

THE IPSSAN



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The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.

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Take Precautions While Working in the Hot Summer Sun

By Rose Smoot, CAE, IPSSA Executive Director

BEING A POOL PROFESSIONAL, you are aware of over exposure of the sun... This article serves as a reminder about protecting yourself, employees and loved ones from skin cancer, eye exposure to the sun and heat exhaustion.

A good rule of thumb for skin cancer prevention is following the 5 S's: "Slip, Slop, Slap, Seek, Slide." The campaign, a cornerstone of Nevada Cancer Coalition's Sun Smart Nevada program, encourages people to:

1. **Slip** on a long-sleeved shirt or sun protective clothing.
2. **Slop** on broad-spectrum sunscreen of SPF 30 or greater and re-apply every two hours.
3. **Slap** on a hat, the wider the brim the better
4. **Seek** shade or shelter during peak sun exposure times, generally from 10 a.m. to 4 p.m.
5. **Slide** on UV-protective sunglasses to protect the eyes.

For more information on skin cancer prevention and detection, or the Sun Smart Schools program, visit SunSmartNevada.org.

WHAT IS HARMFUL TO YOUR EYES?

Ultraviolet rays can lead to numerous health problems ranging from eye cancer to corneal sunburn (photokeratitis). They can also cause cataracts and pterygium (a growth that could eventually block vision).

So, how should you protect your eyes? Follow these 5 tips:

1. **Know when the sun is strongest.** Myth buster: the highest UV radiation exposure for eyes and skin is actually in the morning and mid-afternoon, rather than at noon. Sun exposure to the eyes tends to be more continual in fall, winter and spring when the sun is lower in the sky
2. **Choose sunglasses that block 99 to 100 percent of both UVA and UVB radiation.** Labels can sometimes be confusing. Some indicate sunglasses offer 100 percent protection from UVA/UVB radiation, others offer 100 percent UV 400 protection. Rest assured; both will block 100 percent of the sun's harmful radiation.

3. **Buy oversized.** The more coverage from sunglasses, the less sun damage inflicted on the eyes. Consider buying oversized glasses or wraparound-style glasses, which help cut down on UV entering the eye from the side.

4. **You don't need to pass on cheap sunglasses.** Sunglasses don't have to cost a lot of money to provide adequate eye protection. Less expensive pairs marked as 100 percent UV-blocking can be just as effective as pricier options.

5. **Consider polarized lenses.** Polarization reduces glare coming off reflective surfaces like water or pavement. This does not offer more protection from the sun but can make activities like driving or being on the water safer or more enjoyable.

Even short-term exposure can damage the eyes. Sun reflecting off water can cause a [painful sunburn called photokeratitis on the front part of the eye](#). It causes redness, blurry vision, sensitivity to bright light, and, in rare cases, even temporary vision loss.

"Think of sunglasses as sunscreen for your eyes," said Dianna Seldomridge, MD, clinical spokesperson for the American Academy of Ophthalmology. "Your eyes need protection from the sun's damaging ultraviolet rays just like your skin. Make sure your eyes are protected year-round. Harmful UV rays are present even on cloudy days."

To learn more ways to keep your eyes healthy, visit the American Academy of Ophthalmology's EyeSmart.org website.

WHAT CAUSES HEAT EXHAUSTION AND HEATSTROKE?

The sun and heat can be dangerous and, at times, deadly. Heat is the number one cause of weather-related deaths. According to a National Weather Service report, in a 10-year period, more people lost their lives from heat than any other type of weather disaster. Know the symptoms of **heat exhaustion**: Heavy sweating; cool, clammy skin; fast weak pulse; nausea or vomiting; muscle cramps; tiredness; dizziness; fainting, or headache.

Photo courtesy of
PoolPro Magazine



Know the symptoms of **heatstroke**: Body temperature over 103 degrees, redness to your skin, fast and strong pulse, dizziness, headache, nausea, confusion, losing conscience (passing out). If these symptoms are present call 911 right away. Try to lower the person's body temperature with a cool damp towel or a cool bath. Do not give the person anything to drink. Published by NBC DFW Summer Safety.

