

## ADVANCED WATER CARE AND TROUBLESHOOTING

### Water is cloudy

- Check chemical balances with test strips. Adjust as needed. Calcium may be low.
- Filters are dirty. Remove and rinse out with garden hose and pressure nozzle. Consider purchasing FILTER CLEANER & DEGREASER and soaking filters overnight to get lotions, oils, cosmetics and detergents out. Then rinse filters out again.
- Add SPA SANITIZING GRANULES or EZ Clor Quick Dissolve and BALANCED SHOCK OXIDIZER and NATURAL CLARIFIER to hot tub water. Run pumps with cover off for 10-20 minutes.
- Drain, clean and refill hot tub water if your water is 3-12 months old. We offer this as a QUARTERLY SERVICE.
- Consider replacing your filters if your filters are more than 1-2 years old. Call us or go to our web site.

### Water is foamy

- Check test strip levels. May be low Calcium.
- **PRE RINSE your bathing is just warm water. You must get the detergents out of your suits that are in there from the washing machine.**
- The bathing suites also cause cloudy and smelly water.

[www.californiacustomhottubs.com](http://www.californiacustomhottubs.com)

1(888) 864-9300

### Water smells

- Add BALANCED SHOCK OXIDIZER per instructions on bottle to the water with the cover off and run pumps for 10-20 minutes. This reactivates the Chlorine or Bromine that is currently bound up with your sweat and breaks that bond and oxidizes the waste out of the water which was causing the smell.
- Drain, clean and refill hot tub water if your water is 3-12 months old. We offer this as a QUARTERLY SERVICE.

### Water is brown

- You have Iron or Manganese in your source water. Follow START UP instructions for wells in the Basic Water Maintenance instructions.
- The Iron or Manganese is reacting with your Chlorine, Shock and/or Bromine. The reaction can also clog your filters and require you to replace the filters.

### Water is green

- You have Copper in your source water. Follow START UP instructions for wells in the Basic Water Maintenance instructions.

### My pH keeps fluctuating up and down

- Use a pH stabilizer. We offer pH BALANCE if you just want to control pH.

### My chlorine level is always at zero

- Shock with Non Chlorine shock first. Test Chlorine levels 15 minutes later. If still zero. Move to next step.
- Check for Phosphates using a phosphate test kit found on our site. Phosphates use up Chlorine rapidly. It is added to source water to protect metal pipes from corroding, but should be removed from hot tub water.
- If you test positive (>100ppb) of Phosphates, purchase Phosphate Remover from our site or call us to purchase.

My skin is dry or itchy after use

- Add our Salt System to your hot tub. #1 recommended solution. This will significantly reduce dry skin and helps maintain clear safe water.
- Use a water conditioner. We offer ALL NATURAL WATER TREATMENT & CONDITIONER, 16 oz. bottle (1/2 – 1 bottle every three months) or SILK BALANCE, 76 oz. bottle (1 – 3 ounces every week). Both products soften water (SILK BALANCE softens better), stabilizes pH, and protects against low level bacteria. SILK BALANCE also coats the shell surface, internal plumbing and equipment to help prevent bacteria from colonizing on surfaces which can make destroying bacteria with low levels of sanitizer difficult. SILK BALANCE also helps prevent White Water Mold from forming on the plumbing so you can destroy it with a sanitizer.
- **WE OFFER EXTENDED WARRANTIES WHEN YOU SIGN UP FOR AUTOSHIP WITH EITHER ONE OF THESE TWO PRODUCTS.\* NO OTHER COMPANY OFFERS THIS!**

\*Extended warranty specifically includes heater manifolds, heater elements, pumps, pump seals, and individual removable jets.

Shell surface feels rough like sandpaper

- Check your chemical balances with your test strips.
- You have scaling. This is caused by high pH and high Calcium levels. The Calcium falls out of solution and forms a solid on all surfaces below the water line.
- Drop your pH to 7.2 to try and soften up the scaling.
- Drain all the water out. Scrub all the hot tub surfaces with a low pH solution of low dose Muriatic Acid and water. Make sure you get the low dose version. Muriatic Acid is very caustic and can cause shell damage if not properly diluted. Rinse tub surface well to remove all Calcium and Muriatic Acid from the hot tub.
- Replace filters since they are most likely clogged with Calcium. You can also try soaking the filters in the Muriatic Acid and water solution in a bucket overnight to try and dissolve the Calcium.

Shell feels slick or slimy

- pH is too high. Lower pH to 7.2-7.6
- Low sanitizer. Add Chlorine, Shock, Bromine.

Mold growing on underside of cover and / or other places

- Mold killer mixture: 1 spray bottle, 1 Tablespoon TSP, ½ cup bleach, fill with water. Let TSP dissolve before trying to spray onto affected area. Spray on and let sit for 5 minutes. Scrub off with brush or washcloth and rinse well.

## CHLORINE USERS

You must use granulated chlorine (SODIUM DICHORO-S-TRIAZINETRIONE DIHYDRATE in your hot tub water only! This is formulated specifically for portable hot tubs. NO CalHypo based Chlorine, NO Chlorine tablets. Any Chlorine tablet in your hot tub will void your warranty. Chlorine tablets are formulated for pools ONLY and they are too strong for hot tub shells and will cause shell blistering and equipment failure.