THE IPSSAN

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COMMUNITY EDUCATION SUPPORT

IPSSA: Knowledge Through Community

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Innovations in Vinyl for Pool Liners Lead to Amazing and Functional Designs By David Sones, CGT

IN TODAY'S DESIGN CULTURE,

form follows function. This is particularly true when creating vinyl pool liner designs. Not only is the function to provide a durable, watertight material, but the industry also demands the printed patterns and textures function under the stress from sunlight and harsh chemicals.

Consumers, builders, and landscapers want designs to match the latest in coping and decking treatments, complement the trending architectural colours, and look beautiful both above and below the waterline.

The function of the pattern on the vinyl liner material in the water naturally shapes the form of the design. This has led to the development of innovative new inks, coatings, textures, and patterns to provide beautiful, functional solutions and satisfy both builders and consumers. Several recent advances in ink technology have led to the creation of material with new colors and a new liveliness in the pool liner design. In fact, these colors often determine whether a particular pattern or collection will succeed. The overall color scheme of a pool liner design is crucial, as it reinforces the mood of the pool and the backyard. Designers always keep in mind the vinyl liner patterns will be appreciated as decor.

SHIMMERING INKS

One of the newest technological innovations is Aquashimmer, which was created for the pool liner to make the water sparkle in the sunshine. This ink was developed collaboratively with the manufacturing team at CGT to ensure a robust printing process. The resultant Aquashimmer ink and coating is a premium formulation with a dazzling effect on high-quality pool liner material. Some would compare the effect to a shimmering pearl. shift inks required a lengthy process to ensure the quality and durability of this new product. The first step was finding a source and supplier to help create and manufacture the ink to meet the required specifications. Then, the new ink was thoroughly tested. It took over a year and a half to test and develop the ink with the in-house color lab. In fact, because of the long development process, this new ink is very robust and provides a higher performance level. Not only does it have a colorchanging ability, but it also has an iridescent sparkle quality.

The next step was to create a design to show off the color-shift effect. The resulting Surf Antigua high-definition electric (HDE) pattern has intertwined waves of color which change from blue to teal to magenta with hints of gold and silver and reflect in the water. Depending on the angle and the light conditions, it amplifies the reflection of the water and sunlight for a gradual effect along the pool. In addition to the launch of the Surf Antigua HDE design, other pool liner fabricators have worked with the author's company to develop exclusive patterns for themselves using the technology. Builders are now promoting it as a premium product to stand out from their competition.

trends and work to apply them to the pool industry in practical ways which will endure for the life of the product.

New advancements in vinyl color technology led to the development of HDE color materials. These premium-based films provide an intense, electric, or vivid color which is stronger and brighter and amplifies the colour intensity of the water in the pool. Intense, deep blue colours are in demand and developing HDE has been key to making them a reality.

The ability to create 3D renderings allows designers to present new concepts to builders and liner fabricators as they would appear in the finished pool, co-ordinating with different pool shapes, decking materials, and coping treatments. This removes guesswork from the development process in visualizing the final product as it would be seen in the pool, which is especially helpful with new design trends.

DESIGN INSPIRATION AND TRENDS

Designers spend a considerable amount of time researching colors to use in a vinyl pool liner pattern to mirror the trends in backyard decor. Just because one color may have been popular one year, it does not mean the same color should be applied to the following season's vinyl liner patterns. This is important because colors in products such as apparel are not expected to stand the test of time. However, vinyl liners are generally in the pool for at least five to seven years.

Designers work hard to create patterns which have a classic appeal and will not look dated after two years. Therefore, the vibrancy and exact hues which made the initial design concept a hit with focus groups must be preserved and enhanced for final impact in the marketplace. This requirement for color accuracy not only applies to the inks, but also to the base color of the vinyl itself. Early base films were aqua or baby blue. Today, as printing technologies have advanced, the trend has moved toward a wider range of base film colors to make the pattern appear more vivid. Fashion trends in upscale backyard furniture can be particularly influential when it comes to determining vinyl pool liner colors and patterning. Outdoor furniture has moved far beyond simple, plastic lawn chairs to luxurious furniture with softer edges and bigger cushions. Outdoor rugs, outdoor curtains, and even outdoor kitchens must Continued on page 5

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INNOVATIVE INKS

The pool industry often thinks about prints on vinyl as simply colors printed on the vinyl. This is true, of course, but the inks producing these colours are very unique and are used to create depth and dimension. This season's new inks will even shimmer and shift in the sunlight.

Designers work with the latest technological advancements available to create pool liner prints, including developing the inks to create new colours and unique visual effects. In fact, the pool industry is not always aware of the years of research and development involved in creating these unique designs.

SHIFTING INKS

Designers are constantly researching and developing new products and innovations. This led to the introduction of a truly new ink innovation which allows further differentiation for pool professionals in the market. In fact, this revolutionary new ink has the ability to "color shift," which means the colour will change from silver teal to magenta and violet red blue by simply changing the viewing angle of the pool.

The development of the color

ENHANCED COLOUR

As with most products, color trends change each season. Designers must do research to stay current with emerging colour

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A Letter from the President

HELLO IPSSA NATION. I hope this finds you doing well, staying cool and hydrated. Well, we made it to September. Most of the summer is behind us and fall is just around the corner. What makes fall interesting in IPSSA is that by October most Chapters and all odd numbered Regions will have elected new officers for the next term. So, I am asking you to think about running for a Chapter board position. I know you all are thinking that you don't have the time, but it really doesn't take that much time. I found I do have the time to be involved in many things in my life and IPSSA is just one of them. I would have missed out on so many personal and professional opportunities if I continued to use the excuse of "not having enough time". For me it started as agreeing to be a Chapter Vice President only to have the Chapter President resign six (6) months later and then voted in as Chapter President.

Let me share what I have learned by being involved in IPSSA and glad that I decided to give it a try.

- I have learned and gained the ability to be a better and more confident leader. A skill that I not only use with IPSSA, but also in my own business and other committees.
- I have learned how to be a better speaker, not only individually with my customers, but also in front of groups with confidence.
- I have learned how to work with a team and in group concepts where your ego is left at the door.
- I have learned to be a better listener, to be open-minded and to hear all sides.
- I have learned that I can be wrong and that my idea is not always the best idea.
- I have learned how to compromise.
- I have learned better time management with my business and my IPSSA positions.
- I have learned that this Association is bigger than one person or one Board. For example, it is more than the Membership, Chapters, Regions and the National BORD to be involved move the Association forward. Most

important thing I have learned as being part of the Association, is that of friendship. Through the Association I have established great friendships. Also, I have had the privilege to serve alongside them in the Association from all over this great country.

Those are just some of the things I learned from volunteering in IPSSA. Let's go back to the excuse of not having the time. I sit here today and tell you that I would not change a thing. I encourage all of you to take a chance and get involved with your Chapter Board. It truly doesn't take that much time. I found it was larger in my head than what it actually takes. Trust me.

Well, that's all for now. Remember to stay hydrated, wear your hat and sunscreen. Thank you for your support.

Take care, Todd Starner, IPSSA National BORD President

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.

IPSSA Code of Ethics

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.

Things to do in September

- Clean Salt Systems and Other
 Specialty Units
- Filter Maintenance
- Heater Maintenance
- Explore social media to help market your pool service business

Letters to the Editor

LETTERS TO THE EDITOR must be signed in order to be published,

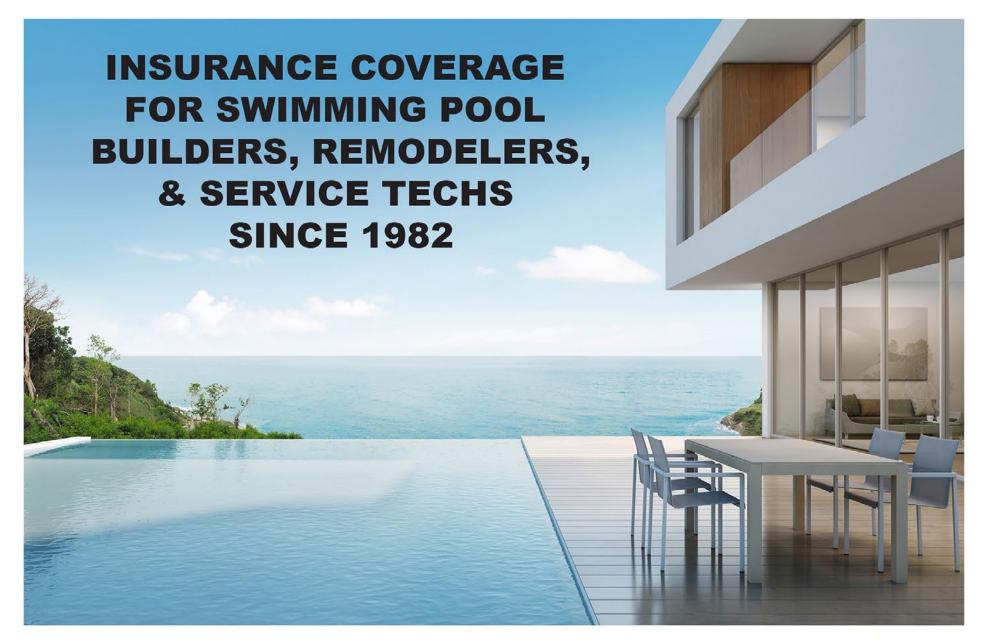
We want to spotlight our members!

