



# Inverter salt chlorinator

## Operating instructions



**Mr.Pure PRO**

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## Warning



### **WARNING: General information**

1. Carefully read all instructions in this manual and on the device. Failure to read and follow instructions may cause injury. This document must be given to the pool owner/manager, who should keep it in a safe place for future reference.
2. Chemicals can cause internal and external burns. To prevent death, serious injury, and/or damage to the equipment, always wear personal protective equipment (gloves, safety glasses, mask, etc.) when servicing or maintaining this equipment. This equipment must be installed in a well-ventilated area.
3. The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities. **mental capabilities or lack of experience and knowledge, unless they are supervised or have received instructions.**
4. Children shall not play with this appliance. Cleaning and user maintenance shall not be made by children without supervision.
5. The chlorinator must be placed or secured so that it cannot fall into the water.
6. Prevent damage due to freezing water.
7. Use only original Aquark parts.



### **WARNING: Electrical Hazard**

1. This appliance is intended for use in swimming pools only.
2. It is recommended to install the control unit in the room with the pool filter pump.
3. Disconnect the device from the power supply before any intervention or maintenance.
4. All electrical installations must be carried out by a qualified and approved electrician in compliance with the standards in force in the country of installation.
5. Check that the appliance is plugged into a socket that is protected against short circuits. The appliance must also be supplied through an isolating transformer or a residual current device (RCD) with a rated operating residual current not exceeding 30 mA.
6. Check that the supply voltage required by the product corresponds to the distribution network voltage and that Are the power cables suitable for the product's performance?
7. To reduce the risk of electric shock, do not use an extension cord to connect the appliance to the electrical outlet. Plug it directly into the wall outlet.
8. This appliance must not be used if the power cord is damaged. This may cause injury. electric shock. A damaged power cord must be replaced by the after-sales service or a similarly qualified person in order to avoid a hazard.

# 1 Product Introduction

## 1.1 Product specifications

Model	MPP10	MPP16	MPP24
Max. chlorine production (g/h) (Salinity: 1,000 ppm)	10	16	24
Pool volume (m <sup>3</sup> )	40 ~ 50	50 ~ 75	75 ~ 100
Recommended salinity (g/l)	1–5 g/l (1 g/l recommended)		
Power supply	AC 220 – 240 V 50/60 Hz		
Max output voltage	DC 12V		
Maximum input power (W)	88W	135W	202W
Recommended water flow (m <sup>3</sup> /h)	5 – 28		
Operating water temperature (°C)	5 – 40		
Ambient temperature (°C)	- 7 – 42		
Pressure for electrolytic cell (bar)	3		
Cell life (H)	Up to 12,000		
Electrolytic cell type	One cell		

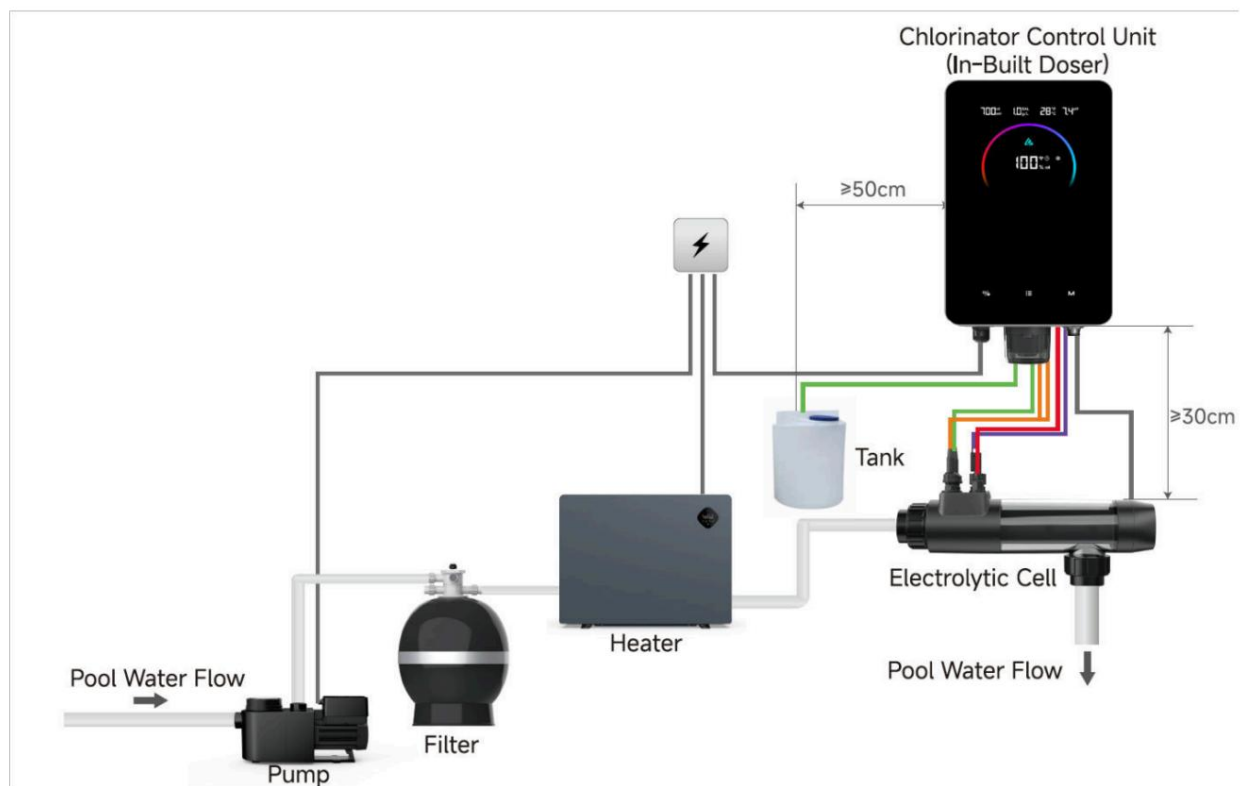
## 2 Installation and connection

### 2.1 Materials and tools

<b>Tools needed for installation</b>
<b>Meter</b>
<b>Screwdrivers</b>
<b>Pliers</b>
<b>Drill</b>
<b>Hacksaw</b>
<b>Pool pipes</b>
<b>PVC cleaner and glue</b>

### 2.2 Installation diagram

#### 2.2.1 Control unit with built-in pH dispenser



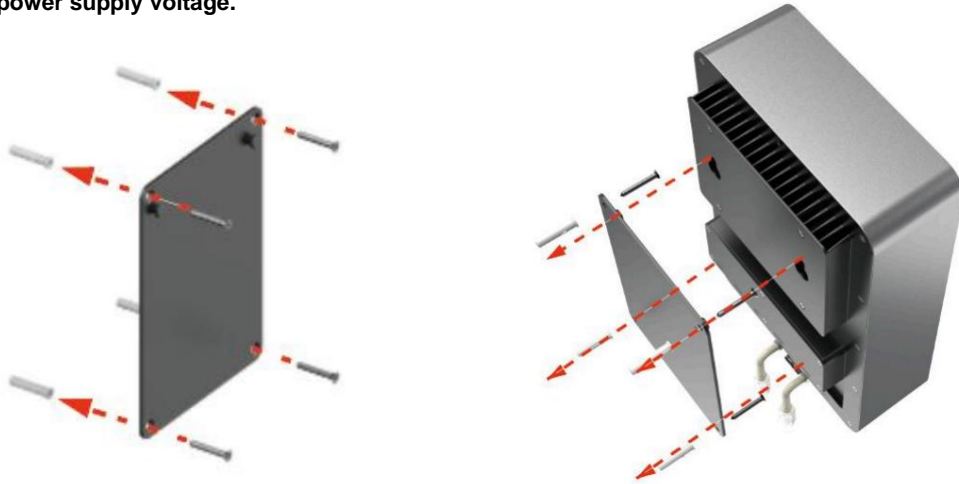
## One cell

### 2.3 Control unit

**Note:**

- ÿ It is recommended to install the control unit in the room with the pool filter pump.
- ÿ For safety and user reasons, the control unit should be installed at least 80 cm away from country.
- ÿ Do not place the control unit directly above an open container or tank containing chemicals.
- ÿ It is recommended to place the salt chlorinator control unit at a sufficient distance from the container or tank with chemicals, ideally more than 2 m. (The minimum distance between the control unit and the closed acid drum must be 50 cm.)
- ÿ The unit should also be kept away from heat sources. Proper ventilation is essential for proper operation. ventilation.
- ÿ The electrolysis cell is connected to the control unit with a 1.8 m cable .
- ÿ The control unit should be installed at least 30 cm higher than the electrolytic cell.
- ÿ Connect the controller power supply to a suitable weatherproof socket/controller influences.
- ÿ For easy maintenance, the control unit can be freely removed from the mounting surface without any unnecessary interventions.

1. Using the wall backplate as a template, mark the holes on the mounting surface where the control unit is placed. Drill holes in the mounting surface.
2. Insert the expansion plugs into the drilled hole.
3. Use screws to install the wall-mounted rear cover on the top and bottom of the rear of the controller.
4. Tighten all screws, ensuring the control unit is securely attached to the mounting surface.
5. Check the power supply voltage.



## 2.4 Electrolytic cell

Note:

- Before installation, make sure the pool pump is turned off.
- It is recommended to install an electrolytic cell in the pool piping behind the filter and heating.
- Solvent or cleaner may cause damage if it comes into contact with threads or rings.
- Incorrect installation may cause product defects and void the warranty.



1) Above are shown 2 different cell orientations:

2) The power connector cover must be at the highest point of the installation.

3) Ensure sufficient water flow through the cell plates.

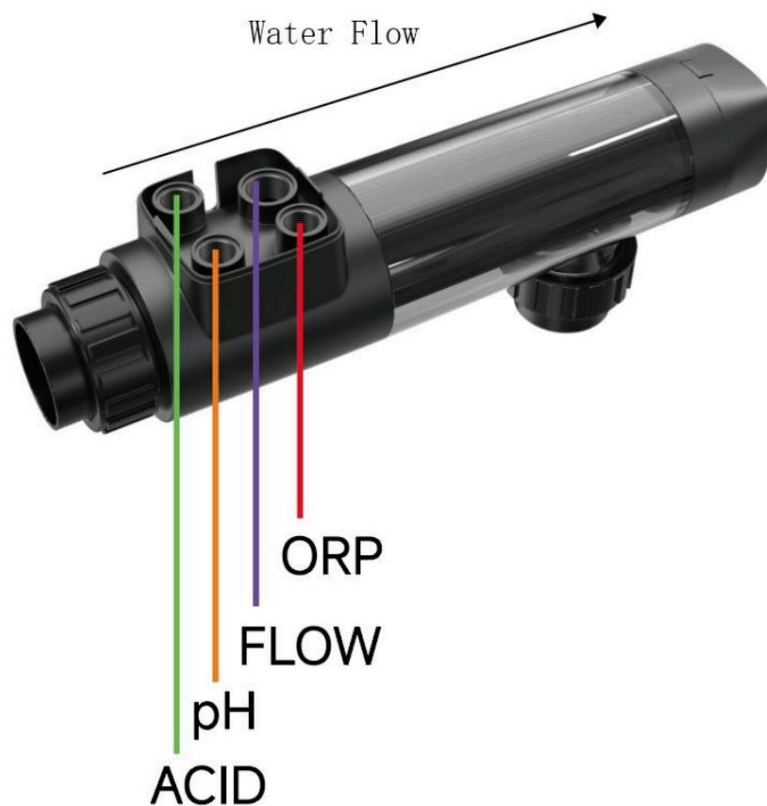
4) Make sure that the water level in the electrolytic cell is at its highest and that the power connector cap is in place.  
highest point.

5) The unit comes with 48.3mm, 50mm, 60.3mm and 63mm diameter connections for connection to PVC conduit.

6) Make sure to use appropriate adhesive and pipe cleaner for bonding.

7) Before installation, make sure that the nuts are fitted on the ends of the couplings. by gluing them to the pipe.

8) Once the adhesive has set, place the cell. Place the cover on the pipe and hand tighten the union nuts with "o" rings in place.



## 2.5 Built-in pH dispenser -

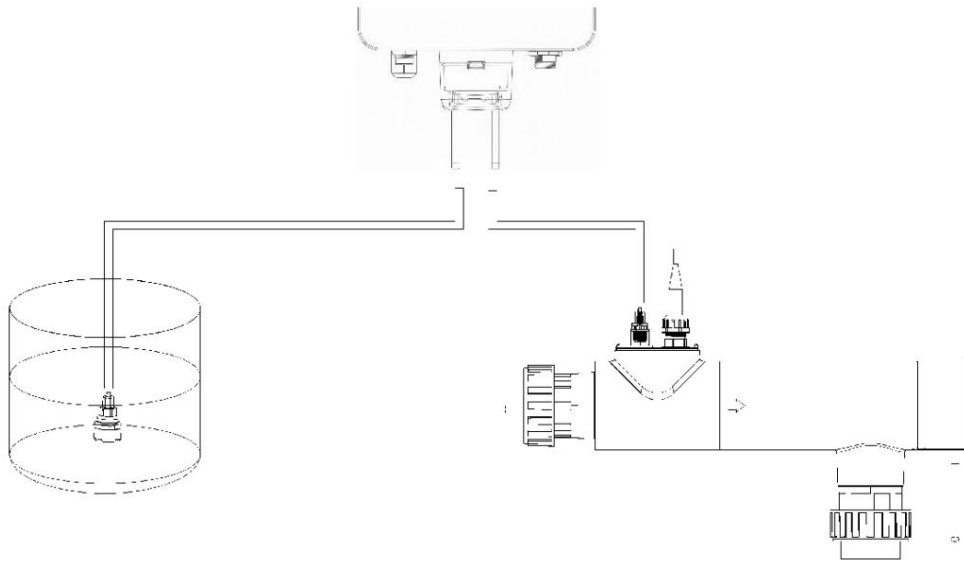
Note:

• Dosing pH- (minus)

• If you are working with chemicals that release strong fumes, do not place the dispenser directly above the open container or tank of chemicals, as this could cause dangerous reactions and safety hazards.

