

# + IonGen™ FAQ



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- The following pages contain a list of the most frequently asked questions pertaining to the installation and operation of the IonGen™ System. We recommend you read the IonGen™ Installation Instructions & Maintenance Owner's Manual before setting up or operating the IonGen™. There is a troubleshooting section included in the IonGen™ Installation Instructions & Maintenance Owner's Manual that may also be helpful in diagnosing and solving any issues you may be experiencing with your IonGen™



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### ■ How does the IonGen™ actually work?

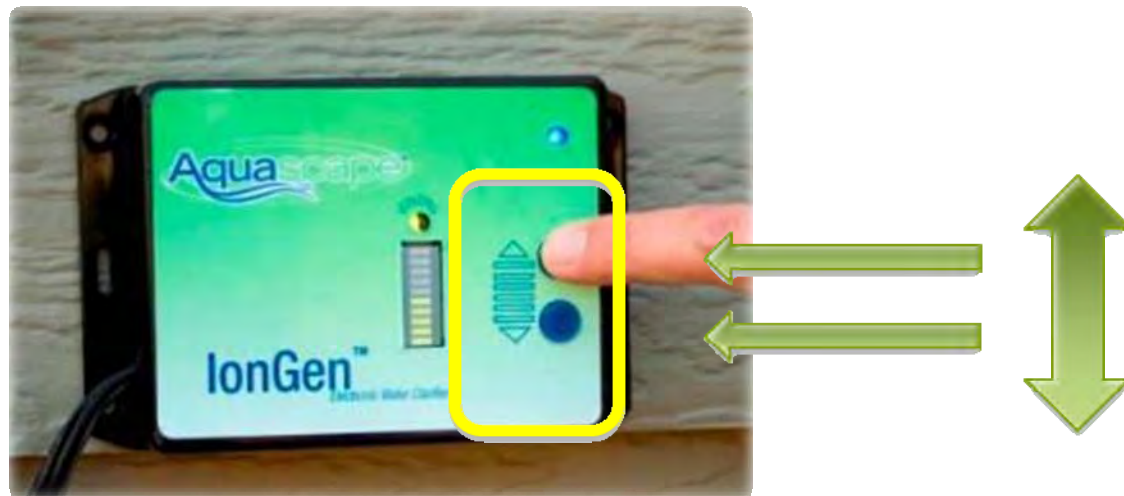
- The IonGen™ is a water clarifier solution for ponds, Pondless® Waterfalls, and other decorative water features. The IonGen™ reduces pond maintenance by significantly reducing the unsightly debris that attaches itself to the rocks and gravel throughout the pond, stream and waterfalls. A microprocessor inside the IonGen™ Control Panel causes the outermost atoms of the metal probe to lose an electron, creating a positive ion. The positive ion attempts to flow from one of the Probe's bars to the other and is swept away by the flow of water where the ion can begin to treat the water. The metal alloys in the Probe are scientifically blended and tested to produce maximum results. The IonGen™ System is safe for fish and plants and is not toxic to any animals that may drink from the pond,



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- **Does the IonGen™ automatically adjust the amount of ions?**
  - No, adjustment is made manually by raising or lowering the ionization level using the up and down buttons
  - Use visual cues related to the appearance of the water feature to determine if the ionization level should be raised or lowered. Try maintaining the ionization level at two or three bars and raise when needed. Unnecessarily maintaining the IonGen™ at full ionization power will exhaust the probe at a faster rate.



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- I've been testing my copper levels, but don't see any indication of copper on the test strips?
  - It is normal to not have any copper registering on the test strips as the copper is being utilized within the system at a rapid pace. Use visual cues to determine if the ionization level should be raised or lowered. It is always good practice to routinely monitor the copper levels in the pond. This is especially true of small ponds that have lower volumes of water, as the copper levels can rise quickly if left unchecked. The copper level should not exceed 0.25 ppm (mg/L).



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- **I've been operating the IonGen™ for several weeks and don't notice any difference?**
  - The IonGen™ releases a trace amount of ions into the water. The low dosing rate is what makes the unit safe for use in ponds. Larger ponds and ponds with poor water conditions will take longer to achieve the desired results due to the low dosing rate.
  - There are several things that will help improve results with the IonGen™
    - Make sure the control panel is working properly. See FAQ's on flashing ionization lights and power bar indicating lights.
    - Make sure the probe is receiving sufficient flow. This ensures the ions are being properly distributed throughout the water feature. Also, make sure that the probe is not clogged with debris. See FAQ's on sufficient flow and probe orientation.
    - Make sure the alkalinity is in the proper parameters. See FAQ's on alkalinity and evaporation.
    - It is recommended to clean and remove as much debris from the water feature as possible prior to installing the IonGen™.

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- Why is the ionization light flashing green?

OR

- Why can't I raise the ionization bars to the top?
  - This is typically related to insufficient water flow across the probe or insufficient water conductivity. The following pages will address how to troubleshoot.



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...Flashing green or not able to raise bars?



### ■ 1<sup>st</sup> make sure the probe is receiving enough water flow

- The probe should be located in an area where there is sufficient water flow to ensure proper distribution of ions throughout the water feature. If it is plumbed into the main water feature plumbing there will be more than enough flow.
- Also make sure the red dot on the top of the probe cap is orientated in line with the direction of the water flow (see diagram on following page).
- If the PVC Flow Chamber and Probe is not plumbed in-line and is set in the filter or up in the stream, try removing it from the PVC Flow Chamber and submerging the bare probe into the flow of water. This may provide better flow across the bars. Clean any bluish-green scale build-up off the bars.

