CircuPool SJ Series (2nd Gen.)
Troubleshooting Guide

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The complete SJ manual is always available at ***Circupool***.com:
http://www.circupool.com/circupool-userguides.php

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WATER CHEMISTRY BASICS

Managing the water chemistry of your pool is critical for effective chlorination and ensuring the safety of swimmers in the pool and preventing damage to your pool materials and equipment. This guide reflects national standards for pool water chemistry; for in-depth assistance, please consult your local pool professional and provide them with a copy of your manual in order to ensure that they are familiar with your specific pool equipment.

***Helpful Tip:** *The Pool Calculator App* takes care of all of the math that might come up when keeping your swimming pool's water chemistry in balance. It is able to tell you exactly how much of each chemical to add. Visit www.poolcalculator.com

	Swimming Pools	Spas
Free Available Chlorine	1.0 - 3.0 ppm	3.0 - 5.0 ppm
Salinity	3000 - 4000 ppm	3000-4000 ppm
pH	7.2 - 7.8 (7.5 best)	7.2 - 7.8 (7.5 best)
Stabilizer (Cyanuric Acid)	30 - 50 ppm	30 - 50 ppm
Total Alkalinity	80 - 120 ppm	80 - 120 ppm
Calcium Hardness	200 - 400 ppm	150 - 450 ppm
Saturation Index	-0.2 to +0.2 (0 best)	-0.2 to +0.2 (0 best)
Phosphates	0 to 100 ppb (0 best)	0 to 100 ppb (0 best)
Nitrates	0 to 10 ppm (0 best)	0 to 10 ppm (0 best)
Metals	0	0
Ammonia	0	0

If the salt level (PPM) in your pool is currently...

If your pool holds this many gallons...

	0	500	1000	1500	2000	2500	3000	3500	4000
4,000	117	100	83	67	50	33	17	0	OK
6,000	175	150	125	100	75	50	25	0	OK
8,000	234	200	167	133	100	67	33	0	OK
10,000	292	250	209	167	125	83	42	0	OK
12,000	350	300	250	200	150	100	50	0	OK
14,000	409	350	292	234	175	117	58	0	OK
16,000	467	400	334	267	200	133	67	0	OK
18,000	525	450	375	300	225	150	75	0	OK
20,000	584	500	417	334	250	167	83	0	OK
22,000	642	550	459	367	275	183	92	0	OK
24,000	701	600	500	400	300	200	100	0	OK
26,000	759	651	542	434	325	217	108	0	OK
28,000	817	701	584	467	350	234	117	0	OK
30,000	876	751	626	500	375	250	125	0	OK
32,000	934	801	667	534	400	267	133	0	OK
34,000	992	851	709	567	425	284	142	0	OK
36,000	1051	801	751	600	450	300	150	0	OK
38,000	1109	951	792	634	475	317	158	0	OK
40,000	1168	1001	834	667	500	334	167	0	OK

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Salt

This level will typically be around 3,500. This level is less than one tenth of the salt level in ocean water, which has around 35,000ppm of salt. Salinity can be raised by adding salt sold for use in pools water softeners (sodium chloride). Ensure that the salt is 99.8% pure or better, and which doesn't have any rust inhibitor or other additives. Crystals are fine, pellets will work but dissolve slowly. When adding large quantities of salt, independently test the existing salt level and add in portions, retesting at each stage.

IMPORTANT: Before adding salt at any time, ALWAYS perform an independent water test to measure pre-existing salt levels.

The chart above indicates how much salt is required based on the volume of the pool and the current salt level.

Chlorine

Measurable chlorine shows the level of disinfecting chlorine available to keep your pool sanitary. Chlorine is consumed by sunlight, and by breaking down organic material in your pool. The level of chlorine you need to maintain depends on your CYA level and how much you use the pool. It is important that you do not allow chlorine to get too low, or you run the risk of getting algae or germs. Maintaining an appropriate chlorine level is the most important part of keeping your water in balance. The chlorine level should be between 1.0-3.0ppm. It can be efficient to raise the chlorine level in the evening, since none will be lost to sunlight until the next morning. Without constant supply, the chlorine level goes down by itself. If you must lower the chlorine level quickly, you can manually turn off your salt system at any time.

