

THE IPSSAN



March 2023
Volume MMXXIII, Issue 3

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.

COMMUNITY EDUCATION SUPPORT

IPSSA: Knowledge
Through Community

Associate Management Team

ROSE SMOOT IOM, CAE Executive Director

rose@ipssa.com

Duties: Requests to and from BORD, associate member relations, governance information and requests for documents, IPSSA sick route oversight, Education Fund guidelines, grievance information, chapter governance tools, IPSSA.com website updates

PENNY GAUMOND Resource Manager

888-360-9505 x2

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Duties: Trade show materials requests, table top material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment

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PO Box 2934, Rocklin CA 95677

Tips on Getting the Most Benefits From Stain Detection Kits

By Jim Gay, Haviland USA

STAINS PLAGUE POOL

professionals and homeowners alike. When pool professionals start opening pools, they are invariably confronted with unsightly stains they need to address in order to deliver their clients with a beautiful pool for the swim season. No matter your place in the pool and spa hierarchy, the most important part of solving stain issues is to identify the type of stain before treatment. The goal is to avoid draining the pool and acid washing it clean. This is especially important as service professionals are opening pools for the summer and their clients want to have beautiful, stain-free pools with sparkling water!

Luckily, there are many in-pool stain-detection kits designed to narrow down what elements are present in a particular stain, so professionals or pool owners can confidently recommend the correct stain-removal treatment — without acid washing.

It's important to understand how the tests work to ensure stains are diagnosed properly before beginning treatment.

USE A KIT, NOT YOUR EYES

Pool stains and scale can be tough to treat and often tougher to identify. If you're comparing a pool stain to one you have seen in the past or are viewing an online photo or looking at a stain color chart, you are likely setting yourself up for a costly and time-consuming mistake. Many stain and scale issues can look similar to one another, so identifying a surface stain simply by its appearance is not enough. There is nothing worse than recommending or using a particular stain-removal product only to discover it was wrong for the stain.

Stain diagnosis tests were created to determine the composition of the stain and

help identify the most effective stain-removal solution. The StainDrop SRV kit is the best because it contains 3 pouches of Stain Removal Products including 6 Drop Pouches (for wall or deep water stains) and a detailed instructional booklet. The StainDrop SRV kit allows pool professionals to verify the correct treatment without costly mistakes.

CSI - CRIMINAL (OR CHRONIC) STAIN INVESTIGATION

The stain detection kits on the market today are designed to help understand what stain "crime" has been committed and who or what is to blame.

Think of it a bit like the board game "Clue" — the point of the game is to rule out culprits of the stain crime and narrow down the list of potential stain crime causes. Differentiating between organic and metallic stains is one of the first and most important goals of stain verification. Stain verification kits are specifically formulated for metallic stains. While these products do not detect organic stains, they can eliminate metals as the source of the problem.

These products also can help pinpoint when dark patches in liners, or splotchy, inconsistent plaster surfaces are the result of improper surface preparation. Mottling, hydration or liner mold issues are all conditions that find their roots in the pool construction phase. These conditions typically require a physical surface treatment process to remove the source of the stain trapped below the surface level.

TESTING IS AS SIMPLE AS 1, 2, 3

It's important to choose the StainDrop SRV test kit because it provides a measured amount of dry product to test for stains caused by iron or tannin (tree, leaf or acorn-causing), a second product to test for copper and



scale, and a third product to oxidize and help lift the surface stain. The products can be used in combination, as many stains are caused by more than one source.

Understanding the water conditions is the first step. Information such as your pool's Langelier Saturation Index (LSI), level of contaminants present in the water, and quality of source water can prove invaluable in helping diagnose the principle issue and its underlying cause. To ensure the quickest and best test results, the water can be adjusted by lowering the LSI and adding a localized sequestering or chelating agent. Creating a more aggressive water environment can produce clearer results and improve the test product performance.

After methodically completing all of the tests, pool professionals (or their customers) will be able to narrow down which products will be best suited to remove a specific pool stain before purchasing expensive stain removers.

Test Kit Pro Tip: For ease of access and visibility, pool swim-outs, shallow areas or steps are convenient locations to perform these stain tests. If the stains are located in water that is 3 feet or more deep, these diagnosis products should first be poured into a dosing pouch, often included in the test kit, and then dropped onto the stained area.

PERFORMING LSI/ CSI INVESTIGATION CAN HELP PREVENT FUTURE STAINING

Once the offending stain has been removed, it is important to use the test information about the source of the stain to make sure it doesn't come back later.

Performing a detailed examination of the area in and

around the pool is key to stain prevention. Start at the curb of the house and look around for clues. Are there rust colored stains on the sides of the house? Do you see any green or blue stains on the driveway or backyard fencing? Does the home have an automatic sprinkler system? These situations could indicate metals in the source water.

If you find a large tree covering part of the backyard, on the other hand, this could signal organic contamination that may have led to the staining.

The best way to remove these stains and prevent them from reoccurring is to use a stain detection test and then identify the culprit or cause of the stain. Use your LSI stain detection kit along with some CSI investigation skills around your customer's pool to keep stains away. ■



ABOUT THE AUTHOR

Jim Gay is a 45 year veteran in the pool industry and is the Southeast Regional Sales Manager for Haviland Enterprises, Inc. He has worked with Haviland for over 3 years and previously worked with Jack's Magic, BioLab and BioGuard prior to joining Haviland. Jim is a regular speaker and instructor giving seminars at multiple different trade association shows. Jim can be reached at jimg@havilandusa.com

Inside this issue

- 5 Continuing Education
- 9 Plaster Problems
- 14 Warranty Work
- 17 IPSSA Chapter Events
- 23 New Products
- 24 Chapter Information
- 25 Associate Members



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We want to spotlight our members!

CALL FOR CONTENT

Have you had to use the IPSSA's Tech-4-Tech Coverage (previously called sick route) benefit? We are looking for members to send us testimonials on how Tech-4-Tech Coverage helped them in their time of need. Please send your story to editor@ipssa.com.

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, as well as uploading some pictures of your work. If you need your log in credentials re-sent, please contact memberservices@ipssa.com

IPSSA BORD Meeting Highlights: January 30, 2023

By Rose Smoot, CAE, Executive Director



FINANCIAL UPDATE

Denham, Region 5, IPSSA National CFO, reported for the period ending December 31, 2022. Revenue trend: Total revenue of \$656,013. Expenses, \$576,316. Net Revenue, \$79,696.

CENSUS REPORT: Denham, Region 5, IPSSA National CFO, report comparison 2021 and 2022: Denham reports the following: 2021: 2,580 and 2,004 regular members. 2022: 2,429

and 1,905 regular members.

EXECUTIVE UPDATE: HUB/Arrow and IPSSA National reach agreement on insurance program. Next BORD meeting in-person, is April 29, 2023, Scottsdale, AZ.

EDUCATION UPDATE: Education chair and IPSSA National's Vice President, Casey Gardner, Region 12, reported that all of IPSSA's four exams are available through online portal and can be accessed

at <https://www.ipssa.com/ipssa-exams-and-accepted-certifications.html>. HASA has copyrights of BTM-1 and will allow IPSSA to reprint and use books.

FINANCE UPDATE: IPSSA National 2023 Proposed Budget approved. Includes zero dues' dollars for all employee members and a royalty fee for HUB/Arrow.

MEMBERSHIP PROGRAM UPDATE: Harris, Region 7 Director,

reported on two new and a revised Terry Cowles award for approval by the BORD. MSC: Chapter of the Year, Pool Professional of the Year and Terry Cowles Lifetime Achievement awards. Be on the lookout for the details of the new awards.

NEW BUSINESS UPDATE: MSC: BORD approved East Valley, AZ and Rockwell, TX Chapter sick route policies. ■

Letters to the Editor

LETTERS TO THE EDITOR MUST BE SIGNED in order to be published, and must be accompanied by an address, valid e-mail address, and a daytime phone number for verification purposes. (Your phone number will not be printed.) Unsigned letters will not be published unless a compelling reason for withholding your name is given. Letters to the editor containing erroneous or unverifiable information will be edited or rejected. No letter that makes personal attacks on someone's character will be published. The editorial staff reserves the right to edit for length or grammar or reject submitted material that does not meet these standards. Letters requiring a response will be held for publication until the response is received. Opinions expressed in published letters do not imply endorsement by IPSSA.

A Letter from the President



HELLO IPSSA NATION,

I have exciting news...I have been re-elected for another year as IPSSA National's BORD President! I am truly honored and looking forward to all that the year holds. I am also excited about moving forward with the current membership campaign. How is your Chapter and Region doing with adding new members? Remember the campaign is five new members per month per region. I find that it takes more than one attempt or contact with a prospective new member for them to sign up. Don't be discouraged. Plant the seed and continue to follow up with them, invite them to Chapter meetings and social events, etc.

I want to take the time to welcome IPSSA National's new BORD members, Rick Morris from Region 4, Scott Peterson from Region 6, and Linda Cross from Region 8. It is going to be an exciting year and I have already enjoyed getting to know them at the BORD meetings in November and February.

Chapter Leaders— please mark your calendars for next year's Weekend of Inspiration Conference in Long Beach, CA on February 2-4, 2024. More exciting details to come.

Thank you again as always for your support and don't forget to wear your sunscreen!

—Todd Starner, IPSSA National BORD President

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.