You can take a number of precautions to prevent heat exhaustion and other heat-related illnesses. When temperatures climb, remember to:

1. **Wear loose fitting, lightweight clothing.** Wearing excess clothing or clothing that fits tightly won't allow your body to cool properly.
2. **Protect against sunburn.** Sunburn affects your body's ability to cool itself, so protect yourself outdoors with a wide-brimmed hat and sunglasses and use a broad-spectrum sunscreen with an SPF of at least 15. Apply sunscreen generously and reapply every two hours — or more often if you're swimming or sweating.
3. **Drink plenty of fluids.** Staying hydrated will help your body sweat and maintain a normal body temperature.
4. **Take extra precautions with certain medications.** Be on the lookout for heat-related problems if you take medications that can affect your body's ability to stay hydrated and dissipate heat.

5. **Never leave anyone in a parked car.** This is a common cause of heat-related deaths in children. When parked in the sun, the temperature in your car can rise 20 degrees Fahrenheit (more than 6.7 C) in 10 minutes.

6. **Take it easy during the hottest parts of the day.** If you can't avoid strenuous activity in hot weather, drink fluids and rest frequently in a cool spot. Try to schedule exercise or physical labor for cooler parts of the day, such as early morning or evening.

7. **Get acclimated.** Limit time spent working or exercising in heat until you're conditioned to it. People who are not used to hot weather are especially susceptible to heat-related illness. It can take several weeks for your body to adjust to hot weather.

8. **Be cautious if you're at increased risk.** If you take medications or have a condition that increases your risk of heat-related problems, such as a history of previous heat illness, avoid the heat and act quickly if you notice symptoms of overheating. If you participate in a strenuous sporting event or activity in hot weather, make sure there are medical services available in case of a heat emergency.

For more information about heat exhaustion or heatstroke visit: [National Institutes of Health](http://NationalInstitutesofHealth.gov), [MedlinePlus](http://MedlinePlus.gov): [Heat Emergencies](http://HeatEmergencies.org) ■

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STEP 1 - PREP

1. Before Draining: (keep swimmers out during the process)
 - Raise the waterline above any scale, dirt or slime along the tile line
 - Pour 1 gallon Bio-Dex **Protect-All Supreme** per 10,000 gallons into the water and allow to circulate for 24 to 48 hours.
2. Drain the water according to city regulations and builder recommendations.

STEP 2 - THE MIX

Using a 5 gallon bucket.

1. Pour in two gallons water (warm water if very cold for easier mixing)
2. Pour in one gallon acid
3. Pour in 8 oz **Plaster White 'n Brite** (may be used for all colors and types of pool surfaces including black plaster)
4. Pour in 8 oz **Aquadex 50 Stain-Off**
5. Blend, using something like a paint mix stick.

STEP 3 - THE WASH

Garden Sprayers may be used but the mix may need to be adjusted for ease of use

6. Standing on the deck, at the edge of the pool, pour the mixture down the side. Continue around the perimeter until completion. Scrubbing is optional at this time.
7. With a hose, begin rinsing at the initial starting point and continue to rinse all the way around the pool.
8. Pump or drain excess residual. Use Bio-Dex **Foam Stop** if excess foam is a problem.

STEP 4 - START UP

All doses per 10,000 gallons

- Refill the pool adding 6oz of **Protect-All Supreme** in thirds as the pool fills. (total 18 oz)
- Balance the pool water as needed
- Add 2 oz **Clearax 500** to the skimmer when the filter is turned on.

STEP 5 - MAINTENANCE

NOTE: Smaller doses can be added weekly

- Add 6 oz **Protect-All Supreme** monthly
- Add 6 oz **Aquadex 50 Stain-Off** monthly
- Add 3 oz **Clearax 500** monthly



NO DRAIN DEEP CLEAN

Process below is per 10,000 gallons:

NOTE: Maintain normal chlorine levels throughout the full process

STEP 1

- Raise the water line over scale, dirt and soil if possible
- Apply 1 quart **Protect-All Supreme** by pouring around the perimeter of the water.
- Pour 2 oz **Clearax 500** Clarifier in the skimmer.
- Run the Filter for 24 hours and brush if possible.

STEP 2

- Turn off the filter and apply 2 quarts **Aquadex 50 Stain-Off**, pouring in areas where the stains are most severe. Allow to dwell for 4 to 8 hours.

STEP 3

- Turn on the filter and run for at least 8 hours

STEP 4

- Add 2 more ounces **Clearax 500** and adjust chlorine and ph as needed.
- Continue to brush for 7 days if possible.

