

# THE IPSSAN



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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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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

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## Swim Spas... The Middle Child

By John "The Legend" Bokor, Haviland USA

WHEN MAINTAINING A swim spa always remember this. It's a like the middle child in your family. Not the little cute one, or the strapping star athlete. It's the awkward one that always needs just a little more attention. Instead we tend to overlook, ignore, or flat out forget about it.

The first thing you need to remember is that you're gonna have to dust off your arithmetic skills when you purchase one. Most chemical manufacturers provide dosage recommendations for water under 1k gal, or 10k plus. These things are typically 1k-5k. Adding too little or too much can/ will cause more problems, or not do anything to fix your issue

Unlike traditional hot tubs/spas, swim spas usually operate at cooler temperatures. Great! Easier to maintain water balance and proper chemistry right? Not so fast.....some of these bad boys have a small "hot tub" sections incorporated in their design. Now you've got the little kid picking on the bigger one who was just minding his own business.

Don't worry, remember those math skills you brought back out? Just remember, Langelier is your friend! The saturation

index will always get those fight kids back in line. Here's a little secret....the addition of borate to the water can help those two from arguing before the fight even starts!

So we've got the kids in line, but what about the rest of the family that comes over just to stir the pot?

Again, just remember what you've been taught about pools and spas through the years. Sanitize & oxidize on a regular schedule.

Sanitize: Bromine and chlorine are both acceptable products to make sure we maintain a safe and healthy swimming environment.

Bromine can be expensive, but has a much wider ph range of effectiveness. This allows some wiggle room if the water falls out of balance

Chlorine on the other hand is much more economical, but is more susceptible to ph changes, which can cause it to reduce its sanitizing ability, or cause it to become hyper active.

Either of these are fine options, just remember try to maintain sanitizer at the high side of ideal. Bather load, and time spent in the water can lead to a higher demand, and more

sanitizer consumption.

Oxidizing swimmer waste, and breaking up combined chlorine is an absolute must in these type of spas. These things are used to exercise. What happens when you exercise? I don't know, but people have told me that while exercising you sweat! This is why I take my time getting off the couch.

In a warm water environment, especially when exercising, you can excrete up to 1 pt. of fluid in 20min-30min.....Gross! This is why oxidizing w/ a non-chlorinated shock is so very important. Oh yeah, after you add your oxidizer, leave the cover off for a minimum of 30 min to allow for gas off.

Here is another tip to help maintain a healthy environment. Use a high quality, broad spectrum enzyme weekly. This will help to break down the organics that we introduced so that our oxidizers can work more efficiently.

So in the end remember this, all of the principles of water chemistry apply:

- Don't be afraid of math.
- Borates make life easier!
- Maintain strong sanitizer levels.

- Enzymes help!
- Oxidize, oxidize, oxidize... and leave the cover off!

And don't forget, you can't eat a doughnut and exercise... unless you're The Legend! ■



#### ABOUT THE AUTHOR

John Bokor is the host of Haviland Pool and Spa Products' "Legendary Pools and Spas," a web series that promotes the fun of owning a pool or hot tub. He is also the company's director of sales and has more than 25 years of experience in the pool retail industry. Bokor, a certified pool operator (CPO), regularly speaks to professional dealers and pool owners within his territory about water chemistry and maintenance. He can be reached via email at [jbokor@havilandusa.com](mailto:jbokor@havilandusa.com) and on Facebook [@LegendaryPLS](https://www.facebook.com/LegendaryPLS).

## Pool Care: Understanding the 'Three Ps' to Success

By Alicia Stephens, BioLab

THERE ARE MANY CHEMICALS involved in creating a clean and safe pool, and they can be broken down into four main categories: sanitizers, oxidizers, algacides, and ancillary chemicals. Each plays a different role in the "Three Ps" of pool care:

- Preventing disease
- Protecting the equipment
- Providing the expected swimming environment

These chemicals work together to create a successful pool care routine. Categories, such as sanitizers, oxidizers, and algacides, are "non-negotiable." These are required for pool maintenance, regardless of the form they take. Other categories, such as ancillary chemicals, are "negotiable." These products may not be required, but they play an important part in the quality of the pool water and bring value to consumers by saving time, money, and providing a better swimming experience. Ultimately,

all four categories, along with proper circulation and filtration, work together to make pool care as easy and effective as possible.

#### SANITIZERS

The main job of a sanitizer is to kill bacteria and prevent diseases. The most crucial step in pool care is maintaining a sanitizer residual in the pool. Constant sanitization is key for preventing diseases. There are different forms of products available for pools, including sticks, tabs, liquids, and granule products. They are all applied differently, but ultimately do the same thing: kill bacteria. However, each type has a different impact on the water, and this is something pool technicians need to consider. For example, liquid chlorine is an effective sanitizer and easy to apply, but it drives the pH of the pool up when used routinely. Trichlor tablets can be applied in a variety of ways, but cannot be added directly to the pool

itself. However, the level of chlorine provided tends to be stable and it's easier to maintain a steady residual than it is with liquid chlorine. Using salt as the sanitizer reduces maintenance and provides a steady chlorine residual, but the equipment required can be expensive and will need to be replaced periodically. However, all of these options are effective for sanitation.

#### OXIDIZERS

Oxidizers, also known as shock products, are used to complement sanitizers. Shocking a pool breaks down and removes a wide variety of contaminants in the water. Elevating the sanitizer levels can also break down contaminants, but those chemicals tend to deplete very quickly in the process. The addition of a shock product helps reduce the amount of work the sanitizer must accomplish to keep the pool clean and clear. Shocking will help

make it easier to maintain the constant sanitizer residual needed by breaking down bather waste and other contaminants; leaving the sanitizer to do its main job of killing bacteria. The shock product can be thought of like a mop. The mop does the heavy-duty work of cleaning a floor, but the job is much easier with a quick sweep using a broom first. The combination sanitizing and shocking is what makes the water safe.

#### ALGAEICIDES

Algacides specifically prevent or kill algae. A good product will eliminate and stop the growth of green, black, and mustard algae, which are the most common types found in pools. There are many different types of algacides including chlorine (Cl), bromine (Br), copper-based products, and quat-based products. Copper and quat-based algacides are very

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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](mailto: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

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## IPSSA EVENTS



**The IPSSA Region 12 leaders had a fantastic time at their 4th quarter meeting this year.** They gathered at the iconic Big-Tex inside the Dallas, TX State Fair. Those leaders got their fill of deep-fried foods, like the traditional corndog and pork belly burnt ends pizza. The crew and their families took the time to stroll and checkout, the new 2023 cars & trucks, variety of hand-made crafts, carnival rides and games. The fall weather added to an amazing event! The crew even took some time to conduct IPSSA region business. Very proud to announce one of the business items was approval of a new chapter application for Rockwall. Final step is for IPSSA National BORD to approve the application.

## A Letter from the President

**HELLO IPSSA NATION!** I hope this finds you all doing well. I would like to thank all of you for your prayers, calls and support for Region 11 in the aftermath of Hurricane Ian. Should you wish to help with the continued disaster relief, please donate to [www.volunteerflorida.org](http://www.volunteerflorida.org) (donate button is on the home page) or text Disaster to 20222 or mail checks to (put Florida Disaster Fund on the check's memo line):

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The Florida Disaster Fund has been organized by the State of Florida and is on Governor DeSantis' website. All funds contributed will aid the victims of Florida's Hurricane Ian victims.

Now on to my regular article... This is truly my favorite time of year. The water temperatures are dropping and, customers are buying heaters. Ok, maybe that is a bit of a stretch as we might have two days of cool weather.

It is also the time of year to be with family and friends as the holiday season approaches. This time of year makes one

reflect on the past. I would like to share one of my family traditions. When I was young, my grandmother always had Thanksgiving Dinner at her home. We would all get together including my aunts, uncles, cousins, and close family friends. One of her traditions was that before dinner and the blessing, she would go around and ask what we were thankful about. We would laugh and joke with most replies. My grandma was not amused, she would glare at us and tell us to behave. With that, we would get serious and tell everyone what we were thankful about.

