

# THE IPSSAN



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## Algae Prevention 101

By John Weber, BioLab Inc.

Mixed population of green and diatoms algae from swimming pool

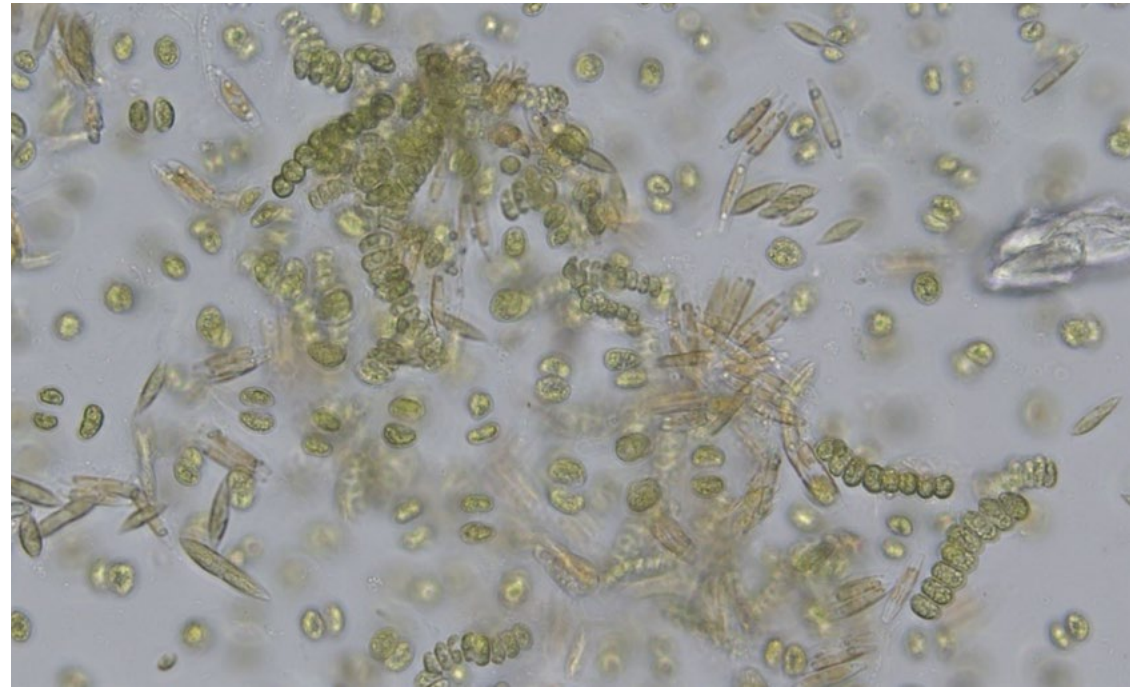
**MORE THAN HALF OF** the world's oxygen is produced by algae, so they are a very important part of our world. We just don't want to invite them to the weekend pool party. Pools are constantly bombarded by algae so controlling it can be a challenge. Let's explore ways to prevent an algae outbreak and what we can do if one should occur in your pool.

### PREVENTING ALGAE CAN BE DONE IN SEVERAL SIMPLE WAYS

Maintaining normal sanitizer residuals is usually enough to prevent algae outbreaks. Allowing that level to drop below recommended levels, however, even for a few hours may allow some fast-growing algae to begin spreading. Once algae have begun to grow, it may take higher levels of your sanitizer to control them. It is much easier and more economical in the long run to always maintain that normal sanitizer level.

The filtration and circulation system of your pool is of critical importance in helping to prevent algae. The turnover rate in your pool is the time it takes to move all the water in your pool through the filtration system. The pool needs to be on for at least 1 turnover each day (approximately 6-8 hours depending on your system). The circulation pattern in your pool ensures that all the pool water passes through the filtration system with each turnover. Bad circulation can lead to black algae, collection points for dirt and debris, and areas with under sanitized water. You can add as many treatment products to the pool as you want, but if it is not circulated to all areas of the pool, then you will still have untreated areas. Additionally, inspect your filter regularly for signs of tears (cartridge) or cracks in sand filters. Follow manufacturer's instructions on keeping your filter clean and use a good filter cleaner designed for your filter type to maintain optimum performance.

One of the most overlooked aspects of proper pool



maintenance is vacuuming on a regular basis. Brushing the sides and bottom of the pool, as well as keeping dirt and debris out, is vital to helping maintain an algae free pool. The dirt and debris can include everything

from dirt coming in through wind or the feet of pool users to sand from cracked laterals getting in the pool. There are some algae that use the dirt and debris as building blocks to help build colonies in your pool. Once these colonies start it becomes much harder to kill them. Regular vacuuming can eliminate this nutrient source. Brushing the bottom and sides of the pool can also help get oils and other contaminants off the surface and to the filter.

Using a good algaecide as a preventative maintenance product is a great idea, especially if you live in an area prone to algae. A good algaecide is one that should be able to work independently of the sanitizer, should not have harsh side-effects on the

### ALGAE PREVENTION

- Maintain your sanitizer residual at all times and in all areas of your pool.
- Run your filtration system long enough to turnover all the water in your pool through the filter and ensure that your circulation is getting the treatment products to all areas of the pool.
- Make sure that your pool is clean of dirt and debris and that your filtration system is clean.
- Use a good algaecide to help prevent outbreaks.

water, and be effective against many types of algae. Since the algae type in the pool may or may not be the one that you think it is, a good combination of actives can be a useful tool against many types of algae.

Additionally, algae outbreaks are often more than one type of algae. A multi-active product can help treat multiple algae types and allow for a much faster turnaround of the pool. Whichever algaecide you use, ensure that it has a USEPA-registration number on the label. This will ensure that when used as directed, it has been properly tested against the algae types listed on the label and shown to be effective as well as safe to use.

Algaecides can work in various ways to control algae. The more popular choices are quats, polyquats and copper. These work in different ways to disrupt cell membranes as well as enzymatic functioning of the cell, leading to cell death and cell wall rupturing. Some algae, even

within the same classification, can be controlled differently with different algaecides, so if one treatment doesn't seem to work, try a different approach. What worked one time, may not necessarily work every time, since the type of algae you have may be different (although they may visually look the same), or the conditions in the pool could be different. Again, a multi-active approach may be the key to treating more algae types. ■



### ABOUT THE AUTHOR

John Weber is a Senior Formulation Chemist with Biolab, A Kik Consumer Products Company and has been in the pool/spa industry for over 26 years. John is an active member of the PHTA Recreational Water and Air Quality Committee as well as serving on various Standards Writing Committees. John can be reached at [john.weber@biolabinc.com](mailto:john.weber@biolabinc.com).

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### Letters to the Editor

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# A Letter from the President



**GREETINGS IPSSA NATION!** I hope this finds you all doing well especially those of you in California dealing with the crazy weather.

So now that the trade show season is behind us, we can start to focus on our membership campaign. For those of you that need a reminder, LOL, the campaign is five new members per month per region. So simple, it's hard. The campaign is for a +5 membership in your respective regions, so that means we also want to help with retention of current membership. So let's think outside the box when it comes to your chapters. Get engaged in community events and have fun with your fellow members. Some ideas might be meet and greets, Cheers and Beers, sporting events, and for those of you in California, snow shoveling parties.

Kidding, but you get the idea. Your chapter should not be just about a boring meeting. The chapter should engage in community, education and overall support of the chapter members.

I also want to remind you about our affiliate membership. An affiliate member is for those interested in membership that meets all qualifications to join IPSSA but lives 100 miles outside the chapter or region's respective areas. For example, Nashville, TN, Charleston, SC, Reno, NV, the panhandle of Florida, etc. We have created an online gathering for affiliate members to keep them up to date with all of IPSSA's news and to provide assistant so that they may grow and one day have a chapter in their respective areas. The online gathering is monthly on Zoom. It includes education and business speakers. Also, there is an opportunity to visit with other affiliate members and a Q & A session. To receive an invite, contact me ([tstarner@tampabay.rr.com](mailto:tstarner@tampabay.rr.com)) and I will make

sure you receive the Zoom invite. So, let's keep up the good work of spreading the news of IPSSA and remember to invite a guest to your next chapter function.