TIP: Process can be repeated as needed for maximum results

STEP 5

MONTHLY MAINTENANCE

NOTE: Can be added weekly in smaller amounts

- Add 6 oz **Protect-All Supreme** monthly
- Add 6 oz **Aquadex 50 Stain-Off** monthly
- Add 3 oz **Clearax 500** Clarifier monthly



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We want to spotlight our members!

CALL FOR CONTENT

Have you had to use the IPSSA Sick Route Coverage benefit? We are looking for members to send us testimonials on how using sick route helped them in their time of need. Please send your story to info@ipssa.com – As a thank you, we will select three members who submitted their story to receive an IPSSA hat. All testimonials must be received by 10/23 to be entered into the drawing.

IPSSA MEMBER PORTAL

Have you logged on and updated your IPSSA.com Member profile listing? Enhance your exposure by uploading your company logo, linking your business website and social media pages, uploading some pictures of your work. If you need help there is a video tutorial on IPSSA.com Listed under Resources/IOU Training. If you need your log in credentials re-sent, please contact memberservices@ipssa.com



Pool & Spa Apprenticeship and Training Committee (PSATC) Given Federal Approval from the U.S. Department of Labor, Office of Apprenticeship

THE PSATC IS PLEASED TO ANNOUNCE that it has been approved by the U.S. Department of Labor, Office of Apprenticeship, to move forward with its National Apprenticeship program.

David Hawes, Chairman of the PSATC said "We welcome the approval of this groundbreaking program that will provide an opportunity for a career path in the Pool Service Industry on a National level."

The goal in founding the PSATC was to establish an approach to workforce development and quality assurance that combines related technical instruction and on-the-job training. Apprentices are trained to the degree of competency expected of a journeyman, to meet the demands of our industry.

The PSATC launched its California program in early May after gaining approval by the California Division of Apprenticeship Standards.

Hawes continued, "It is the gold-standard program of education and training for pool and spa service professionals here in California and now across the nation. We have built a career path to assist both employers and apprentices in reaching their respective goals. As our motto states, PSATC--works for you."

If you are interested in supporting the PSATC, a 501(c)(3) non-profit, or enrolling an employee in this program, contact Jennifer Farwell, our Program Director, at jennifer@poolapprenticeship.com. Media inquiries can be directed to atc@poolapprenticeship.com. You can learn more about the PSATC at www.poolapprenticeship.com. ■

Menifee Valley Chapter Donations

IN JUNE OF 2021, MEMBERS OF THE IPSSA (Independent Pool and Spa Service Association) Menifee Valley Chapter in California made two food bank donations by mail to their local food banks. One \$250.00 check was sent to H.O.P.E. (Helping Other People in Elsinore) a local food bank that has been servicing the Lake Elsinore California area since 1992 and another \$250.00 check to the Menifee Valley Community Cupboard in Menifee, California.

HOPE is the only emergency food bank in Lake Elsinore and the Menifee Valley Community Cupboard serves many seniors and low-income families in the area.

Find out more information about these organizations and how to donate to help their causes: HOPE | Menifee Valley Community Cupboard

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BORD MEETING
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Monterey CA, Monterey Plaza Hotel & Spa

WEEKEND OF INSPIRATION CONFERENCE
February 4-6, 2022
Kona Kai Resort, San Diego

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 - provides advice to the BORD on the strategic directions, development of the educational activities (leadership seminar) of IPSSA and supports the ED FUND.
- Legislation and Regulation develops and implements strategies to ensure that the association's public policies and government affairs activities are fully addressed and communicated.
- Marketing and Communications - designs and implements strategies for promoting IPSSA by continuously strengthening its brand and developing web, social media, and print materials (including the IPSSAN). MCC's objective will be to execute a comprehensive marketing and communications strategy which clearly presents IPSSA's mission and its services.
- Membership Program - promotes and facilitates the recruitment and continuity of IPSSA members, which clearly presents IPSSA's mission and services.

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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UV Systems improve both water and air quality for swimmers and aquatic facilities

By Mike Fowler, Pentair

AS COMMERCIAL AQUATIC FACILITIES begin to slowly re-open and try to re-attract and welcome patrons, many aquatic facility managers are looking for solutions that will help improve both the water and air quality of their facility. One of the most effective ways to do quickly to do this, is to add a UV system to the equipment room. Not only do UV systems help improve both the air and water quality of swimming pools,

they also offer commercial aquatic facilities cost-savings by reducing chemical usage. Service professionals working with commercial pools should pro-actively offer to upgrade these facilities with a UV unit, whether the pool is a HMA, HOA, or large municipal pool.

