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

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Managing Pools During Regional Wildfires

Information provided by Biolab

RECENT DEVASTATING FIRES spreading around Canada are sending large quantities of smoke/ash into the air, which is making its way to the US. Pollutants introduced by the ash and smoke can make pool maintenance very difficult. Staying on top of pool maintenance is important to making sure the sanitizer residual does not become overwhelmed by the introduction of debris or that water quality suffers due to the increased demand on the filtration system. Here are a few swimming pool management tips to help keep pool water clean and chemically balanced when safe to do so. Be sure to follow all local guidelines when outdoors and pay attention to local weather updates that might impact your area.

TEST WATER AND KEEP UP WITH BALANCE, SANITIZATION, AND DISINFECTION

- Monitor the pool for elevated pH and difficulty maintaining free chlorine residual caused by the introduction of debris and ash.
- When safe to do so, and if possible, remove any visible debris from your pool. As always, test the pool water frequently. Ash coming from trees and vegetation contains large amounts of carbon, making it highly alkaline, which can radically increase the pH. High pH environments are not ideal for maintaining free chlorine. When chlorine is added to water, hypochlorous acid (HOCl), the killing form of chlorine needed to disinfect and sanitize, is generated. It is especially important to keep pH between 7.4-7.6 so that enough HOCl is present. When the pH rises above 7.6, more hypochlorite (-OCl) is formed than HOCl instead, reducing chlorine's ability to disinfect.
- It will be important to maintain a free chlorine

residual. The pool may need to be shocked more often if the free chlorine residual keeps dropping. Shock regularly. Chlorine demands are possible, so heavy chlorination may be necessary to destroy contaminants enough for the residual to be maintained for at least 48 hours. A non-chlorine shock may be needed if combined chlorine readings are excessive.

- In addition to carbon, ash also contains magnesium, calcium, and phosphorus. Being mindful of total hardness and orthophosphate will also be important to keeping properly balanced water. With potentially higher pH environments and added calcium, calcium scaling is possible. A scale control product may be needed to keep carbonate scaling from forming on surfaces. Be sure to keep an eye on orthophosphate levels as well. Use a phosphate removal product if the phosphate level exceeds 500 ppb and continue to

maintain and control phosphates with a weekly phosphate maintenance product.

BE SURE TO KEEP UP WITH PREVENTATIVE ALGAECIDES.

Since it may be a challenge to maintain the free chlorine residual, algae prevention will also be difficult. Be sure to apply an algaecide at least weekly. More may be needed if early growth is observed. More brushing may be needed to keep any grime or dirt from building up on pool surfaces.

FILTRATION & TROUBLESHOOTING

Be sure to continuously operate your filter and be prepared to monitor the filter pressure gauge for any increases.

“Since it may be a challenge to maintain the free chlorine residual, algae prevention will also be difficult. Be sure to apply an algaecide at least weekly. More may be needed if early growth is observed. More brushing may be needed to keep any grime or dirt from building up on pool surfaces.”

Backwashing or chemically cleaning may be needed more often for heavily soiled pools.

If water balance is properly maintained and an adequate sanitizer residual is established and maintained, troubleshooting products can also come in handy to keep contaminants filtering away.

If water becomes cloudy and the water is properly balanced, look

for troubleshooting products that incorporate powerful enzymes and chitosan clarifiers that will quickly restore the water to its clear state. It's important to also monitor the filter pressure when clarifiers are used and clean according to the manufacturer's recommendations when needed. ■



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Letters to the Editor

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

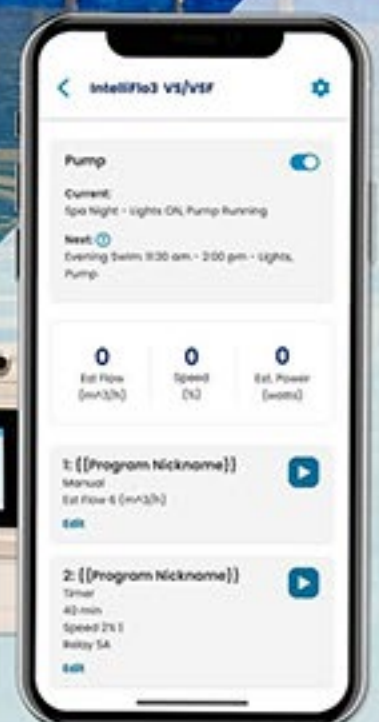
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We want to spotlight our members!

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A Letter from the President



HELLO IPSSA NATION. I hope this finds you all doing well. Just a couple of things for this article: The IPSSA's

Weekend of Inspiration committee is deeply in planning mode for the upcoming event held, February 2-4, 2024. You are starting to see all the social media advertisements so save the dates! I know to some of you it seems pointless to attend again when you have attended in the past. You think it is going to be the same event as in past years. Well, I am here to tell you it is not! I understand where you are coming from, as I have had my share of attending conference weekends. As the committee chair for the Weekend of Inspiration Event, the 2024 conference has taken on a new look. First, starting with a new location, as we will be in Long Beach, CA. Second, the program for Saturday is all about leadership. We are bringing in speakers not only to help you in your leadership roles in your chapters, but also your businesses and communities. There is a Party with the Partners on Friday from

4:00 to 6:00 PM, with a few of our Associate Members. Saturday night has a Yacht Rock theme and a real live comedy act following, food and awards. I promise the weekend will be different than past IPSSA conferences you have attended. So, keep watching out for more information in the coming months.

You all are doing a great job on the membership campaign. You all know it so say it along with me, "five new members per month per region". Keep up the great work, keep doing what you are doing, keep talking about IPSSA and bring a friend to your next local IPSSA event.

Lastly, I want to personally thank my Sarasota Chapter Pool Show committee and especially my wife, Tina, for all the behind-the-scenes hours and hours of work to make this year's Pool Show the best we have had.

Have a happy and safe Fourth of July weekend! Summer is here, so remember to stay hydrated, wear a big hat, and always wear your sunscreen.

Take care,

Todd Starnes,
IPSSA National BORD President

IPSSA Code of Ethics

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

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

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

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



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Swimming Pool Ozone Myths and Misunderstandings

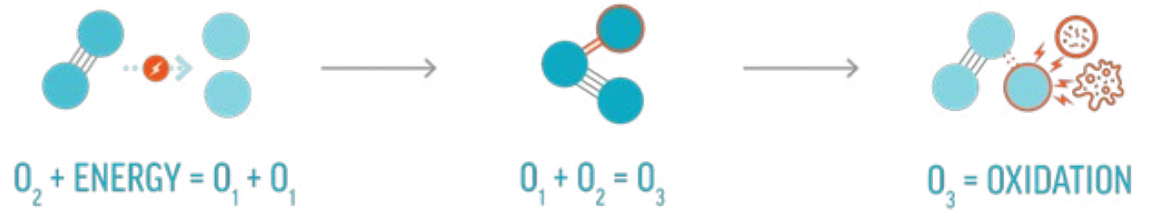
By Stephen Boswell, Fluidra

TOZONE HAS BEEN USED AS a pool sanitizer by DEL® since the 1970's. But despite ozone's longevity, there are still misunderstandings about the use of ozone to keep a pool or spa clean. There are questions not only about application—how to use ozone—but also about whether ozone even “works” to keep a pool clean.

