

# THE IPSSAN



February 2021  
Volume MMXXI, Issue 2

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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## Senator Cortese Introduces Package of Decarbonization Bills

AT THE BEGINNING of every legislative session, legislators seek to carve out their share of the issues and build their legislative package. This is doubly so when newly elected members are sworn in to office. This year, Senator Dave Cortese (D-San Jose) is tackling the climate change issue with a package of bills focused on decarbonization.

The package includes three decarbonization bills: SB 30, SB 31, and SB 32.

- **SB 30**, which the author is calling the State Buildings and Assets Decarbonization Act of 2021, would, beginning January 1, 2022, prohibit a state agency from designing or constructing a state facility that is connected to the natural gas grid and effectively require all state buildings to be carbon-neutral by January 1, 2035. This bill also prohibits state investment into residential and non-residential buildings connected to the natural gas grid, unless it would result in the loss of federal funding.

- **SB 31**, the California Building Decarbonization Act of 2021, would require the State Energy Resources Conservation and Development Commission to identify and implement programs for building decarbonization, and authorizes the commission to expend any federal funds for clean energy or energy efficiency to address COVID-related economic recovery and development on building decarbonization projects. It would also require the commission to award funds under the Electric Program Investment Charge (EPIC) program for commercial and residential projects with building decarbonization technologies and investments that reduce greenhouse gas generation.
- **SB 32**, concerning building decarbonization requirements for local governments, would require a city or county to amend its general plan by January 1, 2023, to

include specifications and implementation strategies for decarbonization of newly constructed commercial and residential buildings.

- Cortese's objective is to assist "municipalities' planning and implementation of new targets that will be coming out in the 2021 California Energy Commission Building Energy Efficiency Report." Noting the City of San Jose recently banned gas in new construction, he takes examples from Bay Area governments, saying, "Silicon Valley has proven that decarbonized, all-electricity buildings cost less to build, require less infrastructure, and provide more value to builders as well as customers." His decarbonization package draws from his experience as a founding Board Member of Silicon Valley Clean Energy, the community-owned provider of carbon-free electricity for Silicon Valley.

In addition to Cortese's decarbonization bill package, Assemblymember Phil Ting (D-San Francisco) introduced **AB 33** to prohibit the approval or appropriation of funding for the construction of new school buildings and new public buildings that have natural gas connections. AB 33 would also prohibit the Public Utilities Commission (PUC) from authorizing a gas corporation approval to provide service extension or line installation for natural gas to its customers.

These new introductions present yet another challenge for CPSA/PHTA and other organizations pushing back against state and local bans on natural gas. By including all state buildings, including schools, these bills would prohibit natural gas for use to heat swimming pools associated with such facilities, despite the fact that there is no commercial alternative to gas pool heaters that would not be substantially more expensive, take up more real estate, and require the use of more energy. ■

## Proposition 65 Form Warning Changes Underway



ON JANUARY 8, 2021, California's Office of Environmental Health Hazard Assessment (OEHHA) announced proposed Proposition 65 rulemaking that would limit use of the short-form version of the safe harbor warning.

Proposition 65 requires labeling for any product that contains one or more ingredients found on the [California list](#) of Chemicals Known to the State to Cause Cancer or Reproductive Toxicity.

Since it became an option in 2016, manufacturers have gravitated toward the short-form warning permitted by the statute, which does not require the disclosure of any specific chemical name(s) in the warning.

OEHHA is seeking to limit the use of short-form warnings by proposing various changes, including:

- Only allowing the short-form warning (a) on products with 5 square inches or less of "label space" (which is not defined) and (b) when the standard warning will not fit;
- Prohibiting the short-form warning for internet and catalog sales (even if the short-form warning is provided on the product itself in compliance with the regulations);
- Requiring that the name of at least one chemical per relevant toxicity endpoint (cancer and reproductive harm) be included in the short-form warning; and
- Including the words "Risk" and "Exposure" in the warning.

If this change is adopted, the new short-form warning text

for a product containing a listed carcinogen would be: Cancer Risk From [Name of one or more chemicals known to cause cancer] Exposure - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

Likewise, the new short-form warning text for a product containing a listed reproductive toxicant would be: Risk of Reproductive Harm From [Name of one or more chemicals known to cause reproductive toxicity] Exposure - [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

Under the proposed revised rule, businesses that now use the standard short-form warning may need to conduct chemical testing on products or contact material or component suppliers to identify specific listed chemicals to be in compliance.

In addition to requiring more transparency concerning

the identity of chemicals in the warning, OEHHA intends the proposed changes to dissuade businesses from over-warning.

OEHHA is [accepting comments](#) on the proposal through March 8, 2021.

Since its enactment in 1986, Proposition 65's citizen suit provision has imposed compliance burdens and legal risk on businesses. The provision permits private parties to bring Proposition 65 lawsuits on behalf of the California attorney general, provided they give 60 days' notice to the business that is the target of the suit. Private enforcers who prevail in their Proposition 65 lawsuits may recover 25 percent of the civil penalties plus attorneys' fees.

Read the PHTA Bulletin on the CURRENT Proposition 65 Requirements [here](#). ■

**ABOUT THE PUBLIC POLICY REPORT** CPSA publishes its Public Policy Report monthly for the benefit of our valued members. Learn more about CPSA, PHTA, the benefits of membership, and how you can continue to access the latest news and information relevant to the pool, spa, and hot tub industry.

## The IPSSAN

Official Publication of the Independent Pool & Spa Service Association, Inc.

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Please contact [editor@ipssa.com](mailto:editor@ipssa.com) to obtain the deadline for submission of articles each month. Material submitted late will be considered for the following month.

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## We want to spotlight our members!

### CALL FOR CONTENT

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

### IPSSA MEMBER PORTAL

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



# Haviland Pool & Spa Helps Clean Grand River



**GRAND RAPIDS, MI**—Haviland Manufacturing, makers of well-known pool and spa brand chemicals such as ProTeam, Natures Care and Spa Pure, gathered a group of employees to participate in their city's Grand River Cleanup. The event this year was stretched out over an entire week to allow for social distancing and smaller group participation. Haviland worked specifically to clean a stretch of Indian Mill Creek across the street from their Corporate Office. "We fully support this hands-on community effort because we understand the importance of protecting water quality both in pools and spas but more importantly in streams in rivers," says John Bokor, Director of Sales for Haviland Pool & Spa. The Grand River Cleanup gives volunteers the chance to improve the environment by removing thousands of pounds of trash and recyclables from the edges of the Grand River as well as from storm drains and streets. "Streets and sidewalks accumulate litter that is washed away into drains and waterways if we don't stop it," noted Bokor. "In urban areas around the Grand River the "first flush" of pollution after a rainstorm can take less than 15 minutes to reach the river, so we were very pleased with the many bags of garbage and the grocery cart that our team pulled from the river near our factory." ■

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## Join the WEF-olution: Why Pool Pros Should Embrace Pump Weighted Energy Factor

**THE POOL PUMP MARKET** is about to undergo a seismic shift. Starting July 19, 2021, all pump manufacturers will be required to comply with efficiency standards from the U.S. Department of Energy (DOE) that apply to all new pumps.

The standards are largely based on requirements for weighted energy factor (WEF), a new metric used to calculate overall pump efficiency. This measurement provides a much more reliable way to communicate energy consumption, and all pumps will need to clearly display their WEF rating on the product packaging.

The new rating system offers many advantages to consumers and pool professionals alike. To help you take full advantage of WEF, let's take a look at what WEF is, why it matters and where the industry is headed as a result.

### THE ENERGY FACTOR

What, exactly, is WEF? To answer that, let's forget about the "W" in the acronym for a moment.

All residential appliances carry an efficiency factor (EF), which shows how well a device can translate input (electricity) into output. Broadly speaking, the higher the EF ratio, the more efficient the appliance.