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Innovations in Vinyl Continued from front page

all tie into a cohesive outdoor living space, and the designer realizes their patterns must add to the backyard fashion statement. The vinyl liner pattern choice is heavily influenced by the overall color scheme of the home and the popularity of rock waterfalls and big benches for lounging; therefore, having a pattern which blends easily over benches and steps, while flowing from a waterfall into the pool, makes certain patterns very popular.

TEXTURED TREATMENTS AND EUROPEAN INFLUENCES

The marketplace for pool liners is perpetually influenced by landscape architecture and outdoor living trends. As a result, pool builders and designers are always looking for something new to capture market share and differentiate themselves from others. One of the newer innovations which has really taken off is textured vinyl sheeting. This trend toward textured materials comes from a desire for a more realistic and natural-looking product.

The textured pool liners produced in Europe are 60 mil membranes, which are also gaining in popularity with builders in North America. These are called Aquasense liners, as their realistic feel appeals to the senses of swimmers. These textured products are the result of a five-year effort with the sales and development teams at the



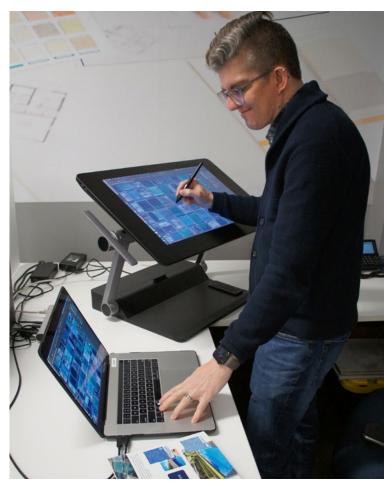
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author's company, to create new printing and lamination processes which produce highly realistic effects.

In Europe, pool liner designs more closely imitate the materials used by landscape architects. Consequently, these textures are a perfect imitation (both look and feel) of materials such as slate, granite, and marble. These products allow the pools to blend into the historic settings of the homes, which in many cases are located in high-end, luxury settings. In fact, these textured PVC membrane products meet Class C anti-slip properties, making them ideal for commercial applications such as hotels, athletic clubs, and homeowners associations (HOAs).

As a result, the author's company has introduced new marble and slate prints. This past year, they introduced a popular embossed green slate liner called Fiji. The green slate color has a distinct look and is inspired by pools which might be seen in a Bali resort. The end result is a very tropical, deep turquoise-looking water color being chosen for both residential and hotel pools.

DESIGNING, MANUFACTURING, AND PRINTING

In order for these unique designs to perform in the pool, tight controls in the manufacturing process are required to guarantee durable quality. Every pool liner design must withstand the wear and tear of the pool environment—from water treatment chemicals to extended periods of exposure to ultraviolet (UV) light. The entire manufacturing process mirrors the design process in scope, taking several months to produce a single pattern design. All vinyl must be printed and ready to ship before the building season, which invariably makes deadlines tight. In fact, it is not unusual for a designer to be on call 24-7, in case the manufacturing department needs a color press or print check of a particular liner design. For this reason, a smart designer works with the highest degree of accuracy possible, with the foresight to minimize these 11th-hour

incidents which could jeopardize deadlines and possibly delay product shipment. To ensure the highest level of quality, CGT not only designs the pool liner patterns, but it also manufactures the vinyl film and does all the printing in-house, all under one roof.

LOOKING AHEAD

Design is not just how it looks, but also how it works. This balancing act between function (usability) and form (aesthetics) is one of the most challenging and rewarding parts of designing vinyl pool liners. Technological advances in inks, printing, and manufacturing are propelling designs to new heights.

Moving into next season, the industry will have more choices in patterns, colors, and textures to meet the surge in demand for all things pool and outdoor living. Not only will pool builders have more options to meet consumer demand, but they will also have high-quality vinyl products to help them stand out from their competitors. Being able to bring these innovations to both residential and commercial pools and provide the industry with unsurpassed designs, technological innovations, and quality vinyl materials is the most rewarding part of being a pool liner designer.







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ABOUT THE AUTHOR

David Sones is the supervisor for industrial design, as well as the lead designer for North American and European industrial design development, at Canadian General Tower (CGT). Sones has over 21 years of design experience and is proud to be a part of CGT, which has been in business for over 150 years. Sones can be reached at david.sones@ cgtower.com.

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Why Pool Service Pros Should Be Offering Routine Legionella Testing By Chelsea Kowalski, PoolPro Magazine

ADDING LEGIONELLA TESTING to your list of pool services can not only create another revenue stream for your business but also help save customers' lives.

Legionnaires' disease is a type of lung infection caused by inhaling small water droplets that contain the bacteria Legionella. Private and commercial pools could be putting swimmers at risk of contracting this disease when routine cleaning and water testing are neglected.

James Dyer is CEO of Genemis Laboratories of America, Inc., a company that distributes water testing for bacteria and free chlorine. He's a former pool builder in the Washington, D.C. area and a proponent of frequent water testing in the pool industry.

"You can die from it," Dyer says, recalling a test he did in Texas for a retirement community with an indoor pool that had Legionella contamination on multiple occasions and resulted in infections for at least four residents.

He advises pool pros who are unfamiliar with how to test for Legionella to learn more about it through any means available — from calling their local health department to doing research online — and implement test kits as soon as possible.

"If I were in business today, I would have my home service routes do a test once per month and charge for that test," Dyer says. "People are more interested about health today due to COVID than ever before."

Legionella is a bacteria that occurs naturally in freshwater environments, but it can become a lurking health hazard in pools, hot tubs, fountains and other man-made water systems where the bacteria can stay hidden in biofilm and stagnant water, allowing it to spread.

Legionella was discovered, and subsequently named, in 1976 after an infamous Legionnaires' disease outbreak among attendees at an American Legion convention in Philadelphia.

It wasn't until that year that public health officials were able to show Legionella causes both Legionnaires' disease and Pontiac Fever, a less serious disease that can result in fever and muscle aches.

Health departments reported nearly 10,000 cases of Legionnaires' disease in the U.S. in 2018, according to the Centers for Disease Control and Prevention. But a recent CDC study estimated the true number of Legionnaires' disease cases could be 1.8–2.7 times higher than reported.

About one out of every 10 people who contract Legionnaires' disease will die due to complications, and for those who get Legionnaires' disease during a stay in a healthcare facility, about one out of every four will die.

"Over the last decade, recreational waterborne infections associated with swimming pools have been at an all-time high," says Kelly Reynolds, University of Arizona professor at the College of Public Health. In a 2019 article for "Water Conditioning and Purification

International Magazine," Reynolds writes that while most

recreational waterborne infection outbreaks occur in hotel pools and spas, the venues associated with the highest level of closures were child-friendly pools, followed by hotel/motel and apartment/ condominium pools.

Legionella outbreaks are increasing at a rate of 14% per year; between 2000-2014, cases increased 286%, Reynolds says. The reason for this increase may be due to heightened awareness of the bacteria but also because of increases in the populations of people who are more susceptible to this kind of infection, like the elderly and people who smoke or have weakened immune systems, Reynolds adds.

The bacteria thrive in wet conditions where temperatures are between 90-108 degrees Fahrenheit and other microorganisms are present, according to a 2017 factsheet from the Pool & Hot Tub Alliance.

> A pool that is not consistently cleaned and tested for proper chemical levels can easily turn into a biofilm soup, filled with weakened chemicals, bodily fluids, personal care products and other debris. Simmer that mixture at a warmer temperature, and Legionella will be living its best life.

Biofilm's slimy, protective layer also makes it easier for Legionella to withstand typical doses of chlorine or bromine, so relying on normal levels of these chemicals to treat it isn't enough after biofilm has started colonizing.

Pool service pros who want to learn more about testing or treating Legionella can start by enrolling in online classes offered by Environmental Health Services as well as other online courses offered through the CDC. Dyer suggests also reaching out to local health departments and universities that may offer training in water management and Legionella prevention. The PHTA also offers a variety of online courses about disinfection, filtration, testing and more.

Pool service pros don't have to be the ones to treat it but identifying it and pointing pool owners to remediation professionals goes a long way in preventing Legionellosis infections. Dyer reminds pool pros that while testing can add another revenue stream, it's a preventative service that their health-conscious customers will appreciate if they're not already aware of its dangers.

"Each year, it grows more and more and more," Dyer says. "The swimming pool industry does not know how important it is just to run a test at least once a month for your homeowners. Testing is a necessity. If it saves just one person, then you are doing a good deed." ■

Article first published by <u>PoolPro Magazine</u> on May 1, 2023.