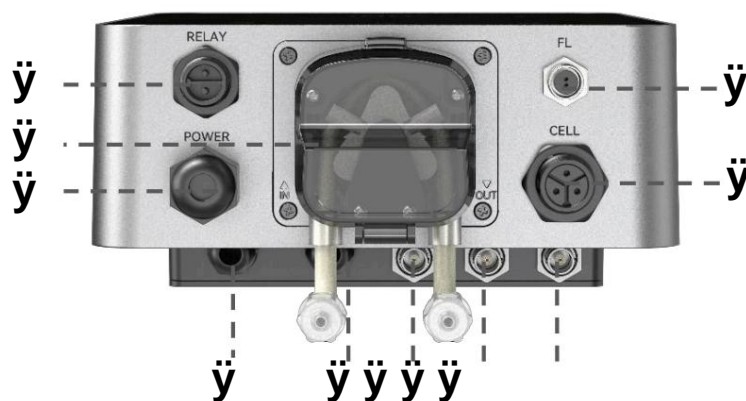












1. Push the tubing completely onto its connectors until it is firmly seated.
2. Keep the tubing as straight as possible on both the inlet and outlet sides to avoid unnecessary bends and curvature.
3. Straight tubing paths will help maintain good flow and prevent resistance problems.
4. If necessary, lubricate the peristaltic tube with grease.



## 2.6 Electronic connections

### 2.6.1 Control unit with built-in pH dispenser



No.	Port name	Photo	Description	
1	Relay (Dry contact)		Dry contact connector Safe current value <5A, AC220-240V The internal relay is normally open and is used to control the on/off of external water pumps, etc.	
2	Built-in pH dispenser		Left	Acid supply
			Right	Acid discharge
3	Input power		AC power connector (220-240 V), 50/60Hz	
4	Flow switch		Connector for flow switch	
5	Output power		Terminal for cell power supply	
6	AUX1		External device control (MAX 10 mA, 5 V DC)	
7	AUX2		External device control (MAX 10 mA, 5 V DC)	
8	pH		BNC connector for pH sensor	
9	TEMPERATURE		BNC connector for temperature sensor (integrated with pH sensor).	
10	ORP		BNC connector for ORP sensor	

## 2.6.2 Connecting the dry contact cable (filter pump)

Dry contact specifications:

Type: Isolated relay contact (NO/NC)

Rated voltage: MAX 5A, 110V-240V AC

Characteristics:

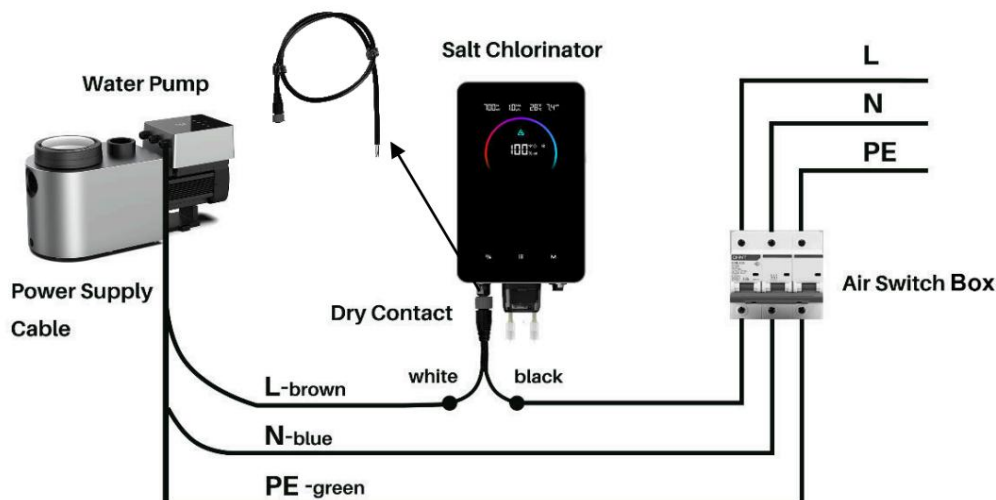
- The contact itself does not supply any voltage/current.
- Can switch external AC loads up to 5 A at 110 V–240 V.

Filter pump control logic via dry contact:

The operating states and their results are clearly defined in the following logical table:

Chlorinator Status / Screen S Displayed	State dry contact	Activity aquatic pumps
Power off	Disconnected	OFF
Power off / Settings screen		
Power on / HOME screen	Connected	On
Power on / Calibration screen		
Turning the power on and off Anti-freeze function is on Real-time water temperature < Activated temperature	Connected	On

Our product is equipped with a dry contact cable (1 m), connect the cable according to the diagram below:



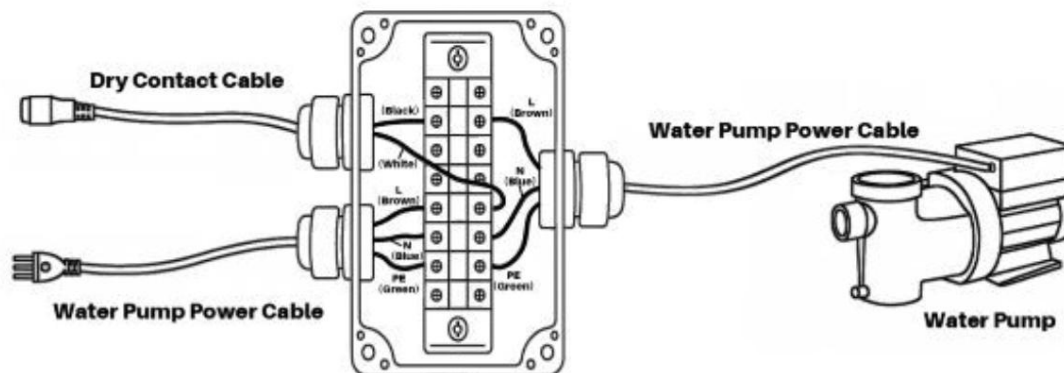
- a) Remove the outer black insulation from the filter pump power cable that will be connected to the salt chlorinator. Inside are three exposed wires (green, blue, brown).
- b) Disconnect the three wires of the water pump power cable.
- c) Installing cable glands or connectors: If your junction box uses cable glands, screw them into the box entry points. These are used to secure the cable and ensure a watertight seal.
- d) Inserting wires into the junction box: Pass the wires through the cable glands or waterproof connectors into the junction box. Make sure the wires pass through without kinks or sharp bends.
- e) Connecting the wires: Inside the junction box, connect the wires using screw terminals or other suitable connectors (such as wire nuts or crimp connectors).

Make sure each wire is securely connected and there is no exposed metal that could cause a short circuit. If necessary, use electrical tape to cover the exposed wire for added protection.

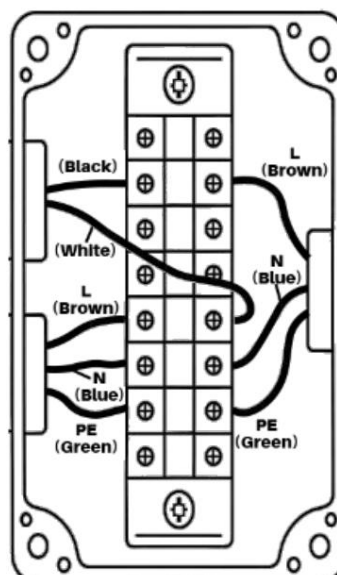
- f) Sealing the junction box: Close the waterproof junction box and make sure it is in place gasket or O-ring to prevent water from getting in. Tighten the screws or latches that secure the box.

g) Test the connection:

Once the junction box is sealed, test the connections by turning on the power or checking for continuity to make sure everything is wired correctly and working as expected.



The wiring details inside the junction box are as follows:

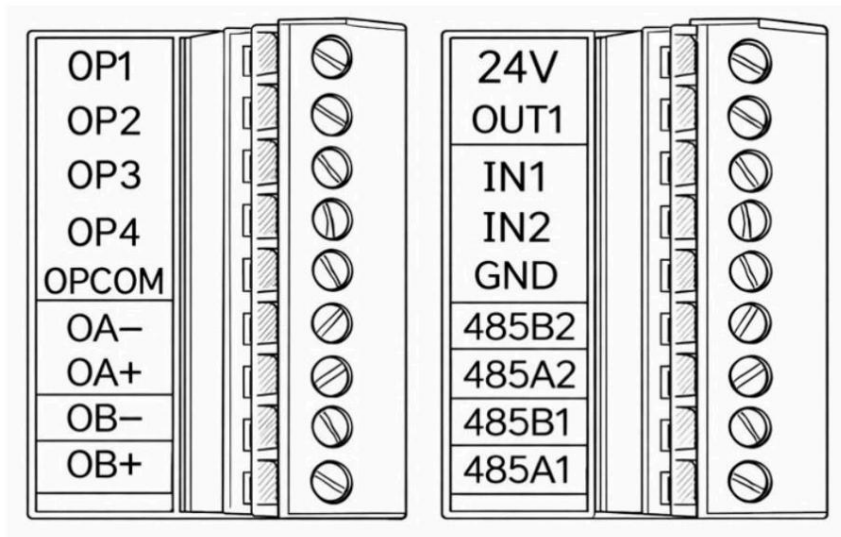


NOTE:

• Make sure the power is disconnected during all operations. Turn on the socket only after all operations are completed.  
involvement.

### 2.6.3 AUX 1 and 2/ VSP Connector Communication Guide

• Using tools, remove the sensor plate of the rear cover of the control unit.



• The printed circuit board is shown in the figure. The meaning is as follows:

Item	Connector description	Note
OP1	Variable speed pump control signal Speed 0 (pump off / icon hidden)	
OP2	Variable speed pump control signal Speed control 1	
OP3	Variable speed pump control signal Speed control 2	
OP4	Variable speed pump control signal Speed control 3	
OPCOM	Common terminal	For OP1–OP4
OA <sub>-</sub>	Output 1 (MAX 10mA, 5V DC)	Negative pole
OA <sub>+</sub>		Positive pole
OB <sub>-</sub>	Output 2 (MAX 10mA, 5V DC)	Negative pole
OB <sub>+</sub>		Positive pole
24V	24 V DC output	Low voltage
OUTPUT1	Universal NPN output	/
ENTRY1	Pool cover signal	Digital input
ENTRY2	Winter mode	Digital input
Earth	Country	For IN1/IN2
485A1/485B1 RS-485	485 MODBUS communication	Main
485A2/485B2 Reserved RS-485	Reserved RS-485	AUX

## 3 Preparing pool water

To prepare the pool water for the chlorinator, it must be chemically balanced and salt must be added. Some pool chemistry adjustments can take several hours.

Therefore, the procedure **MUST** be started long **BEFORE** turning on the chlorinator.

### 3.1 Adding salt

Add salt at least 24 hours before turning on the chlorinator while the pump is running. Make sure not to exceed the recommended amount of salt.

Measure the salt content 6 to 8 hours after adding the amount to the pool.

**NOTE:**

ÿ If the pool water is not fresh and/or if it may contain dissolved metals, use a metal remover according to the manufacturer's instructions.

ÿ If your water has previously been treated with a product other than chlorine (bromine, hydrogen peroxide, PHMB etc.), neutralize this product or replace all the water in the pool.

ÿ If you are using mineral salt (magnesium chloride and/or potassium chloride), add approximately 1.4 times the amount of regular salt.

ÿ If your water is supplied from a well, perform a "shock" chlorination using acid trichloroisocyanurates. (2 kg/50 m<sup>3</sup> of water).

### 3.2 Chemical balance of water

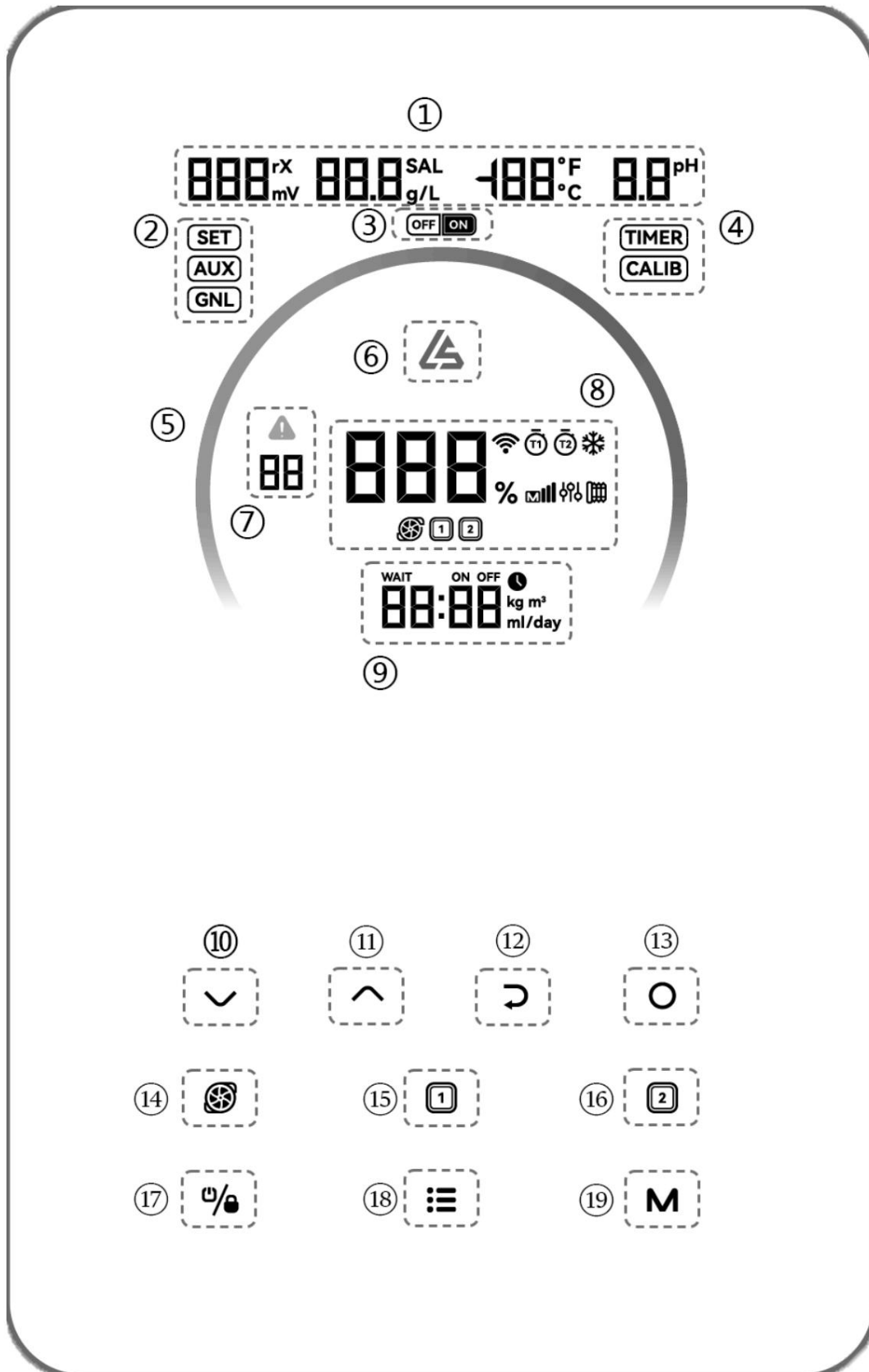
The water must be manually balanced **BEFORE** starting the device.