I also want to let you know of additional news regarding our awards. I am happy to announce that for the next Leadership Conference in February 2024 we will be awarding a Chapter of the Year award, as well as a Pool Professional of the Year award along with the Terry Cowles Award. Details, qualifications, and prizes will be announced in June.

That wraps it up for this addition. Thank you for your support. Have fun and remember to wear your sunscreen (especially to prevent a sunburn from the reflection off all that snow in California).

Take care,

Todd Starner,  
IPSSA National BORD President

## IPSSA Menifee Valley Chapter Camp Weekend March 10 – 11, 2023

By Sally Smith, IPSSA Menifee Valley Chapter Treasurer/Secretary

**IT WAS RAINING CATS & DOGS** during check-in on Friday afternoon at the Launch Point RV Resort at Lake Elsinore. The IPSSA Menifee Chapter members rented over half of the vintage trailers. Once everyone got settled and the rain let up, the boys had a nice fire in the common area. Members brought lots of firewood, music, drinks, food, etc. The kids went in the pool (not heated!) and then hit the spa both Friday & Saturday. The kids also had a water race over at the splash pad with bobbers.

That following Saturday was cool and in the 50's but was nice with just periodic light showers and sun. The lake was calm and the Santa Ana Mountains that rose above us were blanketed with some clouds. The kids played in the grass area in the vintage trailer area and helped keep the fire going. We had the whole vintage trailer area to ourselves since we occupied most of the trailers.

We had a potential member attend the event as well. He was just starting out in the business and only had one pool. The chapter members gave him some tips on growing his customer base and encouraged him to go to the Western Pool & Spa Show to take advantage of the classes.

There is something about the rain that is so cleansing and relaxing. It was a great weekend and we all needed it!



Left: Renee Marier (IPSSA Menifee Chapter President) with Lance Sada & wife, and Heath Ivers & wife Below: Joel Paul & wife Regina in one of the rented vintage trailers



Above: IPSSA Menifee Valley Chapter member Simon Hatch tending the fire Right: One of the vintage trailers that the chapter members rented



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“A pool technician overseeing a fill will first perform another test for pH, TA and CH after the pool is full and circulating to determine what needs adjusting.”

## 28 Days Later

### The first crucial days of a pool start up

By James Johnson, *PoolPro Magazine*

ROME WASN'T BUILT IN A DAY, but it could have been finished sooner if not for the Romans' proclivity for swimming pools, which can take months to plan and build. Then begins the hard part — the start up.

Whether it's the first time filling the pool or it's a refill following maintenance, the process of filling a pool is a more involved than leaving a garden hose on overnight.

There are multiple methods for pool start ups. Jana Auringer, regional quality assurance for Pebble Technology International, who as a member of the National Plasterers Council board of directors, regularly teaches the NPC's Start-Up Certification Course. NPC's start-up method is not the only one worth looking into. For example, chemical manufacturing company Orenda Technologies has developed its own best practices for pool start ups that differs from NPC's method.

The following method is for pools with an interior cementitious (plaster) finish. If the pool has a vinyl, fiberglass or other kind of interior finish, reach out to the material manufacturer for start up advice.

#### PROLOGUE

Before an ounce of water has left the hose, be certain that the new pool's filtration equipment is functioning. Use a pool water testing kit on the source water to keep

an initial record of pH, total alkalinity, calcium hardness and metals. Testing the source water before filling is one of the most important steps of a start up. Low calcium hardness, low pH and/or low alkalinity can have an adverse effect on the new plaster surface.

NPC strongly recommends against turning on the pool's heater for a minimum of two weeks, or adding chlorine for the first 48 hours. Resist the urge to go for an early dip. Keep both people and pets out of the pool during the fill until the water is balanced and properly sanitized.

#### DAY 1: STARTING THE START UP

A new day means a new water test. A pool technician overseeing a fill will first perform another test for pH, TA and CH after the pool is full and circulating to determine what needs adjusting. Hopefully the previous test provided a good idea of what chemicals were needed, but it will not have told the whole story. Now that the water is inside the newly plastered pool, the pH will have been changed by the slow release of plaster dust, or calcium hydroxide, which will cause the pool's pH levels to skyrocket as it is curing. This will continue to happen over the first 28 days.

High pH levels will mean the water is no longer balanced, and water that isn't balanced can cause staining and scaling, or

expensive corrosion/etching, due to not having enough calcium.

The pH will need to be brought down to between 7.2 and 7.6. This can be adjusted using pre-diluted muriatic acid.

“If you don't balance the water and you have a deficiency in calcium, then it will start dissolving the calcium from the plaster,” Auringer warns.

If the water has alkalinity above 80–100 ppm, NPC recommends adjusting it downward using pre-dilute muriatic acid (31–33% hydrochloric acid). If it is too low, add some sodium bicarbonate — also known as baking soda — to get it up to 80 ppm.

Now, if initially the calcium hardness is too low, add calcium chloride — dissolved in 10 pound increments, with several hours between each dose — to get it between 80 and 100 ppm. Never use calcium chloride and sodium bicarbonate simultaneously.

Finally, at least twice a day for the entire 28-day start-up process, Auringer says the pool surface should be brushed thoroughly from top to bottom to remove plaster dust.

“We start brushing on day one and they should be brushing after each time they add a chemical,” Auringer says. Besides helping to rid the pool of the plaster dust, Auringer notes that a good 18-inch brush can help disperse any new chemicals added. “You'll want to brush the sides, the horizontals, the verticals and even the steps,” she adds.

Remember to keep pumps and filtration systems operating continuously for the first seven days, or until the plaster dust is gone.

#### DAY 2 – DAY 3: TWO STEPS FORWARD AND ONE STEP BACK

That plaster dust has had an entire night to accumulate, so after testing for pH, TA and CH, get set to repeat everything from the day before. Once the TA is between 80 and 100 ppm and the pH is between 7.2 and 7.6, it will be time to work on getting the CH between 100 ppm and 150 ppm.

On day three the pool tech will repeat this entire routine from the previous day. Besides the testing, brushing and adjusting, day three is also when pre-diluted chlorine or liquid chlorine is added, at a level between 1.5 and 3.0 ppm. Auringer warns against adding any salt within the first 30 days to a saltwater pool. “If you add the salt, most people will turn on the saltwater chlorinators,” Auringer says. “The salt is turned into a high pH sanitizer that has a pH over 12. That's a constant stream of high pH chlorine going into a pool while we're still battling the pH of the plaster dust.”

#### DAYS 4 – 7: ACCESSORIZING

Anyone who had fun during the first three days, will love the next four, as each day will involve adjusting the pH and TA to match the balance of day two and more surface brushing. Day four does offer a little variety, as one will slowly increase the water's CH to a minimum of 200 ppm and adjust the cyanuric acid to between 30 and 50 ppm. There are some chlorine products that have CYA already in them, “So if that's what you're going to use for your sanitizer, use a lower amount of cyanuric acid,” Auringer says.

Add the CYA through the pool's skimmer for a minimum of three days, and just as the dentist keeps saying, do not forget to brush, as concentrated CYA may cause discoloring in some finishes if allowed to dissolve on the surface of the plaster.

#### DAYS 7 – 28: FINAL STRETCH

The homeowners will already be trying on their new bathing suits and with daily brushing, filtering and water balancing, that cloudy liquid should be starting to clear up. Once the plaster dust is gone and the water is balanced and properly sanitized, the homeowners will finally be able to have a swim. These remaining days can be spent keeping out dirt, leaves and other debris, though the start-up procedure must continue for the entire 28 days. Once those 28 days are up, then finally, the start up can officially be referred to in the past tense.

Going forward Auringer advises regularly checking the pool's Langelier Saturation Index, maintaining it between 0.0 and +0.3, particularly during the first six months. The NPC, Orenda Technologies, Pool2Refresh, Poolcalculator.com and others have phone applications to help calculate LSI available for iPhone and Android. For a more detailed description of the start up process, visit [npconline.org](http://npconline.org). ■

*\*Article originally published on January 3, 2023 by Pool Pro Magazine*

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

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

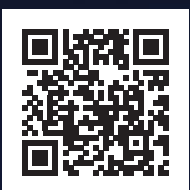
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# What's "That" on the Pool Surface

By Jim Gay, Haviland Pool & Spa

VERIFYING STAINING AND discoloration issues on swimming pools surfaces can be troublesome and difficult at best. Many approach solving the problem by throwing anything and everything they can think of to see if they get a reaction that will either lighten the discoloration or lift or dissolve the stain back into solution. Sometimes that approach works, and sometimes it doesn't.