BUT FIRST: WHY ARE WE STILL MIXED UP ABOUT OZONE?

It's hard to say definitively, but there are a few reasons why 40 years later, not everyone trusts ozone for a pool. Here are three common problems that led to ozone myths:

- Ozone used to be much more expensive for the average user and systems for backyard pools weren't readily attainable until the 1990's.
- As ozone became more common, more manufacturers entered the market
 - More manufacturers led to decreased prices but also led to a system of market inequality
 - Some suppliers continue to use very old tech like UV-based ozone, which prevents users from



experiencing the full benefits of ozone in the pool

- As systems become more diverse, some manufacturers rely on inconsistent information (myths) to sell the “benefits” of their product.

It's no wonder that ozone hasn't become more commonplace on the pool pad.

WHAT IS OZONE AND HOW DOES IT WORK?

Ozone is a volatile gas and a form of oxygen. The oxygen we breathe is O_2 , which is a stable molecule formed from two oxygen atoms held together by a covalent bond. Ozone is O_3 . This unstable triatomic molecule is formed from three oxygen atoms and wants to balance out (go back to diatomic). To do this, the O_3 attempts to react with anything it can. This reaction is called oxidation. Oxidation can both clean and destroy other molecules, which is how we harness ozone in the pool. Ozone destroys bacteria, viruses, organic compounds, algae, biofilm, chloramines and more. In fact, ozone destroys these much faster than chlorine can and is more powerful than chlorine shock. Meaning you could replace shocking a pool to keep it clean while reducing the amount of chlorine you use.

IS OZONE GAS DANGEROUS?

An ozone system on the pool creates ozone gas and injects this gas into the water, transferring as much ozone as possible to the water. Some of it may not mix and this will “off gas” into the air.

Luckily, the amount of ozone produced by residential backyard systems is not high enough to be a danger when it gasses off from the pool. For commercial applications, some commercial systems do have extra safety equipment to prevent leaks, monitor ozone in the air, maximize the transfer into the water and capture any escaped ozone AS NECESSARY.

DOES OZONE DESTROY CHLORINE?

Put simply—yes, ozone can break down chlorine.

However, ozone doesn't destroy chlorine easily. Ozone focuses on other contaminants in the pool as well as chlorine and has trouble destroying hypochlorous acid, the active agent of chlorine.

Ozone will react more quickly with a hypochlorite ion, a less effective form of chlorine formed when the pH is too high, therefore, we do recommend injecting ozone after your chlorine systems to minimize any possible effect on the chlorine.

DOES UV DESTROY OZONE?

There are some claims that UV will destroy ozone and make it ineffective. Here are some factors to consider:

- UVA is nonreactive with ozone. UVA is the type of ultraviolet that penetrates our atmosphere and gives you a sunburn.
- Although UVC can react with ozone, it does not penetrate the atmosphere and has no effect on ozone in the pool.
- In an Advanced Oxidation Process (AOP) system, UVC does not “destroy” ozone, but reacts with ozone and as a byproduct, creates hydroxyl radicals that treat your pool.

DOES SUNLIGHT REACT WITH OZONE TO CREATE AOP FOR “FREE?”

The UVA we are exposed to outdoors does not react with ozone, so it cannot create hydroxyl radicals to treat your pool.

DOES OZONE CREATE A RESIDUAL IN THE POOL?

A residual, like chlorine, is designed to always remain available in the water to protect swimmers. Ozone can exit into the pool and leave some residual, however, this residual will last 12 minutes at most in regular pool temperatures and is only around when the ozone system is running.

Ozone does most of its work in the pipes before it even makes it to the pool. Because practical residential ozone systems aren't going to output a high enough ozone amount to maintain the residual at a meaningful level, we recommend you keep chlorine as your residual.

DOES HIGH CYA AFFECT OZONE?

CYA is cyanuric acid and it's used in pools to protect the chlorine from being broken down by UV. (Unlike ozone, chlorine is affected by sunlight). However, as CYA gets too high it can “lock-up” chlorine, making it less reactive and require more for it to be effective.

Many ozone users like to keep their chlorine levels lower, but high CYA prevents this. High CYA may require chlorine levels of 5 ppm or more. Thus, low CYA and low chlorine tend to get coupled with ozone or AOP, even though CYA doesn't directly affect them.

IS UV-BASED OZONE BETTER THAN CD OZONE? HOW ARE THEY DIFFERENT?

UV-based ozone uses a bulb tuned to a particular wavelength that will create ozone gas. CD ozone (corona discharge) uses an electrical current to do the same thing. CD has quite a few advantages over UV tech:

- CD produces more ozone per unit than UV
- CD takes up much less space and is more durable than a UV bulb
- CD systems have a longer life span while UV degrades steadily over a set number of hours

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Ozone Myths and Misunderstandings

Continued from page 5

So why do some manufacturers continue to use UV-generated ozone? CD ozone is innovative, miniaturized technology. Many manufacturers aren't prepared for that investment when UV bulbs are easily accessible.

IS CD OZONE LESS EFFECTIVE IN HIGH HUMIDITY OR HEAT?

A corona discharge system can build up nitric acid in high humidity—meaning you may have to replace the ozone feed every year or so.

Even when degraded by humidity, CD ozone output is much higher and

more stable than UV ozone, while the UV bulb output decreases every day. DEL has continued to improve its CD systems to produce less nitric acid buildup to perform better in high heat conditions.

DOES A DEL SYSTEM ALWAYS REQUIRE A MIXING DE-GAS VESSEL? (MDV)

No, the MDV isn't always required for residential systems, but it's great at transferring ozone in the water and destroying undissolved ozone. Here's why should consider an MDV:

1. The MDV will help prevent vinyl

liners from fading and help locate where fading is not prominent.

2. If a pool has an auto-cover and spends a lot of time with the cover on, ozone can build up underneath and degrade the cover; an MDV can minimize the ozone buildup.
3. If you aren't a fan of small bubbles in the pool, an MDV can help with this as well.

DO CD SYSTEMS PRODUCE "TOO MUCH" OZONE?

Del systems are designed specifically

for residential pools. And at that scale, you generally want as much ozone as is appropriate for the pool or spa size to keep it clean. Whether on its own or combined with UV in an AOP system, ozone is a powerful chemical that can reduce chemical use, keep water clear and make the pool a safer place to swim.

With the currently high costs and low supply of chlorine tablets available, now is the perfect time to try ozone. ■

Article originally published in the August 2022 IPSSAN.