The following table summarizes the recommended concentrations. The water should be checked regularly to ensure these concentrations were maintained and corrosion or surface deterioration was minimized.

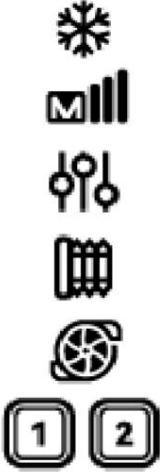











CHEMISTRY	Recommended concentrations
Salt	1–2 g/l (1 g/l recommended)
Free chlorine	Free chlorine 1.0 to 3.0 ppm
pH	pH 7.2 to 7.6
Cyanuric acid (Stabilizer)	Maximum 20 to 30 ppm, 0 ppm in indoor pool (Add stabilizer only if necessary)
Total alkalinity	80 to 120 ppm
Water hardness	200 to 300 ppm
Metals	0 ppm
Algicide	The use of algicide is possible, but it must be metal-free.

## 4 Operating the control unit

### 4.1 General screen display



Marked region	Description	Icon
ÿ	<p>ÿ Real-time salinity display</p> <p>ÿ Real-time ORP value *displays “---” when the value exceeds 999 mV* If ORP &lt; 600, the ORP number flashes.</p> <p>ÿ Real-time water temperature (ÿ/ÿ) ÿ Real-time pH</p> <p>* If pH &lt;6.5 or pH &gt; 8, the pH number flashes.</p>	
2	<p>ÿ Settings menu icon</p> <p>ÿ Menu icon for enabling external control</p> <p>ÿ General settings menu icon</p>	
3	Toggle icon for enabling menu options	
4	<p>ÿ Timer</p> <p>ÿ Calibration</p>	
ÿ	<p><b>LED indicator</b></p> <p>*Water quality: PERFECT (blue light) / GOOD (purple light) / WAIT (red light)</p> <p>*OTA update progress</p> <p>*Only available with ORP probe and pH/temperature probe.</p> <p>Note:</p> <p>*Perfect: perfect water quality *Good: water quality close to set points *Wait: wait for disinfection</p>	
ÿ	Low salt warning: if the salinity is lower than 1500 ppm, the icon will light up.	
ÿ	Warning Error codes	
ÿ	<p>ÿ Speed percentage real-time electrolysis or OTA upgrade progress percentage</p> <p>ÿ Wi-Fi icon.</p> <p>The icon flashes when configuring the network and lights up when connected to the network.</p> <p>ÿ Local time, chlorinator timer 1 and 2</p>	

	<p>☐ Winter icon. When the water temperature sensor detects temperature lower than 10°C, this icon</p> <p>☐ Low/Medium/Turbo mode</p> <p>☐ Manual mode</p> <p>☐ Pool Cover Icon . This icon lights up when a valid pool cover signal is detected.</p> <p>☐ Variable Frequency Water Pump [VSP] icon</p> <p>☐ External devices 1 and 2</p>	
☐	<p>Main display area</p> <p>☐ pool volume (☐ turbo m<sup>3</sup>)</p> <p>mode countdown</p> <p>☐ amount of added acid (ml/day)</p> <p>☐ Real chlorine production (%) ☐ Real time salt quantity (kg) -</p> <p>Only displayed when A2 is on</p>	
☐ Downward tuning		
☐ Tuning up		
☐ Back		
☐ OK		
☐	Variable Frequency Water Pump [VSP] Button	
☐ External device 1 button ☐1☐		
☐ External device button 2☐2☐		
☐ Power/Lock Switch		
☐ Settings		
☐ Turbo mode switch		

## 4.2 Introduction to the method of chlorine production

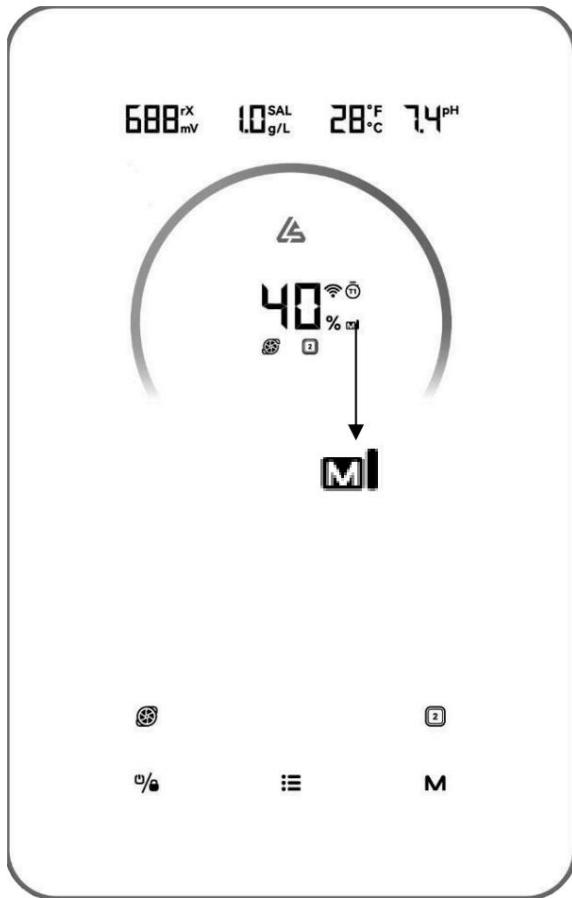
The chlorinator can be configured into 3 different types according to different chlorine production modes.

Configuration	Premium	Medium	Basic
Hardware	Dispenser + ORP + pH + temperature	Dispenser + pH + temperature	Dispenser (optional)

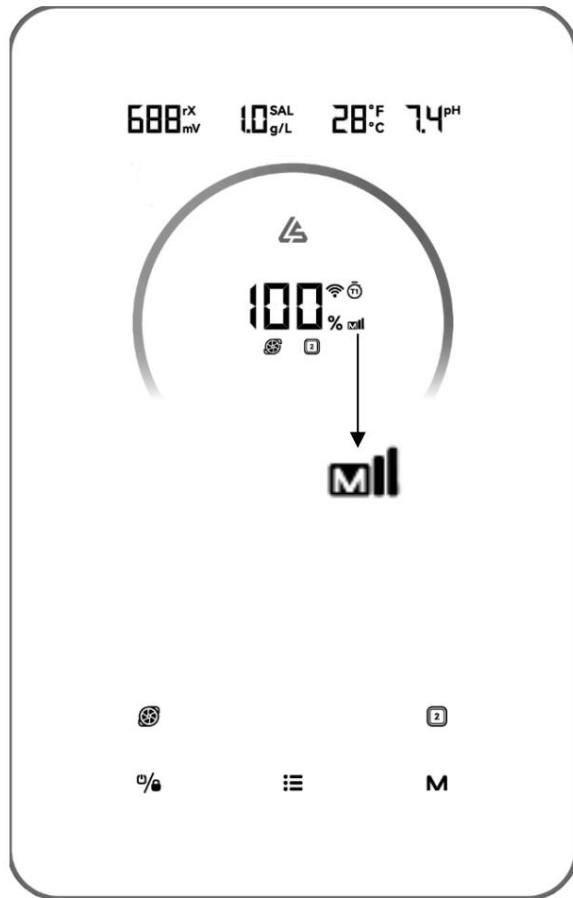
Different configurations, different modes:

Functional modes	ORP regulation	pH regulation	Premium	Medium	Basic	
Inverter mode	Inverter 1 (0-40%)	Manual Car	ÿ	-	-	
	Inverter 2 (0-100%)					
	Inverter 3 (0-120%)					
Regime Auto pH	Moderate (40%)	Manual Car	-	ÿ	-	
	Medium (100%)					
	Strong (120%)					
Regime Manual	Moderate (40%)	Manual	Manual ÿ	ÿ	ÿ	
	Medium (100%)					
	Strong (120%)					

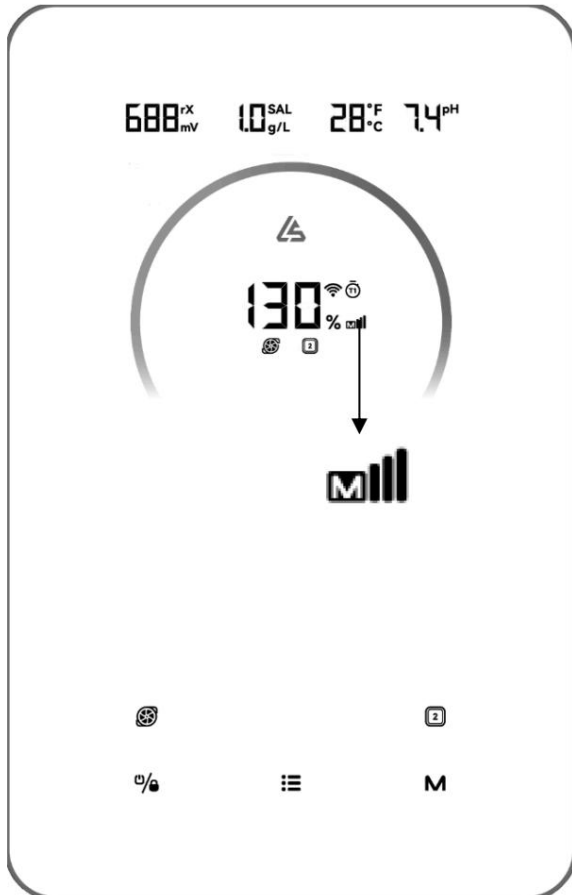
The initial screen of each chlorine production mode is shown as follows:



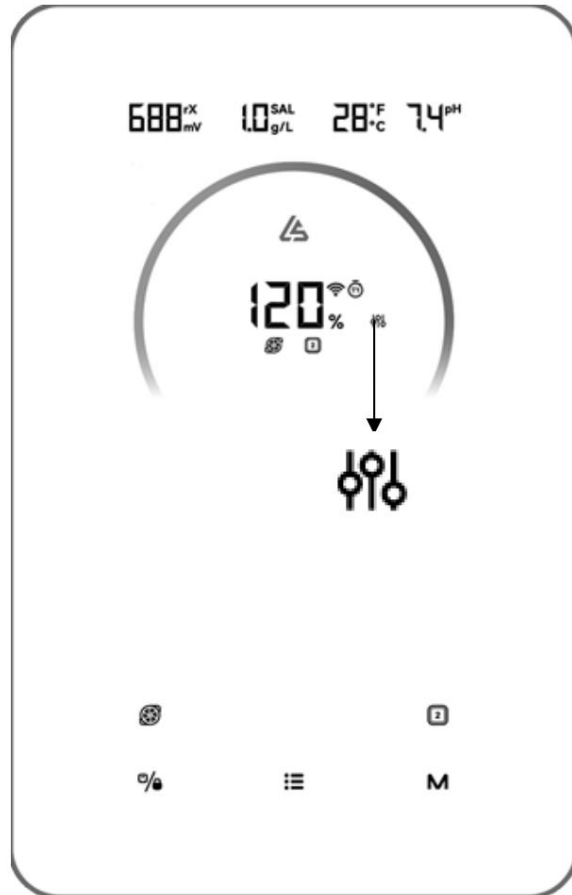
Low power



medium power






Turbo mode







Manual mode

### 4.3 Introduction to LED indicators

The LED indicator of each status is displayed as follows:

State		LED indicator
Real-time display Water quality on display	Water quality ( Premium model )	<p>During the electrolysis process, an animated effect is displayed on the circular LED display. During periods without electrolysis, the circular LED display remains static.</p> <p>The circular LED display range indicates water quality:</p> <p>Red: The circular LED indicator is lit up to 4/6 of a circle. Wait for disinfection.</p>  <p>Purple: The circular LED is lit from 5/6 of the circle. Real-time water quality time approaches the set value.</p>  <p>Blue: The circular LED illuminates 100% of the circle. The water quality is ideal for swimming.</p> 
	<ol style="list-style-type: none"> <li>1. Unstable water conditions</li> <li>2. Abnormal ORP value or pH</li> </ol> <p>* Available only with ORP probe or pH/temperature probe</p>	<ol style="list-style-type: none"> <li>1. The circular LED light ring does not light up completely.</li> <li>2. A warning indicator or error code lights up.</li> </ol>
System settings (P0-P4)		<ol style="list-style-type: none"> <li>1. Select options enter system settings.</li> <li>2. Please refer to section 5.5.2 1. In</li> </ol>
Calibration	<ol style="list-style-type: none"> <li>1. pH calibration</li> <li>2. ORP calibration</li> </ol>	<ol style="list-style-type: none"> <li>operation: 1/6 of the circular LED ring is lit</li> <li>2. Success: A light bar indicates calibration progress; full illumination indicates calibration completion.</li> </ol>
Wi-Fi	Connecting to Wi-Fi	<ol style="list-style-type: none"> <li>1. Connecting: Wi-Fi icon is blinking</li> <li>2. Done: The WI-FI icon will light up.</li> </ol>
OTA	OTA update progress.	The upgrade progress percentage will be displayed in real time.