Say your hair dryer needed the same amount of power as your refrigerator. That's very little output for a high energy cost, and the hair dryer would carry a low EF. Conversely, if your dishwasher could somehow run on the same power input as a 40-Watt bulb, it would have an incredibly high EF.

Simple, right? It does get a bit trickier for pumps, however. Think about it: how do you compare a single-speed pump's EF to that of a two-speed? If one product can deliver two different output levels, how do you make an apples-to-apples comparison? Do you take the number for the higher speed, or for the lower one?

Actually, you use both. And here is where we return to the "W" in weighted energy factor. WEF measures a pump's efficiency at its different output points, multiplies them by a weighting factor formula and adds the pieces into one composite number. Two-speed pumps, for example, use an 80/20 ratio to combine low-speed and high-speed measurements (based on research suggesting that 80% of average pump runtime is at low speed).

Think of WEF like miles per gallon (MPG) for a car or seasonal energy efficiency ratio (SEER) for air conditioners. Both measure energy factor: MPG rates car efficiency on both city streets and highways; SEER rates AC efficiency across seasonal weather patterns. Then, those individual calculations are weighted accordingly and added together into one easy-to-compare number.



### USING THE SCALE

We've arrived at maybe the most relevant question: what's a "good" WEF score? And unfortunately, there's no hard-and-fast answer. There's no official ceiling to the WEF score, and the window between good and bad is wholly dependent on current technology.

Right now, most pumps fall in the 4-8 range. A particularly inefficient pump might hit a 2. The industry's current high-water mark belongs to Hayward, with a pump clocking in at a whopping 12.9.

*\*\*Side note, for those of you who wondered "12.9 of WHAT?" in response. WEF is a measurement of gallons per Watt hour (gal/Wh), which indicates the volume of water moving through the pump per hour of energy unit applied. More simply, it's the amount of output per input (sound familiar?). You'll rarely see the unit attached to the score, but it's worth a mention nonetheless.*

Continued on page 10

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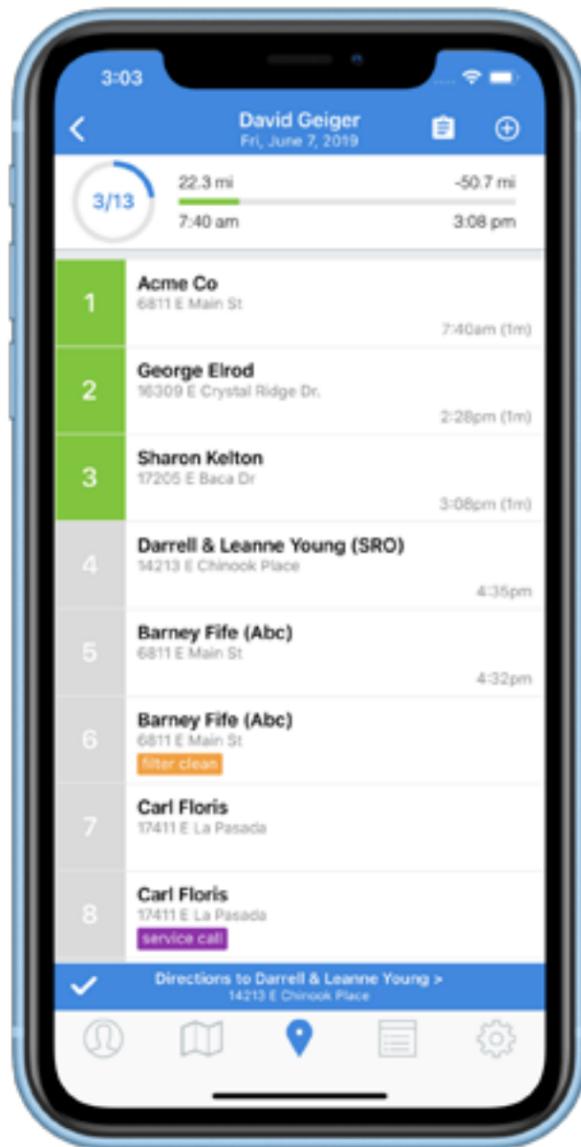
  
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Continued on page 10



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# Pentair's TechSmart™ Provides Troubleshooting App for Service Techs



DESIGNED TO MIRROR the service provided by Pentair's customer service team, the TechSmart app prompts service techs through a "decision tree" as they move through the troubleshooting process. The TechSmart app uses several techniques to streamline the structure and content of the troubleshooting and diagnosis, including video snippets, charts, photos and part numbers. The TechSmart™ app provides mobile access to a vast amount of how-to videos, step-by-step directions that troubleshoot and diagnose symptoms and even provides recommended part numbers for any part that might need to be replaced.

The TechSmart app resides on a phone or tablet and doesn't require a cell or internet connection—allowing service techs to access the information at all times and anywhere. The app was developed to provide service techs with direct access to the kind of troubleshooting technology that the Pentair customer service team provides over the phone—but without having to worry about the time of day or having to wait for a tech support team member to pick up the line.

To get the TechSmart apps, service professionals should login to the Pentair Partners section of the Pentair website, then click on the "Resources" tab and scroll to "Apps" and click on the TechSmart™ "learn more" button. Then simply download the desired TechSmart™ application. There are TechSmartapps for the Max-E-Therm® and MasterTemp® Heaters, the EasyTouch IntelliCenter® automation programming as well as the ScreenLogic® interface installation and troubleshooting. ■

## 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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**FOUNDED IN 2017**, Skimmer is the leading pool service software in the market - and it's the most intuitive and easiest to use pool service app available!

We have known many pool guys (and gals) over the years, and all of them loved providing pool services for their customers, but they were tired of trying to run their businesses with stacks of paper. All of them tried finding a better solution and were frustrated with their options as nothing was built for the modern pool professional.

So we decided to build the pool service app our pool guys & gals everywhere - Skimmer! We now have a lot of happy customers with over 6,000 users servicing over 150,000 pools per month - and we are growing quickly!

Skimmer is an online-based app built for both back office professionals and pool techs and is available on the desktop (web app admin), iPad and iPhone & Android devices (for pool techs). Skimmer makes running a

pool service company completely paperless by managing contact and service information for all of your customers, mapping & optimizing daily service routes for all technicians and listing items required for the day's routes. Below are a few features we currently offer:

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### Women in the Pool Profession

## Kelli Carrillo

**REGION 1, SACRAMENTO CITY CHAPTER PRESIDENT**  
By Rose Smoot, CAE



**AS A YOUNG MOTHER** and wife, Kelli quickly learned that flexibility was not part of her 9-to-5 job description. Additionally, she didn't have any control of her income growth. Deciding to take control of her work/life schedule and income potential, Kelli built her route from scratch. In 2017, Kelli started Legacy Pool & Spa Service. Kelli's dad gave her his old cleaning equipment and she posted ads on Craigslist.

A little background about Kelli: Kelli's dad is in the pool business and her family had a pool retail store. She grew up around the industry. For Kelli to make that leap it wasn't too hard and she witnessed firsthand how successful her father was in the business.

I asked Kelli if she thought she was perceived differently than her male counterparts. Kelli's feedback from her customers is that they find her more detailed oriented than her male counterparts. Not taking away from the males in the business, her customers just found that she notices the little things. For instance, sweeping pine needles that are around the pool perimeter. She has been known to take children's toys and put them closer to the house, to make sure they are not close to the pool. Those are what her customers consider the little things. However, on the flip side, her older customers, want a second opinion when Kelli talks with them about repairs. She has even had a customer go to the local supply house and verify what Kelli had explained was correct.

Being aware of her competition, Kelli knows that she is paid the same as the men in her industry. Why? Kelli as a business owner sets her own prices for services. Kelli knows she is as competitive as her male counterparts and feels she is paid what the market will bear.