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Avoiding Late Season Pool Water Problems By Emily Johnson, BioLab

THE SUMMER SEASON is the time for communities to seek out the swimming pool. From Memorial Day weekend until Labor Day, pools are filled with people splashing, swimming, and playing during which bather loads get heavy and outside temperatures rise. Towards the latter half of swimming pool season, it's not uncommon to see water quality problems that haven't presented themselves since the pool was opened due to a variety of reasons. There are a few things pool professionals should be able to keep in mind to tailor recommendations to better prevent unsightly conditions before they become frustrating problems or hazardous to swimmer health. Helping clients remain on top of their pool maintenance routines can give pool owners a renewed sense of confidence that their pool is as clean and safe as possible for everyone to enjoy.

KEEPING THE WATER CLEAN AND SANITIZED

Establishing an effective routine for pool maintenance involves

prioritizing the sanitization of water to eliminate harmful organisms. While chlorine is effective in killing most biological contaminants, relying solely on it may not address all types of pollutants. As the demand for pool chemicals grows, exploring alternative methods can contribute to maintaining the water in its desired condition.

COMPLEMENTARY SOLUTIONS: CHEMICALS IN HARMONY

To enhance the effectiveness of free chlorine and protect it from rapid depletion due to direct ultraviolet (UV) light exposure, pool owners can add stabilizer in the form of cyanuric acid (CYA). Trichlorbased tablets can also slow down tablet dissolution, and certain varieties may contain additional components that offer benefits like clarification or scale inhibition. Further, supplemental chemicals can assist in eliminating unwanted contaminants, complementing chlorine's primary role in targeting biological organisms.

REGULAR OXIDATION ROUTINE Rain, source water, swimmers, thunderstorms, and nearby vegetation introduce waste products that must be eliminated from the pool. While some pool operators only use oxidizers to address significant issues like algae outbreaks or cloudy water, a more economically viable approach is to perform weekly shocks for oxidation to maintain a clean pool.

During oxidation, electrons are transferred between hypochlorous acid and its target. Nitrogen and various nitrogenous compounds are common targets for chlorine as they readily react with it. To prevent these nitrogenous compounds from continuing to react with the free chlorine necessary for proper sanitization, a weekly shock can be administered for regular maintenance. Shocking the pool after rainstorms or heavy use also proves effective. Additionally, promptly removing visible debris like leaves, pine straw, or tree limbs can prevent major issues and chlorine depletion. Utilizing regular maintenance shocks to prevent contaminant accumulation will help avoid costly battles with superchlorination or water dilution.

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WATER BALANCE: PH AND CHLORINE EQUILIBRIUM

Maintaining balanced water is crucial not only for safeguarding pool surfaces and equipment but also for optimizing chlorine's effectiveness. When chlorine is added to the water, it breaks down into hypochlorous acid (HOCl) and hypochlorite (OCl-). HOCl, which is essential for sanitization and oxidation, performs most efficiently in neutral environments with a pH range of 7.4 to 7.6.

$HOCl <- -> H^+ + OCl^-$

A lower pH in the water favours the production of more HOCl, while a pH above 7.6 shifts the equilibrium towards generating more OCl-, which is significantly less effectiveabout 80 to 100 times weaker in its sanitizing capabilities. OCl-'s weaker negative charge repels negatively charged microorganisms, leading to less effective elimination. When choosing a chlorine form, such as trichlor, calcium hypochlorite (Ca[ClO]₂), liquid chlorine, or saline, it is crucial to consider their varying impacts on the water's pH.

PH	%HOCI	%0CI ⁻
7	76	24
7.2	66	34
7.5	50	50
7.8	33	67
8	24	76

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SANITIZATION

Maintaining the proper total alkalinity (TA) range is crucial for ensuring a balanced pH level. If the TA falls below 40 parts per million (ppm), it can lead to pH fluctuations that are challenging to correct. Low TA levels can cause the pH to decrease, negatively affecting swimmers' comfort and causing damage to pool surfaces and equipment. The impact on alkalinity becomes significant when considering chlorine-based sanitization methods. Both salt chlorinators and sodium hypochlorite introduce a byproduct called sodium hydroxide (NaOH). If not appropriately balanced with acid, this can create a more alkaline environment, leading to issues like Continued on page 10

Avoiding Late Season Pool Water Problems

cloudy water or conditions that promote harmful scale formation.

On the other hand, the use of trichlor as a sanitizer over time can reduce TA due to the quantity applied and the pH balance of the water source and rainwater. To ensure a well-balanced pH level between 7.2 and 7.6, it is essential to measure TA weekly and maintain it within the range of 80 to 150 ppm.

INFLUENCE OF WATER TEMPERATURE ON SANITIZER AND WATER BALANCE

The water temperature is a critical nonchemical factor to consider, especially during extreme conditions. It plays a significant role in calculating the Langelier Saturation Index (LSI) and affects chlorine's ability to control bacteria, algae, and other micro-organisms. The overall water balance evaluation involves taking into account temperature, water hardness, TA, pH, and total dissolved solids (TDS). Higher temperatures tend to promote scaling conditions, while lower temperatures can create corrosive conditions.

During the first half of the season, warmer water combined with high TA and calcium hardness can cause calcium to precipitate out of the solution and form scale deposits. Scale is not only unsightly and difficult to remove, but it can also cause problems for pool equipment. In the case of a chlorine-generator, scale formation on the electrolytic cell can lead to reduced performance and a shorter lifespan. Regular cleaning of the cell with an acidic solution is necessary to remove any hard deposits, and adding a calcium sequestering agent monthly can help prevent scale formation, especially in pools with higher TA levels. Warm water also has a significant

impact on chlorine effectiveness. Chlorine degrades more rapidly in warmer conditions, especially if there is not enough stabilizer present to protect it from UV sunlight. During the warm months of June and July, water temperatures can exceed the usual 25 to 27 C (78 to 82 F) range in some places. This can lead to faster dissolution of slow-dissolving chlorine tablets, requiring more frequent replacements if the free chlorine residual is not maintained. Additionally, the warm and wet environment provides a comfortable breeding ground for organisms, which increases the workload for free chlorine.

Regularly testing measurable free chlorine levels is crucial, especially as more swimmers take advantage of the warmer water. If testing reveals a need for more chlorine, a booster shock may be necessary to break up combined chlorine, or adjustments to the chlorinator's output may be required. It is essential to understand the pool's behaviour, events, and the surrounding environment throughout the summer to make appropriate adjustments to the maintenance routine.

The warm and wet environment also encourages algae growth. Regularly brushing stagnant areas at least weekly is necessary, and using a maintenance algaecide weekly instead of biweekly should be considered. Quat-based algaecides can handle most types of algae, but in areas where more resistant types are common, polyquat or chelated copper-based algaecides would be better choices. The frequency and amount of free chlorine replenishment vary based on factors such as water circulation, filtration patterns, bather load, source water, and the natural surroundings.

ENHANCING POOL CLEANING WITH CLARIFIERS AND ENZYMES

While sanitization is crucial for maintaining a clean pool, it should not be the sole focus. Ancillary chemicals like clarifiers and enzymes play a significant role in breaking down non-living contaminants, saving chlorine's energy for more effective tasks. Clarifiers assist in aggregating small particles into larger chains that the filter can capture. Despite proper filtration and chlorine use to remove visible contaminants, oils and dirt tend to accumulate along the waterline.

Enzymes, which are naturally derived catalytic proteins, are valuable for breaking

66 While sanitization is crucial for maintaining a clean pool. it should not be the sole focus. Ancillary chemicals like clarifiers and enzymes play a significant role in breaking down non-living contaminants, saving chlorine's energy for more effective tasks."

down organic matter into more manageable forms. Specific enzymes target nitrogenous amino acids, fats, or oils for efficient removal. Some products combine different types of enzymes to combat multiple types of contaminants. Enzyme technology is often incorporated with surfactants or phosphate removers.

The synergistic relationship between enzymes and surfactants enhances the performance of dual-action ancillary maintenance products. Surfactants attach their hydrophobic "tail" to oils at the surface, while the hydrophilic "head" lifts oils from the surface, allowing them to be broken down and removed through filtration. Surfactants also help prevent oily buildup in the filter. Additionally, phosphate removal products not only prevent calcium phosphate precipitation but also contribute to the clarification process. By eliminating these oxidizable non-living wastes, the demand on chlorine is reduced, leading to overall improved water quality.

ENSURING A SPARKLING FINISH

Each pool exhibits distinct behaviours and characteristics. By implementing a thoughtful maintenance strategy and remaining adaptable to make necessary adjustments, pool professionals can overcome the late-season challenges they often encounter. Along with regularly monitoring the free chlorine levels, the use of complementary products will collaboratively contribute to keeping the pool enjoyable, clean, and tranquil for everyone until the cold weather settles in and pools are closed for the season.





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and raised in South Carolina, graduated with a bachelor of science degree in biological sciences and minor in chemistry from the University of South Carolina. She is a recreational water enthusiast living in Atlanta, Ga., with her two rescue dogs who love a good dip in a splasher pool. She has been working for research and

Atlanta, Ga., with her two rescue dogs who love a good dip in a splasher pool. She has been working for research and development at BioLab Inc., a KIK Consumer Products Company, since 2014. She can be reached via email at emily. johnson@biolabinc.com.