UV secondary disinfection systems provide an alternative to many of the chemicals normally purchased to ensure clean, clear, swimming pool water. UV also helps provides instant protection against water borne, chlorine-resistant micro-organisms. In addition, ultraviolet light reduces the combined chloramine levels that typically cause poor air quality in aquatic facilities and leads to red eyes, dry skin and other unpleasant side effects for bathers. According to the Centers for Disease Control and Prevention*, not only do chloramines emit an unpleasant smell, which is particularly strong within indoor facilities, but these chloramine gases can be harmful to swimmers' lungs, if exposed over a long period of time.

Indoor aquatic facilities may suffer from poor air and water quality, especially with high-bather loads. New recommendations from the Model Aquatic Health Code (MAHC) suggest the use of a secondary sanitation system in these cases. One of the most common forms of secondary sanitation used in aquatic facilities is a UV system, which uses light to destroy microorganisms.

Service professionals that upgrade a commercial aquatic

Continued on page 17

What might be heard at Mount Rushmore about Salt Water Pools...

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ABOUT THE AUTHOR

Mike Fowler is the commercial sales manager at Pentair—maker of the NSF-certified BioShield® UV systems. He has been with the company since 1992, starting his career in the technical services department at Purex Pool Products. Fowler has held many managerial roles within the company, including marketing, accounting, and products. He can be reached via email at mike.fowler@pentair.com.



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AS HEARD ON

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“A Message from the Finance and Member Services Team



THE MCDONALD AMC STAFF is back in-person in the office with COVID restrictions easing in California. Jenifer, Alison, and Frank continue to work on IPSSA's day-to-day membership and accounting functions.

CHAPTER TAX DATA TRACKING
As we look to help the chapter officers and BORD, we came up with a solution to allow real-time access to see who has turned in their chapter tax data. We started a “view only” Google Sheet that can be accessed at any time: [IPSSA Chapter Tax Data Submissions](#)

We accept the tax data through mail, email, fax, and an online survey and update the link above within 48 hours of receiving.

CHAPTER SHARE WITHHOLDING
We are withholding the chapter share for any chapters that have not met their deadlines to submit their chapter tax data, per IPSSA Policy & Procedures. The Chapter Share is dispersed on the 15th of every month so when a chapter resolves their past due chapter tax data they will receive their full chapter share on the next distribution.

Reminder chapter rosters are available 24/7 365 days of the year. Here is the link on how to download rosters and chapter shares. If you have any issues downloading the information, please contact Frank at frank@ipssa.com.

HELPFUL LINKS
[Chapter Share Download Instructions](#)

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[Tax Data Online Portal](#)

Letters to the Editor

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Resource Corner



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What Matters Most to The Pool Owners You Service? (Hint: It Isn't Price)

By Terry Arko, Product Training Content Manager at HASA, Inc.

2020 AND 2021 HAVE BEEN SOME INTERESTING & CHALLENGING TIMES. The pandemic along with supply and labor shortages has made this era in the pool industry unprecedented times. Weather events like Hurricane Laura, which led to the fire at one of the world's leading trichlor tablet manufacturers and the Texas freeze have put a strain on the industry overall. And then the national media picked up on the trichlor tablet shortage and the news that chlorine was going to be in short supply and more expensive went out. The perfect storm now is that summer is here and just about everyone who owns a pool is looking to jump in. However, if that backyard pool needs an upgrade, repairs or even chemicals there could be a tight squeeze when it comes to providing what the pool owners want. Throw into this the fact that prices have increased on everything from chemicals to building materials. And if you want to take a lunch break even that is going to cost you more.

Lately there has been a lot of talk on the pool podcast circuit and among service pros about pricing and whether they can afford to continue offering their service without passing on the increases they are facing. Many pros fear they will lose accounts if they raise rates at this time. In the current atmosphere of uncertainty and increased pricing everywhere this could seem to be a legitimate concern. However, the cost of providing quality service to your customers is now even more essential. So, if the pool pro doesn't choose to pass on the increase to the customer it will be difficult to maintain the business. Most small business experts will advise that any service type company needs to be able to adjust for normal increases in the cost of living. In other words the only way you as a pool pro can give yourself a raise or generate the income you need to keep your business running is by incorporating regular service price increases. And here is something of interest when it comes to the price of pool service for residential pool owners. The biggest concern of pool owners who use a service pro is not the price.