## 4.4 Basic commands and functions

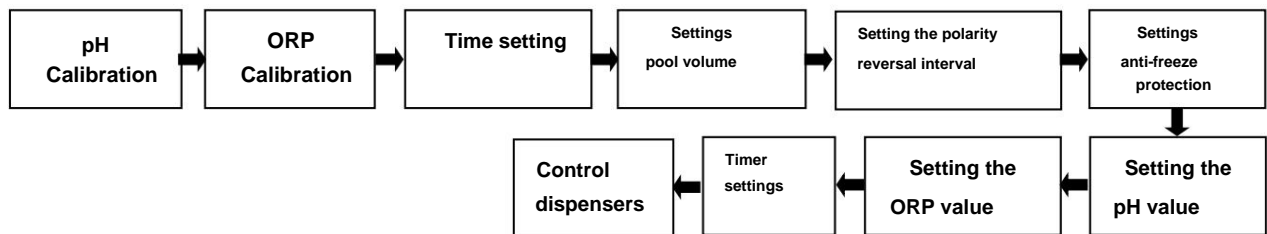
Command keys	Function
	1. Power on: First hold for 3 seconds 2. POWER OFF : Tap on the home screen 3. Lock/Unlock: Hold for 3 seconds Note: The auto lock function will be activated after 2 minutes without any operation
	1. Activate TURBO mode: Hold for 3 seconds 2. Exit TURBO mode: Hold for 3 seconds
	1. Enter the menu: Tap 2. Return to home screen: Hold for 3 seconds
	1. Apply/Go to next step: Click

### 4.4.1 Start-up

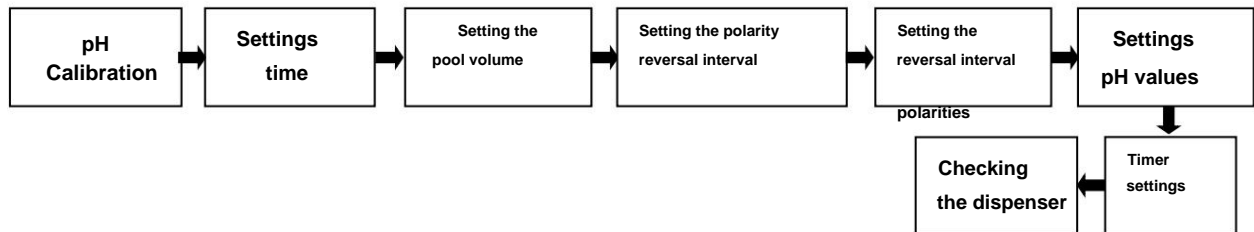
After the installation is completed and the chlorinator is turned on, it will automatically switch to the Home screen.

Depending on the chlorinator model and the chlorine production method you select, please complete the Calibration process steps, 2 Steps of the setup process and 3 Dispenser Check the steps as follows:

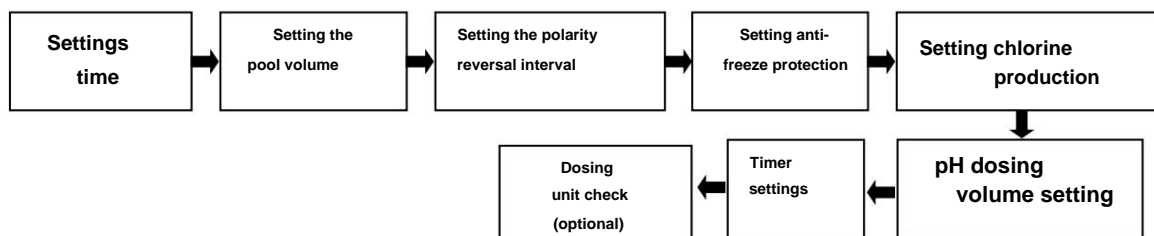
#### Inverter mode:




#### ON/OFF mode:




#### Manual mode:

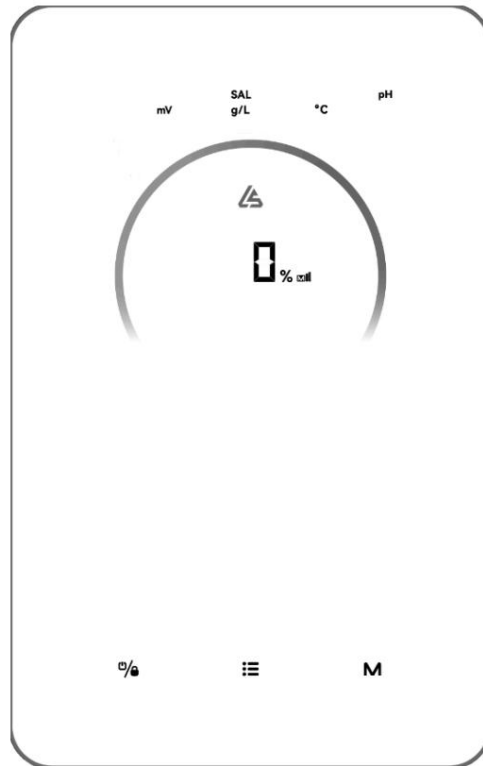


• Selecting chlorine production mode

• Hold  for 3 seconds to turn on;

• By tapping  select chlorine production modes;






•  /  displays the current mode;





• pH 7.0 and pH 10.0 (Premium / Medium )

• When the display shows “pH 7.0” and the circular indicator flashes on the screen, insert the pH probe into the of pH 7.0 buffer solution. Make sure the probe head is completely submerged.

• Calibration is complete when a beep sounds and the circle disappears

• Click  use as the pH value  or  to choose from  , By clicking  confirm and follow, flashed.

• Use the button to adjust the pH  or  . Place the pH probe in the appropriate calibration solution. Calibration 10.0 . (Remember to clean the pH probe before calibrating pH 10.0).

• The entire process of calibrating pH 10.0 is the same as calibrating pH 7.0.

• By tapping  you will use.



**NOTE:**

• If the pH probe is left unsoaked with buffer solution within 30 seconds or is soaked in the wrong solution, the LED indicator will flash red until the probe is handled properly.

• Before calibrating or replacing the probe, it is necessary to close the electrolytic cell valve to prevent leakage.

• The default pH calibration mode is "pH 7 and pH 10" you can choose a different pH calibration mode depending on the type of your calibration solution. (Section 5.5.3)

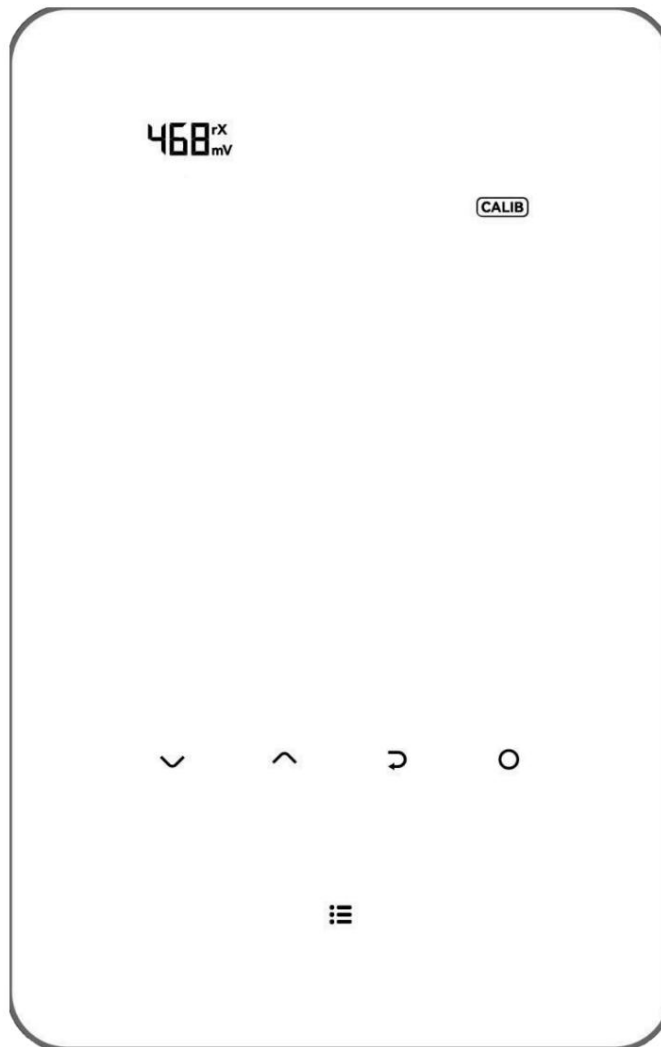
## ORP Calibration (Premium)

If the display shows the default value “ORP 468 mV” and the circular indicator flashes on the screen.

Place the ORP probe in the 468 mV buffer solution and make sure the probe head is completely submerged.

Calibration is complete when a beep sounds and the circle disappears.

By tapping  you will use.



### NOTE:








ORP calibration values range from 200–600 mV, the step size is 1, pressing the button

or  debugging can be accelerated.

This step can also be skipped by tapping .


If the ORP probe is left unsoaked in the buffer solution for 30 seconds or is soaked in the wrong solution, the ring indicator will flash until the probe is handled properly.

## Setting the pool volume

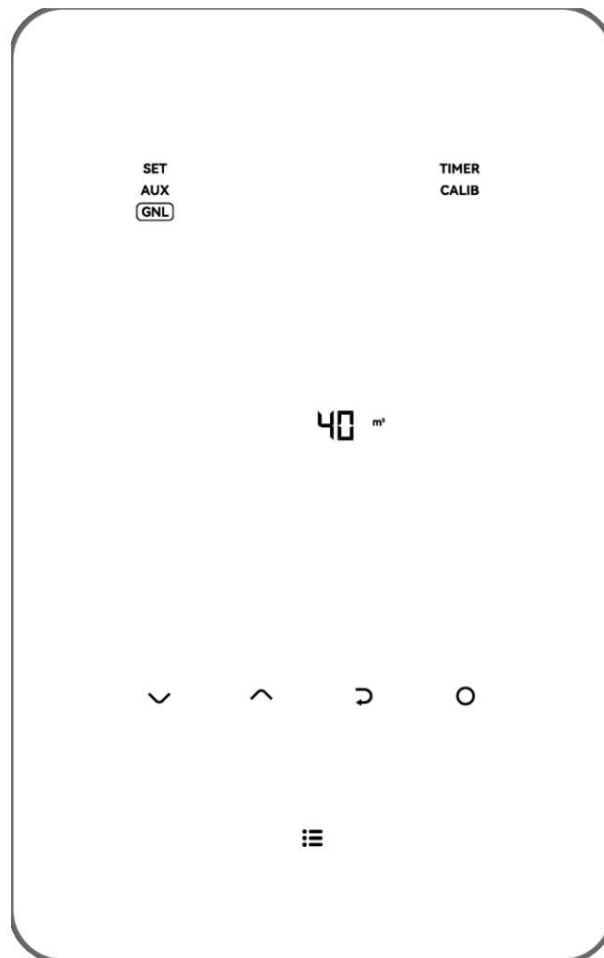
Click , use  or  to choose from , click  enter. Then use the button  or  to choose the size of the pool.

The default display of digits on the keypad screen is “40 m<sup>3</sup>” as shown below.




If the number is flashing, it can be changed from 0 to 150 m<sup>3</sup> in steps of 5 by tapping the or button.

 You can increase the tuning speed by holding down the button.

By tapping  you will use.



## Local time setting

Click , use  or  to choose from **GNL**, click  enter. Then use  or  to select the time setting.

By tapping  you will use.

## Setting the polarity reversal interval

Click , use  or  to choose from **GNL**, click  enter. Then use  or  select the polarity reversal interval setting.

By tapping  you will use.

## Frost protection settings (Premium, Medium)

### Note:

The water temperature sensor must be connected to the chlorinator (point 3.8).

Connecting the water pump to the chlorinator relay (Section 3.8.3)

When the water temperature < Activated temperature, the water pump will start.

Click , use  or  to choose from **GNL**, click  enter. Then use  or  select Anti-freeze Mode Settings.

Choose  activation of the antifreeze function.



use  or  Adjust the activated and deactivated temperature. Tap  use.

Anti-freeze mode	Temperature setting
Activated temperature	5 (default) changed from 0 to 10 in steps of 1.
Temperature deactivation	6 (default) changed from 0 to 10 in steps of 1.

## Setting the desired pH value (Premium/Medium)

Click , use  or  to choose from **SET**, click  enter. Then use  or  select Set pH target value.

The default display of digits on the keyboard screen is "7.2".



If the number "7.2" is flashing, it can be changed by tapping the button  or change between 6.5 and 8.5 in steps after 0.1 . You can speed up tuning by holding the button.

By tapping  you will use.

### Setting the ORP target value (Premium)

Click , use  or  to choose from **SET**, click  enter. Then use  or  select Set ORP target value.







The default display of digits on the keypad screen is "700mV"

If the number "700" is flashing, it can be adjusted from 200 to 700 by tapping the button .850 mV in steps of 10 .  
or . You can speed up tuning by holding down the button.



By tapping  you will use.

### Chlorine production (manual mode)

By tapping **M** select Manual mode

Click , use  or  to choose from **SET**, click  enter. Then use  or  select Chlorine Production.

The default display of digits on the keyboard screen is "100%".

When the number is flashing, you can tap the or button to change the tuning speed from 130 to steps of 5.  
  You can speed up tuning by holding the button.

By tapping  you will use.

#### Note:

1) In manual mode without timer, electrolysis will automatically turn off if it is on for more than 24 hours, and the electrolysis percentage must be reset before it can be resumed.

2) If the electrolysis percentage is set to less than 10% in manual mode, there is no 24-hour limit for stopping chlorine production.

### Setting the pH dosing volume (manual mode)



By tapping **M** select Manual mode

Click , use  or  to choose from **SET**, click  enter. Then use  or  select pH Dosed Volume Settings.

pH: range 0–99900 ml/day







The numeric display on the keyboard is "0-9990".





The default display of digits on the keyboard screen is "60" the volume , This means that the Actual pH Dosed is 600 ml l/day.








If the number "50" is flashing, it can be rotated from 0 to 9990 in steps of 10 by tapping the button .  
. You can increase the tuning speed by holding the button.

By tapping  you will use.

## External control enable setting



Tap , using  or  select **AUX**, click  enter. Then   
using or  select the icon to enable external control.

When  lights up /  /  by clicking  confirm and then use the buttons  or  select ON / OFF Tap to use .

If ON is selected , button appears on the home screen  
/  /  if selected  OFF option , button /  /  disappears.

By tapping  confirm the timer settings and return to the home screen.

## Setting timers (on/off)

Click , use  or  to choose from **TIMER**, click  enter. Then use  or  select Timers.

When  lights up, press  Enter or use  or  for selection .





When **ON** lights up, Click  and then  using or  timer settings completed.




When **OFF** lights up, tap  you turn off the timer settings.

By tapping  to confirm the timer settings and return to the home screen.

## VSP (timer)

After starting, the variable speed pump can be used.

Click , use  or  for selection **TIMER**, Click  enter. Then use  or  button to select VSP .