What makes it even more challenging is they don't know the "why." Why did this happen? What caused it to happen? How can we prevent it in the future? It's the who, what, why, when, where, and how questions that need to be answered. In dealing with these issues, you must first approach the problem with an open mind. You cannot have any preconceived judgments about who is at fault. You let the chemistry at the time and the evidence presented direct you to a logical conclusion, much like a CSI investigation at a crime scene or a doctor diagnosing a medical condition.

What's "that" on the pool surface is more of a journey that will explore what causes major stains and discolorations on swimming pool surfaces. It will provide a very good understanding of the importance of the Saturation Index and how balanced water can prevent most staining and

discoloration issues.

As we move through the steps of diagnosing and verifying what is on the pool surface, we will learn how to discard some information collected and retain other information for future use. Starting at the curb of the house and moving to the back yard, note any staining or discoloration issues from wells or irrigation systems on the sidewalk, walls of the house, or enclosures. As you pass the pool pump and filter, look over the pump, filter, heaters, salt cell, ozone, UV, and other items that might be used for reference to help verify possible causes for the staining. This information may be useful in the future when trying to clean up staining or discoloration problems.

Look over the pool environment, not just the pool. Notice any issues with the deck? Staining, algae, and mold issues on the deck can be a sign of maintenance issues. Look at gutters and downspouts. Are they full of trash and leaves? How



about the roof? Is it tile or shingle? Old or new? Covered with mold and algae? What does the pool surface look like? Is the surface older or newer? When was the finish installed?

These questions can lead to possible water balance or application issues. Water run-off issues can also be a problem. How does the water from rain and irrigation drain or stay away from the pool? Does irrigation from well water and sprinklers have overspray that goes into the pool?

The homeowner will appreciate a pool professional who can identify and thoroughly explain what has contributed to the discoloration and staining issues. After a successful diagnosis, you can provide an action plan to remove those issue areas and prevent the problem from returning.

The plan may include using specific chemicals to help remove metals from the water or filtering out metals in the water. Using better water chemistry will protect the pool finish from minerals and metal

deposits. Balancing the water to the Langelier Saturation Index will help keep minerals and metals from contributing to the staining on the pool surface. Sometimes pool equipment replacement may be a part of the solution. Water erosion and corrosion can cause metals from the heater or pump to dissolve into the pool water. Chlorine can oxidize the copper from the heater or iron from the pump onto the pool's surface, forming copper or iron stains.

What else can you look at to determine staining and discoloration issues? Poor maintenance can prove to be an interesting culprit. Green, Black, Mustard, and Pink algae and tannins from decaying leaves can present problems when verifying staining and discoloration issues. These organic discolorations can be the cause of larger issues. Most of the time, organic staining will alter the surface of the pool or make the surface slippery or slimy.

Inorganic discolorations are typically not slippery or slimy but will alter the surface of the pool. Scale, for example, is not slippery and is not slimy, but it does alter the pool surface. Metals are not slippery or slimy and do not alter the surface of the pool. Metals typically cannot be brushed off, but algae problems can be brushed off the pool surface. Often verifying what type of metal stain can be confusing. The treatment a service company or dealer recommended today may not work tomorrow. Why? The answer may simply be that it's not the same stain or discoloration.

Since iron stains are, typically, a brown color and most people can identify iron. Misdiagnosis happens when iron is mistaken for iron scale, oxidized copper, or tannins. Iron scale is basically iron staining from wells or metal pumps that have dissolved in the water and have attached to scale on the pool's surface.

Continued on page 8



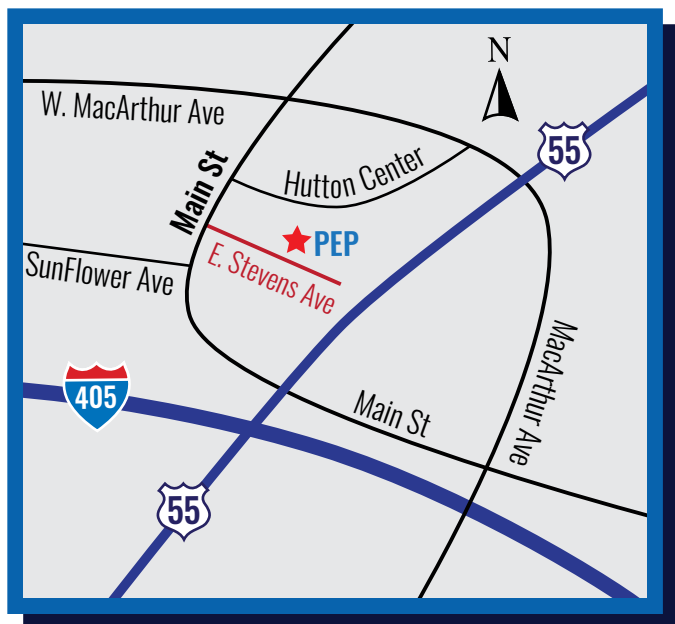
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# What's "That" on the Pool Surface

Continued from page 7

On the other hand, copper can be various colors from blue-green, gray, brown, black, to purple. Copper cyanurate (purple haze) is copper combined with high cyanurate acid levels that form a purple color on the pool surface.

Hydration problems in plaster pool finishes are usually black to gray in color and cause the finish to look like a gray cloudy day on the bottom of the pool. This can occur when a new plaster finish pool is started incorrectly. When this happens, calcium hydroxide scale forms on the pool finish and traps moisture. The scale forms on the finish and does not allow the moisture from the plaster to hydrate.

Scale formation on the pool surface is also an issue. High pH, total alkalinity, or calcium are a few factors that can

contribute to scale forming on the pool surface. Poor water chemistry or pool maintenance many times is the problem. With scale, you can have nodules, crazing, and wet-dry scale. Most of these issues are all about the esthetics of the pool. Many are not a failure of the material but more a failure to maintain the pool properly.

Chemical issues often contribute to staining and discolorations. The issue is, most of the time, the problem is not fixed. We get rid of the staining or the discoloration, but we ignore the real problem - what caused the staining or discoloration? So, we fix the staining or discoloration, and six months later, it comes back. Why? What did the dealer or service company, builder, or applicator do to remove the source of the problem? Most times, the answer is nothing. So, the

scaling or the staining issues come back. To truly fix the issue, you must investigate and verify the source of the problem. You must remove staining and discoloration and eliminate the source of the problem. That could mean a new heater if copper is the problem, a new pump if the cast iron housing caused the issue. It could mean cleaning gutters and removing trash and debris, or redirecting irrigation and sprinkler heads.

Most of the time, water balance is the issue. The homeowner or maintenance company is just not maintaining the water chemistry correctly in the pool. They fail to adjust the pH or total alkalinity down. They don't monitor the calcium hardness levels in the pool. By neglecting the chemistry, they destroy the finish of the pool. ■



#### ABOUT THE AUTHOR

Jim Gay is an industry veteran with over 45-years of experience in the pool industry and is the southeast regional sales manager for Haviland Enterprises. He worked with Haviland for more than three years and previously with Jack's Magic, BioLab, and BioGuard prior to joining Haviland. Gay is a regular speaker and instructor giving seminars at multiple different trade association shows. He can be reached at jimg@havilandusa.com.



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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 customer has asked me to drain and fill the water in their pool. Are there any risk in draining the pool after the recent record-breaking rain in California?

### ANSWER:

Sometimes a picture is worth a thousand words:



There is always a chance that a pool will lift from the ground when it's drained. But the chances of this occurring increase after heavy rainfall. It is prudent to delay draining pools after rainstorms.

