

# INSTRUCTIONS

## BEFORE YOU BEGIN

For BEST results, before using ePool, you must take a sample of your pool or spa water into your local pool supply retailer for a water chemical analysis and bring your pool into balance. ePool will not provide accurate readings on pools or spas with grossly unbalanced levels.

**IMPORTANT: DO NOT plug the receiver into your computer without first installing the software. Download from [www.game-group.com/epos](http://www.game-group.com/epos) and follow the on-screen installation instructions.**

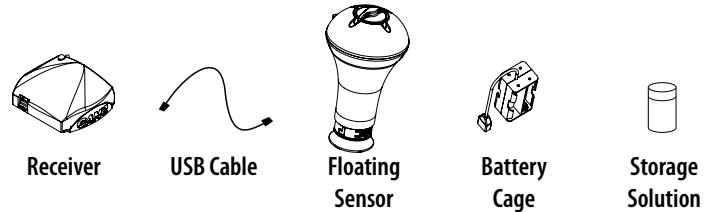
### Things You Need Before Proceeding

- Internet connection
- Four (4) fresh AA high quality batteries
- Dimensions of your pool (in feet or meters)
- Sanitizer used (i.e.: chlorine or bromine; liquid, tablets or granular)
- Your incoming and outgoing email account settings if using a private email (i.e.: your company email vs yahoo, gmail or hotmail)

**NOTE: Save this packaging – contains crucial storage components**

## In your ePool Smart System box

Keep the box, packaging and instructions for reference and storage.



### Minimum System Requirements

WinXP/Vista/7 on PC or Mac OS X on Macintosh, 1Ghz processor, 20M free disk space, 1G RAM, available USB port, broadband Internet connection for network features.

For best results, use a Laptop or Netbook. A Desktop computer within range may also be used but signal strength may vary depending on proximity to pool and building construction.

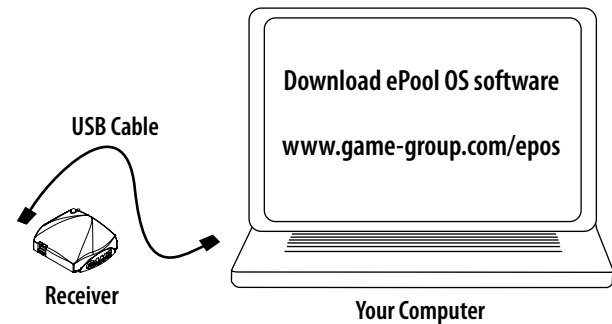
## 1. Software & Receiver Setup

**NOTE: Do NOT insert the USB cable into the USB port prior to the software installation.**

- Open your web browser to [www.game-group.com/epos](http://www.game-group.com/epos).
- Download and install the ePool OS software.
- After the software is installed, connect the receiver to your computer using the included USB cable.
- Open the ePool OS software and follow the on-screen software setup.

**IMPORTANT: To receive email and text alerts, your computer must remain on and connected to the internet.**

**NOTE: In order for the receiver light to function, your computer must be on.**

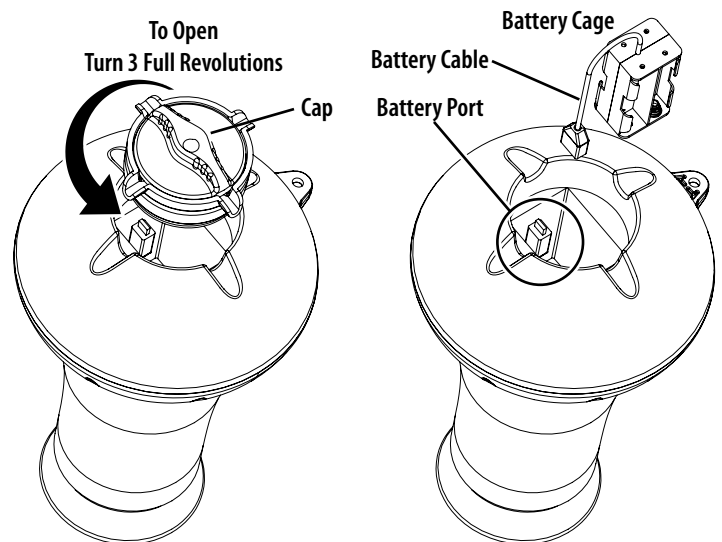


## 2. Battery Installation

- Remove the battery cover by turning the cap at top of the floating sensor counterclockwise 3 full revolutions, then pull it straight out. If the cap comes apart, reassemble ensuring the gasket is placed with the proper side up.
- Install four (4) fresh AA high quality batteries into the battery cage. Ensure the batteries are oriented correctly in the cage.
- Connect the battery cable to the battery port.
- Insert the battery cage and the cable completely into the sensor.

**NOTE: Make sure the cap and the battery compartment are clean and dry before assembling.**

- Replace the battery cap, making sure it is seated correctly. Twist the cap clockwise until tight. Do not over-tighten.



### 3. Floating Sensor Setup

As a precaution, we recommend wearing rubber gloves.

