

WATER CARE

Ace Salt Sanitizing System Troubleshooting

Low Salt/Check Cell – Low salt reading can be affected by cell age, scale build-up (dirty cell), cold water, high chlorine, dirty filters, or dirty water.

- 1) Test water with a salt test strip
 - If the test strip shows the salt level is low, adjust with adding 1 cup of salt, (½ cup of salt for smaller spas) to the filter compartment, circulate for 5 minutes, and conduct a second salt test. Repeat if the test strip level is still low.
 - If the test strip shows a normal salt level, the cell may be clogged. Turn the spa power off. Clean the cell with 3 tbsp of pH decriaser, repeat if there is still a low salt reading. The filters may be clogged, clean the filters with filter spray or filter cleaning solution.
(Instructions on cell cleaning are in the Ace Owners Manual)

NOTE: Always use a Vanishing Act Calcium Remover Bag w/ every refill even if you have a water softener. If the Vanishing Act is not used at refill, the Ace cell will corrode w/ scale build up which can cause the cell to fail.

High Salt –

- 1) Test water with a salt test strip
 - If the test strip shows the salt level is high, drain 25% of the water from the spa and refill with clean water, run the jets for 5 minutes, and conduct another salt test with the test strips. If the salt level is still high, repeat with draining 25% and refill. If the salt level is high after the 2nd drain and refill, the whole spa will need to be drained and refilled.

Flashing logo light – The spa may need to have its 30 day check. The Ace water care icon and USE level will flash at the end of a 30 day cycle if the spa wasn't confirmed.

- 1) Confirm usage level
 - If the usage level was confirmed and the logo light is still flashing, access the Water Care system by pressing the Options hard button, followed by the Water Care soft button. (Limelight spas – press the Mode button, until the Ace menu is reached, then press the On button to enter the Ace menu)
(Instructions on 30 day check/confirmation are in the Ace Manual)

Ace Not Producing Chlorine –

- 1) Bring a water sample into one of our 3 Spring Dance Hot Tubs locations. After the water is tested, we will make recommendations.

Offline – Inspect Cell/Check Salt – The spa water may have a low salt level, high salt level, or the cell may be scaled up.

- 1) Test the water with a salt test strip, make adjustments if needed
- 2) Inspect the salt cell/clean cell, repeat if needed.
 - If the salt level is normal, the cell isn't scaled up and it has just been cleaned, call Spring Dance Hot Tubs service department for a service call.

Cloudy Water -

- 1) Test the water with the 5 way test strips.
 - If the chlorine is low, initiate a boost or manually add chlorine.
 - Clean filters, they may be clogged.
 - Check the pH level on the test strip and adjust accordingly.

