

Toucan Eco Active Troubleshooting Guide

| Problem | Reason | Remedy |
|---|--|---|
| When the green button is pressed to activate the solution, the light goes from pink to blue but then returns straight back to green. | <p>There may be too much salt in the tank (i.e., more than one pump of saline solution or one salt sachet).</p> <p>This will cause the electrochemical cell in the tank to shut down, the solution will not activate and the light on the activation box will return to green.</p> | <p>Switch off the device at the wall socket, and decant all the solution from the tank using the tap.</p> <p>Once the tank is empty, refill with cold water (no saline solution) to cover just above the electrochemical cell. Wipe the cell with a cloth; this is to remove any excess salt that may have accumulated on the cell. Again, decant the water so that the tank is now empty the cell is now clean</p> <p>Add the correct dosage of salt into the empty tank – it must always be empty when added.</p> <p>Fill tank with water and switch on the device. The green light will come on, press button and the light should go from pink to blue in quick succession and activation will start. Check that there is a slight fizzing around the cell to confirm the device is working.</p> <p>If the light continues to revert back to green after being pressed, please contact your supplier.</p> |
| When the green button is pressed, the light goes from pink to blue but no activation is taking place in the tank (i.e., no fizzing around the electrochemical cell or slight smell of chlorine being produced). | There may be too much salt in the tank or the activation unit is damaged. | Switch off the device at the wall socket and carry out the above actions. If this does not rectify the problem (i.e., light goes to blue but still no activation takes place), please contact your supplier. |
| When the green button is pressed, it goes to red. | The internal fan may have malfunctioned | Please contact your supplier. |

11/04/2023