CYA - Cyanuric Acid

Cyanuric acid, often called stabilizer or conditioner, both protects chlorine from sunlight and lowers the effective strength of the chlorine. If you don't have problems from extremely high amounts of sunlight, CYA is typically kept between 30 and 50. High levels of CYA can cause “chlorine lock” and greatly reduce the effectiveness of any remaining chlorine.

pH - Acidity/Alkalinity

pH indicates how acidic or basic the water is. pH should be tested daily at first. Once you gain experience with your pool, less frequent monitoring may be appropriate, depending on your pool's typical rate of pH change. pH levels between 7.5 and 7.8 are ideal, while levels between 7.2 and 7.8 are acceptable for swimming.

TA - Total Alkalinity

Total alkalinity indicates the water's ability to buffer pH changes. Buffering means you need to use a larger quantity of a chemical to change the pH. At low TA levels, the pH tends to swing around wildly. At high TA levels, the pH tends to drift up. TA contributes to the LSI which indicates the tendency for plaster damage or calcium scaling.

You can raise TA with baking soda. It is often best to make large TA adjustments in a couple of steps, testing the water after each one, as adding baking soda will also affect the pH and you don't want the pH going out of range.

CH - Calcium Hardness

Calcium hardness indicates the amount of calcium in the water. A plaster pool should have CH levels between 250 and 350 if possible. If you have a spa you might want to keep CH at at least 100 to 150 to reduce foaming. CH contributes to the LSI which indicates the tendency for plaster damage or calcium scaling. You increase CH with calcium chloride, sold as a deicer and by pool stores, or calcium chloride dihydrate, sold by pools stores for increasing calcium. You lower calcium by replacing water or using a reverse osmosis water treatment.

BASIC WATER CHEMISTRY - PHOSPHATES & NITRATES

Phosphates are a part of the environment: Phosphates became a household word in the 1970's. This is when people started to use low-phosphate and phosphate-free laundry detergents to help minimize the detrimental effects of excess phosphates in lakes, streams, wetlands and other runoff areas- effects such as unwanted algae blooms.

Phosphates accumulate in pools: What's true for lakes is also true for swimming pools; there are innumerable ways phosphates can get into your pool. Phosphates are a natural component of most swimmer wastes. It is also present in rain water. It can be blown in on the wind, in dirt or dust, or in plant material that enters the pool. It may also be introduced by landscaper's fertilizers at very high levels, which may blow into the pool or come in from water runoff. Phosphate levels are persistent and do not break down naturally- you have to treat the water to remove phosphates. For all of these reasons, pools can quickly build up phosphate levels. This can lower chlorine levels and create an abundant source for all strains of algae & microorganisms, and can make controlling their growth difficult. Remove the food source, and you can normalize chlorine demand and have a strong weapon against algae.

When phosphates are present, chlorine levels go down and algae grows: Phosphate is the main ingredient in fertilizer. Phosphate is plant food, and algae are plants. If you have had persistent trouble with chlorine levels or algae, you may have a phosphate problem in your pool. When excess phosphate is present in a swimming pool, the symptoms often include the following: Quickly Dissipating Chlorine Levels or Excessive Chemical Consumption; Cloudy, Green Water; Slippery and Slimy Surfaces; Mustard and Green Colored Debris; Poor Water Quality.

Remove the phosphates and solve the problem: It only takes tiny amounts of phosphates to become significant in pools. The maximum level of phosphate in pool water should be less than 100 ppb, as close to 0 as possible. Once the phosphates climbs above this level, the water quality begins to decrease. Fortunately, draining to eliminate the accumulated phosphate is no longer necessary. Phosphate removers can be added which allow the phosphates to be removed from the water. A popular choice is Natural Chemistry's Phos-Free, which is a natural mineral product and is non-toxic.

