

THE IPSSAN



April 2021
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The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.

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Enzo Says: Everything is easier with Enzymes! By Jamie Novak, NC Brands

THIS SPRING, SERVICE PROFESSIONALS are quickly integrating products and systems to make pool water maintenance easier for the coming season. With the huge increase in new pool owners, summer 2021 is already anticipated to be one of the busiest seasons on record for the pool service industry. In order to combat everything from environmental contaminants like pollen to non-living organics such as bather waste, lotions, sunscreens, and oils—integrating a broad-spectrum enzyme to your maintenance program is a fantastic way to remove these unwanted additions and keep pool water sparkling all summer.

ENZO EXPLAINS “ENZ-YMES”

For those who aren't aware, Enzo—whose name comes from the word ‘enzyme’—is Natural Chemistry's mascot. Enzo was introduced to the industry over 20 years ago to help explain what enzymes are and how they work in pool water. Back in 1999, the use of enzymes in pool water was a relatively new concept. Although most service professionals and their clients are much more aware and accepting of the proven benefits of enzymes, it never hurts to have a little refresher on exactly how enzymes make it easier to maintain the cleanest, clearest pool water. Enzo is back and ready to share a wide range of efficiency tips throughout the season!

Broad-spectrum enzymes, which are ideal for pool care, are made using a fermentation process and are capable of accelerating thousands of chemical reactions in pool water. These enzymes help break down unwanted additions to pool water piece-by-piece until there is little left—often just water and air.

Enzymes are non-living protein molecules that work to speed the degradation process. Highly specialized enzymes work to break down specific materials. For example, a protease-enzyme breaks down proteins and a lipase-enzyme hydrolyzes fats and oils. In fact, enzymes are commonly used in many other industries, including health and wellness (in the digestive system), beauty products (in facial peels), and even at-home maintenance (in septic and drain cleaners). Walk the aisles of a local grocery store and you will see enzymes touted as a key ingredient of many products you already know and love!



Today, savvy service professionals include enzymes both to help maintain pristine water quality and prevent costly problems before they occur. Even though proper sanitization and oxidation, along with good filtration, will remove visible contaminants from the water, oils and dirt often still deposit at the waterline and within skimmers. To combat this, adding an enzyme-based formula to the maintenance routine will help keep pool water clearer and pool surfaces cleaner. As enzymes break down and remove non-living organic contaminants, they lessen the work that the sanitizer and oxidizer need to do to keep the pool clean and clear.

START ADDING ENZYMES IN THE SPRING

Spring is here which means it's also time to prepare for the dreaded pollen season! Spring pollen is an environmental factor that is especially troublesome and can make pool water maintenance a huge challenge if not treated proactively.

A pollen outbreak is not only unsightly but can also cause an increased demand on chlorine. Naturally based enzyme products will remove pollen before it becomes a problem in pool water. Highly effective enzyme products include a clarifier to ensure the pool water regains its sparkling appearance, often within 24 hours. However, these products are not only limited to removal of pollen. A quality enzyme product will also remove dead algae, oils and other forms of non-living organic water contamination, and help free clogged filters of this same buildup. In fact, these enzyme + clarifier products remove pollen and dead algae so quickly and efficiently, that service professionals often don't

even need to backwash or do any scrubbing. Using enzymes in this manner will allow pros to work smarter, not harder!

When opening a pool in the spring, pool water clarity and pool surfaces are immediately affected by both living and non-living organics as soon as the pool cover is removed. Be sure you have an enzyme product at the ready as soon as you start preparing your client's pool for the summer swim season. It is also recommended to add a phosphate remover if needed at opening to remove problem-causing phosphates. By proactively removing these contaminants while adding enzymes at the same time, pool pros can reduce the turnaround time required for season kick off and help to prevent future water quality and equipment problems.

KEEP ADDING ENZYMES, ALL SUMMER LONG

Enzymes can and should be used primarily as a maintenance product in addition to regular sanitizer and balancing efforts. Enzyme maintenance products are formulated to be administered in weekly doses. This is especially important as we know that this summer is going to be a huge stay-cation summer as families enjoy their new pool investment or are not yet ready to travel. The amount of non-living waste left behind by bathers is quite shocking. It is a commonly accepted standard in the pool industry that each bather leaves behind approximately 16 oz of non-living waste in a body of water after a 45 to 60 minute swim. And people are going to be swimming more than ever this summer.

“Enzymes are a big part of our pool service success. I include them in the service

process automatically because I know the client will be happy with the resulting water quality,” says Amy Rullo manager at Scott Payne Custom Pools of Pennsylvania and the current president of the Northeast Pool & Spa Association. “We add enzymes to the pool on every service visit to help break down the non-living organics in the water so the filter doesn't need to work as hard.”

While enzyme products are typically applied weekly, pool service professionals can actually take it one step further by splitting the dose up to daily feed amounts. Enzymes work while bathers are swimming, so think of it like cleaning up in the midst of a party. As non-living organics are being added to the water via bathers, enzymes can be used to break them down at any time, rather than waiting for them to buildup and cause filter problems, water clarity issues, or stains along the waterline. “I always suggest the use of enzymes on a weekly basis—from pool opening to closing,” says Rullo. “I have been offering these products for more than 15 years and I wouldn't have as many happy customers without the use of enzymes to help keep water clear.”

Many service professionals also used enzymes on their commercial pool accounts. Enzymes can be put on an automatic feed system so the pool gets a small dose seven days a week. Not only does this help to keep the water clear, it can also help to reduce unpleasant odors that may arise. Enzymes are quite helpful in large outdoor commercial pools that are filled with the sweat, body oils, and sunscreen from bathers, in addition to being exposed

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We want to spotlight our members!

CALL FOR CONTENT

Have you had to use the IPSSA Sick Route Coverage benefit? We are looking for members to send us testimonials on how using sick route helped them in their time of need. Please send your story to info@ipssa.com – As a thank you, we will select three members who submitted their story to receive an IPSSA hat. All testimonials must be received by 10/23 to be entered into the drawing.

IPSSA MEMBER PORTAL

Have you logged on and updated your IPSSA.com Member profile listing? Enhance your exposure by uploading your company logo, linking your business website and social media pages, uploading some pictures of your work. If you need help there is a video tutorial on IPSSA.com Listed under Resources/IOU Training. If you need your log in credentials re-sent, please contact memberservices@ipssa.com

Advocacy Update from PHTA

THE PHTA GOVERNMENT RELATIONS team continues to press on, monitoring state and local legislation as well as rulemaking nationwide. With 48 state legislatures meeting this week, the GR team is currently advocating in 20 states around the country lobbying for legislation and rulemaking that benefits PHTA and its members. Priority issues surround the adoption of the International Swimming Pool & Spa Code (ISPSC), Portable Electric Spa Energy Efficiency via adoption of the APSP-14 Standard, Licensing/Certification/Training, Pool & Hot Tub Safety and Education, Prop 65 in California, as well as other areas. The following are a few highlights:

- **APSP-14, Portable Spa Legislation:** The adoption of the APSP-14 Standard for portable electric spas for every state is absolutely critical for the hot tub industry. This standard promotes energy efficiency and creates one standard for manufacturers to follow nationwide. Last week in Oregon, HB 2062 unanimously passed out of the House Committee on Energy and Environment and will be voted on by the full House. PHTA provided written and oral testimony for the hearing. ***Note** – The standards for portable electric spas proposed by HB 2062 were submitted through the rulemaking process on August 28, 2020, by the Oregon Department of Energy. The rule changes will become effective on September 1, 2021.
- **International Swimming Pool and Spa Code (ISPSC) Legislation:** The adoption of the ISPSC code nationwide is a top priority by PHTA. The adoption of

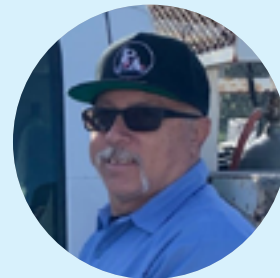
the ISPSC nationwide creates a uniform standard, works in conjunction with other international codes currently adopted, and is the most comprehensive standard for swimming pools and spas. Last week in Arkansas, a hearing was held for HB 1016 in the House Public Health, Welfare, and Labor Committee. The proposed legislation would create a workgroup to study the feasibility of adopting the ISPSC state-wide. PHTA followed up with each member of the committee after the hearing.