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How to Properly Bid on a Pool

By Erik Taylor, AQUA Magazine

Article originally published by AQUA Magazine, January 2021

WHEN I FIRST STARTED IN the pool service business, I sometimes found myself taking on pools that were wasting too much of my time or costing me too much money out of my own pocket.

I learned an important lesson: You don't have to take every account that comes your way. In fact, if you walk away from a bid with a new account every time, it probably means your

prices are either way too low — or you have yet to iron out a proper bidding process. Here are a few rules I follow when I visit a property for the first time that help guide the process.

ESTABLISH A PROPER MINIMUM

The very first thing to do before even driving to a property is to establish a minimum. This is important because people negotiate by nature.

Take into consideration what your costs are (your insurance, transportation, truck payment if you have one, etc.). Once you establish that minimum number of dollars where the job becomes worthwhile, you can better assess whether the customer can afford.

I once went to a house where I spent an hour looking over the property. I saw three problems that another pool company could not figure out. When it came time for me to say that I would take on the pool for \$150 a month, the homeowner says, "Wow, that's very expensive. I'm paying only \$90 a month right now." Needless to say that if I would have pre-qualified him, I would not have wasted my time and money meeting an incompatible customer.

ENSURE THE POOL IS NOT AT THE LOWEST POINT OF THE YARD

I have unfortunately taken pools that have been located at the lowest point of the yard without knowing it. What does that mean for you? Every time a lawn person comes, every time it rains, every time the sprinklers come on — you name it — the pool will be a collection point for everything to run to. You are going to come to the location with a headache each time.

That's when you talk with the customer: "I can't service this pool unless you install a french drain system or a screen or really any barrier possible to eliminate the excessive debris and dirt getting into the pool."

LOOK AT THE EQUIPMENT PAD

Is the equipment sized properly? Does it have a two-horsepower pump on a 50 sq. ft. cartridge? I have seen that on an equipment pad and immediately knew the filter was not working properly, which would have meant that I would be swimming upstream each week trying to balance the pool.

For me, that would be \$10-\$15 extra, because I can count on



“The very first thing to do before even driving to a property is to establish a minimum. This is important because people negotiate by nature. Take into consideration what your costs are (your insurance, transportation, truck payment, etc.).”

extra chemicals. A small filter cartridge on a larger pool could also mean you will be cleaning it more often to keep the water clear.

ASSESS THE ACCESSORIES

When I look at the pool, I make a customer credit list in my mind.

Is the pool screened in? If so, it would lean more toward my minimum bid, depending on the pool size, because the chances of debris getting in there are slim to none. It's going to make your day easier.

Does it have an automatic cleaner? And more importantly, is it the correct automatic cleaner for the pool? If the cleaner is incorrect, the pool might start to have water quality issues, so take that into consideration.

What surrounds the pool? If there are grasses and planters combined with an opportunity for runoff, that could be a problem. All of the treatments that are done on the greenery are going to end up in the pool and will likely cause some metal and staining issues.

DETERMINE A PRICE

Pricing largely depends on your location. In some areas, customers are just used to paying more than others. I suggest you call some of your competitors, see what their rates are and adjust accordingly.

When you take the time to determine if a pool is the right fit for you, the customer often notices the value you bring and the professionalism that comes with your service. The right ones will pay what you're worth. ■



ABOUT THE AUTHOR

Erik Taylor is the owner of Chlorine King Pool Services, Seminole, Fla. Check out his successful and entertaining [YouTube channel](#) and [podcast](#).



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Hot Tub Maintenance at Homestays and Rentals

By Terri Van Wagner, ControlOMatic

AIRBNB, VRBO, BOOKING, Marriott Homes & Villas, and Hopper are few of the many examples of short-term rental agencies cashing in on visitors that want more than just a hotel room while they are travelling. Those providing these short-term rentals are realizing the value of adding a hot tub to their homestays as they have noticed consumers are willing to pay more for the listing.

Listings with a hot tub average almost \$50 USD or more per night, than listings without a hot tub. When travelers are deciding where to stay, they will use website filters such as ‘beach-front,’ ‘lakeside,’ ‘pool and hot tub’ to narrow down their search.

Rental owners are aware that adding a hot tub is an easy and cost-effective way to get their property to appear at the top of the search list—they also see it as a salespoint to demand a higher price than competitors. However, once visitors book the unit, hot tub water maintenance and cleanliness becomes a priority.

It is for this reason many hot tub retailers and service professionals are reporting a surge in demand for short-term rental hot tub maintenance. Apart from having a cleaning service between renters, these short-term rental businesses also need to keep those hot tubs in working order and ensure the water is clean. This is where spa retailers and service professionals are leaning toward automation to help keep hot tub water sanitized, clean, and clear—even if they cannot visit the hot tubs between renters.

SALT CHLORINE GENERATORS

Salt chlorine generators benefit spa and hot tub owners because they make water maintenance much easier between service visits. In most cases, a saltwater hot tub can be maintained with just salt for sanitation, white vinegar for pH control, and a phosphate remover. Service professionals installing salt chlorine generators on spas will find their maintenance visits will run smoother, and the spa itself can be left unattended for much longer between service visits. The system will ensure the water remains clear for weeks with little to no attention.

Kevin Brakebill of KNS hot tubs in Bend, Oregon has been in the hot tub industry for more than 25 years. His company sells, installs, and maintains hot tubs. Brakebill reports there has been a surge in short-term rentals in his market and most of them have been adding hot tubs at a rapid rate. As a result, his service business for hot tub cleaning and maintenance has grown dramatically.

Interestingly, Brakebill stumbled upon retrofit salt chlorine generators for spas when he started looking for alternatives to traditional chlorine at the onset of the chlorine shortage. He found a salt-chlorine generator specifically for spas that is easy to add to spas and hot tubs.

“I tried the salt chlorine generator product and installed it on a spa to test and it has been working great now for more than two years,” says Brakebill. “I was actually looking to hate it initially because



I’ve been disappointed with so many similar products offered in the past, so I was pleasantly surprised when I discovered I loved it, and as do my customers.”

Brakebill explains he has continuously had a problem chlorine and bromine floaters in spas because they make water caustic. He says the floating devices are an issue for short-term rentals as kids play with the units, and users toss them out of the spa without checking—virtually rendering them as ineffective in hot tubs on rental properties.

“Those floaters can actually be dangerous for children and additionally, the system isn’t measuring the water’s need for sanitizer, so I find the bromine table cannot keep up with demand, while the chlorine tabs in those floaters keep adding chlorine even when the spa water doesn’t need it,” adds Brakebill. “The big deal about the salt generator [I found] is that it not only generates chlorine using salt, but it also measures the

chlorine levels in the spa water and turns off automatically and stops making chlorine once the spa water has enough chlorine sanitizer.” He says this is a real game changer for spas on rental properties.

When determining the best system to sell and install, the first element to consider is a ‘boost’ function. This feature will help bring chlorine levels up after use, as needed. Another important component is an automatic chlorine detection feature, as it will help prevent over-chlorination of the spa or hot tub water. This is particularly valuable with high bather loads, which is common in short-term rentals.