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  
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Ray.Arouesty@HubInternational.com

## 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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# Why On-The-Go Technology is Essential for Pool and Spa Businesses

By Rachael Pritz

THE PAST TWO POOL SEASONS have emphasized the importance of having mobile software solutions to thrive in today's business environment. With resources stretched thin, business software should be accessible on any mobile device to support staff and provide better customer service. Mobile technology solutions are now abundant and those specifically designed for the pool and spa industry will undoubtedly make this coming season less stressful. Mobile solutions can help with every aspect of a business—from retail and service to billing, accounting, and even water testing.

## MOBILE FUNCTIONALITY

Maximizing the use of mobile functionality is helping businesses survive today's labor shortages. Luckily, mobile applications have taken over, and now everyone uses them in their daily lives, making technology easier and accessible for users. A business should be capitalizing on the power of mobile apps to alleviate the stress of labor shortages, while improving a customer's experience with their company. Many mobile apps are available through business software packages or as stand-alone tools.

It is important to think specifically about how these apps can help a business which is experiencing labor shortages. The questions to ask are: How will mobile technology help a business's retail store? How will mobile apps help the service and lab technicians who do water testing? And what role will it play in the accounting and billing department? There are specific benefits mobile technology can offer to each department, by providing immediate access to information, saving time, allowing quick transactions, and completing tasks more efficiently. Once a business owner adds up all the time saved and the support apps provide to existing staff, they might find themselves seeking out this technology to quickly install it on all their staff's phones. The following

are some examples of specific ways in which mobile technology can help each department in a business.

## A PLACE IN RETAIL

When a retail store starts getting busy and lines start forming, everyone feels stressed. This is where mobile apps can really help, as everyone has their smartphone on them wherever they go. Businesses can provide better and faster service with a "line buster" feature for customers on the store's mobile app. This feature allows staff to look up the inventory in real-time and get instant access to customer history and profiles from any location. Staff can use a tablet, integrated magnetic strip reader, or even a pocket barcode scanner to complete sales transactions, process credit cards, and email receipts from anywhere in the retail store operation. Consumers are beginning to expect mobile shopping, as a result these mobile apps can help increase customer service levels and close more sales.

## SERVICES FOR TECHNICIANS

Service technicians are extremely busy opening pools, testing water, replacing parts and equipment—they should not have to deal with the additional steps of bringing paperwork back to the home office or make calls back and forth to ask about equipment in inventory. By using a "live service" feature on their smartphone, technicians can operate more efficiently in the field by easily using their mobile or tablet for everything they can do at their offices. This can save time by allowing service technicians to easily view scheduled jobs, along with the customer's information through a digital form; alongside other information such as equipment profile, job notes, directions, and pictures on record.

With the live service feature, technicians have immediate access to all the updates completed at the office and the office is instantly up to date with their tasks. This gives service technicians

the ability to eliminate service forms, record pool or spa water test results, take payments at the jobsite, look up inventory, and even perform physical inventory tasks on service trucks—all through a phone or tablet. Some of these software programs even track hours with a "time clock" feature.

Mobile service software also gives technicians the ability to share electronic "door hangers," which are before and after pictures of their services. Service apps with water testing integration features provide technicians the ability to save the results automatically in their software for record keeping, and they can even add it to a customer's post-visit electronic door hanger.

## PAYMENT OPTIONS

This feature offers the convenience of paying online or from a mobile device. Pool and spa professionals are investing in online bill pay systems as it allows them to send invoices by email, saving them the cost of envelopes, stamps, labels, paper, and ink, but also saving them money on labor costs and reducing the time it takes to bill and collect payments.

## SERVICE BILLING

Mobile technology is also having a profound effect on a pool service company's ability to fluidly adapt to their client's needs and expectations by giving them instant access to customer contact information, equipment history, purchase history, and more. In a world that is becoming increasingly more "data" mobile, consumers are under the impression that companies, regardless of how big or small, can access their records and communicate even quicker.

This is where mobile service features are essential for billing clients. Mobile service modules help pool companies provide an elevated level of service by ensuring technicians can instantaneously send detailed information back to the office and directly into the customer's

**“A business should be capitalizing on the power of mobile apps to alleviate the stress of labor shortages, while improving a customer's experience with their company. Many mobile apps are available through business software packages or as stand-alone tools.”**

order. This includes information such as job status, job materials, chemical readings before and after, time spent, and any special notes for the customer. Most importantly, service technicians can initiate the necessary steps to ensure fast, efficient, and accurate service billing.

Saving time means saving money. Using mobile service eliminates paper and duplicate entries. Field technicians can look up their schedule, access customer profile information to save on a return trip, add items directly to the order, and generate the accounts receivable (AR) so office staff would not have to add items.

## BILLING ONLINE

One should not forget about new mobile technology options which allow in-field personnel to take payments on the jobsite. By using a mobile device, the project team can accept payments directly—they can be made up to the actual amount, minus any outstanding costs and previous billings. To ensure optimal cash flow, having a "pay bill online" feature is also a key component in today's pool service invoicing software.

With this feature, service invoices become part of a reliable billing process

**Continued on page 13**



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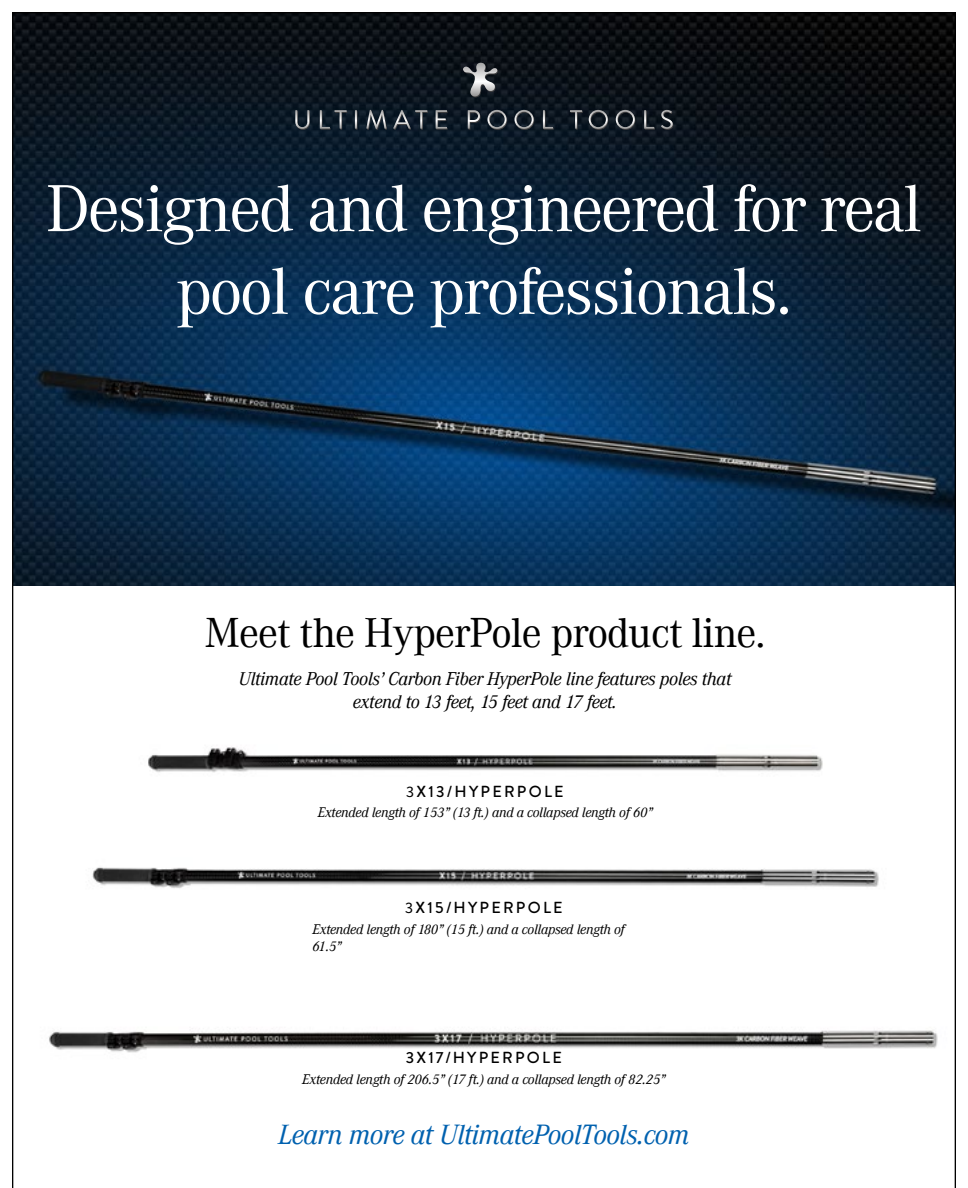
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# On-The-Go Technology

Continued from page 11

and make it easier for customers to pay for their pool services. Today, service companies are investing heavily in online payment systems as it allows them to send invoices via email and eliminate unnecessary costs and delays. This feature can also reduce labor expenses by eliminating the time it takes to invoice and collect payments in person. An electronic payment option is convenient, hassle-free, and perfect for streamlined, touch-free business transactions.

