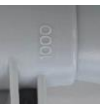
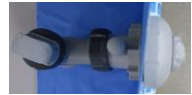


FAQ

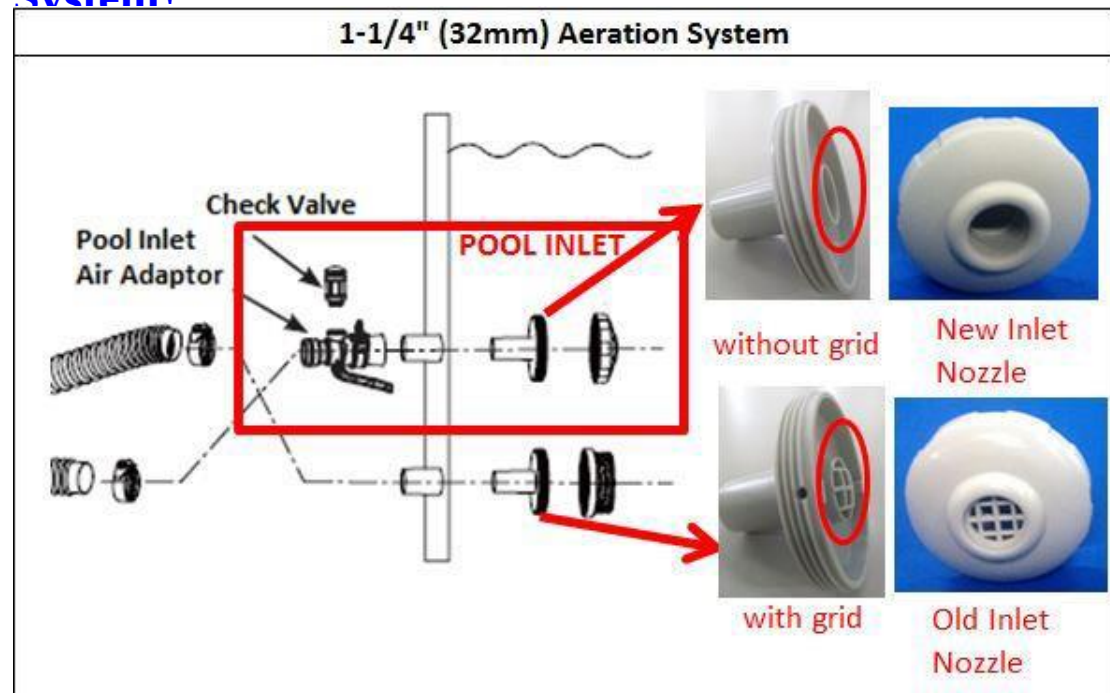
What should I do if there is no air bubble coming out

Problem	Cause	Solution
No Bubble	1. Low Flow Rate	1) Check if there is any other AGP accessories (skimmer, vacuum devices, solar mat or auto pool cleaner) connected to the filtration system circulation line. Disconnect them if any. 2) Check if there is any obstruction in the pool return water inlet fitting. 3) Clean, backwash or replace the filter cartridge/sand media. 4) Make sure all the plunger valves are fully open.
	2. For 32mm (1-1/4"): a) wrong/old strainer connector with grid attached to the pool water inlet side; b) old pool inlet nozzle with grid attached to the pool water inlet side. For 38mm (1-1/2"): a) wrong/old threaded strainer connector attached to the pool water inlet side; b) old adjustable pool inlet nozzle with grid attached to the pool water inlet side.	For 32mm (1-1/4"): The strainer connectors for pool inlet and outlet are different. Pool inlet strainer connector doesn't have grids compared to pool outlet strainer connector. Make sure they are connected to the right holes on the pool respectively. The old strainer connector and pool inlet nozzle has grids whereas the new ones don't have. Make sure to use the new parts. For 38mm (1-1/2"): Make sure the new inlet threaded air connector is attached to the pool water return inlet side together with the new pool inlet adjustable nozzle. The new pool inlet parts do not have grids.
	3. Hydro aeration device connected to the pool water outlet fitting.	Make sure the hydro aeration device is connected to the upper pool return water inlet fitting (higher hole).
	4. Small aeration adaptor used with large/tall pools. Higher pool wall increases the water pressure in the inlet aeration adaptor which impedes air from sucking into the water circulation system.	Use the correct hydro aeration device according to the pool height: see " page 2 "
	5. Air jet valve not facing upwards because the hydro aeration device is upside down or sideways.	Make sure the air jet valve is facing upwards.  WRONG  CORRECT

the pool inlet nozzle?