HASA recently conducted a survey of pool owners who use service pros. The results were interesting and revealed what your customers are the most concerned about. The survey took 10 different statements regarding pool service and the owners were asked to rate value attributes that were important to them from their service provider.

Below is a chart of the top five value attributes from pool owners.

Top 5 Value Attributes of Pool Owners

Safe water for swimmers

Service quality

Clarity and feel of water

Cost/price of monthly service

Relationship with provider

The big surprise here is that price is not the first thing on pool owners mind. In fact there are three other value attributes that matter more to your customers than price. Knowing this pool pros can feel more confident about increasing rates. And especially more confident if you know that you

are delivering on the top three value attributes. Let's take a look at those and see how to give your customer what they value most.

Number one is providing safe water for the swimmers. Travel restrictions and public aquatic facility close downs in 2020 created a boom for backyard pool use. That trend is carrying on into the 2021 pool season. Since consumers were focused much more intently on their pools they gained more awareness on just what is needed to ensure it is safe. The concerns of Covid-19 in the beginning of the pandemic led to lots of questions regarding just what is safe and what isn't. Thankfully early on the CDC publicized that swimming in pools that were properly chlorinated showed no evidence of the spread of Covid. Good news for the pool owner and the pool pros. More recently a study has come out of England stating that Covid-19 is inactivated within 30 seconds in pool water with a free chlorine level of 1.5 ppm and a pH between 7-7.2. The study showed success of inactivating Covid in chlorinated water at varying pH's but the lower the pH the faster the reaction took place. 7.2 is a minimum for pool water. The best target pH is 7.5. High levels of cyanuric acid CYA stabilizer can also reduce the anti-bacterial and anti-viral power of chlorine. According to Pool Hot Tub Alliance standards CYA levels should be between 30-50 ppm in order to get the most effect from standard free chlorine levels of 2-4 ppm. These are important conversations to have with your pool customers showing them that you are keeping the pool properly balanced in order to get the best germ destroying effect from the chlorine you add. Remember the safety of the water is your customers number one concern. Having the ability to clearly communicate your expertise in balancing and sanitizing the pool water will prove to them that your service is worth the price.

Number two concern of pool owners had to do with overall service quality. This has to do with what they are paying for. Is it just a weekly chemical service, or a complete cleaning and maintenance. Quality correlates to what is being conducted at each visit. How well is the pool being treated on each and every visit. Here's a question, knowing that this is the customer's number two value attribute what can you do to set yourself apart from others to show your customer the quality of your service? This could be as simple as leaving a door hanger with a positive message that tells what services were performed. In today's world this can be done virtually, so you can send a text or e-mail that shows what was done to the pool that day. Going the extra mile when it comes to problems can exhibit to the customer the value of your service. One example of this is a pool pro who had a very slight amount of mustard algae on the steps of a customer's pool. The pool pro immediately communicated to the customer with a plan of attack, adding extra chlorine, algacide and the pool pro made a promise the algae would be gone. Providing this type of quality service is what brings the value to the customer and is what will keep them with you even during a price increase.

Number three water clarity and feel of the pool. One of the primary reasons for hiring a pool service is because pool owners don't want their families swimming in swamps. They want and expect that blue Hollywood looking pool. The more you can do to deliver safe, clear, and clean pool water the more you will be viewed as a worthwhile investment. In other words the customer is willing to pay you what you are truly worth. One of the best ways to provide clarity is to know the equipment system on the owners pool. Avoid taking on pools with old, undersized equipment that don't provide adequate circulation, water movement and filtration. By being selective on the pools you service you will have more control over being able to provide what the customer expects. Proper pump and filter size are paramount to ensure that water is healthy and clear. The efficient removal of particulate contaminants from the pool water lead to better water quality overall. Using the right chemicals, as an example can make all the difference. While cal-hypo can be a popular chlorine choice the accumulation of calcium can lead to scale and cloudiness of the water. The use of trichlor leads to acidity of the water lowering the pH and alkalinity which can make the water irritable to skin and eyes and will increase CYA levels quickly that reduce the efficiency and add to the demand of using more chlorine. Liquid chlorine contributes

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no calcium or CYA and does not lower pH or alkalinity. Liquid provides the highest level of free chlorine that creates sparkling blue pool water without by products that cause irritation to swimmers. The use of clarifiers and enzymes can also help to keep water clear and sparkling. Lastly, by using borates you will save on chlorine and the feel of the water will be nice and soft for the swimmers.

