FAQ'S & TROUBLESHOOTING GUIDE

POOL WATER TREATMENT

SIMPLE DIRECTIONS FOR THE TREATMENT OF AUSTRALIAN SWIMMING POOL WATER SANITISATION:

The approved form for sanitisation for Australian swimming pools is CHLORINE (Cl2).

Chlorine is sold in the following forms.

1. **GRANULAR CHLORINE –** CALCIUM HYPOCHLORITE 65-70% Cl2
2. **STABILISED CHLORINE –** tablets or granular

   TRICHLOROISOCYANURIC ACID 80-90% Cl2

   SODIUM DICHLOROCYANURATE 56-63% Cl2
3. **LIQUID CHLORINE –** SODIUM HYPOCHLORITE 10-12% Cl2
4. **SALT –** SODIUM CHLORIDE. Salt is added to the pool water and treated with a Chlorinator producing chlorine

WATER BALANCE

The following are the approved guidelines for the maintenance of balanced pool water in Australia. HY-CLOR recommends that an accurate water test sample should be undertaken weekly using AQUACHEK Test strips.

1. **CHLORINE –** (Cl2) Levels must be maintained at a level of 2.0ppm to 3.0ppm.
2. **pH –** pH Levels must be maintained between 7.2-7.8. In Australian conditions, pH is often high and should be reduced by adding ACID - Liquid Acid or Granular Acid (HY-CLOR pH DECREASER)
3. **ALKALINITY –** Alkalinity levels should be maintained between 80-120ppm in order to maintain balanced water. In Australia (particularly down the East coast) water alkalinity is low to very low. Alkalinity is increased by the addition of Bicarbonate of Soda (HY-CLOR ALKALINITY INCREASER) As a guide – add 1 kilo of Bicarbonate of Soda to increase the Alkalinity by 10ppm in a 50,000 litre pool.

4. **HARDNESS –** Calcium Hardness levels should be maintained between 250-500ppm. As Australian water is generally “soft”(below 100ppm). It is advised that pool owners add Calcium in the form of Calcium Chloride (water hardness increaser) or Calcium Hypochlorite i.e. Granular chlorine.
5. **STABILISER –** Stabiliser (Cyanuric Acid) can be added to pool water to increase the longevity of chlorine.
   Recommended levels are 30-50ppm. Discontinue if the stabiliser level exceeds 100ppm.

NOTE: Stabiliser levels can be increased (maintained) by adding stabilised chlorine.

FIXING A GREEN POOL

The most common problem in treating domestic swimming pool water in Australia is the advance of green algae/ dirty water. This problem often occurs when the pool water has been neglected during hot weather, after heavy bather loads (use) and after heavy rain. The likely cause of this problem is lack of chlorine and a high ph.

ACTION REQUIRED

1. Reduce the pH to 7.0-7.2 by adding liquid acid or granular acid **(HY-CLOR pH DECREASER)**.
2. One hour later “SHOCK TREAT” the pool with chlorine. **RECOMMENDED IS GRANULAR CHLORINE.** (HY-CLOR SUPER SHOCK). Run filter for 8 hours.
3. Repeat this action 24 hours later if there is no visible sign of improvement.
4. If problem persists contact Hy-Clor Help line on 1800 625 123.

POOL WATER TREATMENT

PROBLEM	POTENTIAL CAUSE	CORRECTION
Green Pool or Algae infestation	Chlorine level too low Ph too high Salt chlorinator faulty Pump and filter not operating	Clean filter if required. Check for faulty equipment such as pump, or chlorinator. Check chemical levels and adjust if required.
Cloudy water conditions	High ph. Poor filtration Heavy use of pool	Check and adjust ph. Level should be between 7.2 – 7.8. Use HY-CLOR ph. Decreaser if too high. Add HY-CLOR clarifier; recirculate pool for approximately one hour. Turn off filter and allow water to settle for 24 hours. Vacuum pool to waste.
Unpleasant odours	Chloramines present in water Free chlorine level too low	ENSURE POOL HAS ADEQUATE CHLORINE. Ensure filter is running for adequate amount of time. Clean filter, check and adjust ph. If required. Super chlorinate with HY-CLOR SUPERSHOCK.
Black spot algae	Possible cracks divots or eroding pool surface for algae to accumulate. Poor water circulation	Treat water with HY-CLOR Black spot and Algae Remover as per directions. Ensure water is circulating correctly.
Eye Irritations	Low ph. Chloramines present in water Chlorine level in pool is too low	Check and adjust Ph. Range should be between 7.2 and 7.8. Use HY-CLOR Ph. Increaser if too low. Super chlorinate with HY-CLOR SUPERSHOCK.
Slippery walls and pool floors	Algae present in pool water	Check and adjust ph. Range should be between 7.2 and 7.8. Super chlorinate with HY-CLOR SUPERSHOCK. Add HY-CLOR POOL ALGAECIDE evenly around pool.
Stains on pool surfaces	Metal stains Organic stains	Metal Stains - Usually treated with acid. Caution is advised. Call HY-CLOR help line for professional advice. Organic Stains - Treat with HY-CLOR Stain remover as per pack directions.