With that thought, I am going to tell you what I am thankful for in my IPSSA world. I am thankful for Jim Romanowski for signing me up as an IPSSA member. I am thankful for Phil Sharp for teaching me the ways of IPSSA. I am thankful for all the friends I have made both old and new through the years of being a member of IPSSA. I am thankful to have worked with so many of you (too many to name) at the BORD level over the years. I am thankful for a great group of peers that I work with this year on the BORD. I am thankful for all the dedication that the Chapter Boards have for their chapters. I am thankful for you, the IPSSA member, because without you there is no IPSSA. I am thankful for all of our Associate Members, for their support. I am thankful to Rose Smoot for always listening to my crazy ideas and not saying that the ideas are not possible right away. I could not work with a a



**“I encourage you to take the time and reflect on what you are thankful for this year. I want to wish you all and your families a Happy Thanksgiving. Remember to show thanks as we have all been blessed.”**

better Executive Director. I am thankful for Penny and Michelle. Thank you for all that you do. You ladies rock! I am thankful for my Region and my Region Board. You all know how to make being a Region Director fun. I am thankful for my IPSSA wife, Paulette Hester, who is my wingman in Region 11. And finally, I am thankful for my wife of 30 years, Tina, who allows me to jump feet first at times, often putting IPSSA first and her second. Love you, Tina. XOXO

I encourage you to take the time and reflect on what you are thankful for this year. I want to wish you all and your families a Happy Thanksgiving! Remember to show thanks as we all have been blessed.

As always, have fun, wear your sunscreen, and thank you for your support. ■



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# Pool Care

## Continued from front page

effective at working with chlorine or bromine to kill algae without relying on the sanitizer to do the work.

The fastest and most efficient products are a combination of technologies which will do both, kill and prevent algae growth in many ways. A pool technician could also deploy sanitizers to control algae, however, they are slower and less effective. Algaecide provides an extra layer of protection against algae growth and reduces the strain on the pool's chlorine residual. Quality algaecides will create a residual in the pool, providing protection without needing to add products every day.

### ANCILLARY PRODUCTS AND BALANCERS

The last category of pool chemicals can be generalized as ancillary products. While the three categories above are non-negotiable pool care products, ancillary products are not outright required for pool water maintenance. However, they still add value and efficiency to pool care programs. These products include enzymes to help remove non-living contaminants, scale prevention, and metal control products to protect the pool surfaces and equipment. They also include clarifiers and phosphate removers to help improve water quality and clarity. Ancillary products can save the end-user's time, money, and can help provide better water with minimal effort.

One subset of ancillary products is the "balancer" category. Balancers are exactly what they sound like: products to balance the chemistry of the pool. Its parameters

include pH and total alkalinity (TA) to control the acid/base balance of the water, along with calcium hardness adjusters to keep water from being aggressive or scale-forming. Balancing the water leads to a comfortable environment for swimmers, clear water, and functional pool equipment over time.

### A DEEPER LOOK AT SANITIZERS

Sanitizers are the main product people think about for pools, and there are many different choices available. Trichloroisocyanuric acid (TCCA) is the most common type of sanitizer. Most commercially available sanitizer sticks and tabs are made of TCCA, as they offer an ease-of-use benefit for consumers. This is mostly due to the slow dissolving nature of the product. Trichlor sticks or tabs can be used in feeders, floaters, or introduced through the pool skimmer to provide a continuous source of chlorine sanitizer to the pool as the product dissolves. Since trichlor dissolves over a span of days, users can add the product and let it be, knowing a refill is not likely necessary for several days.

Calcium hypochlorite ( $\text{Ca}[\text{OCl}]_2$ ) and liquid chlorine are also commonly used chlorine sanitizers. Ultimately, these products do the same thing as trichlor: they kill bacteria and prevent disease. However, the process of applying and maintaining these chemicals is different. Calcium hypochlorite and liquid chlorine



both disperse immediately when added to the pool water, rather than slowly dissolving over time. This puts a large amount of chlorine into the pool at once, and that amount is sufficient until the next dose. For example, if a user adds calcium hypochlorite to the pool and 10 kids go swimming the next day, there is a good chance all the chlorine would be gone when they are done. If trichlor was being fed into the pool, the chlorine residual would be supplemented throughout the day and probably still be measurable after the pool party. In the case of calcium hypochlorite and liquid chlorine, it would need to be added again within a day or two to maintain the residual. This is clearly more work for the pool owner. If a service company were taking care of the pool, it would not receive more chlorine until the technician returned to add it, leaving the

pool at risk.

In addition, trichlor already has cyanuric acid (CYA) blended into it. CYA is sunscreen for the sanitizer. Without it, the ultraviolet (UV) rays of the sun burn up chlorine very quickly. With CYA, it lasts 13 times longer in the sunlight. Using trichlor as the sanitizer of choice allows users to add product less often, feed continuously, and lose less chlorine to waste—making it an extremely efficient form of chlorine. Calcium hypochlorite and liquid chlorine do not contain CYA; however, it can be added separately, but that adds an extra step required to protect the chlorine residual.

Sanitizer choice also impacts water balance. While trichlor has a low pH, both calcium hypochlorite and liquid chlorine have high pH. The slow feed of trichlor minimizes the impact of a low pH in a pool, but the "all at once" addition of calcium hypochlorite or liquid chlorine often cause the pH to rise dramatically, leading to cloudy water and scale issues. Further, frequent use of calcium hypochlorite adds calcium to the pool overtime, and eventually, calcium levels will get too high, leading to problems with scaling, and surface damage. As a result, a scale inhibitor product will be needed to keep the water clear.

Ultimately, there are many choices to pool care. Some categories, such as sanitizers, are non-negotiable and an integral part of every pool care program. Other categories, such as ancillary products, are not necessary, but can lead to an easier and more efficient pool maintenance routine. Establishing key products and determining what works best for each pool is the key to successful water quality management. The result is clear, safe, hygienic water and happy swimmers. ■

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#### 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:alicia.stephens@biolabinc.com).



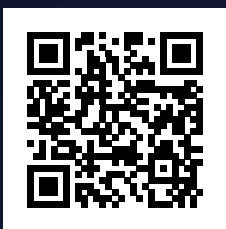
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# Pricing Shouldn't Be Painful

By Rudy Stankowitz, Aquatic Facility Training and Consultants

**DETERMINING WHAT TO CHARGE** when the economy is in the toilet and parts and product availability still scarcer than hen's teeth can be more intimidating than Jamie Foxx's night job in Day Shift. Let's face it; the last twelve months have not been kind to the Pool Pro. They have been victims of the never-ending price hike, and many are left suffering from D.A.G.S. (Distribution Ain't Got Squat) syndrome. It's no wonder that even the seasoned professional is second-guessing what to charge for some repairs. Despite the yearlong equipment drought and accompanying cost shenanigans, estimates can still be confidently written.

## 1. OFFER A SHORTER WINDOW

The days of estimates that are valid for extended periods are long gone. If we learned anything in twenty-two, increases will come quickly and without notice.

Guaranteeing a cost for any length of time will result in loss. Ideally, an estimate will read, 'this is what it is today, and after tomorrow it's market price.' That might not fly with some of your clientele, so you may have to offer some time to bounce the number around in their heads, but I wouldn't give anything more than seven days to make up their minds.

## 2. GET A DEPOSIT

The sooner you purchase the equipment for a job, the better. Get a deposit for every job high enough to cover the total material cost. Make sure you include everything you could need. Check your past invoices on similar installations or repairs to identify the common 'I forgot's' when calculating your total material costs. Check stock at your distribution center and double-check pricing.

Brand loyalty should no

longer be a deciding factor; you must sell what the supplier has in the warehouse. If I piss off a manufacturer by saying that, they'll have to get over it. We have customers to take care of and cannot afford to wait for an unknown period for something to appear several price increases later. The deposit you collect should be non-refundable because to guarantee your profit margins, everything needed for the job

should be purchased as soon as the cust hands you the deposit.

