

Confessions of an Ace Repairman

The Hotsprings ACE Sanitizing System is a great idea but like most things has its limitations and characteristics. Just like any other salt system, it works on the same principles which include salt levels, dissolved metal levels, water temperature, flow and cell cleanliness.

Here are some information that you may or may not find find digging through a manual.

1. The ACE system can give false readings. Manually verify salt level with test strip. The salt level can say low even if it is ok or high. The optimal range is between 1500-2000. Once it gets to 2500 it will shut off and give and indicate service is needed and may even indicate salt is low.
2. Well water can cause false readings due to dissolved metals in the water such as magnesium, copper or iron.
3. Low flow to the cell will also cause problems. If filter is dirty this can be an issue. My source says to remove cell from inside filter and place in filter compartment and it will actually work better.
4. If water is below 98 degrees, the cell will not function properly. Water temperature increases the conductivity of the water so 98-104 is a normal usage temperature that it is designed to operate at.
5. If U1 & U2 lights are on at little black box, the cell is bad.
6. There are also software updates available to help with performance depending on model and manufacture date. This must be updated by an authorized Hotsprings dealer.
7. Many people have also found that cleaning the cell, switching the cell wires and resetting the control system will cause the system to work properly.
8. The ACE system does not reverse polarity so switching the leads monthly will help the cell to last longer.
9. Raising the hardness can also help with longevity but will require more frequent cleaning of the cell. This can be done by soaking in white vinegar for 30 minutes. Also, tasing hardness will require keeping the salt level around 1500-1700 as it will raise the conductivity of the water.
10. You can also check cell operation by doing a bucket test. Use water above 98 degrees and have salt at 1500-2000 and turn on. If functioning, it will start producing micro bubbles indicating chlorine production.