## APPS FOR WATER TESTING SERVICES

Pool professionals and service technicians are now taking advantage of mobile water testing technology. When a service technician is on-site to test a client's pool water, they also have time to look around the entire pool and check the equipment. In doing so, this gives them an opportunity to speak to the client about upgrading their pumps, heaters, filters, etc. More importantly, they can help the pool owner determine why they might be

experiencing a chronic water problem or staining issue which may have more to do with the pool's physical equipment and cannot be fixed with chemicals alone.

There are many options for mobile water testing apps where technicians can test the water, record the results, and input a complete profile, including photos of the pool, the pump room, and its backyard surroundings. This profile can then be used as a service lead for selling additional services and products

in the future. Although there is an initial investment to purchase these mobile water testing devices, the potential revenue from these sales leads can quickly cover the initial cost. Further, technicians can also charge a premium fee for a mobile water testing service.

Integrating mobile water testing with business software programs has become more streamlined with industry specific technology. These systems offer complete integration, and also have a mobile service system which automatically links the pool business's in-house customer database with their water testing information and history—which can all be entered from the field through a mobile app. Being able to provide staff with real-time updates and immediate access to important water testing information, as well products owned, pool and spa size, stored images and schematics, previous water problems, equipment profiles, personal information, directions, and more, gives businesses the tools to create sales opportunities and an overall exceptional customer service experience.

## EMBRACING MOBILE TECHNOLOGY

The use of mobile apps has made it easier to deliver exceptional service, even during busy seasons when insufficient checkout resources at peak times often lead to long lines, frustrated customers, and lost sales. By using mobile apps in retail, service, water testing, billing and accounting, each member of a team will be able to streamline the processes so fewer people can get more done in a day. Rather than struggling to try and fill job vacancies during a busy season, the use of mobile apps might be the ideal solution for pool and spa businesses to support their existing staff to resolve issues and improve the customer experience. ■

## ABOUT THE AUTHOR

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 a 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. For more information, visit [rbretailandservicesolutions.com/pool-and-spa](http://rbretailandservicesolutions.com/pool-and-spa)

## Things to do in April

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

## Upcoming IPSSA & Industry Events

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

**EAST BAY IPSSA CHAPTER TABLETOP TRADESHOW**  
May 16, 2023  
Pleasant Hill Community Center  
Pleasant Hill, CA

**PSP/DECK EXPO**  
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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.

We have partnered with some of the best in the industry to provide exclusive offers for IPSSA members.

### 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



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Pictured: Kim Gerrish, Executive Director of Michelle's Place and Scott Peterson, IPSSA Region 6 Director

**THE TEMECULA CHAPTER** from IPSSA's Region 6 recently donated \$3,000 to Michelle's Place, which is a non-profit organization that provides free education and support services to individuals and families battling all types of cancers in the San Bernardino, Riverside, and North San Diego Counties. You can find more information about Michelle's Place at [michellesplace.org](http://michellesplace.org).

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Pictured: Jim Eubanks, Chapter President  
Kate Vega, Patrick Vega Foundation  
Max O'Brien, Chapter Treasurer,

**THE IPSSA VENTURA CHAPTER** recently donated \$1,050 to the Patrick Vega Scholarship Fund, which provides swim lessons for those who cannot afford to pay and provide lifeguard training to young men and women in the community. Community, Education, and Support - that is what IPSSA is all about! You can find out more on the Patrick Vega Scholarship Fund at [www.patrickvegascholarship.org](http://www.patrickvegascholarship.org).



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As an industry leader in the pool and spa space, Pentair is dedicated to elevating the pool experience to the next level with connected, efficient, and quality products so people can soak in the magical, wonder-filled moments by their pool, giving them time – and peace of mind – to create them. Pentair's pool solutions are engineered to filter, clean and sanitize water, while automation equipment makes it easy to control from anywhere. For more information, visit [pentair.com/pool](http://pentair.com/pool).

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- **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**  
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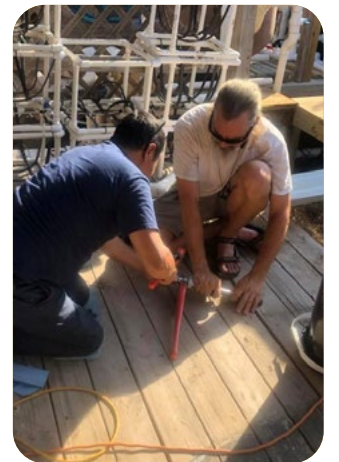
Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change throughout the year 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 Will Carmona of IPSSA Region 12 - Fort Worth Chapter.

“They say, ‘Life’s a journey, not a destination’. It’s the everyday task of upholding the current standards and practices to ensure the utmost professionalism in our daily business. IPSSA has helped pave my way to professionalism by providing exposure to the best people from a variety of backgrounds and training and by putting together the best training to advance our group knowledge.”



WILL CARMONA  
Baja Pool Services  
IPSSA Region 12:  
Fort Worth Chapter

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Treats up to 300K gallons

**\$34.00 OFF**



Learn more about these products at [poolrx.com](http://poolrx.com) fred@poolrx.com We are also featured on podcasts: [thepoolguyodcastshow.com](http://thepoolguyodcastshow.com) and [poolchasers.com](http://poolchasers.com)

Introducing



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



#### SEE INVENTORY

Check store inventory before visiting



#### SHOP ONLINE FOR PICKUP

Buy online and have your items ready for pickup, saving time



#### WHOLESALE PRICING

Access to your wholesale pricing & visibility to consumer retail prices



#### REORDER WITH EASE

Easy reorder functionality for frequently purchased items



#### INTUITIVE INTERFACE

Intuitive, simple online shopping interface



#### FIND PRODUCTS EASILY

Easy to find the products you need as a Pool Professional

## Introducing Leslie's Pro Partner Program

A new program designed to grow your business.

Enroll today to take advantage of these program benefits:



#### WHOLESALE PRICING

Qualify for trade pricing on the products you use every day.



#### REFERRAL PROGRAM

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



#### REBATE PROGRAM

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



#### MAJOR EQUIPMENT BENEFITS

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



#### VENDOR PARTNERSHIPS

Access discounts and other member benefits from selected vendors.

- SPPA - Insurance
- Skimmer - Routing App



#### ADDITIONAL BENEFITS

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

Apply at [LesliesPro.com](https://LesliesPro.com) or email [Commercial@lesl.com](mailto:Commercial@lesl.com) to learn more.