Let's Discuss an Industry Favorite – CYA By Marcelle Dibrell, Service Industry News

IF IT WEREN'T FOR CYANURIC ACID, you probably wouldn't have a job.

Residential pool service that relies on once-weekly visits would not be possible without the introduction of cyanuric acid. That's because in the absence of cyanuric acid, the sun's ultraviolet rays break down chlorine at an alarming rate. Added to water, chlorine exists in two forms: hypochlorous acid and hypochlorite ions. And while hypochlorous acid is relatively stable to UV decomposition, the hypochlorite ion (whose absorption maximum occurs from 290 nm out to about 350 nm) is readily decomposed by sunlight.

Because of this, without cyanuric acid, after just one hour of exposure of chlorine to sunlight, 75 percent is lost to decomposition reactions. Add a little cyanuric acid, and that loss is reduced by a lot. In fact, the presence of 30 ppm cyanuric acid saves about 80 percent of free chlorine after an hour's exposure to the sun. And because of that, it is possible to add chlorine to a pool just once a week and return to find it still clean, clear, and algae free. But there's actually a lot more going on behind the scenes for pools that use cyanuric acid.

Here are six things we know that cyanuric acid does in a swimming pool:

- Cyanuric acid protects chlorine from breaking down in sunlight.
- Cyanuric acid controls the amount of hypochlorous acid in the water.
- Cyanuric acid slows chlorine's oxidation/disinfection reactions.
- Cyanuric acid lowers ORP.
- Cyanuric acid changes the composition and concentrations of disinfection by-products.

• Cyanuric acid affects the Langelier Saturation Index (LSI).

A lot of these items are interrelated. For example, cyanuric acid protects chlorine from breaking down in sunlight by forming weak bonds with chlorine. This new complex doesn't absorb wavelengths in the range that reach the earth's surface. Without cyanuric acid, chlorine exists in the water as hypochlorous acid and the hypochlorite ion. Hypochlorous acid absorbs at 235 nm. Hypochlorite absorbs at 292nm.

Meanwhile, cyanuric acid absorbs at about 215 nm, at a wavelength shorter than reaches the earth. For this reason, it is much more stable to disintegration. But because it forms these weak bonds with chlorine, it lowers the amount of hypochlorous acid that is in the water at any given time. And because there is less hypochlorous acid in the water at any given time, it slows chlorine's reactions, which are determined by its concentration. This is because reactions generally slow down when concentrations go down.

Also determined by concentration is the oxidation reduction potential. Because there is less hypochlorous acid in the water at any given time, the ORP goes down. And also because there is less hypochlorous acid in the water, fewer disinfection by-products can form. Cyanuric acid and its complicated relationship with chlorine are only just beginning to be understood and embraced by the pool and spa industry. Some of what has been learned about the ways it impacts chlorination chemistry is so new, it has yet to make its way into the codes and guidelines adopted by municipalities.

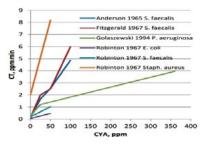
Cyanuric acid and it's complicated relationship with chlorine are only just beginning to be understood and embraced by the pool and spa industry. Some of what has been learned about the ways it impacts chlorination chemistry is so new, it has yet to make its way into the codes and guidelines adopted by municipalities."

Service Industry News took a closer look at how cyanuric acid controls your pools.

CYANURIC ACID AND KILL RATES

The effect of cyanuric acid on chlorinated pool water is to lower the concentration of hypochlorous acid. However, this effect is the result of an equilibrium reaction between cyanuric acid and free chlorine. That means that as unbound hypochlorous acid gets used up performing its various oxidation/ sanitation reactions, cyanuric acid releases more to replace it.

However, because there is less hypochlorous acid present at any given time, it does perform a little more slowly as shown in the accompanying graphic.



In the graphic, one can see CT on the vertical axis. A CT value is simply the concentration (C) multiplied by the time (T) needed to kill or inactivate an organism. These values are generally

reported for 3-log reductions of organisms. A 1- log reduction would inactivate 90%, a 2-log reduction would inactivate 99%, and a 3-log reduction would inactivate 99.9% of the organisms.

CT values are usually given in the units of ppm-minutes. For this graphic, chlorine's CT value of 1 ppm minute means that 1 ppm of chlorine was able to kill 99.9% of the organisms in 1 minute.



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A CT value of 100 ppm minutes would means either that:

- 100 ppm was able to kill 99.9% of the organisms in 1 minute
- 1 ppm was able to kill 99.9% of the organisms in 100 minutes.

For all of the organisms shown in the graphic, it is evident chlorine's CT values go up as cyanuric acid is increased. That means either: the same amount of chlorine takes longer to achieve killing, or more chlorine is needed to kill the organisms in the same amount of time.

What holds for the organisms studied also holds for algae, although there are fewer studies to support this because algae does not represent a public health risk. However, the chemical manufacturer Lonza performed a three-monthlong experiment at a test facility in Florida in which they added algae and synthetic bather load to swimming pools that contained varying **Continued on page 13**

Let's Discuss an Industry Favorite Continued from page 12

concentrations of cyanuric acid. Each week, two days after the contaminant additions, they shocked the pools with 10 ppm calcium hypochlorite.

The accompanying chart shows clear evidence of increased algae growth with elevated cyanuric acid levels.

At this point, readers may be convinced that an excessive amount of cyanuric acid might not be a good thing. But what is that amount? It depends on how much chlorine you want to use.

Industry expert Richard Falk derived a simple formula for the minimum free chlorine needed to prevent algae based on the amount of cyanuric acid. This formula is based two things:

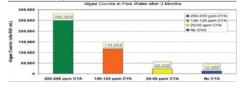
- The amount of chlorine that pool operators have found to be effective in the presence of cyanuric acid.
- The concentration of hypochlorous acid this calculates out to be.

That minimum hypochlorous acid concentration corresponds to a free chlorine level that is 7.5 percent of the cyanuric acid level. And while that may seem complicated, the math to prevent algae is easy. FC = 7.5% X CYA

So, for example, if the measured cyanuric acid in a swimming pool is 40 ppm, then a pool operator should maintain a minimum free chlorine level of 3 ppm to prevent algae.

And at a measured cyanuric acid level of 80 ppm, you would need 6 ppm chlorine for algae prevention.

See where this is going? Keep in mind



that the EPA mandates chlorine levels not exceed 10 ppm. And most municipalities set a cyanuric acid limit at 100 ppm. But beyond the actual regulations, in the battle against algae, maintaining excessive levels of cyanuric acid is simply an unnecessary waste of chlorine.

CYANURIC ACID AND TOTAL ALKALINITY

When cyanuric acid is added to the pool, it increases the total alkalinity, but not the alkalinity that matters. If this is not recognized, it can cause problems. That's because it is the carbonate alkalinity that provides protection for plaster. If cyanuric acid is not subtracted from the total alkalinity test result, the service tech may believe that the alkalinity is fine, when in fact it may be dangerously low.

Low total alkalinity is damaging to pool surfaces, is corrosive to metals, and it makes it difficult to keep the pH stable. Because the cyanurate ions don't play any real role in corrosion or scaling, though, it should be subtracted out of the measured total alkalinity to get a number that is useful for understanding the water's balance.

This is especially important when the cyanuric acid concentration is exceptionally high. When this occurs, the measured total alkalinity could lie within normal ranges, but the true carbonate alkalinity might be low, causing a corrosive environment. That would cause etching to plaster surfaces, corroded metal, and pH instability.

To calculate carbonate alkalinity at normal pH levels, subtract out one third of the cyanuric acid concentration. In other words, total alkalinity is corrected for cyanurate alkalinity by the following equation to yield carbonate alkalinity: Alkalinity corrected = Alkalinity total – 1/3Cyanuric Acid Thus, if the test for total alkalinity shows 100 ppm, while the test for cyanuric acid shows 100 ppm, the carbonate alkalinity is roughly 47 ppm, which is too low.

80 – (.33 x 100) = 47

Note that the one third correction factor is pH dependent. That is because the cyanuric acid and cyanurate ion concentrations are also pH dependent. Therefore, it is best to use correction factors that account for this pH dependency. The cyanuric acid correction factors may be found in the accompanying table.

CYANURIC ACID AND ORP

ORP (oxidat ion reduction potential) is a measurement that shows how effectively a single molecule is able to oxidize another molecule. It is generally used to determine how effective chemical disinfectants (usually chlorine) are at oxidizing others. When chlorine is added to a swimming pool that's filled with contaminants, the chlorine should get rid of the contaminants. Chlorine is an oxidizing agent, which means that it takes electrons from the things that it encounters, both living and

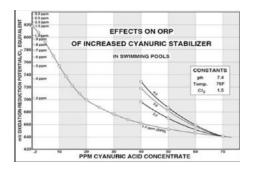
SCP

When the pH is:	Multiply the CyA by:	and subtract
7.0	0.23	the result from the
7.2	0.27	measured
7.4	0.31	alkalinity to get the
7.6	0.33	carbonate alkalinity
7.8	0.35	
8.0	0.36	

not. This serves to kill bacteria and algae, inactivate viruses, and break down batherintroduced waste. Measurements from an ORP sensor can help operators to identify if the chlorine or similar disinfectant is working as intended.