	Aeration System Set Item #	Image	ID marked on fitting	For System flow rate (g/h) Up to	Pool inlet air adaptor part #	For fitting size	Included in pump model #	For pool overall height. Up to
1	12351			300	12366	32 mm (1.25in)	601, 602, 602G	76cm/30in
2	12352			500	12367	32 mm (1.25in)	603, 604, 604G	84cm/33in
3	12353			1000	12368	32 mm (1.25in)	637R, 638R, 638G	1.22m/48in
4	12354		 Dark grey 1050-1900	1050-1900	12371	38 mm (1.50in)	635T, 636T, 636G	1.22m/48in
							633T, 634T, EC07111, EC07221, EC07231, SF80110-1, SF80220-1, SF90110T, SF90220T, EC015110-1, EC015220-1, EC015230-1	1.32m/52in
5	12355		 White 1900-2450	1900-2450	12372	38 mm (1.50in)	SF70110-1, SF70220-1, SF60110-1, SF60220-1, EC020110-1, EC020220-1, EC020230-1	1.32m/52in

Which opening should I connect the Hydro Aeration System?



After loading the filter media into the tank and setting up everything, the water does not flow into the tank after opening the plunger valves (or removing the black hat-shape plugs) and setting the 6-way valve in filter mode?

To ensure water flows into the filter tank make sure both the inlet and outlet have no vacuum or skimmer attached, and open the pre-filter cover to purge air out of the system. Tighten the pre-filter cover back in place after the sand filter system is filled up with water.

What should I do if water is leaking between the six-way valve and tank rim?

If the six-way valve and tank is not properly sealed, it will result in water leaking. Check the tank O-ring and clamp to see if they are in place or tight enough. Make sure

there is no sand under the center pipe hub, and then place the center pipe hub into the tank. After filling the sand, clean the groove around the top edge of the tank where the O-ring sits, and then place the tank O-ring in the groove.

How does a sand filter system work?

The water from the pool flows through the pre-filter, up through the control valve, down through the sand filter media, up through the riser tube in the centre and out through the control valve back to the pool. Particles and contaminants in the pool water are trapped in the sand and clean water is returned into the pool.

How do I remove fine suspended particles?

Fine suspended particles may not be trapped in the filter bed but continue to be circulated in the pool giving the water a cloudy appearance and reducing visibility for bathers. This problem is more likely to occur in an outdoor pool due to the effect of the elements such as wind and rain. The pool water is prone to collect windblown debris like dust, algae, spores, insects and foot borne materials like soil and grit. In order to remove this finely dispersed material the use of a flocculants is necessary. This is a chemical which is added to the pool water and causes the particles to group together to form larger particles (flocks) which become big enough to be caught by the filter media and removed from the water. It should be stressed that flocculants must be used correctly at the recommended dosage rates and this is best achieved by dosing continuously by means of a dosing pump. Supplier's instructions must be followed. Over flocculation can result in cloudy water, because the flock has nothing to bind to.

What is the turn-around time on defective (Service Program) claims?

Processing time is approximately 1-2 business days from the date we receive the product. It is then shipped by regular mail or Fed EX Ground from Long Beach CA. Therefore, transit time will be determined by your location.

Can I pick up the products from your warehouse in Long Beach? (for U.S & Canada only)

No.

Do you accept COD (Cash on Delivery) or check?

What should I do if I do not have a credit card?

No. Our system does not accept COD (Cash on delivery) or check. We only accept Visa, Mastercard, American Express and Discover credit cards. Pre-paid credit cards can be used if they are from one of these four companies.(for U.S & Canada only)

What is the warranty period of the INTEX sand filter pump system?

It has a limited warranty of two (2) years from the date of the initial retail purchase. Keep your original sales receipt with Owner's Manual, because proof of purchase will be required and must be accompanied with warranty claim.

How do I handle the glass media?

For a safe handling, some precautionary instructions must be observed. Avoid creating dust when handling, using or storing crushed glass filter media. Always use respiratory protection, eye protection and wear gloves when handling. If sweeping up spilled material, dampen with water to avoid airborne dust formation. Pour material slowly into tank. If lung irritation occurs, move to fresh air and consult a doctor. If eye irritation occurs, flush eyes with fresh water for at least 15 minutes. Consult doctor if irritation persists.

How many functions does the INTEX sand filter control valve have and what are the functions?

INTEX sand filter control valve has 6 functions and a neutral (N) position for long term storage or winterization.

What is the advantage of using a sand filter pump versus a cartridge filter pump?

Sand filtration system requires less cleaning and maintenance of the filtering media compared to cartridge type, and is more cost effective. While filter cartridges have to be

replaced approximately every two weeks, the sand in the INTEX Sand Filter needs to be replaced only once every five years.