- **Licensing/Certification/Training Legislation:** The adoption of online training for Certified Pool Operators is absolutely critical to give industry employees and private citizens greater access to the training needed to obtain certifications which have been constrained due to COVID-19. Due to the pandemic, virtual training is extremely important to the industry. Last week in Montana, a hearing was held for SB 152 in the House Business and Labor Committee. SB 152 would give the Department of Health rulemaking authority to allow for CPR training and pool operator certification to be conducted in person, online, or other virtual methods. PHTA provided both written and oral testimony for the hearing. The committee passed SB 152 and will be voted on by the full House for final passage.
- **Federal Action:** President Biden signed the COVID-19 relief law. ■

QUESTIONS OR INPUT on any legislative, regulatory, or local matters should be directed to Jason Davidson, PHTA Director of Government Relations, at jdavidson@phta.org

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A MESSAGE FROM IPSSA PRESIDENT ADAM MORLEY



How Can I help?

IF YOU DON'T KNOW THIS ALREADY, IPSSA has some tools for you to gain exposure for your business. Did you know if you sign into the Member's Only Portal through www.ipssa.com you can expand your company's presence?

Here is all you have to do:

- Sign in as a member
- Go to Profile update. Click on that – then click edit
- While you are there, you can upload your social media tags, photos and videos about your business.
- All it takes is about 5 minutes to get it done.

I (like some of you) am not the most technical, but I do recognize the importance of technology. Because of that, I did a tutorial on how to upload your company information: check out the video here.

Did you know, www.ipssa.com uses google maps to help consumers find our members? We all use Google as a search engine. Matter fact, it is the most used search engine in the world.

Take a couple of minutes to upload your company information. While you are in the member portal, you will see there is a lot more information to help you with your business: member only exclusive offers, education information, podcast tutorials and IPSSA forms and tools. I challenge you to check it out. ■

ADAM HAS BEEN A MEMBER OF IPSSA for 30 years. He served on the IPSSA BORD from 2007 to 2013 and previously held the office of President in 2012. He also held the office of President, Secretary and Sick Route Chair for his chapter and was the Treasurer of Region 4 from 2007 – 2019. He re-joined the IPSSA BORD in 2017 and has held position of Secretary, Communication Chair, and the Executive Editor of the IPSSAN.

CALLING ALL IPSSA REGULAR MEMBERS

IPSSA is Recruiting for Volunteers to Serve on the IPSSA BORD Committees

THE COMMITTEES MEET FOUR TIMES a year through Virtual experience. With this format very little time is taken away from your business or family. You will be able to work with the IPSSA BORD to ensure your organization is doing all it can to help the members and the community it serves.

The committees are as follows:

- Education - provides advice to the BORD on the strategic directions, development of the educational activities (leadership seminar) of IPSSA and supports the ED FUND.
- Legislation and Regulation develops and implements strategies to ensure that the association's public policies and government affairs activities are fully addressed and communicated.
- Marketing and Communications - designs and implements strategies for promoting IPSSA by continuously strengthening its brand and developing web, social media, and print materials (including the IPSSAN). MCC's objective will be to execute a comprehensive marketing and communications strategy which clearly presents IPSSA's mission and its services.
- Membership Program - promotes and facilitates the recruitment and continuity of IPSSA members, which clearly presents IPSSA's mission and services.

Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change throughout the year and we will keep your name on file. If you are interested or would like more information about the committee purpose and how best you can serve, please feel free to contact me, Rose Smoot at 888- 360-9505 or rose@ipssa.com. ■

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How Electronic Leak Detection Works

By Monte Routon,
American Leak Detection Sacramento

WHEN YOU CONTRACT WITH a leak detection company, the expectation is that they will identify a concealed leak as close as possible to the source, so that a repair can be made. You might think that a trained leak detection technician is only looking for water when looking for a leak, but the truth is, water is not always easily found. It is technology that makes it possible to pinpoint a leak.

It might surprise you to know that sound is the key to finding concealed plumbing leaks. When a faucet is turned on it obviously

creates a sound as the water is traveling through a pipe, and this is especially obvious when a fixture is turned on upstairs in a home. As water rushes through a pipe the sound can echo throughout the plumbing system. This can also be apparent when an exterior hose bib, that exits the wall of the home, is turned on. When there is a leak in a pipe, sound is also created as the water rushes out of the leak. This can occur even when the leak is only the size of a pinhole. In these cases, the sound is usually not nearly as loud as an open faucet, so to hear the sound of the water movement technology is required.

Electronic leak detection equipment amplifies the sound of the moving water, using microphones, digital amplifiers and filters, allowing the leaking pipe to be identified. Once the leaking line is identified then the pressure in the line can be altered to create a specific sound that the technician uses to pinpoint the leak. The sound of pressure escaping from a broken pipe varies depending on the circumstances -- the type of pipe, how deep the pipe is underground, if it is under concrete, asphalt, dirt, etc., how big the leak is, if there is a pool of water around the pipe, if there is a void underground, and countless other scenarios that affect the sound of a leak. Training and experience are key when effectively using electronic leak-locating equipment to detect these types of leaks.

This process is used for all types of plumbing systems, under concrete slabs, main water lines, swimming pool plumbing systems, and others. As long as a system can be isolated and pressure tested, leaks can be located using electronics. The more accurately a leak can be pinpointed, the less damage to access the leak, saving time and money. ■

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**IPSSA's
Latest
Member
Contest**

Photo: Aden Dunne,
Classic Pools and Spas,
IPSSA Chapter President
North County Coastal



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Are you a proud IPSSA Member? Show us your sticker and you can **win a PRIZE!** We will randomly select 10 Member entries to each **win a \$100 gift card.** Winners will be contacted by email and given their choice of gift card.

HERE'S HOW TO ENTER:

1. Take picture of the IPSSA Sticker on your truck or work equipment!
2. Post the picture to social media with the Tag Line "I am a proud member of IPSSA", tagging IPSSA National in the post. This is important, if we aren't tagged we don't know you've entered!



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No Sticker? No Problem! Send request to info@ipssa.com. Contest is for IPSSA members only and **will run until April 23, 2021.**



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Resource Corner



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When Pools Go Bad

By Terry Arko, Product Training Content Manager at Hasa, Inc.

WHAT MAKES A POOL GOOD?

I am a dog lover. I have owned many dogs throughout my life. One thing I learned is that there are good dogs and bad dogs. The main difference between what makes a dog good or bad is how they are managed from the start. Some dog breeds are easier to train than others. I once owned a beagle and trust me Caesar Milan could not have trained that dog. I also had a yellow lab who was very easy to manage and train. The reason for this dog analogy is because in many cases pools are like dogs and how good or bad the pool is can depend on how the pool was started and managed from the beginning. What is the pool surface and the best way to treat that type of surface? A vinyl or fiberglass pool should be managed differently than a plaster pool. The care and feeding of the pool is important as well so having a good understanding of the source water is important. Is the fill water soft or hard? Is it well water or municipally treated water? Is the source water treated with chloramines? What is the starting total dissolved solids TDS of the water from the source? One of the most vital factors to make sure that your puppy pool will grow up to be a good pool is to know the Langelier Saturation Index LSI of the start-up water and adjust your pool water accordingly from the get-go. A good pool is one that has been managed from the start with a proper LSI that tilts slightly towards the plus or basic side. Here are some ideal levels to give you an idea of what a good pool should look like:

- Free Chlorine FC – 1-4 ppm
- pH 7.5
- Total Alkalinity-90 ppm
- Calcium Hardness – Plaster 350 ppm-Vinyl, Fiberglass-250 ppm
- Cyanuric Acid CYA- 30-50 ppm
- TDS-No higher than 1500 ppm over the start-up TDS
- LSI + 0.3 no lower than – 0.3

If you have a pool that is in these ideal levels, then you have a good pool. It is also important to consider some of the physical parameters such as good circulation, flow, and filtration. Good surface water movement is important because 75% of

contaminants are at the surface. Healthy water is water that moves.