THE ‘BOOST’ FEATURE

Salt generators are intuitive, making it easy to put a note next to the spa or on the spa cover telling renters to hit the ‘boost’ mode at the end of each day—which is much more convenient to ask of a renter, rather than asking them to test the spa water and add chemicals.

“The mechanism is a small box that I typically mount on the spa with two screws, or I’ll mount on the wall right next to the spa,” says Brakebill. “The device has an easy-to-understand panel with indicator lights, so users know when to give the spa water a boost after heavy use. It also indicates when table salt needs to be added to the water for the device to generate chlorine. It’s so simple: you mount it, plug it into an outlet, and place the cell over the edge and add the drops directly into the spa water so it starts working immediately, and the spa has a working salt system in five minutes.”

Not only do salt chlorine generators provide better water for users’ health, but they are also cost-friendly as reduce the use of expensive chemicals, use less water, and will be more loyal to their spa service provider.

CHLORINE DETECTION FEATURE

The salt generator utilizes chlorine detection technology, which monitors the chlorine levels, and automatically turns on when those levels are low. This feature prevents over-chlorination, which can be just as dangerous as under-chlorination.

The installation of one of these salt chlorine generators on a spa at a short-term rental property has helped Brakebill’s service technicians ensure the spa water remains sanitized between service calls. It has also cut down the need to drain spa water.

“Traditional chlorine and bromine products contain compounds which build up and inhibit the chlorine’s ability to oxidize and sanitize the water. As a result, our service professionals would need to frequently drain these spas to keep the water clear,” explains Brakebill. “Without draining, the water produces conditions which can lead to cloudy water, skin rashes, dry and itchy skin, and worse. These systems help provide extra insurance to short-term rental hosts and ensure their properties receive positive reviews.”

This can be important for service professionals working on spas in semi-private homes, such as those rented through Airbnb. “Unlike private spas where the homeowner takes care of the spa, keeps it

Continued on page 13

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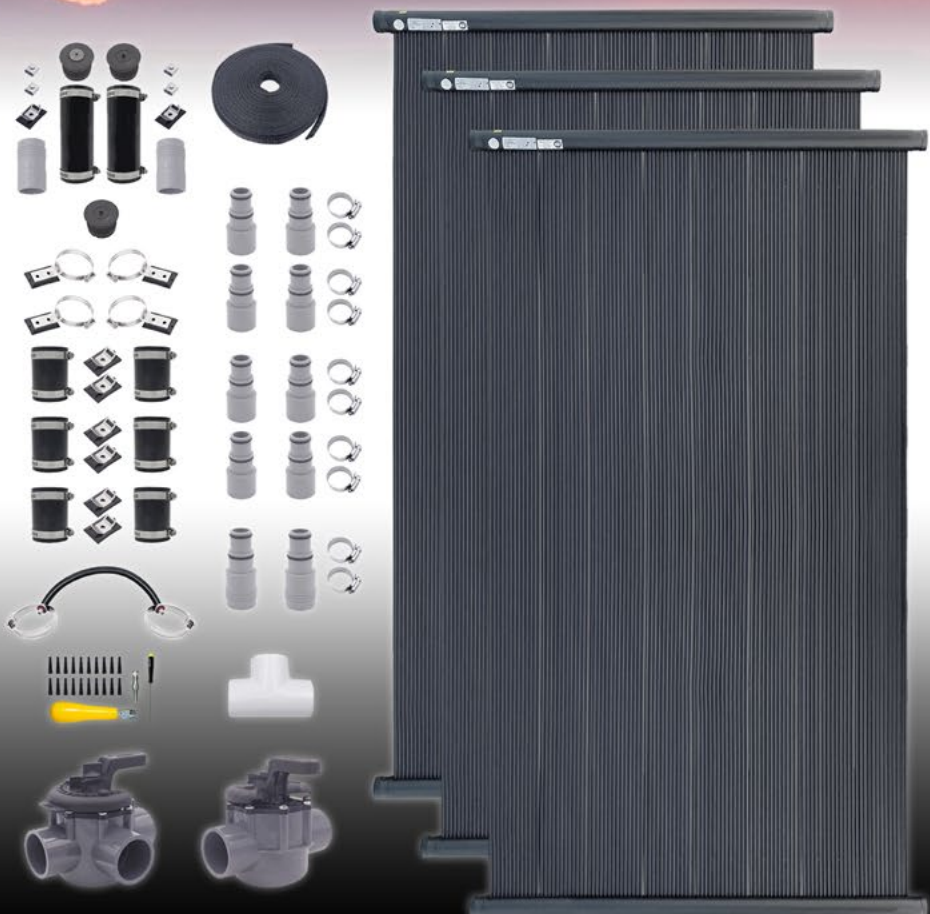
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Hot Tub Maintenance

Continued from page 11

clean, and maybe uses the spa three times a week, the Airbnb spas are being used for a week straight with people dropping wine, peanut butter and jelly sandwiches, and six or more people are using the spa and not cleaning or checking the sanitizer levels,” adds Brakebill. “My company cannot be there every day, so the salt generator is there in our place, making sure the water has enough sanitizer.”

These advanced salt chlorine systems are available for hot tubs and spas—either online or as drape-over units. They are easy to install, make spa maintenance easier, require a minimal amount of salt, simplify

water care to help short-term rental hosts and their hot tub service professionals, and provide a safe experience for vacationers.

INSTALLATION AT SHORT-TERM RENTAL PROPERTIES

Installing a salt chlorine generator on a spa or hot tub involves a simple operation. With an inline system, it is possible to use a compression fitting to install the cell in the filter compartment, which keeps it out of the way, while making inspection and servicing easy. Connecting a drape-over system involves draining, refilling, and adding salt, plus a small amount of



liquid chlorine and acid or white vinegar. It will be necessary to get power to the unit, which is often taken from the spa pack, or by installing a ground fault circuit interrupter (GFCI) outlet.

Jason Minor, owner of Spatacular in Medicine Hat, Alberta, Canada sells and installs salt chlorine generators for new and existing spa and hot tub owners. He says the systems are easy to mount to the side or on a nearby wall, plug in, and place the probe into the water.

“In fact, the unit is so easy to install, we even have some clients buy the units off our shelves to install themselves,” says Minor. All buyers have to do is remove puck dispensers and install a salt-chlorine generator in their spas and vacation rentals to instantly upgrade their space.

“We really can’t recommend the old chlorine pucks in a dispenser to anyone—as it feels like suggesting horse-and-buggy technology. Not only do you have to load the dispenser once a week, but as the pucks dissolve, cyanuric acid is released into the water, which builds up and makes the water’s pH go way down,” adds Minor. “Then you find yourself fighting low pH trying to keep the water chemistry balanced, which is a time-consuming, never-ending battle.”