Does your software company make you feel like you're alone on an island?

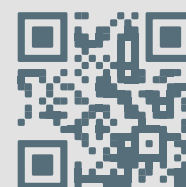
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The Importance of Continuing Education

By Alicia Stephens, BioLab

WITH THE INFLUX OF NEW water and inexperienced pool owners on the rise, education has become more important than ever. Continuing education is one of the best investments you can make in your future. As a self-employed pool and spa service professional, gaining new skills and certifications can help you grow your income. Learning how to do something new means you don't have to outsource these tasks to others allowing you to make more money. In addition to growing your income, continued education provides networking opportunities, promotes innovation and helps you stay sharp and healthy. Luckily, today's advances in online training allow pool and spa service professionals to take courses online from the convenience of their phone, tablet or desktop computer! Imagine taking a course while sitting in your truck during your lunch break! With increased consumer demand and competition for pool and spa service, now is the time to increase your knowledge and skills to stay ahead of the competition and make more money.

LIVE TRAINING

One of the newest advancements in continuing education is live training. These training opportunities not only provide invaluable skills but also give you a chance to "meet" new people — albeit virtually. In the live training courses I produce, for instance, you can 'Schedule Training' and pick the topic of interest and schedule a customized session to problem-solve issues in pools and spas or refresh your knowledge on water chemistry. You get a well-respected instructor with over 20 years of industry experience, right there on your phone.

Nadine Nuzzo, Retail Division Manager of Arvidson's Pools & Spas in Chicago which has three retail stores and a large service department, says that live training is a central tenant in the success of their company. "Before the pandemic, we routinely did actual live training with vendors and within our own company,"

explains Nuzzo. With three separate retail locations Nuzzo makes sure that all staff, from all locations have the same information and doing things the Arvidson's way, consistently across location and departments. "Our service staff and retail staff need to always be on the same page and training is the only way to ensure that consistency," explains Nuzzo. In the wake of the pandemic, Nuzzo has worked to keep her staff safe and healthy and has embraced this virtual 'live' trainings so staff remain in one building or at home but are still together in the training sessions. "Our goal has been to sustain and expand our knowledge base in these virtual 'live' training sessions," says Nuzzo. In fact, this year, Nuzzo is expanding from using virtual live training with her staff to doing virtual live training with her customers. "We will be doing virtual 'live' pool school training with her customers this spring, both a pool opening pool school and pool closing pool school in a virtual format and we are already finding these are being very well received."

PRE-RECORDED TRAINING

If live training doesn't work for your schedule or style of learning, there are also self-paced training modules that provide in-depth coverage on a variety of topics. Pre-recorded training modules are widely available from a number of sources. My own company offers pool and spa chemistry topics on everything from the use of enzymes to phosphate removal and hot topics such as staining, scale and LSI. "We are big users of BioGuard's H2Know Virtual Academy of training because it allows our staff to listen and learn on their own time," says Nuzzo. "H2Know has novice and veteran modules as well as service and manager modules so it has something for everyone on our staff. And it's terrific that these pre-recorded trainings also have testing, which we require of all our employees ensuring an accurate and update knowledge

base for our entire team," explains Nuzzo.

These training modules can also connect students to forums or groups to join or even work together in study groups —allowing you to learn and network at the same time. You might find that taking a course will connect you with a new partner who can help your business grow. Keeping connections, through education and associations, is essential for successful business today.

Getting advanced certifications isn't just about adding credentials to your resume. You are also learning valuable skills that you can apply to your day-to-day job. This can help you become better at regular tasks that might otherwise be time-consuming. You can also take on new challenges and offerings that you once weren't qualified to do. Maybe you want to learn to install variable speed pool pumps, install safety covers, learn new stain-removal techniques or master leak detection. Hard work is only one important part of career success. Learning new skills can make it easier to get more work done and do a better job overall.

STAY SHARP

What many people don't realize is there's a strong link between education and health. Continuing to learn new tricks even when you're older helps keep your brain active and healthy. Learning new things can also help improve memory. Research shows that there is a strong link between learning and overall health. Learning is a form of mental exercise that can keep you healthy. In fact, learning a new technology or downloading a new app on your mobile device is a great way to challenge your mind and give your business a boost. There are several helpful apps now available specifically for

pools and spa service professionals that provide new insight into water chemistry and offer techs a powerful tool with an added 'mental exercise' bonus.

Continuing education in various forms can lead to amazing networking and access to opportunities like finding seasonal and eventually long-term employees. Nuzzo says that she has a regular stream of new, young employees as a direct result of keeping education central to the way Arvidson's does business. "I have built close relationships with the science chairs in our local high-schools and offer science students an opportunity to learn real-life chemistry lessons in our stores," explains Nuzzo. "We offer internships that turn into summer jobs and science students really enjoy continuing their education in our stores which has led to a regular stream of great employees at Arvidson's as they tend to come back every summer in high-school and every summer throughout college as well."

GAIN NEW SKILLS

Continuing to gain new certifications, training and education is really a must for pool and spa service professions to remain competitive in today's market. Sign up for live training, a pre-recorded training module



and download a new app to challenge your knowledge and your mind. In addition to growing your income, continued education provides networking opportunities, promotes innovation and helps you stay sharp and healthy. Don't wait, take the time to continue your education—it is guaranteed to be one of the best investments you can make in your future. ■



ABOUT THE AUTHOR

Alicia Stephens is the education and training manager for Biolab Inc. In her 22 years with the company, she has focused primarily on education, training, and development, as well as technical support and new product research and integration. Currently, Stephens supports all branding, education and training initiatives for the Biolab Pro Dealer division. She can be reached via email at [alicia.stephens@biolabinc.com](mailto:stephens@biolabinc.com).

Take Advantage of IPSSA's Education Fund to Help Fund Your Continued Education!

Available to all self-employed pool and spa professionals

\$200 per class for individuals (up to \$400 per calendar year)

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IPSSA'S EDUCATION FUND

For the Education Fund Guidelines and Application go to www.ipssa.com/ipssa-education-fund

INDIVIDUAL AND CLASS SCHOLARSHIPS through the IPSSA Education Fund are available to all self-employed pool and spa professionals.

Funding is provided to applicants who have completed qualified classes. In accordance with these guidelines, the following classes qualify (not exclusive):

- Industry Trade Show education offerings
- Certified Pool Operator (CPO)
- Aquatics Facility Operator (AFO)
- Contractor license schools
- Manufacturer-sponsored courses
- College-level courses in: Bookkeeping, accounting, computers, and chemistry
- Trade-school courses in: Plumbing, electrical and mechanical

Based upon the determination of the Committee, other courses may qualify for funding.

Individuals that received a discount on classes sponsored by IPSSA are not eligible for reimbursement. Applicants may apply two times a per calendar year, up to **\$200 per class instruction for individuals**. Maximum two submittals per calendar year. Class instructors may apply two times per calendar year, up to **\$200 per student with a maximum of \$4,000 per class**. Maximum two submittals per calendar year.

For the full guidelines and application go to ipssa.com/ipssa-education-fund. Applications are reviewed quarterly by IPSSA's Education Committee.

For questions about the program, please inquire at info@ipssa.com or call 888-360-9505 ext. 2.

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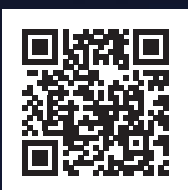
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Don't Touch That!

By Rudy Stankowitz, Aquatic Facility Training and Consultants

WHAT'S TO STOP THE POOL

owner from flipping the breaker on after you shut it off to work on their equipment? They used to say that 110 would zap, but 220 would kill you. Well, that's a myth. We know the current, not the voltage, that causes the damage, and as low as 0.1 amperes is all it takes to kill you dead. Some foolhardy techs, a few cans shy of a 6-pack, will rely on the manual override of the mechanical timer to interrupt the circuit, but that move is not a failsafe. Regardless, with the DOE DPPP regs in effect, the mechanical time clock has found itself on the endangered species list.

Lockout/tagout is the only means of safeguarding yourself or your techs from the unexpected release of hazardous energy. Here you shut off the breaker and secure the breaker in place so that the only person who can restore power to the equipment is the individual working on the equipment. It makes the most sense. No one will look out for your well-being with as much to

lose on the table as you.

There are both lockout and tagout devices you should already have on hand. With some locking mechanism, a lockout device will secure the breaker in the off position. This would guarantee that without a key, someone is only restoring power to the equipment with bolt cutters. Of course, the key is safely tucked away in your pocket.

A tagout device is more of a warning to others not to touch the breaker than a means of preventing it. Although it involves affixing a deterrent, it is easily removable and often not much more than a zip tie with a DO NOT TOUCH tag. This, too, is in line with OSHA's standard on the Control of Hazardous Energy (Lockout/Tagout), found in Title 29 of the Code of Federal Regulations (CFR) Part 1910.147. Still, it's probably best to add a conversation with the pool owner or facility maintenance team instead of relying on tagout alone.

The CFR above provides a step-by-step on controlling hazardous energy while

conducting maintenance or service on equipment. As an employer, it is essential to know that you must document your energy control plan and adhere to the steps in this standard if you or any of your team members service, install, or maintain anything that uses any energy to operate. The exception to the rule is if the item plugs into an outlet and you can unplug it, which shouldn't be anything except for the power tools the employee or yourself uses in pool service anyway.