You can test for phosphates in your pool with the AquaChek Phosphate Test Kit found at www.aquachek.com

Nitrates: Nitrates are a matter similar to Phosphates, but of different origin; however both a food source for algae. Nitrate is a plant nutrient and is present in all green plants and fertilizers. It is natural occurring and is found everywhere something is growing. Nitrites (NO_2) are a close cousin to Nitrates (NO_3) and are just as much of a problem for pools, because when a Nitrite comes in contact with water, it easily gains another Oxygen atom to become a Nitrate. This additional atom gives Nitrates real stability, and makes eradication difficult. In fact, the only known way of Nitrate removal in pools practiced today is to drain a portion of the pool, and refill with water that is Nitrate free, if possible. Shocking a pool heavily will revert the Nitrates back to Nitrites, but can easily revert once again as an additional Oxygen atom is easy to come by in a swimming pool filled with H_2O.

Where do Nitrates come from? Rural areas - those with water wells and septic tanks are particularly prone to Nitrate contamination in pools. Fertilizer is the most common source of Nitrates in pools. Animals that enter the pool, as well as birds spend time above the pool, can become a significant source of contaminants. Rain spilling off of overhanging trees can add Nitrates to a pool, and even acid rain itself, so common in the Northeast, can increase Nitrate levels. Finally, human waste, sweat, cosmetics can all bring traces of Nitrates into the pool. At levels as low as 10ppm of Nitrate, algae will grow even though you have used algaecide and are keeping a proper chlorine residual. But keeping a proper residual of chlorine in the water can prove to be difficult when Nitrates are present. This is what tricks people into believing in Chlorine Lock- it's not blocking chlorine, but using it very quickly.

What can be done to Eliminate Nitrates in my pool? There still however is no chemical to remove the Nitrates from the pool water, so if you have a contamination, you will need to drain most if not all of the pool water.

BASIC WATER CHEMISTRY - LANGELIER SATURATION INDEX (LSI)

LSI is a measurement of the water's ability to absorb and hold solids in a solution. It is important to know that the scale on which LSI is measured is very narrow, meaning that a small change can indicate a significant difference in your pool. Like pH, the LSI value is logarithmic, meaning that a difference of 1.0 equates to a difference of ten times in reality. A Saturation Index of -2.0 is ten times more corrosive than an SI of –1.0. This is important, as many pool equipment manufacturers may not be able to warranty damage caused by an out-of-balance LSI.

STEPS TO TAKE:

1. Obtain a complete water chemistry test from a pool store for the following items:

   pH, Water Temperature, Alkalinity, Cyanuric Acid (Stabilizer), Calcium Hardness, Total Dissolved Solids

2. Go to www.aquachek.com

   a. Click on "Calculators"
   b. Click on "Langelier Saturation Index"
   c. Plug in your results and obtain your Saturation Index number.

3. Go to www.poolcalculator.com to balance your water accordingly.

If LSI Index is between -0.2 and +0.2 pool water is Balanced. When pool water is balanced, it has no effect on the pool or equipment. There are two values you can readily change to help improve your LSI value to get it into the optimum range: pH and Alkalinity level.

If LSI Index is less than -0.2 pool water is Corrosive. Pool water may cause etching, pitting, dissolving and staining of walls, grouting and plumbing. It will also cause erosion to the titanium salt cell.

- As Stabilizer Increases, LSI Decreases
- As Total Dissolved Solids Increase, LSI Decreases

To raise your LSI value, you should first balance the calcium hardness in the pool. It needs to be between 200-400 PPM at all times. If the calcium hardness is in the correct range, add sodium bicarbonate or baking soda. Consult the calculator at www.poolcalculator.com to determine the target Alkalinity value (recommended range is 80-120ppm; however, you may find that a level lower than 80 may be ideal for a balanced LSI value).

If LSI Index is greater than +0.2 pool water is Scale Forming. Pool water may deposit excess minerals on the pool and equipment. Scale generally appears as white or lightly colored rough blotches on the pool walls. It also adheres to other objects in the pool, piping and filter system. This will cause calcium deposits to rapidly form on the titanium salt cell. Scale can restrict water flow, shortening filter runs and reducing filtration efficiency.