Tap , using the speed button ( 0 1-0  or  select a pump timer with a variable 4 ).







Click , using (SP1/SP2/SP3/  or  select Variable speed pump speed levels OFF ).

Using  buttons or  set the start and end time.

By tapping  you will use.

## •AUX1 (Timer)

• External device 1 is connected.

• Click , use  or  to choose from **TIMER**, click  enter. Then use buttons  or  select AUX1 .







• Tap , using the buttons  or  select timer 01/02.

• Using  buttons or  set the start and end time.

• By tapping  you will use.

## •AUX2 (Timer)

• External device 2 is connected.

• Click , use  or  to choose from **TIMER**, click  enter. Then use buttons  or  select AUX2 .

• Tap , using the buttons  or  select timer 01/02.

• Using  buttons or  set the start and end time.

• By tapping  you will use.

## •Dispenser check (optional)

To check the correct functioning of the dispenser, follow these steps:

• Make sure the dispenser tubing and PE acid tubing are connected and tightened securely.

• Check the liquid level in the acid tank and make sure the PE acid hose is connected to the suction valve in the tank.

• Press , turn the chlorinator OFF.

• Press and hold  button and  for 3 seconds, the dispenser will rotate for 30 seconds to checked its rotation.

• Repeat the last step 2-3 times, until the acidic solution is filled into the PE tubing and peristaltic hose.

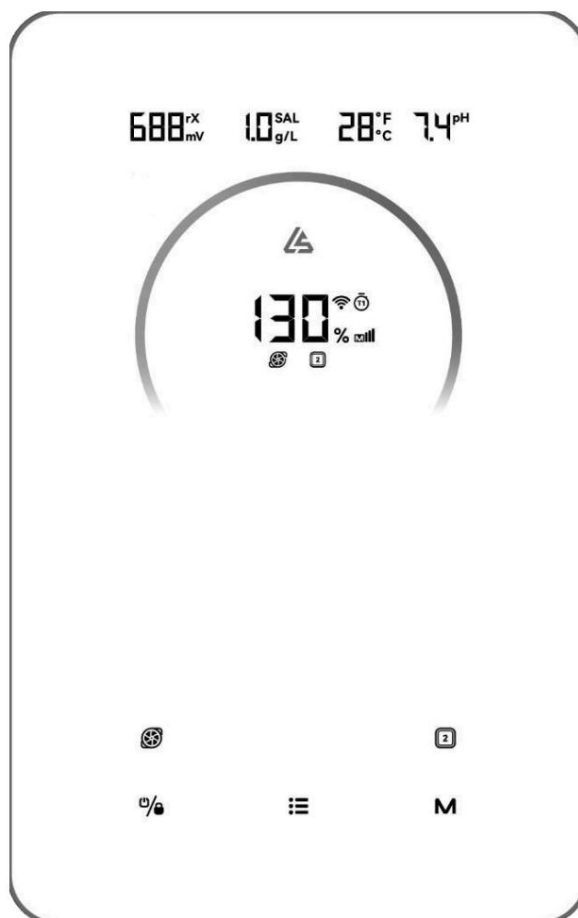
• The acidic solution is pushed through the dispenser tube into the pool water, at which point it is ready to be used. operation.

• Click , turn on the Chlorinator (on).

## 4.4.2 TURBO power

• **POWER ON:** In unlocked state, press and hold the button for 3 seconds to enter turbo mode. The device will operate at 130% power for 24 hours regardless of the measured ORP values and/or set values. Real-time production and turbo countdown will be displayed.

• **POWER OFF:** Hold the button **M** for 3 seconds.



Operating speed display

### NOTE:

• TURBO mode is recommended to be activated when there is an urgent need to increase the chlorine level.

• TURBO mode cannot be activated if the indicator light is on .

• If the chlorinator is turned off with TURBO mode on, the TURBO countdown will resume when turned on again. turning on the chlorinator.

• After ending or stopping TURBO mode, production continues according to the preset settings (Inverter/ Auto pH/Manual).


### 4.4.3 Recommended settings

Press the Settings button  to enter the settings menu in the following order:





- 1) Target pH setting: range 6.5–8.5, recommended target value is 7.2–7.6
- 2) ORP target value setting: range 200-850 mV (inverter mode)
  - Recommended winter ORP setting: ORP 650 mV
  - Recommended summer ORP setting: ORP 700 mV
- If you have another free chlorine monitoring device, adjust the water level in your pool (free chlorine 1.0 to 3.0 ppm) and then look at the... ORP value on the chlorinator screen and save this level as the desired value.
- 3) chlorine: range 0 - 130% (automatic pH mode / manual mode);
- 4) pH: range 0-99900 ml/day (manual mode only)
  - Hydrochloric acid: concentration 12.5%;
- 5) Timer settings: range 0:00-24:00 (24h - hours);

### 4.4.4 Calibration







Click to select  and when it flashes, tap  To enter calibration mode following sequence:

- 1) pH 7.0 and 10.0 (inverter mode / automatic pH mode)
- 2) ORP calibration (inverter mode)
- 3) Pool volume setting: range 0 -150 m<sup>3</sup>
- 4) Local time setting: range 00:00-24:00 (24-hour time)
- 5) By clicking  you will return to the home screen.

#### NOTE:

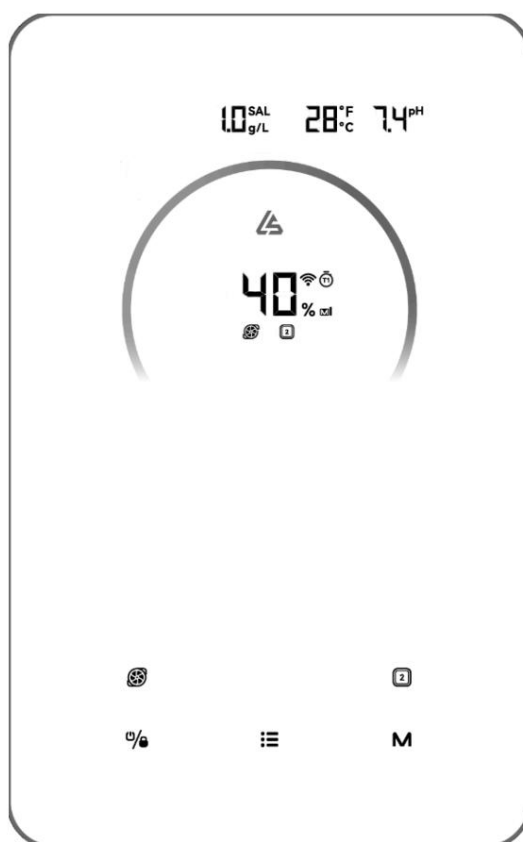
- During the setup and calibration process, all values are set by tapping  on and  ;
  - Users can return to the home screen at any time by holding down the button  for 3 seconds or skip any step by tapping  .
- The default pH calibration mode is “pH 7 and pH 10”, you can choose a different pH calibration mode depending on the type of your calibration solution. ( P. t 5.5.2 )

## 4.5 Combination and operation

Combination	Function
Click on  and then simultaneously hold down the button  and  for 3 seconds	Opening the network configuration screen
With the power off, hold for  and  for a period of 3 seconds	pH dispenser self-test 30 seconds
With the power off, hold  and <b>M</b>	Switch to full screen mode and all elements on the LCD screen will light up.

### 4.5.1 Chlorine mode selection

By clicking **M** select chlorine production modes  /  ;



By clicking **M** select the chlorine production mode according to the different hardware options listed in the chapter 5.2.

## 4.5.2 Setting system parameters (P0-PA)

On the home screen, tap



to turn off the Chlorinator (Power OFF).




Then hold to enter the screen when the chlorinator is off.

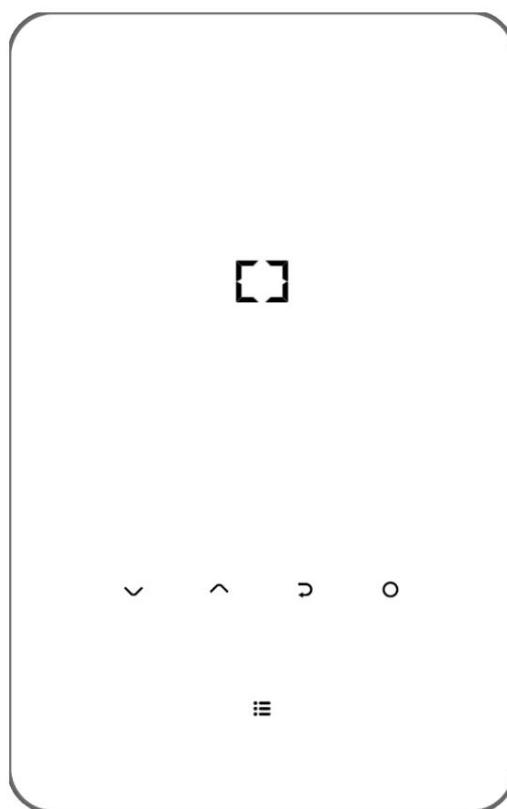
Click or to select system settings (P0 -PA).

Then tap save changes return to the home screen (OFF).

Function code	Function name	Settings values	Importance	Description
P0	Enabling Probe Calibration Reminder	OFF	Disables the probe calibration reminder.	If this function is disabled, the system will not display the A5 warning.
		HE	Activates the probe calibration reminder.	
P1	pH calibration options	1	pH 4.0 and pH 7.0	If it changes, recalibrate the pH probe using the corresponding standard buffer solutions.  Note: When calibrating at pH 9.18, the display will show 9.2.
		2	pH 4.0 and pH 9.18	
		3	pH 4.0 and pH 10.0	
		4	pH 7.0 and pH 9.18	
		5	pH 7.0 and pH 10.0 (default)	
P2	Temperature unit	°C (0)	Displays the temperature in degrees Celsius. (Default)	
		°F (1)	Displays the temperature in degrees Fahrenheit.	
P3	Modbus address 1–28		Modbus device address	Default value: 8. Changes to the settings will take effect after restart.
P4	Transmission Modbus speed	1	4800	Changes to settings will take effect after a restart.
		2	9600 (default)	
		3	19200	
P5	E2: Not reached desired pH value	0.1	0: Off 1: On (default)	
P6	EA : Set ORP value is not achieved	0.1	0: Off (default) 1: On	
P7	A1: TANK FOR ACID	0.1	0: Off 1: On (default)	
P8	A2 : ADD SALT	0.1	0: Off 1: On (default)	
P9	A5: Calibration probes (180 days)	0.1	0: Off (default) 1 : On	It is very important to calibrate the probe at the beginning of each season or after replacing the probe.
PA	Pool protection cover	0 -30%	30% (default)	

### 4.5.3 Restoring factory settings

On the home screen, hold down the button for  for 3 seconds, then tap  select an option  
Restore factory settings and tap again to select  confirm .




Parameter	Default	Related mode
pH setting	7.2	Inverter, auto pH
ORP settings	700 mV	Inverter
Chlorine	100%	Manual
production Dosed	60	Manual
volume pH Chlorinator	00:00 – 00:00	
timer 1 and 2 Vs. Pump timer 1, 2, 3 and 4 AUX1	00:00 – 00:00	
timer 1 and 2 AUX2 timer 1 and 2	00:00 – 00:00	
	4 hours	
System settings	Default	Related mode
ÿP0ÿORP calibration values	468	Inverter
ÿP1ÿ pH calibration mode	5: pH 7.0, pH 10ÿ	Inverter, automatic pH
ÿP2ÿ Temperature unit		
ÿP3ÿ Modbus address	8	
ÿP4ÿ Modbus baud rate	9600	
ÿP5ÿ E2ÿThe target pH value has not been reached	1	Inverter, automatic pH
ÿP6ÿ EAÿRequired not reached ORP value	0	Inverter, automatic pH
ÿP7ÿA1: ACID TANK	1	Inverter, automatic pH
ÿP8ÿA2: ADD salt	1	
ÿP9ÿ A5ÿProbe calibration reminder (every 180 days)	0	Inverter, automatic pH

PA Pool cover protection	30%	
--------------------------	-----	--

#### 4.5.4 Accumulation of electrode life

On the home screen, hold 3 taps to view  seconds on the home screen and tap the electrode life. Displays the cumulative life (hours).

By tapping  you will return to the home screen.

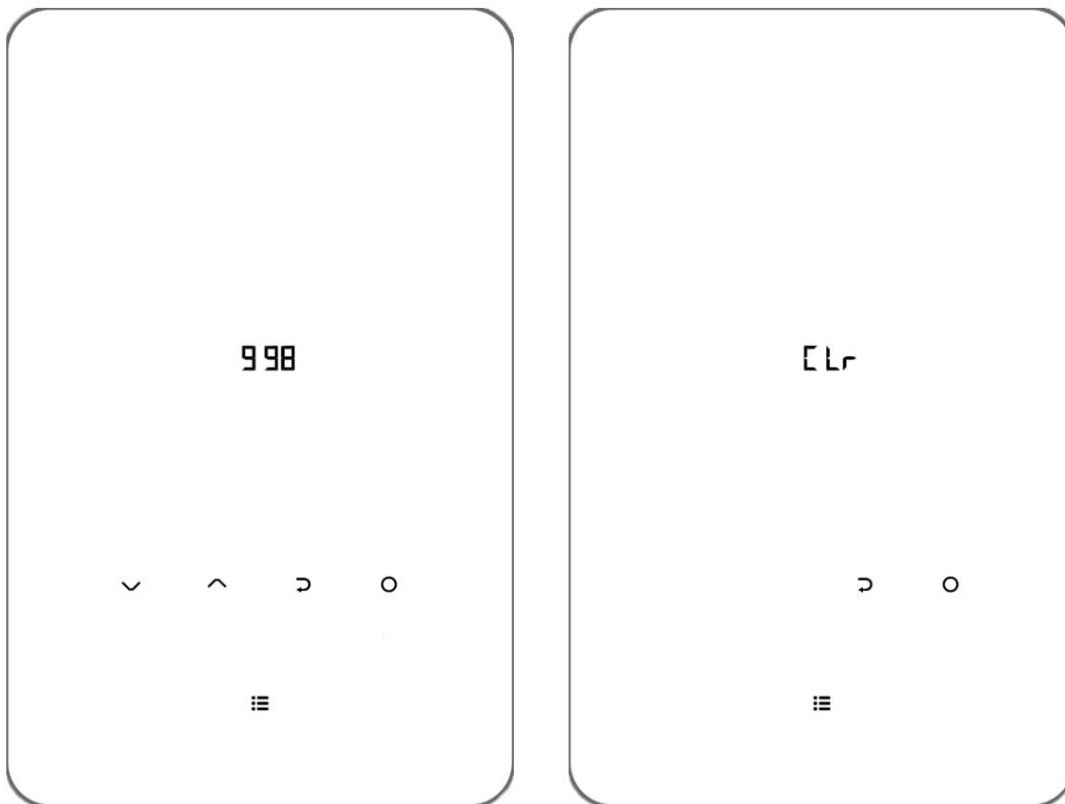
Click on the  and then CLr lifetime is displayed, press  reset the lifespan electrode at 0 o'clock.