As has been mentioned in accompanying articles, cyanuric acid slows chlorine's ability to react with contaminants in swimming pool water. This effect is reflected in the fact that it lowers the ORP measurement of the water, similar to how ORP measurements are lowered by increasing the pH. Hypochlorous acid is the predominant oxidizing agent in chlorine.

Because the cyanuric acid loosely bonds with chlorine, the primary oxidizer doesn't get measured by ORP, and the ORP goes down. The World Health Organization recommends a minimum of of 650 mV for microbio-safe water. This number will correspond to different levels of free chlorine, depending on how much cyanuric acid is in the water.



See accompanying graphic. Note that even at 4 ppm free chlorine, the measured ORP sinks to 640 mV in the presence of 70 ppm cyanuric acid. It's also important to note that ORP sensors' measurements may vary from one manufacturer to another. For this reason, for pools not subject to regulatory oversight, we recommend setting reasonable chlorine concentrations, as dictated by a chlorine-to-cyanuric-acid ratio, and determining the ORP that corresponds to these levels. ■



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Article from <u>Service Industry News</u>, February 1, 2023, by Marcelle Dibrell, Managing Editor.

Things to do in September

- Clean Salt Systems and Other Specialty Units
- Filter Maintenance
- Heater Maintenance
- Explore social media to help market your pool service business







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The Brown Lowdown **By Scott Webb**

Article originally published by AQUA Magazine, April 2023

SOME FILTERS YOU NEVER have to clean. Coffee filters, for instance - you just throw away the filter media and replace it with fresh. But in the pool and spa world, the arduous task of cleaning filter media is a regular part of maintaining a pool with sparkling water.

So, of course, we make the best of it and do the job as efficiently as possible.

The state of filtration is always changing, with additives and new technology, such as pre-filters, making the equipment more effective or easier to manage. One trend, which is steadily improving filtration, is the steady adoption of variable-speed pumping throughout the industry.

The variable-speed movement is decades old, but the DOE pump regulations that came into force in July of 2021 eliminated the manufacture of all but a few singlespeed models and gave the transition to variable-speed pumps a mighty shove.

How does that help service pros clean filters? One of the most common causes of early filter death and difficult filter cleaning is deeply embedded debris, which is caused by high line velocities. Slower circulation speeds provided by variable-speed pumps obviate this problem, and also help prevent algae growth by decreasing the length of time that water sits dead in the pool.

In general, now that the DOE regulations have been implemented and more variable-speed pumps are being installed, both in new construction and as replacements, line velocities are slowing throughout North America and debris is settling more comfortably on the surface of filters where it can be more easily rinsed away — instead of being driven deep into the media.

At the same time, the VSP era has created a bit more nuance in determining when to clean. A rule of thumb for many pros is to clean the filter when the tank pressure is 8 to 10 psi over the reading when it was clean. In the single-speed era, that was easy to determine, since there

was only one speed. But variable-speed pumps run at... variable speeds, so a single reference speed is now needed.

Today, many service technicians turn up the pump to the highest pre-set circulation speed (not the highest speed on the pump) for their clean vs dirty pressure comparison.

TOO SOON

Timing is important. You can clean too often. A filter reaches its optimum performance after a layer of debris builds on the surface of the media, called the filter cake. This actually helps it filter better by straining out even more and finer material.

It may be called cake, but don't eat it. It doesn't taste good.

On the other hand, clean too late, when too much debris has built up on the filter, and now you're clogging flow, overworking the pump, wasting energy, consuming chlorine unnecessarily as debris is retained, and putting stress on the filter itself, whether it's sand, cartridge or D.E.

Dirty filters cause a host of problems, large and small, and some you may not have even thought of. For instance, by keeping filters from getting clogged, you avoid a familiar headache on spas: a callout to a spa customer to deal with a heater that has shut down due to insufficient flow.

SAND

Sand is the easiest filter to clean, because you don't have to open up the tank. You just switch the valve to backwash and start running the pump until the wastewater runs clear, usually something in the neighborhood of three to five minutes, plus or minus.

Sand filters make up for this ease of regular cleanings on the day the sand filter media itself has to be changed. You notice the loss of media performance as the sand reaches the end of its useful lifespan, typically between three to five years, perhaps longer depending on bather load and care.



Changing out the sand is usually a difficult chore, as old sand will likely have a hard crust on top that must be broken, and then the sand must be removed either by scooping, vacuuming or pouring through a drain port in the bottom.

Cleaning out the sand will involve some stretching and reaching through the hole at the top of the filter, and awkward maneuvering around the barrel-like tank. If possible, some techs prefer to remove the tank from the plumbing (which takes extra time), tip it over and try to pour/rinse the sand out.

More grueling and backbreaking is the straightforward approach of reaching in through the hole in the top and just scooping it out, one scoop at a time, and dumping the used sand into a bag.

Once you get most of the sand out, if you have a drain port in the bottom, you can rinse the dregs out through there.

Note: When refilling the sand filter, it's crucial to maintain "head space" above the sand bed. That space is intended to dissipate the turbulence of the incoming flow and produce steady, even water pressure over the sand bed. Without that head space — with uneven pressure across the sand bed — channeling will result. That is, water will deviate through the channel without enjoying the full-filter experience.

CARTRIDGE

Cartridge cleaning is longer and harder than a sand backwash because you have to open up the tank. Fortunately, nowadays, cartridges need to be cleaned less frequently than they used to. Twenty years ago, cartridge filter assemblies were relatively small and needed to be cleaned far more often, but engineers at the major manufacturers caught on to the idea that a larger filter would mean more filter area, which would mean they could go longer before servicing. This is one of the factors that has led to a gain in market share for cartridge filtration over time.

The hard thing about cleaning a cartridge is it presents a somewhat difficult surface. Cartridge media is something like a circular accordion, presenting deep pleats to the cleaner, which, while increasing the filter surface area dramatically, are inherently hard to access. You have to get in between those pleats with water to clean it.

In cartridge-dominated areas, where most pools use cartridge filters, working on a disciplined system of cartridge cleaning can make this job more thorough and a lot faster. And over the course of a year, shaving just a few minutes from a process that is performed hundreds of times can save hundreds of hours. It's worth an investment in efficiency in your method Contined on page 16



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The Brown Lowdown **Continued from page 15**

and/or specialized tools.

In cleaning a cartridge filter, you just shut down the pump and open up the pressure bleeder on top of the unit, take off the band and the top of the tank, pull out the four cartridges and get to work spraying them off. A service pro might spend 15 minutes or so cleaning off the cartridges, slowly working from top to bottom, rinsing the brown gunk off the white fabric.

Instead of just using the threaded male coupling you find at the end of a garden hose, or a screw-on hose nozzle, many techs save time using one of the commercial devices that screw onto the end of the hose, with individual tines that put cleaning water right into the pleats of the cartridge filter fabric. It saves time because you're focusing all the water right where it should be.

The customer may not have a hose hooked up in the backyard, in which case the prepared service pro simply connects their own hose, with specialized cartridgecleaning head already attached, and commences the business of rinsing.

D.E.

A full cleaning of a D.E. filter means three steps: backwash, cleaning the grids, and adding new D.E.

D.E. filters should be backwashed in much the same way as sand filters, but some pros recommend breaking down the cycle into a one-minute backwash, then a one-minute filtration for three separate cycles (making sure you shut the pump off each time you switch between backwash and filtration). This procedure helps to separate the D.E. coating from the grids so it can be removed from the filter. With the backwash complete, remove the clamp that holds the filter together, pop off the lid and remove the grids one at a time. Hose out the tank and hose off the grids. Try to capture the main portions of the D.E. and put them in garbage bags to be disposed of. It's messy stuff.

Clean and lubricate the tank O-ring and the O-ring seat, then reassemble everything from the grids to the lid. Put the clamp on and tighten it to the

manufacturer's specifications. Put the drain plug in, turn the system back on, bleed the air out and close the air relief.

The D.E. that was washed away needs to be replaced, of course. The proper way to do this is to use a 5-gallon bucket, and then add water and D.E. together to create a slurry. Slowly pour the slurry into the skimmer while the pump is running. This will ensure that the grids or elements are properly coated from top to bottom.

THE CRUSTY AND THE OILY

There are products that are specifically geared to break down the grease, oil and crusty things that are always found in filters.

Acid cleaners can tackle crusty calcium, but for oily substances that block filtration but refuse to rinse out, a basic (as in high pH) cleaner is the answer. Pool bathers are inevitably covered in oils of various types, from coconut to natural skin oil, and as oil and water don't mix, these substances are reluctant to rinse out of a filter.

Soaking cartridge filters in a cleaning solution definitely allows you to do a more complete job of cleaning the filter.

Some service departments/ companies have this process organized and systemized so that dirty cartridge filters at individual homes are replaced with clean ones on the spot, while the dirty ones are tossed in the van and brought back to the home base for mass production cleaning, including a good soak, spray down and a chance to dry properly and fluff up the pleats.

