



## SPA PROBLEMS

### **My spa is not heating**

The Heater operates via a pressure / flow switch. This is a safety backup system. The pressure / flow switch turns the heater mode on or off. This is to prevent a heater meltdown if say, the spa had sprung a leak and no water was passing through the heater. Therefore the pressure / flow switch must have sufficient water flowing through it to activate the heater and the biggest culprit (99%) to this problem is the Filter Cartridge. If it has not cleaned properly or is worn it will reduce the flow of water passing through the switch turning the heater off. To check if this is the problem, remove the filter cartridge and run the spa. You will know within an hour or so if this has worked. If it has, great. Clean or replace the filter cartridge. If not, you will need to contact us.

### **I have just refilled my spa and no water is coming through the jets**

Did you close off any valves? If so, open them. If not or they are open then this is usually caused by an air blockage in the pump. Sometimes air is trapped in the pump and therefore won't prime. The cure for this is to "Burp" the pump. This is done by turning the spa off and slowly releasing the mac union (a big nut looking thing) situated just above the pump. As you slowly release the mac union you may hear air escaping and then water begins to leak out. At this point re-tighten the mac union and run the spa. If the problem persists you will need to contact us.

### **When I turn on the air to the water jets, water comes out of the knob**

This is due to "Back Pressure" caused by water not being able to get through the jets quickly enough, therefore as soon as you open the air intake valve the back pressured water has an easy way to escape. As soon as you close the valve the leak stops. The main cause of this is simple. Check the Jets. Are they all open? 99% of the time we find "the kids" must have closed off some of the jets. Simply open them and recheck. If the problem persists it could be blocked jets or kinked tubing. Either way, you will need to contact us.



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### Cloudy Water

Test with test kit. Below are the most common causes for this problem and the remedies for each:

- pH to high or low: Adjust to correct range (7.2 - 7.6)
- Total Alkalinity to high or low: Adjust to correct range (80-120ppm)
- Low / No Sanitiser: Add more Sanitizer
- Suspended particles in water: Add 1 or 2 caps of Spa Clarifier & run for up to 24hrs
- Dirty / worn Filter Cartridge: Clean or replace

If you have adjusted / treated as per all the above and the problem persists, drain and clean the spa and refill.

### Smelly Water

Test with test kit. Common causes may be the same as Cloudy Water and/or:

- Contaminant Build Up in pipes/pump: Add System Cleaner into Spa, run, empty, refill

### Hot Tub Rash

In Spas and Hot tubs, a very likely cause of skin rash is Pseudomonas Aeruginosa (PA). Pseudomonas feeds in oil and grease present in the spa water (mainly from body oils and skin treatments brought into the spa from bathers NOT properly showering prior to entering the spa or hot tub) and can multiply rapidly under ideal conditions (such as lack of proper sanitizing procedures). In swimming pools, PA can be found on various areas such as pool coping, waterfall edges, ladder steps etc. PA infects the hair follicles on the body. If infected, you will notice the following characteristics of Pseudomonas Aeruginosa:

- Itchy rash 8 to 48 hours after contamination
- Rash can occur on arms, legs or trunk of body
- Rash disappears 7 to 10 days without treatment



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Perform the following procedure to treat the infected spa or hot tub:

1. Add spa system cleaner and run for 1 hour
2. Shock with four times the normal dose of spa sanitizer. Turn on the jets and circulate for 2-3 hours. The bacterial growth usually builds up in the lines, so it is necessary to flush them thoroughly.
3. Drain the spa and clean all spa surfaces that may come in contact with a bather's skin (especially arm pits, chest & back) – above & below the waterline including head rests, the filter chamber and even the top edge of the spa that is in contact with the cover.
4. Remove the filter and soak in a solution of chlorine and water during treatment. (2 Tbsp of Chlorine/20 ltrs of water)
5. Refill spa with fresh water.
6. Chemically clean the Filter with Cartridge Cleaner and/or replace.
7. Rebalance spa and shock. Do not enter spa until sanitizer level drops below 4.0 ppm.
8. As an additional precaution, Taylor's Pool Service **STRONGLY RECOMMENDS** cleaning the underside of the spa or hot tub insulating cover. Not cleaning the cover could re-contaminate the spa or hot tub surface with the PA bacteria.

Be sure to seek medical attention from a qualified doctor. Do not self-diagnose ANY condition. This page is provided for informational purposes ONLY.

Treatment of Swimming Pools is similar. Regularly clean by brushing & thoroughly wiping the suspected areas with approved cleaners or sanitizers (i.e. chlorinated pool water).

### **Prevention:**

Enforce shower rules before entering spa or pool.

Maintain 1-3 ppm Free Available chlorine in residual spas or pool and 3-5 ppm in commercial spas or pools.