## Steps to Purchasing a Pool Route By National Pool Route Sales

**BUYING A POOL ROUTE BUSINESS CAN BE A COMPLEX PROCESS**, but with the right education and preparation, anyone with or without previous service experience can successfully navigate it this endeavor. Here are some steps and considerations to help guide you through the process:

- 1. Research the pool service industry:** Before buying a pool route business, it's important to understand the industry and market trends. You can read industry publications, attend trade shows, and talk to other pool service business owners to get a better sense of the industry-this will give you a better understanding of what to expect.
- 2. Determine your budget:** You should have a clear understanding of your financial situation and how much you're willing to invest in the pool route business. You may need to secure financing, so it's important to run some numbers or talk with your family and financial advisors to determine how much you can afford to spend.
- 3. Look for pool route businesses for sale:** You can find pool route businesses for sale through online marketplaces or trusted business brokers such as National Pool Route Sales (NPRS). Look for businesses that match your budget and are in locations you're interested in servicing.
- 4. Conduct due diligence:** Before committing to a specific pool route, it's important to conduct due diligence to make sure the accounts are sound and can be effectively transferred to you the buyer. This can include reviewing service history, length of service, and the number of accounts you're able to take on.
- 5. Pursuing the sale:** Once you've found a pool route business that generally fits your needs, find out if there is an opportunity to make adjustments. Maybe the business is looking to sell 100 accounts but you only want half of them. Some business owners are willing to split the business and sell just a part of their book of business. Working with a business broker can help you ensure that the terms of the sale are fair and reasonable.
- 6. Close the deal:** After you've secured the sale and reached an agreement, you'll need to close the deal. This involves signing the necessary paperwork, transferring ownership, and making the necessary payments. Some business brokers have agents and an escrow team to help plan, structure, and process the transaction to make the sale as seamless as possible.
- 7. Start operating the business:** Once the deal is closed, it's time to start training for the operations of your business. In addition to the training and transitioning some business brokers require sellers to provide for a smooth transition, there are other additional training and certifications available to you. A training recommended to be taken right away is a Certified Pool Operator (CPO) certification, while a valuable certification on its own but also required in many areas to service commercial pools. ■

## BioGuard Taps Rullo for Sales



BioLab, the maker of BioGuard water treatment products is pleased to announce that it has hired Amy Rullo as the District Sales Manager for New York, as well as parts of Northern New Jersey & Northeastern Pennsylvania. Amy brings almost 20 years of Pool Service, Retail, Construction, Renovation and Office Management experience to the team. Her family has spent over 80 years in the Pool Industry from owning swim clubs to service companies and retail locations. A few of her most recent accomplishments are being the Immediate Past President of the Penn Jersey Pool and Spa Association as well the Past President of the Northeast Spa & Pools Association (NESPA). She is also the current Co-Chair of the Education Committee for NESPA and a part of the original founding group of Women In The Industry (WITI) for the Penn Jersey Chapter. Amy is passionate about education and loves to volunteer, mentor and support pool professionals as they maneuver their way through the industry.

Amy can be reached at [amy.rullo@biolabinc.com](mailto:amy.rullo@biolabinc.com) or by calling (610) 791-8955



## Fluidra Makes Dedicated Shift to More Efficient LED Pool Lighting

The swimming pool industry

is about to undergo another transformation as a result of new Department of Energy (DOE) lighting regulations that aim to reduce energy consumption and greenhouse gas emissions by prohibiting the sale of some incandescent lights. In response to these changes, Fluidra, a leading global provider of pool equipment and connected solutions in the pool and wellness sector, has announced its commitment to not only meet, but exceed these regulations.

The new regulations, which apply to various pool lights with a lumen range between 310 and 3,300 lumens (roughly 25 to 300 watts for incandescent lamps), build upon the existing Energy Independence and Security Act of 2007, which set energy efficiency standards for many common household lighting products. Under the new regulations, manufacturers are required to produce lighting products that are even more energy-efficient, which should result in significant cost savings for consumers. According to independent environmental studies requested by the DOE, this new regulation is estimated to result in net consumer benefits of \$3 billion over 30 years.

To be compliant, the new regulations stipulate the following:

- Manufacturers can no longer sell non-compliant incandescent lights manufactured or imported on or after the effective date of January 1, 2023
- Distributors & Retailers can no longer re-sell non-compliant incandescent lights without penalties effective March 1, 2023, and with reduced penalties until July 31, 2023

As currently written, these regulations affect Fluidra's 100W and 300W incandescent lighting products. However, the company, which is focused on reducing its carbon impact both through its business practices and the products it produces is taking a firmer stance and will stop manufacturing incandescent lights completely. Moving forward, the company will only manufacture LED lights which have been shown to provide up to 87% energy savings\* for homeowners.

"Pool owners are now looking for much more than just a beautiful pool they can enjoy; they want that pool to include solutions that mitigate environmental impact while also saving them money," said Fluidra president, Lennie Rhoades. "We're always looking for ways to make the pool more energy efficient, whether it's through the use of variable-speed technologies or adding a pool cover, which conserves water, heat and chemicals. In the case of lighting, we are already seeing a natural migration within the industry to LED-based technologies, so these new DOE regulations give us an ideal opportunity to accelerate the transition to this more efficient technology. We are confident that our customers will benefit from the increased efficiency and cost savings these changes will bring."

In place of the previous generation of incandescent lights, Fluidra will continue to build out its robust range of LED lighting options, including the upcoming release of their latest LED offering, the Infinite WaterColors LED Lights, the company is confident that its lighting solutions will cater to the sustainability concerns of pool owners while providing a superior experience and the highest value to pool owners.

\*Calculation based on a comparison between a 500W white incandescent light and a 65W white LED light with comparable lumen output.

## BioLab adds Chris Arp to BioGuard Sales Team



BioLab, the maker of BioGuard water treatment products is pleased to announce that it has hired Chris Arp to the position of Western Regional Manager for its BioGuard and SpaGuard products. Chris is originally from Colorado and has many years of sales experience in both the construction and food service industries. Chris also holds a Master's degree in business management with an emphasis on sales and marketing. Chris will be

responsible for supporting all BioGuard and SpaGuard customers in Colorado, Wyoming, Utah, Northern Nevada, and Northern California.

"We are excited to have Chris join our team as he brings a broad range of sales and marketing experience that will be appreciated by our customers," says Jeff Vause, Director of Sales at BioGuard for the western region.

Chris can be reached at [chris.arp@biolabinc.com](mailto:chris.arp@biolabinc.com) or by calling 970-396-8771. ■



# 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. ■



Since 1984 — Employee Owned  
Specialists in Swimming Pool Safety Products

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

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

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

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

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

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

REMOVE PREVENT

# IRON STAINS

StainDrop gives you powerful tools to tackle stains.



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# New Products



## Nature's Care New Pool Opening product works in cold water

Nature's Care 'Open-Close' product uses an advanced enzyme technology that breaks down organics in cold water making pool openings faster. This environmentally friendly product naturally breaks down and removes non-living contaminants and uses a concentrated enzyme formulation to prevent hard to clean waterline rings and staining. The product also helps keep pool liners supple and protects other vulnerable surfaces from decay. Biodegradable and non-toxic, this product is proudly made in the USA. Available in 1 Quart and 2 Quart sizes. **Learn more at [havilandpool.com](http://havilandpool.com).**



## Improved Natural Chemistry Pool Magic + PHOSfree

Pool Magic™ + Phosfree® uses SMARTZyme™ technology that is specifically formulated to work in cooler water temperatures making it an ideal choice for pool openings. The enzymes in this product control non-living organic contamination and reduce waterline rings. This popular product was blended with Natural Chemistry's Phosfree to remove phosphates from the water to make pool openings fast and easy by simply adding one bottle for every 25,000 gallons of water. Can be used with all filter media, on all pool surfaces and is compatible with all sanitizers. **Learn more at [naturalchemistry.com](http://naturalchemistry.com).**



## IntelliCenter® Pool Control System

IntelliCenter is the flagship automation systems at Pentair, offering the most versatile control for almost any pool type. To better serve pools with automation, the IntelliCenter products have expanded capabilities to help homeowners and servicers achieve greater peace of mind operating their pool. Pentair's integrated solutions accommodate new equipment add-ons over time.

IntelliCenter, IntelliCenter Lite and the IntelliCenter Upgrade Kit for EasyTouch®/ IntelliTouch® provide pool owners with control in the palm of their hand via the user-friendly IntelliCenter2 app, enabling full automation and easy control for heaters, lights, pumps, water features and more. Pool service professionals can provide remote monitoring via the Pentair Pro desktop app, making it easy to troubleshoot issues while delivering white glove service to customers.