BACKBONE OF WATER MAINTENANCE

Filtration is the backbone of an overall water quality program, which includes treatment, both chemical and perhaps boosted by sanitizing equipment, such as UV, ozone and AOP, physical removal of debris through skimming and netting and automated systems, pool covers and even bather cleanliness education.

And without a rigorous, disciplined program of filter cleaning, filtration will provide a weak backbone at best.

The objective, as always, is to make the water attractive but also safe from waterborne pathogens. Everything in the industry comes back to water quality. Customers with unsatisfactory water aren't going to recommend you to their friends and family. On the other hand, those with brilliant sparkling water serve as a constant advertisement for the industry and your business.

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ASSOCIATE MEMBER COMPANY NEWS

Heritage Pool Supply Group announces expansion in lowa with the acquisition of All lowa Pool, Inc.

Heritage Pool Supply Group ("Heritage") announced that it has acquired All Iowa Pool, Inc. ("All Iowa" or the "Company"), an independent wholesale distributor of pool and spa products. Terms of the agreement were not disclosed.

Headquartered in Des Moines, IA, All Iowa was founded in 1947 and is run today by Matt & Deanne Main. Matt will continue to lead the Company's dedicated team, ensuring continuity and consistency for customers, suppliers, and employees.

Dave Cook, President of Heritage, commented, "We are pleased to welcome Matt and the entire All Iowa team to the growing Heritage family. The Company provides Heritage with an excellent opportunity to extend our geographic coverage in the Midwest region into Iowa (our 30th state) as we continue our nationwide expansion. All Iowa has developed a strong local identity in its market which we intend to preserve and build upon for years to come."

Matt & Deanne Main, owners of the Company, commented, "We are excited to be able to accelerate our growth by teaming up with our friends at Heritage. Heritage plans to invest heavily in our business as we join forces together, which offers great opportunities that will benefit our customers, suppliers, and long-time and loyal employees. We look forward to a bright future as part of the Heritage family."

ABOUT HERITAGE POOL SUPPLY GROUP

Heritage Pool Supply Group's vision is to grow by forming a network of the best independent distributors to provide exceptional customer service while increasing our value as a trusted growth partner to top manufacturers



in the industry. Our mission is to help our family of companies achieve new heights and provide opportunities for all employees to grow, thrive, and advance with the company for decades to come. We currently operate a family of 18 distinct local brands encompassing more than 110 locations across 30 states. Heritage Pool Supply Group is a wholly owned subsidiary of SRS Distribution Inc., one of the largest and fastest-growing privately held wholesale distributors in the United States. ■

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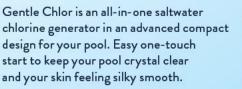
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Upcoming IPSSA & Industry Events

POOL INDUSTRY EXPO (PIE SHOW) September 14-16, 2023 Hyatt Regency Monterey, CA

IPSSA REGION 11 -SFLA TROPICAL POOL SHOW October 19, 2023 Seminole Classic Casino Hollywood, FL

IPSSA NATIONAL BORD MEETING November 10-11, 2023 Mandalay Bay Las Vegas

PSP/DECK EXPO November 13-15, 2023 Las Vegas Convention Center Las Vegas

WORLD AQUATIC HEALTH CONFERENCE November 13-15, 2023 Las Vegas Convention Center Las Vegas

THE POOL & SPA SHOW January 23-25, 2024 Atlantic City Convention Center Atlantic City, NJ

IPSSA NATIONAL BORD & ANNUAL MEETING February 2, 2024 The Westin Long Beach, CA

IPSSA'S WEEKEND OF INSPIRATION CONFERENCE February 2-4, 2024 The Westin

The Westin Long Beach, CA Click <u>here</u> to register!

SOUTHWEST POOL & SPA SHOW February 14-17, 2024

Henry B. Gonzalez Convention Center San Antonio, TX

NPC 35TH ANNUAL CONFERENCE February 21-23, 2024

The Worthington Renaissance Hotel Fort Worth, Texas

EVERYTHING UNDER THE SUN February 23-24, 2024 Orange County Convention Center

Orlando, FL

20 The IPSSAN SEPTEMBER 2023

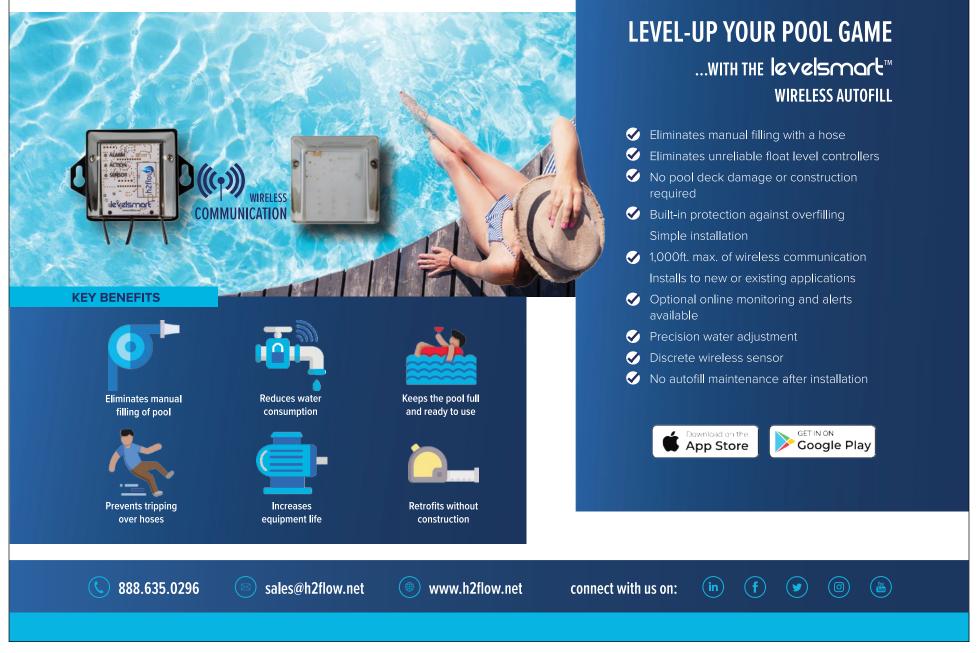




Resource Corner

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.





21 The IPSSAN SEPTEMBER 2023

IPSSA has expanded its rewards and recognition to include 3 BIG AWARD OPPORTUNITIES.

2023 nominations are now open!



NOW ACCEPTING NOMINATIONS FOR THE

2023 IPSSA AWARDS

CHAPTER OF THE YEAR AWARD POOL PROFESSIONAL OF TOMORROW AWARD TERRY COWLES LIFETIME ACHIEVEMENT AWARD

Award Nomination Deadline: 10/15/2023 Go to www.ipssa.com/ipssa-awards for Guidelines and Nomination Forms

Nominations are due by October 15, 2023. Go to ipssa.com/ipssa-awards for more information. County Leak Services



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CALLING ALL IPSSA REGULAR MEMBERS

IPSSA is Recruiting for Volunteers to Serve on the IPSSA BORD Committees

THE COMMITTEES MEET FOUR TIMES A YEAR through Virtual experience. With this format very little time is taken away from your business or family. You will be able to work with the IPSSA BORD to ensure your organization is doing all it can to help the members and the community it serves. The committees are as follows:

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

Please submit your email intent with your name, and committee you wish to serve. Those wishing to volunteer may select one-committee to serve. If interested, please submit your name right away. If you are not selected for the committee of choice, please know that committees change throughout the year and we will keep your name on file. If you are interested or would like more information about the committee purpose and how best you can serve, please feel free to contact me, Rose Smoot at 888- 360-9505 or rose@ ipssa.com. ■



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



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IPSSA's Find a Pool Service Professional Search Function **DID YOU KNOW THAT POTENTIAL CUSTOMERS** can search for a pool service directly from the IPSSA website? These results populate an IPSSA member near them. Log into your member portal to add your company logo, website link and social media links to enhance the search results for your company. If you need help logging into your member portal, send an email to memberservices@ipssa.com to reset your password.







Ozone acts as a primary oxidizer, not as a disinfectant or biocide. Disinfection is achieved by maintaining a free available chlorine or bromine residual. Because Ozone is a more powerful oxidizing reagent than chlorine, Ozone reacts with organic or nitrogen containing compounds faster. Ozone does not combine with other compounds to break apart. The smaller molecules are more water soluble, and some can even gas-off. Amine compounds are altered so that they no longer combine with chlorine. Ozone stops the buildup of chlorinated organic and amine compounds and does not form combines.

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.

Without Ozone, the homeowner uses much more chlorine to keep a free available residual and requires "superchlorination" or "shocking" compounds and other specialty chemicals to treat problems caused by pool oxidation by chlorine.

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POOL INDUSTRY EXPO

in beautiful Monterey, California!

See you there!

