



The

# IPSSAN

Mission Statement: 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.

VOLUME XXXII, NUMBER 10

October 2020

## California Capitol Report

### Work Comp Presumption Compromise?

On top of everything else, it looks like some California employers will get stuck footing the bill for COVID-19 related claims under a workers' compensation presumption bill working its way to the Governor in the final few days of the legislative session. SB 1159 was just amended with language dubbed a "compromise" between sets of draft amendments presented to the Governor's office recently by organized labor groups and a coalition of employers, insurers, self-insurers, and public entity groups.

As amended, Section 1 of the bill directs the Commission on Health, Safety and Workers' Compensation to conduct a study relative to the impact on the WC system of COVID-19 claims.

Section 2 of the bill merely codifies the Governor's Executive Order implementing the rebuttable presumption for



CORVID claims from March 19 through July 6th. This section is being put in statute to prevent anyone from challenging the EO in the future.

Section 3 of the bill continues the rebuttable presumption for all first responders, frontline medical personal and home health care individuals. The statute contains language that allows the employer to rebut the presumption based on compliance with state recommended safety protocols or actions of the employee that have exposed him or her to COVID outside the workplace. The bill goes on to indicate that the ability of the employer to rebut COVID claims is not limited to compliance with safety protocols and

*Continued on page 9*

## Oct. BORD Member Interview - Todd Starner

For 2020, each monthly IPSSAN will feature a BORD member and why they are so dedicated to IPSSA and association membership.

Region 11 consists of six chapters: Gold Coast Chapter (Ft. Lauderdale area), the North Georgia Chapter, the Osceola Chapter (Orlando/Kissimmee area). The Port Charlotte Chapter, the Sarasota Chapter (Sarasota and Manatee Counties), and the Treasure Coast Chapter (Stuart area).

**1. What year did you join IPSSA?** I joined IPSSA in 2006.

**2. Why did you join IPSSA?** I joined IPSSA because Jim Romanowski made me. Actually, in all seriousness, I joined after meeting Jim when he was scouting Florida to expand IPSSA. I joined as I was looking for an alternative to FSPA. I was looking for an organization that was only pool service orientated. FSPA is focused on both pool service and pool construction. IPSSA's national presence appealed to me and the IPSSA insurance was a great perk as well.

**3. How has IPSSA helped you over time?** When I was



originally on the BORD it taught me about time management. Being a "one-poler," I had to get my route done before catching a plane to the BORD meetings. Being in IPSSA also has introduced me to many in the pool industry all across the country, many of which I consider my friends. Being in IPSSA also taught me that whether you are a "one-poler" like me in Florida with 100+ pools or a large company in Florida or on the other side of the country with 1000+

pools, we all have the same industry issues. When I was originally on the BORD years ago, we used to say that "you might be on your own, but you are not alone when you are an IPSSA member."

**4. Why do you serve as a BORD member?** Years ago, my first term on the BORD was a personal mission to birth Region 11, originally consisting of Florida but also includes Georgia as well. For many years I was a

*Continued on page 2*

### Associate Management Team

#### Rose Smoot IOM, CAE - Executive Director

Email: 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 - Project Resource Specialist

Phone: 888-360-9505, Ext. 2  
Email: info@ipssa.com  
Duties: trade show materials requests, tabletop material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment, social media posts

### Member Services & Finance Team

#### Frank McDonald - Finance Director

Email: frank@ipssa.com  
Oversees day-to-day membership transactions and accounting. Prepares IPSSA financial reports, chapter shares and census report.

#### Ian Bailey - Accounting

Phone: (888) 360-9505 x1  
Email: accounting@ipssa.com  
Duties: invoicing members, process payments, processes (financial) tax data, Swim Fund, track members that are water chemistry certified

#### Shyann Brown - Membership Assistant

Phone: (888) 360-9505 x1  
FAX: 888-368-0432  
Email: memberservices@ipssa.com  
Duties: membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, chapter rosters and chapter officer updates

### IPSSAN Newsletter

#### Doug S - IPSSAN Editor

Email: editor@ipssa.com  
Duties: IPSSAN content, IPSSAN advertisements

### Insurance Billing

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## We want to spotlight our members!



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

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

## Things to do in October

- Evaluate previous season and start planning next year
- Walk-throughs on properties; evaluate for upgrades
  - Deck seals
- Tax planning and investment planning

DO NOT HOLD DATED MATERIAL

## INSIDE THIS ISSUE

IPSSA National Information .....	Page 2
President's Message .....	Page 5
On the Lighter Side .....	Page 6
Stretch Your Chlorine Dollar .....	Page 8
New Products .....	Page 10
PHTA Update .....	Page 15

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# IPSSA National Information

By **Rose Smoot**  
Executive Director

**Chapter Roster Report Access**

The member services team has made available the reports in a variety of exportable formats. The best part is you can run and export the report at any time! If you login to your member portal at [www.ipssa.com](http://www.ipssa.com) you will find the link as the screenshot shows at right.



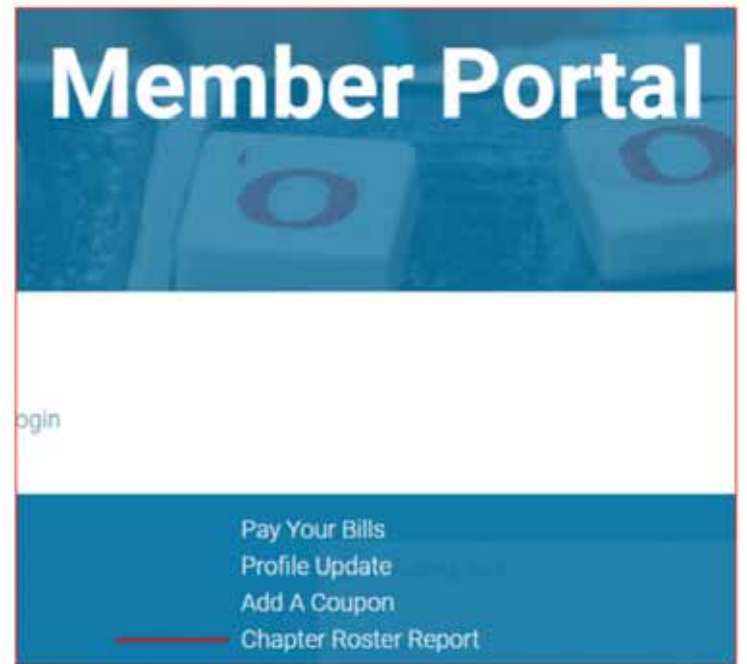
**Rose Smoot**

When the screen appears choose your chapter and your active roster will download. You may print or export the report in the top left corner of the screen.

If you have any comments or questions, please email [memberservices@ipssa.com](mailto:memberservices@ipssa.com) or call 888-

**IOU Training videos:** Two training videos uploaded, Water Chemistry and Member Portal. Check them out at [ipssa.com](http://ipssa.com). <https://www.ipssa.com/iou-training.html>

**Membership Program Committee** recently approved a purchase for a IPSSA mobile



application. There will be benefits to members. Be on the lookout in the next couple of months for the launch of the IPSSA App.

**Leadership Seminar 2021:**

As we are all very aware, the likelihood of gathering in large groups in CA is very unlikely. The education committee met to discuss the format for the Leadership Seminar 2021. The event is virtual (as decided by the BORD, August 8) and will include pre-recorded sessions as well as live instruction. The com-

mittee discussed including members new to IPSSA as well as chapter officers. At its beginning stage, there will be live instruction on business development, navigating the website & Mobile App and customer service. Pre-recorded class are those that are included in the leadership manual that is made available throughout the year, found in member portal, resources. Legal and risk management classes will also be provided. There will be more information to come as the program continues in development.

## BORD Member: Todd Starner

*Continued from page 1*

BORD Liaison representing Florida and the future Region 11. I personally, along with the Florida Chapter Presidents, helped grow Florida to become Region 11 in 2012. This was a huge personal accomplishment for me. This time around, I was voted in by my Region to replace a director that resigned suddenly. I quickly realized there is a heightened need to represent Region 11 during the changes IPSSA is going through and to also represent the many mem-

bers of IPSSA that are "one-polers."

**5. What are you passionate about?** I am passionate about supporting my family, which consists of my wife, Tina and my daughter, Isabelle. I am passionate about keeping Region 11 relevant in IPSSA. I am also passionate about the Tampa Bay Lightning, especially as they are the Eastern Conference Champions and are playing for Stanley Cup against the Dallas Stars. Go BOLTS!