Kelli is a strong believer in the profession. So much so, that she tries to convince every woman she knows that is considering a different career path to consider the pool industry, as it leads to flexibility. Her other strong belief is in continually educating oneself, otherwise, there may come a time when you don't remain relevant and you plateau. Last year, Kelli collaborated with another female pool professional to provide training for women in the industry. The first training was in January 2020 with Fluidra. Kelli took it a step further and created a Face Book Page, PGP (Pool Girl Pro,) Industry Training, which has a following of 67. Pool Girl Pro is it an outlet for other women in the profession to learn or receive training, post chemical related fact sheets, consult a resources page and to exchange techniques. The last Training was with Pentair and HASA on November 6, 2020. Nine women joined in person and up to 16 women viewed over Facebook Live. HASA's Terry Arko did a webinar on Chlorine Chemistry

**Continued on page 10**

# Join the WEF-olution

Continued from page 2



TriStar VS900  
Ultra-High Efficiency Pump

point where water leaves the pump. While HHP can provide some insight into specific cases, it's not quite as useful of a comparison point—and many of the variables get absorbed into the broader WEF formula anyway. So now, finally, we can return to the question of horsepower: it's absolutely still important, but it's important in a slightly different way.

#### NO COMPROMISES

Let's get one final WEF misconception out of the way: "energy-efficient" is not synonymous with "power-limited." Whether we're talking about vehicles, air conditioners or pool pumps, energy effectiveness is no longer locked into a zero-sum battle with strength. Today's products deliver efficiency to complement performance—not sacrifice it.

So, what does all this mean for you? That's the easy part. Selling DOE-compliant pumps is a win-win for both pool pros and pool owners. Sellers benefit from higher product value, and buyers benefit from increased energy savings (not to mention a

longer product lifespan, reduced operation noise and more).

If your head is still spinning from all this talk of EF and HP, that's okay. Education will take time. But that's exactly why

it's so important: being proactive gives you a huge advantage. Instead of bemoaning a new standard, you can seize this opportunity to get ahead of the curve and become a WEF expert.

These regulations are coming, one way or another. Wouldn't you rather be prepared for it?

#### KEY TAKEAWAYS

New DOE regulations (effective July 19, 2021) will use weighted energy factor as the basis for measuring the efficiency of all new pumps created worldwide. While WEF may be a new term for the industry, it's really nothing new—just a more accurate way to compare one pump's input/output efficiency to another. And though it may take some time to get up to speed with the new regulatory lingo, this change actually offers an invaluable opportunity for both dealers and consumers to get more out of their pool pumps in the future. ■

In general, variable-speed and other high-efficiency pumps have a higher WEF than their single-speed counterparts. To revisit the vehicle analogy, it's the difference between a car with multiple engine gears and a car with only one. Unless there are other significant variables involved (vehicle size, towing capacity, etc.), the multi-gear car will always adapt better to situational needs. The same is true for pumps: unless there's a big difference in engine horsepower or product footprint, you'll almost always see higher WEF from variable-speed pumps.

"But wait," you might ask. "Does that mean horsepower isn't important anymore?"

#### HOLD YOUR HORSES

The short answer is no. The long answer is...well, let's talk about horsepower.

Rated horsepower (HP) is the power output of a motor at pre-designed voltage, frequency and RPM levels (mathematically

astute readers might notice a subtle connection between HP and EF). And unfortunately, as with EF, the industry conventions for measuring HP were in desperate need of standardization.

For years, pumps have measured their strength in terms of both HP and a nebulous "service factor." If you're confused, that's okay—the industry was, too. It was a flawed system, and it spawned multiple incompatible methodologies for calculating a valid horsepower rating (full rate, max rate, etc.).

To eliminate this confusion, the new DOE regulations also require all pumps to display their total horsepower (THP). THP uses the same calculation as rated horsepower, with one important change: the service factor has been standardized across all pumps. In the same way that WEF allowed us to compare EF more equally, THP does the same for HP.

One other term you might see is hydraulic horsepower (HHP), which is a pump's HP at the



Super Pump  
Single Speed

# Fluidra Partnership

Continued from page 5

ensuring that your rewards are desired and impactful.

As a ServicePro loyalty program member, you can earn up to five percent cash back on all Fluidra brand products purchased; all earnings are automatically sent to a prepaid VISA card, making it easy to receive and spend your hard-earned cash. As a ServicePro member, you also receive priority access to Fluidra's Service Hotline — ensuring that you get answers fast when you need them most — and you get tremendous discounts on parts through a Bulk Purchase Program. Additionally, you can utilize iON Pool Care Software — developed to empower and provide valuable resources to aid the growth of your pool service business.

"We put the needs of pool professionals first because we know that when they succeed, we succeed," said Donny Cislo, director of professional channel marketing at Fluidra. "That approach is at the core of our values and it's why we've innovated policies like our Trade Series Exclusive program, which

reserves our best most innovative products for brick-and-mortar sales, and why we invest so heavily into driving business to our customers. We want our pool professionals to take full advantage of those efforts so they can thrive."

"Fluidra's rewards program is one more way to partner with a great manufacturer who is helping service companies and IPSSA build value and economic returns in their equipment choices," says David Hawes of H & H Pool Services, Inc. in Dublin, CA. "My company has been involved in the ServicePro loyalty program for several years, and we appreciate Fluidra's commitment to offering a product line that is not available on the internet and rewarding our purchases with a great rebate program."

Pool professionals are encouraged to contact your local Fluidra representative to determine which Fluidra loyalty program is best for how you conduct business. To sign up for Fluidra Rewards through IPSSA and start earning today, visit [fluidrarewards.com/IPSSA](http://fluidrarewards.com/IPSSA). ■

# Kelli Carillo

Continued from page 9

and Pentair did an in person presentation on how to fully utilize the energy efficiency the products can offer and save our customers the most money possible. On January 21, 2021, Dave Hawes discussed how to check financial health of your company. On February 26, 2021 PGP will have their last training of the off season, in person and on Zoom. They learn Basic Residential Pool Electrical with a local repair Company, Marc Clancy.

Besides educating oneself, Kelli understands the other way to success is to market your product, your own business. She believes the growth of her business is from two forms of marketing:

- Traditional word of mouth
- Social media

Kelli learned by trial-and-error. General ads in Facebook

didn't really work because they didn't target a specific geographic area or client audience. She found that the target group she was looking for was hard to hit. It was also difficult to not waste views on viewers not in need of pool services. However, what has worked is posting on Yard Sale sites on FB.

Lastly, I asked Kelli what advice she would have to those in the business. Her response was: "You have to make time for yourself and family. Money is not everything. It is your business run it how you can provide good service to your customers while maintaining a lifestyle that is balanced. ■

*Once a quarter, we intend to feature a woman in the pool profession to learn about her experiences, challenges, and career motivations.*



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## Events This Month

**WE ARE COUNTING DOWN** to the annual Everything Under the Sunsm Expo scheduled for February 19-20, 2021. For the 49th year we'll be gathering as an industry for education, product information and networking. While it will look a little different — social distancing and masks — the goal is the same...bring industry professionals together.

A list of health and safety protocols has been developed, and will continue to be updated based on guidance from authorities. Masks are required there is increased cleaning, hand sanitizer stations, and increased spacing. Pool pros can walk the exhibit hall smart, view new products smart, enjoy Florida's weather smart, and take classes smart by wearing masks and respecting one another's space.

As always, you can get 14 hours of continuing education for your state license. This year you will need to select one set of classes each day and stay in that room for a 3-4 hour block. Seating is at 50% capacity and set 6 feet apart. There are some great new sessions as well as the required courses. Register at [underthesunexpo.com](http://underthesunexpo.com).

