

Most Common Concerns & Troubleshooting

<p>The cover stops half way when opening or closing.</p>	<ul style="list-style-type: none"> • There may be debris inside the track. Clean the tracks out with a hose and water. • The ropes could be tangled around the rope reel. Lift the lid and check the reels. • Make sure all the water has been pumped off the pool cover. • The cover may be sticking to the deck. Use a garden hose to put water between the deck and the cover. Use a blower or a small rug or mat to break the seal.
<p>The cover is completely open and will not close.</p>	<ul style="list-style-type: none"> • The cover may have opened too far and come out of the track. Check the sensors. • If the indicator switch is not lit, you have lost power to your system.
<p>The cover is completely closed and will not open and making a noise.</p>	<ul style="list-style-type: none"> • Motor locked-up, possible gear or bearing issue, bad control board, broken drive pin, clutch screws sheared off or dogs not engaging.
<p>Why are there wrinkles in my pool cover?</p>	<ul style="list-style-type: none"> • Additional fabric is added to your custom pool measurement to accommodate the drop to water from the track. Approximately 1% shrinkage naturally occurs over the life of the pool cover. The extra material also assures proper strength of the pool cover for winterizing.
<p>What can I use to clean the pool cover?</p>	<ul style="list-style-type: none"> • Fresh water, a pool brush and terry cloth rags are always the first line items. Non-detergent low phosphate soap can also be used.
<p>Sometimes there is a small popping noise when I operate the pool cover.</p>	<ul style="list-style-type: none"> • Sometimes when the ropes are under tension, they drop off the high side of the rope reel and make a popping sound. This is completely normal.
<p>Cover is running rough and jerking.</p>	<ul style="list-style-type: none"> • The webbing is catching on the guide, cover sticking to the deck, the rope reel tension is too tight, debris in the track, sliders are broken, the recessed housing is full of debris, cover is catching at the splices or pulleys locking up.