In addition, Minor notes the saltwater provides a softer texture, which is more enjoyable than traditional chlorine. There is no smell of harsh chlorine, or dry, itchy skin after using the spa, which is much appreciated by guests. As most service professionals already know, salt chlorine generators make pure chlorine and improve the spa soaking experience.

Scovie’s Pool & Spa Services Ltd. in Ontario, Canada also says they are installing more of these retrofit salt chlorine generators on hot tubs, especially as more weekend cottages are being offered for short-term vacation rentals. The business serves the Durham Region in Ontario, Canada and has been

doing installation and service of hot tubs and pools for more than 35 years.

“We install all our pools with saltwater and have been looking for a salt system for hot tubs for years,” says Scovie Burns, owner of Scovie’s. “We have tried other systems in the past that just don’t last, so we were thrilled to find these specific salt systems, as they are much better than the other systems we have tried; and because they sense the chlorine over time and do not over chlorinate or under chlorinate, it makes it much easier to balance the water. These salt systems provide the exact water quality our customers want, which is clear, clean water all the time.”

Chad Peace at Peaceful Spas in Palm Bay, Florida, refurbishes spas and sells four to five hot tubs per week that often end up at vacation rentals. “Each hot tub is custom refinished and made to fit the needs of the client,” says Peace. “At least 70 per cent of customers choose the salt chlorine generator when we explain the benefits. It is a self-sustaining, automatic chlorine system for spas.”

Peace says having a bromine floating around and treating the water when the spa is not in use can lead to damage, as spas only need the chemicals in the water once bathers use the spa or other contaminants enter the water. Excessive chemicals in the water can harm the acrylic surface of the spa and cause damage to the jets, heater elements, and the spa pump seals. “This system detects chlorine levels and only provides chlorine to the water when it is needed, ensuring the longevity of the spa,” says Peace. “As a company that refurbishes spas, we know how important it is for the life of the spa to have this unit controlling the water chemistry.”

GETTING STARTED

Using the new technology available in these salt chlorine generators for spas makes it easy to start selling and installing them at and for rental properties. These systems are offered as plug-and-play units, meaning any spa can be converted to a salt system. The control box plugs into an available 110-volt outlet and mounts to the side of the spa skirt, or on a nearby wall or post, and the electrode simply drapes into the hot tub’s filter area. If the filter area is too small to accommodate the electrode, it can simply drape over the side and into the spa water where bathers can easily remove it when the spa is being used, and then replace it before covering. Some manufacturers even offer laminated signage that can be placed near the hot tub that tells spa guests to place the electrode on the hook on the wall when using the hot tub then gently replace the electrode in the spa water after use.

Hot tub maintenance with a salt chlorine generator simply requires a pH adjustment once a week, as well as a monthly inspection of the cell to help prevent scale buildup. If scale is present, it is recommended to soak the cell in white vinegar for 20 to 30 minutes. Muriatic acid should not be used, unless it is diluted with 10 parts of water per one part of acid, or the cell will be damaged.

The trend toward having a hot tub at vacation rentals is on the rise. Now is the time for retailers and service professionals to offer salt chlorine generators for this ever-increasing number of spas to help ensure that spa water is clean and clear between service visits, and to ensure renters have a positive review to leave after their visit. ■



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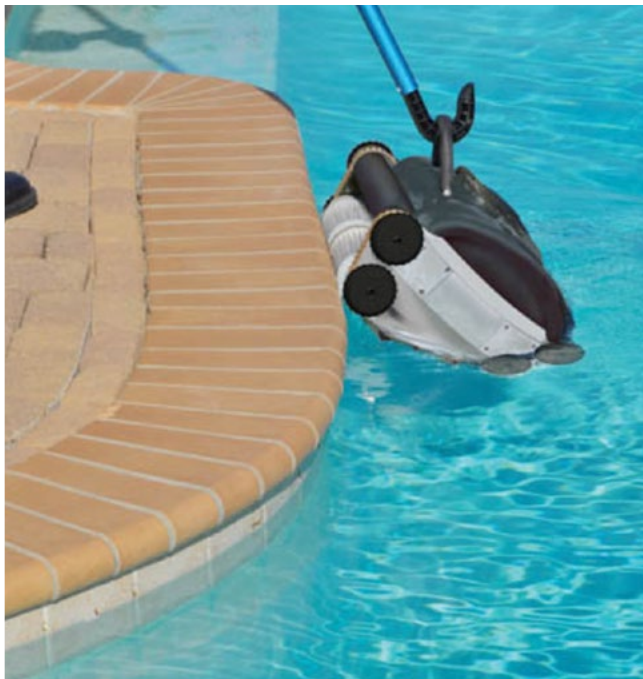


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Talking To Clients About Cleaning

How Today's Pool Cleaners Help Ease The Maintenance Conversation

By Guy Erlich

POOLS SHOULD BE SPARKLING, clean, inviting, and fun. Builders, retailers, and service professionals work tirelessly to ensure their clients have an enjoyable pool ownership experience. Thus, it is important to address cleaning practices early in the conversation, to set expectations, offer guidance, and provide solutions. The goal is to ensure the customer finds their pool easy to maintain, without any stress or hassle. To help ease the “cleaning conversation,” pool professionals find it helpful to introduce robotic and hand-held cleaners that automate the process and make it easy for clients to keep their water sparkling and its surfaces free of debris.

CLEANING TECHNOLOGY

All consumers love and are comfortable with technology that helps with daily chores, as it allows more time for leisure. Therefore, these pool cleaning conversations can begin with examples of technology they already use and trust. For instance, some professionals like to compare pool cleaners to dishwashers. You can wash the dishes manually, but you do not want to, so you run the dishwasher every day to keep the dishes clean. Similarly, one should keep a robotic cleaner in their pool or a battery-operated cleaner near their pool, so it is always easy to have clean water. It is also important to explain the benefits of advanced robotic or self-contained, hand-held pool cleaners. Many customers may not even be aware these products exist. The emergence of cordless cleaning with premium hand-held and robotic options offers technology benefits consumers will love. When it comes to

pool cleaners, especially automated ones, the technology built into these products makes maintenance and cleaning easier for homeowners.

MORE THAN JUST CLEANING

Once pool professionals start the conversation about cleaning, the next step is to explain all the other benefits of a robotic cleaner. For example, they improve water circulation and help distribute chemicals and heat more evenly throughout the pool. Essentially, a robotic cleaner works similar to a moving pump and filter at the bottom of the pool. As a result, homeowners who use a robotic cleaner actually reduce the load on their pump and filter, which extends the life of other equipment. More importantly, robotic cleaners allow the pump and filter to perform their jobs better, because they are just filtering the water, rather than also filtering the dirt from the pool floor. It is important to explain to clients if their filter only has to remove particles from the water, as opposed to loading it up with all the debris from the bottom of the pool, the filter works more effectively in keeping their water clean and clear. An automatic/robotic cleaner also easily pays for itself because it helps reduce chemical usage and extends the life of cartridge filters.