## VOLUNTEER SPOTLIGHT

IPSSA's newly launched Volunteer Spotlight feature puts our amazing volunteers front and center in the IPSSA Community! We want to use this unique opportunity to thank the wonderful individuals that continuously donate their time and energy to help IPSSA and the pool and spa industry thrive. We encourage all IPSSA members to connect with these star volunteers to let them know about the Spotlight. To be featured in our next Volunteer Spotlight, in the IPSSAN, Face Book and YouTube email your picture, pictures of any information that supports the spotlight, and answer a few questions. Forward to [info@ipssa.com](mailto:info@ipssa.com).

1. Tell us about yourself
2. Tell us about your volunteer experience with IPSSA. Project in the past that would be featured as a spotlight.
3. Why did you decide to become a volunteer
4. How has volunteering impacted your career
5. How has being involved with IPSSA made a difference in your community or outreach to the public

## Introducing New IPSSA Merchandise!

IPSSA has some new items to help you grow your chapter and BOOST your meeting experience!

Orders can be billed to your Chapter account or Credit Card, Shipping Costs will vary depending on order size.  
To order contact: [info@ipssa.com](mailto:info@ipssa.com)

**Are you a member of IPSSA?**

We are an association of swimming pool and spa service professionals

**Benefits of Joining IPSSA**

- \*Sick Route Coverage  
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- \*Insurance options including: Life, Accidental Medical \$3M Liability including: HazMat, Pollution, and pop-up coverage  
Business Income Loss Coverage
- \*Professional certifications and training

Contact IPSSA [info@ipssa.com](mailto:info@ipssa.com)

**Benefits of IPSSA Table Top and Supply House Banners!**

2'x2' Banner Ideal for Supply House Placement—\$18

2'x3' Banner for Table Top Recruitment Events—\$25

**New Members Coming in?**

Pre order books to have on hand for the IPSSA Membership Required certification on Water Chemistry. It makes sense to have them on hand!

**BT1— \$24.95**

**BT1 With Workbook \$31.95**



**New IPSSA Logo Wear— OH YES!** These new embroidered hats and shirts are excellent as incentives for meeting attendance and table top event volunteering! Have your Chapter looking GOOD!

**Prices for Logo Wear:**

**Snap Back Hat: \$23.95 ea.**

**Bucket Hat: \$32.95 ea.**

**Visor: \$25.95 ea.**

**Polo: \$32.95 ea. (S - 2X)**

(there will be an additional \$3 added to shirts 3x and larger)



**Retrieve the Arrow/HUB Insurance Claims Report, via IPSSA Member Portal under resources. If you can't find it there, check out the IPSSA Chapter toolbox, it will be waiting for you there.**

**BORD Meeting Nov. 6, 2020 • Virtual**

**May 2020 BORD meeting minutes published in the IPSSA Member portal**

## IPSSA CODE OF ETHICS

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

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

My final responsibility will be to my community and its citizens. I will strive to communicate the necessity for pool safety and other issues of importance to pool and spa owners.

In these ways, I will promote the ideals and objective of the Independent Pool and Spa Service Association, Inc.



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**HUB** Members participating in the IPSSA Group Insurance Program are automatically insured to \$5,000 for medical bills due to accidental injury at the customer jobsite. This coverage can pay for an emergency room or urgent care visit and covers injuries like dog bites, lacerations and slips and falls. It's even available to pay a deductible expense if you already have health insurance.

**Accidental Injury Medical Coverage is another reason IPSSA members have the best insurance available anywhere!**  
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# Up-selling Variable-Speed Pool Pumps

**By James Roberts**  
*Pentair Aftermarket Program Manager*



*James Roberts*

When it comes to successfully up-selling variable-speed pumps, pool professionals need to understand their customer just as well as they understand the pump technology they're trying to sell.

Oftentimes, especially with new salespeople, there's a tendency to go straight to all the wonderful features and benefits of the product. In their enthusiasm, they then immediately proceed to walk the consumer through charts and calculators without even knowing what is important to the consumer.

However, in many situations the decision to purchase a product is first and foremost an emotional one. If you find yourself in a conversation with a customer regarding their pool pump there's a reason." Initially we emotionally 'decide' to purchase the product, then the logical part of our brain rationalizes and justifies the decision with the features and benefits.

Pool professionals need to ask a few questions at the outset of the conversation with the client to find the motivating factor that is driving the purchase. Once this has been determined, aligning the benefits of the variable-speed pool pump can help close the sale.

missing out on the benefits of newer equipment," Norton adds. Closing the sale with these customers should be swift and easy.

Similarly, customers looking for a completely automated pool system will likely want the newest variable-speed pool pump, too. Dan Hansen of JB Pools in Upland, California, says he often works with customers who want to automate their pool systems. "If they really want complete automation, adding a programmable, variable-speed pool pump becomes a required piece of equipment," he says.

Hansen finds himself frequently selling a second variable-speed pump to these same clients who have elaborate water features on their pool, like a slide, bubbler or laminar jets. "I have replaced brand-new single-speed pool pumps that were installed to control a slide and bubbler because a single-speed pump doesn't allow the customer to adjust the flow of these other features," Hansen explains. "Being able to control the flow so you don't have water gushing down the slide or a huge geyser coming out of your bubbler is very important to customers who want the latest and greatest automated control."

**Sell The Best**

Other customers are only interested in which product is the best. They buy the best car, the

*Continued on page 9*

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STAY CONNECTED



# President's Message

By Manuel Margain

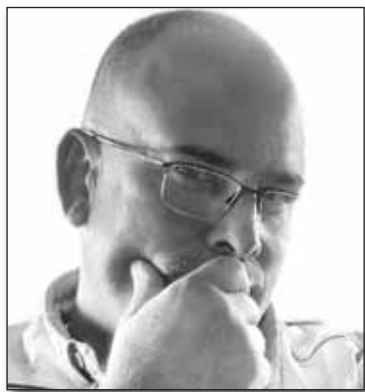
*IPSSA National President*

Summer is almost in our rear-view mirror and the kids are going back to school already! Well, virtually in school, anyway. Many of you members are learning new things like Zoom, Google Classroom and See Saw, if you are fortunate enough to help your kids (or grandkids) navigate online learning.

My hat is off to you as we walk through a new chapter in history together. It can be as stressful on the parents and grandparents as it is on the kids.

For a social organization that is impacted by this COVID shutdown, we are all managing to keep things moving in the right direction. One of the most interesting points is that, like us, other Chapters are growing with new members!

As we move into the cooler months, maybe we should start a membership drive. Who would



Manuel Margain

make a good member, you ask? Someone with whom you would enjoy hanging out and spending time. Generally, our friends make the best members.

We are like-minded, enjoy helping the community and want to work with other pool guys & gals.

Soon we will be back to IPSSA business and activities, as normal. Until then, please be safe and healthy!

# The 4 C's of Choosing Health Insurance

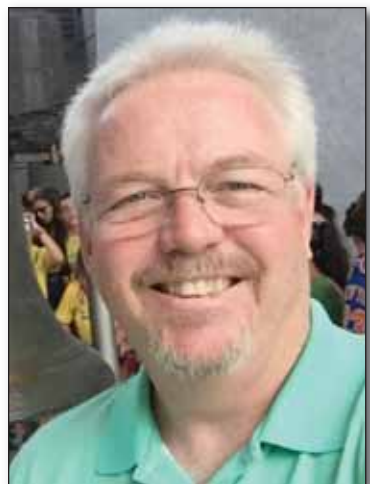
**Company** - Cost - Coverage - Continuity

**Company** - Is the Company Reputable?

**Cost** - Is the Coverage Affordable?

**Coverage** - Is it Easy to Understand?

Diamonds are not the only thing evaluated and graded by 4 C's. In life, everyone has a list of things that are very important to them. On that list most likely, if



Geoff Matthews

not on top is very close to the top is Health Insurance. As we spoke about last month; health insurance is there for the unexpected medical need as well as help with daily needs to stay in good health.

As you process the mountain of information in the health insurance world, trying to find what is right for you, your family or even your business, evaluate that information with the 4 C's of choosing health insurance. But before you begin looking at a policy through the 4 C's, ask the agent, broker or the person on the other end of the phone, "Do You Have the Insurance You are suggesting I get for me and my family?" That by itself should tell you a lot about what they're trying to sell you.

**Let's look into the 4 C's;**

**Company** - Is the Company Reputable?

Do your research, look for the good, the bad and the ugly. Ask the tough questions, Is the underwriting company public or pri-

vate? What does the company stand for, the consumer or their shareholders? How much of my premium is paying exorbitant salaries and advertising vs my health care?