## 3. LABOR COSTS

For this, I'm looking at past invoices once again on like or similar work. Even if it's just me doing the job, I will factor in labor costs at my hourly rate. You'll need to estimate how many hours the repair will take and consider the possibility of overtime. On top of an hourly

wage, you'll need to factor in the extra costs (the cost of having an employee) that make up the labor burden (worker's compensation, benefits, health insurance, cell phones, payroll taxes, P.T.O., etc.) in setting your hourly labor rate.

## 4. MARK UP

You want your margin (shoot for >35%)

Gross Margin (percentage) = Net Sales - COGS x 100/Net Sales

You must also cover your overhead costs. These include liability insurance, tools, advertising, office phone, vehicle mileage & maintenance, building rent, website, licensing fees, social media, office supplies, business equipment, taxes, pool service software, etc. These things can erode profit if not factored into your price.

Total Monthly Overhead Costs + Total Monthly Billable Hours

## 5. IMMEDIATE PAYMENT

We should have never offered terms to residential customers, to begin with. This practice sets us apart from every other home service industry, not in a good way. It all but ensures you will be chasing money. You did the work; you deserve to be paid. If you followed my suggestion above and took the non-refundable deposit, you should make it clear that payment is due in full at the installation time. This keeps everything neat and clean and ensures you get your money. You can never afford to take a hit, especially with the current economy and legal methods of the collection being slow and without guarantee.

**“You can never afford to take a hit, especially with the current economy and legal methods of the collection being slow and without guarantee.”**

## FINAL THOUGHTS

It's safe to say that everyone has already shifted to billing for weekly service in advance, and chemicals are not included and are billed at market price. On the install/repair front, you can also consider charging an estimate fee

Continued on page 11



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# How to Boost Swimming Pool Product Sales in the Off-Season

By Rachael Pritz, RB Retail & Service Solutions Software

AS THE LINES OF CUSTOMERS shrink and the phones are no longer ringing-off-the-hook, it's time for pool and spa businesses to regroup and make the most of the slower winter months. Now is the time for pool and spa professionals to figure out ways to boost swimming pool product sales or consider adding new product lines to boost sales in the winter months. By using strategic marketing, doing a detailed inventory analysis and by maximizing the potential of e-commerce, pool and spa businesses will be able to increase their swimming pool product sales and potentially add a new product line in the process!

## WINTER MARKETING

To help direct prospects and sales to their online stores, pool and spa professionals need to plan and execute proactive marketing campaigns, with direct email marketing and old-fashioned direct mail. The winter months are a great time to test email marketing and start planning a calendar of Cyber sales, for products previously sold only on the showroom floor. In fact, the winter is also an ideal time to consider promoting a product or product line that your business hasn't offered in the past. For example, everyone loves a fire-pit both in the summer and the winter. Maybe now is the time to add a line of fire-pits!

Direct mail also seems to be making a comeback. Given that people are spending more time at home, they are paying closer attention to the offers that appear in their mailbox. During the demand surge over this past year, retailers are reporting that they attracted new clients that were a bit farther away geographically by using old-fashioned printed-mail campaigns and directing them to an e-commerce site for shipment or delivery.

The winter is the perfect time to reach out to consumers that are farther away geographically not only to sell them swimming pool products, but to also offer them winter service like pool closing, safety covers and equipment upgrades. By actively targeting areas farther from your store, you can boost swimming pool product sales by expanding your sales reach. Consider printing direct mail pieces that explain you can deliver products to avoid coming into the store. In fact, some retailers are even looking to partner with other businesses to make delivery easier, like an UBER Eats for pool chemical delivery! Using marketing to expand your geographic reach is the perfect way to increase swimming pool product sales and services in the winter months.

## WINTER INVENTORY ANALYSIS

Inventory analysis always ranks as one of the most important

areas for pool and spa businesses to address in the winter months. Your slow season is the perfect time to establish a schedule of routine counts by Product Line, Aisle/Bin, or Vendor. This will also give you an opportunity to create a winter promotion for a product you have inventory now to increase your pool and spa product sales now! Rather than put off the dreaded end-of-the-year inventory count start now and while you're at it, look to purchase a Memory Scanner for your physical counts and use the slower winter months to teach your staff how to use it!

Take the time to also review changes in your inventory levels and profitability of different products. This is the time to determine if you should stop selling low-profit items and focus more energy on selling higher profit products or even adding new products. Your company might be known as a retailer of above ground pools, spas

and chemicals, but there isn't any reason you should consider offering patio and deck furniture, BBQs fireplaces and gas stove inserts and installations. Review the inventory reporting options within your business software and look for trends that might make you consider offering new products that line up with

your current offering or could 'smooth out' the seasonality of your business. Specialty retailers have tight control of their current inventory, they can easily consider expanding into other products and services without fear. And the winter months is the perfect time for employees to learn about a new product line like fire-pits or in-pool lounge chairs!

## USING E-COMMERCE

E-commerce was already on the rise, but this past season made it apparent that online sales will continue to grow and, in fact, will help pool and spa service business professionals continue to expand

their sales and profits. This can be particularly beneficial in the off-season. Remember that, when clients go to your online store, they should be able to order, pay, and arrange for delivery or pick-up of their chemicals and more. Be sure your pool service software supports your online store and has pool industry integrations, so that inventory and delivery dates are accurate.

Remember that your e-commerce site should also be able to easily process credit cards directly through your business software system, to eliminate mistakes and ensure the correct end-of-day tally. Savvy pool and spa businesses are investing in their e-commerce and bill pay systems so they can quickly add products and services to their e-store and start immediately generating new winter sales! These could also include down-payments for products and services that might not start or be delivered until next spring!

The goal is to really re-train your customers to use the online shopping option for your pool and spa store as much as possible. Remind them that they don't need to bundle up and drive to your store to pick up spa chemicals—but have them delivered to their home instead. In fact, several pool and spa retailers say they are adding Shopify, or equivalent, to their online store so we can also

Continued on page 11

“Pool and spa businesses need to take the time in the winter months to improve their e-commerce store and digital marketing efforts. The goal is to allow your business to provide customized offers to clients, knowing who bought what and when.”

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<sup>1</sup>cdc.gov/healthywater/swimming/residential/disinfection-testing.html

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## Pricing

Cont. from page 8



### 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

to be applied to the cost of the job to eliminate wasting your time on window shoppers and penny pinchers.

Over the years, I have voiced my opinion on lowballing and undercutting the market that we don't need to dive too deeply into this moronic practice in this article. However, I did want to leave everyone with this thought on the method.

'What you charge is in line with what you are worth. If you charge less, you are worth less, and worth less is only one space away from worthless.'

Until next time, be good, and be safe. ■

## Boost Sales in the Off-Season

Cont. from page 10

do a better job of marketing other product to customers as well. For example, selling and installing outdoor heaters to spa owners is something that can significantly boost revenues in the winter months.

Pool and spa businesses need to take the time in the winter months to improve their e-commerce store and digital marketing efforts. The goal is to allow your business to provide customized offers to clients, knowing who bought what and when. This type of information will be extremely helpful to boost sales this winter as well as into next season. A powerful, integrated e-commerce site can also potentially help alleviate supply-chain issues that will likely continue to occur over the

coming year.

The 'off season' is the ideal time to get better at using the power of your business software, become more nimble with your e-commerce site and do an in depth analysis of your inventory. Use this additional time to market to new geographic areas, test out new winter products and winter services. Not only will your pool and spa business boost winter sales, but it will also create a better foundation for being nimble next season.

You only have a few precious 'off-season' winter months, so get creative with your marketing, look to add new winter products and services, make the most of your e-commerce site and watch your sales increase both this winter and into next season! ■



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# Service Truck Tetris: Maximizing Service Efficiency with Truck Organization

By Kandice Mollitiam

**THE GOAL FOR RECONFIGURING** how Manning Pool Service in Houston, Texas, loaded and organized its service trucks was three-fold: maximize efficiency, safety and vehicle longevity.