If you opt for a tagout system, you'll need to include in your employee training that this method is not a failsafe. This is why OSHA considers lockout devices the better way to go. The employer must, in any case, ensure the lockout/tagout devices they provide are the only devices team members are permitted to use. If you are interested in attending the OSHA Training Institute (OTI), a network of non-profit organizations authorized by OSHA to deliver training on lockout/tagout (course OSHA #7115) as well as other

occupational and health safety courses, you can find a listing of providers [here](#).

As an employer, you MUST provide training to any of your employees in situations where the control of energy is necessary. They will require training on affixing the device and the safe removal of such. You are also required to provide training on recognizing hazardous energy sources, the type and magnitude of energy sources they may encounter, and energy control procedures. This listing is not all-inclusive; you can view additional training requirements at [OSHA.gov](#).

The bottom line is that we must and should want to protect ourselves and our employees.



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IPSSAN Newsletter

Just because you have not yet encountered a situation where someone has been injured or killed due to the lack of a lockout/tagout device, keep in mind the keyword might be 'yet.' ■



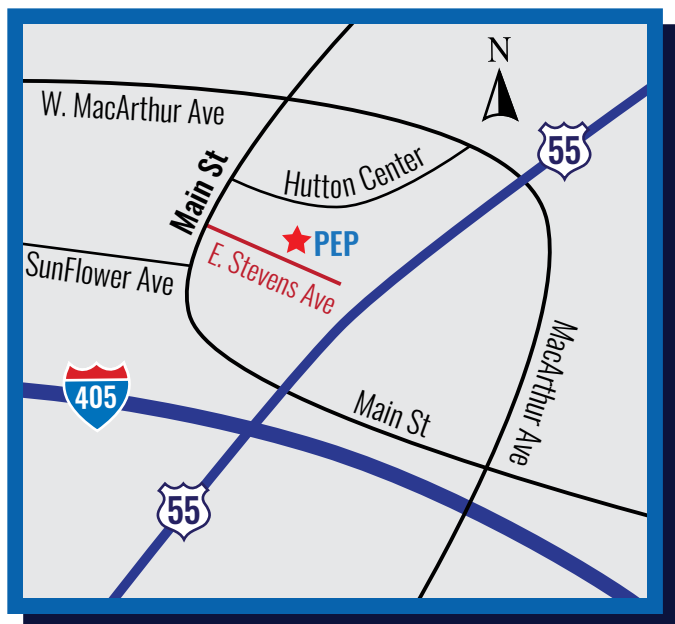
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ABOUT THE AUTHOR

Rudy Stankowitz is a 30-year veteran of the swimming pool industry and CEO/President of Aquatic Facility Training & Consultants. He has conducted swimming pool related training/technical seminars throughout the world. Stankowitz is an award-winning PHTA and NRPA instructor. CPOclass.com

Things to do in March

- Condition Pools
- Filter Maintenance
- Revise Additional Insured Endorsements
- Solar System Starts
- Clean Salt systems and Other Specialty Units

Upcoming IPSSA & Industry Events

WESTERN POOL AND SPA SHOW
March 23-25, 2023
Long Beach Convention Center
Long Beach, CA

IPSSA BORD MEETING
April 29, 2023
Hyatt Regency, Scottsdale, AZ

PSP/DECK EXPO
November 13-15, 2023
Las Vegas Convention Center,
Las Vegas, NV

WORLD AQUATIC HEALTH CONFERENCE
November 13-15, 2023
Las Vegas Convention Center,
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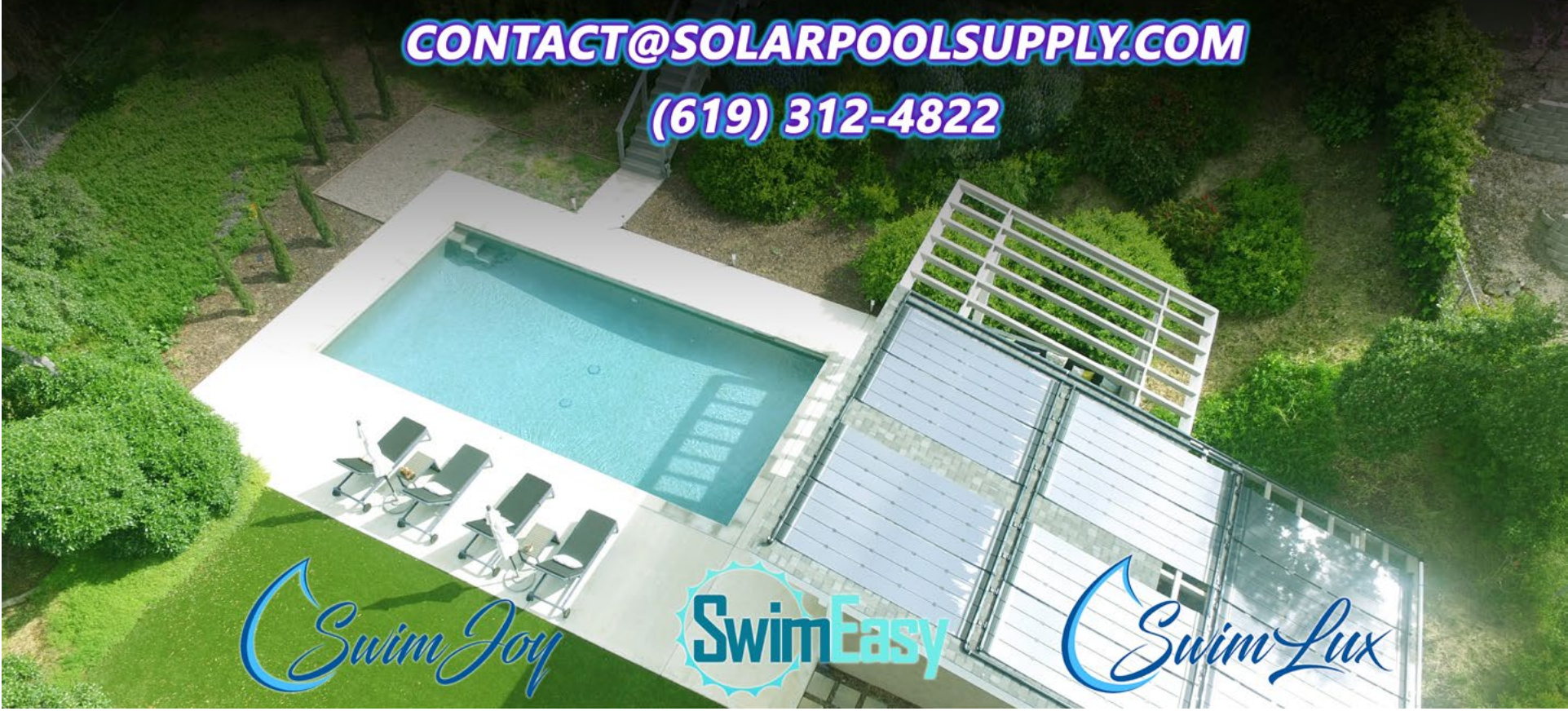


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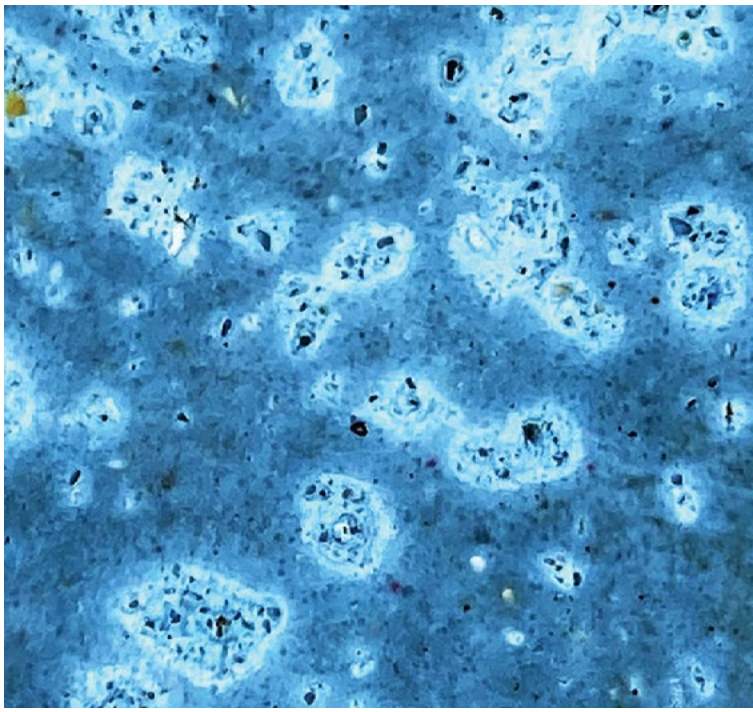
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KENT WESTFALL
National Plasterers
Council

In some cases, acid washing may remove the stain, but this procedure is not a cure-all for pool problems, warns Kent Westfall, director of technical services for the National Plasterers Council.

“It does brighten up the color and take away the discoloration,” he says. “But if it’s done incorrectly or too early, the problem can come back. So, acid washing is not always the answer.”

Additionally, draining and acid washing a pool is expensive, especially in dry climates where the cost of water is high. Some companies offer what are known as no-drain acid washes, wherein the pH and alkalinity are lowered to a point of being corrosive, allowing the water to slowly eat away at soft materials like stains and scale, over a three-day period.

