

# COMMON WATER PROBLEMS AND SOLUTIONS

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<b>Calcium Deposits on Shell Surface</b>	Hard water. pH, total alkalinity not in balance.	Clean with a non-abrasive Hot Tub surface cleaner. Test water, adjust pH as needed. Add a stain and scale control chemical.
<b>Cloudy Water</b>	pH, total alkalinity not in balance. Damaged or dirty filter. Addition of incompatible chemicals. Low chlorine level. Buildup of oils, soap, foreign matter.	Add a water clarifier. Circulate for a minimum of 30 minutes. After water has cleared, clean filter cartridge with a filter cleaner or replace if necessary. Test chlorine and pH levels, adjust if necessary. Change water.
<b>Colored Water</b>	Copper or iron metals in Hot Tub due to water supply or corrosion of heater. Total alkalinity, pH are low.	Add an iron/stain and scale remover. Test pH, adjust if necessary.
<b>Eye and Skin Irritation</b>	pH, total alkalinity not in balance. Inadequate chlorine level. Addition of incompatible chemicals.	Test pH and chlorine levels, adjust if necessary.
<b>Excessive Foam</b>	pH, total alkalinity not in balance Low calcium hardness. Inadequate oxidation. Addition of incompatible chemicals. Buildup of body oils and/or contaminants.	Add an anti-foam agent. Add shock. Adjust chlorine level. Test pH, adjust if necessary. Take water sample to dealer to check total alkalinity and calcium hardness. Change water.
<b>Odor</b>	Inadequate ventilation. Addition of incompatible chemicals. Insufficient oxidation. Inadequate cleaning of cover. Low pH. Chemical overdose.	Test pH and chlorine levels, adjust if necessary. Clean with non-abrasive Hot Tub surface cleaner. Clean the underside of the cover with a cover cleaner or mild soap and warm water.
<b>Waterline Deposits &amp; Staining</b>	Buildup of body oils, impurities. Use of clarifying agents with ozone. Hard water (minerals in water)	Test pH and chlorine levels, adjust if necessary. Clean with a non-abrasive Hot Tub surface cleaner. Add a scale/stain control chemical. Take water sample to your dealer.