**Cost** - Is the Coverage Affordable?

Can I afford the monthly premiums? How much can I expect the premiums to increase each year? Is there a deductible? If so, how much do you have to pay on top of the monthly premiums before the policy starts paying? After you pay the deductible how much will you still be facing in medical bills?

**Coverage** - Is it Easy to Understand?

Can you understand your policy? Is there anyone to call to help explain your benefits? Is it clear from the start exactly what your coverage will be? Is there anyone to help you if you have an unexpected medical expense and the policy doesn't cover it?

**Continuity** - Can You Count on Keeping the Insurance Long-Term?

Is the policy Guaranteed Issue or do you and your family have to be reevaluated each year? What happens to your coverage if you have a major medical expense? Can you count on the company being there next year and in the future? What is the company's history of putting the customer first?

As you can see there's a lot to consider. You could go on and on asking questions and I encourage you to ask them.

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Geoff Matthews  
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# IN MEMORIAM



A member of Region 11's family has recently passed away...

Allen Schroeder, 67 of Stuart, FL, passed away from cancer-related complications at Cleveland Clinic, Stuart, Florida on Sunday August 9, 2020. Allen was the owner of Allen's Pool Repair, Inc., and joined IPSSA in 2011. He was the President of the Treasure Coast Chapter of Region 11 and was Region 11 Expansion Co-Chairman. Allen will be greatly missed by his IPSSA Region 11 Board and Treasure Coast Chapter families.



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On the Lighter Side

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Pool Bob's Hydro-Eclectic Musings Know How - No Way!

By Robert Blade

As the saying goes, "You never get a second chance to make a first impression." It is important to be ready for the initial meeting and opportunity to start routine pool service with a new client and I was ready today. I had an initial work order, with client details from their phone call, an Equipment List and State of Pool Conditions, Repair Estimate and a fresh Routine Service Agreement with Basic Pool Safety Precautions prepared and ready to sign. I even had an IPSSA Water Watcher Tag for the client. It was a morning appointment and I was parked at the curb 5 minutes ahead of time.

Mrs. Barker answered the front door, I gave her my card and said we would meet around back at the pool, as I wanted to count the number of steps and check the gate to be self closing and self latching. There were a pair of cats curled up and snoozing on the sunny porch rail and I imag-

ined they had a mouse or two for breakfast. I do prefer to have cats on my team keeping the pool equipment room free of rodent problems. Dogs are OK, only if they are friendly, quiet and don't demand a lot of attention with ball throwing, but there must be absolutely no biting and no landmines allowed.

When walking around the back and seeing the yard and pool area, I thought, oh my!, Happy Pool People live here. There was every kind of FUN kid's thing inside and outside the fenced pool area. There were pool toys, many pool inflatables as well as many popped and flat, bicycles of all sizes, every kind of ball imaginable, games, skateboards and ramps, a trampoline, rope swing, a pool slide and a even great big diving board! Mrs. Barker was waving me toward the pool equipment area.

She said, "I know, I asked you for an estimate for pool service, but could you look at the pump, first?". Oh no! She got me with

The Old Switcheroo, "Ask for a pool service estimate to get a free troubleshooting service call". I didn't see that coming, but would try to make the best of it. Then she handed me about a half dozen invoices from "Pools R Us" and said, "Our other pool service has tried a lot of times to fix the problem, but there is always a different person and a different repair. The pump seems to work when they are done, but when they leave, it doesn't". Hmmm.

On the first invoice's, Work Performed space, it read, "Repaired pump with new lid O-ring". The second invoice read, "Reconditioned pump with new drain plug O-ring set and lid O-ring". The third, "Reconstructed pump with new shaft seal set and lid O-ring". The fourth, "Renovated pump inlet PVC fitting thread sealant and replaced lid O-ring". The fifth, "Refresh suction piping temperature sensor seal with new and replaced lid O-ring. The sixth, "Refurbished pump and replaced lid O-ring".



Robert Blade

Refurbished? What does that even mean? Well, there was a charge for a small bottle of spa cover vinyl protectant and the pump's plastic did seem to have a glossy shine to it. Supposedly

they thought, "if it looks good, it works good"? The last invoice said, "The pump has fulfilled a useful service life. Pump replacement recommended". They fixed it until it was broken.

"Mrs. Barker, let me try something", I said and switched the pump on. It fully primed in a few seconds, but in less than a minute it filled with air and lost prime. I left the pump running and walked out to the pool. Before getting back, Mrs Barker exclaimed, "You fixed it, it works! What did you do?" I held out a piece bitten off of a pool noodle and said, "I re-moved this. It was stuck in the skimmer weir and you might want to ask them for a re-fund". She quickly replied, "I will and you can just go ahead and be our new pool service. Oh, by the way, we're starting a doggie day care and we're going to also use the pool area as a kennel, so be sure to keep the pool gate shut". Quickly, grabbing and looking at my cell phone, I said, "Oh no, I left the garden hose running at another pool and have to go right now. Let me get back to you. Thanks, bye." I've seen the pool signs that say, "Welcome to our OOL, notice there is no P in it", but is there a pool sign that says, "Welcome to our L..."?"

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

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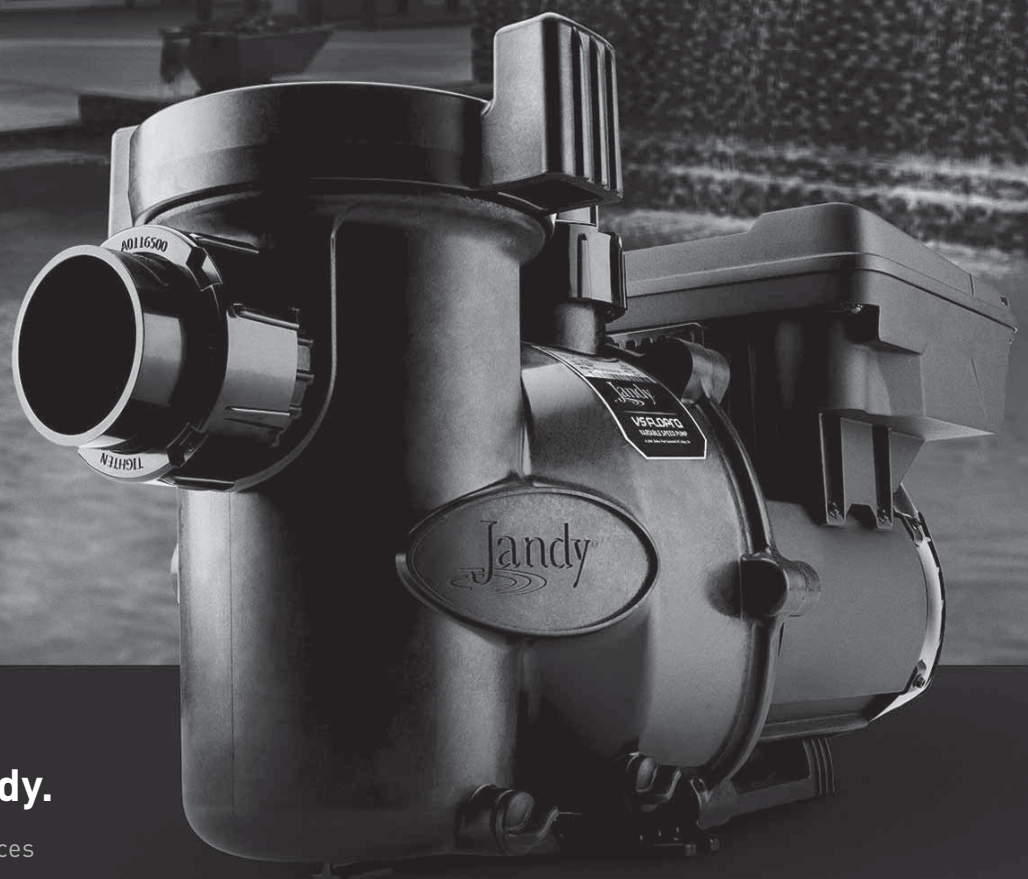
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## *How to stretch your chlorine dollar*

# Getting back to basics- how to make the most of chlorine

By John 'Legend' Bokor  
ProTeam

This year, more than in years past, pool owners need to get the most "bang-for-their-chlorine-buck." Pool construction is experiencing exponential growth and pool owners are using their pools more than ever. Obtaining chlo-

rine to purchase and the demands being put on chlorine in pool water are both at an all time high.

Therefore it is imperative that chlorine be used prudently and that it be used effectively as a sanitizer in pool water.