POOR CONSOLIDATION OR COMPACTION

Some problems stem back to pool installation, such as poor consolidation. Improper consolidation is what happens when air bubbles are not properly pushed out of the plaster when it is being applied, leading to permanent, unattractive bumps on the finished surface.

“If you don’t pass the trowel over [the finish] with enough

pressure or enough times, you can end up with that air bubble,” Westfall says. “That’s a consolidation issue. It’s a troweling error.”

Compaction of the pebbles in an aggregate finish is another installation procedure that should be done with care, as it affects the look and life of a pool. If the pebbles are compacted too closely, there may not be enough cement to hold it together long term. If the compaction is too loose, with too much concrete, it can diminish the visual appeal of the pool because the pebbles are less noticeable.

“When you do an exposed aggregate finish, it’s as much of an art as it is a science, and it takes time to become a good finisher,” Westfall says. “It’s not as easy as everybody thinks. If you see somebody who’s really good at what they do, they make it look easy. It takes time to develop that skill and the knowledge of how the cement reacts. So, if you’re going to get involved in it, you have to be willing to put in the time and the hard work to learn all of the little intricacies of installing a finish.”

In Westfall’s experience, these issues happen most often when the installation crews are rushing on tight schedules or have not been fully trained.

PIGMENTATION PROBLEMS

Color choices for pools have increased significantly over the years, which makes it important to ensure pigments are mixed properly. If pigments are not fully mixed, it may become apparent in small streaks of color that appear when the finish is applied. As the trowel goes across the pigment, it pulls some of the color across the finish that has not been fully mixed. Inconsistent mixing can mean inconsistent coloring in the pool as well.

If caught early in the installation process, these erroneous pieces can be dug out and replaced, but not after the pool is set, Westfall says.

Westfall highly encourages pool installers to fully follow manufacturer recommendations for mixing pigments.

“There’s a precise method to mixing,” he says. “You do not get a homogenous mix if you cut down on the length of mixing that’s required or the order in which the materials are placed.”

Sometimes, during the life of a pool, the finish colors appear to fade. This could simply be pigment masking — when scale buildup covers the colors. In this case, simply removing the scale will bring back the color, Westfall says.

A more serious issue, though, is pigment depletion. This happens when corrosive water begins to etch the surface of the pool. As it eats away the cement, it removes the color, as well.

“Sometimes depending on the type of finish, you can polish it down with a diamond pad, and you’ll get to where there’s pigment still,” Westfall says.

“But that requires catching the pigment depletion early on and having a finish that will accept the polishing. A lot of people try and polish surfaces that are not designed to accept polishing, such as an exposed aggregate finish. All that will do is knock the pebbles loose and make it look worse.”

SCALING, LEACHING AND ETCHING

Mismanaged water can lead to several issues on the pool’s finish, including scaling. Calcium scale builds up on the sides of a pool when the water’s calcium hardness level is too elevated. The water cannot hold more calcium, so it precipitates on the walls of the pool.

Continued on page 10

Identifying Common Plaster Problems

By Malarie Allen, *PoolPro Magazine*

ATTENTION TO DETAILS can often eliminate many problems that commonly plague pool finishes. Identifying, preventing, solving and clearly communicating these issues both during installation and maintenance set the top pool professionals apart from the rest.

Here are some common finish problems pool professionals might run into.

DISCOLORATION

There are many possible reasons for stains or discolorations in a pool’s finish. Organic matter, such as leaves, nuts and berries can temporarily stain a pool surface, but they usually go away over time, according to Mark Thompson, owner of Absolute Pool & Spa Care in Cumming, Georgia. However, other stains are not so easy.

An over-abundance of minerals, like iron, magnesium or copper can also stain a pool’s surface. Sometimes, this issue stems back to the chemicals used in the water, Thompson says. Good water management can prevent many of these stains.

Other times, discoloration comes from inorganic matter — such as a screw or other piece of metal — that falls into a pool and is not immediately removed. Malfunctioning equipment can also lead to staining. For example, a deteriorating water heater can cause copper staining as the copper tubing disintegrates into the water supply.

When staining is detected, testing the water for these minerals and chemicals is the first step to identifying the culprit and fixing the problem, Thompson says.

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Below is a testimonial from the wife of an IPSSA member who recently had to utilize his chapter's Sick Route Coverage to save his business while he was injured and unable to service pools:

Dear IPSSA Member,

I wanted to offer my heartfelt thanks for the way you stepped up to cover Jeff's pools during his injury. As the wife of a pool tech, I know just how hard you work, and that covering someone else's pool is never easy or convenient. However, because you came together to look out for my husband, we were able to pay our bills, support our two daughters who are in college, and not feel the stress and worry (and devastation) that losing three months of income would have brought. Because of you, we are entering a new year without a great financial stress. Because of you, Jeff was able to heal and get back to work without losing his livelihood. To describe the amount of gratitude our family feels is impossible. There is something very special when people come together to ease each other's burdens, and that is what IPSSA is.

I know Jeff is a proud member of IPSSA, and I am proud that he is part of an organization that does so much good.

We wish each of you and your families a healthy and happy new year. We hope your pools are clear, the dogs are all friendly, and the gas is cheap(er).

With gratitude,

Dawn Smith (Jeff's wife) and the Smith family

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Plaster Problems

Continued from page 9

"If you're going to pick a problem to have, scaling is the best because you can remove that," Westfall says. "It's a surface issue."

However, calcium leaching or etching is much more difficult to remedy because it damages the plaster. Aggressive water can begin to dissolve the surface of the plaster or tile grout. These often appear as small lighter spots on the pool surface. Sometimes the issue can be "cleaned up a bit," but the pool surface will likely never look the same, according to Westfall.

MANAGE EXPECTATIONS

Whatever issues may arise, Scot Harris, owner of A-Ok Pools & Spas in Colorado, reminds contractors and pool owners to always check professional licenses and hire companies experienced in pool management.

"People hire a leak detection company that finds leaks in irrigation, but not specifically in pools," he says. "When that happens, it costs the customer a lot more money because they don't know anything about the way a pool is plumbed."

In all cases, Westfall highly recommends professionals document their work and focus on clear communication with pool owners to manage expectations throughout the installation and when addressing problems.

"If you take time to educate them, you're going to look like a professional," he says. "That's the first step in building trust. When you educate them upfront, and you can show them pictures — show them what to expect and take the time to show that you care — it works wonders."

Thompson agrees, saying communication is paramount in customer satisfaction.

"You know, we are in the communication business," he says. "We just happen to be taking care of pools." ■

Article originally published on January 3, 2023 by PoolPro Magazine.

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When Warranty Work Opens Doors

By Kelli Clancy

WHO WOULD HAVE EVER thought that a one-woman show could become one of the top Hayward warranty stations in her area!? It was spring 2021, and I was holding a women's group training on heat pumps with Hayward. Later I would learn that the technical manager looked around the room during the training, thinking, why haven't you brought one of these ladies on as a warranty station.

A couple of months later, he asked me if I would be interested in becoming

a warranty station. He thought having a female tech would be an incredible idea since, most of the time; it is the wife waiting for the warranty person to arrive home. My technical skills at that time were minimal, and I had a service route of 50 pools and would perform repairs on those pools as needed. I wanted to expand my skills, so I jumped on the opportunity.

Many told the Hayward technical manager that he was crazy. A female at the skill level that I was starting at could

not reach the level of technical skills that I would need to complete warranty calls successfully. I didn't have any idea how quickly I could catch on. I never thought that I would be the sought-after person for pool pros to call.

My first warranty call experience might have scared off some. The technical manager went with me to a heater replacement warranty at a commercial property. While attempting to move the old heater out, I fell through a metal plate that

covered the backwash line and cut my leg. Blood was racing down. I went and cleaned it up, returned to the equipment room, and continued. Once we were done, he asked if I was still interested. I replied, 'Of Course.'

For the next six months, I went out with my Hayward Technical Manager twice a week when he would set up opportunities for skill building. Not only did I learn how to troubleshoot equipment, but I also got options for equipment installations. When I wasn't in the field, I would take any virtual class at Hayward University I could find. These virtual classes helped to reinforce what I was being exposed to in the field. I wrote down everything I was learning in a notebook with tabs for each equipment category. I wanted to have a reference for future warranty calls. I didn't want to be that person who calls the rep with the same questions repeatedly. Even though I wasn't receiving monetary reimbursement, I was being paid with skills and making connections with builders and service providers that primarily sell Hayward equipment. Thanks to my reps' recommendations, those same builders and service providers utilized by services regularly.

During that period, I would let anybody and everybody know that I was a Hayward Warranty station. I added this to my website and business! I regularly posted on social media about the warranty and repairs I completed in the field, explaining what I was doing in the pictures. Whenever I was at distributors, IPSSA meetings, and trade shows, I would let my fellow pool pro know I was there to help them. Whether troubleshooting over the phone, product recommendations, or installation questions, I was just a phone call away.

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“ Many people told me that offering help to others would take away from my profit. They also said to me that warranty work doesn't pay well. The opposite happened, and my willingness to share my knowledge with others boosted my business.”

Many people told me that offering help to others would take away from my profit. They also said to me that warranty work doesn't pay well. The opposite happened, and my willingness to share my knowledge with others boosted my business. Fellow pool professionals who only provided pool cleaning services were not familiar with Hayward products, and ones who did not have time started referring me to their clientele.