THE TURNING FROM GOOD TO BAD

If every pool existed in a bubble then they would be good all the time. However, the majority of pools are open systems that are subject to the environment and just about every possible scenario of contamination. Wind, rain, fires, and sunshine are just a few of the onslaughts that can quickly turn a good pool to bad. Wind can blow organic contaminants such as leaves, branches and grasses into the pool that will consume the chlorine quickly. Rain washes in pollutants from the environment like sulfuric and nitric acid that can lower the pH. High nitrate levels from storms can cause a greater chlorine demand because they act as a nutrient for algae growth. If fertilizer gets washed into the pool it will contribute both nitrate and phosphate which are prime nutrients for algae growth. Wildfires can contribute heavy amounts of smoke and ash into pool water. This will consume the chlorine residual and cause the pH to lower as smoke and ash are acidic. Maintaining a good pool is literally a balancing game which not only incorporates the water itself but the surrounding environment, the weather, and the users. I am convinced that most pools would stay nearly perfect if it were not for one thing. People get in them. Clean and pure as we might think we are every human contributes millions of bacterial waste when they take a plunge. The average swimmer contributes 2 pints of perspiration per hour. Human perspiration contains urea along with some other minerals. Urea combines with chlorine in pool water and forms tri-chloramine or trihalomethane. The presence of high amounts of urea from perspiration or directly from urine can lead to an immediate lowering of free chlorine and an increase of irritating chloramines. Add to that body oils, hair and skin follicles, deodorants, lotions and soap residue and you have a real concoction of contaminants. And since I started this off with a canine analogy one dog in the pool is equal to the contamination of 50 people. If you are curious as to what the contamination of

one person brings consider the following information:

- 5 million organisms are shed with every hand washing.
- 38,000 micro-organisms are released with a “clearing” of the nose.
- 100 million to 1 billion organisms from 1 spit of saliva
- One tenth of a gram of fecal material on a clean showered person

Multiply all of the above by 50 and you may want to keep Fido out of the pool. It is plain to see as well that a pool with a large amount of swimmers can turn from good to bad really fast.

This is the main reason water needs to be managed with chlorine. Chlorinating compounds have the ability to quickly inactivate most bacteria and viruses. Some examples with chlorine of 1 ppm and pH of 7.5 with no cyanuric acid (CYA):

- E. coli O157:H7- Less than 1 minute
- Hepatitis A (Virus) – 16 minutes
- Giardia (Parasite) – 45 minutes
- Cryptosporidium (Parasite)- 15,300 minutes (10.6 days)

Based on these examples it is clear to see that differing germs require different contact times to be inactivated. Also, these times do not account for how any level of CYA will reduce the effectiveness of the killing agent of chlorine. In short with any level of cyanuric acid it will take more chlorine and more contact time to effectively kill bacteria and algae. According to a report by the Centers for Disease Control (CDC) it takes over twice as long for chlorine to inactivate the parasite cryptosporidium(crypto) with a minimum of 15 ppm of CYA. At 20 ppm of chlorine with zero CYA the crypto is inactivated in 12.5 hours. When CYA is present at 15 ppm it takes 28 hours to inactivate the crypto germ.

HOW LONG BEFORE A GOOD POOL TURNS BAD

One of the great benefits of chlorine is that when properly dosed it has the ability to leave a measurable residual in the water. This is to deal with any



pathogenic (disease causing) micro-organism that may enter the pool. Keeping a steady residual at all times is vital to keep a pool from going bad. Bacteria can double in population within 15 to 60 minutes. In untreated water there can be millions of bacteria present within 8 hours. Algae double in population in 3 to 8 hours. It can take less than 3 days for millions of algae to be present. The increase of bacteria and algae will also lead to a higher chlorine demand. Meaning it will take a lot of chlorine to deal with a pool that has turned bad. This explains why it can take several gallons of liquid chlorine before a measurable residual can be obtained again after treating a swamp green pool.

REACTIVE VS. PROACTIVE

Familiarity breeds contempt and treating a pool the same day in and out can breed bacteria and algae. Some techs service their pools keeping them at the exact chlorine levels in every season. However, it is proven that pools will lose 1 ppm of chlorine on a sunny day. Throw into that leaves, grass, swimmers, animals etc.. And you can lose 2 to 3 ppm of chlorine a day. The EPA requirement for chlorine in public pools is 2-4 ppm. So if a pool tech adds enough chlorine to reach a level of 4 ppm it may not be enough based on what could occur during the week. This is why in the pool industry we must be proactive in our chemical treatments instead of reactive. This means testing and keeping CYA levels no higher than 50 ppm. Planning ahead for swim parties and severe weather. Super-chlorinating at least twice a month during the swim season. Keeping the water balance at the ideal recommended levels. Most importantly water must be refreshed from time to time. High total dissolved solids TDS can reduce the effectiveness of chlorine by up to 50%. The proactive treatment of shocking and specialty chemicals can go a long way towards preventing the pool from getting rebellious.

Two vital specialty products are phosphate removal and clarifier. Keeping phosphates lower helps to reduce the ability of algae to bloom at normal chlorine levels. Clarifiers help to remove micron sized particulate that can consume chlorine in oxidation. If the majority of the chlorine you add gets consumed in oxidation then there will not be enough left to sanitize. Then bacteria and algae can reproduce and take over.

GETTING THE PRODIGAL POOL BACK HOME

What can be done when the pool turns like a wild animal? Fear not, water takes a little training, and it can be turned back from bad to good. The first step in this is to determine if the water needs to be refreshed. If the water is old and tired with a very high TDS it could be best to drain and dilute some or all of the pool. After all everyone knows you can't teach an old dog new tricks. And it's much more difficult to manage old over-saturated pool water. Sometimes it may just need a partial drain to start the turn around process. Next bring the balance to the ideal levels as shown above. Hyper chlorinate the pool by adding 4 gallons of liquid sodium hypochlorite per 10,000 gallons. This treatment will effectively inactivate any bacteria and algae in the pool without adding any CYA. Let the pool come down to between 2-4 ppm. Add a phosphate remover and a good clarifier. Make sure that the pump system is set to run at least a medium 3,000 rpm for 6 hours a day, especially during the summer months. The pool should be super-chlorinated once a month in the off season and at least twice a month in the summer. Using liquid super chlorination takes 2 gallons per 10,000 gallons. These are just a few tips which could help to keep the pool from being a bad one to being a ribbon winner. A very good dog...Uh pool I mean. ■

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Have you ever received a Bogus Email or Text?

By Rose Smoot, IOM, CAE, IPSSA's Executive Director

HAVE YOU RECEIVED THIS TYPE of an email or text? "I'll need you to make payment to a vendor as soon as possible. Let me know if you are available so I can have the beneficiary detail sent to you. Or Subject line: URGENT. Are you busy or less busy right now? I need you to take care of

something for me today. As I started writing this article, I too received a Phishing email, the scammer informed me that they raised \$11 MIL as a donation to a named person (someone I don't know) and hoped that I would buy into their cause and donate. Cybercriminals are trying to

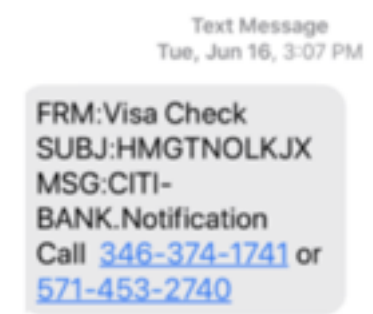
lure you into providing account information – such as a login name, password or credit card info- by tapping a link that takes you to a website. Here they can get enough information to steal your identity by just asking a few questions via text message. Here are a couple visual

examples: Phishing (emails) and Smishing (texting) happens when a victim replies to a fraudulent email that demands urgent action.



- Examples of requested actions in a Phishing email include:
1. Clicking an attachment
 2. Enabling macros in Word document
 3. Updating a password
 4. Responding to a social media connection request
 5. Using a new wi-fi hot spot.

Examples of requested actions in a text:



- Examples of requested actions in a Smishing text include:
1. Long Numbers. Legitimate SMS marketing messages are often sent from a 6-digit short code (like 555888), a 10-digit toll-free number (ex: 844-462-2554) or a local text enabled business phone.
 2. Fake Refunds: A fake refund often comes from a "government" agency or monthly billing program (like your cell phone provider) letting you know you were "overcharged".
 3. Reactivation Scam: They generally say something along the lines of "your [email, text, app] password has been [comprised, used with another device, hacked]. Your account has been deactivated for your protection. Text XXXXX to reactivate your account." In the case of these messages, simply delete the messages (and report them).
 4. You've Won a Prize! Claim your giveaway by clicking the URL inside the message.

HOW TO DEAL WITH PHISHING/ SMISHING SCAMS

The Federal Trade Commission (FTC) advises not to be fooled by Phishing/Smishing scams. Remember this:

1. None of the government agencies, banks, or other legitimate businesses will ever request personal financial

information via text messages. If the entity is legit, they will have set up a secure portal for you to upload your information or use the phone to do so.

2. Take your time. Phishing/Smishing scams work by creating a false sense of urgency by demanding an immediate response.
3. Never click on any links or call any phone numbers in unsolicited text or email messages.
4. In the case of Smishing - Don't respond in any way to smishing messages, even to ask the sender to leave you alone. Responding verifies that your phone number is active, which tells the scammer to keep trying.
5. Delete the message from your phone and email account.