In order to ensure there is enough chlorine for all, there are several maintenance tips to keep

in mind as pool owners look to extend their swimming season into the fall and winter. Pool professionals need to work with their customers to do everything possible to limit the demands on chlorine in pool water, to reduce chlorine consumption. In order to avoid needing exorbitant quantities of chlorine, there are a few

steps that can be taken to quickly reduce chlorine demand. Some basic maintenance tips will help ensure chlorine consumption remains under control and the chlorine being used actually keeps the water sanitized.

### Brush Regularly

What your dentist says about your teeth, also applies to the pool. Although it can be time consuming, regular brushing and cleaning of the pool is the easiest way to control chlorine consumption. By brushing pool surfaces, contaminants clinging to the surfaces can be removed by the pool's filter so chlorine is allowed to do the job of sanitizing rather than having to work to combat algae, mold or other bacteria. Regular brushing, skimming and vacuuming will keep the pool water clear and make it easier to keep the pool water balanced. There are many terrific large, commercial brushes available that make the job easier as well as automatic pool cleaners and even battery-powered, handheld vacuums both for use by service professionals or to sell directly to consumers. Automatic pool cleaners even have the added benefit of helping circulate and filter the water—which also contributes to cleaner, clearer water. These brushes and cleaning tools will make the job of keeping surfaces clean, faster and easier—so pool water needs less chlorine!

### Clean the filter

Keeping filters clean allows the filter to operate properly and do the job of removing contaminants from the water so chlorine isn't tied up with floating debris. Water clarity is only as good as the filter will allow it to be. Chemicals can resolve many different water quality problems, but if the filter isn't working properly, neither will the water treatment program. Many service technicians respond to cloudy



John 'Legend' Bokor

water by adding a clarifier. However, a clarifier will not clear the pool water if the filter is gummed up and not filtering properly. The pandemic kept people at home using their pools more so filters have been working overtime so they need even more frequent cleaning. As children remain home this fall rather than return to school, your customers are keeping their pools open and extending their swimming season into the fall and winter—so be sure those filters are clean before adding more chlorine.

### Balance the Water

All pool professionals are aware that balanced pool water is the best way to ensure that chlorine has the ability to keep water sanitized. To avoid continuously adding chlorine, be sure you and your clients are spending more money on test strips than on chlorine. Many service professionals find that they are able to use less chlorine and keep water balanced by adding borates to the water. Borates have a buffering ability that allows pool water to remain at a more stable pH level for a longer period of time. In turn, borates allow chlorine to be more efficient and effective at sanitizing the water.

### Adjust for Salt Chlorine Generators

Salt chlorine generators are amazing devices that remain one of the most popular additions to swimming pools. They are also doing their part to reduce chlorine consumption simply by generating chlorine on-site using salt. However to ensure pool owners understand the full extent of this equipment, it's important to educate consumers that their salt chlorine generators will not solve all of their water maintenance needs and that this equipment has its own specific maintenance

*Continued on page 9*

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## How to stretch your chlorine dollar

Continued from page 8

requirements.

Inherent in the way salt chlorine generators work are ‘side effects’ that can adversely affect the successful operation and appearance of the pool—namely corrosion and scale. In order to overcome these side effects, many service professionals are turning to borates because borates add an anti-corrosion effect that helps ensure against rust on equipment, accessories,

and fixtures around the pool. Calcium scale is also compounded by high pH so having borates in the water will also keep the pH from creeping upwards to help prevent scaling. Borates are a once-a-year addition that pairs nicely with salt chlorine generators and helps maintain balanced water.

### Remove phosphates

Removing phosphates and maintaining proper levels can be

very beneficial. First of all, you will improve the overall quality of the water. In many cases, high levels of phosphates can cause calcium phosphate scale, which forms when phosphates in the water fuse together with calcium.

The carbonate often falls out of solution and can feel ‘gritty’ to the touch. It tends to build up on salt generator cells and heat exchangers. When it comes to calcium phosphate scale, preven-

tion is the best solution. If you already have the scale, remove it then do a phosphate treatment to reduce the likelihood of reoccurrence. Maintaining a phosphate residual of less than 125 ppb is the key to preventing phosphate-related issues. Removing phosphates helps limit the formation of calcium phosphate and ensures the efficient operation of chlorine generators—and an efficient salt chlorine generator ensures optimal chlorine generation.

### Oxidize with Non-Chlorine Shock

In keeping with the goal of reducing the use of chlorine, routinely oxidizing pool water with a non-chlorine shock can be very beneficial to controlling contami-

nants so chlorine works more effectively. Remember that disinfection, also referred to as sanitizing, is the effective killing of germs. Oxidation is the destruction of non-living waste materials like skin, urea and hair follicles.

Chlorine demand is much higher when organic contaminants such as urea are present. Therefore, it takes longer to remove demand and create an effective free-chlorine residual. This is why oxidizing w/ a non-chlorinated shock is so very important.

Non-chlorine oxidizers have the ability to scour and destroy more contaminants in the water than chlorine shock. Remember

Continued on page 17

## Variable-Speed Pumps

Continued from page 4

best grill and they will buy the best pump if you refer to it as such. A confident statement referencing the product as the “best on the market” may be all that is required to tilt the client’s internal emotional clock toward the purchase of a variable-speed pool pump.

As more people spend time at home, investing in and upgrading the backyard is something a lot of customers are doing. Customers who are committed to investing in their pool want to add in all the features to get the benefits associated with the pool. VSPs are the optimal choice for those who want the best. “Just like when you buy a new car, you want to maximize your purchase by including all the potential add-on features to get the greatest benefit from the purchase, which goes for the pool as well,” Hansen says.

Cost may be a deterrent for

customers, but often it is neither the primary nor deciding factor in the purchase. “Sometimes we get so worried about price when discussing variable-speed upgrades that we want to address it right at the outset,” Norton says. However, a few comments regarding the advanced technology of the pump may be all this customer needs to hear to decide.

Know the numbers — money savings, utility rebates, cost calculators — and how to communicate the savings effectively and simply. It is important to be aware of these resources and leverage them in your sales conversation. For example, having the Pentair cost-calculator on display allows staff to quickly show clients the financial savings of switching over to variable speed pool pumps. Explaining that the monthly electrical savings combined with rebates from local

utilities can make the investment less sizeable, might also help close the sale. However, add this information in at the end, after you know the customer’s emotional motivation. Doing so will help you close more sales.

### Sales Training

Pool professionals have a tendency to invest time and resources into product knowledge and technical training to ensure ability to resolve customers’ issues. However it is just as important to invest in sales training for your staff. Companies that receive sales coaching for three hours per month have proven to exceed their sales goals by 7%, increase revenue by 25% and increase their closing rate by 70%. If you want to grow, spend time developing your sales and marketing skills.

It is important to take the time to understand customers’ buying motivation in order to swiftly move them toward the purchase of new pool equipment. As a consequence, it will make your selling conversations more natural, give consumers the sense that you know what they want, and make the purchase experience more satisfying.

About the author: James D. Roberts, Aftermarket Program Manager

My career has spanned 25 years working in every segment of the pool industry. From the execution of national sales and marketing campaigns for global manufacturers all the way down to cleaning pool tile in the backyard of a satisfied customer. A consistent and driving force across those years has been an unwavering commitment to helping others recognize and take advantage of innovations and opportunities that will help more successfully accomplish their business and personal goals. James can be reached at james.roberts@pentair.com.

## Work Comp

Continued from page 1

out employee behavior.

Section 4 of the bill applies the rebuttable presumption to all employers that experience a cluster or outbreak of COVID claims within any given 14-day period.

- For employers with less than 100 employees, the definition of an outbreak is 5 or more employees reporting positive COVID tests within a 14-day period.

- For employers with over 100 employees the definition of an outbreak is 5% of their workforce experiencing COVID claims in a 14-day period.

The “outbreak” must be at a specific location or work site to account for employers with different job site, work shifts and/or multiple locations.

**Also, SB 1159 bill does not apply to employers who have 5 or fewer employees.**

The amendments include the same language as in Section 3 of the bill regarding rebutting claims. These provisions apply to claims made between July 5 and December 31, 2022 when the bill would sunset by its own terms.

There are various other provisions contained in the bill, including provisions that would require the employee to exhaust their paid sick leave benefits and meet certain certification requirement before becoming eligible for temporary disability benefit under workers’ compensation. But some employers will get hit with a triple whammy:

- paying for the cost of health-care for their employees
- covering the cost of altering their business operations to respond to the pandemic
- suffering increased costs of WC to cover what is otherwise a public health risk

### Resources to Help Protect Your Business

California has implemented additional worker safeguards to ensure safety. The enhanced safeguards focus on preventative measures and employer education, which are covered in the 33-page, newly released “COVID-19 Employer Playbook for a Safe Reopening.”