If a professional has the time to educate the client, it is important to explain robotic pool cleaners continuously scrub the surface of the pool and, in doing so, break up any biofilm and algae, allowing the chemicals and filter to work more effectively in keeping the water clean.

However, beyond the facts and

benefits of robotic cleaners, once customers see them in action and realize it is as simple as throwing them into the water, it becomes very appealing to purchase one of these cleaners, to keep their pools as clean as possible between maintenance visits.

CORDLESS AND HAND-HELD CLEANERS

Keeping pools clean between service visits is another important cleaning conversation. Stairs always have junk that accumulates on their surfaces and homeowners need or want to be able to spot clean those steps and corners before parties and between weekly maintenance trips. This is where cordless, hand-held, battery-powered cleaners really help. In fact, because so many service technicians use hand-held, cordless vacuums, customers see them using these cleaners on the pool, realize how simple it is to operate, and want to have one as well. As a result, many service professionals say a majority of their sales of hand-held, battery-operated cleaners come from their existing customer base. Making sure pool owners have both a robotic and a hand-held cleaner makes the cleaning conversation a non-issue.

BUILDING CLIENT LOYALTY

Pool cleaners are also a great way to build customer loyalty. When companies build new pools, they routinely include the price of a robotic cleaner, as well as a self-contained, hand-held vacuum for spot cleaning, because they know it will help ensure their clients are happy with their new investment. Some builders and retailers even encourage their clients to give their robotic cleaners a name and

send in a photo—the perfect way to start a relationship, and a fun thing to promote on social media. Homeowners name their robotic cleaner and post a photo of it working while they sit poolside and enjoy the sunshine. This goes a long way in building positive customer relationships and loyalty.

In addition, service technicians have many opportunities for selling these robotic cleaners to their customers. For

example, one might go on a service call and find their customer's pump is not operating and they are not able to immediately install a new pump. These savvy technicians leave a robotic cleaner with the client to keep in their pool for the weekend, to help circulate the water while also cleaning the pool. Nine times out of 10, the client loves the cleaner so much, they end up buying one.

Customer loyalty is one of the main reasons so many pool professionals promote robotic and hand-held cleaners. As mentioned, there is a trend among builders to include these machines in the price of every pool they install, and service technicians sell these cleaners to supplement weekly service during those long summer months—all of which leads to a satisfied, loyal pool owner.

CONCLUSION

Homeowners want their pools to look beautiful at any time, on any day. The cleanliness of the pool surface is key. Automatic cleaners offer a solution to customers with a finite amount of time to spend cleaning their pools. When a new pool owner is first introduced to the many steps of care necessary to properly maintain a pool, they are sometimes overwhelmed. Automatic cleaners make the process easier and less time consuming. By addressing and solving the cleaning issue early on, pool professionals are ensuring their clients are happy with their purchase and their company is inherently building customer loyalty. This also helps them sell more products and more services and provide a steady stream of additional profits. ■



ABOUT THE AUTHOR

Guy Erlich is the founder and president of Water Tech Corp., a manufacturer of pool and hot tub cleaners in East Brunswick, NJ. He can be reached via email at guy@watertechcorp.com.



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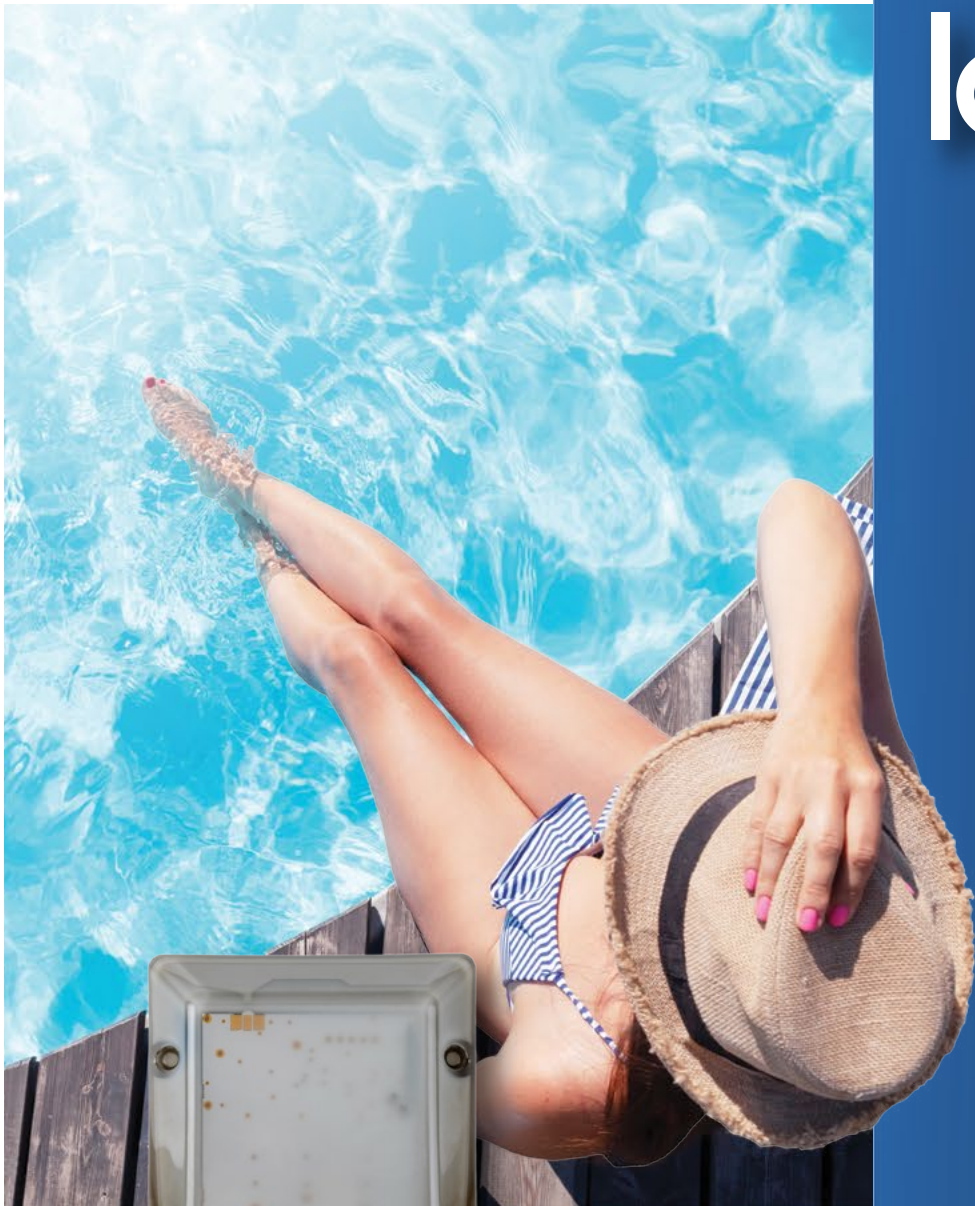
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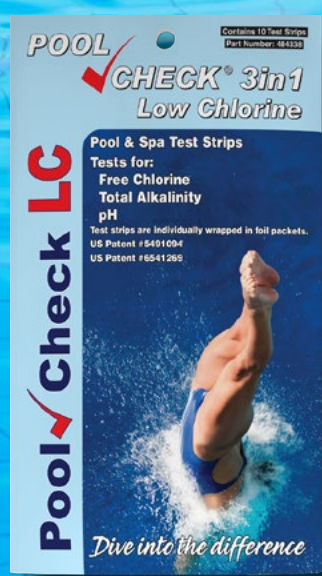
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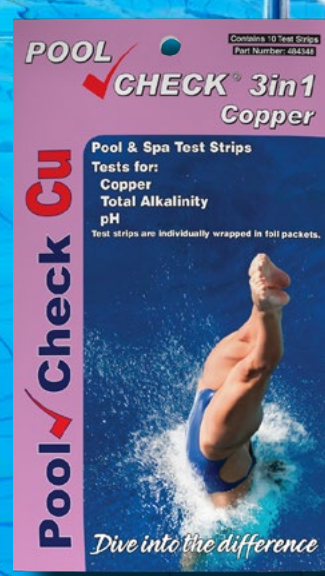
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Getting Every Disinfecting Droplet Out of Chlorine