**NOTE: The sensor requires a moist environment during shipping or storage. Upon removal of the sensor cap, some storage solution (non-toxic Potassium Chloride) may spill out.**

- A. Twist the sensor base counterclockwise about ¼" (6mm). Pull it straight out to remove.
- B. Remove the sensor cap. **Save the cap for future storage with the original packaging.**
- C. Replace the sensor base, twisting it clockwise to lock into the open position, as shown.
- D. Place the floating sensor in your pool.

**IMPORTANT: Allow 8 hours for your pool chemistry readings to stabilize.**

### 4. Next Steps

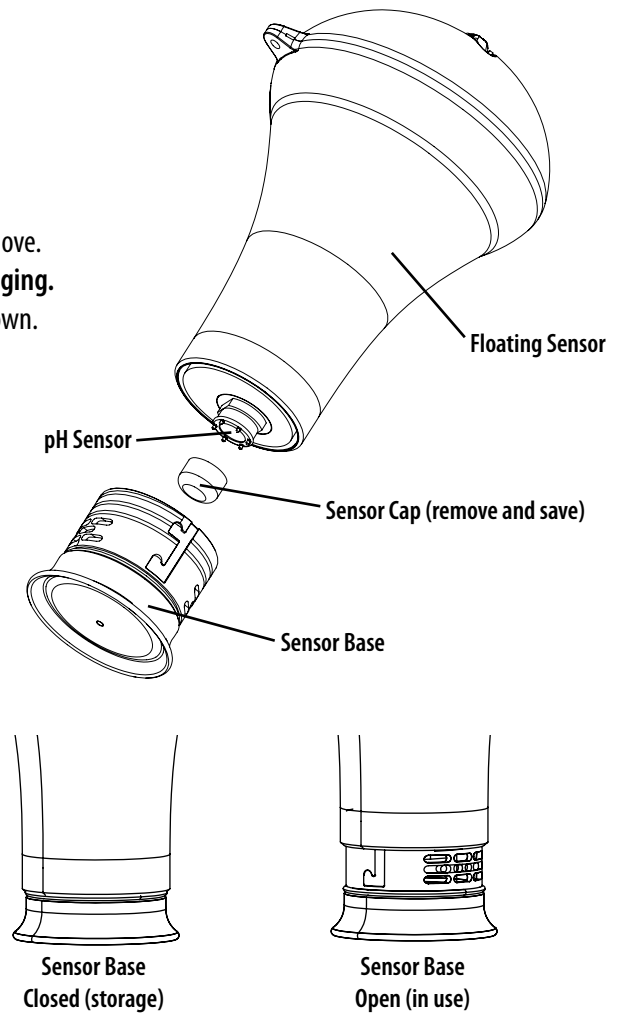
While ePool adjusts to your pool, the receiver light will be green.

- A. Open the ePool program. It will show "Stabilizing."
- B. After stabilization, the receiver light will either be green (pool is okay) or red (pool needs attention).
- C. Follow the on-screen instructions, adding any needed chemicals.
- D. After adding chemicals, click the Attention bar on the ePool screen. ePool will stabilize and provide an updated reading after 8 hours.

**NOTE: Always run your pool pump for at least 2 hours after adding chemicals to circulate them throughout the water.**

- E. Check the receiver light. If it is green, your pool is okay. If it is red, check the program for additional steps.

**We recommend you have your water tested periodically at your local pool store. ePool OS will remind you what to check, and when, based on general pool maintenance guidelines.**



### Storage

**IMPORTANT: If you winterize your pool, remove the floating sensor and follow the storage instructions. For temporary removal (i.e. pool repair, draining, high use, etc.), place the floating sensor in a bucket of pool water.**

**NOTE: The ideal storage environment for ePool is in the original packaging, in an upright position. Store in a cool, dry environment between 32°F (0°C) and 115°F (43°C).**

ePool must be properly stored to protect the pH sensor.

- 1) Unplug the receiver and USB cable from your computer.
- 2) Remove the floating sensor from the pool or spa and dry thoroughly.
- 3) Remove the battery cover and cage then disconnect the battery cable.
- 4) Remove the batteries and replace the empty cage into the compartment. Do not reconnect the cable.
- 5) Replace the battery cover.
- 6) Remove the sensor base.
- 7) Locate and rinse the sensor cap with warm tap water.
- 8) Fill the cap approximately ½ full with storage solution.
- 9) Gently push the cap with solution onto the sensor.
- 10) Replace the base. Twist and lock into place.

**NOTE: The sensor base must be in the CLOSED position during storage.**

### Pool Water Balance

In order to maximize your pool enjoyment and at the same time protect costly pool equipment, ideal values for the various pool parameters have been established by the American National Standards Institute (ANSI) and the Association of Pool & Spa Professionals (APSP).