- As Temperature Increases LSI Increases
- As Total Alkalinity Increases LSI Increases
- As pH Increases, LSI Increases
- As Calcium Hardness Increases, LSI Increases

To lower your LSI value, you should first consider adding muriatic acid (can be found in pool supply stores), as it is more difficult to lower Calcium Hardness and especially temperature. Consult the calculator to determine the target pH value.

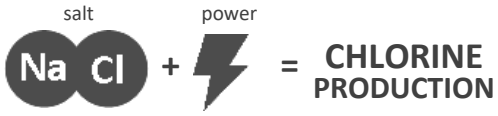
Before proceeding, it is **important** to understand when measuring pool chlorine that **you are detecting the "leftover" amount** in the water, and that measuring a lack of chlorine **does not necessarily mean that your salt system is not working.**

This guide will: **1)** help you verify with certainty whether or not your system is operational and creating chlorine, and **2)** help identify what else may contributing to the low chlorine level in the swimming pool water.

1) Verifying your system's Chlorine Generation

What is required for chlorine production:

There are only two factors required for the system to generate chlorine: salt and electricity. If there is sufficient salinity in the water and electrical power is being sent to the Electrolytic Cell, the system is generating chlorine normally. The system will detect and display errors when there is an issue with the transmission of power through the salt water. Otherwise, the system's ability to transmit power can be verified to confirm chlorine generation.



Verifying Power is present in Cell:

- **Ensuring Power in the Cell when no Warning Lights are on**
    1. Turn unit off with main power switch on lower right, then turn unit back on.
    2. Use "+" to turn on "**boost**" mode (if not already there). Wait 1-2 minutes. Ensure that no warning lights activate.
    3. Does the "**flow**" led light remain solid green? If yes, the system is allowing power to flow to the Cell.
    4. Does the "**generate**" led light remain solid green? If yes, the system is detecting & confirming that it is successfully able to send constant power to the Cell. (Reminder: this light goes on and off throughout the day during normal operation according to its duty cycle).
    5. Does the "**boost**" led light remain solid green? If yes, the system is detecting & confirming it is sending the full amount of power through the Cell.

- **If you answered "Yes" to all of these questions, you have successfully verified full and normal power**. This means:

    - **The system is fully operational and creating chlorine normally.** Salt present in the water at proper levels and proper power flowing through the Cell causes full & normal chlorine generation.
        - If a low chlorine level persists after continued operation, this indicates an issue in the water causing "high chlorine demand". **See the next pages** to troubleshoot common causes of high chlorine demand.

- If you answered "No" to any of these questions, then there is an issue preventing proper flow of power to the Cell. See Troubleshooting Guide (page 9).

2) Common Causes of Low Chlorine Levels

A) Examine the Water Chemistry

- Water chemistry and environmental conditions are the #1 cause of a low chlorine level in a saltwater pool, as they cause chlorine demand to rise above normal levels. **High chlorine demand** means that chlorine is being consumed quicker than it is being replenished, resulting in the inability to measure the chlorine residual in the water. If operation has been verified (as described on the previous page), this *does not mean* that the chlorine generator is not working, only that the chlorine demand currently exceeds the rate of chlorine production.

- The ideal levels for a salt water pool are

Free Available Chlorine	1.0 - 3.0 ppm
Salinity	3000 - 4000 ppm
pH	7.2 - 7.8 (7.5 best)
Stabilizer (Cyanuric Acid)	30 - 50 ppm
Total Alkalinity	80 - 120 ppm
Calcium Hardness	200 - 400 ppm
Saturation Index	-0.2 to +0.2 (0 best)
Phosphates	0 to 100 ppb (0 best)
Nitrates	0 to 10 ppm (0 best)
Iron	0
Copper	0
Other metals	0
Ammonia	0

The levels that are highlighted levels are the most common causes of high chlorine demand and depleted chlorine levels in pools. Ensure that all three levels are being tested for and that their values are included on your chemistry report.

The **Chlorine Stabilizer** (Cyanuric Acid, or CYA) level must be within range, especially during the spring and summer months. If there is not enough CYA in the pool, then your chlorine will not be protected from the sun and the chlorine being produced by the salt system will be consumed once the sun hits the pool water. Up to 90% of the pool's chlorine can be depleted within 2 hours without a sufficient level of chlorine stabilizer. High levels can also negatively affect chlorine levels & effectiveness.