By Service Industry News

FOR MOST POOLS AND SPAS, chlorine really is the king of water quality maintenance.

It's true that for aesthetic reasons and preventative maintenance, we must also pay attention to water balance. And filtration is also essential for providing clean, clear water, removing the contaminants that can promote the growth of bacteria and algae. But an argument could be made that if there's one thing we can't do without, it is disinfection. For most swimming pools and spas, that is achieved with chlorine.

For infrequently used residential pools, oftentimes the main function of chlorine is algae prevention and remediation. But for frequently used residential pools, and certainly in the case of public pools and spas, the essential purpose of chlorine is disinfection, which is crucial to preventing waterborne diseases.

Previous issues of *Service Industry News* have focused on the use of chlorine for algae prevention. It has been proposed, based on both empirical and scientific research, that the best way to prevent algae is to maintain the chlorine at a level proportional to the cyanuric acid. Experts say that keeping the free chlorine concentration at a level corresponding to

7.5 percent of the cyanuric acid level will prevent common green algae, regardless of other issues the pool might have, such as high phosphates.

But which chlorine levels are truly necessary for disease prevention? And knowing the huge role that cyanuric acid plays in algae control, what role does it play in pathogen control?

Getting full disinfection out of chlorine is what this issue of *Service Industry News* is about.

Every year, millions of Americans get sick from diseases spread in water. The Centers for Disease Control and Prevention (CDC) reports that 7.2 million Americans get sick from the water we use for drinking, bathing, swimming, and even cooling highrise buildings.

And the numbers specific to pool and spa water represent a not insignificant portion of those cases.

According to the most recent data from the CDC, for the period 2015-2019, a total of 208 outbreaks were associated with poorly treated recreational water. Those outbreaks resulted in at least 3,646 cases of illness, 286 hospitalizations, and 13 deaths. Almost all — 96 percent — of

GIARDIA INACTIVATION TIME		
CI PPM	CT VALUES	INACTIVATION TIME (MIN)
1.0	45	45
1.2	46	38
1.4	47	34
1.6	48	30
1.8	49	27
2.0	50	25
2.2	51	23
2.4	52	22
2.6	53	20
2.8	54	19
30	55	18

Table 1: CT Values for 3-log Giardia Inactivation by free chlorine at pH 7.5, Temperature of 77°

the outbreaks were associated with public (non-backyard) pools, hot tubs, or water playgrounds. Cryptosporidium accounted for 2,492 of the 2,953 cases with a confirmed cause. All 13 deaths occurred in people affected by a Legionnaires' Disease outbreak. Among the 208 outbreaks, 34 percent were associated with a hotel (i.e., hotel, motel, lodge, or inn) or a resort, and 51 percent started during June-August. It is clear that those pools and spas could be better maintained. Because 100 percent of the deaths were caused by Legionnaire's Disease, it might be instructive to think about what chlorine levels are necessary to prevent the growth of Legionella, the bacteria responsible.

WARNING — THIS IS ABOUT TO GET REALLY TECHNICAL.

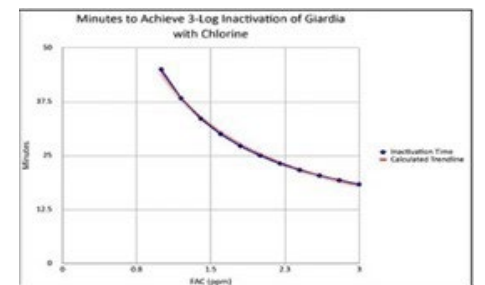
According to the Environmental Protection Agency's Office of Water, the EPA regulates Legionella under the Surface Water Treatment Rule (SWTR). The SWTR has treatment technique requirements to control for the Giardia parasite and viruses. The SWTR's treatment technique requirements presume that if sufficient treatment is provided to control Giardia and viruses (i.e., 3-log inactivation of Giardia and 4-log inactivation of viruses), then Legionella risks will also be controlled.

"Log inactivation" is a way to express the percent of microorganisms that have been killed or rendered unable to replicate through the disinfection process. So a 1-log inactivation value means that 90 percent of the microorganisms of interest have been inactivated, a 2-log inactivation corresponds to 99 percent inactivated, and a 3-log is 99.9 percent inactivated.

Basically, it's a measure of how effective a disinfection process is at killing microorganisms under specific conditions.

The EPA's Surface Water Treatment Rule has established "CT" values for systems using chlorine and other disinfectants. "C" stands for the concentration of the disinfectant, and "T" stands for the time needed to obtain a certain level of inactivation. These CT values are specific to a set temperature and pH. See accompanying table to the left.

The EPA requires that public pools be maintained between 1 and 4 ppm chlorine. One can calculate how fast those levels can inactivate Giardia by using CT Values at specific temperatures and pH values. Going by the EPA's limits for chlorine of between 1 and 4 ppm, at a temperature of 77 degrees and a pH of 7.5, Giardia can be inactivated in roughly 14 and 45 minutes, depending on the amount chlorine that is used. *Note: 14 minutes was calculated from a best fit line corresponding to 4 ppm chlorine (see chart below).



It's important to note, however, that one can only achieve these inactivation times in the absence of cyanuric acid. In the presence of virtually any cyanuric acid, it has been shown that disinfection rates are slowed. Numerous studies have shown the effect that cyanuric acid has in slowing chlorine's efficacy. Unfortunately, no such data could be found that studies the effect of cyanuric acid on the specific kill rate of

Continued on page 23

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“Expanding CamerEye’s AI ecosystem demonstrates our commitment to advancing outdoor intelligence for pools and backyards,” said Sai Reddy, founder and CEO of CamerEye. “We are dedicated to delivering ongoing innovation for safer, smarter and sustainable pool experiences, bringing peace of mind to the heart of families’ backyard oases.”

