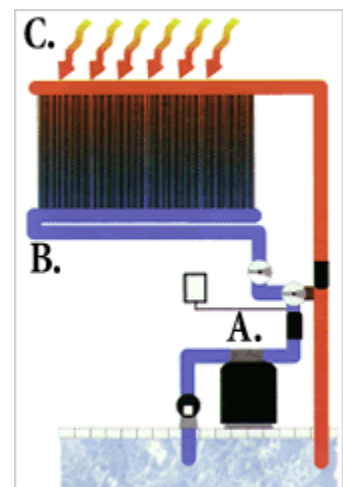


## Heliocol FAQ Section

- [How does Heliocol heat my pool?](#)
- [How does Heliocol save me money?](#)
- [When can I use my Heliocol system?](#)
- [Is there any maintenance involved with Heliocol solar heating systems?](#)
- [Does Heliocol work in all climates?](#)
- [Does Heliocol work when it is cloudy outside?](#)
- [Does my pool pump need to be on?](#)
- [Will Heliocol cause my pool to change color?](#)
- [Can Heliocol be used with my existing pool heater?](#)
- [What happens if the pool water is too warm?](#)
- [Where is the Heliocol solar pool heating system installed?](#)
- [Will a roof-mounted system harm my roof?](#)
- [How big of a collector do I need?](#)
- [Can I install a Heliocol solar pool system myself?](#)
- [Can I use Heliocol to heat the water I use in my house?](#)
- [Can I use a domestic hot water solar system to heat my pool water?](#)
- [Can I use a metal solar collector to heat my pool?](#)
- [How is Heliocol different from a solar pool blanket?](#)
- [Does Heliocol produce electricity?](#)
- [How do I purchase a Heliocol system?](#)
- [How do I find my local Heliocol dealer?](#)
- [What does the Heliocol warranty cover?](#)
- [What does ISO9002 mean to me?](#)
- [What does Heliocol's SRCC rating mean to me?](#)

## How does Heliocol heat my pool?

The Heliocol system uses the sun's energy to heat your pool. The sun's heat is transferred into your pool by circulating pool water through the patented Heliocol solar panel. In most cases, the pool's existing pump is used to circulate the pool water through the Heliocol panels. The water is continually circulated through the solar panels until the pool has attained the desired temperature.



[Back To Top](#)

### **How does Heliocol save me money?**

Owning a Heliocol system means drastically reducing or even eliminating expensive pool heating utility bills. Year after year, the savings continue while you extend your swimming season. Heliocol solar pool heating is the most economical way to heat your pool. Zero operating costs, virtually no maintenance and the longest and most comprehensive warranty ensures the savings will continue for decades to come.

[Back To Top](#)

### **When can I use my Heliocol system?**

Heliocol solar heating systems are designed to heat your swimming pool using free heat from the sun. The Heliocol system should be in operation during the daytime when solar radiation can be absorbed. A Heliocol system equipped with an automatic controller turns on and off effortlessly whenever there is sufficient solar energy.

In some regions, the use of a Heliocol solar heating system can lengthen your swim season to 12 months, while in other regions, Heliocol can drastically extend your swim season. Regardless of geographic region, you will enjoy months of additional fun in the pool without the added expenses associated with other fossil fuel heaters.

[Back To Top](#)

### **Is there any maintenance involved with Heliocol solar heating systems?**

A properly installed Heliocol solar heating system should require very little, or no, maintenance. Check your Heliocol solar heating system for proper operation at the beginning of each swimming season, particularly if it has an automatic controller.

[Back To Top](#)

### **Does Heliocol work in all climates?**

Heliocol systems are currently heating pools in all weather conditions around the world. Heliocol systems provide year-round pool heating in warm climates and extend the swimming season in colder climates.

The patented individual tube design and mounting hardware can sustain 180 mph winds and are guaranteed with the most comprehensive warranty of any heater available.