### Suggested APSP Standards\* – Pools

	MIN	IDEAL	MAX
Free Chlorine, ppm	1.0	2.0 - 4.0	4.0
pH	7.2	7.4 - 7.6	7.8
Total Alkalinity, ppm	60	80 - 120	180
TDS, ppm	100	200 - 800	1500
Calcium Hardness, ppm	150	200 - 400	1000
Cyanuric Acid, ppm	10	30 - 50	100

\* Chart from [www.apsp.org](http://www.apsp.org)

\*\* See [www.game-group.com](http://www.game-group.com) for ORP to PPM conversions.

## Trouble Shooting

Check our FAQs online at [www.game-group.com/customer-assistance/faq](http://www.game-group.com/customer-assistance/faq)

Before calling Customer Service, please have the following information ready:

- Distance from computer/receiver to pool/sensor
- Computer operating system (Windows XP, Vista, Mac OS X, etc)
- Most recent full chemical readings (sample of your pool water taken in for testing at your local pool supply retailer)

## Battery Notes

- Do not mix old and new batteries.
- Do not dispose batteries into fire. Batteries may explode or leak.
- Do not mix alkaline standard (carbon-zinc), or rechargeable (nickel-cadium) batteries.
- Do not use rechargeable batteries.
- Clean the battery contacts and also those of the devices prior to battery installation.
- Supply terminal is not to be short circuited (+) (-).
- Non-rechargeable batteries are not to be recharged.
- Batteries are to be inserted with the correct polarity.
- Replace batteries ensuring the correct battery type, and as a simultaneous act.
- Remove batteries if product is to be left unused for a long time.
- Remove exhausted batteries promptly and dispose of properly.

Problem	Cause	Solution
Communication Error: ePool is not telling you what to do	Receiver is NOT within 150 feet of the floating sensor.	Move the floating sensor to within 150 feet of the receiver.
	Floating sensor is under a pool cover.	Uncover the floating sensor.
	Floating sensor is next to the pool edge/coping.	Move the floating sensor to a more centralized location in your pool.
	Batteries are dead.	Replace with fresh high quality AA batteries.
	Receiver is not plugged in or connection is loose.	Make sure both USB connections are secure.
	If you are still having problems, contact GAME at 1.888.339.2546.	
Receiver light is not on	Receiver is not plugged in or connection is loose.	Make sure both USB connections are secure and computer is turned on.
	If you are still having problems, contact GAME at 1.888.339.2546.	
Not receiving email or text alerts	Internet is not connected.	Reestablish internet connection.
	Computer is not turned on.	Turn your computer on.
	Your accounts settings are incorrect.	Verify your settings in the software or contact your email provider/administrator for the proper incoming and outgoing mail server settings.
	If you are still having problems, contact GAME at 1.888.339.2546.	
ePool software icon is not in the system tray	Program is not open.	Open ePool program.
	Program is corrupted.	Uninstall the software, reboot your computer and then reinstall the software from <a href="http://www.game-group.com/epos">www.game-group.com/epos</a> .
	If you are still having problems, contact GAME at 1.888.339.2546.	
pH Sensor Fault: pH is above or below measurement range	pH reading is 0.0 or very high (>9.0)	Sensor glass is broken and will need to be replaced. Contact GAME at 1.888.339.2546.
	pH readings are erratic, and will not stabilize even after calibration.	There may be air bubbles trapped under the sensor base. Slightly tilt the floating sensor and swirl it in the water or sensor may need cleaning (see GAME web site for details).
	Glass on sensor may be broken.	Remove sensor base. Check to see if the glass on the sensor is broken. If it is, contact GAME at 1.888.339.2546.
	Your pool water is out of balance.	Take a sample of your pool water to your local pool supply retailer to confirm the reading. If necessary, add the appropriate chemicals to bring your pool back into the correct range. Then re-calibrate the ePool OS software (see Advanced Menu in the software).
	If you are still having problems, contact GAME at 1.888.339.2546.	
Chlorine Sensor Fault: Sanitizer/chlorine is above or below measurement range	Floating sensor is in an unbalanced location.	Move the floating sensor to a different part of your pool, away from your floating chlorinator which would cause higher than normal readings. Allow 8 hours for your pool chemistry readings to stabilize.
	There may be air bubbles trapped under the sensor base.	Slightly tilt the floating sensor and swirl it in the water or sensor may need cleaning (see GAME web site for details).
	Your pool water is out of balance.	Take a sample of pool water to your local pool supply retailer to the confirm reading. If necessary, add the appropriate chemicals to bring your pool back into the correct range. Then re-calibrate the ePool OS software (see Advanced Menu in the software).
	If you are still having problems, contact GAME at 1.888.339.2546.	

**IMPORTANT: DO NOT RETURN PRODUCT TO STORE**

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

**1.888.339.2546**

(press 135 at any time)

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

**CAUTION:** Changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

**NOTE: THE MANUFACTURER IS NOT RESPONSIBLE FOR ANY RADIO OR TV INTERFERENCE CAUSED BY UNAUTHORIZED MODIFICATIONS TO THIS EQUIPMENT. SUCH MODIFICATIONS COULD VOID THE USER AUTHORITY TO OPERATE THE EQUIPMENT.**

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Please visit our website, [www.game-group.com](http://www.game-group.com), for potential updates to these instructions.

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