The project, now called the Manning Pool Service Truck Planogram, began in spring 2021 when managers were discussing

how the service trucks' branded wraps looked great, but the inside of the cab and beds told a different story.

"Aesthetics are everything," says Alan Wiles, the company's maintenance and customer service/sales manager, who put the program together. "We wanted the bed of the truck to look as

great as the wraps, and we wanted to make it easier for new technicians to find things."

With a mechanical background and love for math and chemistry, combined with seven years in the pool industry — and a self-professed enthusiasm for order — Wiles got to work.

He measured buckets and lids. He looked at the types of truck beds in the fleet. Filling a rectangle with circles requires some out-of-box thinking, so Wiles bypassed working around wheel-well spaces and simply worked with a rectangle, using empty buckets as spacers to prevent sliding.

Wiles made note of what service technicians use first, use most often and where these items should be placed in the truck.

"I thought about how to make a new technician's trip to a customer's backyard as efficient as possible," he says. "Time is everything. The more trips to your truck, the more money you're spending."

The most frequently used items — like a chemical test kit, designated bucket with acid and a measuring cup, or a net brush — should be on the driver's side of the truck bed to reduce the number of trips walking around

or back and forth from the truck, Wiles says. Shock tabs would go on the passenger side, since the technician would be approaching that side of the truck after testing the water.

"It may seem minute," Wiles says, "but any wasted steps are wasted energy."

In addition to considering how to keep shock and acid separated for safety reasons (it was decided that soda ash is the best separator), he also had to consider weight distribution and how the physics of the payload on the trucks impacts truck maintenance. Because

Houston pools need a lot of salt when being serviced, each truck carries about six bags at a time. With salt being the heaviest component, Wiles' design puts that 300 pounds over the rear

axle.

Diatomaceous earth was positioned toward the back of the truck bed with spacers and gear for ease of access.

Wiles made a diagram to scale — "I want to be as precise as possible," he says — of the

service trucks' tools, buckets, chemicals and equipment, working from the front of the bed to the back, with items color coded based on chemical type.

The pen-to-paper process took about six hours, and he brought his plans to the next management meeting.

Wiles

says the program was greenlit immediately, but some technicians were resistant to change. After a couple weeks, Wiles says technicians began to realize they

**Continued on page 15**



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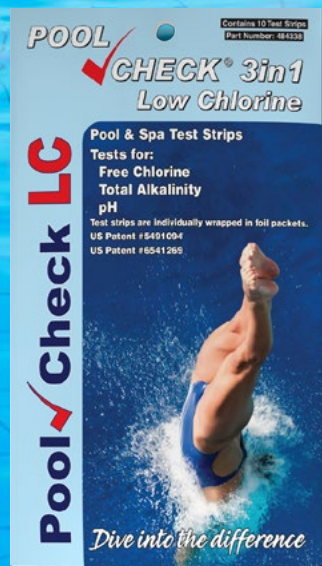
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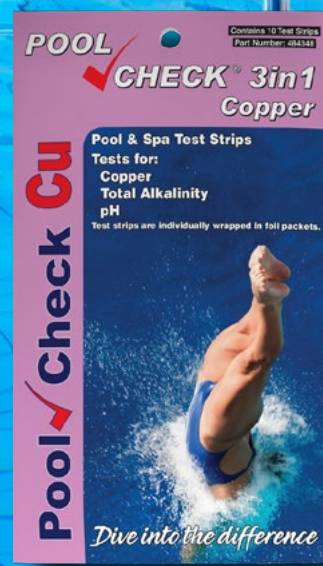
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## Service Truck Tetris

Cont. from page 13

were previously working harder, not smarter, and it only took about a month for everyone to get fully on board.

Manning Pool Service used the new system through summer and fall last year, and Wiles says he's seen only positives, including an unintended but beneficial reduction in labor costs due to fewer overtime hours, which the company says is owing to the truck bed redesign.

The trucks are in better shape, too. "Every time we take our vehicles to get serviced now, wear and tear on the tires is less than it has been in the past," Wiles says, adding that none of the trucks "squat funky" now that weight distribution is applied consistently to the 30-strong fleet. While he doesn't have a business plan in place for his program, Wiles is willing to share his design. "The beautiful thing about the industry is everybody contributes in helping for the greater good," he says, "so I wouldn't mind helping my fellow cohorts as far as practicing a safe way to store and maintain very, very potentially dangerous and hazardous chemicals in the back of your truck." ■

Article originally published by PoolPro Magazine - December 30, 2021

### CPO CLASSES WITH RUDY STANKOWITZ



IPSSA members will receive a 10% discount on all classes.

IPSSA members who attend a CPO class offered by Aquatic Facility Training & Consultants will also receive a Voucher for \$40 worth of Natural Chemistry brand products redeemable at participating distribution centers.

Also, don't forget to take advantage of the IPSSA Education Fund to help offset the cost of your classes.

### PENTAIR REBATE PROGRAM



Pentair Aquatic Systems appreciates the support of IPSSA membership and 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 IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form.

### EDUCATIONAL LEVERAGE CLASSES



Educational Leverage LLC offers online certification courses for: CPO, AFO, ISPSC Orientation for Service and Repair, ISPSC for Pool Builders and Texas Residential Appliance Installer (RAIL).

Classes taken through Educational Leverage, LLC may qualify for reimbursement through IPSSA's Education Fund. Classes can be reimbursed up to \$200 and individuals can apply for this benefit 2x per calendar year.

### SKIMMER DISCOUNT OFFER



For IPSSA members, Skimmer is offering 50% off Skimmer subscription fees for their first initial two months of service.

Skimmer is not only making it easier for IPSSA members to coordinate their pool/spa service business, but they also developed an intergraded program within the Skimmer Software to help coordinate IPSSA Chapter Tech-4-Tech Sick Route Coverage.

### INSURANCE COVERAGE THROUGH HUB/ARROW



Insurance Coverage Through HUB/Arrow Arrow Insurance Service has proudly been the endorsed insurance provider to IPSSA since it was formed in 1988.

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### Things to do in November

- Focus on yourself and your family
- Schedule your annual physical
- Review/analyze your company's pricing schedule
- Look into continued education and training courses

## 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](mailto:memberservices@ipssa.com) to reset your password.

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## Upcoming IPSSA and Industry Events

### IPSSA BORD MEETING

November 4, 2022  
Lake Tahoe Vacation Resort  
South Lake Tahoe, CA

### IPSSA MEMBER EXCLUSIVE WEBINAR: MASTERING TODAY'S CHALLENGES - FINDING YOUR FOCUS

November 8, 2022 at 5:30PM  
Pre-Registration is Required: [IPSSA Webinar Registration](#)