Does the sand filter pump system include hoses or other fittings to attach to an INTEX swimming pool?

If the sand filter pump is included in the complete pool package, it will include all fittings needed to attach the sand filter to the pool.

How do I verify if the pressure gauge is faulty?

The pressure gauge should drop to zero “0” when the motor is turned off. If it is faulty contact your INTEX Consumer Service Centre to replace it.

What is E.C.O.? What are the advantages of E.C.O. electrode compared with copper electrode?

E.C.O., or Electrocatalytic Oxidation, is an Advance Oxidation Process (AAOP). It is a powerful oxidant which oxidizes organic contaminants and destroys bacteria and algae. It provides stronger and safer pool water sanitation than the copper electrode.

My sand filter pump system fails to clean the water properly, do I have the right size for my above ground pool?

A residential sand filter system should be able to turn over the pool volume in approximately 8 hours. An undersized filtration system cannot keep up with the dirt and organic matter introduced into the pool. The INTEX Sand Filter is strong enough for even the largest INTEX pool, the 32'×16'×52" Rectangular Ultra Frame Pool.

What size and type of swimming pools is the sand filter pump system suitable for?

The sand filter pump system is suitable for residential above ground pool types with a volume of water up to 94,625 liters or 25,000 gallons.

How often should the glass media be replaced?

Every 8 or 9 years under normal operating conditions.

What should I do when water is leaking from the flange clamp?

Turn off and unplug pump. Remove the flange clamp, open the 6-way valve cover and make sure the tank o-ring is sitting properly on the tank groove and free of sands or debris. Replace all the components back and tighten the flange clamp bolt securely with the wrench supplied.

When will I receive my order?

Orders are shipped within 2-3 business days once the order is placed. Orders will be shipped by regular mail or Fed EX (depending on the size of the order). Therefore, transit time will be determined based on your location and shipping method. Go to FedEx website to check the status of your order with the tracking number provided.

What should I do if water is leaking between the six-way valve and tank?

Six-way valve and tank doesn't seal well will result in water leaking. Check the tank o-ring and clamp to see if they are in place or tight enough. Make sure there is no sand under the center pipe hub, then place the center pipe hub into the tank. After filling the sand, clean the groove around the top of the tank where the seal is located, then place the tank O-ring in the groove.

Does the color of the printing on the inside of the pool wall fade away with time and does it pose any health risk issue?

Excessive use of pool chemicals can cause the color of the inside wall printing to fade away faster, like a heavy chlorinated public swimming will cause a bathing suit color to fade

The sand filter fails to clean the water properly, and the water is still cloudy?

Small particles such as dead algae will sometimes be too small for the filter to remove easily. A Cellulose Fiber may be used to enhance the filter efficiency, follow the Cellulose Fiber's directions. Also, make sure to backwash the system every week, as this help to clean the sand and keep the system running efficiently.

Other than Intex Repair Kits (Item# 59632 or part#10114) what kind of glue do you recommend for Intex pools?

A PVC or silicon based glue for repairing camping mats, tents, shoes, inflatable boats, etc are suitable for INTEX pools.

What should I do when water is leaking from the pre-filter cover?

Open the pre-filter cover, remove the o-ring and apply petroleum jelly or vaseline over the o-ring, replace the o-ring and cover back. Make sure the cover is securely tightened by hand only.

What is the best way to remove algae stains from the pool liner?

Empty the pool, use a soft brush, mild detergent and water to remove algae stains from the pool liner. Thoroughly rinse and dry before refilling or storage.

What should I do if sand is returning to the pool during filtering operation?

Sand that is too fine will pass through the filter grid plate. Make sure only No. 20 grade Silica Sand (0.45 to 0.85 mm (0.018 to 0.033 inches) with a Uniformity Coefficient less than 1.75) is used. Also if the filter tank is not level, channeling can occur. If the sand

bed is channeled, high water flow through the channeled area will break up the sand and allow it to return to the pool. Also, the sand will go back to the pool if the center pipe or laterals are broken or misplaced. Replace the sand with the correct type, size and amount, and ensure the filter tank is level (Run RINSE function after each BACKWASH) and the center pipe and laterals are tightly connected. Refers to the owner's manual for details.

Can I use playground sand or sand from the beach in my sand filter system?

No. Playground sand and sand from the beach or other natural sources will contain impurities and not be uniform in granular size. You must purchase the recommended type of sand for the sand filter system. Sand is available from pool supply stores and many mass merchandisers. Using the incorrect type of sand will cause the system to malfunction and void it's warranty.

Does Intex ship to Canada?