With an intuitive touchscreen that walks you through easy step-by-step installation and Amazon Web Services (AWS®) technology for reliability, stability, and improved connectivity, the IntelliCenter truly is set-it-and-forget-it automation. **Contact Pentair at 800-831-7133 or [pentair.com](http://pentair.com).**



## 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.



# 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: [Deon Nesson](#), 916-870-7630

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

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

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

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

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

**REGION 2** Central California  
**Beau Braisher, Director**  
661-332-4952 | [braisherpools@gmail.com](mailto:braisherpools@gmail.com)

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

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

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

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

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

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

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

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

**REGION 3** Northern L.A. County, California  
**Eric Nielson, Director**  
818-710-1628 | [willowcreekpools@gmail.com](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.  
American Legion Hall (Downstairs)  
4011 La Crescenta Avenue, Glendale  
President: [Jay Laughrey](#), 818-957-5298

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

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

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

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

**REGION 4** South L.A. County, California  
**Rick Morris, Director**  
310-755-5279 | [rick-morris@sbcglobal.net](mailto:rick-morris@sbcglobal.net)

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

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

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

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

**Whittier**  
First Wednesday, 7:00 p.m.  
Location TBD  
President: [Martin Madrid](#), 909-374-7533

**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: [Mike Boucher](#), 949-456-0663

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

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

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

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

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

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

**Yorba Linda**  
First Wednesday, 6:45 p.m.  
(Please verify meeting time with president)  
Lampost Pizza  
21480 Yorba Linda Blvd #D, Yorba Linda  
President: [David Hartson](#), 714-306-4864

**REGION 6** Inland Empire, California  
**Scott Peterson, Director**  
951-255-4175 | [ipssascott@yahoo.com](mailto:ipssascott@yahoo.com)

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

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

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

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

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

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

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

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

**Temecula/Murrietta**  
Third Wednesday  
Dinner at 5:30 p.m. & Meeting at 6:30 p.m.  
Richie's Diner  
40651 Murrieta Hot Springs Rd.  
Murrieta, CA  
President: [Cort Williams](#), 951-775-2678

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

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

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

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

**REGION 8** Arizona and Nevada  
**Linda Cross, Director**  
702-524-8453 | [ipssalindacross@gmail.com](mailto:ipssalindacross@gmail.com)

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

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

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

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

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

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

**REGION 9** Texas South  
[ipssatexas.com](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: [John Morgan](#), 512-472-5355

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

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

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

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

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

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

**West Houston**  
First 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: [Jim Huxtable](#), 408-218-3533

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

**Silicon Valley**  
Every Wednesday, 5:30 p.m.  
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)  
Dublin Bowl  
6750 Regional St.  
Dublin  
President: [Gordon Gregory](#), 925-992-2212

**REGION 11** Florida and Georgia  
[ipssaf.com](http://ipssaf.com)  
**Todd Starner, Director**  
941-915-2135 | [tstarner@tampabay.rr.com](mailto:tstarner@tampabay.rr.com)

**Gold Coast (Ft. Lauderdale area)**  
Second Tuesday, 6:30 p.m.  
Wings Plus  
9880 W. Sample Road, Coral Springs, FL  
President: Ana Labosky, 954-224-7733  
[www.ipssagoldcoast.com](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](http://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

**Rockwall**  
Second Thursday of each month  
Dinner 5:30 p.m.; Meeting 6:30 p.m.  
Shenaniganz  
1290 E. Interstate 30, Rockwall  
President: [Brian Ivy](#), 972-415-9578

**Tarrant County**  
First Tuesday, 7:00 p.m.  
El Chico's Cafe  
7621 Baker Blvd., Richland Hills  
President: [Dustin Gardner](#), 817-366-8927

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

## ASSOCIATION INFORMATION

Rose Smoot  
Executive Director  
Phone: 888-360-9505 x2  
Fax: 888-368-0432  
[rose@ipssa.com](mailto:rose@ipssa.com); [info@ipssa.com](mailto:info@ipssa.com)  
PO Box 254645  
Sacramento, CA 95865

## FINANCE TEAM

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

Accounting  
888-360-9505 x1  
[accounting@ipssa.com](mailto:accounting@ipssa.com)

## MEMBERSHIP

Alison Thompson  
Membership Assistant  
888-360-9505 x1  
[memberservices@ipssa.com](mailto:memberservices@ipssa.com)

## INSURANCE BILLING

Phone: 844-574-1134  
Fax: 888-811-4502  
[insurance@cramercpa.com](mailto:insurance@cramercpa.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



**HASA, Inc.**  
425-343-9595  
Terry Arko, Product Training Manager:  
[terryarko@hasapool.com](mailto:terryarko@hasapool.com)  
HASA, Inc. is a leading producer and distributor of high-quality water treatment solutions. Their products are used to sanitize and maintain recreational swimming pools and spas; water tanks and containment vessels; municipal drinking water; and other commercial and industrial water systems. Founded in 1964, the company is recognized industry wide as the premier source for sodium hypochlorite sanitization and shock solutions.



**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

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



**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 Blueriit Products



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[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**  
[lesliespool.com](http://lesliespool.com)  
800-537-5437  
[commercial@lesl.com](mailto:commercial@lesl.com)  
Supplier of all pool and spa equipment, parts, chemicals and maintenance items



**Pentair**  
[pentair.com](http://pentair.com)  
800-831-7133  
Steve Zorn  
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Pentair Aquatics Systems is the world's leading manufacturer of pumps, filters, heaters, automation, lighting, cleaners, sanitizers, water features, and maintenance products for pools and spas.

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[aquastarpoolproducts.com](http://aquastarpoolproducts.com)  
Todd Pieri: [todd@aquastarpoolproducts.com](mailto:todd@aquastarpoolproducts.com)  
877-768-2717  
AquaStar is a global leader in safety, dependability, and innovation in swimming pool technology. AquaStar products are designed, manufactured and assembled in the USA to assure the highest level of quality.



**Heritage Pool Supply**  
[heritagepoolsupplygroup.com](http://heritagepoolsupplygroup.com)  
Aidee Pacheco: [aidee.pacheco@heritagepsg.com](mailto:aidee.pacheco@heritagepsg.com)  
909-717-4908

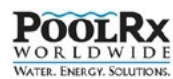
Heritage Pool Supply Group's vision is to grow by forming a network of the best independent distributors to provide exceptional customer service while increasing our value as a trusted growth partner to top manufacturers in the industry. Our mission is to help our family of companies achieve new heights and provide opportunities for all employees to grow, thrive, and advance with the company for decades to come.



**Industrial Test Systems**  
[sensafe.com](http://sensafe.com)  
800-861-9712  
Mike McBride: [mmcbride@sensafe.com](mailto:mmcbride@sensafe.com)  
George Bailey: [gbailey@sensafe.com](mailto:gbailey@sensafe.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



**PoolRX Worldwide**  
[poolrx.com](http://poolrx.com)  
949-502-5851  
Fred Schweer: [fred@poolrx.com](mailto:fred@poolrx.com)  
Pete Ashby: [pete@poolrx.com](mailto:pete@poolrx.com)  
Manufacturer of algacide



**SCP/Superior/NPT\***  
[poolcorp.com](http://poolcorp.com)  
James Davis, SoCal Division Sales Manager:  
[james.davis@poolcorp.com](mailto:james.davis@poolcorp.com)  
4900 E. Landon Drive, Anaheim, CA 92807  
Office: 714-693-8037  
Fax: 714-693-8033  
Mobile: 951-415-2968  
Service industry related



**Skedit**  
[skedit.com](http://skedit.com)  
385-213-1526  
Danny Gomez: [danny@skedit.com](mailto:danny@skedit.com)  
Paul Garfield: [paul@skedit.com](mailto:paul@skedit.com)  
Built by a service company, customized for you! Skedit is an all-in-one business software built by Aaron Burningham in 2006 to run his personal business, Intermountain Pool Covers. Since then, the company has grown, improved, and is customizable for companies in the industry. Skedit is still used by the company that built it and used by hundreds more today.



**Waterway Inc.**  
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805-981-0262  
Mike Tuttobene: [miket@waterwayplastics.com](mailto:miket@waterwayplastics.com)  
Good quality, good services, outstanding manufacturer of pool and spa equipment, valves, fitting and custom OEM spa parts

## SILVER PARTNERS



**Alan Smith Pools**  
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Alan Smith: [alan@alansmithpools.com](mailto:alan@alansmithpools.com)  
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.