Phosphates and **Nitrates** that are present in the pool will cause the chlorine demand to rise and/or will consume the chlorine being made by the salt system (Also see page 4). Phosphates are very common. Any Phosphate level near or above 100 parts per billion can greatly increase the chlorine demand in the pool. Any Phosphate level over 200 Part Per Billion will not only consume your chlorine, it will also readily feed algae. To remove phosphates, use commercial grade Phosfree. When trying to lower significant phosphate levels, phosphate products meant for weekly maintenance are usually not effective Nitrates will also rapidly consume your chlorine. If the Nitrate level is high, it is often most effective to drain the pool and refill with new water, being sure to add the necessary amount of salt back to the pool.

Lower salt levels can affect chlorine generation and cause the system to work inefficiently.

Other chemistry imbalances and the presence of metals, ammonia, and other impurities can cause high chlorine demand.

2) Common Causes of Low Chlorine Levels (continued)

B) Ensure that system is being given sufficient chance to generate chlorine

- **Output Level** - The percentage output level that you set tells the system how much of its maximum capacity to use in order to create chlorine. If you are experiencing high chlorine demand, ensure that you have your system turned up to 100% output so that it is doing as much as possible to compensate. Leave the system at 100% output until the pool is balanced again. Since every pool operates differently and has a different level of chlorine demand, during normal operation there is not a standard percentage level at which to set the output.
- **Run time** - When sized right, a chlorine generator can typically achieve sufficient chlorination when run on the filter pump's normal schedule. However, every pool has different equipment and its operation is unique, and you may require (or choose) to run the filter pump more or less than is standard. As a rule of thumb however, run your system one hour for every ten degrees of ambient temperature in order to achieve both sufficient filtration and chlorination. Periods of high use, harsh environmental conditions, or excessive chlorine demand may require extended run times. For example, running your system twice as long will allow it to create twice as much chlorine.
- **Double check power** - Is the salt system turning on and off with the pump as normal? Has the fuse, fuse reset button, or circuit breaker been tripped?

C) Other common high-chlorine demand situations

- **During initial startup** (springtime / new pools) - When being opened, pools typically have much higher than normal chlorine demand. In these circumstances a pool requires a large amount of sanitizer all at once, which means that it is often more effective to add chlorine or shock as needed initially instead of waiting on the system to slowly reach "break-point" chlorination.
- **When organic matter is visible in the water** -
- **After rain storms** – Rain water can dilute pool sanitizer levels and negatively affect the water chemistry balance. Water runoff can introduce impurities, organic matter, and microorganisms into the pool.
- **After heavy pool usage** – Swimmers introduce organic matter that needs to be oxidized (sweat, lotions, oils, waste, etc…). Foot traffic in and out of the pool can introduce impurities, organic matter, and microorganisms into the pool. A high number of swimmers can quickly deplete sanitizer levels and cause chlorine demand to spike.
- **After young swimmers have used the pool** – A young swimmer or swimmers may introduce high levels of organic matter.
- **After nearby lawns and gardens have been fertilized** – Local fertilization can introduce nutrients into the pool water that allow microorganisms to thrive and multiply faster than pool sanitization is able to prevent. Fertilizer can reach the pool through rainwater runoff, wind, or even directly into the pool by being applied too nearby.
- **After pets or other animals have been in the pool** – Animals can introduce dirt, organic matter, and microorganisms.
- **After strong winds or dust storms** – Windy conditions can introduce dirt, organic matter, and fertilizer (even from miles away)
- **During prolonged periods of high temperatures** – High water temperatures require significantly higher amounts of sanitization.
- **When the pool filter needs cleaning** - A full dirty filter could possible contain a large amount of organic matter.

