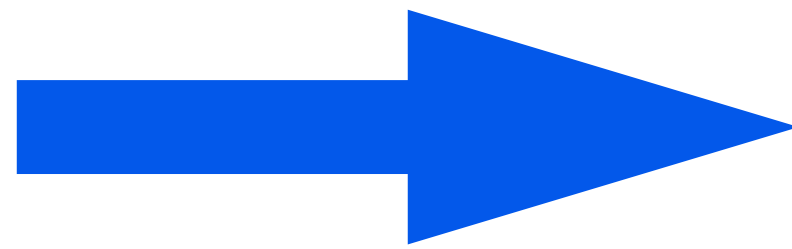
Run your pool pump for longer to catch the any floating algae in the filter.

Or add a non copper based algaecide from your pool shop.

If Your Copper Residual is below 0.5ppm Leave the copper/silver ionization on for longer.

WALLS/FLOOR ISSUES

1. Algae



2. Stains

3. Grouting issues

4. Rust on metal Surfaces

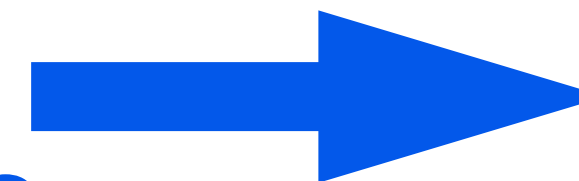
5. Slimy

1.1 High Alkalinity

1.2 Dead spots

1.3 Copper residual below 0.5ppm

1.4 Bad Maintenance



1.5 High Phosphates

1.6 Shallow areas

No matter which system or you employ to sanitize your pool water, good, regular pool maintenance is vital.

On a weekly basis you should:

1. Net out all floating matter.

2. Vacuum the pool floor.

3. Scrub or brush the pool walls.

4. Empty out the weir basket.

5. Empty out the pool pump basket

6. Check your pool vacuum head for any stuck debris

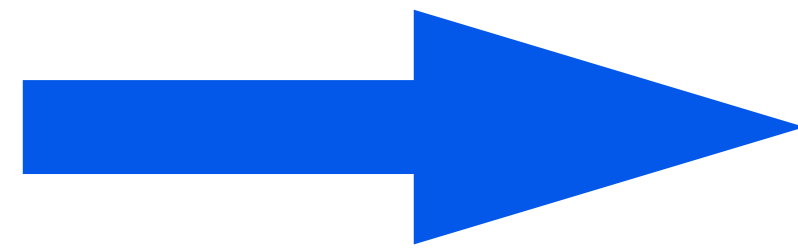
7. Backwash and rinse your pool filter

8. Test and adjust your pool water pH. For E-Clear system pools pH MUST be maintained between 6.8-7.2 AT ALL TIMES.

9. FOR E-Clear pools test the Copper residual and either switch it on or off on the E-Clear control box to maintain it at 0.5ppm OR if you have the online maintenance service, Air Connect, enter the Copper test result in the E-Clear app.

WALLS/FLOOR ISSUES

1. Algae



2. Stains

3. Grouting issues

4. Rust on metal Surfaces

5. Slimy

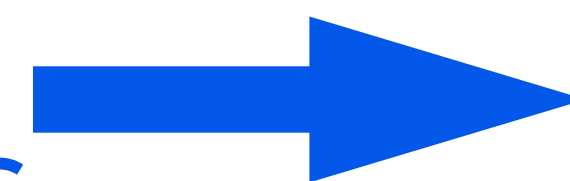
1.1 High Alkalinity

1.2 Dead spots

1.3 Copper residual below 0.5ppm

1.4 Bad Maintenance

1.5 High Phosphates



1.6 Shallow areas

Algae feed off phosphates..
You can have your phosphates tested at a pool shop.