When I first told some of my close pool professional friends and my family that I would become a warranty station, they said warranty work was not worth the time and energy. I approached a couple of current manufacturer warranty stations in my area and asked them how they could make warranty work worthwhile. They advised me to 1) bring all the parts needing to be replaced on every call. That way, I wouldn't need multiple trips to repair the warranty. 2) that it's essential to have a good relationship with my technical manager. That way, they would help me when there were exceptional circumstances where jobs took extra time to complete,

Continued on page 15



Warranty Work

Continued from page 14

additional drive time was needed, or when I couldn't get a part locally.

I took their recommendations to heart. I created boxes with various parts for each equipment item and made pump, heater, and control system containers. This eliminated searching my garage for details, reducing trips to the supplier, or having to order parts for repairs. Since I had common parts, I could complete warranties quickly and make the homeowner happy. Who wants to wait for a part to come in when they have a party, right!?

Thanks to my fellow pool pros and having my company listed as an authorized Hayward warranty station and dealer, I became one of the top warranty stations in my

area and the 'Go-to company' for Hayward equipment diagnosis. I even got the opportunity to co-host the Talking Pools Podcast, where I can help others build their knowledge. In April 2022, I sold my pool route and focused on repairs and warranty calls. That same month I sold six heaters, four lights, six pumps, one control system, and two filters... all to customers who found my company on the Hayward website! For a small one-woman show, that was a significant accomplishment. Within one short year, I went from purchasing \$5000 in pool equipment annually to buying over \$50,000 in Hayward equipment alone.

At the beginning of February, I realized what I had accomplished.

I walked into a room with six women eager to learn. I stood in front of them with my co-teacher going over how to wire automation panels. These ladies took notes, asked questions, and stood up, wiring each panel. Without the skills I grew over the past year and a half, I would have depended on others to teach these ambitious women.

If you are a small business like me, I would recommend taking opportunities presented to you and pushing forward. My partnership with Hayward grew my skills, reputation, community, and profit. I worked with some of the best pool professionals in my area and even helped others across the country. ■



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THE CAPITAL VALLEY IPSSA CHAPTER held their chapter Christmas party back in December. Not only did the event offer an evening full of fun, raffle prizes, crafts for the kids, and a special visitor (Santa!), but the chapter and their supporters were also able to raise and present a check in the amount of \$14,000 to the Sacramento Sheriff's Toy Project. This non-profit organization supports area schools with after-school programs, school supplies, computers, clothing, shoes, jackets, bikes for transportation, summer kid's camps and support scholarships for college-bound students. You can find more about The Sacramento Sheriff's Toy Project at www.toyproject.org.



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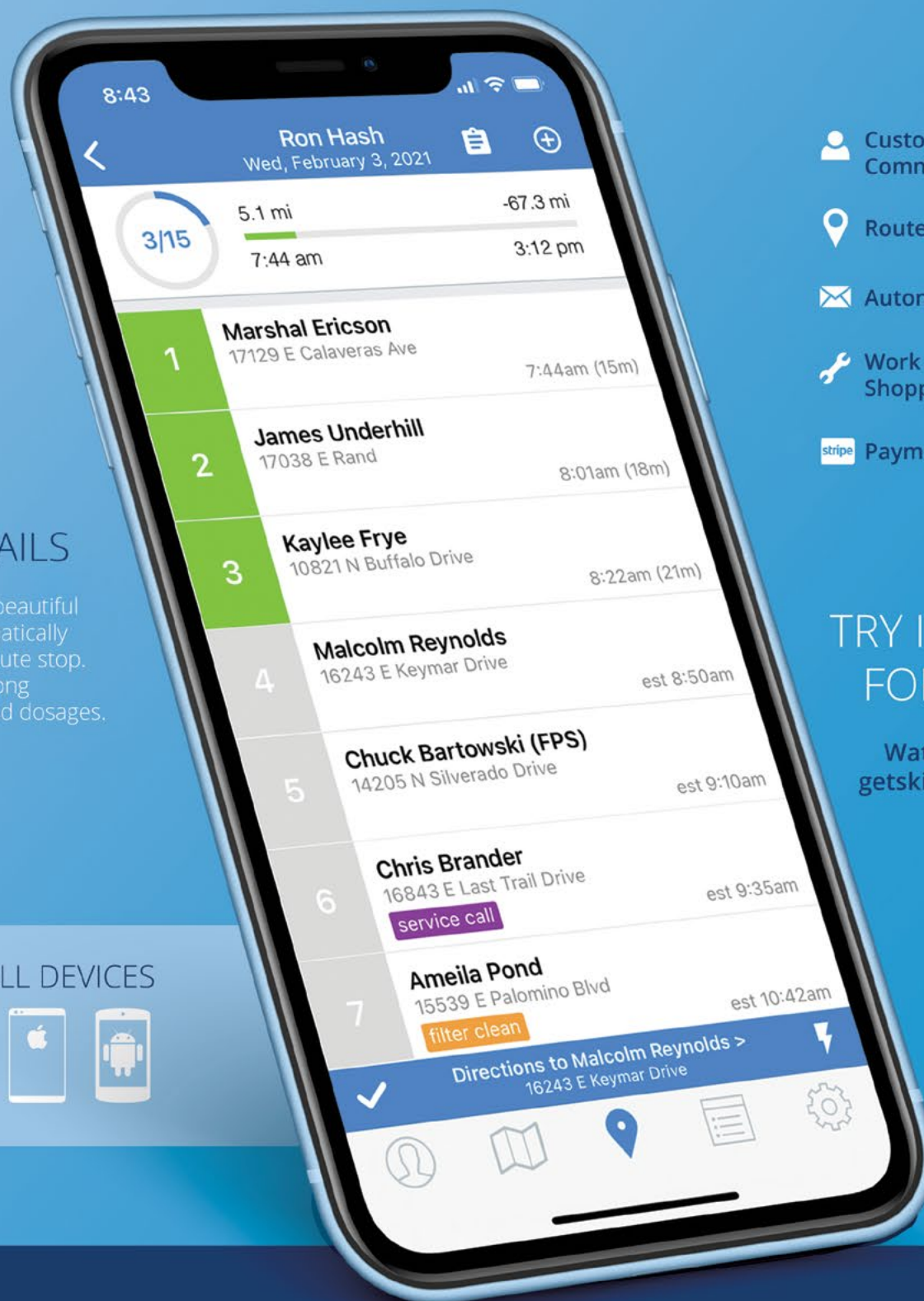
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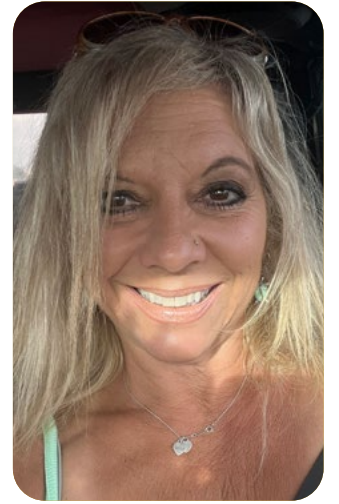
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IPSSA's Path to Professionalism Member Spotlight

IPSSA's first and foremost priority is to assist its members with growth and professional development through IPSSA's community, education, and support. Each month we will be highlighting a member through our IPSSA's Path to Professionalism Member Spotlight. This month's Path to Professionalism Member Spotlight is on Paulette Hester of IPSSA's Region 11 – Treasure Coast Chapter.

“The Path to Professionalism means taking advantage of continued education and learning opportunities so that we can be a professional and present ourselves as professionals to our customers. It's important to learn all aspects of the business instead of just cleaning pools. IPSSA has helped pave my way to professionalism by providing training seminars, The Weekend of Inspiration Conference, and regular chapter meetings.”



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Add new customers to your business with referrals from your local Leslie's stores.



REBATE PROGRAM

Buy more, earn more! Earn rebates based on your annual spend.



MAJOR EQUIPMENT BENEFITS

Receive extended protection on all Jacuzzi equipment and other select products.



VENDOR PARTNERSHIPS

Access discounts and other member benefits from selected vendors.

- SPPA - Insurance
- Skimmer - Routing App



ADDITIONAL BENEFITS

- Open 7 days a week
- FREE water testing
- Convenient locations
- FREE in-store labor
- FREE pool cleaner inspection

Apply at LesliesPro.com or email Commercial@lesl.com to learn more.



BioGuard® Celebrates 60th Anniversary with a Big Party in Nashville, TN

BIOGUARD, MAKER OF high-performance pool and spa chemicals, kicked off a year-long celebration of the brand's 60th anniversary with a festive event in Nashville, TN in January 2023. The event brought together over 450 attendees representing BioGuard dealers and company representatives that came out to celebrate. BioGuard is known for creating a three-step system of chemicals to keep water clean and clear. It also pioneered computerized water testing for pools and spas. Established in 1963, the BioGuard product line has expanded to include a full chemical line for spas (SpaGuard®) with a large independent dealer base in the US, Canada, Australia, and South Africa.

The 60th anniversary party was a part of the company's annual dealer conference which took place at the JW Marriott in Nashville. The conference provided learning opportunities including business and marketing seminars plus training for their established group of retail professionals. Michael Thill, Retail Division Manager at Caribbean Pool and Spa was particularly pleased with the event saying, "Celebrating 60 years was amazing but also, and maybe more importantly, impressed with the new vibe for the next 60 [years] with new President Ignacio Campos. He is going to do amazing things not just for BioGuard, but for the pool industry as a whole."