DAILY CHLORINE DOSING REQUIREMENTS

DAILY CHLORINE REQUIREMENTS FOR POOLS

POOL VOLUME	LIQUID CHLORINE UNSTABILISED POOL	LIQUID CHLORINE STABILISED POOL	GRAN CHLORINE UNSTABILISED POOL 65%	GRAN CHLORINE STABILISED POOL 65%
10,000 LITRE	400 ML	200 ML	80 GRAMS	40 GRAMS
20,000 LITRE	800 ML	400 ML	160 GRAMS	80 GRAMS
30,000 LITRE	1.2 LITRE	600 ML	240 GRAMS	120 GRAMS
40,000 LITRE	1.6 LITRE	800 ML	320 GRAMS	160 GRAMS
50,000 LITRE	2.0 LITRE	1.0 LITRES	400 GRAMS	200 GRAMS

AUTOMATIC POOL CLEANERS

1. WILL THE POSEIDON MK2 & HY-CLOR SLIDER VAC WORK USING MY CURRENT SYSTEM?

The POSEIDON MK2 and HY-CLOR Slider Vac requires a minimum 0.75 Horsepower (HP) Pump and a skimmer box with a skimmer plate.

2. THE CLEANER IS SUCKING IN AIR?

Ensure all joints are secure, that the regulator valve is facing down in the skimmer box.
(Arrow pointing into skimmer plate). Adjustments can also be made to the regulator valve to control suction.

3. THE CLEANER IS WORKING AT A SLOW PACE OR NOT MOVING AT ALL?

Check to see that there is enough suction:
a. Adjustments to the regulator valve may be required. Ensure that the cleaner is free of debris.
b. Remove the baffle plate (Refer to Figure 10 in the manual) and the flapper to check that it is free of debris. (Poseidon MK2 only).

4. THE CLEANER IS DOING A REPETITIVE PATTERN OR ONLY CLIMBING THE WALLS?

Simply adjust the regulator valve, or move the yellow hose weights so that the first weight is 1m away from the cleaner and the second weight is 2-2.5m away from the cleaner. Two weights is often sufficient for a 9 metre hose length.

5. ALL OF THE ABOVE DON'T SOLVE MY PROBLEM?

a. Call the Hy-Clor Help line on 1800 625 123 or email help@hyclor.com.au
b. All warranty claims are to be directed through the Hy-Clor Help line. Returns through CRC are discouraged.

SWIMMING POOL PUMPS

PROBLEM	POTENTIAL CAUSE	CORRECTION
Pump won't prime	Air in system No water in the pump lint pot Not enough water in pool	Ensure that there is sufficient water in the pool. Tighten all fittings including the lid. Fill hair and lint pot with water. Ensure all valves are open and in their correct positions. Remove any debris from baskets.
Motor wont switch on	No power to pump Pump over heating	Make sure that power supply to the pump is on. Check and reset circuit breakers. Check timers. Ensure that the pump is not covered and has adequate ventilation.
Poor water flow	Dirty filter Full skimmer box Full hair and lint basket Valve shut or blocked	Backwash or clean filter properly. Clean baskets of debris. Ensure all valves are open and in their correct positions.
Noisy Pump Sound	Air in system Debris caught in impeller Bearings in motor faulty	Refer to pump won't prime above. Contact HY-CLOR Help Desk.

CARTRIDGE & SAND FILTERS

PROBLEM	POTENTIAL CAUSE	CORRECTION
Cloudy water	Insufficient filtration time or poor water chemical balance	Ensure the filter is running for an adequate period of time. On average 6 – 8 hours per day during the summer period. Salt water pools may require a longer running time.
Poor water flow	Dirty filter Full skimmer and or pump basket Valve shut or blocked Old sand or zeolite Air leaking into system	Backwash or clean filter, clean out the skimmer or lint basket. Ensure all valves are in their correct positions and can move freely. Replace sand/Zeoclor or cartridge. Check all fittings are tight.
Excessive pressure	Valve turned off or blockage in the multiport valve. Pump too powerful for filter size.	Ensure valves are opened to correct position.
Low operating pressure	Pressure gauge faulty Pump blocked with debris	Check that the pressure gauge is operational. Inspect pump for debris and hair.