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# How Service Techs Can Use Automatic Cleaners to Their Advantage

By Guy Erlich, Water Tech

**POOL MAINTENANCE COMPANIES** are struggling to keep up with demand for their services. However savvy pool service techs are looking for ways to 'gain time' in the backyard so they can increase their revenue streams with more profitable service work. By having technicians take the time to look around the client's backyard for additional sales opportunities. Rather than waiting for equipment to break,

service professionals should look for ways to enhance their client's pool experience and, as a result, earn more income by selling them products such as pool cleaning tools or replacing incandescent and fiberoptic lighting with new light-emitting diode (LED) lights. The best way to 'gain time' in the backyard is to incorporate robotic and battery-powered pool cleaners into daily maintenance routines. By doing so, this equipment can

give a maintenance technician an additional five to 10 minutes in a client's backyard to look around for supplementary sales opportunities.

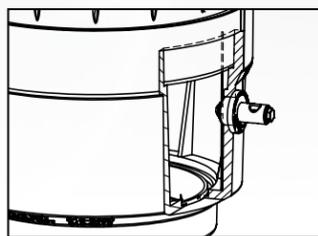
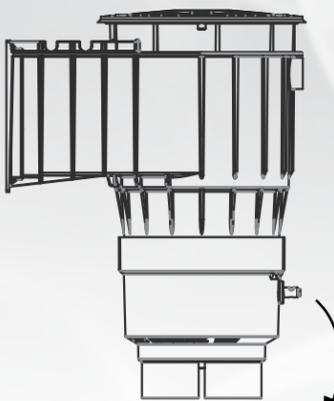
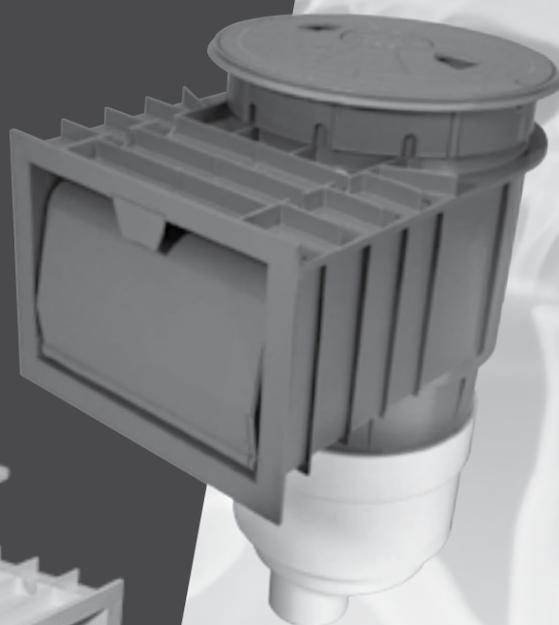
## GETTING STARTED

A client will typically pay a set fee when they sign up for a maintenance program that usually includes cleaning the pool, checking the water chemistry, and ensuring all of the equipment is



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working properly. The success of these service contracts are generally gauged by the number of pool owners that sign-up for them with the goal being to maximize the number of pools serviced per day.

The ability to obtain as many clients as possible in a tight geographic area is not only one of the best ways to optimize the use of time by maintenance crews, but also one of the easiest ways to maximize a maintenance professional's revenue per hour. That said, clever maintenance technicians also realize the importance of not rushing through a service call as other potential revenue opportunities could be missed—especially if there is not enough time to look around the pool.

## TIME IS MONEY

Robotic pool cleaners are a perfect example of a technological advancement that can buy time for maintenance professionals. Rather than spending an excessive amount of time removing debris from the pool floor and scrubbing other surfaces, a robotic cleaner can be used instead which frees up time to check on the equipment and other essential components.

Many maintenance professionals also carry handheld battery-powered cleaners in their trucks to spot clean specific areas of the pool where dirt often accumulates (e.g. steps and cuddle coves).

"Most of the pools we service are near the beach and are always filled with sand," says Chris Morelli of South Strand Pool Maintenance in Surfside Beach, SC. "We have a staff of six and five of them regularly use a commercial-grade, battery-powered pool vacuum as they work well to get sand out of pools." Using this type of vacuum not only saves the service crew time, but also allows them to clean more pools, faster. "This is especially important for our business since most of the pools we service are summer rental homes and we clean the pools

between renters. As a result, we may end up servicing one pool three or four times in one week," says Morelli. "Once we started using these vacuums, we had a lot more to pursue other business. We spend at least 20 per cent less time per pool when using this equipment as opposed to a traditional vacuum with hose, which also takes a lot of time to set-up and put away."

Backyard Vacations Pool & Equipment in Medicine Hat, Alta., is a construction company that also offers pool maintenance service to its customers and benefits from using automatic pool cleaners. "We are so busy with construction projects we need all the extra time we can get," says the company's Russell Koch. "Using an automatic pool cleaner on maintenance calls is especially important when I'm working on several pools in the same geographic area. I put the vacuum into the pool and return four hours later. It only takes 20 minutes to drop it in the pool and take it out, but I still get my full base rate for an hour of work. "It would take at least an hour of work if I had to remain on-site to vacuum the pool and clean it manually (not to mention the need to backwash and clean the cartridge filters)," says Koch, who also incorporates the use of handheld battery-powered vacuums when opening and closing pools—especially when there is a need to remove large debris and leaves.

Dan Lenz of All Seasons Pools in Orland Park, Ill., agrees and says his service technicians can save at least 10 minutes per pool when using these vacuums. The extra time offers them the chance to talk with the pool owner about upgrading to a salt chlorinator or maybe installing a variable-speed pump (VSP). It also gives technicians more time to complete detailed notes about the maintenance call as well as list other products that may need to be replaced on the pool (e.g. old fiberoptic lights) and relay the message back at the shop. "We

Continued on page 14



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To Learn More



# How Service Techs Can Use Automatic Cleaners

Continued from page 12

service more than 6000 customers annually; saving 10 minutes per pool can yield incredible profits just from replacement products alone,” says Lenz. “The top three leads which come from our service technicians include replacing old fiberoptic lights with new LED lights; upgrading pumps to VSPs; and installing salt chlorine generators.”

**OUT WITH THE OLD, IN WITH THE NEW**  
Replacing old equipment or parts is one of the top revenue streams for All Seasons Pools’ service department, which is the company’s largest division. When a service technician has time to inspect the pool and backyard and sees the fiberoptic lighting is not working properly, or that it is emitting a very faint glow, this

opens the door with respect to contacting the pool owner and explaining the benefits of having an LED lighting system installed. This presents a multi-channel sales opportunity as the client can be sold not only on the benefits of energy efficiency, but also how the improved lighting will enhance the ambience around their pool at nighttime. Once the pool lighting

has been upgraded, it becomes easier to start other conversations with the client about automatic control systems and other automation devices that will improve their pool experience. Automation systems have become a huge revenue stream for most pool companies

as the product simultaneously builds loyalty among customers, as it helps to simplify their pool maintenance responsibilities and allows them to enjoy their pool more.

Koch says the top replacement product his company sells is salt chlorine generators. “I set the expectation with clients that this equipment is a convenience item, not a cost-savings product. It improves the swimming experience, but salt units need to be replaced fairly often which is a great revenue source for us,” he says. “Replacing salt generators yield much greater profits for our company than cleaning pools but being in the backyard with an automatic cleaner allows us to check on equipment like this and/or install new units. “By using an automatic cleaner, we can clean the pool while replacing the salt chlorine generator or even work on building a shed or gazebo. As a construction company, we have master carpenters who can do many other projects while the pool is being cleaned.”

## SHOW AND SELL

According to Koch, his company has sold several handheld, battery-powered vacuums simply because pool owners have seen his service technicians using them to clean their pool steps.

“Stairs always have junk on them, and pool owners need or want to do spot cleaning on their pool between weekly maintenance visits,” he says. Selling robotic cleaners to customers has become more commonplace for Lenz as well. “Once customers see their service technician use a robotic cleaner on their pool and realize it is as simple as plugging it in and tossing it in the pool, it becomes appealing for those who want to keep their pool as clean as possible between maintenance visits,” he says. “We have found 90 per cent of our robotic pool cleaner sales come from our existing customer base.”