Ignacio Campos, President of

the company's pool division, was very pleased with the dealer event both to celebrate the company's 60th anniversary as well as to launch a new vision for the company moving forward. "Our goal is to continue to be a leader in the development of the highest quality pool and spa chemicals. We strive to provide opportunity for our independent pool and spa dealers while working to be their partner of choice," noted Campos. "BioGuard's success will continue to come from our pursuit of innovation as we support our dealer network to meet the needs of pool and spa owners worldwide, providing unmatched value through our high-performance products."

Ted Lawrence, Vice President of Sales, saw firsthand the passion BioGuard dealers have for both their businesses and the brand itself. "It was an honor to spend quality time with so many from our BioGuard dealer base at the event in Nashville. I am excited to be leading our sales team through such a milestone year, as we honor the BioGuard brand's storied history and take it to the next level," says Lawrence.

The social media outpouring was impressive for Jamie Novak, Director of Pro Brands Marketing for BioLab. "The thank you notes, photos, videos, and social media posts reinforced the importance of the BioGuard brand to its loyal dealer base," says Novak. "Our team is enjoying the opportunity to celebrate such an iconic brand all year long!" ■

ABOUT BIOGUARD/ BIOLAB/ KIK CONSUMER PRODUCTS

Based in Lawrenceville, GA, BioLab, Inc, the Pool Division of KIK Consumer Products Company, has been supplying water treatment products for recreational applications on a global basis for over 60 years including their signature lines of BioGuard & SpaGuard pool and spa chemicals. Additional information about BioGuard can be found at www.bioguard.com.

Waterway's Golden Anniversary A True Milestone of Innovation and Excellence!

WATERWAY IS CELEBRATING ITS 50TH year anniversary in the pool & spa industry and shows no sign of stopping anytime soon.

This family owned, fully integrated USA facility continues to bring together design, engineering, tooling, production, quality control and service, delivering an extensive range of innovative products, from NSF approved white goods to pumps, filters, pool & spa control systems and much more. We also care about our employees, taking the necessary precautions for the safety of our staff.

In addition, we recognize and support our team who handle the day-to-day operations at the highest levels, multi-tasking when needed and filling in for others if necessary. We seek out the greatest talent but appreciate the ability to mentor and train people willing to learn.

To this end, we resolve to be dedicated and continue to work hard to bring profitability back to our clients.

Since 1973, Waterway has provided excellence, integrity and confidence to the pool, spa and whirlpool bath industry...all under

one roof, at our 460,000 square foot facility in Oxnard, California.

Our secret is simple...Waterway recognizes the issues our clients face, seeking out more efficient ways of producing pool and spa products. And we back that up with superb production. Our recent purchase of several custom injection molding machines, new molds and updated automation, allow us to focus solely on getting the best products quickly to the people in the field.

Our enduring success is based on an unwavering dedication to these important principles:

- Listening to our customers
- Bringing the very best in quality and innovation to market
- Providing the industry's most responsive and caring customer service

For over 50 years Waterway has continued our steadfast commitment to our exceptional standards and to you, our valued customers. Please share with us in this true milestone of innovation and excellence! ■





FICTION vs. FACT

1. Membership in IPSSA means you have to participate in the IPSSA Insurance Program through Arrow/HUB Insurance Service.

FACT: Membership in IPSSA requires you to have general liability insurance with a minimum of \$1Mil limit. Proof of insurance must be provided upon acceptance of membership.

2. As a new member of IPSSA you must pass the IPSSA Water Chemistry Exam immediately.

FACT: A new member has up to one year to pass the IPSSA Water Chemistry Exam or may provide a certificate of training from one of the following courses: IPSSA Water Chemistry Exam, Professional Pool & Spa Operator (PPSO), Pool Chemistry Certified Residential (PCCR), Certified Pool Operator (CPO), LA County Health Department License, Florida Registered/Certified Pool and Spa Exam. Each Chapter can accept

alternate certification or still require IPSSA Water Chemistry to be passed. All proof of alternate certification must be sent to IPSSA National by the Chapter President, not the Member.

3. As a prospective member you must attend three meetings before acceptance of membership.

FACT: That is not IPSSA National Policy, chapters do have the authority to adopt meeting requirements for their prospective members.

4. Chapters must learn how to file insurance claims.

FACT: Chapters are not required to file an insurance claim. Individual members should be responsible for filing and contacting their insurance broker.

5. IPSSA National and Chapter dues include insurance fees.

FACT: Your membership dues

(formerly known as fees) do not include insurance or any service fees.

6. Members pay a reinstatement fee.

FACT: IPSSA National does not charge a reinstatement fee. The only time member is charged a fee by IPSSA National is for returned checks.

7. IPSSA National collects fines for chapters on individual members.

FACT: Chapters and regions are responsible for collecting fines to individual members.

8. Chapters can buy gift cards or hand out cash to chapter members from dues, chapter support and/or manufacturer rebate programs.

FACT: Chapters may not expend any Chapter funds for general gifts for chapter members (including their families, employees, and designates); distribution of excess revenues of the Chapter; payment of business

expenses of Chapter members (including most insurance) unless approved in advance and in writing by the IPSSA Board of Regional Directors.

9. IPSSA doesn't contact or call me when I haven't paid my dues.

FACT: Multiple emails are sent out during the month noted "IPSSA Membership Past Due – First Notice/ Second Notice." If we don't receive payment by the end of the month a cancellation notice is sent out to the member and we alert Arrow Insurance if you are enrolled.

10. IPSSA won't let me rejoin after I've been cancelled for membership.

FACT: IPSSA is more than willing to have members rejoin that accidentally dropped. All we ask is for the members to pay their past membership dues so there is no lapse in membership. ■

PENTAIR Rebate Program — Take Advantage

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 National one dollar (\$1.00) for each whole good that a member purchases throughout the year. The list of qualifying whole goods is the same that are listed in Pentair's PIP program, but basically pumps, filters, heaters, heatpumps, cleaners, automation systems, sanitizers and colored lights are included.

For IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form [click here](#) 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 reflect purchases made between the dates of October 1st through September 30th during each rebate year.

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 or send an email to rewards@pentair.com.

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



Since 1984 — Employee Owned
Specialists in Swimming Pool Safety Products

The employee owners at **Pool Covers, Inc.** are committed to great customer service for you and your clients!

Know that when you refer your clients to us they do not need to shop anywhere else. Pool Covers, Inc. employee owners will not only provide **superior customer service** but will provide you with the most innovative products to make your clients pool safe. We offer child safety fencing as well as safety swimming pool covers. Our style of "one stop shopping" makes it faster and more convenient for you and your clients.

Remember, for every client you refer that purchases a safety product from Pool Covers Inc., you will receive a referral check. We here at Pool Covers, Inc. appreciate you and your business!

Pool Covers Inc. providing quality safety products and service in Northern California for over 30 years.

Call us at 800-662-7665 with your referrals!

Save Lives, Save Water, Save Heat, Save Money!

REMOVE PREVENT

IRON STAINS

StainDrop gives you powerful tools to tackle stains.



STAIN DROP
POOLSTAINDROP.COM



New Products



New & Improved PRO SERIES® Boric Acid

PRO SERIES® Boric Acid is a water enhancer that buffers and helps keep pool water balanced, providing crystal clear, soft feeling swimming pool water. Pro Series Boric Acid helps brominating, chlorinating or biguanide programs to work more efficiently. Designed for once-a-year use and topping off as needed, simply add 15 lbs of ProSeries Boric Acid into 10,000 gallons of water. Test borate levels twice a year (or more often if water is lost) and maintain a borate residual between 30-35 ppm to see amazing benefits all season. Available in 40lb bucket, ask your supplier about Pro Series Boric Acid today! **Learn more at proseriespool.com or 800-753-1233.**



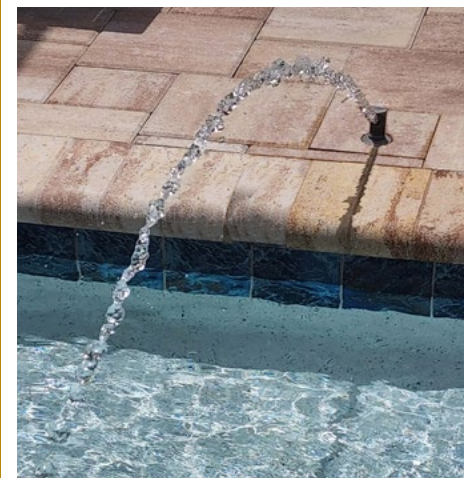
ProTeam Now Offers Quick Shock

The perfect way to open pools, ProTeam now offers Quick Shock to help pool pros start pools off fresh this season. The fast-dissolving stabilized chlorine granules in this product quickly destroy algae and bacteria. Quick Shock comes in convenient pre-measured one pound bags—making it easy to add 1 pound per every 10,000 gallons of water while the pump is running. The perfect way to start-up and shock pool water. The 1-pound bags come 12 per case. Made in USA. **Learn more at proteampoolcare.com or 800-333-0400.**



Polaris® ATLAS™: A Step Up in Suction Cleaning

The Polaris® ATLAS™ suction-side cleaner rids pools of small and large debris using advanced HALO™ technology that provides ample clearance so large leaves can be drawn into the pool's filter for unhindered debris removal. Engineered with powerful turbines that propel the cleaner across pool floors and up walls, the ATLAS cleaner deftly maneuvers around the pool with 360-degree mobility utilizing multi-directional navigation. Capable of cleaning stuck-on grime and eliminating the scum line at the waters' edge, the ATLAS cleaner comes equipped with scrubbing brushes to scour pool surfaces – no matter what it is — resulting in a thoroughly clean pool from floor to waterline.