### PSP/DECK EXPO

November 15-17, 2022  
Las Vegas Convention Center  
Las Vegas, NV

### DESERT POOL AND SPA SHOW (IPSSA REGION 8)

January 19-21, 2023  
Phoenix Convention Center  
Phoenix, AZ

### IPSSA REGION 7 TABLETOP EVENT

January 28, 2023  
Four Points Sheraton  
San Diego, CA

### IPSSA BORD AND ANNUAL MEETING

January 30, 2023  
Virtual

### NATIONAL PLASTERS COUNCIL ANNUAL CONFERENCE

February 8-10, 2023  
Loews Coronado Bay Resort  
Coronado, CA

### SOUTHWEST POOL AND SPA SHOW

February 8-11, 2023  
George Brown Convention Center  
Houston, TX

### EVERYTHING UNDER THE SUN EXPO (FSPA)

February 24-25, 2023  
Orange County Convention Center  
Orlando, FL

### WESTERN POOL AND SPA SHOW

March 23-25, 2023  
Long Beach Convention Center  
Long Beach, CA

### IPSSA BORD MEETING

April 29, 2023  
Location TBD

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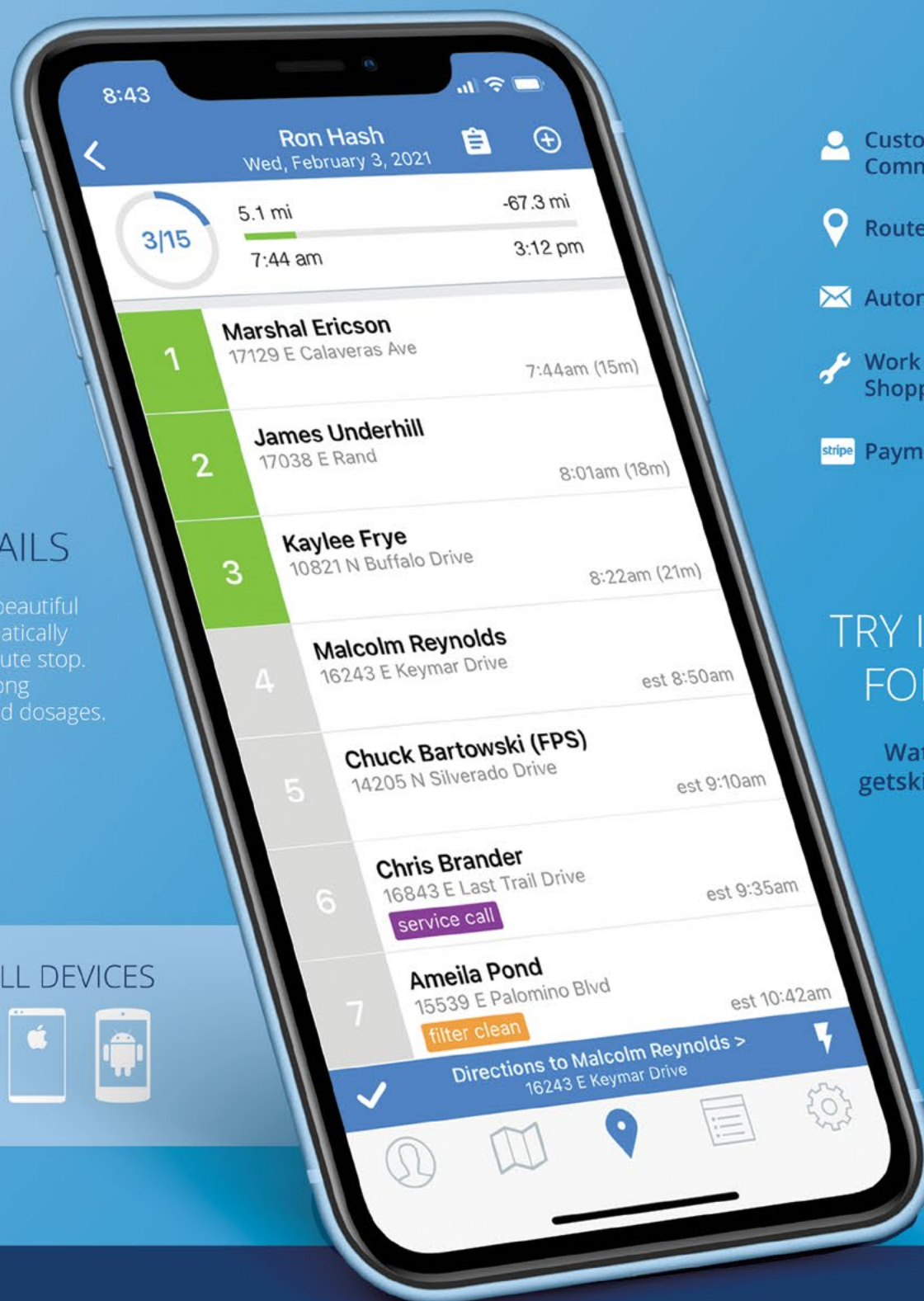
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


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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 Committee**  
Provides advice to the BORD on the strategic directions, development of the educational activities of IPSSA and public awareness to the community. Oversees the IPSSA Education Fund.
- **Marketing and Outreach Committee**  
Designs and implements strategies for promoting IPSSA by continuously strengthening its brand and message - Knowledge through Community
- **Membership Committee Program**  
Promotes and facilitates the recruitment and continuity of IPSSA members

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](mailto:rose@ipssa.com) ■



### 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 Edwin Quintana of the IPSSA Region 7 – San Diego Metro Chapter.

“The Path to Professionalism to me means staying up to date on today's technology and laws. The ongoing education that is provided to me through IPSSA keeps me current so that I can run a successful business.”



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## HEY RAY!

**Ray Arouesty, Senior Vice President of Arrow Insurance Service, a division of HUB International Insurance Services, answers commonly asked insurance and liability related questions from pool service professionals.**

### QUESTION:

My understanding of General Liability is that it covers the company if something, or someone of the company causes damages to our customers property. I don't understand why we need to add an employee to our General Liability. We have one employee that does repairs to pool equipment. Please help us understand the need to add employee.

### ANSWER:

General liability insurance provides payment for damages caused by your negligence, as well as legal defense for covered claims and lawsuits. General liability insurance premiums are based on the "exposure" of a company so that companies with a smaller exposure have a lower premium than larger companies. Individual general liability policies are rated based on the amount of employee payroll. Companies with many employees (and consequently a larger employee payroll) are charged a higher premium. Policies are audited annually by the insurance company to determine the correct annual payroll and an adjustment is made to the policy premium accordingly.

We take a slightly different approach on the IPSSA group general liability program where we charge a flat rate per employee. This simplifies premium collection and eliminates the annual premium audit. Think about it this way – a company with ten work trucks pays a larger premium than a company with one truck. The premium is higher because the likelihood of an accident is greater for the larger company due to the greater number of trucks on the road.

It is similar with general liability insurance. A company with ten employees is possibly servicing ten times the number of pools that a single poler maintains. The likelihood of a claim for the larger company is far greater and the premium should reflect that increased exposure. This is why we charge an insurance rate "per employee".

Keep in mind that IPSSA's general liability policy requires that employees be added and that the employer pay a premium on each worker and failure to do can jeopardize coverage. ■



**Ray Arouesty**  
SENIOR VICE PRESIDENT, ARROW  
INSURANCE SERVICE, A DIVISION OF HUB  
INTERNATIONAL INSURANCE SERVICES

hubinternational.com  
805.955.9530

Ray.Arouesty@HubInternational.com



## IPSSA Code of Ethics

**ASA 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.

Introducing



Visit our new website dedicated to pool professionals – [LesliesPro.com](https://LesliesPro.com)



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# IPSSA Would Like to Welcome Solar Pool Supply, Inc. As Our New Titanium Associate Member



somewhat small and niche market in the pool industry. In fact, many pool owners

SOLAR POOL SUPPLY is committed to supplying only the highest quality and most trusted products in the solar pool heating industry. Backed by industry leading technical and customer support, every project is guaranteed the diligence needed to achieve the correct installation techniques, proper operation, best performance, and maximum longevity.

Solar pool heating technology has been around since the 70's but remains a

don't understand how it works and that it even exists at all! Solar heating solutions are certainly more popular in the warmer areas of the country that achieve longer swim seasons, but these products are also highly effective and produce exceptional results in the cooler Northern and Midwest states as well. A properly sized solar system will typically increase water temperature in any area of the country by 6-12 degrees depending on seasonal weather conditions.

Utilizing the existing pool pump keeps the operational costs very minimal and most systems will pay for themselves within 2-4 years compared to traditional heating expenses. With a lifespan of 15-30 years, their products will produce years of extremely low-cost heating performance. With solar energy alternatives becoming more popular in many ways around the world and fuel prices soaring; now is the time to consider solar heating alternatives. Solar Pool Supply is dedicated to educating both pool professionals and pool owners in this simple, yet highly effective, pool heating alternative.

They offer free training programs to bring insight on proper panel layout, plumbing and installation techniques.

