

TROUBLESHOOTING AND SUPPORT

What should I do if I notice an issue with the system?

If you experience any issues with your PureStar system, please start by referring to the troubleshooting table in the user manual. If the light on top of the PureStar unit is flashing, this table will help you interpret the error code. The manual also provides important guidelines on water chemistry, operational speed ranges for variable speed pumps, and other vital system performance metrics.

If you've gone through these steps and the issue persists, don't hesitate to contact AquaStar Pool Products Technical Support at (877) 768-2717 for further assistance tailored to your specific situation.

What happens if there's a power outage?

The system will automatically restart when power is restored.

How do I know when the system is working?

The PureStar system is equipped with LED indicators that signify its operational status, serving as your primary source for monitoring the system's functionality. However, as an added layer of verification, you may also observe bubbles entering the water. The presence of these bubbles typically confirms that the system is actively dispersing ozone. Should you find an absence of bubbles, it could be a sign that the system requires attention. For further troubleshooting, consult the user manual or seek professional assistance.

Will the PureStar system affect my pool's water temperature?

Ozone has no effect on water temperature. Standard pool heating or cooling methods should be used as needed.

Who do I contact for customer support?

For any queries or technical issues, contact AquaStar Pool Products Technical Support at (877) 768-2717.