TROUBLE-SHOOTING THE

AQUA-REX WK1P

AND

JACUZZI JPDS

If you are not happy with the performance of one of these devices on your swimming pool please follow these steps.

Check it is getting power. Is the light flashing, usually yellow but the colour is not important - it just needs to be flashing? If it is not flashing, is the output socket live? Check it with another electrical device. If it is live but the transformer is cold then the transformer needs to be replaced. The transformer is not included in the product warranty as it is fused and protects the device from lightening etc. so **Go to the website softwatersocal.com and order a replacement.**

Check the location of the unit. Is it on the discharge side of the pump and installed at a point where the pipe is full of water at all times?

Check it is correctly installed. Are the wires tightly wrapped around the pipe and secured with zip ties at each end? Do they both have at least 12 turns? Is the box close to the pipe? If unsure refer to the installation instructions on softwatersocal.com.

Check what type of scale that is showing – is it Calcium or Silica. Scrape some scale off the tile and test it with CLR or muriatic acid. Rather than scrape the scale off the surface it may be easier to apply the acid directly to the scale on the tile but exercise caution doing this. If ALL the scale dissolves then it is all Calcium. If it does not all dissolve but leaves a residue, then it is most probably silica and the device will not remove it.

If you need further help email info@aqua-rex.com . Tell us your phone number and address and include photos of the installation and the scale showing on your pool.

Please note that these devices will not necessarily produce a totally scale free pool but they will substantially reduce calcium scaling. While they invariably work very well on ceramic tile, certain types of natural stone or rock are much less easily treated.