



TROUBLE SHOOTING

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 www.game-group.com/epos .
	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.	



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