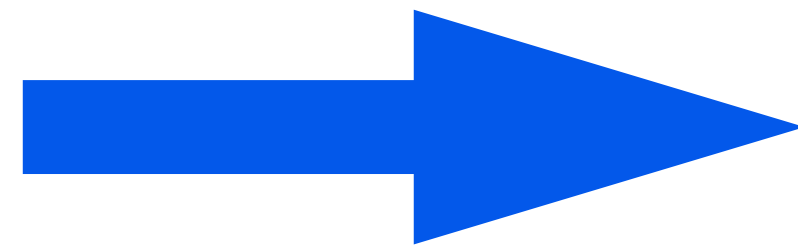
Phosphates are produced by organic matter in the water.
Eg. Leaves, grass, skin cells etc.

Good maintenance is key.

You can reduce phosphate quickly, by adding a phosphate remover, from your local pool shop.

WALLS/FLOOR ISSUES

1. Algae



2. Stains

3. Grouting issues

4. Rust on metal Surfaces

5. Slimy

1.1 High Alkalinity

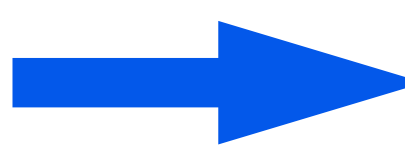
1.2 Dead spots

1.3 Copper residual below 0.5ppm

1.4 Bad Maintenance

1.5 High Phosphates

1.6 Shallow areas



Shallow areas of your pool receive more sunlight than deeper spots, therefore green algae is more prone to grow there. Eg steps.

Shallow areas need weekly or biweekly brushing and vacuuming.

If a new pool, plan to have good water movement there by placing a return jet in the shallow area. This will help negate algae growth.

WALLS/FLOOR ISSUES

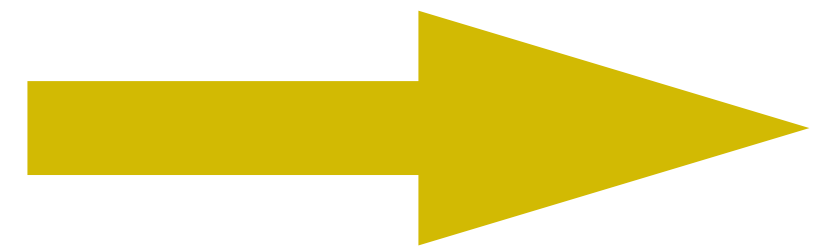
1. Algae

2. Stains

3. Grouting issues

4. Rust on metal
Surfaces

5. Slimy




2.1 Blue stains

2.2 Black stains

2.3 All other
colour stains

WALLS/FLOOR ISSUES

1. Algae
2. Stains 
3. Grouting issues
4. Rust on metal Surfaces
5. Slimy

2.1 Blue stains 

2.2 Black stains

2.3 All other colour stains

Blue stains are Copper stains. This is caused by a combination of

- 1. pH above 7.2 for a protracted period plus**
- 2. Copper above 0.5ppm as well as**
- 3. Bad maintenance**

Lower your pH to 6.8 for a few days by adding pool acid. Until the stain starts to lighten.

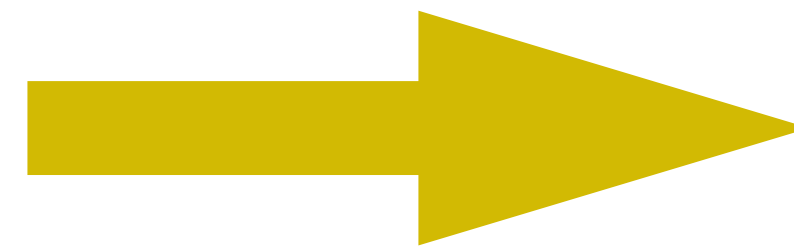
Then Add a metal remover to bring the copper down to 0.5ppm

Brush your pool walls at least weekly to prevent further stains.

Also keep your pH at 7 and your Copper at 0.5ppm. This will prevent staining from occurring again.

