



SUN SHOCK™ (IONIZER) FAQs:

Quick Start:

1. If it's not working right or you have questions, do not hesitate to contact customer support. We love helping customers!

Support@RemingtonSolar.com

Or 214-862-1055

2. After assembly, just leave it in your pool. It's really that simple
3. NOTE: Copper test strips show manufactured date, not expiration
4. If copper test strip reading is difficult, just leave the Sun Shock in your pool. Your pool is your best "test strip".
5. Your pool water should stay clear. Occasionally you may have to spot treat for algae. But overall, your pool water should stay clear.
6. The copper stick (anode) is designed to corrode. That's how the copper and silver are getting into your pool. That's what it's supposed to do.
7. Sun Shock needs at least 4-5 hours in the sun. (There is no battery, only a solar panel)
8. Cleaning tips. Clean when the anode is wet. Clean it outside. Just give it a little scrub with the wire brush or steel wool once every week or two.
9. Do not use any other chemicals in your pool. Have patience. Sun Shock really works, but other chemicals in your water can affect performance. Give them time to filter out.
10. If it's not working right or you have questions, do not hesitate to contact customer support. We love helping customers!
11. Replacement Parts are available RemingtonSolar.com/products



How does the ionizer work?

This solar water purifier protects against microorganisms by transforming your water into biologically healthy and algae-resistant mineral water. Using a safe and effective low power output, the Remington Solar water purifier acts as a trickle charger to generate ions from the sunlight. Works great in either salt-water or non-salt water pool systems! The Remington Solar Pool Sun Shock water purifier is the only purifier that, in addition to generating beneficial mineral ions, collects undesirable minerals such as calcium and iron. This has the effect of softening your water. The sacrificial mineral anode is designed to slowly erode away, and in the process will form a scale buildup which will require occasional cleaning. Don't let it scare you when you see mineralization buildup on the anode. It's supposed to do that!



How many units will I need for my swimming pool?

One Sun Shock per 22,000 gallons or less pools will keep your pool free from algae. You will need 2 or more if your pool is above 22,000 gallons.

How much Chlorine will I need to use?

We recommend using a small (2 to 3 parts per million) of sanitizer to keep your pool microbe-free. You may still use small quantities of chlorine, bromine, or a non-chlorine sanitizer. It's the large expensive quantities of chlorine that you no longer need to keep your pool crystal clear.

How often do I clean copper anode?

You will need to clean the copper anode every five to seven days, otherwise build up may occur in the basket preventing the minerals being released in the water properly. Also, this may cause a tear in the basket.

How do I clean the anode and basket?

Remove the unit from the pool, inspect for any damages on the panel and around the unit. Flip the unit over onto a soft surface such as grass (you may want to have a trash bag underneath the unit) and gently remove the nylon screw and basket from the anode. Remove the anode from the unit and give it a little scrub with the wire brush provided. **HINT: Easier to clean when wet. When dry, dusty mineralized residue can be irritating.**

Can I use a metal screw if I misplace or break the nylon screw that came with the unit?

No. A metal screw will interfere with the ionization process and will "fuse" into the copper. It must be non-metallic.

Please go to www.remingtonsolar.com to purchase a replacement or contact customer support.

What do I do if my pool has no algae and the water is crystal clear, but my copper test strip is not reading any copper in the water?

The copper test strips are very sensitive and may not read properly for various reasons. Chemicals previously used that have not filtered out of the water completely or possibly the chemicals your water company uses to treat the water locally can have the test strips read the copper level incorrectly. **If your copper strips are not reading the water with obvious readings, yet your pool water seems clear, then you really don't need to worry about the readings. Clear water means minimal (if any) algae growth and the Sun Shock is doing it's job.**

What do I do if I have algae, but the copper test strip reads the recommended level and the water is crystal clear?

Algae may occur in shaded spots (such as black algae on your plaster pool surface), most likely near the steps or the deep end of the pool, this is because of how your water is filtered and you will need to spot treat the algae with powdered chlorine. Let the spots disappear while you continue using your Sun Shock.



What do I do if my pool is cloudy?

Run your filter a little longer than normal for your pool and add a little extra chlorine if necessary.