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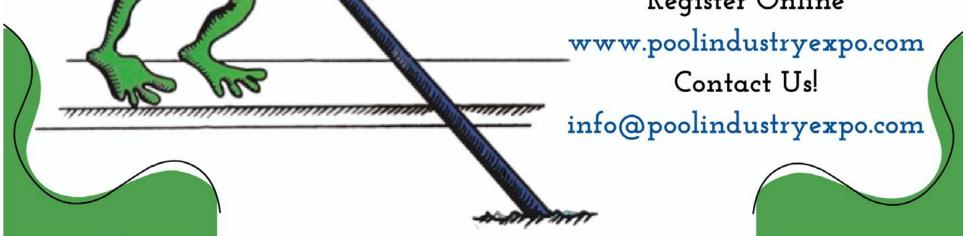
opportunities...

and more!

With a large variety of practical training courses for pool professionals who build, service, and repair pools and spas, Pool Industry Expo is the place to be for your education vacation!



Register Online





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 PoolOperator (CPO), LA County Health Department License, Florida Registered/Certified Pool and SpaExam. 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 – FirstNotice/ 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 <u>Pentair IPSSA Incentive Program Registration Form</u>, 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. ■



Specialists in Swimming Pool Safety Products

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

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

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

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

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

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

New Products



CCEI Pool offers Vigipool app for swimming pool automation

CCEI USA offers its Vigipool app to provide pool professionals with an easy-to-sell and easy-to-install automation and pool management system for pool owners and service professionals. This app universe uses a simple interface to allow users to automate the temperature, lighting, filtration, pumps and pool water chemistry all from a smartphone. Ideal for pool professionals who want to offer their clients a comprehensive yet intuitive system. Clients and service professionals can access their pool data from anywhere in the world their Vigipool device is connected to the internet. They can monitor their pool in real-time and receive alerts should their pool equipment have any issues or water chemistry falls out of balance. Secondly, pool professionals can now be more proactive with their account, having better customer touch points by providing remote monitoring their pools and pool routes, providing clients with true 'white-glove' service, irrespective of the pool professional's location. For more information visit www.ccei-pool.com/us/



Haviland offers new Opening & Closing Kit

Haviland Pool and Spa offers a new Opening & Closing Kit to help retailers provide their clients with the chemicals they need to both open and closer their pools. Designed to decrease the amount of time and effort it takes to either open or close pools, the kit contains a powerful coldwater enzyme cleaner plus a potent sequestrant for metal and calcium control. All the pool operator needs to do is add chlorine. With an attractive, modern design, the kit has a double-sided design that allows retailers to sell these kits for both seasons! For more information visit havilandpool.com.

PRO Series[®] Dual-Action Algaecide™

PRO SERIES® Dual-Action Algaecide[™] treats all types of pool algae: black algae, green algae, and mustard algae. Formulated to complement most swimming pool sanitizers, this product is effective and non-staining when used as directed. When used as directed,

pool professionals will see results in 24 hours. PRO SERIES® Dual-Action Algaecide™ is non-foaming and can be used in pools with attached spas or jetted returns. For more information visit proseriespool.com.

SERIES



IntelliBrite[®] Architectural **Series Pool & Spa Lights**

Rule the Pool with IntelliBrite® Architectural Series Pool & Spa Lighting — the most brilliant pool lighting innovation from Pentair.

Help your customers rediscover the magic of the nighttime pool experience using an advanced proprietary design from a trusted pool lighting leader. With refined optics and easy automation, the IntelliBrite Architectural Series Lights spread light widely and evenly in all directions to minimize hot spots, dark areas, glare and stripes. It's a smart lighting upgrade that also happens to be 60% brighter and 50% more energy efficient* than firstgeneration LED lighting.

And with five brilliant colors and seven dynamic color-changing light shows to choose from, pool owners can easily control their nighttime experiences through the Pentair Home app or a Color Sync[™] Controller for Pentair Color LED Lights. IntelliBrite Architectural Series is also available in a White Pool Light that illuminates pools with revealing white light or a soothing warm white, which is ideal for commercial aquatic facilities.

This improved proprietary LED product design can infuse dazzle into any backyard or commercial pool and spa. Learn more about how you can illuminate the possibilities at pentair.com.

Take PRIDE

BEST REPLACEMENT FILTER ELEMENTS



Chapter Information and Meetings

REGION 1 Northern California David Hawes, Director 925-828-7665 | 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: <u>Rick Plath</u>, 209-456-1605

East Bay Third Tuesday, 6:00 p.m. Pleasant Hill Community Center 320 Civic Drive Pleasant Hill President: <u>Katrina Pedersen</u>, 925-289-9231

East Contra Costa Fourth Tuesday, 6:00 p.m. La Fuente Mexican Restaurant 642 1st Street, Brentwood President: <u>Kirk Olsen</u>

El Dorado Second Thursday, 6:30 p.m. Shingle Springs Community Center 4440 S. Shingle Road, Shingle Springs President: <u>Shawn Panico</u>, 916-201-6245

Elk Grove Second Wednesday, 7:00 p.m. Logan's Roadhouse 9105 W. Stockton Blvd., Elk Grove President: <u>Deon Nesson</u>, 916-870-7630

Gold Country First Monday, 6:00 p.m. 2515 Grass Valley Hwy., Auburn President: Alex Tobiasz, 916-759-8028

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

Sacramento City Fourth Wednesday, 7:00 p.m. Plaza Hofbrau 2500 Watt Avenue, Sacramento President: <u>Derin Schroeder</u>, 916-367-9934

Tracy Fourth Thursday, 6:00 p.m. Perko's Cafe 1321 W. 11th Street, Tracy President: <u>Beau Hoff</u>

West Placer First Thursday, 5:30 p.m. Strikes Bowling Alley 5681 Lonetree Blvd., Rocklin President: <u>Bryan Soto</u>, 916-258-5114

REGION 2 Central California Beau Braisher, Director 661-332-4952 | braisherpools@gmail.com

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

Central Coast Second Wednesday, 6:00 p.m. Meeting location varies President: <u>Matt Mazzo</u>, 805-610-3114

Conejo Second Wednesday, 7:30 p.m. Alpha Water Systems 725 Cochran Street #A, Simi Valley President: <u>Dennis Van Sloten</u>, 805-813-6154

Conejo Valley Second Wednesday, 6:30 p.m. Superior Pool Products 1200 Lawrence Drive #400. Newbury Park President: Steven Polovina, 661-236-6095

Diamond Bar First Thursday, 7:00 p.m. PEP 563 W. Terrace Drive, San Dimas President: Warren Whitehead, 626-329-1171

Foothill Third Thursday, 7:00 p.m. American Legion Hall (Downstairs) 4011 La Crescenta Avenue, Glendale President: Jay Laughrey, 818-957-5298

San Fernando Valley Third Wednesday, 7:00 p.m. Winnetka Bowl 20122 Vanowen Street, Winnetka President: Ivan Vance, 818-376-8541

San Fernando Valley Metro First Tuesday, 7:00 p.m. (Dark January & July) Winnetka Bowl 20122 Vanowen Street, Winnetka President: <u>Bob Sickels</u>, 818-481-2167

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: <u>Glen Batista</u>

REGION 4 South L.A. County, California Rick Morris, Director 310-755-5279 | rick-morris@sbcglobal.net

Central Los Angeles Second Monday, 6:30 p.m. Han Woo Ri Presbyterian Church 1932 S. 10th Ave, Los Angeles President: <u>Fred Choi</u>, 213-598-0078

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

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

West Side Second Tuesday, 6:30 p.m. American Legion Hall 5309 S. Sepulveda, Culver City President: <u>Richard Okamoto</u>, 310-927-2411

Whittier First Wednesday, 7:00 p.m. Location TBD President: <u>Martin Madrid</u>, 909-374-7533

REGION 5 Orange County, California Michael Denham, Director 714-891-6180 | denhampools@gmail.com

Anaheim Third Wednesday, 6:30 p.m. Roundtable Pizza 12829 Harbor Blvd., Garden Grove President: <u>Ca</u>l Pratt, 949-230-7462

Central Orange County Last Tuesday, 7:00 p.m. Chapter meets virtually via zoom President: Jeff Steinker, 949-292-4026

Dana Point Second Tuesday, 6:00 p.m. Coco's Restaurant Crown Valley at I-5, Dana Point President: <u>Mike Boucher</u>, 949-456-0663

Mission Viejo 1st Tuesday of every month, 6:00 pm Laguna Hills, CA 92653 President: Chris Dodds, 9/(9-683-6076 President: David Hartson, 714-306-4864

REGION 6 Inland Empire, California Scott Peterson, Director 951-255-4175 | ipssascott@yahoo.com

Corona Second Tuesday, 7:00 p.m. Marie Callenders 160 E. Rincon St (at Main St), Corona President: <u>Ernie Machado</u>, 951-264-7464

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

Menifee Valley First Wednesday of odd months, 6:00 p.m. My Buddies Pizza 2503 E. Lakeshore Drive #A Lake, Elsinore President: Renee Marier, 951-285-9672

Ontario/Rancho Cucamonga Second Tuesday, 7:00 p.m. Location varies. Please contact chapter president for more info. President: <u>Ron Goodwin</u>, 909-989-0406

Palm Desert Third Thursday, 6:30 p.m. Sloan's, 81539 US Hwy 111, Indio President: <u>Matt Kauber</u>, 760-702-0160