The playbook specifies that all employers must implement (and update as necessary) a plan that:

- Is specific to your workplace
- Identifies all areas and job tasks with potential exposures to COVID-19
- Includes control measures to eliminate or reduce such exposures
- Maintains healthy business operations
- Maintains a healthy work environment
- Provides effective training for workers
- Encourages workers to give input into an effective workplace plan

### Providing Effective Training for Workers

If you are looking for training that you can provide to workers to help protect your business, here is a short course that each employee can watch online. After viewing, they will receive a certificate of completion to prove that they received training.

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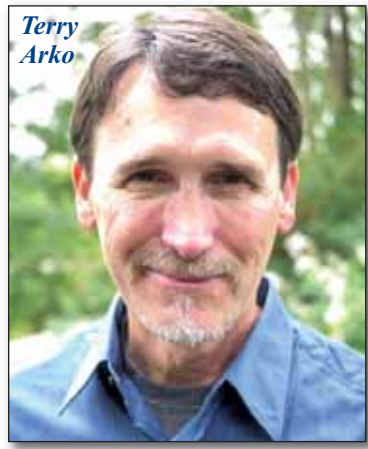
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# Understanding the Power of Chlorine



By Terry Arko

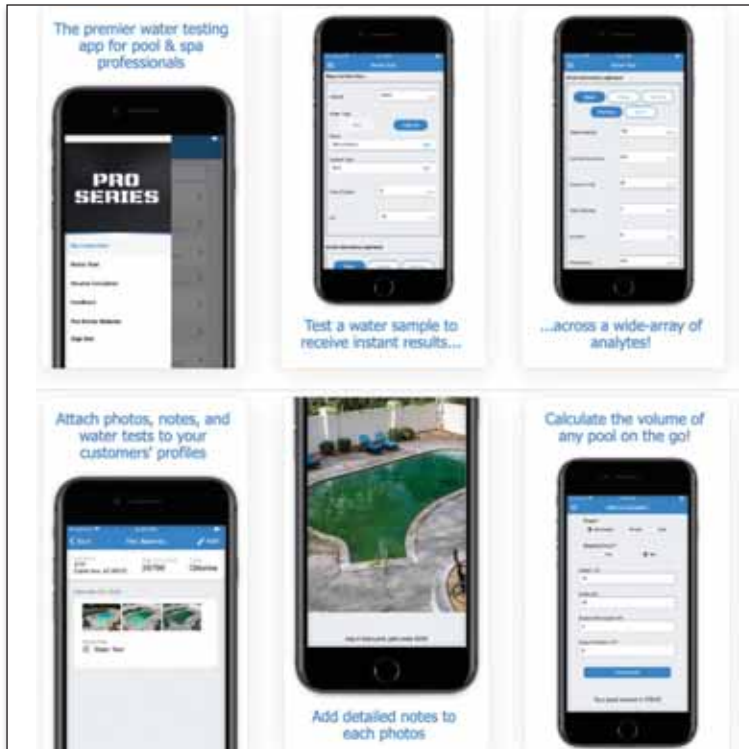
I have taught water chemistry classes for over 30 years. The key to the understanding of chlorine and its power has always been the water balance. When we get to the section on chlorine my first question to students is always; "What is the main objective for adding chlorine to the pool, what are we attempting to do?" The majority answer is to "kill bacteria". This leads to an explanation of the effectiveness of chlorine and the different types of chlorine products available. If our primary objective is to destroy harmful bacteria then the question remains what is the best and most effective way to accomplish this in the pools that are being serviced?

How cyanuric acid CYA changes basic water chemistry

When it comes to the power of chlorine one of the primary

*Continued on page 11*

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## Understanding the Power of Chlorine

Continued from page 10

tenets of water chemistry is the reaction that takes place when it is added to the pool. For many of my 30 years teaching I have explained how chlorine immediately forms a killing agent known as hypochlorous acid or HOCl. The HOCl has a 99% killing ability of bacteria and algae. However, due to the ionizing capabilities of water and based on pH, hypochlorite ions or -OCl will also begin to form. The -OCl is weak and only has a 1% killing ability. If the main objective of adding chlorine to our pools is to kill harmful organisms, then it goes without saying that we want most of the chlorine we add to water to form the maximum HOCl killing agent. The greatest determiner of effective killing agent in pool water is the pH. A lower pH leads to the formation of a higher percent of killing agent HOCl. When the pH is high, less HOCl is formed and there is a majority of weak -OCl. At a pH of 7.5 there is 50% HOCl and 50% -OCl. This has been considered a good balance based on water chemistry standards. However, this is only applicable in pool water with zero CYA. In pools with any measurable amount of CYA the percent of active killing agent HOCl is affected by the presence of the CYA and not the pH. Higher levels of CYA bind to HOCl and lower the percentage available for killing bacteria and algae. Using chlorine in the presence of high levels of CYA will reduce the killing ability of the chlorine being added. This doesn't make sense because the primary purpose of adding chlorine is to accomplish the efficient killing of bacteria by the production of a good percentage of HOCl. This being the case, it is obvious that to get the best killing agent percent of chlorine an un-stabilized form of chlorine with no CYA would be preferred as a shock or primary sanitizer source and always maintaining the CYA level in the recommended range of 30-50ppm

### The True Strength of Chlorine

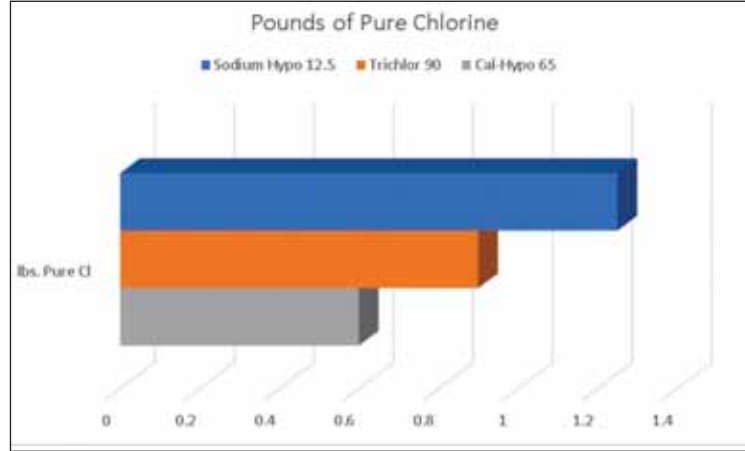
Professional pool service techs have some choices when it comes to chlorinating pools. For many the type of chlorine being used may be based on anything from the make-up of regional source water, storage, safety or cost. Liquid sodium hypochlorite (chlorine) or calcium hypochlorite Cal-hypo) are both unstabilized forms of chlorine, so they contain no CYA. Trichlor tablets contain cyanuric acid and have a very low pH. Because they are acidic, they will lower both pH and total alkalinity. When choosing a type of chlorine, it is important to understand the by-product that is left behind after chlorination and how this will affect the water and type of pool surface. When it comes to cost what really matters is knowing what you are getting for your money. When evaluating the power of chlorine, we start with elemental chlorine. This is chlorine gas. We use chlorine gas as the standard to measure other types against because it is 100% pure chlorine. Since all other types of chlorine in the pool industry are chlorinating compounds and not 100% pure, we need to determine how much pure chlorine there is in the compound. There can be confusion on this because of chlorine labels and available percentages. Which

of these would you say produces the highest amount of free chlorine in 10,000 gallons?

- Liquid sodium hypochlorite 12.5%
- Trichlor 90%
- Calcium Hypochlorite -65%

Just looking at percentage numbers on labels an obvious answer may be the 90% trichlor. However, this would be incorrect. To clarify first we are comparing 1 liquid gallon to 1 dry pound. The correct answer would be the 12.5% liquid sodium hypochlorite. The reason is that liquid sodium hypochlorite percentage available chlorine is listed as a liquid weight percent. The trichlor and cal hypo are listed as dry weight percent. There is some involved mathematics in figuring the differences of volume to weight and in determining the amounts of actual pure product in a compound. A simple math formula for determining pure chlorine is to take the percentage of the weight. If we take:

- 1 gallon of 12.5% liquid sodium hypochlorite which weighs 10 pounds, we get  $10 \times .125 = 1.25$  lbs. pure chlorine.
- For 90% trichlor, we take 1-pound  $\times .90 = 0.9$  lbs
- For 65% cal hypo, we take



1-pound  $\times .65 = 0.65$  lbs.