FOUR STEPS TO PROTECT YOURSELF FROM PHISHING/ SMISHING

1. Protect your computer by using security software. Set the software to update automatically so it can deal with any new security threats.
2. Protect your mobile phone by setting software to update automatically. These updates could give you critical protection against security threats.
3. Protect your accounts by using multi-factor authentication. Some accounts offer extra security by requiring two or more credentials to log in to your account. This is called multi-factor authentication. The additional credentials you need to log in to your account fall into two categories:
 - Something you have — like a passcode you get via text message or an authentication app.
 - Something you are — like a scan of your fingerprint, your retina, or your face.
 - Multi-factor authentication makes it harder for scammers to log in to your accounts if they do get your username and password.
4. Protect your data by backing it up. Back up your data and make sure those backups aren't connected to your home network. You can copy your computer files to an external hard drive or cloud storage. Back up the data on your phone, too.

If you have been subject to this or know of someone that has, complaints about email or text message scams can be filed securely online using the FTC's complaint assistant. ■

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CELEBRATING
25 YEARS
OF INNOVATION

Selecting the right pump to circulate savings

By Mike Fowler, Pentair

PROPER PUMP SELECTION and optimal flow rates are extremely important to ensure proper flow, avoid “dead spots” in the pool and ultimately save energy and costs. Pool professionals have a unique opportunity to increase the energy savings with properly sized pool pumps, especially for their commercial pool customers. Because new DOE legislation on variable speed pool pumps goes into effect in July 19, 2021, this is the year for pool professionals to pro-actively educate commercial pool operators and aggressively make pools energy efficient using variable speed pool pumps. This article focuses on how to choose the right size and speed pump for different pools. With a few tips and rules of thumb, proper pump select will result in better water flow while minimizing energy consumption.

PROPERLY SIZING POOL PUMPS

Affinity laws indicate the power demanded by a pump is proportional to the cube of the flow rate. For example, if the pump’s flow rate is doubled, then its power demand is increased by a factor of eight. Therefore,

it is important to utilize the smallest pump that is capable of completely turning over the pool water in an acceptable amount of time.

During the pump selection phase, the facility’s auxiliary features (e.g. spray pads, fountains and waterfalls) should also be considered, as it is common for them to use the pool’s main pump. Some building codes, however, require the use of a multi-speed pump, or in some cases, a separate pump for each auxiliary pool load. Pumps on many pools are oversized by design, sometimes more than 20 to 40 percent bigger than they need to be; this happens because many architects and engineers look at what is required, then pick the next size up to be sure the pump can handle the job. Here are a few pump selection tips to help ensure you are recommending and installing the best pump for the pool:

1. Determine flow rate in gallons per minute.
2. Calculate total dynamic head (TDH--the pressure head difference between the inlet and outlet of the pump) to

account for friction loss.

Adding 20 feet of head for a dirty filter is optional.

3. Refer to the pump’s performance curve to select the preferred unit.
4. Locate the required horsepower of the pump by plotting GPM vs. TDH (if plotted point falls between two pump sizes, select the next larger pump size in terms of horsepower).
5. Do not oversize the pump. Choose the best pump available for the facility’s flow rate requirements (i.e. do not install a 20-hp pump where a 10-hp pump will suffice just because that is all that is available). If the preferred pump does not provide a proper fit, consider a different pump model.
6. Verify the selected filter can handle the system’s flow rate and be sure the minimum backwash flow rates can be achieved.

AVOIDING DEAD ZONES

Properly balanced plumbing and properly placed return lines are two solid ways to make sure



a swimming pool is designed and circulated to eliminate ‘dead zones’ of circulation in commercial aquatic facilities. As any pool service professional knows, ‘dead zones’ lead to problems with water chemistry, algae growth and other water maintenance issues. Therefore avoiding ‘dead zones’ is key to ensuring a clean and clear pool.

One of the most important parts of a well-balanced circulated

pool is having a hydraulically sound plumbing layout throughout the both the suction and return sides of the system. Taking larger pipe sizes to the pool and then breaking them down to smaller sizes in balanced way around the pool will ensure that you have proper circulation throughout the entire body of water and don’t leave any dead spots in the pool.

Proper placement and directions of return lines is also key to avoiding dead zones. When bringing water back to the pool after it passes through the filtration system, the whole key is to make sure it goes back to the pool completely and as evenly distributed as possible. Once again, the importance of balancing your piping around the pool and location of the returns will help to make sure that all areas of the pool are circulating water. Many contractors today will align the return lines throughout the pool so the water is returned in a circular motion around the pool and designed in a way that as the circulation around the pool is complete the water is also passed by skimmers in a strategic fashion to aide in cleaning the surface, as well as distributing the water. One suggestion is to cap the end of the return line plumbing to increase the performance of those returns that are furthest away in your plumbing layout. This will ensure that all areas are getting proper circulation around all spots of the pool.

In larger pools, it often makes sense to divide the plumbing and pumps into three sections, each with their own pump system. In this way, each section of the pool is its own “zone” and the equipment and plumbing is set up for each zone.

DETERMINING EFFICIENT PUMP SPEEDS

Historically, pool pumps with induction motors, which operate at only one or two speeds, have drawn more energy than is required to circulate pool water. These units must constantly operate at high speed to perform their most demanding jobs, such as running a waterfall or pool cleaner. However, it takes far less power to simply keep the pool water filtered—a difference single-speed pumps cannot address.

Continued on page 13

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BEST PRACTICES FOR PAINTING POOLS

Get Pools Ready for Summer!

By Kevin Harrington, RAMUC Pool Paint

IT'S THAT TIME OF YEAR AGAIN when pool professionals are readying pools for the summer swim season and painting a pool is one of the best, most affordable ways to protect and beautify both residential and commercial pools. In addition to adding a vibrant, fresh color, a new coat of paint can be a cost-efficient way to give new life to concrete, plaster, or fiberglass pool surfaces. But before

you get started, it's important to do proper surface preparation and paint selection to ensure the best results. Following a few best practices will ensure pool professionals get the best results.

BEST PRACTICE #1- PAINT SELECTION

Paint selection begins by determining what type of coating is currently on the pool in order to select a paint to successfully

adhere over the current coating. Unfortunately, with many pools, pool professionals must deal with a pool that has many, many layers of built-up paint—including more than one type of paint under the various layers.

Some pool paint suppliers offer a free "paint chip analysis", which can be very helpful—especially with pools that have many layers of old paint. To



prevent an expensive mistake, a paint chip should be sent to the paint supplier for analysis, as they can provide information such as thickness, number of coats present, and integrity of adhesion—as well as make recommendations for the best paint to use in the particular pool application. Selecting the wrong paint can be very costly. For example, if the pool is currently coated with an epoxy, another epoxy paint must continue to be used as other rubber and water-based paints will not adhere to it. Therefore it is very important to always select the same type of coating to ensure compatibility.

If you need to determine what type of paint is on a pool while in the field, pool professionals should observe the following procedure:

- Apply denatured alcohol to a clean cloth and rub onto the pool surface. If the paint softens, the coating is likely a water-based acrylic paint.
- Apply Xylene or Xylol to a clean cloth and rub onto the pool surface. If the paint softens, using a small amount of Xylene or Xylol on one's finger, rub the surface in circles. If it softens and 'strings,' the paint is likely a chlorinated rubber-based paint. If the coating softens but does not 'string,' then it is likely a synthetic rubber. Should nothing happen to the paint it is most likely an epoxy or gel coat.

Once you have determined the current paint on the pool, you can select the best coating to paint the pool. Here are a few quick facts about pool paint types:

- **Epoxy Paint:** Epoxy paint can be an excellent alternative to re-plastering. Painting a pool with a two-coat epoxy paint system can prolong the life of the plaster, if the pool's surface is in good, sound condition. Remember, paint is not a solution for a failing plaster surface; therefore, surface preparation is extremely important. Whatever type of coating is being used, it will adhere best to a solid and clean surface.
- **Water-based acrylic paint:** The benefit of this type of paint is that it can be used on damp surfaces and this paint can be applied over most types of coatings if they are in sound condition. If you select a self-priming acrylic paint, pool professionals can also reduce the amount of time needed to complete the job as you eliminate the need to apply a primer before applying the first layer of paint.

- **Chlorinated or synthetic rubber paint:** These coatings are excellent at hiding, protecting and covering pools that were previously painted with chlorinated rubber. They can also be used on bare concrete, marcite or plaster. They are also ideal for use where adherence to volatile organic compound (VOC) regulations is required.