Troubleshooting

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SCENARIO:	POSSIBLE CAUSE:	SUGGESTED ACTION:
Low or no chlorine residual in pool	Insufficient Chlorine Output Level	Increase Output Level. This is often required seasonally with increasing temperatures.
(Also cloudy water, green pool) See Pages 6-8 for more info	Insufficient run time	Increase run time to at least 1 hour per 10° ambient temp. Ensure 1.5-2x filter turnover.
	Heavy pool use, inclement weather, organic matter	Activate Super CL mode or chemically shock pool.
	Water chemistry issues, such as: Low Chlorine Stabilizer Low salt in pool Phosphates in pool Nitrates in pool	Contact pool professional, ensure all chemicals on page 8 are within range.
	Cell is dirty, clogged, or has excessive scaling or mineral build-up	Remove Cell from plumbing, inspect and clean (see page 12).
	Flow switch not triggered, or excessive bubbles / air in cell	Inspect Flow Switch, verify sufficient water flow
	Inactive unit, power is off	Turn on system, or see “No Power”
Low or no Chlorine residual in pool after recent installation See Pages 6-8 for more info	Water chemistry was not balanced prior to system installation and a high chlorine demand persists	Contact pool professional, ensure all chemicals on page 8 are within range, chemically shock pool if necessary. Run system at maximum output.
	System hasn’t been running	Double check all connections, verify system runs in sync with circulation pump.
	System is connected to insufficient voltage and is not operational	Have a professional test power source and ensure correct connection.
No Power	System is turned off	Turn system on, verify circulation pump is active
	Problem with input power, voltage, or configuration of system wiring	Have a professional test input power & ensure correct wiring configuration & connections.
	Fuse Reset has tripped	Press reset button on underside of controller.
	Other malfunction in unit	Contact customer support
Salt LED is red and/or	Salinity is out of range	Manually verify salinity (see pages 6-7).
Cell LED is red	It is time to clean the Electrolytic Cell.	The Cell must be cleaned to remove mineral scaling (see page 12 for instructions).

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Salt LED is red and/or	Cell is dirty or clogged with debris.	Inspect and clean Cell if necessary.
Cell LED is red (continued)	Loose Cell connection	Remove, check, and firmly reseat cord plug.
Flow LED is red	Cell efficiency has been greatly reduced	Inadequate water flow or a pocket is occurring in the Cell, or Cell is damaged/worn and must be replaced.
	Insufficient water flow to trigger switch, or pocket of air touching sensor tab in cell	This may happen temporarily if there is air in the lines at initial startup. Check water level, pump cavitation, air or blockages in plumbing, and all valves & seals. Clean filters & strainers. Ensure at least 25-30 GPM flow rate.
	Incorrect Installation	Verify correct orientation, cable is plugged in, 6-12" of straight pipe before Flow Switch
	Dirty sensor tab	Follow cell cleaning instructions on page 12.
Generate LED is off	This is normal system operation, the system will automatically resume chlorine generation	The system has a duty cycle and rest cycle determined by how high or low you set the chlorine output. If needed, you can raise chlorine output.
Low Water Temp LED is red	The system has deactivated due to low water temperatures	No action is needed. This is a feature that extends the system's lifespan, and the unit will begin working again once seasonal temperatures rise.
	Sensor is disconnected or damaged	Check cable connections, contact support.
Unable to increase chlorine production	Dirty Cell, cold water, low salt level	Clean Cell, check water temp and salt level.
	Physically damaged keypad	Check keypad buttons, ensure tactile response
Water leak	O-Ring improperly seated	Ensure O-Rings are clean and in good condition.
	Threaded collars are cross-threaded or pipes are misaligned	Inspect threads for damage, ensure that each screws back on without resistance.
	The keyed notch on the Cell head was not fully aligned (or became unalignec with the corresponding notch on the Cell Housing when it was screwed in place.	Unscrew cell, carefully align cell, and use a hand on the Cell cable to press and hold it in place while screwing the Cell head's cap hand-tight.
	Crack in plumbing parts	Contact support.
Cell frequently has mineral buildup	This is due to imbalanced water chemistry and a high Saturation Index	Ensure that your Saturation Index is at or near zero, in order to avoid damage or premature Cell failure. (page 8)
Cell never or rarely has mineral buildup	Water may be corrosive due to imbalanced water chemistry and a low Saturation Index	Ensure that your Saturation Index is at or near zero, in order to avoid damage or premature Cell failure. (page 8)

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