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

Redlands Second Tuesday, 6:00 p.m. Hickory Ranch 32971 Yucaipa Boulevard, Yucaipa President: <u>Bill Brooks</u>, 909-553-5780

Riverside First Tuesday, 6:00 p.m. Romano's Italian Restaurant Canyon Crest 5225 Canyon Crest Drive, Ste. 58 Riverside, CA President: <u>Scott Zahn</u> 951-966-0592

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

REGION 7 San Diego County, California waterwatcher.org Michael Harris, Director 619-395-6700 mike@barrowpoolservice.com

Escondido Third Wednesday, 6:30 p.m. Call for location President: <u>Bruce Smith</u>, 760-741-3960

North County Coastal Third Tuesday, 6:00 p.m. Five Suits Brewing 2575 Pioneer Ave., Unit 104 Vista, CA 92081 President: Aden Dunne, 760-801-5526

Rancho Del Mar Quarterly on the 3rd Monday of February, May, August and November at 5:30pm Filippi's Pizza Grotto 9969 Mira Mesa Blvd San Diego, CA 92131 President: <u>Ed Finney</u>, 858-750-8842

San Diego Third Wednesday, 7:00 p.m. Admiral Baker Clubhouse 2400 Admiral Baker Road, San Diego President: Ken Dirkee 858-761-2283 Superior Pool Products 7330 S. Atwood, Mesa, AZ President: Jerry Handley, 480-440-2888

Tucson Third Wednesday, 6:00 p.m. Social & 6:30 p.m. Call to Order No meetings in August & December Horizon Pool & Spa Parts 3120 East Medina Rd., Tuscon, AZ President: <u>Robert Lewis</u>, 520-349-1111

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

Western Las Vegas First Monday, 6:30 p.m. Vietnam Vets Hall 6424 W. Cheyenne, Las Vegas, NV President: <u>Stephen Cross</u>, 702-375-3725

REGION 9 Texas South ipssatexas.com Rick Beaubouef, Director 512-266-6592 | rick.easypools@gmail.com

Austin First Tuesday, 6:30 p.m. Red Robin 5601 Brodie Lane, Sunset Valley President: John Morgan, 512-472-5355

Clear Lake Fourth Tuesday, 7:00 p.m. Rudy's BBQ 21361 Gulf Fwy Webster President: <u>David Potts</u>, 208-887-6486

Corpus Christi First Thursday, 6:30 p.m. SCP in Corpus Christi President: J<u>eff Snyder</u>, 361-397-9444

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

North Austin Second Wednesday Casa Chapala 9041 Research Blvd. #100, Austin President: Justin Pinson, 512-766-7946

North Houston Second Tuesday, 7:00 p.m. Pappy's Cafe 12313 Katy Fwy, Houston President: <u>Stephen Titone</u>, 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: <u>Bill Williams</u>, 832-593-6299

REGION 10 Bay Area South, California Gary Heath, Director 510-223-7537 | gary@thepooldoctors.com

Fremont Second Monday, via Zoom All Members/Guests (Jan-July) Board Officers (Aug-Dec) PIN: 823 5019 6796 P/W: BluePools1 President: Bruce Barrios, 510-750-2866

Marin and Sonoma County Third Wednesday, 7:00 p.m. Lucchesi Park Petaluma Community Center 320 N. McDowell Blvd., Petaluma President: <u>Darrell O'Neal</u>, 707-217-1546

id-Boningula

REGION 11 Florida and Georgia ipssafl.com **Todd Starner, Director** 941-915-2135 | tstarner@tampabay.rr.com

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

North Georgia First Monday, 7:00 p.m. Please contact chapter president for meeting location and directions. President: TBD

Osceola (Orlando/Kissimmee) Second Wednesday, 6:30 p.m. Fat Boy's Restaurant 2512 13th Street, St. Cloud, FL President: <u>Diane Fowler</u>, 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. President: Marvin McMahan, 941-356-7751

Treasure Coast Fourth Tuesday, 7:00 p.m. Duffy's Sports Bar 6431 SE Federal Hwy Stuart, FL President: <u>Paulette Hester</u>, 772-485-5489

REGION 12 Texas North ipssatexas.com Casey Gardener, Director 469-835-5674 service@noworriespoolcare.com

Dallas Fourth Tuesday, 5:30 p.m. Senor Chachote Cantina & Grill 7602 N Jupiter Rd, Garland President: <u>Travis Coleman</u>, 214-799-7739

Fort Worth Third Tuesday, 6:30 p.m. La Playa Maya Restaurant 1540 N Main Street, Fort Worth President: Jason Lehmann, 817-605-0194

Mid-Cities DFW First Monday, 6:30 p.m. Sports Garden DFW 1850 E. Belt Line Rd, Coppell President: <u>Stephanie Gardner</u>, 469-835-5674

Rockwall Second Thursday of each month Dinner 5:30 p.m.; Meeting 6:30 p.m. Soulman's Bar-B-Que 691 E. Interstate 30, Rockwall, TX President: Elias Duran, 512-529-1153

Tarrant County First Tuesday, 7:00 p.m. El Chico's Cafe 7621 Baker Blvd., Richland Hills President: <u>Dustin Gardner</u>, 817-366-8927

Waxahachie Second Wednesday, 7:00 a.m. Denny's 408 Westchase Drive, Grand Prairie President: <u>Bryan Courville</u>, 817-308-9874

PoolPro

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

President: Michael Flanagan, 805-444-7960

Fresno

Fourth Tuesday, 7:00 p.m. Roundtable Pizza First & Bullard, Fresno President: Larry Kirkorian, 559-681-4467

Santa Barbara

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

Ventura

Third Tuesday, 7:00 p.m. Poinsettia Pavilion 3451 Foothill Rd., Ventura President: James Eubanks, 805-889-5977

Visalia

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

REGION 3 Northern L.A. County, California Eric Nielson, Director 818-710-1628 | willowcreekpools@gmail.com

Antelope

Second Monday, 6:00 p.m. SCP Antelope Valley 4514 Runway Drive, Lancaster resident. <u>Chins Douds</u>, 545-005-0070

Orange Coast Last Monday, 5:00pm Roundtable Pizza on Adams and Beach President: <u>Rob Mangus</u>, 714-318-1254

Orange County Pool Professionals

Last Monday, 6:00 p.m. Claim Jumper (Banquet Room) 18050 Brookhurst St., Fountain Valley President: Jim Romanowski, 714-404-2550

Southwest

First Wednesday, 6:00 p.m. ABC Pools 10560 Los Alamitos Boulevard, Los Alamitos President: <u>Brian Bembry</u>, 714-995-8211

Surf City

Third Tuesday, 6:30 p.m. Superior Pool Products 10865 Kalama River, Fountain Valley President: <u>Frank Malavar</u>, 714-960-3558

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Second Tuesday, 6:00 p.m. PSOC Waterline Technologies 220 N. Santiago Street, Santa Ana President: <u>Rich Foley</u>, 714-974-1514

Yorba Linda First Wednesday, 7:00 p.m. Round Table Pizza 18518 Yorba Linda Blvd, Yorba Linda www.ipssasandiego.com

San Diego East County Third Tuesday, 6:00 p.m. Superior Pool Products 1973 Friendship Drive, El Cajon President: <u>Marc Impastato</u> 619-270-6617

San Diego Metro Fourth Thursday, 6:00 p.m. Sammy's Wood Fired Pizza 8555 Fletcher Pkwy, La Mesa President: <u>Bert Vexland</u>, 619-445-7887

REGION 8 Arizona and Nevada Linda Cross, Director 702-524-8453 | ipssalindacross@gmail.com

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

North Phoenix Third Tuesday, 6:00 p.m. SCP 18201 N. 25th Avenue, Phoenix, AZ President: <u>Stillman Brown</u>, 623-229-3494

Southeast Valley Second Thursday, 5:30 p.m. Last Tuesday, 7:00 p.m. Superior Pool Products 2692 Middlefield Road, Redwood City President: <u>Thurlough Cunningham</u> 650-868-9310

Monterey Coast Fourth Wednesday, 7:00 p.m. 85 Neilson Street, Ste.201, Watsonville President: Jim Huxtable, 831-246-1057

Santa Clara Valley Third Thursday, 6:00 p.m. Feb, Apr, Jun, Aug, Oct, Dec Roundtable Pizza 1400 W. Campbell Ave, Campbell President: <u>Fred Doering</u>, 408-685-8078

Silicon Valley Every Wednesday, 5:30 p.m. Armadillo Willy's 1031 N. San Antonio Rd. Los Altos, Ca. 94022 President: David Guslani, 650-333-1351

Tri-Valley Second Thursday, 6:00 p.m. (No meetings in July and August) Dublin Bowl 6750 Regional St. Dublin President: <u>Gordon Gregory</u>, 925-992-2212 **ASSOCIATION INFORMATION**

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Accounting 888-360-9505 x1 accounting@ipssa.com

MEMBERSHIP

Alison Thompson Membership Assistant 888-360-9505 x1 memberservices@ipssa.com

INSURANCE BILLING

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