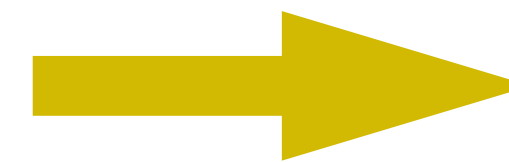
WALLS/FLOOR ISSUES

1. Algae
2. Stains
3. Grouting issues
4. Rust on metal Surfaces
5. Slimy



2.1 Blue stains

2.2 Black stains



2.3 All other colour stains

Black stains or dots on the walls and floor of an E-Clear pool is usually OVER OXIDATION

(It is possible to also be black algae)

Either the E-Clear system is running too long and the oxygen electrodes are over oxidizing the water.

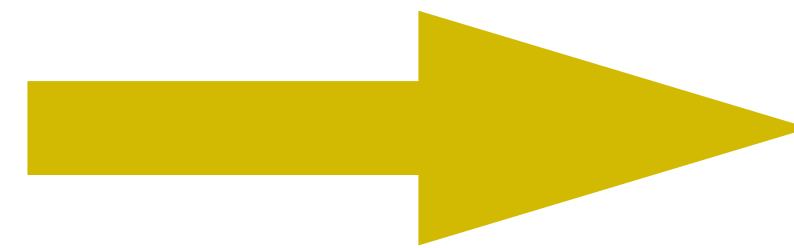
Lessen the hours the E-Clear runs per day.

Or, an additional chemical oxidizer, Chlorine, bromine, etc has been added in addition to the E-Clear system's primary oxidation.

**Do not add other chemicals if your water is green.
First consult the part of this guide that deals with green water.**

WALLS/FLOOR ISSUES

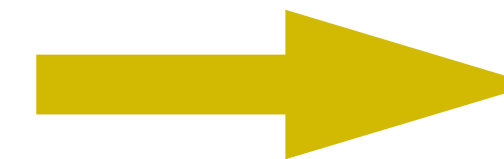
1. Algae
2. Stains
3. Grouting issues
4. Rust on metal
Surfaces
5. Slimy



2.1 Blue stains

2.2 Black stains

2.3 All other
colour stains



Any other stain
is probably not
a stain but
rather a type of
algae.

Please consult
the part of this
guide that
deals with
various Algae's.

WALLS/FLOOR ISSUES

1. Algae

2. Stains

3. Grouting issues 

4. Rust on metal
Surfaces

5. Slimy

3.1 Stains

**3.2 Crumbling
grout**

WALLS/FLOOR ISSUES

1. Algae

2. Stains

3. Grouting issues 

4. Rust on metal
Surfaces

5. Slimy

3.1 Stains 

**3.2 Crumbling
grout**

**See section
on stains
on walls
and floor**

WALLS/FLOOR ISSUES

1. Algae

2. Stains

3. Grouting issues →

4. Rust on metal
Surfaces

5. Slimy

3.1 Stains

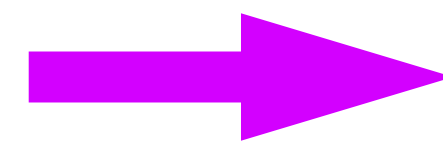
**3.2 Crumbling
grout →**

Very Old
cementitious
grouting can become
flaky and or dusty in
the presence of the
E-Clear's slightly
lower pH.

RegROUT or if a new
pool use inert epoxy
grout instead of
normal cement grout

WALLS/FLOOR ISSUES

1. Algae
2. Stains
3. Grouting issues
4. Rust on metal
Surfaces
5. Slimy



If you top up your pool water with ground water or borehole water, the iron in the water sticks to metal surfaces in your pool causing brown stains.