**Endless Pools**  
[endlesspools.com/become-a-dealer](http://endlesspools.com/become-a-dealer)  
888-992-7946  
[fastlane@endlesspools.com](mailto:fastlane@endlesspools.com)  
Since 1988, Endless Pools has been the leaders in aquatic fitness selling the most versatile, high-value pools and swim spas.



**Haviland**  
[havilandusa.com](http://havilandusa.com)  
John Bokor: [jbokor@havilandusa.com](mailto:jbokor@havilandusa.com)  
616-322-8353  
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.



**LOU - powered by Evosus**  
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360-735-9510 x1  
Dan McManus, CEO: [dmcmanus@evosus.com](mailto:dmcmanus@evosus.com)  
360-244-4136  
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.



**Mizu Pool Covers**  
[getmizu.com](http://getmizu.com)  
801-379-0329  
Andy Hjorth: [andy@getmizu.com](mailto:andy@getmizu.com)  
Ben Weekes: [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 all Western States and Mexico. It is their mission to provide prompt, efficient technical support, pool cover installation training and repair techniques the most cutting-edge pool cover products on the market.



**National Pool Route Sales**  
[poolroutesales.com](http://poolroutesales.com)  
877-766-5757  
Charles Baird: [cbaird@poolroutesales.com](mailto:cbaird@poolroutesales.com)  
The Original Pool Route Brokers: National Pool Route Sales is the industry-leading business broker for pool service and repair. We help drive more profitability by giving you the resources and knowledge you need to succeed.



**NC Brands L.P.**  
[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: [cmaclennan@poolcoversinc.com](mailto:cmaclennan@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)  
800-257-1961 ext. 1  
Purity Pool is the industry leader in professional leaf rakes and other tools for service professionals. Purity Pool focuses on making the longest-lasting and easiest to use products, prioritizing durability and efficiency over cutting corners.



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[ultimatepooltools.com](http://ultimatepooltools.com)  
[info@ultimatepooltools.com](mailto:info@ultimatepooltools.com)  
858-717-2815 Office  
858-888-0558 Cell  
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)  
877-281-7603 ext 237  
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.



**VacDaddy™**  
[thevacdaddy.com](http://thevacdaddy.com)  
[alan@thevacdaddy.com](mailto:alan@thevacdaddy.com)  
888-536-8186  
Alan Palmer: 970-331-9893  
The VacDaddy™ is a portable pool vacuum system that combines power and light weight to create a more convenient and faster way of cleaning pools.

## ASSOCIATE MEMBERS

**Alpha Water Systems, Inc.**  
[awspoolsupply.com](http://awspoolsupply.com)  
562-408-6447  
Sheila Shaffer:  
[sheila.alphawater@gmail.com](mailto:sheila.alphawater@gmail.com)  
Proud supplier of wholesale pool supplies to the pool professional.

**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**  
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[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.

**CCEI USA Inc.**  
[ccei-pool.com](http://ccei-pool.com)  
617-304-5618  
Arthur Schutzberg:  
[aschutzberg@ccei-pool.com](mailto:aschutzberg@ccei-pool.com)  
CCEI USA is an electrical pool equipment manufacturer, based in Inglewood, California, but with roots in the South of France. For over 37 years, we have manufactured the brightest nichelless lights on the market, connected chemical feeders, low voltage transformers, simple automation, water treatment solutions, and can be connected via Bluetooth or Wi-Fi.

**Compass Minerals**  
[compassminerals.com](http://compassminerals.com)  
913-343-2194  
Tommy Allmon  
[allmont@compassminerals.com](mailto:allmont@compassminerals.com)  
Manufacturer of Pro Soft Salt. Designed specifically for use with electrolytic chlorine generators. Contains high purity, extra fine crystals that dissolve rapidly.

**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.usddtech.com](http://www.usddtech.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



# Associate Members

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.

## Discount Tires/America's Tires

tires.com  
480-606-6000  
Lori Thomas: [Lori.thomas@discounttire.com](mailto:Lori.thomas@discounttire.com)  
Discount Tire Company is an independent tire and wheel retailer. Discount Tire operates in most of the lower 48 states in the United States and is the largest independent tire and wheel retailer in the world.

## Freedom Solar Energy

freedomsolarenergy.net  
760-806-3733  
Kristal Needham: [kristal@freedomsolarenergy.net](mailto:kristal@freedomsolarenergy.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  
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  
520-295-9750  
Bruce Johnson: [bruce@horizonparts.com](mailto:bruce@horizonparts.com)  
Wholesale distributor of pool parts, spa parts, business education

## iWallet

iwallet.com  
866-376-4880  
Jim Kolchin: [jim@iwallet.com](mailto:jim@iwallet.com)  
iWallet is the #1 processing app that's designed to accept all forms of payments in the field. The revolutionary app gives employees the freedom from hardware and ultimately gives customers different payment options.

## Jack's Magic

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  
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

## National Plasterers Council

[nationalplastererscouncil.com](http://nationalplastererscouncil.com)  
847-416-7272  
[mail@npconline.org](mailto:mail@npconline.org)

## Orenda Technologies

orendatech.com  
Harold N. Evans: [info@orendatech.com](mailto:info@orendatech.com)  
Formulation, manufacture, marketing and sales of specialty chemical water treatment products.

## Piranha Pool Product

piranhapoolproducts.com  
951-600-1302  
Jenel Resh: [jr@piranhapoolproducts.com](mailto:jr@piranhapoolproducts.com)  
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 and Hot Tub Alliance/California Pool and Spa Association

cpsa.phta.org  
602-619-2129  
Susan Kregar: [skregar@phta.org](mailto:skregar@phta.org)  
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  
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 Water Products\*

poolwaterproducts.com  
James Bledsoe: [jbledsoe@poolwater.com](mailto:jbledsoe@poolwater.com)  
Richard Holtzworth: 949-756-1666  
Wholesale distributor of swimming pool and spa chemicals and accessories, equipment and parts, electrical and plumbing supplies

## Regal Beloit America Inc. / Century

centuryelectricmotor.com  
937-669-6287  
Mandy Pressel: [mandy.pressel@regalbeloit.com](mailto:mandy.pressel@regalbeloit.com)  
From the innovative leader in pool pump motors, Century® by Regal® offers a full line of high quality pool and spa replacement pump motors

## Regenaqua, LLC

regenaqua.com  
408-582-2888

Paul Williamson: [paulw@regenaqua.com](mailto:paulw@regenaqua.com)  
Regenaqua will revolutionize the water treatment of swimming pools and spas, particularly in arid climates where periodic draining and refill is necessary to "regenerate" water that is chemically saturated and can no longer be properly sanitized. Their patented system regenerates the water without draining even a portion of the existing water as all current reverse osmosis systems require.

## Sutro

mysutro.com  
603-493-6212  
Jim Conti  
Complete Pool Maintenance System

## Tropical Escapes Pools & Spas, LLC

tropicalescapes.net  
480-789-1435  
[tropicalescapesaz@gmail.com](mailto:tropicalescapesaz@gmail.com)  
Custom design swimming pool construction. Owner operated with over a century of pool building experience. Licensed, bonded and insured.

## US Motors / Nidec

nidec-motor.com  
262-692-2001  
Jim D'Angelo: [jim.d'angelo@nidec-motor.com](mailto:jim.d'angelo@nidec-motor.com)  
Hank Wiseman: [hank.wiseman@nidec-motor.com](mailto:hank.wiseman@nidec-motor.com)  
Nidec Motor Corporation, under the US Motors® brand, produces the most service friendly, energy efficient pool and spa replacement motors in the industry.

## Water Savers Co.

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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.

## PoolPro

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## USING ALTERNATIVE POOL SANITIZERS?



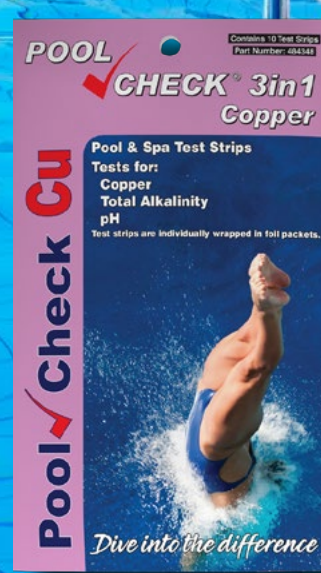
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