

Nature's Pure Ionizer Troubleshooting Guide

1. Correctly working Ionizer

When the Ionizer is working correctly you will see the following:

- Power light on
- Active light on when pump is on high
- Chamber light off

2. Issue: Power light is not on

- Check that the ionizer is plugged in to a 110V/20amp GFCI receptacle
- Make sure that the power cord is pushed in all the way on the ionizer unit
- Cycle the power by unplugging and plugging the unit back in
- Check the breaker

3. Issue: Power light is on but Active light is not on

- Cycle the power waiting 5 minutes before turning it back on
- Make sure the pump is on high
- Test TDS level (needs to be over 1000 for active light to come on)



4. Issue: Chamber light is on

- If the active light has been on and the unit has been working correctly for the season the chamber light being on could indicate that the copper anodes are needing to be replaced

If all the steps above have been completed and it is still not working check the following:

- Check that the ionizer is plumbed in the correct direction. There is an arrow on the black part of the unit that indicates which way the water should flow through it.