Note:

The life of the electrodes is cumulative and is a maximum of 12,000 hours, which means that the electrodes must be replaced exchange.

After replacing the electrodes, reset the accumulation.

After restoring the factory settings, the original electrode life is not reset.



#### 4.5.5 Network configuration

Tap to enter the network configuration screen.  and then simultaneously hold down the buttons  and  for 3 seconds, you will hear an intermittent buzzing sound.

During the network configuration process, the chlorinator remains in operation with the previous configuration.

The beeping stops when the network configuration is complete.

## 5 Adding salt



The chlorinator must be OFF during this operation and until the additive is completely dissolved. Operating the chlorinator with undissolved salt could irreversibly damage the cell and power supply and void the warranty.

Calculate the volume of the pool and add 1.5 to 3 kg of salt per cubic meter. The recommended salinity is 1.5–3 g/l. Make sure the chlorinator is unplugged during the entire salt addition process, and turn on the filtration system for at least 24 hours to allow the salt to completely dissolve.



For newly constructed pools, wait at least four weeks before adding salt to a pool with a freshly applied cement (concrete) surface finish, or consult the pool contractor.

The salt dissolving process can be accelerated by using a pool cleaner. Using a kit from a specialist pool store, check that the salt concentration is between 1.5 and 3 kg/m<sup>3</sup>.

The salt concentration may decrease over time due to rain or other regular freshwater input (top-up, backwash, etc.). Whenever the salt concentration needs to be adjusted, add salt as close to the return line as possible. Never add salt to the skimmers or near the drain hole.

## 6 Maintenance

### 6.1 Cleaning the electrodes

The intelligent polarity reversal system is designed to prevent reverse polarity of the electrode plates. corrosion and scale (default setting = 4 hours). However, if the water hardness is too high, regular cleaning may be necessary.

The cleaning process is listed as follows:

- Turn off the chlorinator and filtration, close the shut-off valves and make sure the power is disconnected disconnected switch.
- Place the cell upside down and fill it with cleaning solution so that the electrodes are submerged. Do not allow the cell cap to submerge.
- Leave the cleaning solution to work for approximately 15 minutes to dissolve the limescale deposits. Dispose of the cleaning solution at an approved waste recycling site, never pour it into the sewer or rainwater collection system.
- Rinse the electrode with clean water and place it back on the cell mounting sleeve (there is a mark for alignment).
- Open the shut-off valves and restart the filtration and chlorinator.
- If you are not using a commercially available cleaning solution, you can make your own by carefully mixing 1 volume of hydrochloric acid with 9 volumes of water (Caution: always pour the acid into the water and not the other way around and wear appropriate protective equipment!).
- Make sure that the polarity inversion cycle settings are adjusted to the hardness of the pool water.

### 6.2 ORP probe maintenance (Premium only)

#### 6.2.1 Cleaning the probe

In all circumstances, cleaning is recommended every 6 months. Dirt and grease trapped on the electrodes can also generally cause measurement errors.

The cleaning steps are as follows:

- Turn off the chlorinator, close the flow shut-off valve and unscrew the ORP probe from the holder.
- Wash the probe thoroughly in clean, preferably distilled water. Shake the probe gently to Remove the water. If necessary, use a cotton or paper towel.
- Turn on the control unit, insert the probe into the standard calibration solution (default 468 mV), and complete the calibration process.
- It is very important to calibrate the ORP probe at the beginning of each season, when re-commissioning, and after each probe replacement.

#### 6.2.2 Storage

If the pools are shut down during the winter, remove the probe from the cell and store it at a temperature of +5 to +30 °C in the probe storage cap filled with storage solution.

Other storage methods are not recommended.

**NOTE:** Never leave the probe exposed to the open air. If the probe has been dry for a period of time, it can be regenerated using standard calibration solution.

## 6.3 Maintenance of the pH probe (Premium/Medium)

### 6.3.1 Maintenance

It is recommended to clean and check the probe every 6 months. Dirt and grease trapped on the electrodes can also generally cause measurement errors.

The cleaning steps are as follows:

- Mix the probe in a glass of water with a tablespoon of detergent dissolved in it.
- Rinse it under running water and then leave it for a few hours in a glass of water to which 1 cm<sup>3</sup> of hydrochloric acid has been added.
- Rinse the probe thoroughly in clean water and shake gently to remove any remaining water. In case of necessity, use a cotton swab or paper towel.
- Recalibrate the probe.
- Calibration of the pH probe must be performed at the beginning of each operating season when the system is restarted into operation and always after replacing the probe.

### 6.3.2 Storage

If the pools are shut down during the winter, remove the probe from the cell and store it at a temperature of +5 to +30 °C in a probe container filled with storage solution.

Other storage methods are not recommended.




NOTE:

- With good maintenance, the probe can last for two to three years. If the probe is exposed to air, the original cap should be put on or it should be immersed in a glass of water.
- If the probe has dried out, it can be regenerated by leaving it in a glass of water for 12 hours, preferably with by adding a few drops of hydrochloric acid.

## 6.4 Dispenser maintenance (optional)

### 6.4.1 Maintenance

To verify the correct functioning of the dispenser, proceed as follows:

- Press the button  and turn the chlorinator OFF.
- Hold down the buttons to  and  for 3 seconds, the dispenser will rotate for 30 seconds, check the rotation and sound output.
- If necessary, apply lubricant to the peristaltic tube.

NOTE:

• **Inverte and Auto pH Mode:** The dispenser will automatically start every 3 minutes and at each cycle (30 s) injects approximately 90 ml of acid.

• **Manual mode:** The dispenser operates according to the set pH dosing volume.

The dosing roller rotates for 30 seconds with each cycle and injects approximately 90 ml of acid. The dosing frequency depends on the pH dose volume set (default setting: 50 ml / 24 hours) and the total operating time of the chlorinator in 24 hours.

- If the current pH value is equal to or lower than the set pH value, the dispenser will stop.
- If the pH probe detection fails or the E3 alarm (no flow) is displayed, the dispenser will stop.

## 7 Winterization and protection against low temperatures

The chlorinator is equipped with low temperature protection, which limits chlorine production (%) under adverse operating conditions, for example at low water temperature (winter season).

Active winterization = filtration and chlorinator remain in operation in winter:

Passive winterization = reduced water level and drained pipes; electrodes remain dry in their cell and shut-off valves are open.

Low temperature protection:

• Water temperature above 10 °C: The chlorinator operates in a preset mode (Inverter, Auto pH, etc.)

• 5°C < Water temperature < 10°C: Chlorinator is in operation, production is limited to 30%.

• Water temperature below 5 °C: Electrolysis is switched off. Error E5 is activated.

• After the activation of error E5, if the water temperature is between 5°C and 10°C, the electrolysis remains turned off.

• 10°C < Water temperature < 12°C: Chlorinator is in operation, production is limited to 30% and remains active indication A3.

• Water temperature > 12°C: Indication A3 is deactivated and the chlorinator operates in the preset mode.

Note:

• A temperature sensor must be installed to activate low temperature protection.

## 8 Overheating protection

Overheat protection is activated if the temperature of the power supply inside the main control unit reaches or exceeds 70°C.

High temperature (power supply)	70 °C ≤ Temperature < 80 °C	A. A4 Electrolyte performance limited to 30%
Overheating (power supply)	Temperature ≥ 80 °C	A. When an E4 error occurs, the electrolysis will automatically shut down. B. When the temperature drops below 68°C, error A4 is deactivated and electrolysis resumes.

# 9 Wi-Fi and iGarden App Instructions

## 9.1 Commissioning

### 9.1.1 Download the app to your smartphone

"iGarden" is available on the App Store and Google Play.  
please scan the following QR code:

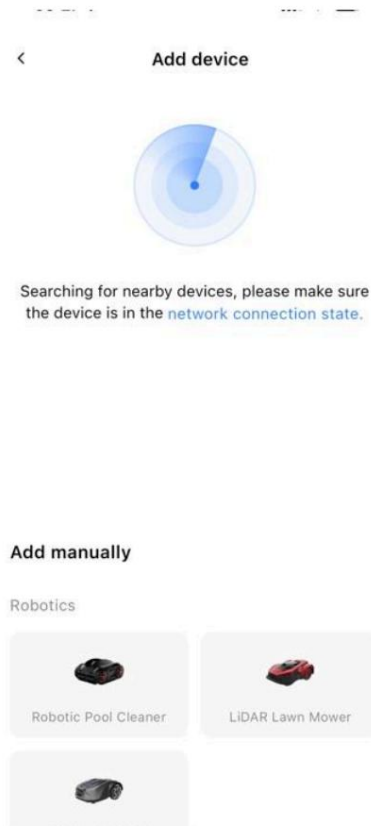
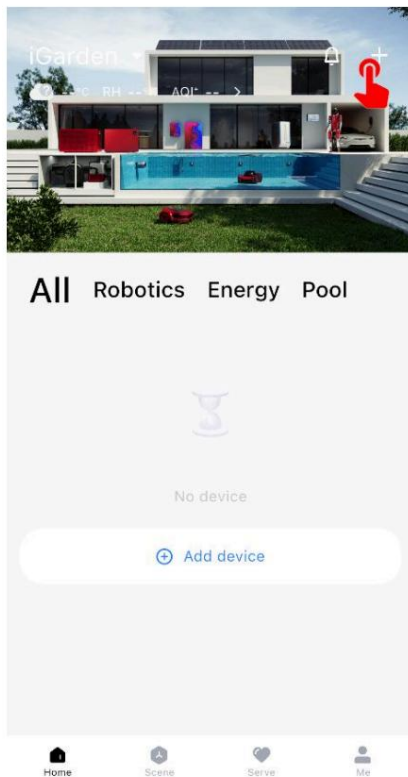






## 9.2 Network configuration

### 9.2.1 Automatic scanning

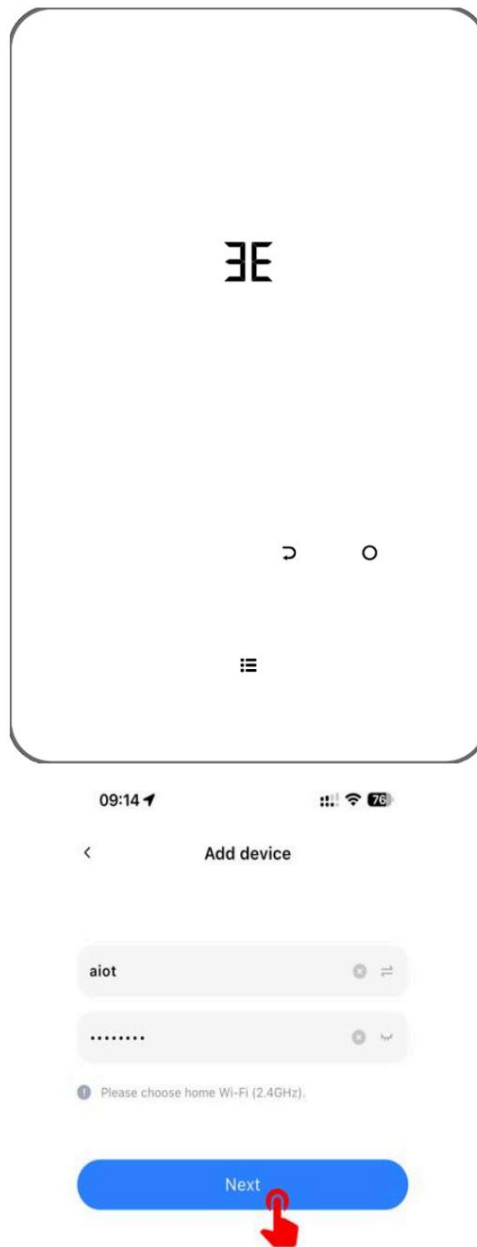
Turn on the chlorinator, Wi-Fi device, and Bluetooth on your phone.

In the "iGarden" app, tap the "+" icon in the upper right corner of the home screen, then tap "Add Device".



If the chlorinator is on the home screen, press the button  to enter the settings. Then hold buttons  and  for 3 seconds. When an intermittent beep sounds, the device will enter network connection mode .

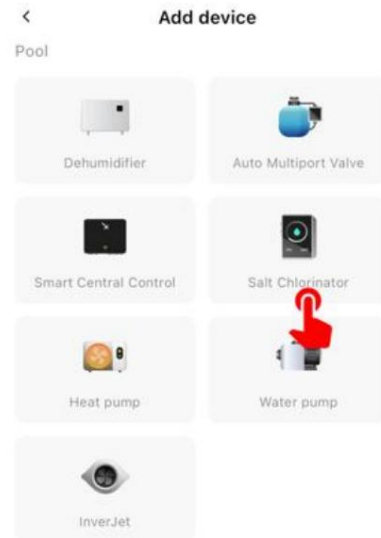
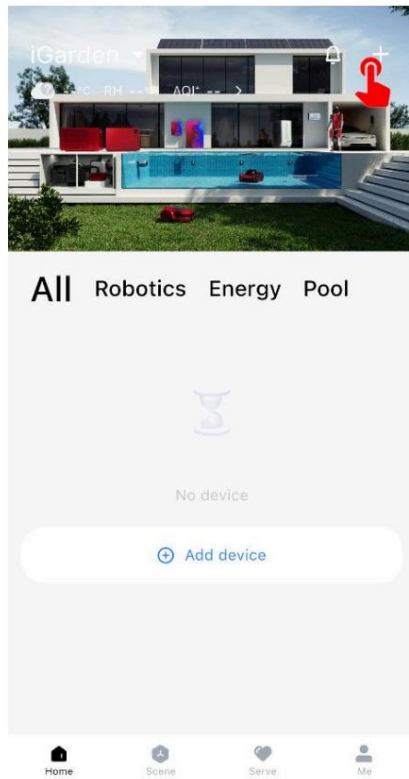
When the mobile phone finds the chlorinator, it will appear on the phone screen. Tap "Next", enter the Wi-Fi password, and tap "Next" again. The device will then automatically connect to the app.