Utilizing the latest satellite technology, they are also able to measure pools for proper system sizing, mounting surfaces and locations to design complete solar pool heating systems shipped directly to the jobsite ready to install for each unique scenario. This free design service that they offer takes the burden off your shoulders allowing you to focus on your business. This year they launched their wholesale dealer login portal, which allows businesses to access exclusive discounted pricing and place orders online. Their marketing campaigns bring in leads from across the country and they need



pool professionals to partner with in their referral program. Solar Pool Supply is seeking pool professionals that take pride in their work and want to help them grow the solar pool heating market. They want happy pool owners, successful pool professionals and warm pools! They will present the leads, design the systems, and ship everything directly to the jobsite ready for you to install.

All Solar Pool Supply products are backed by the best technical support, customer service, and warranty coverages in the industry producing a guaranteed hassle-free experience. With over 20 years in solar pool heating and a new 11,000 sq ft state-of-the-art facility in Lakeside, CA that is fully stocked and exclusively dedicated to solar pool heating products, Solar Pool Supply is making a statement to their commitment and confidence in the success of the solar pool heating industry.

Learn more at [solarpoolsupply.com](http://solarpoolsupply.com) ■



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### 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.

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# 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](mailto:rewards@pentair.com).

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



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# New Products



## Chlorine Genie available in 2 sizes for smaller and larger pools

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Visit us at the Pool and Spa Patio Expo in Las Vegas, booth 4351 or go to [www.chlorinegenie.com](http://www.chlorinegenie.com)



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## New SeaKlear® SYSTEM FLUSH™ Plus for spas

SeaKlear® System Flush Plus for spas is a new and improved product designed to 'super clean' plumbing systems of hot tubs, spas and whirlpool baths. This product cleans within the spa plumbing, where spa service pros and consumers can't reach. System Flush™ Plus attacks the root cause of most spa maintenance problems, namely, the buildup of non-living organic waste contamination. **Learn more at [www.seaklear.com](http://www.seaklear.com).**



## New one-puck Spot Stain Chalk removes tough stains on pool and spa surfaces

Stain Drop's Spot Stain Chalk can instantly remove tough stains from pool and spa surfaces. This single solution quickly removes both metallic and organic stains by simply scrubbing the chalk directly onto the problem area. Safe for all hard surfaces including plaster, vinyl, tile, concrete and fiberglass. Perfect for renovating and repairing stained pool surfaces. Unused chalk can be dried and re-used. Available in a hang-ready retail clamshell packaging with one easy-to-handle, three-inch diameter chalk-puck. **Learn more at [www.poolstaindrop.com](http://www.poolstaindrop.com).**



# Chapter Information and Meetings

**REGION 1** Northern California  
**Ryan Ruminson, Director**  
530-401-7346 | [ryanruminson@sbcglobal.net](mailto: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: [Jerry Marquardsen](#)

**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](mailto:braisherpools@gmail.com)

**Bakersfield**  
First Tuesday, 5:30 p.m.  
Rusty's Pizza  
6675 Ming Ave., Bakersfield  
President: [Trevor Smith](#), 661-472-5288

**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: [Vernon Daley](#), 559-960-2427

**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](mailto: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. via Zoom  
849 Foothill Blvd. #4, La Canada  
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  
**Adam Morley, Director**  
310-493-3565 | [adam@paradisepools.biz](mailto:adam@paradisepools.biz)

**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.  
American Legion Hall  
412 S. Camino Real, Redondo Beach  
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](mailto: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: [Cliff Gross](#), 949-587-9773

**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  
**John Dixon, Director**  
951-316-1675  
[waterwhisperer1@verizon.net](mailto:waterwhisperer1@verizon.net)

**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 Wednesday, 6:00 p.m.  
Megabite's Pizza  
1153 S. State Street, 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 pm.  
Location varies. Please contact chapter  
president for more info.  
President: [Ron Goodwin](#), 909-989-0406

**Palm Desert**  
Third Thursday, 6:00 p.m./7:00 p.m.  
(Please verify meeting time with president)  
Sloan's, 81539 US Hwy 111, Indio  
President: [Gary Kauber](#), 760-702-5865

**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.  
Cask N Clever  
1333 University Ave., Riverside  
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  
[waterwatcher.org](http://waterwatcher.org)  
**Michael Harris, Director**  
619-395-6700  
[mike@barrowpoolservice.com](mailto: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**  
Third Monday, 5:30 p.m.  
12840 Carmel Country Rd.  
San Diego, CA 92130  
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](#), 858-271-7665

**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  
**Bill Goossen, Director**  
602-531-0035 | [goosse-man@cox.net](mailto:goosse-man@cox.net)

**East Valley (Phoenix)**  
Third Thursday, 6:00 p.m. MST  
Pool Electrical Products - Tempe  
In the back parking lot  
1245 W Geneva Dr Tempe, AZ 85282  
President: [Angela Clark](#), 480-489-2577

**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., Tuscon, 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: [Linda Cross](#), 702-524-8453

**REGION 9** Texas South  
[ipssatexas.com](http://ipssatexas.com)  
**Rick Beaubouef, Director**  
512-266-6592 | [rick.easypools@gmail.com](mailto:rick.easypools@gmail.com)

**Austin**  
First Tuesday, 6:30 p.m.  
Red Robin  
5601 Brodie Lane, Sunset Valley  
President: [Mark Mastropietro](#)  
512-550-1100

**Clearlake**  
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: [Michelle Wilkinson](#)  
209-604-6460

**Hill Country**  
Third Tuesday  
TJ's Burgers  
259 TX-337 Loop, New Braunfels  
President: [Jascha Wood](#), 512-216-7663

**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 Tuesday, 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](mailto: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.  
Lucchesi 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: [Terry Page](#), 831-297-2215

**Santa Clara Valley**  
Third Thursday, 5:30 p.m.  
SCP  
2036 Martin Ave Santa Clara  
President: [Fred Doering](#), 408-685-8078

**Silicon Valley**  
Every Wednesday, 5:30 p.m.  
Armadillo 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  
[ipssaf.com](http://ipssaf.com)  
**Todd Starnier, Director**  
941-915-2135 | [tstarnier@tampabayrr.com](mailto:tstarnier@tampabayrr.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](http://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**  
Fourth Monday, 6:30 p.m.  
Buffalo Wings & Rings  
1081 W. Price Blvd., North Port, FL  
President: [Raymond Kurilavicius](#),  
941-743-2010

**Sarasota (Sarasota and Manatee Counties)**  
First Tuesday, 6:30 p.m.  
Gecko's Grill & Pub  
351 N Cattlemen Rd. North of Fruitville Rd.,  
Sarasota, FL  
President: [Marvin McMahan](#), 941-356-7751

**Treasure Coast**  
Fourth Tuesday, 7:00 p.m.  
Duffy's Sports Bar  
6431 SE Federal Hwy Stuart, FL  
President: [Paulette Hester](#),  
772-485-5489

**REGION 12** Texas North  
[ipssatexas.com](http://ipssatexas.com)  
**Casey Gardener, Director**  
469-835-5674  
[service@noworriespoolcare.com](mailto:service@noworriespoolcare.com)

**Dallas**  
Fourth Tuesday, 5:30 p.m.  
Senor Chachote Cantina & Grill  
7602 N Jupiter Rd, Garland  
President: [Travis Coleman](#), 214-799-7739

**Fort Worth**  
Third Tuesday, 6:30 p.m.  
La Playa Maya Restaurant  
1540 N Main Street, Fort Worth  
President: [Tina Carmona](#), 817-991-0555

**Mid-Cities DFW**  
First Monday, 6:30 p.m.  
Sports Garden DFW  
1850 E. Belt Line Rd, Coppell  
President: [Stephanie Gardner](#), 469-835-5674

**Tarrant County**  
First Tuesday, 7:00 p.m.  
El Chico's Cafe  
7621 Baker Blvd., Richland Hills  
President: [Jason Wilson](#), 817-366-1200

