

# COMMON PROBLEMS & SOLUTIONS FOR SOFT SOAK OR BAQUASPA SPAS

## WHAT IS SOFT SOAK OR BAQUASPA?

Soft Soak or BaquaSpa Sanitizer®s are a chlorine-free polymeric sanitizer's that are effective against a wide variety of microorganisms. Because it forms insoluble complexes with spa and contaminants, Soft Soak or BaquaSpa Sanitizer® works in conjunction with the filter to physically remove impurities from the water as it sanitizes.

Because of its complex chemical structure, Soft soak or BaquaSpa® is extremely stable. Unlike the efficacy of halogen sanitizers (chlorine, bromine), the efficacy of Soft Soak or BaquaSpa® is not affected by sunlight, temperature, or pH fluctuations.

The stability allows a spa to be properly maintained for longer periods before additional Soft Soak or BaquaSpa Sanitizer® is required, which provides better, more consistent bacteria control and greater ease of operation.

Clear sparkling water does not take nearly as much work with Soft Soak or BaquaSpa Sanitizer® as it does with chlorine or bromine. This is because the active ingredient in Soft Soak or BaquaSpa Sanitizer® is much more stable than chlorine or bromine, so its effectiveness lasts longer.

You also won't have the bleaching of hair, fabrics, or vinyl liners usually associated with other sanitizers, and you're less likely to encounter skin or eye irritation.

Factors that affect the quality of spa water are pH, total alkalinity, calcium hardness, and total dissolved solids. The relationship between these factors is called "water balance." When these factors are properly adjusted, it is unlikely the water will deposit scale or corrode exposed equipment. Well-balanced water also provides maximum comfort.

The source of the water (such as treated municipal water, ground water, or well water) will impact many of these factors in different ways. Knowing the water's source will help you know what steps to take

to balance the spa and keep it balanced.

Corrosion can result in pitting, etching, stripping of metals, and eye & skin irritations. Some symptoms of scaling are cloudy water, short filter runs, staining, and eye and skin irritation.

## HAZE —CAUSES AND TREATMENTS

Haze is insoluble particles suspended in the spa water. The more particles, the hazier the water. The smaller the particles, the more difficult it is to filter them out. If particles are too small, they may not be filterable. The haze may or may not be biological in origin. Generally, the causes of haze is one or more of the following:

- Chemical water balance - incompatible chemicals have been added.
- Mechanical - faulty or inadequate filtration.
- Biological - water mold or algae.

To treat haze due to filtration, circulation or biological problems, use Soft Soak or Baqua Clean® filter aid or one of the following:

- Broadcast floc (it's not that hard)
- Filter Aid (repeated applications will be necessary)
- Use a service D.E. filter (48-72 hrs)

## WATERMOLD - CAUSES AND TREATMENTS

Watermold is a type of biofilm. A biofilm is a colony of microorganisms that secretes an extracellular mass which protects it from biocides; and in some cases, causes the colony to adhere to a solid surface.

Signs of water mold are clear, white, gray or pink slimy deposits on the side of the spa. Growth may not be readily visible. A rapid depletion of the oxidizer is the best indicator when normal sanitizer levels are maintained.

Common causes of watermold in a spa include one or more of the following: improper housekeeping, poor circulation, dirty filter, contaminated equipment and the environment. Solutions include: evaluation of the pool's mechanical system and housekeeping routine - adjusting if necessary, cleaning the filter with Soft Soak cleaner or Baqua Clean®. Because of the complexity in resolving water mold, you may need to bring in a water sample and perform a full decontamination following BioGuard or Baqua Treatment Guidelines which can be obtained at Ultra Modern Pool and Patio.

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NOTE: Always follow label directions and manufacturer's instructions for each product used. Conditions may vary from pool to pool. Ultra Modern Pool & Patio does not assume any responsibility or liability for the results that may be obtained through utilization of this or any other program, procedure or product.

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## COMMON SPA PROBLEMS AND SOLUTIONS

CAUSE	SOLUTION
<b>PROBLEM: EXCESS FOAM</b>	
<ul style="list-style-type: none"> <li>• pH, total alkalinity, not in balance</li> <li>• Low calcium hardness</li> <li>• Inadequate oxidation</li> <li>• Addition of incompatible chemicals</li> <li>• Build up of body oils, contaminants</li> </ul>	<ul style="list-style-type: none"> <li>• Add SpaGuard® Anti-Foam or BaquaSpa Foam Dispenser®</li> <li>• Add Soft Soak or BaquaSpa Shock®</li> <li>• Test pH, total alkalinity, calcium hardness and Soft Soak or BaquaSpa Sanitizer® levels, adjust if necessary</li> </ul>
<b>PROBLEM: ODOR</b>	
<ul style="list-style-type: none"> <li>• Inadequate ventilation</li> <li>• Addition of incompatible chemicals</li> <li>• Insufficient oxidation</li> <li>• Inadequate cleaning of spa cover</li> <li>• Chemical overdose</li> </ul>	<ul style="list-style-type: none"> <li>• Add an additional dose of BaquaSpa Waterline Control®</li> <li>• Clean underside of the spa cover with BaquaSpa Cover Cleaner®</li> <li>• If odor persists, drain spa &amp; refill</li> </ul>
<b>PROBLEM: STICKY WATERLINE DEPOSITS</b>	
<ul style="list-style-type: none"> <li>• Buildup of body oils, impurities</li> <li>• Not using baquaSpa Waterline Control® regularly</li> </ul>	<ul style="list-style-type: none"> <li>• Test pH, total alkalinity, calcium hardness and Soft Soak or BaquaSpa Sanitizer® levels, adjust if necessary. Page 11-4</li> </ul>
<b>PROBLEM: CALCIUM DEPOSITS ON SPA SURFACE</b>	
<ul style="list-style-type: none"> <li>• Hard water</li> <li>• pH, total alkalinity not in balance</li> <li>• Not adding BaquaSpa Stain &amp; Scale Control® weekly</li> </ul>	<ul style="list-style-type: none"> <li>• Clean with Soft Soak or BaquaSpa Spa Cleaner®</li> <li>• Test water &amp; adjust if necessary pH and Soft Soak or BaquaSpa Sanitizer® levels</li> <li>• Add Soft Soak or BaquaSpa Stain &amp;</li> </ul>
<b>PROBLEM: CLOUDY WATER</b>	
<ul style="list-style-type: none"> <li>• pH, total alkalinity not in balance</li> <li>• Damaged filter</li> <li>• Low BaquaSpa Sanitizer® residual</li> <li>• Oils, soap, foreign matter</li> <li>• Adding Baqua Spa Waterline Control® to cold water or overdosing BaquaSpa Waterline Control®</li> </ul>	<ul style="list-style-type: none"> <li>• Add BaquaSpa Water Clarifier® &amp; circulate for a minimum of 30 minutes without blowers</li> <li>• Clean filter with Soft Soak or BaquaSpa Filter Cleaner®</li> <li>• Test Soft Soak or BaquaSpa Sanitizer® and pH levels, adjust if necessary</li> </ul>
<b>PROBLEM: COLORED WATER</b>	
<ul style="list-style-type: none"> <li>• Copper or iron metals in spa due to fill water or corrosion of heater.</li> <li>• Total alkalinity, pH are low</li> </ul>	<ul style="list-style-type: none"> <li>• Add Soft Soak or BaquaSpa Stain &amp; Scale Control®</li> <li>• Test pH — adjust if necessary.</li> </ul>

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## COMMON PROBLEMS & SOLUTIONS FOR BAQUASPA SPAS



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