



Poor Water Flow

Poor water flow can be a symptom of various issues. You can diagnose the nature of the problem using these simple tips:

1. Firstly ensure there is adequate water in your pool. It may help to overfill your pool slightly as you may need to backwash some water out in the process of solving the issue.
2. Unplug your suction cleaner (Kreepy Krauly or similar) or return line pressure pool cleaner (Polaris 360 and similar) from the wall. At this point check if the problem still persists. If removing the cleaner has resolved the issue then carry on with the following procedures before consulting our 'My Pool Cleaner is not Working' FAQ's PDF.
3. Check your skimmer box thoroughly. Check that the weir door (if fitted) is moving freely and is not jammed in the upright position. Empty the skimmer basket and check skimmer box for any foreign debris.
4. Now check your pool pump. This is the main filtration pump and should have a clear plastic lid. Ensure this pump is operating normally and if you detect louder than normal operation, extreme heat emitting from the motor or a burning smell then immediately turn off the system and contact us on 9876 2931.
5. Assuming the pump is operating normally, turn the pump off and remove the lid. Check the lid for cracks as even a small fracture will cause the pump to draw air. Replace the lid if it is cracked or faulty.
6. Empty any debris from the pump basket and refit basket into pump.
7. Ensure the pump lid o-ring is clean, properly fitted and in good condition. Clean the lid and o-ring before replacing.
8. Now refill your pump with water, replace the pump lid with o-ring securely in place and turn the pump on. Allow any air to bleed from the system and once fully primed, reassess your water flow issue. If a problem still persists carry on with the following tips.

Having carried out the above procedure you have eliminated several potential problem areas. Now check the filter.

Check your pressure gauge. Is the pressure higher or lower than normal? Higher pressure suggests an issue exists within the filter or return line. Lower pressure suggests there is still a problem with the pump or suction line, if you believe this to be the case contact us on 9876 2931.

For media filters (sand/glass/Zeolite):

Carry out a backwash and rinse as per our 'How do I Backwash my Filter' PDF.

Has the issue been resolved?

If not then try running the system with the filter in the 'Recirculate' position (turn off pump before selecting) which will bypass the media bed of the filter. If this resolves the problem then you may require a media change or filter upgrade. Should this not resolve the issue then it is time to book an on-site service via our website or on 98762931.

If you are using a cartridge filter:

Remove and thoroughly clean the filter element. If this does not resolve the problem then you can try running the filter without the cartridge. If you now have adequate water flow it may be time to replace your filter cartridge.

If a problem still persists contact us on 98762931.