Yes. Intex will accept replacement part orders, accessory orders, and warranty questions from Canadian consumers. For replacements on items other than Above Ground Pools and specific airbeds, please refer back to the original place of purchase. To order replacement parts please call 800-234-6839 or go to www.intexcorp.com.

Can grass grow through the ground cloth and / or pool liner?

Yes, in some cases certain types of hardy grass such as Bermuda or St. Augustine can grow through the liner. Before setting up your pool, it is recommended that you clear the area of these types of hardy grasses. INTEX will not be held responsible for grasses that may grow through the ground cloth and / or pool liner, as this is not a manufacturing defect. A ground cloth or tarp may be helpful in preventing this from occurring.

Water is present in the drain/waste outlet port or sediment transparent window, is this normal?

This is an indication that the internal diverter gasket and/or O-ring of the 6-way valve is worn out or torn, and may need to be replaced. Please contact INTEX service station listed on your Owner's Manual for replacement.

What type and size of media should I use with the INTEX Sand Filter system?

The recommended type is No. 20 grade silica sand, with specification of 0.45 to 0.85mm (0.018 to 0.033 inches) with a Uniformity Coefficient less than 1.75. Too fine of a grade of sand will clog too quickly, and too soft of a sand will break up and also cause clogging. Intex offers glass media as well, which is a better cleaning solution than sand. The particle size is 0.4 to 0.8mm.

How often should I change the sand in my filter?

Under normal operating conditions, residential filters should change the sand every 4 to 5 years. In areas with high air contaminants such as dust, leaves or any condition that requires frequent backwashing, the sand may need to be changed every 2 to 3 years.

Why is it necessary to backwash the filter media during the initial setup startup and how long I should backwash the media?

Brand new filter media is typically pre-washed and should not require extensive backwashing. However the transportation process may cause excessive abrasion and create impurities of fine particles in the filter media which require an extended backwash cycle at the initial setup startup. Backwash until clean, clear water runs through the sight glass or drain outlet port, about 3 minutes.

Winterizing your Above Ground Pool

Your pool can be easily emptied and stored in a safe place during the winter. However, many people choose to leave their pool up year round. In areas where freezing temperatures occur, there is risk of ice damage. It is recommended to drain, disassemble and store the pool in a safe place when temperatures drop below 32 degrees Fahrenheit. See "How To Drain Your Pool" section. Clean pool water thoroughly (If Easy Set Pool make sure the top ring is properly inflated). Remove the skimmer (if applicable) or any accessories attached to the threaded strainer connector.

Replace strainer grid if necessary. Be sure all accessories parts are clean and completely dry before storage. Plug the Inlet and Outlet fitting from the inside of the pool with the plug provided (sizes 10' and 12'). Close the Inlet and Outlet Plunger Valve (15', 18', and 24'). Remove the ladder (if applicable) and store in a safe place. Be sure the ladder is completely dry before storage. Remove the hoses that connect the pump and filter to the pool. Add appropriate winter chemicals. Consult your local pool dealer as different regions vary greatly. Cover pool with Intex Pool Cover. IMPORTANT: INTEX POOL COVER IS NOT A SAFETY COVER. Clean and drain pump, filter housing and hoses. Remove and discard old filter cartridge (keep a spare cartridge available for next season). Bring pump and filter parts indoors and store in a safe and dry area, preferably heated. STORING POOL FOR WINTER After draining pool, dry pool liner completely (100%). Sprinkle talcum powder on liner to prevent vinyl from sticking together and to absorb any water you may have missed. Roll pool liner to avoid creases and relocate to storage area. Place it in original carton if you saved it. Keep all small parts together with filter pump, manual, and pool, and then place in an area that will remain at room temperature throughout the storage season.

My pool has a milky color, do I need to change the water or is it treatable?

Water condition varies from country to country, states, region, and within specific zones and areas. In some regions the water could be "hard water", this is because the water contains excessive minerals, such as calcium and magnesium, thus causing the water to adopt a milky color. Check your local pool supply store for advice on water treatment and balance.

The air jet valve is leaking water when the filtration pump is not running, what should I do?

Leaking is caused when the air jet valve inner seal is broken or dirty due to air pollution. Turn on the pump so that the water will not leak. Unscrew the air jet valve to check if the seal is deformed or missing. Clean the air jet valve with water. Replace the air jet valve if problem persists. Place the valve cap on the leaking air jet valve to stop the leaking when pump is not operating, while waiting for the new air jet valve replacement. It is normal if there is some water dripping while the pump is off or the aeration system hasn't been used for a long time.

What are the benefits of the Hydro Aeration system?

1. IMPROVED WATER CIRCULATION AND FILTRATION 2. IMPROVED
WATER CLARITY 3. INCREASED NEGATIVE IONS AT THE WATER
SURFACE