WALLS/FLOOR ISSUES

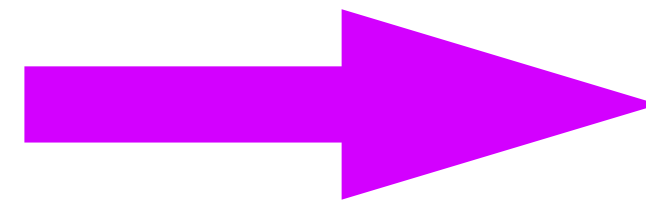
1. Algae

2. Stains

3. Grouting issues

4. Rust on metal
Surfaces

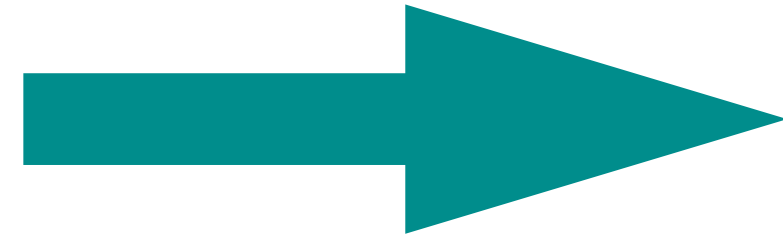
5. Slimy



See reasons and
solutions for algae
growth on walls, above

OTHER POOL ISSUES

1. Low Power
Percentage for
electrodes



2. Build-up on
Electrodes

3. E-Clear faceplate
displays dead or
show zero

4. Wi-Fi Air Connect
Service not working

5. UV Counter on
000

6. Leaks from E-
Clear system itself

7. Electrodes missing

8. E-Clear App
issues

1.1 Oxygen
electrode coating
damaged

1.2 Buildup
between Oxygen
Electrodes

1.3 Low water
Conductivity

OTHER POOL ISSUES

1. Low Power Percentage for electrodes

2. Build-up on Electrodes

3. E-Clear faceplate displays dead or show zero

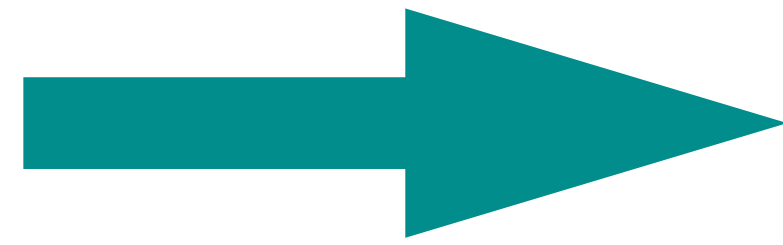
4. Wi-Fi Air Connect Service not working

5. UV Counter on 000

6. Leaks from E-Clear system itself

7. Electrodes missing

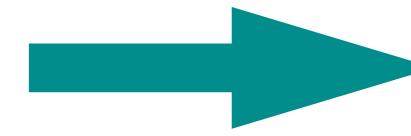
8. E-Clear App issues



1.1 Oxygen electrode coating damaged

1.2 Buildup between Oxygen Electrodes

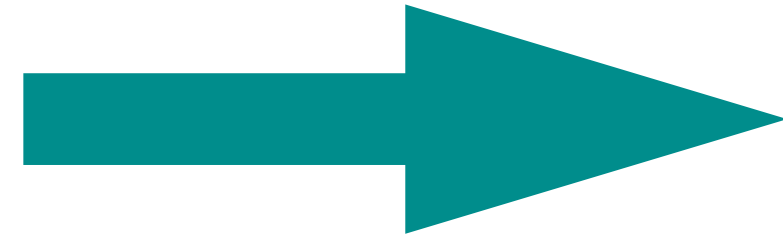
1.3 Low water Conductivity



When adding any chemicals into your pool directly or through the weir it can cause a surge in conductivity and thereby damage the coating on the Oxygen electrodes