### ■ How do you know if you don't have enough flow?

- Not able to raise the ionization level to full power
- Blinking green ionization light
- Frequent bluish-green scale build-up on the probe
- Not achieving the desired results



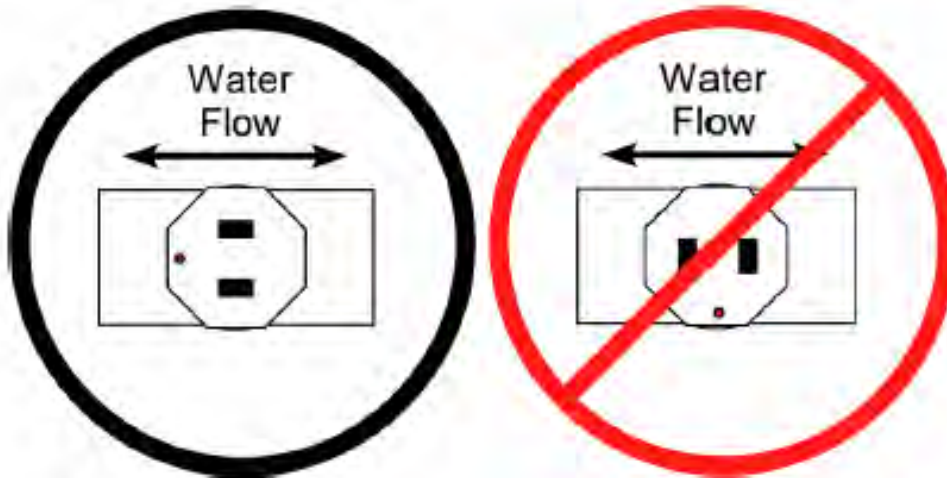
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...Flashing green or not able to raise bars?



## ■ Probe orientation

- Make sure the red dot on the top of the probe cap is orientated in line with the direction of the water flow. This will maximize the distribution of ions into the flow of water.



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...Flashing green or not able to raise bars?



- Probe may be clogged with debris, covered with bluish green scale build up or could be close to being exhausted
  - Inspect probe and remove debris or scrape of scale build up. Replace the Probe if the Probe's bars are exhausted (the bars will appear significantly deteriorated)



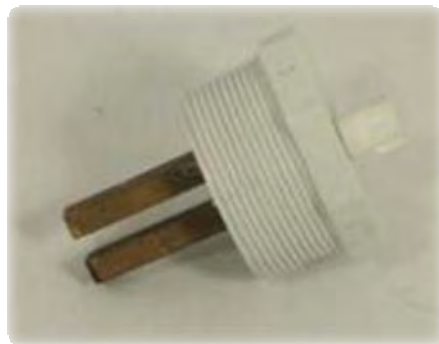
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...Flashing green or not able to raise bars?



### ■ Conductivity in the water may be too low

- If you've verified that there is enough flow, have inspected the Probe and you are still experiencing flashing green or the inability to raise the ionization level, you may need to increase the conductivity of the water. Add a small quantity of **Aquascape Pond Salt** (1/2 cup/100 gallons) to the water. This raises the conductivity and provides the Control Panel the ability to increase the activation and release of ions.



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- **The probe is exhausted in only several months?**
- Use visual cues related to the appearance of the water feature to determine if the ionization level should be raised or lowered. Try maintaining the ionization level at two or three bars and raise when needed. Unnecessarily maintaining the IonGen™ at full ionization power will exhaust the probe at a faster rate.



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- **Why is alkalinity important to the success of the IonGen™**
  - This is due to the relationship of Alkalinity and copper
    - Copper ions become ineffective if the alkalinity is above 250 mg/L (ppm).
    - A good range of alkalinity level is between 80-180 mg/L (ppm).
    - The max range is between 50-250 mg/L (ppm)
- **High evaporation can change the alkalinity**
  - Alkalinity levels in water features with high evaporation rates can be elevated and continue to elevate as the minerals are left behind and additional minerals are added within the new water used to top-off the water feature. Too high of alkalinity may be a reason why you don't see results with ionization or had good results, but then notice it decline later in the season. One easy way to reduce alkalinity if it gets too high is to conduct a partial water change.



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- **The water appears to be stained brown or brownish-green?**
  - This is more than likely the result of organic debris decomposing in the water feature.
  - Any of the following will help clear the water:
    - Use a debris net to physically remove organic matter from the bottom of the pond.
    - **SAB Stream and Pond Clean** contains bacteria and enzymes to help speed up and complete the break down of organic debris. Also includes a powerful phosphate binder.
    - **Rapid Clear Flocculent** clears cloudy or discolored water by clumping up suspended debris so it can be removed by the filter.
    - Water changes can be conducted. Always remember to use **Aquascape Pond Detoxifier** when adding tap water to remove chlorine and chloramines.
  - **For more information on these water treatment products please visit [www.aquascapeinc.com](http://www.aquascapeinc.com).**



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- For more information on the IonGen™ or any other Aquascape product please visit our website at [www.aquascapeinc.com](http://www.aquascapeinc.com).