## 9.2.2 Wi-Fi hotspot

Turn on the local , Wi-Fi devices and Bluetooth on your phone.

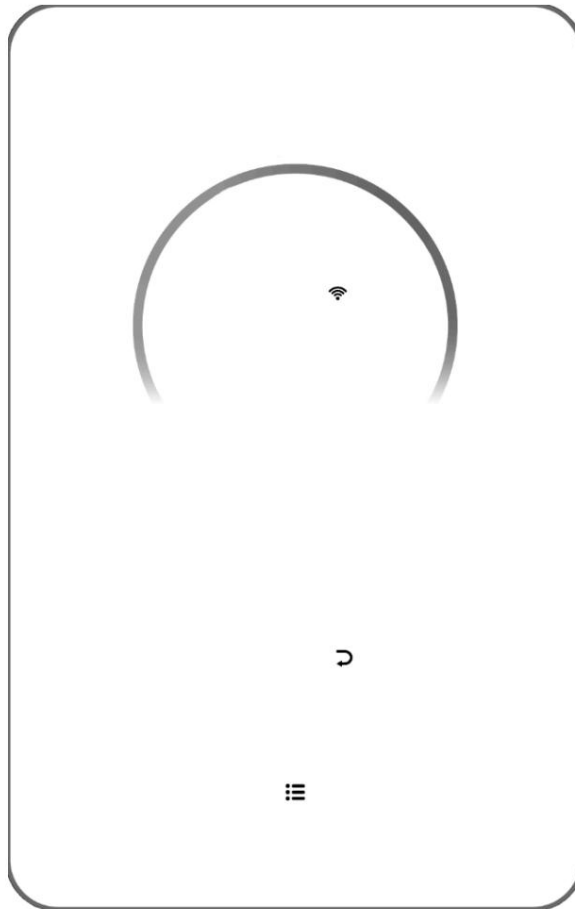
chlorinator Open the “iGarden” app, tap the “+” icon in the upper right corner of the homepage, and then tap “Add Device”.

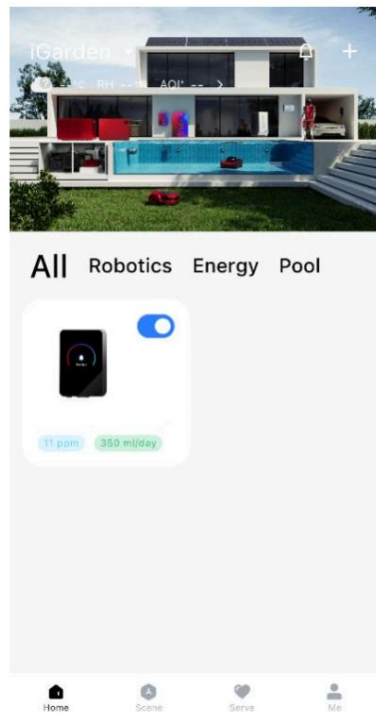
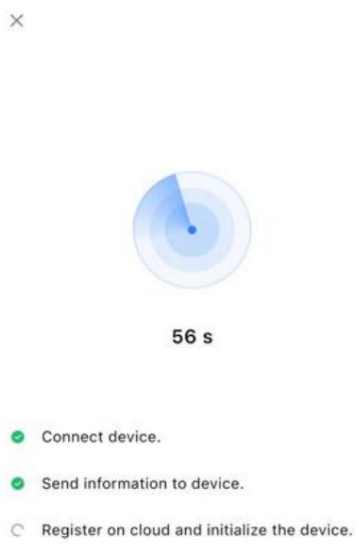
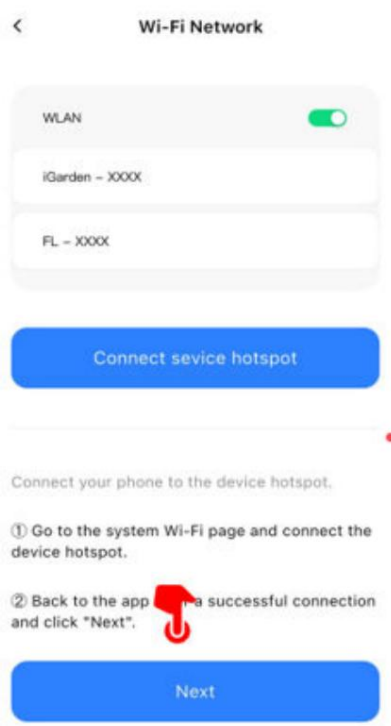
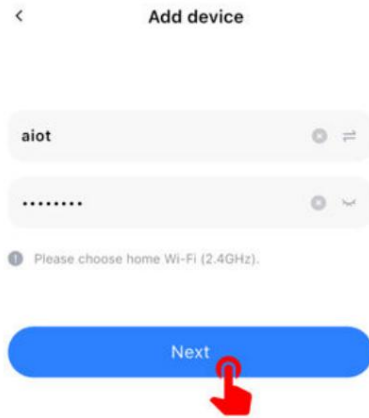


• Enter your home Wi-Fi network password and tap “Next”

• If the chlorinator is on the home screen, tap  go to settings, hold down the buttons    for 1.5 seconds, when an intermittent beep sounds, you will switch to network mode connection •••.

• After the chlorinator enters network connection mode •••, connect the mobile phone to the hotspot thus:

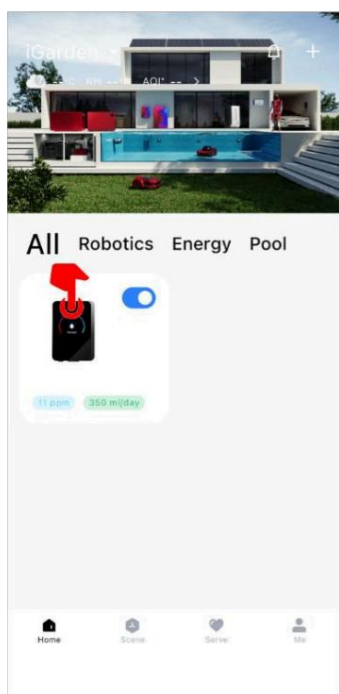




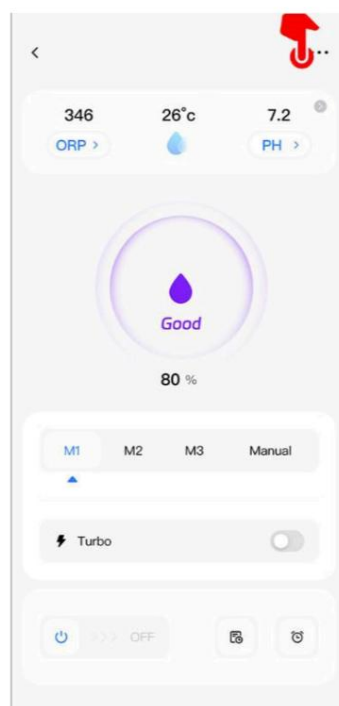
## 9.3 Remove control

After configuring the network:

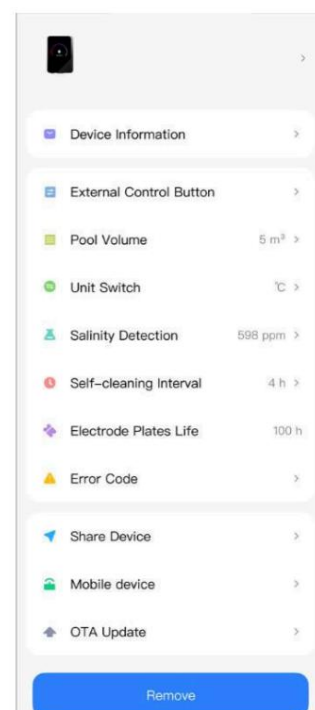
- On the home screen of the iGarden app, the user can tap the chlorinator icon to enter its main screen. The blue slider can be used to turn the chlorinator on or off.
- The chlorinator main screen displays the current operating parameters and the selected mode. The user can adjust target values, timers and switch between modes.
- Tap “...” in the upper right corner to enter the Device Details menu, where the following items are available: Device Information, External Control, Pool Volume, Salinity Calculation, Polarity Reversal Interval, Electrode Life, Error Codes, Device Removal.



iGarden home screen



Chlorinator main screen



Device details

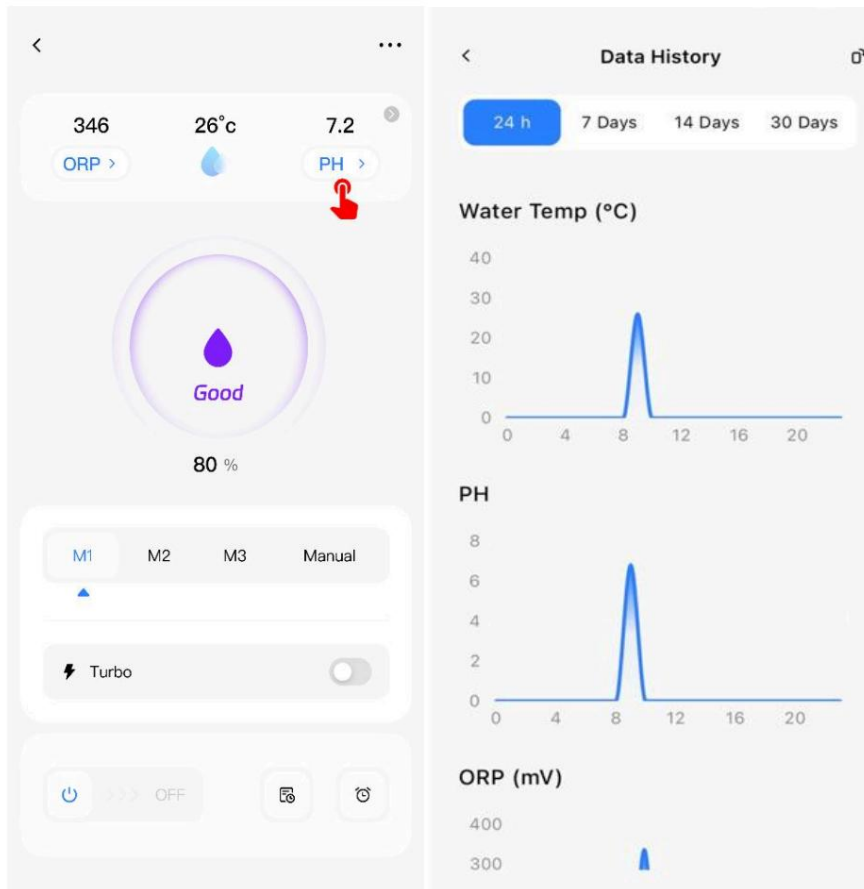
### 9.3.1 Data history

- Enter the data history on the chlorinator main screen.
- The last 24 hours, 7 days, 14 days or 30 days data will be displayed.

• Tap the icon

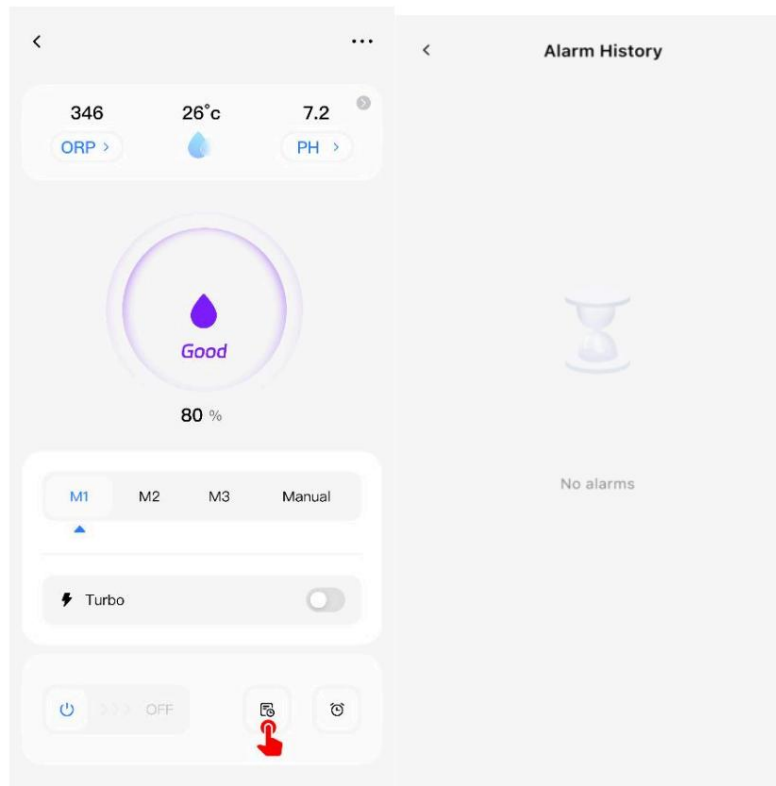


in the upper right corner to enlarge the data table.