[Back To Top](#)

### **Does Heliocol work when it is cloudy outside?**

As long as it is daytime, the Heliocol system absorbs solar radiation. Any solar radiation absorbed by the Heliocol system is then transferred into the pool water. Therefore, even in cloudy conditions, the Heliocol system will heat your pool. It is important to note that increasing the number of solar panels in your system will help absorb more heat. As with any heater, using a pool blanket is advisable, as it will reduce heat loss.

[Back To Top](#)

### **Does my pool pump need to be on?**

Yes, the Heliocol system works by circulating water through the solar panels using your existing pool pump. Therefore, your pump must be in operation for sufficient water to flow through the solar panels.

[Back To Top](#)

### **Will Heliocol cause my pool to change color?**

The Heliocol system is guaranteed not to discolor your pool due to deterioration of the solar panel material. Heliocol panels are made of polypropylene with special ultraviolet inhibitor additives. Other manufacturers use cheaper grade plastics like EPDM or pure polypropylene, which are known to corrode and discolor pool water.

[Back To Top](#)

### **Can Heliocol be used with my existing pool heater?**

Some of our Heliocol customers choose to use their Heliocol solar heating system in conjunction with an existing pool heater. The Heliocol solar heating system is designed to serve as the primary heat source for your pool water, while your existing pool heater serves as an auxiliary, or backup, heater. By using a Heliocol solar heating system as your primary heat source, you can lengthen the life of your existing pool heater while minimizing the utility bills associated with heating your pool.

[Back To Top](#)

### **What happens if the pool water is too warm?**

An automatic controller allows you to set your desired pool temperature. When the desired temperature is reached, your Heliocol system will automatically turn off to maintain the desired temperature.

In some climates, the swimming pool can naturally reach uncomfortable temperatures during peak summer months. The Heliocol system can dissipate excess heat in the pool water by circulating the water through the collectors at night.

[Back To Top](#)

### **Where is the Heliocol solar pool heating system installed?**

Heliocol solar collectors can be mounted on roofs or any area near the pool that provides the proper exposure, orientation and tilt toward the sun. Ideally, Heliocol solar collectors should face south. However, an orientation up to 45 degrees east or west of due south will not significantly decrease performance as long as shading is avoided. Heliocol systems can also be installed on the ground or on racks.

[Back To Top](#)

### **Will a roof-mounted system harm my roof?**

Heliocol's individual tube design eliminates competitors' cumbersome and unattractive straps, which can damage roof surfaces. Instead, Heliocol's solar collectors are affixed with the patented Alligator Clamp, which minimizes or eliminates roof penetrations.

[Back To Top](#)

### **How big of a collector do I need?**

The area needed for Heliocol solar collectors to heat your pool depends on many factors. Depending on the pool's geographic location, roof orientation, pool configuration and your heating requirements, the surface area of a Heliocol solar heating system can range from 50% to 120% of the pool's surface area.

[Back To Top](#)

### **Can I install a Heliocol solar pool system myself?**

Though we recommend a Heliocol trained installer complete all installations, customers with basic plumbing skills can install a solar pool-heating system themselves. However, customers are advised to thoroughly read Heliocol's installation manual prior to installation to ensure compliance with manufacturer directives.

[Back To Top](#)

### **Can I use Heliocol to heat the water I use in my house?**

While Heliocol solar collectors are used around the world for heating swimming pool water, they are also used in many warm-climate countries to heat water for home use. Since Heliocol solar collectors do not require glazing, insulation or metal components, they are much less expensive and lighter weight than other domestic hot water solar collectors. It is important to note however that Heliocol solar collectors are not suitable for use during freezing weather or in areas which mandate that only copper pipes carry potable water. Be sure to check your local plumbing codes to ensure that you are in compliance.

[Back To Top](#)

### **Can I use a domestic hot water solar system to heat my pool water?**

Heliocol solar collectors are designed to heat large volumes of water (thousands of gallons) to relatively low temperatures (under 95 degrees Fahrenheit) by circulating the water at a relatively fast rate through the collectors. Domestic hot water systems raise a small volume of water (less than one hundred gallons) to very high temperatures (139 degrees Fahrenheit) by circulating the water slowly through the collector. These two different solar technologies are meant for different applications. A domestic hot water system cannot sufficiently heat a large body of water such as a pool to comfortable temperatures while a Heliocol system cannot reach the very high temperatures needed for domestic use. In addition, domestic hot water systems are made of copper, which deteriorates quickly when in contact with the corrosive pool water. However, in some countries, Heliocol systems are used to 'pre-heat' domestic hot water. Heliocol solar collectors do not require glazing or insulation making them much cheaper and lightweight than domestic hot water panels.