Keep in mind that some plaster surfaces that show signs of serious deterioration should be resurfaced first, before painting. Acute flaking, chipping, or peeling may indicate a surface that is soon to fail. If the surface is not suitable, the paint will peel and remove the plaster with it.

BEST PRACTICE #2: INSPECT AND PREPARE THE POOL SURFACE

As mentioned earlier, preparing the pool surface before painting is key to a successful pool painting job. Before beginning to paint, carefully inspect the pool surface and repair any minor damage. To do this properly, the following steps must be taken:

1. Drain the pool and allow it to dry.
2. Clear away any debris left on the bottom.
3. Visually inspect the empty pool, scanning for peeling paint, cracks, chips, or surface defects.
4. Scrape any peeling, flaking, or chipped paint and sand smooth.
5. Repair any minor cracks or chips. A structural engineer should be consulted if any major cracks or surface defects are found. These areas should be thoroughly investigated as they may compromise the integrity of the pool.

BEST PRACTICE #3: CLEAN THE SURFACE

The pool surface must be completely clean and free of loose paint, dirt, oils, or solutions before applying a new coating system. There are products designed specifically for pool surface preparation, and using them is highly recommended. In most cases, these products can reduce the amount of time needed to clean the pool's surface, allowing the job to be completed with just one step in one-third the amount of time.

Pool professionals who are not using a specialty 'clean and prep' product should use the following three-step process:

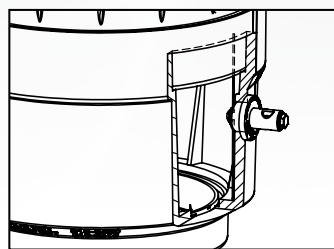
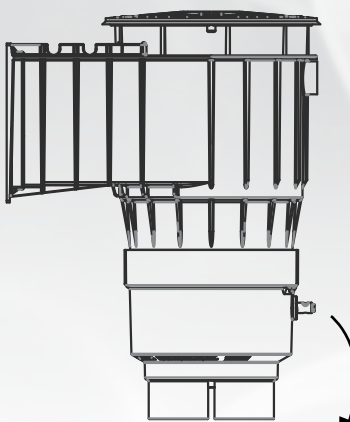
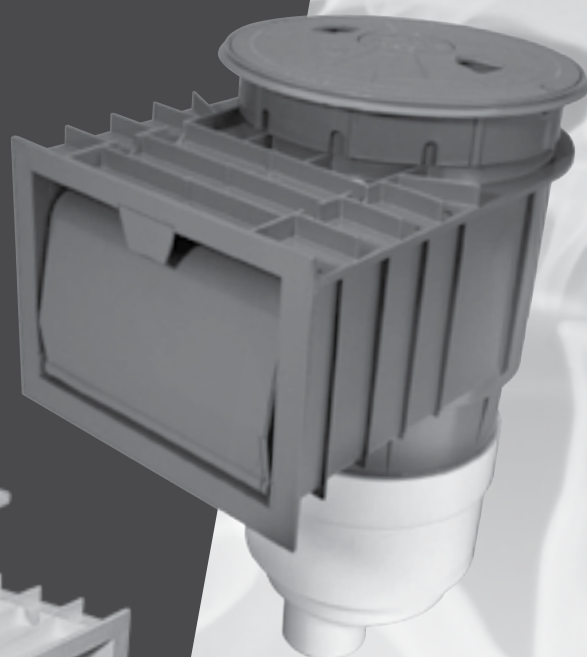
1. Power wash the entire pool surface using a minimum 3200-psi power washer.

Continued on page 19



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Enzymes

Continued from page 1

to a lot of environmental waste. Commercial pool patrons regularly comment on how the water feels nicer when the water is treated with enzymes.

Facility managers may be a bit apprehensive to add something new to their program. Many quickly change their minds, however, and find room in their budgets after they see how the filters work more efficiently, unpleasant odors are reduced, scum lines are controlled, and the water clarity improves.

ENZYMES MAKE POOL WATER MAINTENANCE EASIER

The bottom line is enzymes should be used to make pool water maintenance easier. When using them as a part of a routine maintenance program, they work hard so service techs and pool owners don't have to. Using enzymes also provide additional benefits, such as increased filter run cycles and reduced scum lines.

Increased filter run cycles: Filters need to be cleaned less and work more efficiently because enzymes are working constantly to break down non-living waste in the water before it has a chance to build up on the filter

In fact, Rullo says that using enzymes has reduced the number of filter backwashes on her route by 50 percent. "Customers really like the idea of backwashing less, because they realize they are saving water," says Rullo. Additionally, Rullo says her service techs have

an easier time keeping the pool and water clear since they started using enzymes. "Enzyme products make pool or spa programs much more efficient," says Rullo. "By breaking down non-living organics before they get into the pipes, the filters do not have to work as hard to keep the water clear, thus the filter media stays cleaner longer," she says.

Reduction of scum lines: Reducing scum lines means less scrubbing for pool professionals. When non-living organics partially breakdown, one of the places their remains like to stick is at the tile line. All maintenance professionals have seen this unsightly buildup at times, and enzymes will work to prevent it from coming back.

Many service professionals report that before they started using enzymes, when opening pools in the spring, there would be a ring around the perimeter of the pool at the waterline. Because the water level is dropped for winterizing, the ring would be even more pronounced and visible than during the season. "It's natural to get a ring with the organics accumulating at the water surface, however, by using enzymes, my service crews are more efficient because they don't have to work as hard and spend time removing the ring manually," says Rullo. "Sometimes scum lines can be really tough to remove because this non-living waste can actually edge itself into porous surfaces."

ENJOY THE SUMMER

By adding enzymes to treat problems during the spring pollen season and continuing to dose pools with enzymes throughout the swimming season for maintenance, service professionals will be able to reduce pool water problems. Pools treated with enzymes will be easier to maintain all summer long.

Be sure to check out Enzo's Efficiency Tips for more helpful tricks that can be used this season and beyond! www.naturalchemistry.com/tips ■



ABOUT THE AUTHOR

Jamie Novak is a brand manager at BioLab, focusing on Natural Chemistry, SeaKlear, and AquaPill specialty chemicals. She has an MBA from Johns Hopkins University's Carey Business School with concentrations in Leading Organizations and Marketing. Novak has been in the pool and spa industry for over 15 years, holding multiple positions on both the equipment and chemical sides of the business. She can be reached via email at jamie.novak@biolabinc.com.

Pump Savings

Continued from page 11

Variable speed pumps, on the other hand, are able to be programmed to operate at set speeds to deliver the correct flow rate for each task they perform. This allows the pool's pump to reduce energy consumption and ultimately reduce operating costs. Variable speed pumps can also be programmed to achieve turnover times of exactly six hours, even if the filter is dirty. This allows motor speed, power and energy to be reduced during times when the filters are clean, instead of sizing the pump to assume worst-case operating conditions.

Some VSPs have built-in constant-flow software, which maximizes the advantages these pumps have, as it will automatically adjust its speed to deliver the required flow rate for each programmed task. For instance, if an arcing laminar water feature requires 40 gpm to produce a smooth 6-foot arc of water, the pump will automatically ramp up its speed when it senses resistance in the circulation system (e.g. as the filter accumulates dirt) to continually provide the proper flow rate. With other pump types, the water feature will gradually throw a shorter arc of water as the filter gets dirtier.

No matter what type of pump is being used, however, slower pump speeds save energy. Slower speeds also dramatically reduce noise levels and wear and tear on the other pool equipment the water flows through.

UPGRADING TO VARIABLE SPEED POOL PUMPS

With commercial pools having been closed for months, now is the time to reach out to aquatic facility managers and seize the opportunity to do a pool pump room energy audit before they re-open their pool. Remember, not only will the facility reduce its energy consumption to save on electrical costs, it will also likely receive sizable rebates from local utility companies for using energy-saving technology in the pool's circulation system. Be sure to consult the local utility company to support your VSP upgrade proposal. With over 322,000 commercial aquatic facilities in the U.S., pumping 70 billion gallons of water, utilities are looking at commercial aquatic pump rooms as an area where they can get quick reductions in power demand.

The new DOE regulation that goes into effect this July, addresses all single-phase pumps from 1 to 3 horsepower. So if a commercial facility that you service has one of these types of pumps, and the

pump goes down, it will have to be replaced with a variable-speed pump. Additionally, because of the legislation, many manufacturers are already phasing out single-speed pumps. As a result, replacement parts are going to be difficult to find or may have limited availability. This is another fact to point out to facility managers. By proactively replacing their single-speed pool pump to a variable-speed pool pump, their energy bills will immediately drop and they will be ready for a successful aquatic season when their pool reopens.