### 9.3.2 Alarm or error history

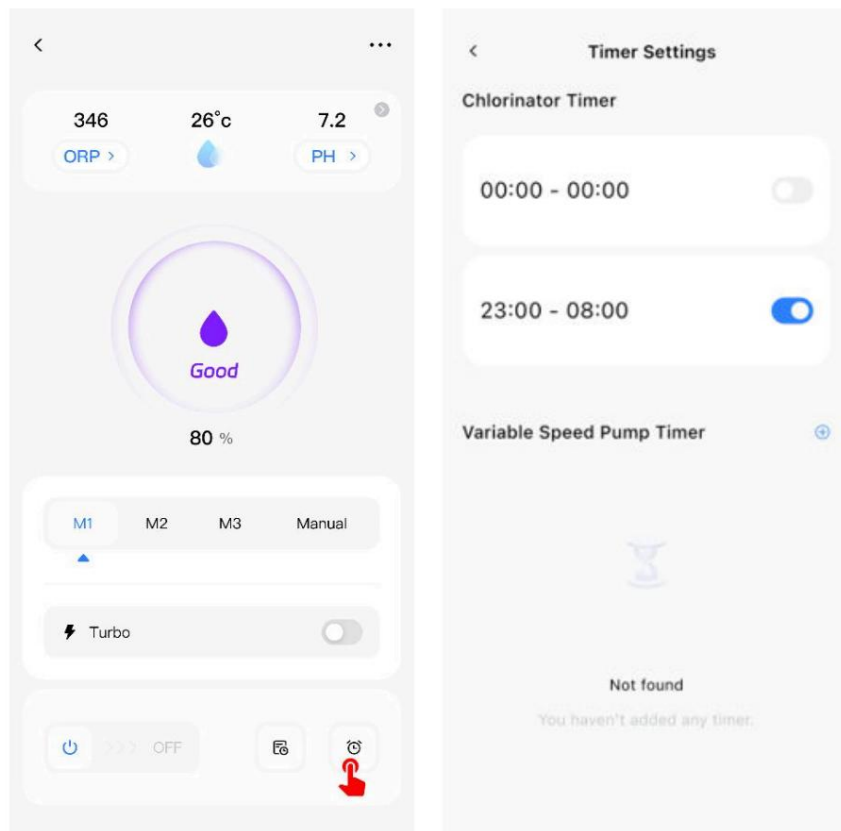
ÿ Enter the alarm or error history on the chlorinator main screen.



### 9.3.3 Timer settings

ÿ On the chlorinator main screen, enter Timer Settings.

ÿ Pure PRO timers include: 2 chlorinator timers, 6 variable speed pump timers.



### 9.4 Over-the-air (OTA) upgrade

ÿ Once an update is available, the update information will be displayed and tap "Update" now".

ÿ Or tap the brush icon in the upper left corner of the screen to go to the settings screen.

ÿ Tap "Device Update" at the bottom to perform the update.

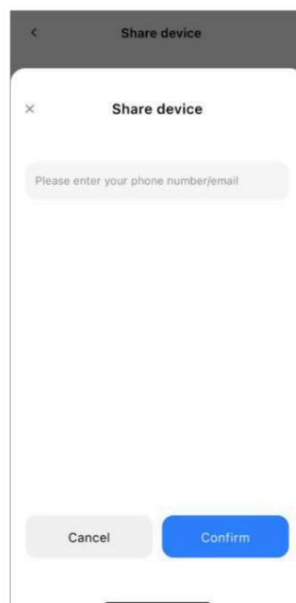
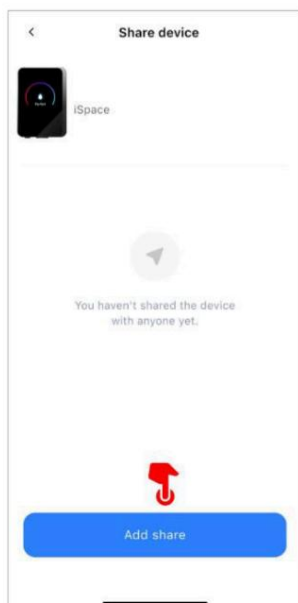
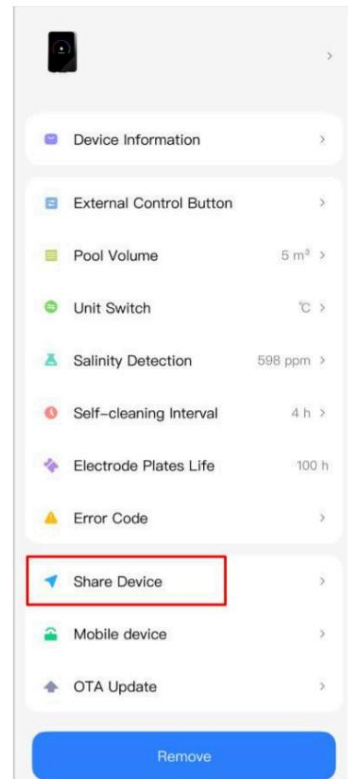
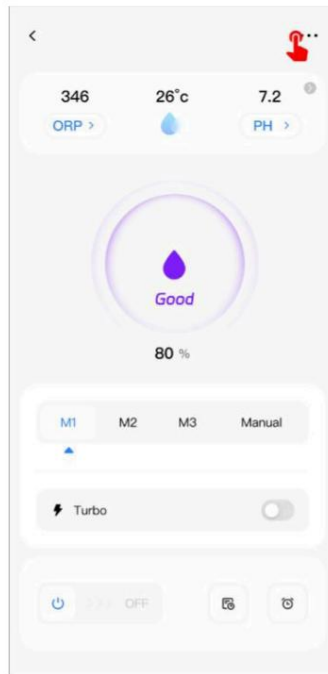
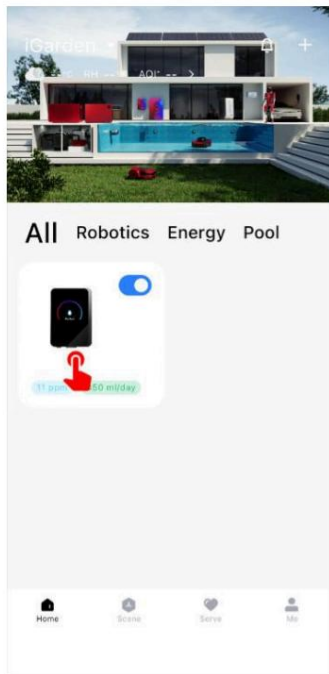
### 9.5 Device sharing

ÿ Download the app "ÿ iGarden " .

Go to the App Settings and tap "Share Device".

ÿ And add the mobile phone number of the corresponding shared person.

ÿ The user can view the device information at the same time.



## 9.6 Change language settings

- Click on "Me" in the lower right corner,
- Click • Swipe " Settings " button in the upper right corner, down and select "Language" to switch to the target language.

## 10 Error code and solution

Error code	Effect	Trigger	Removal	Note
A1 ACID TANK (Acid tank)	Indicator shines, device works in normal mode.	The pH values have not reached the set values.	1. Restart the chlorinator. 2. Automatically resumes normal operation once the set pH values are equal to the previous value.	1. Add acid to the tank. 2. Check the tightness of the entire dosing system 3. Try the following steps: - Check the pH probe connection - Clean the probe - Calibrate the probe and retest the pH value - Replace the probe. 4. The A1 alarm function can be turned off in <b>ÿP7ÿ</b>
A2 ADD SALT (add salt)	Indicator lights, device continues in normal mode of traffic	The detected pool salinity is less than 750 ppm.	Automatically resumes normal operation when salinity higher than 950 ppm	1. Add salt to the recommended level (1000–5000 ppm). 2. Check the water temperature. 3. Check the cell for excessive scale build-up or loss of coating. , whether 4. The A2 alarm function can be turned off in <b>ÿP8ÿ</b>
A3 Low temperature during heating cells	Chlorine production is limited to <b>ÿ 30%</b>	Water temperature detected temperature sensor is lower than 10 °C	1. If the water temperature is higher than 10°C, the chlorinator operates in the preset mode. 2. If the E5 alarm was active and the water temperature rises above 12°C again, the chlorinator will return to preset mode.	The installation should avoid direct sunlight or high humidity, protected is recommended place.
A4 Warning from high temperature control units	Production chlorine is limited to <b>ÿ 30%</b>	The internal temperature of the control unit is higher than	Control unit temperature < 70 °C – operation in preset mode. After alarm E4: control unit temperature < 68 °C – return to preset mode.	Only appears when a temperature sensor is installed.

<p><b>A5</b> <b>CALIBRATION</b> <b>SENSOR</b></p>	<p>The indicator lights up, continues in normal operation of traffic</p>	<p>Calibration was not performed. <b>completed longer than 180 days</b></p>	<p>1. <b>Factory reset settings</b> 2. <b>Complete the calibration.</b></p>	<p>The A5 alarm function can be turned off in <b>ÿP9ÿ</b></p>
<p><b>E1</b> Power supply abnormal</p>	<p>Suspended process electrolysis</p>	<p>If chlorine production is set to more than 5%, but currently The detected DC output is too low.</p>	<p>Automatically resumes normal operation once the DC output is will return to normal range.</p>	<p>1. Check the electrode connections. 2. Check the electrolytic cell for excessive scale formation or excessive coating loss. 3. Restart the chlorinator control unit. 4. Please contact the after-sales center.</p>
<p><b>E2</b> Unattained desired pH value</p>	<p>Suspended process adding acid</p>	<p>The pH values have not reached the set value for a long time.</p>	<p>1. Restart the chlorinator. 2. Automatically resumes normal operation once the pH setpoints are equal to the previous value.</p>	<p>1. Test the pH using other equipment. 2. Balance the pH level by adding additional chemicals 3. Try the following procedure: ÿ Check the probe connection. ÿ Clean the probe. ÿ Calibrate the probe and test the pH again. ÿ Replace the probe. 4.E2 Alarm function can be turned off in <b>ÿP5ÿ</b>.</p>
<p><b>E3</b> No flow</p>	<p>Suspended electrolysis process and the acid addition process</p>	<p>The detected flow condition is "OFF"</p>	<p>Automatically resumes normal operation when status detected flow switch "ON".</p>	<p>Insufficient water flow can be caused by: 1. Filter pump outlet. 2. Water valve closed. 3. Other possible reasons.</p>
<p><b>E4</b> Control unit overheating protection</p>	<p>Suspended electrolysis process</p>	<p>The internal temperature of the controller is higher than 80ÿ</p>	<p>It will automatically resume normal operation when the controller temperature drops below 60ÿ they turn off.</p>	<p>Installation should avoid direct sunlight or high humidity, a sheltered location is recommended.</p>
<p><b>E5</b> Low temperature in a cell</p>	<p>Protection article against low temperatures</p>	<p>Water temperature detected temperature sensor is lower than 5ÿ.</p>	<p>Water temperature &gt;12 , ÿ chlorinator operates in preset mode, water temperature back 12ÿ , to E5 and A3 off.</p>	<p>Only appears when a temperature sensor is installed.</p>
<p><b>E6</b> Air in the cell</p>	<p>Suspended electrolysis process and process</p>	<p>The water level in the electrolysis cell is low, the air sensor</p>	<p>Make sure there is sufficient water level in the cell and that the air sensor is</p>	<p>It may be caused by: 1. Insufficient filter pump performance.</p>

	adding acid	is in contact with by air.	submerged below the water surface	2. Closed water valve. 3. Other possible causes.
E7 pH disorder sensor Inverter Auto pH	Suspended acid addition process	Inside the control unit error occurred hardware communications.	An error has occurred inside the control unit. hardware communications.	1. Restart the chlorinator control unit. 2. Disconnect power for 10 seconds and reconnect to the chlorinator control unit. 3. Factory reset settings 4. Please contact the after-sales center
E8 Disorder ORP sensor Inverter	Suspended process electrolysis	External interference or internal fault component	Turn off the power for 10 seconds and restart; if the problem is not solved, contact after-sales service.	1. Restart the chlorinator controller. 2. Disconnect power for 10 seconds and reconnect to the chlorinator control unit. 3. Factory reset 4. Please contact the after-sales center
E9 Disorder power supply module	Suspended electrolysis process	External interference or internal fault component	Turn off the power for 10 seconds and restart; if the problem is not solved, contact after-sales service.	1. Restart the control unit. 2. Disconnect power for 10 seconds and reconnect the controller. 3. Restore factory settings. 4. Please contact the after-sales center.
EA Settings ORP not reached Inverter	Suspended electrolysis process	ORP values did not reach the set values. The alarm will turn on after 72 hours.	Automatically resumes normal operation once the set values are ORP equals previous value.	1. Test the free chlorine level using another device to make sure there is enough chlorine in the pool.  2. Fill the pool with the correct amount of stabilizer. 3. Add acid to balance the pH. 4. Activate TURBO mode or add more chlorine to reduce chloramine levels.  5. Check the cell for scale or water deposits.  did not lose its coating. 6. Try the following:  • Check the ORP probe connection. • Clean the probe.

				<p>ÿ Calibrate the probe and test the ORP value.</p> <p>ÿ Replace the probe 7.EA The alarm function can be turn off in ÿP6ÿ</p>
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# 11 After-sales support

## Important information for after-sales support

To best assist you when contacting our service department, please have the following information ready:

### Product information

- Serial number (located on the type plate)
- Virtual Device ID (available in the iGarden app)
- Device model

### Problem description

- Error code display
- Equipment readings and production status
- Frequency and timing of problems

### Usage environment

- Pool size, indoor/outdoor
- Actual salinity and ORP, pH, free chlorine levels
- Water flow and filtration time

Providing this information will help us resolve your issue more effectively. Thank you!

## 12 WARRANTY AND EXCLUSIONS

### WARRANTY AND EXCLUSIONS

If a defect occurs during the warranty period, the manufacturer will repair or replace such item or part at its option. Customers must follow the warranty claim procedure to obtain the benefit of this warranty.

The warranty is void in the event of incorrect installation, incorrect operation, inappropriate use, unauthorized intervention or the use of non-original spare parts.

The seller will also not accept complaints about mechanically damaged goods, goods that have been used or stored incorrectly, goods that have been significantly worn out or goods that have been used for purposes other than those intended by the manufacturer or seller. The seller will also not accept complaints about goods that have been installed unprofessionally or contrary to the instructions, modified or exposed to non-standard influences, such as increased humidity and dustiness of the surrounding environment. For a proper settlement of a complaint, it is also necessary that the goods are delivered complete and clean.

### Device Decommissioning

1. Turn off the power.
2. Turn off the power around the pool.
3. Disconnect the power cord.
4. Disconnect the motor cable under the controller.

## 13 DISPOSITION

When disposing of the product, please separate the waste as waste electrical and electronic equipment or hand it in to your local waste collection system.

The separate collection and recycling of your waste equipment at the time of disposal will help ensure that it is recycled in a manner that protects human health and the environment. Please contact your local authority for information on where you can drop off your water pump for recycling.

### MANUFACTURER:

**AQUARK MANUFACTURING LTD,**  
Suite 101, Building 15, Suite 401, 501, Building 16, No. 193, Jinlong Road, Dalong street, Panyu, Guangzhou, China

[www.aquark.com](http://www.aquark.com)

### Importer:

**POOLTECHNIKA sro**  
Nebovidy 220, Nebovidy, 664 48, Czech Republic  
[pooltechnika@pooltechnika.cz](mailto:pooltechnika@pooltechnika.cz)