OTHER POOL ISSUES

1. Low Power Percentage for electrodes



2. Build-up on Electrodes

3. E-Clear faceplate displays dead or show zero

4. Wi-Fi Air Connect Service not working

5. UV Counter on 000

6. Leaks from E-Clear system itself

7. Electrodes missing

8. E-Clear App issues

1.1 Oxygen electrode coating damaged

1.2 Buildup between Oxygen Electrodes

1.3 Low water Conductivity



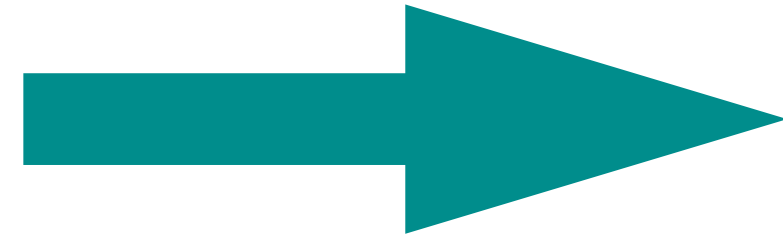
Naturally available calcium in the water is able to bind together due to higher than ideal pH.

If pH above 7.2, lower to 6.8 (slightly acidic) and calcium buildup on the plates will slowly dissolve

For quicker results, remove oxygen electrode chamber and immerse in acidic solution of 1 part hydrochloric acid to 5 parts water until deposit disappears.

OTHER POOL ISSUES

1. Low Power Percentage for electrodes



2. Build-up on Electrodes

3. E-Clear faceplate displays dead or show zero

4. Wi-Fi Air Connect Service not working

5. UV Counter on 000

6. Leaks from E-Clear system itself

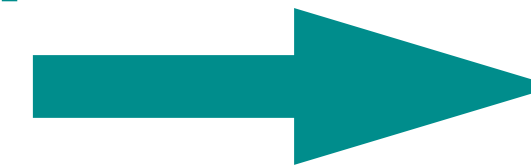
7. Electrodes missing

8. E-Clear App issues

1.1 Oxygen electrode coating damaged

1.2 Buildup between Oxygen Electrodes

1.3 Low water Conductivity



CALCIUM HARDNESS, NOT Alkalinity, must be above at least 200ppm, max 350ppm, in order for electric current to properly travel between electrodes.

If blue, or red display shows less than 100%, first try turning up power on the E-Clear faceplate, if at max you need to test the calcium hardness and if low then add calcium chloride flakes

OTHER POOL ISSUES

1. Low Power Percentage for electrodes

2. Build-up on Electrodes

3. E-Clear faceplate displays dead or show zero

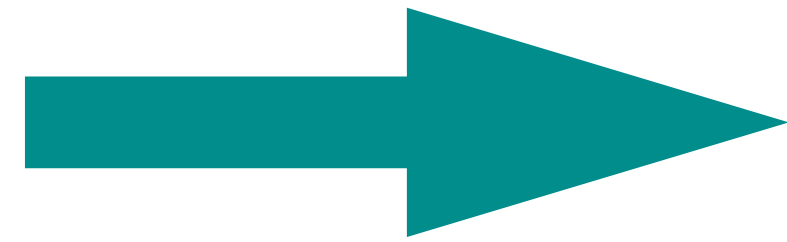
4. Wi-Fi Air Connect Service not working

5. UV Counter on 000

6. Leaks from E-Clear system itself

7. Electrodes missing

8. E-Clear App issues



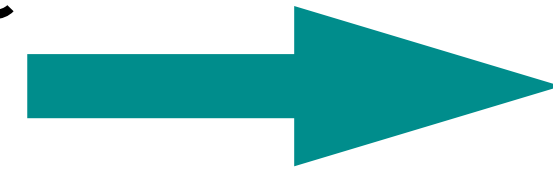
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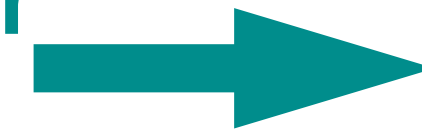
For quicker results, remove oxygen electrode chamber and immerse in acidic solution of 1 part hydrochloric acid to 5 parts water until deposit disappears.