**Waxahachie**  
Second Wednesday, 7:00 a.m.  
Denny's  
408 Westchase Drive, Grand Prairie  
President: [Bryan Courville](#), 817-308-9874

## PoolPro

**PoolPro** is the official magazine  
of the Independent Pool & Spa  
Service Association

### ASSOCIATION INFORMATION

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PO Box 254645  
Sacramento, CA 95865

### FINANCE TEAM

Frank McDonald  
Finance Director  
[frank@ipssa.com](mailto:frank@ipssa.com)

Accounting  
888-360-9505 x1  
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### MEMBERSHIP

Alison Thompson  
Membership Assistant  
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### INSURANCE BILLING

Phone: 844-574-1134  
Fax: 888-811-4502  
[insurance@cramerpcpa.com](mailto:insurance@cramerpcpa.com)  
PO Box 2934  
Rocklin, CA 95677

# Associate Members

## TITANIUM PARTNERS



**Arrow Insurance Service\***  
[arrowinsuranceservice.com](http://arrowinsuranceservice.com)  
 Ray Arouesty: [ray.arouesty@hubinternational.com](mailto:ray.arouesty@hubinternational.com)  
 General information and certificate requests:  
 800-833-3433  
 Insurance billing information: 844-574-1134  
 Insurance issues



**BIO-DEX**  
[bio-dex.com](http://bio-dex.com)  
 623-582-2400  
 Lori Brumagin: [lori.brumagin@bio-dex.com](mailto:lori.brumagin@bio-dex.com)  
 Paul Matthews: [pmatthews@bio-dex.com](mailto:pmatthews@bio-dex.com)  
 Manufacturer of professional strength pool and spa chemicals



**HASA**  
[hasapool.com](http://hasapool.com)  
 661-259-5848  
 Rick Sawin: [RickSawin@HASApool.com](mailto:RickSawin@HASApool.com)  
 Randy Johnson: [RJohnson@HASApool.com](mailto:RJohnson@HASApool.com)  
 Liquid swimming pool chemicals, dry chemicals, pool and spa specialty chemicals



**Solar Pool Supply**  
[solarpoolsupply.com](http://solarpoolsupply.com)  
 619-312-4822  
 Matt Yoder: [matt@solartechonline.com](mailto:matt@solartechonline.com)  
 Solar Pool Supply specializes in high performance solar pool heating products and DIY kits

## PLATINUM PARTNERS



**AQUASALT, LLC.**  
[aquasalt.com](http://aquasalt.com)  
 Susan Stevens: [sstevens@aquasalt.com](mailto:sstevens@aquasalt.com)  
 866-549-POOL (7665)  
 Salt for chlorine generators



**Easycare Products**  
[easycarewater.com](http://easycarewater.com)  
 559-299-7660  
 Matt Wyant: [mwyant@easycarewater.com](mailto:mwyant@easycarewater.com)  
 Jose Valdovinos: [jvaldovinos@easycarewater.com](mailto:jvaldovinos@easycarewater.com)  
 Rosemarie Arenas: [rarenas@easycarewater.com](mailto:rarenas@easycarewater.com)  
 Manufacturer of water treatment chemicals



**Fluidra USA**  
[fluidrausa.com](http://fluidrausa.com)  
 Steve Gutai: 800-822-7933 X 3323  
 Zodiac, Jandy Pro Series, Polaris, Nature 2, iAqualink, Cover Pools, CareTaker, Grand Effects and Blueriot Products



**Hayward Pool Products Inc.\***  
[haywardnet.com](http://haywardnet.com)  
 909-594-1600  
 Fred Manno: [fmanno@haywardnet.com](mailto:fmanno@haywardnet.com)  
 John Rodriguez: [jrodriguez@haywardnet.com](mailto:jrodriguez@haywardnet.com)  
 Bob Seward: [bseward@haywardnet.com](mailto:bseward@haywardnet.com)  
 Manufacturer of swimming pool equipment



**Leslie's Swimming Pool Supplies**  
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 Supplier of all pool and spa equipment, parts, chemicals and maintenance items



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## GOLD PARTNERS



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 AquaStar is a global leader in safety, dependability, and innovation in swimming pool

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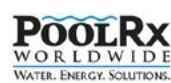
**Industrial Test Systems**  
[sensa.com](http://sensa.com)  
 800-861-9712  
 Mike McBride: [mmcbride@sensa.com](mailto:mmcbride@sensa.com)  
 George Bailey: [gbailey@sensa.com](mailto:gbailey@sensa.com)  
 Manufacturer of water quality test strips and meters for the pool and spa service industry



**King Technology**  
[kingtechnology.com](http://kingtechnology.com)  
 952-933-6118  
 Lynn Nord: [lynn.nord@kingtechnology.com](mailto:lynn.nord@kingtechnology.com)  
 Manufacturer of water purification products using minerals and 50% less chlorine



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 Fred Schweer: [fred@poolrx.com](mailto:fred@poolrx.com)  
 Pete Ashby: [pete@poolrx.com](mailto:pete@poolrx.com)  
 Manufacturer of algacide



**SCP/Superior/NPT\***  
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 James Davis, SoCal Division Sales Manager:  
[James.davis@poolcorp.com](mailto:James.davis@poolcorp.com)  
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 Fax: 714-693-8033  
 Mobile: 951-415-2968  
 Service industry related



**Skedit**  
[skedit.com](http://skedit.com)  
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 1-888-998-7665



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 Owns, manufactures and distributes the Chlorine Genie



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 714-628-9494  
 Pool Plastering and Re-Surfacing



**Alpha West Marketing**  
[www.alphawest.com](http://www.alphawest.com)  
 Paul Matthews: [pmatthews@alphawest.com](mailto:pmatthews@alphawest.com)  
 818-519-6195  
 The Alpha West Marketing Group is committed to establishing strong professional relationships that provide the highest possible level of customer service. Our commitment is based on solid product knowledge, long-term customer relationships, and a team effort that focuses on sales and marketing results.



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 Since 1988, Endless Pools has been the leaders in aquatic fitness selling the most versatile, high-value pools and swim spas.



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 Established in 1968, Haviland Pool & Spa is a leader in the manufacturing of pool and spa water treatment products. Haviland produces eight house brands including ProTeam and SpaPure, while also private-labeling pool and spa chemicals.



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 Complete cloud-based software and apps for managing pool service and repair companies. Includes separate menus and functions for pool techs, administrative staff, and customers.



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 360-735-9510 x1  
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 LOU is cloud business software for retail and service companies who manage inventory across multiple stock sites. The Evosus team built LOU based on 20 years of best practices from 500 pool & hot tub businesses across the U.S.



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 Ben Weeked: [ben@getmizu.com](mailto:ben@getmizu.com)  
 Safety and quality you can depend on. Mizu Pool Covers is the exclusive factory service and sales company for the Coverstar and Pool Cover Specialists brands in Utah, Idaho, and Las Vegas. It is their mission to provide prompt, efficient technical support and service in installing, repairing, and cleaning the most cutting-edge pool cover products on the market.



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[ncbrands.com](http://ncbrands.com)  
 203-295-2300  
 Jay Bertschy: [jay@ncbrands.com](mailto:jay@ncbrands.com)  
 Chemical manufacturer



**Pool Covers Inc.**  
[poolcoversinc.com](http://poolcoversinc.com)  
 800-662-7665  
 Cheryl Maclennan:  
[cmacclennan@poolcoversinc.com](mailto:cmacclennan@poolcoversinc.com)  
 Claire King: [cking@poolcoversinc.com](mailto:cking@poolcoversinc.com)  
 Sales, service and installation of safety swimming pool covers and safety spa covers



**Purity Pool Inc.**  
[puritypool.com](http://puritypool.com)  
 Rich Gross/Julie Gross: [julie@puritypool.com](mailto:julie@puritypool.com)  
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 Purity Pool is the industry leader in professional

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 858-717-2815 Office  
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 Ultimate Pool Tools is a group of seasoned pool care professionals that have come together to make better pool care tools that deliver precision-crafted performance.