Based on pounds there is more pure chlorine in one gallon of 12.5% liquid sodium hypochlorite than in one pound of either cal hypo or trichlor.

### Power of Free Available Chlorine FAC

Another determiner in the power of chlorine in pool water is looking at the ppm of FAC that is formed in 10,000 gallons compared to 1bs chlorine gas. Again, chlorine gas is used because it is 100% pure chlorine.

- One pound of chlorine gas = 12 ppm
- One pound of cal hypo 65% = 7.7 ppm
- One pound of trichlor 90% = 11 ppm.
- One gallon of Liquid sodium hypochlorite 12.5% =

12.5 ppm.

### What about the by-product

Another consideration when choosing chlorine is to realize the final by-product left in the water. The end by-product of cal hypo is calcium. 1 pound of 65% calhypo

will increase the calcium hardness by 8 ppm in 10,000 gallons of water. Higher levels of calcium can lead to the formation of calcium carbonate scale especially on heat exchangers. Cal hypo also increases total dissolved solids TDS by 12 ppm. Trichlor will leave a by-product of cyanuric acid CYA. For every pound of trichlor 6 ppm of CYA is left in 10,000 gallons of water. Trichlor also contributes 16 ppm of TDS. Liquid sodium hypochlorite leaves a by-product of sodium chloride this contributes only to TDS approx. 30 ppm per gallon. There is no CYA or calcium left from liquid sodium hypochlorite.

Continued on page 15



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# Pool Industry Software – *Are you ready to take the plunge?*

By **Rachael Pritz**  
*RB Retail & Service Solutions*

This summer, probably more than just about any other summer, has been extremely challenging and intense. From creating new business offerings such as curbside service, and home delivery to expanding online store options and redesigning retail stores for social distancing—every pool and spa retailer in our industry has had to adjust. As the intensity of the summer tapers off, it is time to ask: “How did we do? And in particular: How did our business software support our business? If you think your company could have been more suc-



*Rachael Pritz*

cessful with a different business software solution, now is the time to join the many pool and spa

businesses that are making the switch to pool industry software.

**Selecting a software solution**

Implementing a pool industry software will immediately reduce or eliminate stressors that are currently inhibiting your business growth. This summer emphasized the importance of having MOBILE software solutions to thrive during this pandemic and into the future. With resources stretched, be sure to select industry-specific software that includes:

**Mobile Live – Retail:** Provide better and faster service with retail features using a mobile device – look up inventory in  
*Continued on page 16*

## 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 video or conference call. 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:

- Marketing and Communications - designs and implements strategies for promoting IPSSA by continuously strengthening its brand and developing web, social media, and print materials (including the IPSSAN). MCC's objective will be to execute a

comprehensive marketing and communications strategy which clearly presents IPSSA's mission and its services.

- Legislation and Regulation develops and implements strategies to ensure that the association's public policies and government affairs activities are fully addressed and communicated.

- Membership Program - promotes and facilitates the recruitment and continuity of IPSSA members.

- Education - provides advice to the BORD on the strategic directions and development of the educational activities of IPSSA and supports the ED FUND.

Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. Committees may have no more than eight to serve on a committee. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change throughout the year and we will keep your name on file. If you are interested or would like more information about the committee purpose and how best you can serve, please feel free to contact me, Rose Smoot at 888-360-9505 or rose@ipssa.com

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# The Importance of Continuing Education

By Alicia Stephens  
BioLab



Alicia Stephens

With the influx of new water and inexperienced pool owners on the rise, education will become more important than ever in 2021. 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 options**

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. One of these new LIVE training options available is now located on the Pro Series Pool website found in the IPSSA Member education portal (www.proseriespool.com). In that section you can 'Schedule Training' and pick the topic of interest and schedule a customized, live training to problem-solve issues in pools and spas or refresh your knowledge on water chemistry. And you will get a well-respected instructor with over 20 years of industry experience!

**Pre-Recorded Training options**  
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. For example, Natural Chemistry is launching 10-new, pre-recorded training modules in January of 2021—the perfect time to delve into learning some new water chemistry or refresh existing knowledge. The topics included in the training modules will include everything from the use of enzymes to phosphate removal and hot topics such as staining, scale and LSI. Designed for busy pool and spa professionals, the modules are quick-hitting and range from 10-20 minute each and contain a 10 question quiz at the end to test your comprehension. With a score of 80% or higher, attendees will even receive a certificate of completion that can be displayed on your website, truck and service shop.

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 like IPSSA, is essential for successful business today.

Getting advanced certifications isn't just about adding cre-

dentials 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 and Healthy with new classes and technologies**

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

*Continued on page 15*

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**PHTA**

# UPDATED APSP-16 STANDARD EFFECTIVE DATE: May 24, 2021

Dear Industry Friends,

In case you are not aware, the testing deadline of November 24, 2020, published in the ANSI/APSP/ICC-16 2017 American National Standard for Suction Outlet Fitting Assemblies (SOFA) for Use in Pools, Spas and Hot Tubs, has been updated to May 24, 2021.

**PHTA PRESS RELEASE**

U.S. Consumer Product Safety Commission Votes to Delay Effective Date of ANSI/APSP/ICC-16 2017

<http://www.globenewswire.com/news-release/2020/08/28/2085506/0/en/U-S-Consumer-Product-Safety-Commission-Votes-to-Delay-Effective-Date-of-ANSI-APSP-ICC-16-2017.html>

**BACKGROUND**

On May 24, 2019, the

Consumer Product Safety Commission (Commission, or CPSC) issued a direct final rule incorporating sections of APSP-16 2017 as the successor drain cover standard under the Virginia Graeme Baker Pool and Spa Safety Act (VGBA, or Act), with an effective date of November 24, 2020. On March 24, 2020, the Pool & Hot Tub Alliance (PHTA) requested a minimum 6-month extension of the effective date for the drain cover standard, citing as justification, closures of third party testing laboratories due to the COVID-19 health crisis. On May 28, 2020, PHTA updated its request, seeking a minimum 60-day extension, citing COVID-19 disruptions to testing and SOFA manufacturing.

Two FOIA news items relate to this development, found here <https://www.cpsc.gov/Newsroom>

/FOIA/ReportList and also attached as pdfs. A Federal Register notice will be published.

• August 18 Record of Commission Action – Commissioners Voted (4-0) to Issue Final Rule

Link - Draft Federal Register Final Rule: Virginia Graeme Baker Pool and Spa Safety Act; Delay of Effective Date for Drain Cover Standard

• August 12 Ballot Vote Sheet – Provides background, impacts of delay of effective date of the rule. Includes PHTA letters dated May 28, 2020 and March 24, 2020

Link - RCA - Draft FR Final Rule- VGBA Delay Effective Date for Drain Cover Standard

**EXCERPTS FROM THE FOIA ITEMS:**

Supplementary Information, B. APSP-16 2017

APSP-16 2017 establishes materials, testing, use, installation, and marking requirements for new or replacement bather-accessible suction outlet fitting assemblies (SOFAs), other than maintenance drains, which are designed to be fully submerged in

any pool. CPSC incorporated changes from the 2011 to the 2017 version of the standard into its mandatory drain cover standard, 16 CFR part 1450. The changes include: a change in the hair test approach time; changes that require assessment and hair testing at all suction outlet pipes; the addition of an “unblockable drain” definition; and labeling requirements.

Supplementary Information, C. Impacts of Delaying the Effective Date of the Rule

PHTA requested that the Commission extend the effective date of the mandatory drain cover standard. This may delay the implementation of the changes that were made to APSP-16 2017 and incorporated into the mandatory drain cover standard. The multiple outlet testing has some direct benefit to public safety due to modestly lowered water flow ratings for those multiple outlet SOFA types. The other changes – hair entrapment test times, the new definitions and labelling – are in the public interest and may indirectly benefit public safety. However, the Commission does

not believe extending the effective date would have a significant negative impact on safety. The Commission believes that up to a 6-month extension of the effective date is not expected to adversely affect public safety because:

(1) Multiple outlet SOFAs are typically installed in large public pools, predominately located outdoors and open in the warmest months, and are less likely to be installed in public spas open during other seasons. Outdoor pools are likely to continue to transition towards full capacity for summer 2020, at a pace dependent upon developments with the COVID-19 crisis. Less exposure overall to outdoor pools will lessen the public’s exposure to affected SOFA installations, which are those in new construction or replacements. Accordingly, the Commission does not expect a delay in the availability of SOFAs complying with APSP-16 2017 to adversely impact public safety;

(2) According to the 2019 CPSC entrapment report, 2 there have been six injuries (and no deaths) due to hair entrapment in the years 2014 to 2018. The report includes incidents with all types of SOFAs in both public and residential pools. CPSC staff estimates that each year, all new SOFAs installed as replacements,

Continued on page 16

## Understanding the Power of Chlorine

Continued from page 11

SANITIZER	CAL HYPO 65%	TRI-CHLOR 89%	SODIUM HYPOCHLORITE 12.5%
By Product in pool water	Calcium Hydroxide	Cyanuric Acid	Sodium Chloride
pH of Chlorine	11.8	2.8	13.0
Increased Hardness	Yes	No	No
Increased CYA	No	Yes	No
Lowers pH and Alkalinity	No	Yes	No
Scale formation	Yes	No	No

When choosing chlorine, it is important to consider the pure chlorine, the effective amount of free chlorine produced and the by-product remaining behind in the pool. While more convenient means of chlorination may seem easier the payback could be in more algae problems, dissatisfied customers and increased labor costs from draining and re-treating with chemicals. Understanding the

true power of chlorine can help pool pros to keep pool water maintenance more consistent and their pools safer for their customers.