AquaShapes Deck Jets: The Backyard Beauty with a Pop-Up Feature!

Waterway's all new AquaShapes Deck Jets are unique water features that produce amazing fountain-like streams when turned on, arching gracefully into your pool, providing beautiful focal points for your backyard. The jets efficiently collapse when not in use and retract flush along your pool deck.

This complete Deck Jet kit contains two pop-up deck jets and is designed to insert into 1-1/2" Sch 40 pipe for easy installation and serviceability. These Deck Jets operate at low flow so no additional pumps are required.

Waterway's AquaShapes Deck Jets are a beautiful and efficient addition to your prized pool.



IPSSA's Find a Pool Service Professional Search Function

DID YOU KNOW THAT POTENTIAL CUSTOMERS can search for a pool service directly from the IPSSA website? These results populate an IPSSA member near them. Log into your member portal to add your company logo, website link and social media links to enhance the search results for your company. If you need help logging into your member portal, send an email to memberservices@ipssa.com to reset your password.



Chapter Information and Meetings

REGION 1 Northern California

Ryan Ruminson, Director

530-401-7346 | ryanruminson@sbcglobal.net

Capital Valley (Sacramento)

First Wednesday, 7:00 p.m.
VFW 8990 Kruthof Way, Fair Oaks
President: [Jason Hilton](#), 916-224-3113

Delta (Stockton)

Third Wednesday, 6:00 p.m.
The Elks Lodge
19071 N. Lower Sacramento Rd. Woodbridge
President: [Rick Plath](#), 209-456-1605

East Bay

Third Tuesday, 6:00 p.m.
Pleasant Hill Community Center
320 Civic Drive Pleasant Hill
President: [Katrina Pedersen](#), 925-289-9231

East Contra Costa

Fourth Tuesday, 6:00 p.m.
La Fuente Mexican Restaurant
642 1st Street, Brentwood
President: [Kirk Olsen](#)

El Dorado

Second Thursday, 6:30 p.m.
Shingle Springs Community Center
4440 S. Shingle Road, Shingle Springs
President: [Shawn Panico](#), 916-201-6245

Elk Grove

Second Wednesday, 7:00 p.m.
Logan's Roadhouse
9105 W. Stockton Blvd., Elk Grove
President: [Deon Nesson](#), 916-870-7630

Gold Country

First Monday, 6:00 p.m.
2515 Grass Valley Hwy., Auburn
President: [Alex Tobiasz](#), 916-759-8028

Modesto Central Valley

Third Tuesday, 6:00 p.m.
Mi Casa
624 N. Golden State Boulevard
Turlock, CA 95380
President: [Albert Camarillo](#), 209-628-2717

Sacramento City

Fourth Wednesday, 7:00 p.m.
Plaza Hofbrau
2500 Watt Avenue, Sacramento
President: [Derin Schroeder](#), 916-367-9934

Tracy

Fourth Thursday, 6:00 p.m.
Perko's Cafe
1321 W. 11th Street, Tracy
President: [Beau Hoff](#)

West Placer

First Thursday, 5:30 p.m.
Strikes Bowling Alley
5681 Lonetree Blvd., Rocklin
President: [Bryan Soto](#), 916-258-5114

REGION 2 Central California

Beau Braisher, Director

661-332-4952 | braisherpools@gmail.com

Bakersfield

First Tuesday of Feb., May, Aug., Nov., Dec. at 5:30 p.m.
PEP (Subject to change)
12556 Jomani Dr. # C, Bakersfield
President: [Sandra Flores](#), 661-319-9341

Central Coast

Second Wednesday, 6:00 p.m.
Nino's Grill, Templeton
President: [Matt Mazzo](#), 805-614-3114

Conejo

Second Wednesday, 7:30 p.m.
Alpha Water Systems
725 Cochran Street #A, Simi Valley
President: [Dennis Van Sloten](#), 805-813-6154

Conejo Valley

Second Wednesday, 6:30 p.m.
Superior Pool Products
1200 Lawrence Drive #400, Newbury Park
President: [Michael Flanagan](#), 805-444-7960

Fresno

Fourth Tuesday, 7:00 p.m.
Roundtable Pizza
First & Bullard, Fresno
President: [Larry Kirkorian](#), 559-681-4467

Santa Barbara

Second Monday, 6:30 p.m.
Rusty's Pizza Parlor
232 W. Carrillo (downtown), Santa Barbara
President: [Joe Burich](#), 805-451-1963

Ventura

Third Tuesday, 7:00 p.m.
Poinsettia Pavilion
3451 Foothill Rd., Ventura
President: [James Eubanks](#), 805-889-5977

Visalia

Third Wednesday, 6:00 p.m.
Amigo's Cantina
5113 W. Walnut Avenue, Visalia
President: [John Cossey, Jr.](#), 559-380-8886

REGION 3 Northern L.A. County, California

Eric Nielson, Director

818-710-1628 | willowcreekpools@gmail.com

Antelope

Second Monday, 6:00 p.m.
SCP Antelope Valley
4514 Runway Drive, Lancaster

President: [Steven Polovina](#), 661-236-6095

Diamond Bar

First Thursday, 7:00 p.m.
PEP 563 W. Terrace Drive, San Dimas
President: [Robert L. Betts](#), 626-757-6707

Foothill

Third Thursday, 7:00 p.m.
American Legion Hall (Downstairs)
4011 La Crescenta Avenue, Glendale
President: [Jay Laughrey](#), 818-957-5298

San Fernando Valley

Third Wednesday via Zoom
President: [Ivan Vance](#), 818-376-8541

San Fernando Valley Metro

First Tuesday, 7:00 p.m.
Canoga Bowl
20122 Vanowen, Canoga Park
President: [Eric Nielson](#), 818-710-1628

San Gabriel Valley

Second Thursday, 7:00 p.m.
PEP 1862 Business Center Drive, Duarte
President: [Ron Hopwood](#), 626-806-4670

Santa Clarita Valley

First Thursday, 7:00 p.m.
Vincenzo's Pizza
24504 1/2 Lyons Avenue, Newhall
President: [Glen Batista](#)

REGION 4 South L.A. County, California

Rick Morris, Director

310-755-5279 | rick-morris@sbcglobal.net

Central Los Angeles

Second Monday, 6:30 p.m.
Han Woo Ri Presbyterian Church
1932 S. 10th Ave, Los Angeles
President: [Fred Choi](#), 213-598-0078

East Long Beach

Second Tuesday, 6:30 p.m.
Ecco's Pizza
2123 N Bellflower Blvd., Long Beach
President: [James Burkhalter](#), 562-305-6929

South Bay

Second Wednesday, 7:00 p.m.
Shakey's Pizza Parlor
3615 Pacific Coast Hwy. Torrance, CA
President: [Rick Morris](#), 310-755-5279

West Side

Second Tuesday, 6:30 p.m.
American Legion Hall
5309 S. Sepulveda, Culver City
President: [Richard Okamoto](#), 310-927-2411

Whittier

First Wednesday, 7:00 p.m.
Superior Pool Products Santa Fe Springs
President: [Albert Navarro](#), 562-927-6757

REGION 5 Orange County, California

Michael Denham, Director

714-891-6180 | denhampools@gmail.com

Anaheim

Third Wednesday, 6:30 p.m.
Roundtable Pizza
12829 Harbor Blvd., Garden Grove
President: [Cal Pratt](#), 949-230-7462

Central Orange County

Last Tuesday, 7:00 p.m.
Chapter meets virtually via zoom
President: [Jeff Steinker](#), 949-292-4026

Dana Point

Second Tuesday, 6:00 p.m.
Coco's Restaurant
Crown Valley at I-5, Dana Point
President: [Mike Boucher](#), 949-456-0663

Mission Viejo

1st Tuesday of every month, 6:00 pm
Laguna Hills, CA 92653
President: [Chris Dodds](#), 949-683-6076

Orange Coast

Last Monday, 5:00pm
Roundtable Pizza on Adams and Beach
President: [Rob Mangus](#), 714-318-1254

Orange County Pool Professionals

Last Monday, 6:00 p.m.
Claim Jumper (Banquet Room)
18050 Brookhurst St., Fountain Valley
President: [Jim Romanowski](#), 714-404-2550

Southwest

First Wednesday, 6:00 p.m.
ABC Pools
10560 Los Alamitos Boulevard, Los Alamitos
President: [Brian Bemby](#), 714-995-8211

Surf City

Third Tuesday, 6:30 p.m.
Superior Pool Products
10865 Kalama River, Fountain Valley
President: [Frank Malavar](#), 714-960-3558

Tustin/Irvine

Second Tuesday, 6:00 p.m.
PSOC Waterline Technologies
220 N. Santiago Street, Santa Ana
President: [Rich Foley](#), 714-974-1514