**UltraPure Water Quality, Inc.**  
[www.waterquality.net](http://www.waterquality.net)  
 Brian Richardson: [brian@waterquality.net](mailto:brian@waterquality.net)  
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 UltraPure Water Quality is a manufacturer of Ozone Generators, UV Systems and AOP Systems. Our primary objective is to provide the clearest, cleanest water with the least effort and expense possible. z

## ASSOCIATE MEMBERS

**AquaBond®**  
[aquabond.com](http://aquabond.com)  
 310-991-0679  
 Cindy Lacombe: [clacombe@aquabond.com](mailto:clacombe@aquabond.com)  
 AquaBond® is the nation's premier supplier of professional-grade adhesives, sealants, crack repair systems and tools for swimming pool, spa, fountain and water feature repair and maintenance.

**Aqua Creations**  
[aquacreations.com](http://aquacreations.com)  
 805-672-1695  
 Rich Dietz: [rich@aquacreations.com](mailto:rich@aquacreations.com)  
 Swimming pool contracting company specializing in the formulation and installation of fiberglass resurfacing

**BeST Clear System**  
**A Revolutionary Water Reuse – Recycling System**  
[bestclearsystem.com](http://bestclearsystem.com)  
 209-629-8485  
 Harold Tapley: [htapley@bestclearsystem.com](mailto:htapley@bestclearsystem.com)  
 The BeST Clear System is a futuristic manual or automated media pool filter cleaning method that utilizes our backwash-eco-sustainability-tank, it is a revolutionary and propriety water ReUse system for residential swimming pools.

**BHG Sales**  
[bhgsales.com](http://bhgsales.com)  
 714-982-8856  
 Ben Gargle: [bgargle@bhgsales.com](mailto:bgargle@bhgsales.com)  
 Quality Products for the Pool Industry

**Blake Sales Associates\***  
[blakesales.net](http://blakesales.net)  
 800-748-5756  
 John Grucky: [john.grucky@blakesales.net](mailto:john.grucky@blakesales.net)  
 Products which we represent

**CAMEREYE**  
[camereye.ai](http://camereye.ai)  
 Michele Baker: 619-518-3361  
 CamerEye™ is the first Artificial Intelligence Smart Fence and safety ecosystem to provide faster distress detection and help save lives.

**County Leak Services / The Pool Center**  
[countyleakservices.com](http://countyleakservices.com)  
 714-632-0134  
 Bill Campbell:  
[bob.campbell@countyleakservices.com](mailto:bob.campbell@countyleakservices.com)  
 Swimming pool and spa leak locating, repairs, remodel

**D&D Technologies**  
[www.us.ddtech.com](http://www.us.ddtech.com)  
 714-677-1300  
[info@ddtechusa.com](mailto:info@ddtechusa.com)  
 D&D Technologies was founded on child safety and we are committed to preventing toddler drownings worldwide. D&D Technologies is the designer and manufacturer of the MagnaLatch® magnetically triggered safety gate latch and TruClose® self-closing, polymer safety gate hinges. D&D Technologies is the recognized leader in safety and hi-performance gate hardware globally providing the broadest range of gate hardware for every application.

**Fiber Clear, Inc.**  
[fiberclearpoolandspafiltration.com](http://fiberclearpoolandspafiltration.com)  
 Mark Dunlop: 612-670-1234  
 Producer of cellulose filtration media for all pool/spa filters, DE (replacement), Sand & Cartridge (Filter Aid). Fiber Clear products are safe, biodegradable, sustainably sourced, and provide superior filtration.

# Associate Members

## Freedom Solar Energy

[freedom solarenergy.net](http://freedom solarenergy.net)

760-806-3733

Kristal Needham: [kristal@freedom solarenergy.net](mailto:kristal@freedom solarenergy.net)

Solar Pool Heating System Installation and Service. Solar electric, Solar hot water heating, battery integration and security installations

## H2O So Clean Pool & Spa Services

[h2osoclean.com](http://h2osoclean.com)

858-732-5426

Daniel Schreiber: [daniel@h2osoclean.com](mailto:daniel@h2osoclean.com)

Lead Acquisition, Customer Pre-Screening, and Marketing for Pool and Spa Service Companies throughout San Diego County

## Horizon Spa & Pool Parts

[horizonparts.com](http://horizonparts.com)

520-295-9750

Bruce Johnson: [bruce@horizonparts.com](mailto:bruce@horizonparts.com)

Wholesale distributor of pool parts, spa parts, business education

## Intermatic

[intermatic.com](http://intermatic.com)

815-675-7000

Allen Ustianowski: [austianowski@intermatic.com](mailto:austianowski@intermatic.com)

Time controls, remote controls, pool/spa automation, freeze protection, pool/spa transformers, chlorinators

## Jack's Magic

[jacksmagic.com](http://jacksmagic.com)

727-536-4500

Nadia Beane: [nadia@jacksmagic.com](mailto:nadia@jacksmagic.com)

Jack Beane: [jack@jacksmagic.com](mailto:jack@jacksmagic.com)

Manufacturer of pool stain removal chemicals

## Kent Westfall Pool Inspections

442-256-1623

Kent Westfall, Owner/Pool Inspector:

[kwproinspections@gmail.com](mailto:kwproinspections@gmail.com)

## LaMotte Company

[lamotte.com](http://lamotte.com)

800-344-3100

Rich DeMoss: [rdemoss@lamotte.com](mailto:rdemoss@lamotte.com)

Robin Myers: [rmyers@lamotte.com](mailto:rmyers@lamotte.com)

Manufacturer of water testing products

## MicroGlass Developed by Oxium, LLC

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

Loren Granstrom: [loren@oxiumllc.com](mailto:loren@oxiumllc.com)

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## National Plasterers Council

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847-416-7272

[mail@npconline.org](mailto:mail@npconline.org)

## Orenda Technologies

[orendatech.com](http://orendatech.com)

Harold N. Evans: [info@orendatech.com](mailto:info@orendatech.com)

Formulation, manufacture, marketing and sales of specialty chemical water treatment products.

## Pentair Aquatic Systems

[pentairpool.com](http://pentairpool.com) [poolprofi.com](http://poolprofi.com)

800-831-7133

Steve Zorn: [steve.zorn@pentair.com](mailto:steve.zorn@pentair.com)

760-431-8218

Pentair Aquatic Systems is the world's leading manufacturer of pumps, filters, heaters, automation, lighting, cleaners, sanitizers, water features, and maintenance products for pools and spas.

## Piranha Pool Product

[piranhapoolproducts.com](http://piranhapoolproducts.com)

951-600-1302

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An industry leader among pool cleaning brands, Piranha's products include leaf nets, poles, and brushes which are available through hundreds of wholesale distributors around the country.

## Pool & Hot Tub Alliance

[www.phta.org](http://www.phta.org)

Seth Ewing: [phta@phta.org](mailto:phta@phta.org)

Member Services: 703-838-0083

The Pool & Hot Tub Alliance protects and advances the common interests of the industry by providing education, advocacy, standards development, research, and market growth to increase our members' professionalism, knowledge and profitability.

## Pool Industry Expo, Inc. (PIE SHOW)

[info@poolindustryexpo.com](mailto:info@poolindustryexpo.com)

650-327-7743 (7PIE)

PIE has well earned its reputation over the past 34 years, with more than 130 exhibitors per show and attendance ranging as high as 5 to 6 thousand, many of the attendees and exhibitors from those shows are still showing up in Monterey for their "Education Vacation".

## Pool & Spa Apprenticeship and Training Committee (PSATC)

[poolapprenticeship.com](http://poolapprenticeship.com)

[atc@poolapprenticeship.com](mailto:atc@poolapprenticeship.com)

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[poolwaterproducts.com](http://poolwaterproducts.com)

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Mandy Pressel: [mandy.pressel@regalbeloit.com](mailto:mandy.pressel@regalbeloit.com)

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