Terry Arko is Product Training Content Manager for Hasa, Inc. He is a CPO Instructor and Member of the Recreational Water Quality Committee (RWQC). He can be contacted at 425-343-9595 or [terryarko@hasapool.com](mailto:terryarko@hasapool.com).

## Continuing Education

Continued from page 13

powerful tool with an added ‘mental exercise’ bonus. The new Pro Series app, for example, offers custom water analysis, expert water treatment solutions and a mobile-ready database for professionals who want to store a profile for each of their customers. The Pro Series app allows you to load in your customer’s pool and spa information and contact information, take photos of equipment, track service with before and after photos, provide customized ‘door hangers’ after each visit with notes to your clients and more! Take the time to download a mobile app that helps your business and also challenges your mind. People who prioritize educating themselves and trying new technologies are more likely to develop healthy behaviors and less likely to suffer from illness. So believe it or not, continuing to learn throughout your life has benefits for both mental and physical health.

**Professional Development Helps You Innovate**

Getting a broader understanding of a topic can help you brainstorm more creative ways to handle related tasks and challenges. Very rarely does innovation come from someone who’s always thinking inside the box. Refer to IPSSA’s education portal for opportunities available from vari-

ous sources. The best entrepreneurs today have a well-rounded education, and they’re always looking for new opportunities to learn.

**Don’t Put Off Gaining 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 a 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. This winter take the time to continue your education—it is guaranteed to be one of the best investments you can make in your future.

Alicia Stephens is the education and training manager for Biolab Inc. In her 19 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 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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## Updated APSP-16 Standard

Continued from page 15

3 or in new 2 2014–2018 Reported Circulation/Suction Entrapment Incidents Associated with Pools, Spas, and Whirlpool Bathtubs, 2019 Report. 3 The typical service life for all SOFAs is 7 years, representing a 14 percent turnover of SOFAs each year. DRAFT 6 installations, 4 together represent no more than 15 percent of all SOFAs in public pools. Multiple outlet SOFAs that are affected by the new multiple outlet testing requirements represent a fraction of this total; although CPSC staff does not have an estimate of the size of the affected multiple outlet market. Because few injuries and no deaths are reported over 5 years of data, a delay due to an extension is not expected to adversely impact any benefit that improved multiple outlet testing may have on public safety;

(3) An extension of the effective date prior to Memorial Day 2021 will require firms to comply before the seasonal opening of most outdoor public pools in the United States.

Supplementary Information, E. Regulatory Flexibility Act, Sections 3. and Section 4.

3. Manufacturers of SOFA Covers and Market Information

The Commission has identified approximately 20 firms that currently manufacture products

that would appear to be affected by the revised standard. Under size standards issued by the U.S. Small Business Administration, manufacturers of SOFAs with fewer than 750 employees (including their subsidiaries and affiliates) are considered to be small businesses. 8 On this basis, nearly all of the manufacturers and importers of suction outlet fitting assemblies are believed to be small businesses. As 8 U.S. Small Business Administration (2016). Table of Small Business Size Standards Matched to North American Industry Classification System Codes. Retrieved from: [http://www.sba.gov/sites/default/files/files/Size\\_Standards\\_Table.pdf](http://www.sba.gov/sites/default/files/files/Size_Standards_Table.pdf). DRAFT 10 noted, some manufacturers reportedly have had greater disruptions due to COVID-19 restrictions than others. We do not know the portion of SOFA manufacturers that have been more severely impacted.

VGBA-compliant drain cover sales are comprised of covers sold with new pools and replacement covers for previously installed pools. Current sales of SOFAs are unknown; however, statistics reported by APSP provide a rough indication of the number of units sold annually. APSP reports that 58,000 in-ground pools, 184,029 hot tubs, and 2,432 commercial pools were

sold or installed in 2014. 9 These new installations likely introduced at least 225,000 SOFAs requiring VGBA-compliant drain covers. The installed base of in-ground pools, hot tubs, and commercial pools totaled more than 11 million in 2014, according to statistics reported by APSP. Manufacturers of plastic drain covers typically recommend that they be replaced in 5 to 7 years (and this is stated on the covers). If such recommendations are followed, the market for replacement VGBA-compliant covers could exceed 1.5 million units annually.

### 4. Six-Month Delay in Effective Date

As discussed in Section C and D of this preamble, the Commission believes that an extension of the effective date, up to 6 months, will not have a significant adverse effect on public safety. Therefore, the Commission is providing relief to SOFA manufacturers as a result of the COVID-19 crisis, by extending the effective date of the drain cover standard. The Commission has considered the two separate requests submitted by PHTA. The 60-day extension is the minimum request made by PHTA, 9 The Association of Pool and Spa Professionals (APSP)(2015). U.S. swimming pool and hot tub market 2014.

DRAFT 11 based on their most current estimates of potential impact on the pool and spa SOFA manufacturers. The 6-month extension is the maximum request made by PHTA, based on their early, although erroneous, understanding of test laboratory closures.

Due to the uncertainties surrounding the COVID-19 pandemic, and the likely minimal impact that an extension of the effective date might have on public safety, and the direction in EO

13294 to address the economic consequences of COVID-19, the Commission is delaying the effective date of the mandatory drain cover standard in 16 CFR part 1450 by 6 months, to May 24, 2021.

Please let us know if you have any questions. Thank you,

The Standards Team ([standards@phta.org](mailto:standards@phta.org))

Susan Hilaski, Director of Standards

Genevieve Lynn, Manager of Standards

## Pool Industry Software

Continued from page 12

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**Pool Industry Integration:** Eliminates duplicate purchase orders and input of inventory. Pool industry software directly integrates with pool and spa vendors and distributors with pre-programmed SKUs. Save time with automatic pricing & inventory imports/updates.

**Route optimization for service departments:** Lowers fuel usage and helps do more jobs in a day, to generate more revenue.

**Builder Job Costing:** Tracks ongoing costs of construction work and actual job progress. Track subcontractor costs along with labor, inventory and expenses.

### The Cost of New Software

When looking at the cost of purchasing new software, don't be intimidated by price. Rather than focusing on the software's price, bring a list of all the areas

where you could generate more revenue if your employees had 20 additional hours a week to follow up on sales leads, make additional service calls or attend to customers in the store during peak hours in the season.

### Software Features Increase Profits

Pool and spa stores, builders and service professionals need to take advantage of every technology tool available to keep up with demand and foster deep customer loyalty long after this pandemic crisis has passed. Whether providing a touch-free retail environment, a personal shopper, delivering chemicals to the client's doorstep or doing interactive phone calls to troubleshoot problems, it is time to use mobile technology and software systems to maintain customer loyalty while maximizing profits. Don't wait. Get started while this past season is still fresh in your mind. Get a new, industry specific, pool and spa business software system and be ready to knock it out of the ballpark in 2021!

About the author: Rachael Pritz

Rachael Pritz has been active in the pool industry for more than 20 years, which has provided her with an all-encompassing expertise in the trade. She worked at a local pool store while pursuing her master's degree at the University of Pittsburgh, Pa. With her technical skills and industry knowledge, she joined the launch of RB Retail & Service Solutions in Pittsburgh in 2003. She can be reached via e-mail at [rachael@rbcontrols.com](mailto:rachael@rbcontrols.com).

## \* IPSSA Education Fund \*

The IPSSA Board of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formally Scholarship) Fund, February 7, 2020.