Yorba Linda

First Wednesday, 6:45 p.m.
(Please verify meeting time with president)
Lampost Pizza
21480 Yorba Linda Blvd #D, Yorba Linda

President: [David Hartson](#), 714-306-4864

REGION 6 Inland Empire, California

Scott Peterson, Director

951-255-4175 | ipsscascott@yahoo.com

Corona

Second Tuesday, 7:00 p.m.
Marie Callenders
160 E. Rincon St (at Main St), Corona
President: [Ernie Machado](#), 951-264-7464

Hemet

Third Thursday (Bi-monthly), Dinner 5:30 p.m. - 6:00pm; Meeting 6:00 p.m. - 7:15 p.m.
Laurel Park Clubhouse
761 Sumac St., Hemet
President: [Kenneth Campbell](#), 951-733-4330

Menifee Valley

First Wednesday 7:00 p.m.
My Buddies Pizza
2503 E. Lakeshore Drive #A Lake, Elsinore
President: [Renee Marier](#), 951-285-9672

Ontario/Rancho Cucamonga

Second Tuesday, 7:00 p.m.
Location varies. Please contact chapter president for more info.
President: [Ron Goodwin](#), 909-989-0406

Palm Desert

Third Thursday, 6:30 p.m.
Sloan's, 81539 US Hwy 111, Indio
President: [Matt Kauber](#), 760-702-0160

Palm Springs

First Wednesday, 5:30 p.m.
Superior 5700 Indian Springs Rd., Palm Springs
President: [Jim Elliott](#), 760-413-0463

Redlands

Second Tuesday, 6:00 p.m.
Hickory Ranch
32971 Yucaipa Boulevard, Yucaipa
President: [Bill Brooks](#), 909-553-5780

Riverside

First Tuesday, 6:00 p.m.
Romano's Italian Restaurant Canyon Crest
5225 Canyon Crest Drive, Ste. 58
Riverside, CA
President: [Scott Zahn](#), 951-966-0592

Temecula/Murrietta

Third Wednesday, 7:00 p.m.
Pat & Oscar's
29375 Rancho California Road, Temecula
President: [Scott Peterson](#), 951-255-4175

REGION 7 San Diego County, California

Michael Harris, Director

619-395-6700
mike@barrowpoolservice.com

Escondido

Third Wednesday, 6:30 p.m.
Call for location
President: [Bruce Smith](#), 760-741-3960

North County Coastal

Third Tuesday, 6:00 p.m.
Five Suits Brewing
2575 Pioneer Ave., Unit 104
Vista, CA 92081
President: [Aden Dunne](#), 760-801-5526

Rancho Del Mar

Quarterly on the 3rd Monday of February, May, August and November at 5:30pm
Filippi's Pizza Grotto
9969 Mira Mesa Blvd
San Diego, CA 92131
President: [Ed Finney](#), 858-750-8842

San Diego

Third Wednesday, 7:00 p.m.
Admiral Baker Clubhouse
2400 Admiral Baker Road, San Diego
President: [Ken Dirkse](#), 858-761-2283

San Diego East County

Third Tuesday, 6:00 p.m.
Superior Pool Products
1973 Friendship Drive, El Cajon
President: [Marc Impastato](#), 619-270-6617

San Diego Metro

Fourth Thursday, 6:00 p.m.
Sammy's Wood Fired Pizza
8555 Fletcher Pkwy, La Mesa
President: [Bert Vexland](#), 619-445-7887

REGION 8 Arizona and Nevada

Linda Cross, Director

702-524-8453 | ipssalindacross@gmail.com

East Valley (Phoenix)

Third Thursday, 6:00 p.m. MST
Pool & Electrical Products (PEP) Chandler
2900 S Gilbert Rd. Ste. 1
Chandler, AZ 85286
President: [Marc Cannon](#), 602-432-3371

North Phoenix

Third Tuesday, 6:00 p.m.
SCP
18201 N. 25th Avenue, Phoenix, AZ
President: [Stillman Brown](#), 623-229-3494

Southeast Valley

Second Thursday, 5:30 p.m.
Superior Pool Products
7330 S. Atwood, Mesa, AZ
President: [Jerry Handley](#), 480-440-2888

Tucson

Third Wednesday, 6:00 p.m. Social & 6:30 p.m. Call to Order
No meetings in August & December
Horizon Pool & Spa Parts
3120 East Medina Rd., Tucson, AZ
President: [Robert Lewis](#), 520-349-1111

West Valley

Third Wednesday, 6:00 p.m.
Cloud Supply
1100 N. Eliseo Felix Way, Avondale, AZ
President: [David Nielsen](#), 623-850-2924

Western Las Vegas

First Monday, 6:30 p.m.
Vietnam Vets Hall
6424 W. Cheyenne, Las Vegas, NV
President: [Stephen Cross](#), 702-375-3725

REGION 9 Texas South

ipssatexas.com

Rick Beaubouef, Director

512-266-6592 | rick.easypools@gmail.com

Austin

First Tuesday, 6:30 p.m.
Red Robin
5601 Brodie Lane, Sunset Valley
President: [John Morgan](#), 512-472-5355

Clear Lake

Fourth Tuesday, 7:00 p.m.
Rudy's BBQ
21361 Gulf Fwy Webster
President: [David Potts](#), 208-887-6486

Corpus Christi

First Thursday, 6:30 p.m.
SCP in Corpus Christi
President: [Jeff Snyder](#), 361-397-9444

Houston

Second Tuesday, 7:00 p.m.
Pappy's Café
12313 Katy Frwy, Houston
President: [David Queen](#), 281-807-5442

North Austin

Second Wednesday
Casa Chapala
9041 Research Blvd. #100, Austin
President: [Thomas Long](#), 512-293-7831

North Houston

Third Tuesday, 6:30 p.m.
La Cocina de Roberto
3126 Sawdust Road
Spring, TX 77373
President: [Stephen Titone](#), 281-773-8643

San Antonio

First Monday, 6:30 p.m.
Longhorn Café
17625 Blanco Road, San Antonio
President: [Jorge Martinez](#), 210-549-7665

West Houston

First Wednesday, 7:00 p.m.
Spring Creek Barbeque
21000 Katy Freeway, Katy, Texas
President: [Bill Williams](#), 832-593-6299

REGION 10 Bay Area South, California

Gary Heath, Director

510-223-7537 | gary@thepooldoctors.com

Fremont

Second Monday, via Zoom
All Members/Guests (Jan-July)
Board Officers (Aug-Dec)
PIN: 823 5019 6796
P/W: BluePools1
President: [Bruce Barrios](#), 510-750-2866

Marin and Sonoma County

Third Wednesday, 7:00 p.m.
Lucchese Park Petaluma Community Center
320 N. McDowell Blvd., Petaluma
President: [Darrell O'Neal](#), 707-217-1546

Mid-Peninsula

Last Tuesday, 7:00 p.m.
Superior Pool Products
2692 Middlefield Road, Redwood City
President: [Thurlough Cunningham](#), 650-868-9310

Monterey Coast

Fourth Wednesday, 7:00 p.m.
85 Neilson Street, Ste.201, Watsonville
President: [Jim Huxtable](#), 408-218-3533

Santa Clara Valley

Third Thursday, 6:00 p.m.
Feb, Apr, Jun, Aug, Oct, Dec
Roundtable Pizza
1400 W. Campbell Ave, Campbell
President: [Fred Doering](#), 408-685-8078

Silicon Valley

Every Wednesday, 5:30 p.m.
Armadio Willy's
1031 N. San Antonio Rd.
Los Altos, Ca. 94022
President: [David Guslani](#), 650-333-1351

Tri-Valley

Second Thursday, 6:00 p.m.
(No meetings in July and August)
Location varies. Please contact chapter president for more info.
President: [Ken Yecny](#), 925-371-4521

REGION 11 Florida and Georgia

ipssafl.com

Todd Starner, Director

941-915-2135 | tstarner@tampabay.rr.com

Gold Coast (Ft. Lauderdale area)

Second Tuesday, 6:30 p.m.
Wings Plus
9880 W. Sample Road, Coral Springs, FL
President: [Ana Labosky](#), 954-224-7733
www.ipssagoldcoast.com
President: [Ana Labosky](#)

North Georgia

First Monday, 7:00 p.m.
Please contact chapter president for meeting location and directions.
President: TBD

Osceola (Orlando/Kissimmee)

Second Wednesday, 6:30 p.m.
Fat Boy's Restaurant
2512 13th Street, St. Cloud, FL
President: [Diane Fowler](#), 407-460-6680

Port Charlotte

Associate Members

TITANIUM PARTNERS



Arrow Insurance Service*
arrowinsuranceservice.com
Ray Arouesty: ray.arouesty@hubinternational.com
General information and certificate requests:
800-833-3433
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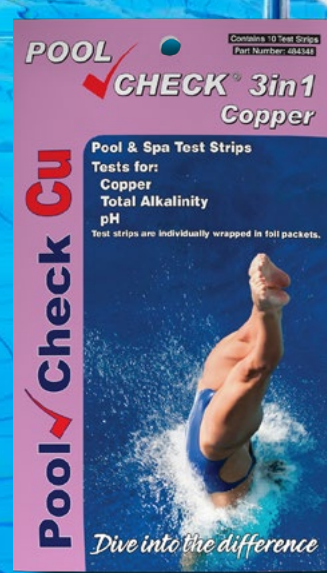
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