Koch has also had success selling robotic pool cleaners to his clientele, as more than 50 per cent have purchased a unit after seeing the service technician use one. “I’m happy to sell them the pool cleaner because it maintains our relationship with the customer with regard to other business,” he says. To keep his customers from buying the cleaner online, Koch says he will service any cleaner they sell; however, he will not service one that was purchased elsewhere. This not only keeps his customers happy, but it also keeps them loyal to his business.

## CREATE MORE TIME THIS SEASON

Those service companies which have not already incorporated robotic and/or battery-powered cleaners as part of their maintenance routines should do so to give their maintenance technicians some extra time in their customer’s backyards this summer. Once implemented, create a contract or post-service follow up report that lists add-on products to alert clients of any additional items they may need or might enjoy on their pool—whether it is simply new rails, an energy-efficient pump, or LED lights. As a result of using these cleaning products, maintenance technicians can gain some additional time in a client’s backyard which in turn can help generate extra income on every service call this summer. ■



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### ABOUT THE AUTHOR

Guy Erlich is the founder and president of Water Tech Corp., a manufacturer of swimming pool and hot tub cleaners in East Brunswick, N.J. He can be reached via e-mail at [guy@watertechcorp.com](mailto:guy@watertechcorp.com).





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# Back to Basics: Choosing the Right Clarifier

Sanitization, oxidation, and water balance are key to clearing cloudy water  
By Emily Johnson, BioLab

CLEANLINESS AND CRYSTAL-BLUE POOL WATER is always the goal for a pool owner, and specialty retailers and service technicians strive to make sure an inviting pool is always achieved during the hot summer months.

Sometimes, however, events transpire that can create cloudy pool water. Therefore, it is imperative the cause of this water quality problem is properly diagnosed as it is crucial to solving the source of the cloudiness. In most cases, it is a result of improper filtration, insufficient water circulation or flowrate, and poor chemistry. Even early stages of algae growth can cloud the water.

Environmental events such as wind or rainstorms, nearby plant life, and even swimmers bring undesirable contaminants into the pool water. With adequate sanitization, oxidation, and proper water balance, many issues can be removed or avoided entirely. These tiny particles scatter readily and give water a hazy, murky appearance. Pool professionals can quickly determine the best solution by properly diagnosing the problem to choose the right clarifier product that quickly solve the problem and get the pool water looking crystal clear again.



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#### DIAGNOSING THE PROBLEM

If one notices cloudy pool water, the chemical balance needs to be tested. Low sanitizer residuals or a high pH can be the cause of the problem and it can be easily addressed. In fact, this is a common issue with saltwater pools, which often struggle with an elevated pH. As chlorine is created in the electrolytic cell, sodium hydroxide also forms and drives pH up. As a result, these pools may encounter water-clouding scale from either calcium carbonate or calcium phosphate if the pH is not addressed in a timely manner. Correcting the water chemistry might be sufficient to restore the pristine water but, in some cases, the filter just needs a little help.

When cloudy water is observed, the first thing to check is the filtration system. Some types, such as diatomaceous earth (DE) or cartridge, filter more efficiently than standard silica sand. Maintaining a proper flowrate is one of the most important facets to not only keep water clear, but to be sure sanitizer is adequately circulated throughout the pool.

To check this, service techs must first inspect the filter pressure gauge to be sure it is working properly. Most pool filters will operate normally between 69 and 138 kPa (10 and 20 psi); therefore, it is important to verify it does not rise higher than 69 kPa (10 psi) above the normal operating pressure. If the pressure gauge is working properly, a service tech should place their hand in front of the return to feel the water pressure. If it feels weak, it is a good sign the filter should be inspected.

Something as simple as replacing or cleaning the filter media might be enough to re-establish the proper flowrate. If the issue does not appear to be related to a soiled or improperly working filter, it might just be the contaminants are too small for the sand, cartridge, or DE filter media to capture and, as a result, they keep getting circulated through the water. In the event of a cracked lateral or damaged filter manifold, filter media will recirculate back out and deposit onto the pool floor.

#### TREATING WITH CLARIFIERS

If it has been determined there are no apparent issues with water balance or equipment, a service tech should consider using a clarifying agent. There are many options available in the water clarifier category, and with so many to choose from, making a decision can be overwhelming. In many cases, pool care experts such as dealers or

Continued on page 20

### 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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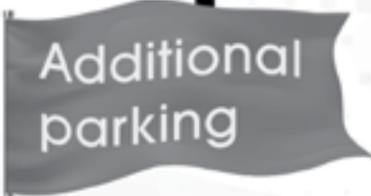
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# Service Techs Can Help Pool Owners Get the Heater They Need. They'll Thank You For it Later

By Luciano Tortorella, Pentair



## UNDERSTANDING NEW HIGH-EFFICIENCY POOL HEATERS

Pool professionals sometimes forget the importance of simply explaining how pool heaters work. And even a basic description of the water heater mechanism will lead to an explanation of the benefits of upgrading to a high-efficiency pool heater.

Begin by describing how the heater fits into the pool's circulation system. As the water

passes through, the heater's combustion chamber ignites the gas, heating the copper tube arranged above the burner tray. The heat from these copper tubes is conducted to the water, increasing the water temperature. The water then returns to the pool and re-circulates for consistent heating. This simple process provides quick, controlled heating of the pool water.

Once they understand how the unit works, they will need to understand why a higher efficiency rating translates to heating their pool water for the lowest possible cost.

## EXPLAINING HEATER EFFICIENCY AND BTU OUTPUT

Pool heaters are "rated" by BTU input and output (BTU stands for British Thermal Unit). Inputs and outputs range from 75,000 BTU to 4,500,000 BTU. Newer pool heaters start off being 82 to 96 percent efficient—this means if the heater is rated 84 per cent efficient with a 400,000 Btu input, the actual heating capability is 84 percent of the total Btus—so in this case, it would be 336,000 Btus. By comparison, using this same example, a 400,000 Btu heater that is seven to 10 years old, which was initially 78 per cent efficient—only provides 312,000 Btus of output.

By comparison, a heater that is 7-10 years old started off being 78% efficient — so with that same example, a heater with 400,000 BTUs only provides 312,000 BTUs of output.

However, the most important point to make with your clients is that the original efficiency 'rating' of the heater does NOT remain the same throughout its operating life. Unfortunately, most heaters lose efficiency over time due to lack of service. If the client is looking to have warmer water and spend less money to get it, they will need to get a newer, higher-efficiency heater. One of the easiest ways to explain heater efficiency is to tell the pool owner: if your heater is 82% efficient, for every \$1.00 you spend on gas, \$0.82 of that dollar goes into heating the pool water and the remaining \$0.18 goes up the chimney and into the atmosphere.

Using an online cost calculator is an excellent way to provide a much more accurate calculation of how much a customer can save with a new pool heater. Some manufacturers provide an online cost calculator that allows you to input the size of the pool to determine the total gallons of water being heated as well as the temperature of the water the customer wants in the pool. Pool professionals can use the online calculator to determine the cost of heating the pool water and then

compare that figure to what the customer is currently paying to heat that same amount of water. In many cases, pool professionals find that the customer will reduce their energy bills by 30% by upgrading to a newer, energy efficient heater.

## EXPLAINING HOW HEATERS BECOME LESS EFFICIENT

If the consumer is curious, they might also want to understand why a heater becomes less efficient. This information is important because it also points to the importance of regular heater maintenance to avoid prematurely reducing the efficiency of the unit. There are several factors that reduce the efficiency of a heater, all of which are a part of regular operation. The most important of these are:

- Build up on the heat exchanger tubes: Heat exchanger tubes build up with chemical residue and calcium that causes the unit to lower its heat transfer. When the heat transfer is reduced, the heater requires more energy to heat the same amount of water, so the heater becomes less efficient. Ensuring proper water chemistry balance with a regular maintenance program is the best way to ensure against this problem.
- Low gas pressure: Insufficient gas pressure in the line can lead to build up on the internal parts of the heater that leads to blocking of the heat exchanger. Always check gas pressure lines and be sure installed heaters are getting the correct gas pressure per the product manuals. Remember that once you upgrade your client to a new heater, always make sure the gas supply can accommodate that unit. For example this is common when going from a 200,000 to a 400,000 BTU unit.
- Lack of ventilation and combustion air on heaters installed indoors: A lack of ventilation and combustion air can also cause 'soot' which acts as an insulating layer on the exchanger and prevents the heat from transferring to the water efficiently. Always follow the manufacturer's requirements for proper combustion and ventilation air.