PLEASE NOTE: Algaecides, conditioners, clarifies, etc., are unnecessary. Higher chlorine levels may be required with an increase in water temperature, increased swimmer load, rainfall, or new water added. If using liquid chlorine, add at or after sundown because the sun's rays quickly neutralize chlorine. The recommended levels are not absolute and may vary with changing water conditions. What works best for your pool is determined by experience. Allow your water to seek its own balance. Do not arbitrarily alter the pH, apply large doses of chlorine (AKA 'Shock'), add algaecide, add conditioner, or try to change perfectly clear water

How long does the unit need to be in the sun?

The Sun Shock needs at least 4-5 hours of sunlight. (Please note that you will need to have the unit in the water when it is in the sun or this may damage the unit). If your Sun Shock is NOT in the sun, it will not work. Therefore, you may need to tether it with a piece of string (just wrapped around the coil) in a sunny place in your pool.

Will the unit work if my pool is covered?

If the panel on the unit does not get direct sunlight it will not work properly. You can gently tether the unit to an area in the pool where the cover is lifted or cut a small hole in the cover for the unit to be placed in the pool.

What do I do if my pool has turned green?

If you have had a large amount of heavy rain or several overcast days, this may have caused the water to become imbalanced because the unit had no sunlight to be able to ionize the minerals properly. Simply shock your pool, run your filter a little longer than you normally would and let the water balance itself. If you add too many chemicals this may make the situation worse.

If you have had plenty of sun and the anode is not scaling, please contact customer support.

PLEASE MAKE SURE YOU HAVE THE CORRECT NUMBER OF UNITS FOR YOUR SIZE POOL. ONE UNIT IS GOOD FOR UP TO 22,000 GALLONS OF WATER, YOU WILL NEED TWO OR MORE DEPENDING ON YOUR SIZE POOL.

What do I do if my pH level is high?

The pH range may now be expanded from 7.2 - 7.8. The Chlorine-Free Sun Shock works well at higher pH values, so do not arbitrarily attempt to adjust the pH if it is within this recommended range. Keep in mind that the general idea is to use your Chlorine-Free Sun Shock just enough to maintain an adequate ion level, and to determine how little chlorine is necessary to keep the water clear. Allow the water to settle down and seek its own balanced condition.



Troubleshooting

I don't think its working

First, check to see if it's working. Remove the basket, but leave the anode screwed into the Sun Shock. Put the anode/coil into a clear glass of water. Make sure it's sunny outside. Look carefully at the coil/anode through the glass of water. After a few seconds, you should see bubbles form. The bubbles will look almost like "mist" or "cloudy" coming off of the coils. These are tiny bubbles of gas that's released with the copper ions that are going into the water. If you do not see these tiny bubbles, contact support@remingtonsolar.com.

If you DO see the "mist of bubbles", then your Sun Shock is working fine. However, if your pool is turning green, then it probably means that your Sun Shock is in the shade most of the day instead of the sun. You'll need to tie a string around the coil and tether it to a sunny place in your pool.

If your pool turns green while using Sun Shock...

See steps above. If you know it's working, but your pool turns green, then try moving to a sunny spot. You will need to treat your pool with chlorine (shock) to bring it back to clear, but you can keep your Sun Shock in the pool. If you know that it's ionizing, then if it's sunny, your pool should not turn green.

If it does, then recalculate the volume of water in your pool. If it's above 22,000 gallons, then you need two Sun Shock units. (It happens quite frequently that customers buy only one when they really need two.)

I see purple stains!

If you happen to notice a bright purple stain in or around your pool...or on the Sun Shock itself, it is a result of the presence of cyanuric acid. Sun Shock is designed to be used without any other chemicals. Cyanuric acid is typically used as a stabilizer in chlorine tabs or chlorine products. If you see more significant staining than simply around the Sun Shock itself, you may want to remove the Sun Shock until you can get your cyanuric acid levels down. There are several products on the market that claim to reduce cyanuric acid levels. You can also drain water from your pool and replace with fresh water. Sun Shock is designed to be used without chemicals. Copper and cyanuric acid can create a purple stain. The stain itself should dissipate, but it may take a few weeks if its stained your pool plaster.

Best way to clean

We have found the best way to clean your Sun Shock is outside, when the copper anode is wet. Carefully unscrew the vinyl thumbscrew and remove the basket. Brush the coils and anode with the wire brush included. (It doesn't have to be perfectly clean) Replace screw and toss it back in your pool.

Need Help? Have Questions?

Contact: Support@RemingtonSolar.com

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