In fact, pool professionals should encourage facility managers to promote VSP upgrades as a way to continue to engage their patrons. While explaining new safety protocols, aquatic facilities can also inform patrons of their pump room upgrades. Not only will an upgrade to a variable speed pump lower the pool's energy consumption, it will also help keep the pool water cleaner and safer.

MAKING VSP UPGRADES CENTRAL TO YOUR SUMMER BUSINESS PLAN

Replacing single-speed pumps with variable-speed pumps is a profitable endeavor and should be central to the business plans of all pool professionals, especially this summer and for the next few years. Not only will you be ensuring pools are compliant with DOE regulations, but the work can significantly improve your bottom line.

Even more importantly, selling variable-speed pool pumps will improve customer loyalty with your clients, because variable speed pool pumps will reduce their operating costs while also improving water quality. ■



ABOUT THE AUTHOR

Mike Fowler is the commercial sales manager for Pentair in Sanford, N.C. He has been with Pentair since 1992, starting his career in the technical services department at Purex Pool Products. Fowler has held many managerial roles within the company, including marketing, accounting and products. He can be reached via e-mail at mike.fowler@pentair.com.



Richard Gallo, San Fernando Valley Chapter President (left) and Robert Rebbe, LAFD SERTOMA Club President (right)

IPSSA San Fernando Valley and San Fernando Valley Metro Chapters Receives Award from Los Angeles Fire Department's SERTOMA (Service to Mankind) Club

THE IPSSA SAN FERNANDO VALLEY chapters received an award for being the 2020 top donor to the Los Angeles Fire Department SERTOMA Club. IPSSA has been a LAFD Toys for Needy Children supporter for over 10 years. In the past The San Fernando Valley chapters have had cookouts at their local pool supply store to collect toys for the annual toy donation programs. They also have organized caravans in the past years to deliver toys for the program to downtown LA. In 2019, they were able to donate \$6,000.00 to SERTOMA and in 2020, despite all the restrictions of COVID, they were able to double their donation to \$12,000.00. This earned them the honor of "2020 LAFD SERTOMA Top Donor". ■

THE LOS ANGELES FIRE DEPARTMENT SERTOMA Club (Service to Mankind) 501(c)3 was established in 1980. Throughout its history, the club has supported many organizations associated with the LAFD including the Los Angeles Firemen's Relief Association (LAFRA), the Firefighters First Credit Union (FFCU), the Los Angeles Chief Officers' Association (COA), United Firefighters of Los Angeles (UFLAC), the Los Angeles Fire Department Historical Society (LAFDHS), the Los Angeles Fire Department Foundation (LAFDF), the Alissa Ann Ruch Burn Foundation, and the LAFD Scholarship Fund. The primary purpose of the LAFD SERTOMA Club is to support the community outreach programs of the LAFD by coordinating volunteers and raising funds for these outreach programs and their related events. To find out more about the National SERTOMA Organization, please visit their website at www.sertoma.org.

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Off the Deep End

Pool Bob's Hydro-Eclectic Musings

THE NEW HOLIDAY

If there is a Happy St. Patrick's Day and all the other days of celebration, why can't we "pool people" have a Holiday? There is, in fact, a World Water Day, on March 22, 2021 and it has been celebrated for years, but it is more about safe drinking

water worldwide. Chlorine is a marvel, indeed. What would the world do without the marvelous 7th element? We should have a, Happy Pool Day or Happy Halogen Day? How about Merry Chlorine Day? Or all summer long, we could say, Sanitizer Seasons Greetings? I know, let's

have a Bleach Festival!!!

By the way, why don't we call the marvelous 90-degree slip x spigot pipe fittings, "Saint Elbows"?

THE NEW ACTION HERO

Dad: "You have to help us, Pool Bob! You're our only hope. The

pool party is tomorrow and the pool is cold and the water is getting cloudy."

Pool Bob: "I'll be right over!"

Dad: "Wow, you weren't kidding. You got here in a flash!"

Mom: "Amazing. Thank you, for getting here so fast. Would you like something to drink?"

Pool Bob: "No thank you, ma'am. Let's take a look at the pool."

Boy: "I hope you can fix the pool in time for my party. I'm going to be 9 years old tomorrow and all my friends are going to be here. It has to be the best day ever!"

Pool Bob: "Well my 'calibrated quick check water test fingernail' says the pH is in range, but the chlorine is very low, and the temperature is a chilly 71.3 degrees. And the alkalinity smells like it is only about 62-65 ppm. The water flow at the wall return inlet fittings appear weak, so let's take a look at the equipment. Ah-Ha! Just as I thought. The filter pressure is high. I'll just backwash, like so. Voila. The flow rates are back to normal and the heater is back on. I'll just put a pinch of the proper proprietary perfect pool product in and... Presto. Clean and crystal-clear water, again"

Boy: "Hurrah!"

Girl: "Wow. That was amazing."

Pool Bob: "From now on, everything will go swimmingly. You folks have a safe and fun party."

Dad: "Thank you Pool Bob. You saved the day."

Pool Bob: "And thank you, sir, for keeping your pool gates and fencing in good condition."

Boy and Girl: "Pool Bob,

you're the best!"

Pool Bob: "You kids remember, no diving, no running, no loud noises and no horseplay."

Mom: "Thank you for your pool service!"

Pool Bob: "Just doing my job, mam. All in a day's work. I'm off to another pool. Have a nice day."

Dad: "Look, watch him jump on his white horse and ride off into the sunset. Did you see the IPSSA sticker on his saddle and that his saddle bags are a pair of 25# 3 inch tablet buckets? I like that he always wears his mask and snorkel. His boots were nicely polished, too. But his helmet does look like an old leaf bagger we used to have."

Boy: "I like the short telescoping pool pole he wears on his side like a sword and that his shield is a foam kick-board."

Girl: "I like that his belt is a 3/4" blue and white pool floor slope break-line rope and I really like that his cape is a pool towel."

Mom: "I like his wavy hair and blue eyes."

My Precious: "You missed the turn into the restaurant! Pay attention. Were you daydreaming again?"

Bob: "Yeh, I guess so," I said, pushing my prescription glasses back up on my nose. I'm going to have to upgrade to swim goggles with "super-vision" powers. ■

ABOUT THE AUTHOR

Robert (Pool Bob) Blade operates Aloha Pool and Spa and is a 20+ year member of the Monterey Coast IPSSA chapter, past president, Region 10 secretary and PIE Show museum curator.

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Drought Conditions Could Spur Pool, Spa Restrictions

A DISAPPOINTINGLY DRY February is fanning fears of another severe drought in California. It was just a little more than 5 years ago when the swimming pool & hot tub industry had to undertake a major public relations and regulatory effort to push back against state and local government efforts to restrict the use of public water to fill new swimming pools and, in some cases, prevent public water from being used to keep swimming pools full. In many places, including parts of the Bay Area, water users are already being asked to cut back.

The state's monthly snow survey indicated only about 60% of average snowpack for this point in the year, the latest indication that water supplies are tightening. With the end of the stormy season approaching, forecasters don't expect much more buildup of snow, a key component of the statewide supply that provides up to a third of California's water.

The impact is registering. Growers in the Central Valley are having to make decisions about which crops to prioritize, and which to sacrifice, should the water situation see no

improvement. Urban water agencies, meanwhile, are asking customers to think twice about long showers and outdoor watering. The calls for austerity will feel familiar to many Californians who faced mandatory water restrictions during the 2012-2016 drought.

"This spring we're going to have a robust conservation messaging program," said Valerie Pryor, general manager of the Zone 7 Water Agency, which supplies water to more than 260,000 people in Livermore, Pleasanton, and Dublin. "We're pretty confident that if we explain to them the need, they will voluntarily conserve."

The Marin Municipal Water District and the city of Healdsburg are among suppliers that have already begun asking customers to curb their water use. Others are considering doing the same. Each of the thousands of water agencies across the state has its own portfolio of water sources and its own level of vulnerability.

A series of storms in late January offered hope that California's winter, when the state gets most of its precipitation, wouldn't be a bust.



However, February saw a return to the dry weather experienced earlier in the season.

San Francisco measured just 1.7 inches of rain last month, 38% of average, while Los Angeles recorded no rainfall, according to the private Golden Gate Weather Services. More importantly, the northern Sierra's 8-Station Index, which tracks rain in the region where California gets the bulk of its water, measured only 45% of average precipitation.

