Hot Tub Water Care Trouble Shooter

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| **Problem** | **Probable Cause** | | **Solutions** |
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| **Cloudy Water** | Dirty Filters | | Clean filters with a filter cleaner |
|  | Excessive oils/organic matter | | Shock spa with sanitizer |
|  | Improper sanitization | | Add sanitizer |
|  | Suspended particles/organic matter | | Adjust pH and/or alkalinity with pH+ or pH– |
|  | Overused or old water | | Run jet pump(s) and clean filters with a filter cleaner |
| **Water Odor** | Excessive organics in water | | Shock spa with sanitizer |
|  | Improper sanitization | | Add sanitizer |
|  | Low pH | | Adjust pH with pH+ to recommended range |
| **Chlorine Odor** | Chloramine level too high | | Shock spa with sanitizer |
|  | Low pH | | Adjust pH with pH+ to recommended range |
| **Musty Odor** | Bacteria or algae growth | | Shock spa with sanitizer – if problem is visible or persistent,  drain, clean and refill. |
| **Organic Buildup / Scum**  **Ring around Spa**  **Algae Growth** | Buildup of oils and dirt | | Wipe off scum with clean rag – if severe, drain the spa and  refill the spa. |
|  | High pH | | Shock spa with sanitizer, and adjust pH with pH- to  recommended range |
|  | Low sanitizer level | | Shock spa with sanitizer, and maintain sanitizer level |
| **Eye Irritation** | Low pH | | Adjust pH with pH+ |
|  | Low sanitizer level | | Shock spa with sanitizer, and maintain sanitizer level |
| **Skin Irritation / Rash** | Unsanitary water | | Shock spa with sanitizer, and maintain sanitizer level |
|  | Free chlorine level about 5 ppm | Allow free chlorine level to drop below 5 ppm before spa use |
| **Stains** | Total alkalinity and/or pH too low | | Adjust total alkalinity and/or pH with pH+ |
|  | High iron or copper in source water | | Use a Stain & Scale product to inhibit metals |
| **Scale** | Total alkalinity and/or pH too high | | Alkalinity and pH with pH- and alkalinity reducer. If scale requires  removal, drain the spa, scrub off the scale, and refill the spa.  Add a stain & scale and balance the waters pH & Alk. |