## PROPER WATER FLOW

Water moving too fast through the heater will cause condensation and possible erosion. If it is moving too slow, the heater is not able to warm the water efficiently and, as a result, it may cause the unit to cycle on and off—ultimately damaging the heat exchanger. In this case, service technicians should check the water flow into the heater as an essential part of set up and regular maintenance.

We know that the pandemic has increased pool usage and therefore

pool heaters are also being utilized more heavily. Therefore it is important to stress to pool owners the importance of regular maintenance on their pool heater to avoid reducing heater efficiency that will result in higher utility bills to warm the pool water as desired. Upgrading to a more energy efficient unit will help control the customer's operating costs despite heating water over an extended season.

## PROVIDING BENEFITS OF UPGRADING TO A NEW HEATER

If you have a customer with an existing pool water heater, they are going to want to know why they should upgrade to a new heater. There are basically 5 simple reasons:

1. Newer heaters are much more efficient and use less energy to heat the pool water, as today's heaters are mostly 82 to 96 percent efficient while older models are typically 70 to 80 percent.
2. As heaters age, wear and tear of the parts cause them to operate below their original efficiency rating and lack of maintenance will also contribute to this.
3. Some newer pool heaters are smaller, take up less space, and have lower emissions than older models—making them better for the environment.
4. In today's market, there are a variety of choices for high efficiency heaters to choose from. Find one that best suits your application in BTU's and physical size.
5. Newer heaters are safer because they have sealed combustion making them less of a fire hazard but the manufacturer's requirements for proper install should always be followed.

Taking the time to explain all of these advantages to the pool owner will smooth the path to a sale. Remember, your clients want the benefits a new heater can provide. Your job is to show them why investment makes sense. They will appreciate you taking the time to educate them about how a pool heater works, how to maintain the heater, how to control their operating costs and the importance of heater efficiency.

Because we know that pools are getting more use than ever during the pandemic, service professionals should pro-actively suggest a new pool heater or an upgrade that will help you gain invaluable customer loyalty because you are making sure your clients are getting more enjoyment out of their pool and helping control their operating costs. It won't hurt your bottom line, either. ■



**LUCIANO TORTORELLA** is a product specialist for Heat Pumps/Gas Heaters/Hi-E Heaters at Pentair.

## Things to do in February

- Driving safety
- Truck maintenance
- Hose bibs
- Heater tune-ups
- Education at the Everything Under the Sun Expo
- During the rainy season, don't drain pools



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## Associate Member Company News



### Orenda Welcomes Kathryn Varden to Their Team

WE ARE EXCITED TO ANNOUNCE the addition of Kathryn Varden to our team at Orenda Technologies. Kathryn has been a friend to us, and many, in the industry throughout the years. Although this may be a new space, she has already shown her eagerness to learn everything there is to know about the chemical side of our business.

Giving invested consideration before accepting our offer, Kathryn committed her time to review training books and manuals and riding with local pool maintenance companies. She earned her CPO certification and, of course, completed our free Academy and Four Pillars courses before making her final decision. This dedication to understanding her craft is unparalleled. She has exemplified the leadership and kindness that we value as a company, and we could not think of a better fit to bring into our family business. ■

**BORD & Annual Meeting**  
February 5, 2021  
Virtual

**IPSSA LEADERSHIP SEMINAR**  
Postponed until February 2022  
San Diego, CA

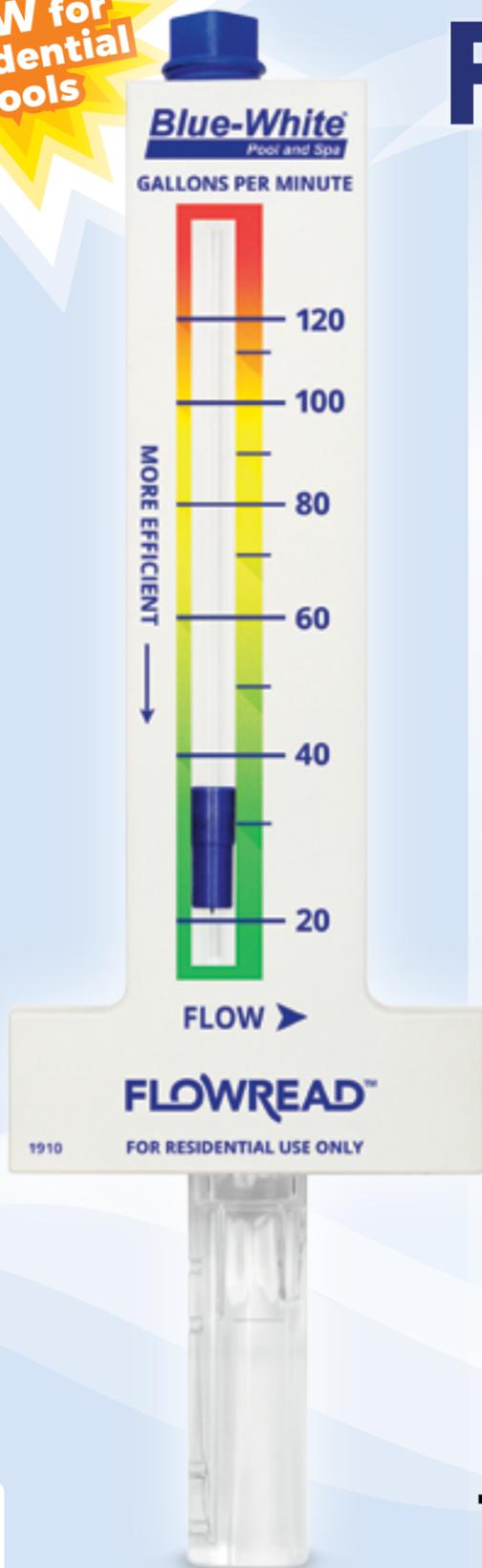
**BORD MEETING**  
May 8, 2021  
Virtual

**BORD MEETING**  
August 7, 2021  
Virtual

**BORD MEETING**  
November 5, 2021  
Monterey Plaza Hotel & Spa, Monterey, California

August 2020 BORD meeting minutes published in the IPSSA Member portal

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# Choosing the Right Clarifier

Continued from page 16

service technicians are expected to be able to resolve these issues as quickly as possible. Understanding the technologies and chemistries available can help pool experts make the most informed recommendation for each particular situation.

Most pool chemical companies commonly offer clarifiers that may either be synthetic or 'natural' polymeric coagulants. These popular clarifiers are positively charged, or cationic. Most of the cloudy water causing particulates have negative, or anionic, charges. Chitosan or synthetic polymer-based clarifiers help bind the microscopic particles together so they can form one large chain that can be captured by the filter. These typically have smaller treatment doses and are often used more for maintenance purposes than as a troubleshooter. Dosages of 29.5 to 59 ml (1 to 2 oz) per 18,927 L (5000 gal) are the most common measurements one will likely to see. Polymeric clarifiers often require less physical maintenance than other methods may need and are good for pools that cannot be effectively vacuumed. These types of products often work best when the problem is observed early on. While effective and treatments are easy, some can take up to 48 hours to restore water clarity. Another drawback is that for some clarifiers, it is quite important for service techs not to over-apply the product. An overdose of a synthetic polymer can actually make a water-quality issue worse.