While March and April could still bring rain, the heart of the wet season is over. Much of the state is now poised to have a top-10 dry year. San Francisco's rain season currently stands as its

seventh driest dating back to the Gold Rush.

The snowpack, often called a "frozen reservoir," is vital to California because it melts after the storm season is over, providing additional flow into rivers and lakes. Snow levels, however, have been in decline in recent decades because of warmer temperatures that have come with climate change.

"This is now a second dry year, and we always think about drought impacts increasing with duration," said Jeanine Jones, interstate resources manager for the state Department of Water Resources, which conducts the snow survey. "The good news is that California has a robust system of water infrastructure, and that mitigates the effects of one or two water years for most water users."

Still, the state's biggest reservoirs aren't in great shape. Lake Shasta, the largest, had 68% of the water it typically holds this time of year while Lake Oroville, the second largest, had 55%.

The State Water Project, which moves reservoir water to cities and farms through aqueducts and canals, estimates

that its customers will receive only 10% of their requested water this year. Agencies dependent on the project, including the East Bay's Zone 7 and the Santa Clara Valley Water District, will have to turn to groundwater or purchase supplies from others, in addition to conserving.

The Central Valley Project, a parallel waterworks run by the federal government with service tilted toward farmers, announced last week that many of its customers would get just 5% of their requested supply.

The U.S. Drought Monitor, a federal index of nationwide drought conditions, estimates that 85% of California is in some state of drought. Thirty percent is in "extreme" or "exceptional" drought, the two most severe classifications. ■

ABOUT THE PUBLIC POLICY REPORT

CPSA publishes its Public Policy Report monthly for the benefit of our valued members. [Learn more](#) about CPSA, PHTA, the benefits of membership, and how you can continue to access the latest news and information relevant to the pool, spa, and hot tub industry.



IPSSA Code of Ethics

As a member of the Independent Pool and Spa Service Association, Inc., I will utilize my professional knowledge and skilled practical workmanship in providing quality customer service. To that end, it will be my responsibility to keep informed of developments in the pool and spa industry including new techniques and product applications.

My second obligation will be to the members of IPSSA by giving them any professional assistance they may need including sick route coverage. With respect to sick route coverage, I will treat sick route clientele with professionalism and respect and will not solicit the business of a sick route client while providing sick route coverage.

My final responsibility will be to my community and its citizens. I will strive to communicate the necessity for pool safety and other issues of importance to pool and spa owners. In these ways, I will promote the ideals and objective of the Independent Pool and Spa Service Association, Inc.

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Best Practices for Painting

Continued from page 12

2. Once dry, sweep or use a blower to clear away any leftover paint chips or debris.
3. Use a garden sprayer to evenly apply a preparation product to the entire surface, following the manufacturer's mixing instructions.
4. Scrub the solution, which will begin to foam and etch. Continue scrubbing until the foaming stops, paying extra attention to areas where heavy soil accumulates, such as the waterline and steps.
5. Flush the surface three times

with a strong stream of clean water from a garden hose. Do not flush using a power washer as it lacks the volume of water required to effectively flush the surface. It is important that all residual preparation solutions are removed.

Keep in mind that a clean, bare concrete or plaster surface that is ready for painting should have the texture of medium-grade sandpaper.

BEST PRACTICE #4: LET THE SURFACE DRY

The type of coating being applied will dictate how dry the surface must be before the process can begin. Acrylic paint can be applied to a damp surface; however, it must be completely dry when using epoxy paint. Pool professionals should always check the instructions on the product label to determine the dryness requirements. Moisture may still be present even if a surface looks and feels dry; therefore, pool professionals should use the

following steps to test for dryness:

1. Use duct tape to affix 2-sf sheets of clear plastic to three different areas of the pool—one to the floor in the shallow end, another to the floor in the deep end, and the third on a wall in the deep end that receives shade.
2. After the plastic sheets have been applied, wait four to five hours.
3. After the waiting period check inside the plastic for any signs of moisture from condensation.
4. If moisture is present, remove all three areas of plastic and let the surface dry for another 24 hours. Then, repeat the test.

surface. If the paint is not able to cure, uneven coverage, peeling, bubbling, cracking, and other problems can occur.

In addition, do not paint in direct sunlight as it will affect adhesion, primarily because it causes the paint to dry too quickly. The solvents in the formula will not be able to evaporate properly and result in adhesion failure. High temperatures can cause the paint to bubble and blister, which results in peeling once it cures.

BEST PRACTICE #6: OPENING THE POOL

Some pool professionals may be eager to refill the pool once they have finished painting the surface so it can be opened quickly for use. However, allowing adequate drying time (specified on the product label) is the last step to a successful pool paint application. To be certain, it is a good idea to repeat the dryness test mentioned earlier.

After confirming the new coating is completely dry, the pool can be refilled using a constant, steady stream of water. The pool's water chemistry should be routinely monitored to keep the paint looking new and vibrant. Should levels go out of balance, the water may appear cloudy and/or the paint may wear too quickly. It is very important to keep water chemistry in balance to avoid problems such as 'chalking.' Making sure the water chemistry is balanced is key in pools and spas that are painted.

GETTING READY FOR SUMMER

Painting pools is one of the most economical ways to keep them looking good and performing well. Proper planning, surface preparation, and using best practices from the field will help ensure amazing results. Before embarking on the next pool painting job, take the time to get a paint chip analysis of the paint currently on the pool surface and choose a paint that is formulated with quality raw materials and best manufacturing processes to achieve the best results and complete the job successfully. As commercial pools look to re-open after a year of being closed by the pandemic, and consumers are eager to swim, now is the time for pool professionals to get pools painted and ready for a summer of much needed outdoor enjoyment. ■

BEST PRACTICE #5- PROPER PAINT APPLICATION

When applying the pool coating, it is important to adhere to the recommended coverage. Paint that is applied too thin will not provide adequate coverage or yield a long-lasting result; whereas a thick coat may cause air bubbles, 'alligatoring,' or blistering.

To apply pool paint correctly, it is important to use these best practices from the field:

1. Sweep or use a leaf blower to clear away any remaining leaves, paint chips, or debris before starting to paint.
2. Use masking tape to protect any areas that are not to be painted (e.g. tiles or fittings). To avoid getting paint on larger areas, cover them with plastic and tape.
3. Paint around small or hard-to-reach areas (e.g. drain openings, corners, and ladders) using a paintbrush.
4. Use a roller to paint larger areas, beginning with the walls.
5. Once the walls are complete, move to the floor and start at the deepest section.
6. Always paint toward the shallow end, and plan to finish at a ladder or stairs to exit the pool without stepping on the wet paint.
7. Refer to the product recommendations to determine if a second coat is necessary. If so, allow for the proper drying time as per the product's instructions. Then, follow the same application steps.

"The 'time' between coats of paint can get tricky on pools that are outdoors—especially if it rains between coats of paint. If rain interrupts the pool painting progress, a good rule of thumb is to add one day for the surface to dry for each day of rain.

Temperature does make a difference. Pool professionals should avoid painting if the temperature is below 50 F, above 85 F, or if the overnight temperature will drop below 50 F. If the temperature is above 85 F, the paint can blister. Temperatures under 50 F will cause the paint formula to become more 'viscous' or thickened, making it difficult to apply evenly. A water-based paint will be susceptible to freezing, which can change the formula properties. Pool paints are designed to dry and cure within a defined temperature range. The chemicals that make up the paint require the proper temperature to bond together and adhere to the

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125 Corporate Park Drive
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ABOUT THE AUTHOR

Kevin Harrington is the President of the RAMUC Specialty Coatings, located in Rockaway, NJ. A graduate of Rutgers University, Harrington has been in the coatings industry for more than 42 years. As an industry veteran, he has vast product knowledge and extensive industry experience making him the go-to person for those seeking expertise in aquatic coatings. Harrington can be reached via e-mail at kharrington@ramucpoolpaint.com

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PENTAIR AQUATIC SYSTEMS appreciates the support of IPSSA membership. Pentair is pleased to continue offering IPSSA a rebate incentive based on individual product purchases of each member.

Pentair will reimburse IPSSA one dollar (\$1.00) for each whole good that a member purchases throughout the year. The listing of qualifying whole goods is the same as listed in the Pentair's PIP Program, for example, pumps, filters, heaters, heat pumps, cleaners, automation systems, IntelliChlor and colored lights.

For IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form and also available on the IPSSA member portal site under [Member Only Exclusive Offers](#). This will allow

Pentair to monitor and collect electronically from participating distributors purchase details, or direct from the member purchases for the rebate accumulation.