[Back To Top](#)

### **Can I use a metal solar collector to heat my pool?**

Metal collectors are generally made of copper tubing mounted on an aluminum plate. The disadvantages of metal collectors are that they are more susceptible to corrosion and freeze damage, and the copper tubes may react with your pool's chlorine if the pH level falls below 7.2. An abundance of copper ions in pool water may form dark-colored precipitates, which can coat the pool's walls. Only draining, cleaning and repainting the pool can remove discoloration.

[Back To Top](#)

### **How is Heliocol different from a solar pool blanket?**

The greatest loss of heat from a pool occurs from its surface due to evaporation. By reducing this evaporation loss, solar pool covers or blankets are very effective in lengthening the swimming season. However, it is important to note that there is a key difference between Heliocol solar heating systems and solar pool blankets. A Heliocol heating system adds heat to your pool while a pool blanket helps to maintain the heat that already exists in the pool water. When used together, your pool water can be heated and maintained at your desired temperatures most efficiently.

[Back To Top](#)

### **Does Heliocol produce electricity?**

No. Heliocol solar collectors heat your swimming pool water by sending water through individual polypropylene tubes that transfer the sun's energy to your pool water directly. Heliocol solar collectors are not designed to produce electricity.

[Back To Top](#)

### **How do I purchase a Heliocol system?**

Heliocol solar heating systems are sold through our global network of dealers. Locate a trained, authorized dealer in your area to schedule a customized solar analysis for your swimming pool by emailing [heliocol@umasolar.com](mailto:heliocol@umasolar.com). To view a list of our current dealers in your area, visit the "Find a Dealer" section on our website.

[Back To Top](#)

### **How do I find my local Heliocol dealer?**

To locate an authorized Heliocol dealer in your area, visit the "Locate a Dealer" section of our website. Alternatively, you can reach a customer service representative at **(800) 79-SOLAR** or via email at: [heliocol@umasolar.com](mailto:heliocol@umasolar.com)

[Back To Top](#)

### **What does the Heliocol warranty cover?**

Heliocol is the only solar collector manufacturer that grants a full 12 Year Parts and Labor Warranty (10 years outside the USA) on all of its manufacturer components. Heliocol guarantees that all Heliocol solar collectors and components will be free from defect in materials and workmanship in the manufacturing process under normal use and service. During that time, should a Heliocol solar collector or component exhibit a manufacturing defect, Heliocol will repair or replace the part without charge for parts or labor to the customer. Heliocol solar collectors are also warranted against internal freezing, so long as they have been installed according to Heliocol's installation guide.

[Back To Top](#)

### **What does ISO9002 mean to me?**

Relatively few manufacturers have the privilege of placing the ISO9002 emblem on their products. Only those companies performing at the highest levels in their industries have the ability to meet the requirements specified by this demanding international standard.

Heliocol's technical and engineering expertise coupled with the company's relentless pursuit of continuous product improvement have made it a perfect candidate for ISO9002. Over the two-year process necessary to gain certification, Heliocol's customer service record, product failure rate, and engineering processes were all carefully scrutinized.

The result - Heliocol is the first and only solar pool collector in the world to achieve the elite status of ISO9002 Certified.

[Back To Top](#)

### **What does Heliocol's SRCC rating mean to me?**

SRCC is an independent, non-profit organization dedicated to the development and implementation of certification programs and national rating standards that establish durability and performance criteria for solar energy equipment. SRCC rates the product's ability to effectively heat your pool in the area you live.

With Heliocol's SRCC rating, be rest assured that you are purchasing a solar collector with proven performance and tested integrity.

[Back To Top](#)