OTHER POOL ISSUES

1. Low Power Percentage for electrodes
2. Build-up on Electrodes
3. E-Clear faceplate displays dead or show zero
4. Wi-Fi Air Connect Service not working
5. UV Counter on 000
6. Leaks from E-Clear system itself
7. Electrodes missing
8. E-Clear App issues



3.1 Check power to E-Clear



3.2 check E-Clear fuse

3.3 Check electrode cable connections

3.4 check electrodes

Check the db board and power into the timer or pump and E-Clear system.

OTHER POOL ISSUES

1. Low Power Percentage for electrodes

2. Build-up on Electrodes

3. E-Clear faceplate displays dead or show zero

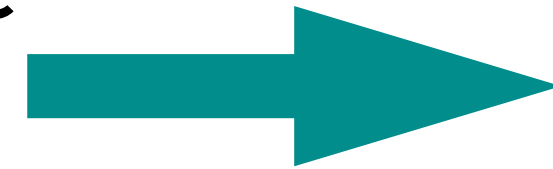
4. Wi-Fi Air Connect Service not working

5. UV Counter on 000

6. Leaks from E-Clear system itself

7. Electrodes missing

8. E-Clear App issues

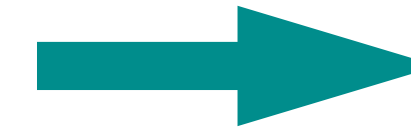


3.1 Check power to E-Clear

3.2 check E-Clear fuse

3.3 Check electrode cable connections

3.4 check electrodes



Unscrew the black fuse holder underneath the E-Clear box and pull out the glass fuse. Check to see if it is intact.

If broken order a replacement from E-Clear

OTHER POOL ISSUES

1. Low Power Percentage for electrodes

2. Build-up on Electrodes

3. E-Clear faceplate displays dead or show zero

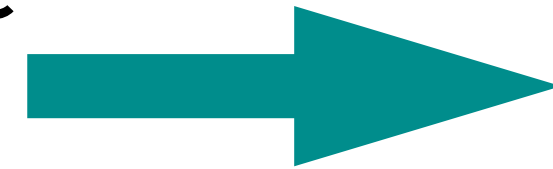
4. Wi-Fi Air Connect Service not working

5. UV Counter on 000

6. Leaks from E-Clear system itself

7. Electrodes missing

8. E-Clear App issues



3.1 Check power to E-Clear

3.2 check E-Clear fuse

3.3 Check electrode cable connections

3.4 check electrodes



Check:

1. Cable connection to E-Clear box

2. Cable connection to each electrode

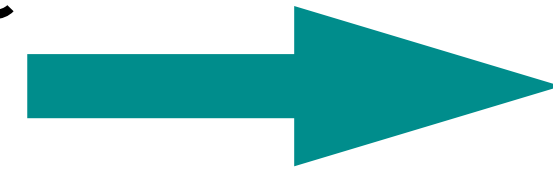
3. Breaks in the actual electrode cable

4. That all switches are on and power switches are up to 100%

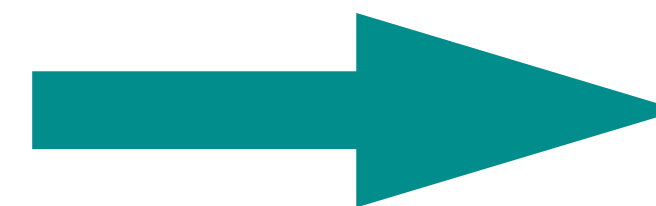
5. If all the above is in order, return to E-Clear for a service.