## MAYBE A FLOCCULANT IS THE RIGHT WAY TO GO

Flocculants, typically an aluminum-based material such as aluminum sulfate (alum) or poly-aluminum chloride, work by

bridging together large amounts of particulate to help them drop to the bottom of the pool to be easily removed by the vacuum. Flocculants are often poured directly down the skimmer, which enables it to be distributed throughout the pool quicker. Some require minor adjustments to the water's chemical balance to maximize efficiency.

Flocculants are often useful after an algacide treatment, and to remove dirt particles that have been blown into the pool after a major storm. They are also ideal for use in pools that have poor circulation, as flocculants, in many cases, have a much quicker turnaround since they often work overnight. Although they do require a bit of legwork for consumers or service technicians, flocculants show results in just a few hours. The major drawback with these is they are dependent on the type of filter the pool owner has (e.g. those that are able to be vacuumed to waste such as sand or some DE filters). Vacuuming such a large amount of debris through the filter can overload the media and, in some cases, even damage cartridges. Since vacuuming to waste will require water replacement, a flocculant may not be the right strategy in areas or times where water usage is restricted.

## WHEN SHOULD ONE TRY A DIFFERENT FILTER MEDIA?

Sometimes, the filter media itself is not sufficient in grabbing tiny particles. While sand filters are common and perfectly fine to use, this media is not as efficient in capturing smaller particle sizes that cartridge or DE filters can.

In fact, cellulose and even DE can be highly efficient at clearing up a cloudy pool. Some cellulose

products are modified to have a charge to enhance the ability of capturing particulate. These filtration aids are applied similarly to flocculants, down the skimmer to allow the product to form an additional layer atop the filter sand, DE, or cartridge. That said, a pool with at least one skimmer is critical to it working. These have a universal appeal, as they are not only useful in filtering out smaller organic debris, they can also capture surface staining metals such as copper, iron, or manganese. When these products are applied, they settle into a layer on top of the sand bed, providing another layer where debris can be captured. How much is applied depends on the square footage of the filter's filtration area. If either DE or cellulose is added to aid a sand filter, thorough backwashing is required once the filter pressure rises significantly. It is important for service techs to always read and follow label directions for the product, as well as manufacturer's directions for any equipment.

## MULTI-FUNCTIONAL PRODUCTS

There are many products that fall under a 'multi-functional' category such as oxidizing agents, dual-action phosphate, or contaminant removers. Most pool water clarifier options are liquid, but contaminant removal technologies are also available in solid forms. Some of the liquid clarifiers might be highly concentrated and require pre-dilution, others can just be broadcast over the water surface, while others may recommend super-chlorination. Often, chlorinating shock products may even contain built-in clarifiers to aid in filtration. Many service technicians even use water clarifiers as a part of their weekly

maintenance. It is usually more cost-efficient to prevent problems rather than resolve them.

Phosphate levels increase over time, especially when it is present in the source water or after adding certain chelating/sequestering products. Other ways it can enter is through fertilizers, skin, dead bacteria, or even bather waste. In saltwater pools, cloudy water can form in scale-inducing environments where the saturation index is too high due to hard water, high pH, and high total alkalinity. While some believe orthophosphate is the cause of cloudy water, it is generally not the case. When orthophosphate is high in concentration, it can bind with calcium and create problem-causing calcium phosphate scale. While cloudy water is an unfortunate side effect, greater problems can present themselves. For example, scale formation on an electrolytic cell can be quite damaging. Phosphate remover can react very quickly in the water as the lanthanum reacts with calcium carbonate and calcium phosphate, forming an insoluble compound that can either be removed by the filter or vacuuming. Phosphate removers are also filtration aids and may contain additional components used to either enhance filtration from either a polymeric or polyaluminum clarifier, surfactants, and often enzymes to break down body oils. Most phosphate removers contain a lanthanum compound—either lanthanum chloride or lanthanum sulfate. As some of the phosphate is being removed via the filter, the clarifying agents in these multi-action products continuously aid other contaminants or tiny particles as well.

## POOL TYPE/STRUCTURE

Water clarity can even vary based on a pool's design. Further, the

number of returns, skimmers, and even the size of the filter in relation to the volume of water in the pool can be impactful. Above-ground pools come in many different variations, sizes, and shapes. Some types, for instance, will often use a one-size-fits-all pump and cartridge filter combination, one return, and sometimes, not even a skimmer. When pools are not equipped with skimmers, keeping the water clear will be quite difficult.

For some service techs, picking the right treatment for a cloudy pool can be overwhelming. However, when one is able to pinpoint the cause and take some of the pool's other 'quirks' into consideration, deciding on the appropriate treatment can be a breeze. ■



## ABOUT THE AUTHOR

Emily Johnson, born and raised in South Carolina, graduated with a BS degree in Biological Sciences and Chemistry minor from the University of South Carolina in 2013. She is a recreational water enthusiast living in Atlanta with her two rescue dogs who love a good dip in a splasher pool! She has been working for R&D at BioLab, Inc, a KIK Custom Products Company, since 2014.

Emails may be sent to [EmilyJohnson@biolabinc.com](mailto:EmilyJohnson@biolabinc.com)

## Thank you to everyone who came out to support IPSSA Region 8's Desert Pool and Spa Social on January 16, 2021 in Fountain Hills, AZ!



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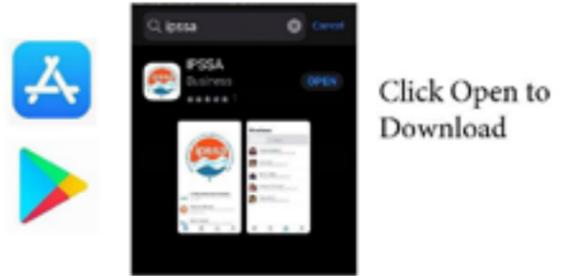


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# Chapter Information and Meetings

## REGION 1 Northern California

**Dave Hawes, Director**  
925-828-7665 | [david@hhpools.com](mailto:david@hhpools.com)

### Capital Valley (Sacramento)

First Wednesday, 7:00 p.m.  
VFW 8990 Kruithof 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: [Bob Dundon](#)

### East Contra Costa

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

### El Dorado

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

### Elk Grove

Second Wednesday, 7:00 p.m.  
Logan's Roadhouse  
9105 W. Stockton Blvd., Elk Grove  
President: [Jerry Marquardsen](#)

### Gold Country

First Monday, 6:00 p.m.  
2515 Grass Valley Hwy., Auburn  
President: [Ryan Ruminson](#), 530-401-7346

### Modesto Central Valley

Third Tuesday, 6:00 p.m.  
El Rosal Restaurant  
3401 Monte Vista Ave., Turlock  
President: [Albert Camarillo](#), 209-628-2717

### Sacramento City

Fourth Wednesday, 7:00 p.m.  
Plaza Hofbrau  
2500 Watt Avenue, Sacramento  
President: [Kelli Carrillo](#), 916-730-7636

### 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

**Manuel Margain, Director**  
559-307-1072 | [Manuelmargain1@gmail.com](mailto:Manuelmargain1@gmail.com)

### Bakersfield

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

### Central Coast

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

### Conejo

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

### Conejo Valley

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

### Fresno

Fourth Tuesday, 7:00 p.m.  
Roundtable Pizza  
First & Bullard, Fresno  
President: [Manuel Margain](#), 559-307-1072

### 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: [Tracy Sands](#), 714-726-4059

### Visalia

Third Wednesday, 6:00 p.m.  
Amigo's Cantina  
5113 W. Walnut Avenue, Visalia  
President: [Charles Roque](#), 559-213-4021

## REGION 3 Northern L.A. County, California

**Terry Snow, Director**  
909-982-9962 | [tls.pools@verizon.net](mailto:tls.pools@verizon.net)

### 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.  
849 Foothill Blvd. #4, La Canada  
President: [Jay Laughrey](#), 818-957-5298