If a member does not register, their purchases will not qualify and cannot be added later.

The Pentair Incentive Program dates reflect purchases made from October 1, 2020 through September 30, 2021.

This program does not affect any member purchases that may also currently be individually enrolled in the PIP program. If dealers have any questions regarding the program, please have them dial 800-693-0171 and speak with their program coordinator.

The funds generated will be used for IPSSA's continuing education and research programs. ■

Associate Member Company News



Haviland Pool and Spa Products Hires Mid-Atlantic Regional Sales Manager

(GRAND RAPIDS, MI) -HAVILAND ENTERPRISES, INC. a globally recognized manufacturer and distributor of specialty and commodity chemistry, recently hired RJ Wetzel as Mid-Atlantic Regional Sales Manager for its pool and spa division.

Wetzel will be responsible for growing the company's presence in the Mid-Atlantic region. He will provide product support and technical assistance for existing customers, as well as educate potential customers about the advantage of using Haviland products.

"RJ brings years of experience to our team," said John Bokor, Haviland Pool and Spa Products Director of Sales. "He will help us continually provide outstanding Haviland experiences, driving customer satisfaction through support training and education."

Wetzel has over 15 years of sales experience, most recently working as president of Virtual Sales Solutions, LLC. ■

ABOUT HAVILAND ENTERPRISES, INC.

Founded in 1934, Haviland Enterprises, Inc. is a chemical supplier for cleaning, plating, recreational water and other applications. It is an employee-owned ESOP company comprised of two divisions, 250 employees and over 600,000 square feet of manufacturing space. The company has six production and warehousing locations throughout the United States including its headquarters in Grand Rapids, with additional manufacturing facilities in Kalamazoo; North Bend, Ohio and Chandler, Arizona.

WWW.HAVILANDPOOL.COM

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GRAND RAPIDS, MI

Things to do in April

- Filter Maintenance
- Increase Filter Run Times
- Check Conditioner Levels

FROG Celebrates 25 Years of Innovation



FOR 25 YEARS, FROG[®] HAS STEADILY MADE POOL and hot tub owners' lives easier with its innovative water care systems and products. This year, FROG celebrates the milestone with a focus on gratitude.

FROG launched a year-long celebration that includes thanking all those who have been involved, from vendors to dealers to consumers and has set a goal to donate \$25,000 to a neighborhood charity.

It all began in 1988 when Joe King, founder and CEO, purchased the pool and spa division of King Technology, Inc. from his father. In 1996, King Technology introduced the FROG brand of products with the FROG Mineral System for swimming pools. It was an overnight success. Now in 2021, FROG celebrates 25 years and millions of happy customers using its unique mineral technology that makes water care easy.

After its initial success, a steady stream of products followed as FROG found new niches for mineral products. Nearly every year in the past 25 has seen new or expanded product launches. Today, FROG offers sanitizing systems and products for in-ground and above-ground pools and hot tubs. That includes an easy-to-use product for service technicians, allowing them worry-free water care between calls, and custom solutions for original equipment manufacturers.

FROG's secret is Fresh Mineral Water[®] for swimming pools and hot tubs. It delivers water that's Cleaner, Clearer, Softer and Easier[®] than traditional chlorine or salt pools and hot tubs. Everything is prefilled so people never touch chemicals – it's no guess, no mess and no stress, leaving more time to enjoy pools and relax in hot tubs.

Joe says he remembers his father saying, "Don't work on the things that are difficult, that's what everyone else is working on. Work on what's impossible."

Through the years, FROG has identified the most impossible products and developed them. One of the newest is FROG @ease[®], a revolutionizing hot tub sanitizing system that combines FROG minerals with SmartChlor[®] Technology - the only slow dissolving chlorine that self-regulates at a consistent level for weeks at a time, reducing chlorine use up to 75%*. It's the easiest hot tub water care solution in the world, it kills bacteria 2 ways and makes water silky soft with far less odors.

FROG's success is founded upon well-defined values and strong partnerships built over the years. For 25 years, FROG has offered a proven, repeat business model and a vigilant MAP program that is constantly enforced to protect dealers.

The focus of FROG's 25 years is a Circle of Celebration at FROG25.com. As a way of saying thank you to FROG's many strong partnerships, this special website is gathering people's stories and photos. For every story shared, King Technology donates \$25, with the goal to give \$25,000 to a neighborhood nonprofit.

For Joe King, and Randy Roseth, president, this is all about stewardship. "The goals of the company have everything to do with our vision statement," Randy says. "And that's to enrich lives daily," Joe emphasizes. ■

FOR MORE INFORMATION

Contact Mary McCarty, Senior Executive Administrator at mary.mccarty@kingtechnology.com or 952-540-4337

*Compared to the minimum ANSI recommended chlorine level of 2.0 pp. for a hot tub.

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STEP 1 - PREP

1. Before Draining: (keep swimmers out during the process)
 - Raise the waterline above any scale, dirt or slime along the tile line
 - Pour 1 gallon Bio-Dex **Protect-All Supreme** per 10,000 gallons into the water and allow to circulate for 24 to 48 hours.
2. Drain the water according to city regulations and builder recommendations.

STEP 2 - THE MIX

Using a 5 gallon bucket.

1. Pour in two gallons water (warm water if very cold for easier mixing)
2. Pour in one gallon acid
3. Pour in 8 oz **Plaster White 'n Brite** (may be used for all colors and types of pool surfaces including black plaster)
4. Pour in 8 oz **Aquadex 50 Stain-Off**
5. Blend, using something like a paint mix stick.

STEP 3 - THE WASH

Garden Sprayers may be used but the mix may need to be adjusted for ease of use

6. Standing on the deck, at the edge of the pool, pour the mixture down the side. Continue around the perimeter until completion. Scrubbing is optional at this time.
7. With a hose, begin rinsing at the initial starting point and continue to rinse all the way around the pool.
8. Pump or drain excess residual. Use Bio-Dex **Foam Stop** if excess foam is a problem.

STEP 4 - START UP

All doses per 10,000 gallons

- Refill the pool adding 6oz of **Protect-All Supreme** in thirds as the pool fills. (total 18 oz)
- Balance the pool water as needed
- Add 2 oz **Clearrex 500** to the skimmer when the filter is turned on.

STEP 5 - MAINTENANCE

NOTE: Smaller does can be added weekly

- Add 6 oz **Protect-All Supreme** monthly
- Add 6 oz **Aquadex 50 Stain-Off** monthly
- Add 3 oz **Clearrex 500** monthly

Process below is per 10,000 gallons:

NOTE: Maintain normal chlorine levels throughout the full process

STEP 1

- Raise the water line over scale, dirt and soil if possible
- Apply 1 quart **Protect-All Supreme** by pouring around the perimeter of the water.
- Pour 2 oz **Clearrex 500** Clarifier in the skimmer.
- Run the Filter for 24 hours and brush if possible.

STEP 2

- Turn off the filter and apply 2 quarts **Aquadex 50 Stain-Off**, pouring in areas where the stains are most severe. Allow to dwell for 4 to 8 hours.

STEP 3

- Turn on the filter and run for at least 8 hours

STEP 4

- Add 2 more ounces **Clearrex 500** and adjust chlorine and ph as needed.
- Continue to brush for 7 days if possible.

TIP: Process can be repeated as needed for maximum results

STEP 5

MONTHLY MAINTENANCE

NOTE: Can be added weekly in smaller amounts

- Add 6 oz **Protect-All Supreme** monthly
- Add 6 oz **Aquadex 50 Stain-Off** monthly
- Add 3 oz **Clearrex 500** Clarifier monthly



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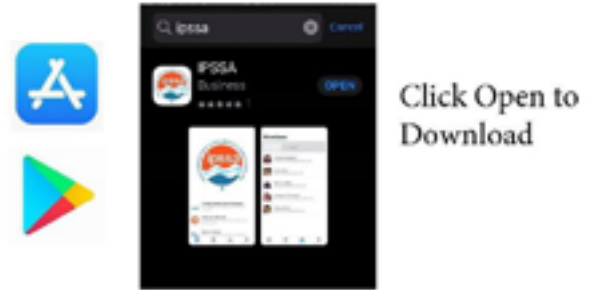


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2. You must sign in using the email registered with IPSSA. If you use a different email address, member content will not be viewable.
3. Once you enter your email into the app you will receive a verification code. If you remain logged into the app, it will remember you the next time it opens, and this step will not have to be repeated. Successful log in will show Member Exclusive Offers Button and a Member Profile button on the upper corner of the Welcome Screen.



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