



WARRANTY & TROUBLESHOOTING INFORMATION



Select Pool Products
3345 North Service Road Unit 104A Burlington, ON L7N 3G2
1-855-881-0889 info@selectpoolproducts.ca

HOW TO INITIATE A WARRANTY CLAIM

Please follow these steps to initiate a warranty claim:

1. Take photo of serial number and/or date code sticker on item.
2. If date code reflects a date which is out of warranty (however installed within the warranty period), an invoice or sales order must be provided for proof of install.
3. Record customer name & report issue.
4. Send email with photo, customer name and reported issue to: info@selectpoolproducts.ca or call 1-855-881-0889.
5. We will respond with a claim number and advise if/when a replacement part will be sent.
6. Please do not dispose of products. If required, we will provide shipping labels to return defective product.

WARRANTY DURATION

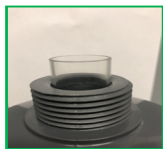


**2 YEARS ON VESSEL & BALLAST,
1 YEAR ON BULB/QUARTZ TUBE**

PuraVida UV System - Troubleshooting

1. The lamp will not illuminate:
 - a. Check power going to the unit.
 - b. Ensure filters are clean & baskets are empty.
 - c. Lamp life is approximately 10,000 hours of operation. Check the UV lamp to see if it is damaged or has become disconnected from the connector. Disconnect the power to the unit, remove the nut and confirm the lamp connector is firmly locked together.
 - d. If lamp will still not illuminate and is within warranty period, follow warranty procedure as outlined on page 2. If lamp is out of warranty, order and replace bulb - Part # T565HO for PSII-48PV and Part #T585 for PMIII-82PV. Follow directions in manual for replacing the lamp.
 - e. If lamp still does not illuminate after replacing the bulb, a new ballast is required - Part # UV-8/88 for both PSII-48PV and PMIII-82PV. If within the warranty period, follow warranty procedures on page 2.
2. Noise when unit is under pressure or unit leaking water:
 - a. If the quartz tube is not inserted straight down into the chamber and sitting inside the holder at the bottom, the unit will not completely seal. The quartz tube can shake or unit can leak. To fix, remove the quartz tube and reinsert, making sure that only 8mm of the tube is exposed above the unit. If more glass is exposed, the tube is not inserted properly. (See image below) Ensure o'ring is on quartz tube and is resting securely on top of thread.
 - b. If problem persists and tube is correctly positioned, there may be a 1-2 mm gap between the base of the tube and the bottom of the chamber as the water pressure can lift the tube. Please contact your local dealer or Select Pool Products to order a specially fitted o'ring for the top nut that will tighten the fitting and eliminate any possible gap.

Proper Quartz Tube Placement



PURAVIDA INSTALLATION MANUAL LINK:

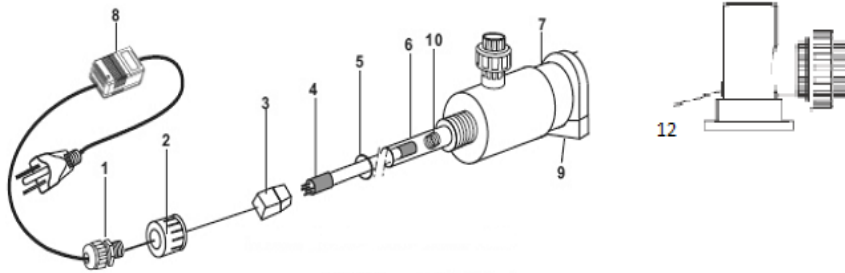
https://docs.wixstatic.com/ugd/c12aa0_f615f3c95c4b44ee3a04fdf8ae06968a2.pdf

WINTERIZING INSTRUCTIONS:

- Recommended operating temperature is between 2°C-40°C(36°F-104°F). Do not allow the unit to freeze before fully draining.
- Disconnect from power source.
- Unscrew unions for the inlet/outlet water flow.
- Carefully unscrew the drain plug counter clockwise.
- Tip the unit on a 45° angle to remove any standing water.
- It is highly recommended to store the unit in a dry and warm location.

For bulb replacement, general maintenance and quartz tube cleaning see manual below.

PURA VIDA - PARTS LIST



Item	Description	PSII-48PV Part #	PMIII-82PV Part #
1	Water Proof Strainer	PG13.5	PG13.5
2	Nut	01A	01A
3	Lamp Socket & Lead Wire	4P180	4P180
4	UV Lamp	T565HO	T585
5	Rubber O-Ring	21835	21835
6	Quartz Tube	245750	245910
7	Chamber	UP89730	UP114890
8	Ballast	UV-8/88	UV-8/88
9	Mounting Clip	89123	114123
10	Spring	1343	1315
12	Drain Plug	1/2"S	1/2"S



3345 North Service Road Unit 104A Burlington, ON L7N 3G2
1-855-881-0889 info@selectpoolproducts.ca