### San Fernando Valley

Third Wednesday via Zoom  
President: [Rich Gallo](#), 661-803-9919

### San Fernando Valley Metro

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

### San Gabriel Valley

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

### Santa Clarita Valley

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

## REGION 4 South L.A. County, California

**Adam Morley, Director**  
310-493-3565 | [adam@paradisepools.biz](mailto:adam@paradisepools.biz)

### Central Los Angeles

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

### East Long Beach

Second Tuesday, 6:30 p.m.  
Ecco's Pizza  
2123 N Bellflower Blvd., Long Beach  
President: [Matt Mann](#), 562-420-9061

### South Bay

Second Wednesday, 7:00 p.m.  
American Legion Hall  
412 S. Camino Real, Redondo Beach  
President: [Rick Morris](#), 310-755-5279

### West Side

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

### Whittier

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

## REGION 5 Orange County, California

**Michael Denham, Director**  
714-891-6180 | [denhampools@gmail.com](mailto:denhampools@gmail.com)

### Anaheim

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

### Central Orange County

Last Tuesday, 7:00 p.m.  
Coco's Restaurant  
14971 Holt Avenue, Tustin  
President: [Mark Harrison](#), 949-874-8234

### Dana Point

Second Tuesday, 6:00 p.m.  
Coco's Restaurant  
Crown Valley at I-5, Dana Point  
President: [Cliff Gross](#), 949-587-9773

### Mission Viejo

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

### Orange Coast

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

### Orange County # 9

Second Wednesday, 7:00 p.m.  
Dad Miller Golf Course  
North Gilbert Street, Anaheim  
President: [Douglas Beard](#), 714-534-5405

### 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: [Ken Tipton](#), 562-430-8515

### 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: [Jaime Aranda](#), 714-746-5138

**REGION 6 Inland Empire, California**  
**John Dixon, Director**  
951-316-1675 | [waterwhisperer1@verizon.net](mailto:waterwhisperer1@verizon.net)

### Corona

Second Tuesday, 7:00 p.m.  
Marie Callenders  
160 E. Rincon St (at Main St), Corona  
President: TBD

### Hemet

Third Wednesday, 6:00 p.m.  
Megabyte's Pizza  
1153 S. State Street, Hemet  
President: [Kenneth Campbell](#), 951-733-4330

### Menifee Valley

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

### Ontario/Rancho Cucamonga

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

### Palm Desert

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

### Palm Springs

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

### Redlands

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

### Riverside

First Tuesday, 6:00 p.m.  
Cask N Clever  
1333 University Ave., Riverside  
President: [Howard Hill](#), 951-213-6131

### Temecula/Murrietta

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

**REGION 7 San Diego County, California**  
[waterwatcher.org](http://waterwatcher.org)  
**Michael Harris, Director**  
619-395-6700 | [barrowpoolssd@gmail.com](mailto:barrowpoolssd@gmail.com)

### Carlsbad

Third Wednesday, 6:00 p.m.  
El Ranchero Restaurant  
1565 N. Santa Fe, Vista  
President: [Jonathan Dodge](#), 760-845-5501

### Escondido

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

### North County Coastal

Third Tuesday, 6:30 p.m.  
Brett's BBQ  
1505 Encinitas Blvd, Encinitas  
President: [Aden Dunne](#), 760-801-5526

### Rancho Del Mar

Third Monday, 5:30 p.m.  
12840 Carmel Country Rd.  
San Diego, CA 92130  
President: [Wayne Maynard](#), 858-361-8313

### San Diego

Third Wednesday, 7:00 p.m.  
Admiral Baker Clubhouse  
2400 Admiral Baker Road, San Diego  
President: [Mark Curran](#), 619-269-3888

### 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

**Mike Lee, Director**  
408-786-0687 | [mountainsidepools@mac.com](mailto:mountainsidepools@mac.com)

### East Valley (Phoenix)

Third Thursday, 5:45 p.m.  
Superior Pool Products  
2350 W. Broadway Rd. #110, Mesa, AZ  
President: [Angela Clark](#), 480-489-0713

### 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: [Daniel Morris](#), 480-284-4296

### Tucson

Third Wednesday, 6:30 p.m.  
Superior Pool Products  
4055 S. Runway Street Tucson, AZ  
President: [Perry Wingate](#), 520-240-0806

### West Valley

Third Wednesday, 6:00 p.m.  
Cloud Supply  
1100 N. Eliseo Felix Way, Avondale, AZ  
President: [Frank DeAngelis](#), 623-293-7353

### Western Las Vegas

First Monday, 6:30 p.m.  
Vietnam Vets Hall  
6424 W. Cheyenne, Las Vegas, NV  
President: [Stephen Cross](#), 702-524-8453

## REGION 9 - TEXAS SOUTH

[ipssatexas.com](http://ipssatexas.com)  
**Becky Clayton, Director**  
210-240-3121 | [beckyclayson@yahoo.com](mailto:beckyclayson@yahoo.com)

### Austin

First Tuesday, 6:00 p.m.  
Cherry Creek Catfish Company  
5712 Manchaca Road, Austin  
President: [Mark Mastropietro](#), 512-550-1100

### Clearlake

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

### Corpus Christi

First Thursday, 6:30 p.m.  
SCP in Corpus Christi  
President: [Michelle Wilkinson](#), 209-604-6460

### Hill Country

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

### Houston

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

### North Austin

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

### North Houston

Third Tuesday, 7:00 p.m.  
La Cocina de Roberto  
3126 Sawdust Road, The Woodlands, TX  
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: TBD

**REGION 10 Bay Area South, California**  
**Stan Phillips, Director**  
925-518-1718 | [stan@aquacps.com](mailto:stan@aquacps.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: [Justin Lindley](#), 650-863-6661

### Monterey Coast

Fourth Wednesday, 7:00 p.m.  
85 Neilson Street, Ste.201, Watsonville  
President: [Terry Page](#), 831-297-2215

### Santa Clara Valley

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

### Silicon Valley

Every Wednesday, 5:30 p.m.  
Mountain Mikes Pizza  
1724 Miramonte Ave, Mountain View  
President: [David Guslani](#), 650-333-1351

### Tri-Valley

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

## REGION 11 Florida and Georgia

[ipssaf.com](http://ipssaf.com)  
**Todd Starnier, Director**  
941-915-2135 | [tstarnier@tampabayrr.com](mailto:tstarnier@tampabayrr.com)

### Gold Coast (Ft. Lauderdale area)

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

### North Georgia

First Monday, 7:00 p.m.  
Please contact chapter president for meeting location and directions.  
President: [Michael Legget](#), 770-205-3131

### 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: [Dustin Weaver](#), 941-685-0701

### Treasure Coast

# Associate Members

## TITANIUM PARTNERS



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[bio-dex.com](http://bio-dex.com)  
 623-582-2400  
 Lori Brumagin: [lori.brumagin@bio-dex.com](mailto:lori.brumagin@bio-dex.com)  
 Paul Matthews: [pmatthews@bio-dex.com](mailto:pmatthews@bio-dex.com)  
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 661-259-5848  
 Rick Sawin: [RickSawin@HASApool.com](mailto:RickSawin@HASApool.com)  
 Randy Johnson: [RJohnson@HASApool.com](mailto:RJohnson@HASApool.com)  
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 Insurance billing information: 844-574-1134  
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 Rodney MacDowell: [rmacdowell@easycarewater.com](mailto:rmacdowell@easycarewater.com)  
 Rosemarie Arenas: [rarenas@easycarewater.com](mailto:rarenas@easycarewater.com)  
 Manufacturer of water treatment chemicals



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 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)  
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**Pool Covers Inc.**  
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 Claire King: [cking@poolcoversinc.com](mailto:cking@poolcoversinc.com)  
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## ASSOCIATE MEMBERS

**A&A Manufacturing**  
[aamfg.com](http://aamfg.com)  
 Don McChesney: [Don.mchesney@aamfg.com](mailto:Don.mchesney@aamfg.com)  
 3740 West Indian School Rd.  
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