

What do I do if I have poor or no water flow?

Poor water flow or no water flow can be caused by various issues.

You can try to diagnose the problem using these simple steps:

1. Ensure that there is adequate water in your pool and that the water level is at least halfway up the skimmer box. It may be helpful to overfill your pool slightly as you may need to backwash your filter (sand filters only).
2. Unplug your suction cleaner and remove the vacuum plate. At this point check if the problem still persists. If removing the cleaner has resolved the problem, the cleaner is likely to be the issue. Please refer to "Troubleshooting problems with your cleaner" in the Handy Hints section of our website.
3. Thoroughly clean your skimmer baskets and check your skimmer box for blockages. Also check that the weir door (if fitted) is moving freely and is not jammed in the upright position.
4. Ensure that your main filtration pool pump is operating normally. If you detect that your pump is operating louder than normal, extreme heat is being emitted from the motor or there is a burning smell, immediately turn off the system and contact The Poolstore on 9583 1470.
5. Assuming that the pump is operating normally, turn the pump off and remove the lid. Ensure that the lid still has an o-ring and that there are no cracks. If the pump does not seal properly it will draw air. Empty any debris from the pump basket and refit the basket into pump. Clean the lid and o-ring before refilling the pump with water and replacing the lid. Allow any air to bleed from the system and once fully primed, reassess your water flow issue. If a problem still persists contact The Poolstore on 9583 1470.

Having carried out the above procedure you have eliminated several common problems. If the issue remains, you should check the filter:

Check your pressure gauge: is the pressure higher or lower than normal?

1. Lower pressure suggests that there is still a problem with the pump or suction line – contact The Poolstore on 9583 1470 to book a pool technician.
2. Higher pressure suggests an issue exists within the filter or return line.
 - For media filters (sand/glass/zeolite):
Backwash and rinse your filter – if this does not solve the issue, turn off your pump and run your filter in RECIRCULATE. If this resolves the problem you may require a media change or filter upgrade. Contact The Poolstore on 9583 1470 for further instruction.

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

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