CamerEye understands the diverse needs of its users, which is why it now offers two versions of its highly scalable system that best suit their requirements.

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pool care and safety, streamlining the process for enhanced peace of mind.

Leveraging AI technology and visual intelligence, pool professionals and pool owners can be on the leading edge of innovation with CamerEye’s AI smart pool system that adapts to their evolving needs, ultimately saving time, money, and ensuring pool care and safety.

CamerEye is dedicated to continuously enhancing homeowner’s pool safety as its core mission. The AI smart system harnesses the power of an updated AI camera design with a built-in siren for robust 24/7 video monitoring, human and pet-only detection in and around the pool, and timely alerts for critical situations including fast distress detection to safeguard pool areas for ongoing peace of mind.

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CamerEye has earned the trust of pool industry leaders and their customers including Premier Pools, Blue Haven Pools, Keith Zars Pools, Cody Pools, Claffey Pools and Shasta Pools.

CamerEye’s AI smart pool system is available through major distributors and buying groups, including PoolCorp and Heritage Group, Carecraft, MPG, UAG, and IPG. Installation is an easy few steps. Referrals to installers are also available.

To learn more about CamerEye and schedule a free demonstration, visit www.CamerEye.ai/, contact 800-906-2810 or email info@camereye.ai. ■



Getting Every Disinfecting Droplet Out of Chlorine

Continued from page 21

Giardia with chlorine. Nonetheless, it is pretty well understood that pathogen kill rates are proportional to the concentration of hypochlorous acid present in the water.

Many of us are familiar with the idea that when chlorine is added to water, it forms hypochlorous acid and the hypochlorite ion. Hypochlorous acid is responsible for the majority of chlorine’s power. Further, many of us know that as the pH rises, there is more hypochlorite and less hypochlorous acid, which is a big reason why industry standards prescribe maintaining the pH between 7.2 and 7.6.

But when cyanuric acid is added to the water, a lot of the hypochlorous acid becomes loosely bound to it, meaning that there is less active chlorine around to perform disinfection.

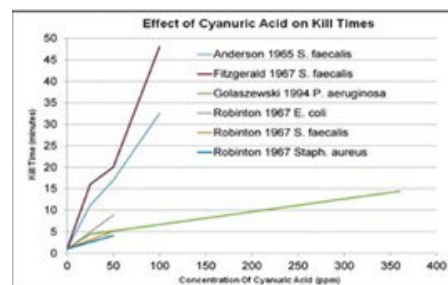
That means that kill rates are slowed when cyanuric acid is present, and that the kill rates will be proportional to the hypochlorous acid present, and NOT the total free chlorine concentration. Fortunately, it doesn’t take all that much hypochlorous acid to kill many of the microorganisms that get introduced to swimming pools.

concentrations of cyanuric acid and at specified pH values, thanks to the hard work of scientists who used published equilibrium constants to determine how much of each species is present under those conditions. Thus, for a pool with no cyanuric acid and a measured Free Available Chlorine (FAC) of 1 ppm and a pH of 7.5, the hypochlorous acid concentration will be about 0.5 ppm.

Meanwhile, given the same conditions and the addition of 50 ppm cyanuric acid, the hypochlorous acid will be about .01 ppm — just adequate by WHO standards. So, 1 ppm FAC may be good enough, but it probably wouldn’t be a bad idea to bump it up a notch (2-3 ppm) particularly in highly used pools and spas, especially considering the incidence of waterborne illness.

That said, while the latest APSP “American National Standard for Water Quality in Public Pools and Spas” acknowledges that cyanuric acid reduces kill rates, they state, “We do not have any empirical evidence that a disease outbreak has been linked to any particular cyanuric acid level in a properly sanitized pool (i.e. when at least 1 ppm free available chlorine was present).” ■

Article originally published on 05/15/2023 by [Service Industry News](http://ServiceIndustryNews.com)



The World Health Organization suggests the minimum Oxidation Reduction Potential (ORP) for disinfection is 650 mV, which corresponds to about .01 ppm hypochlorous acid. This is a level that has been shown to deactivate many pathogens.

It is possible to calculate the amount of hypochlorous acid present for specified



Resource Corner

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

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To summarize, chlorine’s biocidal and residual properties are excellent, and in pool and spa water, chlorine is the primary biocide and the free available residual. Ozone is the primary oxidizer. Ozone increases chlorine’s effectiveness as a biocide and residual.

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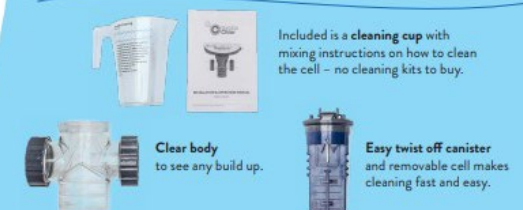
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The day to day operation, at this level, may seem overwhelming and we know that some concerns may not be addressed right away. Or, issues that are resolved but not exactly to the degree they should be. There may even be things that seem at first to be completely disregarded. To understand the needs of everyone and



to try and fulfill them can be daunting, however, and yet Waterway is resolute in figuring out the best set-up for its clients.

We listen to all our customer suggestions, proposals and criticisms, and garner from that a course of action that's suitable to their project needs. From this, we try to develop the right tools for the quick and precise operation of their ideas. The message we get from people in the field is of utmost importance and remains our focus to deliver the necessities.

Waterway has been a leader in the industry and continues to support a

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

In addition, we recognize and support our team who handle the day-to-day

operations at the highest levels, multi-tasking when needed and filling in for others if necessary. We seek out the greatest talent but appreciate the ability to mentor and train people willing to learn.

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FICTION vs. FACT

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

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

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

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

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

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

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

4. Chapters must learn how to file insurance claims.

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

5. IPSSA National and Chapter dues include insurance fees.

FACT: Your membership dues

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

6. Members pay a reinstatement fee.

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

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

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

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

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

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

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

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

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

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

PENTAIR Rebate Program — Take Advantage

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

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

For IPSSA to receive payment each member must register individually on the [Pentair IPSSA Incentive Program Registration Form](#), which is available on the IPSSA member portal site under Member Only Exclusive Offers. This will allow Pentair to monitor and collect electronically from participating distributors

purchase details, or direct from the member purchases for the rebate accumulation.

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

The Pentair Incentive Program reflect purchases made between the dates of October 1st through September 30th during each rebate year.

This program does not affect any member purchases that may also currently be individually enrolled in the PIP program. If dealers have any questions regarding the program, please have them dial 800-693-0171 or send an email to rewards@pentair.com.

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



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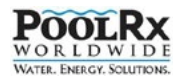
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