

EPOOL™ TROUBLE SHOOTING GUIDE (MODEL #4819, VERSION 2)

IMPORTANT: Prior to troubleshooting a receiver message, recycle the power FIRST.

To recycle the power, unplug the receiver, wait 10 seconds and then plug the receiver back in. If you still have the same message, check for other causes listed below.

RECEIVER MESSAGE	POSSIBLE CAUSES	SOLUTIONS
Communication Error	Receiver is NOT within a 100 foot direct line of sight of the floating unit.	Unplug the receiver. Move unit to within a 100 foot direct line of sight with the receiver. See “For Best Results” Section. Plug the receiver back in.
	Floating unit is under a pool cover.	Unplug the receiver. Uncover the floating unit. Plug the receiver back in.
	Floating unit is next to the pool edge/coping.	Unplug the receiver. Move the unit to a more centralized location in your pool. Plug the receiver back in.
	If you are still receiving this message.	Contact GAME.
pH Sensor Fault: pH is above or below measurement range	pH reading is 0.0.	Sensor glass is broken and will need replacing.
	Sensor glass may be broken and will need replacing.	Remove bottom cap as instructed on page 16 of your Owner’s Manual. Check to see if the glass sensor is broken. If it is, contact GAME.
	Your pool water is out of balance.	Take a test sample of pool water to confirm reading. If necessary, add the appropriate chemicals to bring your pool back into this range. Then unplug the receiver, wait 10 seconds and plug the receiver back in.
	If you are still receiving this message.	Contact GAME.

For technical assistance and missing parts, call Customer Service toll-free

1.888.339.2546

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Monday through Friday, 8 am to 5:00 pm MST

Chlorine Sensor Fault: Sanitizer/chlorine is above or below measurement range	Floating unit is in an unbalanced location.	Make sure that the floating unit is not near your floating chlorinator which would cause higher than normal readings. Move floating unit to a different part of pool. Unplug the receiver, wait 10 seconds and plug the receiver back in.
	Floating unit may have an air bubble covering the sensor.	Unplug the receiver. Pull the floating unit out of the water, tip on its side and place it in a different location in your pool away from your return jets. Plug the receiver back in.
	Your pool water is out of balance.	Take a test sample of pool water to confirm reading. If necessary, add the appropriate chemicals to bring your pool back into this range. Then unplug the receiver, wait 10 seconds and plug the receiver back in.
	Still receiving this message.	Contact GAME.
Alkalinity Sensor Fault: Alkalinity is high (only for Salt Water Pools)	Your pool may be low on chlorine or your alkalinity may be too high.	Take a test sample of pool water to your local pool store. Ask for the chlorine and alkalinity readings. The chlorine concentration in your pool should be >2 ppm. If it is below this, check your salt generator and adjust to increase the chlorine concentration. If your alkalinity is too high please follow your local pool store's recommendations for correcting this. Unplug the receiver, wait 10 seconds and then plug the receiver back in.
	If you are still receiving this message.	Contact GAME.

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