The IPSSA Education Fund: Advancing Professional Training and Education in the Swimming Pool and Spa Industry

### Guidelines

The IPSSA Education Committee is charged with identifying educational opportunities in all facets of the swimming pool and spa service and repair industry.

Individual and Class Scholarships through the IPSSA Education Fund are available to all self-employed pool professionals in Arizona, California, Florida, Georgia, Nevada, and Texas

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. Maximum two submittals per calendar year.

Eligible individuals may to download the application from [ipssa.com](http://ipssa.com) or email [info@ipssa.com](mailto:info@ipssa.com). Applications are reviewed quarterly by the Education Committee.

For questions about the program, please inquire at [info@ipssa.com](mailto:info@ipssa.com) or call 888-360-9505 xt. 2.

### Mission Statement:

IPSSA Scholarship [Education] Fund is to advance professional training and education of the Self-Employed Swimming Pool and Spa Service and Repair Professional by subsidizing group classes that will expand his/her knowledge of their profession.

For more information, please visit [www.ipssa.com/resources/IPSSA\\_education\\_fund](http://www.ipssa.com/resources/IPSSA_education_fund). There you will find details and application.

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## How to stretch your chlorine dollar

Continued from page 9

that after chlorine has effectively done its work to sanitize, it will react with excess contaminants that are present in pool water. Because non-chlorine shock doesn't contain chlorines, it will not 'combine' with chlorine to create unwanted disinfection by-products—such as combined chlorine or chloramines. The odor from combined chlorine or chloramines is causes eye and lung irritation. Airborne chloramines can even cause severe lung and asthma type symptoms. In the water, chloramines are absorbed through the skin and can also cause other health issues. Bather load, and time spent in the water can lead to a higher demand, and more sanitizer consumption. So it's important to regularly oxidize this non-organic waste to free up chlorine to sanitize.

### Consider Automatic Pool Covers

In addition to a soaring demand for swimming pools, automatic pool cover demand is also skyrocketing. As consumers use their pools more and want to extend their swimming season, an automatic pool cover, is a natural. Automatic pool covers can also help reduce the use of chlorine because closing a pool daily, when the pool is not in use, keeps airborne contaminants out of the pool keeping pool water and pool surfaces cleaner. Once again, fewer contaminants in the water reduces the amount of chlorine used to keep the water sanitized.

The only word of caution is that it is also important to realize that while automatic pool covers keep pool water cleaner, they also reduce evaporation and can lead to build-up of gas under the cover. While regular oxidation is important to remove non-living contaminants, it is also important to leave the cover off of the pool for several hours after that non-chlorine oxidizer has been applied. You must let your pool 'gas off' periodically so these gases don't get trapped under the cover. In fact, this is especially important with pools that have both a salt chlorine generator and an automatic pool cover. With a salt system running continuously, it is easy for the chlorine level to get very high, very fast with the cover closed. So check chlorine levels regularly and open the cover so the gases don't build up. The good news is that those pool owners automatic pool covers, can put their salt system on the very lowest output setting as they need to generate far less chlorine than pools without auto covers. The automatic pool covers also reduces evaporation and the loss of chlorine by evaporation. Thus the automatic pool cover has become another helpful product to reduce chlorine usage.

### Use Enzymes

Finally, like oxidation, another helpful additive to lessen the demand for chlorine is the use of enzymes. Used as a part of regular maintenance, a high quality, broad spectrum enzyme used every week will help break down the organics that swimmers into the water—which will even help oxidizers work more efficiently. Enzymes naturally break down contaminants making them easier for filters and chlorine to remove from the water.


### Conclusion

The year 2020 has created an unexpected boom to the pool industry and a renewed interest in

residential pools. With families staying home and using their existing pool or building a new pool in their backyard, chlorine usage has skyrocketed. In order to ensure there is enough chlorine available to sanitize all that pool water that is getting a lot of use by children who are now also staying home this fall doing digital learning, our industry needs to get back to basics and do what it takes to maximize the utility of chlorine and keep pool water sanitized. Brushing, cleaning filters, removing phosphates, oxidizing and using enzymes, and borates will all help to keep the pool water bal-

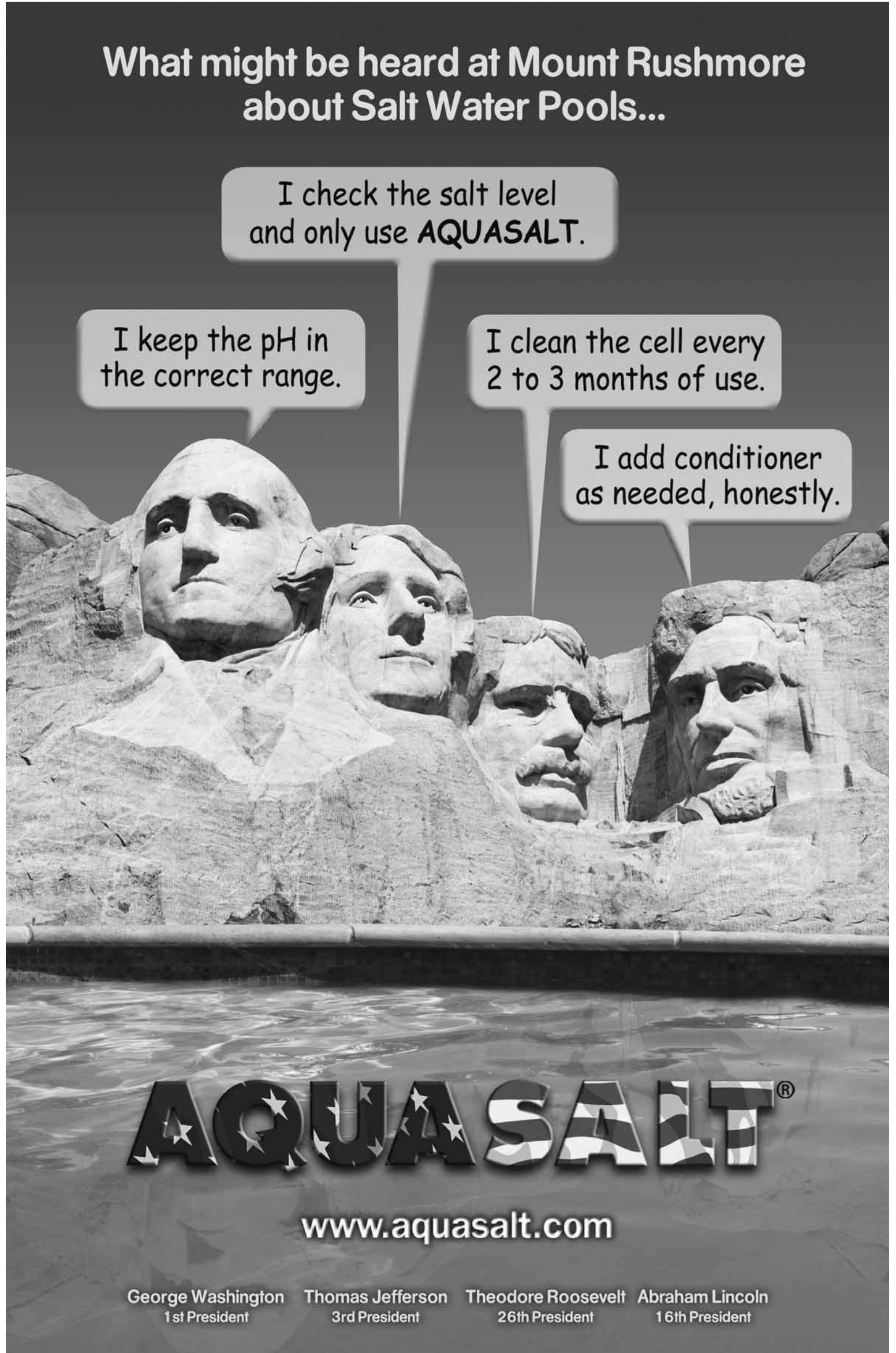
anced and chlorine usage in check.

*John 'The Legend' Bokor is the Director of Sales for Haviland Pool and Spa Products. He joined the company after nearly 25 years 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. John 'The Legend' also is the host and star of: *Legendary Pools & Spas*—a successful video series highlighting the best of the pool and spa industry. He can be reached via e-mail at [jbokor@havilandusa.com](mailto:jbokor@havilandusa.com).*



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For more information about our associate members, please visit their web sites. If company representatives are available to speak at chapter meetings, their topics and geographic availability is indicated.

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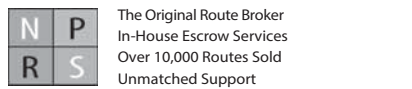
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