OTHER POOL ISSUES

1. Low Power Percentage for electrodes
2. Build-up on Electrodes
3. E-Clear faceplate displays dead or show zero
4. Wi-Fi Air Connect Service not working
5. UV Counter on 000
6. Leaks from E-Clear system itself
7. Electrodes missing
8. E-Clear App issues



- 3.1 Check power to E-Clear
- 3.2 check E-Clear fuse
- 3.3 Check electrode cable connections
- 3.4 check electrodes

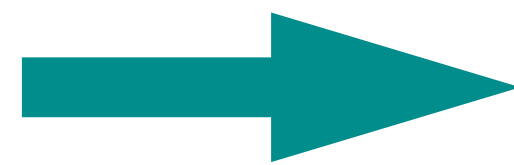


When electrodes are completely worn down they can wear the thread away and dislodge, becoming stuck in a pipe bend downstream..

Replace electrodes
WhatsApp:
+27766117803

OTHER POOL ISSUES

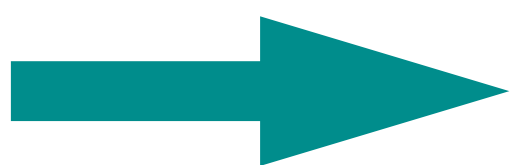
1. Low Power
Percentage for
electrodes
2. Build-up on
Electrodes
3. E-Clear faceplate
displays dead or
show zero
4. Wi-Fi Air Connect
Service not working
5. UV Counter on
000
6. Leaks from E-
Clear system itself
7. Electrodes missing
8. E-Clear App
issues



**Uv Lamps need
to be replaced.**

**If counter
display is off
completely then
lamps are
broken**

OTHER POOL ISSUES

1. Low Power Percentage for electrodes
2. Build-up on Electrodes
3. E-Clear faceplate displays dead or show zero
4. Wi-Fi Air Connect Service not working
5. UV Counter on 000
6. Leaks from E-Clear system itself 
7. Electrodes missing
8. E-Clear App issues

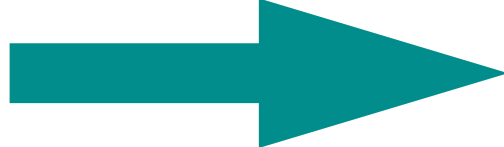
1. Leaking from screws holding electrodes in place

Simply tighten the bolt until the drip stops. You can also silicone spray or grease the O-ring.

2. If leaking from the grey end cap of the Uv chamber- guaranteed it is not a hole in the stainless steel. Remove the end cap, loosen the grey nipple that squeezes the o-ring against the lamp and v chamber housing. Remove any debris, grease o-ring and put back together.

3. If leaking from a union. Grease it's o-ring and tighten

OTHER POOL ISSUES

1. Low Power Percentage for electrodes
2. Build-up on Electrodes
3. E-Clear faceplate displays dead or show zero
4. Wi-Fi Air Connect Service not working
5. UV Counter on 000
6. Leaks from E-Clear system itself
7. Electrodes missing 
8. E-Clear App issues

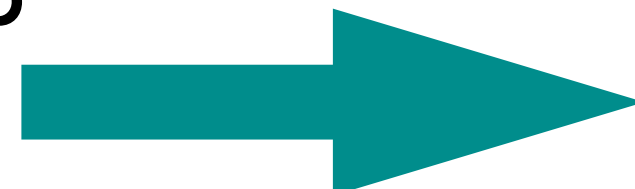
Copper or silver electrode has been used up and the thread has loosened.

Check the nearest bend in the pipework downstream.

Replace electrodes

OTHER POOL ISSUES

1. Low Power Percentage for electrodes
2. Build-up on Electrodes
3. E-Clear faceplate displays dead or show zero
4. Wi-Fi Air Connect Service not working
5. UV Counter on 000
6. Leaks from E-Clear system itself
7. Electrodes missing
8. E-Clear App issues



8.1 Is your monthly App subscription paid?

8.2 App not loading due maintenance. Update in App Store