

TROUBLESHOOTING GUIDE

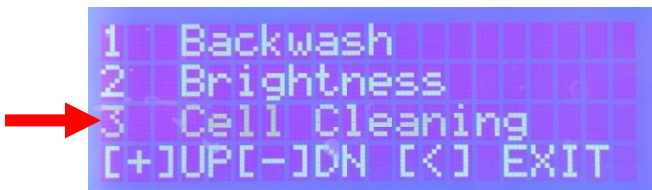
For Neptune NDC & Pool Pro MineralX Chlorinators

ISSUE: EXCESSIVE BUILD UP ON CELL
REMEDY: ADJUST CELL CLEANING TIME

If your pool has high or hard calcium levels it can cause a build up on your cell. We recommend that you follow the below steps to decrease and reduce future build up levels.

Press the OK button on your chlorinator to enter the main menu.

1. Use the + or – buttons to reach menu **3. Cell Cleaning**.



2. Press “OK”. The below screen will display:



IMPORTANT

*** The cell cleaning time should NEVER be below 6 hours. Cell cleaning times BELOW 6 hours for 35g/45g/55g models, and cell cleaning times BELOW 8 hours for 25g models, will void the warranty.**

3. Use the – button to decrease the cell cleaning time to 6 hours*. This will prevent the excessive build upon the cell as the cell will go into reverse mode more regularly. (Note: the decreased time will not need to be increased once the cell is cleaned).
4. Press “OK” to save.
5. If your water test from your pool shop shows your pool has high or hard calcium levels, we recommend using Pool Pro Salt Cell Protector, this will soften any calcium build up and make the cell easier to clean.

ISSUE: LOW CHLORINE READING

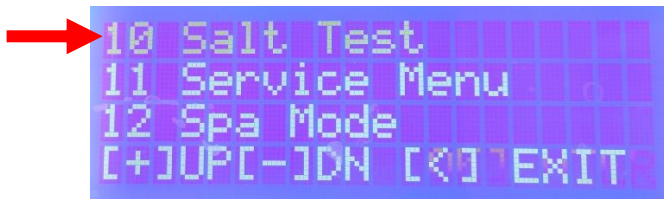
REMEDY: PERFORM A SALT/TDS (Total Dissolved Solids) TEST TO CHECK CELL IS PRODUCING

If you are experiencing a low chlorine reading you need to test the Salt levels of your pool. This can be done by accessing the Salt Test menu on your chlorinator.

This can be done 1 of 2 ways:

(A) Press the Salt Test button on the chlorinator, or;

(B) Press the OK button on your chlorinator to enter the main menu. Use the + or – buttons on the chlorinator to reach menu **10. Salt Test** and press “OK”.



1. The below screen will display:



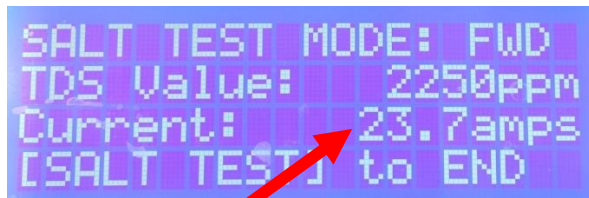
2. To test the salt level, press in the < and > buttons at the same time for approximately 5 seconds, then the below screen will display with the salt reading:



Please refer to the chart below showing the recommended water balance levels for your chlorinator to produce chlorine.

RECOMMENDED WATER BALANCE LEVELS	
TDS Value – Neptune NDC Models	3000 – 4000
TDS Value – Pool Pro MineralX Models	1200 – 1800 for MineralX models
Stabiliser	30 – 60
pH	7.2 – 7.6
Phosphate	0

3. The same screen will also display the Current:



Please refer to the chart below showing the recommended current (amp) levels if your salt readings are correct.

MODEL	RECOMMENDED CURRENT LEVELS
Neptune NDC25	25 – 28
Neptune NDC35 (Bi-Polar Cell)	17 – 19
Neptune NDC45 (Bi-Polar Cell)	22.5 – 24
Neptune NDC55 (Bi-Polar Cell)	27 – 30
Pool Pro MineralX NDCMX25	25 – 28
Pool Pro MineralX NDCMX35	17 – 19

If your readings do not fall within the recommended range, we recommend that you increase your chlorinator running time by 1-2 hours.

If after 24-48 hours your readings do not fall within the recommended levels, we recommend that you visit your local pool shop who will be able to assess your chlorinator and assist you further.

ISSUE: UNIT SHUTTING OFF DUE TO OVERHEATING

REMEDY: CHANGE UNIT'S INTERNAL TEMPERATURE

High salt levels can cause your chlorinator to shut off (this is a default setting to ensure the chlorinator does not burn out) – if your pool has high salt you will need to add fresh water to dilute the salt levels as soon as possible.

** see page 2 and 3 for instructions on how to perform a salt test**

The internal temperature threshold of your chlorinator can be increased to prevent it from shutting off whilst the salt levels in the pool are being amended to fall within the recommended levels. This can be done following the below steps.

1. Press the OK button on your chlorinator to enter the main menu. Use the + or – buttons to reach menu **11. Service Menu**. Press “OK”.



2. Scroll using the + or – button to reach service menu **S4 Int. Temp** and press “OK”. The below screen will display:



3. To change the internal temperature of the unit, press in the < and > buttons at the same time for approximately 5 seconds. The below screen will display:



4. Use the + button to increase the internal temperature setting. Ideally if the unit is experiencing high temperature issues, increase the temperature from 60 degrees to 80 degrees* as per the display below:



IMPORTANT

* The internal temperature should NEVER exceed 80 degrees as this will void the warranty.

Once the salt levels in your pool are in range, the automatic shut off feature on your chlorinator will be de-activated and it will work as normal.

If your chlorinator is still shutting off after following the above procedure, then please visit your local pool shop who will be able to assist you further.