Focusing on what we know is the value attributes for our customers is the way to ensure we can ask for a price increase without the fear of losing them. Knowing what your customer values and delivering it puts you above the pack and makes you indispensable. Show your customers how you keep their water safe for their family, be a stalwart service pro and go the extra mile. Don't make price the main issue with your customer. Instead give them what they really want, and they will care more deeply and pay you for the essential services you provide and what you are worth. ■

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Become an Effective and Efficient Pool and Spa Heater Repair Technician

By Rocco Russo, Fluidra Pro Academy Regional Training Manager

POOL AND SPA HEATER

TROUBLESHOOTING, to me, has always been about the order of operations. We've all heard the term, "Out of Order." When something isn't operating properly, or at all, the order of operations has been disrupted — the product is out of order.

Troubleshooting is the process of determining exactly where along the order an error or malfunction took place. Understanding the product well enough to know which parts to stock, and to make correct repairs in one visit, make a technician more valuable and efficient. Minimizing call backs means more billable hours per service truck per day — making vital proficiency increasingly possible for the profitability of your service company.

When dealing with pool or spa heaters, it can't be over-stated that safety must always be your first concern. As most experienced heater mechanics will tell you, this one included, getting burned by a heater is an awful experience. Never let your guard down and never lose respect for the potential harm and damage that are possible.

Understanding how a heater is supposed to work is the first step in determining why it doesn't work. Different brands and models follow similar firing sequences, so learning the order of operations on any one heater will certainly assist in knowing how others work as well. For instance, regardless of which model heater

we're talking about, when a homeowner calls to inquire about a pool or spa heater repair, the office staff should be trained to ask early on in the call, "Have you tried backwashing your filter?" If this step is appropriate for their filtration system, backwashing may resolve the issue without dispatching a mechanic by satisfying the water pressure safety switches' requirements. This holds true in all brands of heaters within our industry.

In most pool and spa heaters on the market today, safety switches, such as the pressure switch that closed after backwashing in the example above, must be satisfied for an ignition trial to occur. Pressure switches have Normally Open contacts (NO) that close when the diaphragm is pushed by adequate water pressure. Water temperature limit switches have Normally Closed contacts (NC) that open when header temperatures exceed the switches' limits. When low voltage has a clear path through this series circuit, the command to start an ignition trial occurs when the thermostat's set point is greater than the current water temperature. In most heaters, it's generally safe to assume that if an ignition trial is initiated, the thermostat is calling for heat and the safety switches' circuit is closed, meaning all safety switches are satisfied.

Most pool and spa heaters

available today are either pre-mixed forced draft combustion, or fan assisted. The location of the blower in relation to the combustion process determines which you are dealing with. Fan assisted refers to heaters which have a fan or blower pulling exhaust from a combustion chamber and expelling the byproducts of combustion out into the atmosphere. Pre-mixed forced draft mixes combustion air with fuel gas prior to ejecting the mixture into the burner(s) and combustion chamber. In both cases, starting the blower, then proving that there's airflow through the chamber are the first steps of an ignition trial. Therefore, if you hear the fan running, it's generally safe to assume that the thermostat is calling for heat and the safety switch circuit is closed. By just listening, you already performed half of the heater troubleshooting by resetting the heater — and you didn't even have to take your hands out of your pockets!

When the fan starts, another pressure switch (this time the air-flow switch), has its diaphragm pushed. When enough air is proven to flow through the chamber, this vacuum switch closes its voltage contacts to allow the next step for ignition to occur. The actual lighting of the fuel is typically attempted next. This can be done by a spark module, or the heating up of a hot surface igniter (HSI).

Where would you start troubleshooting if you heard the blower come on, but never heard the tick-tick of the spark ignition or seen the orange glow of the HSI?

Knowing what's supposed to happen will be crucial in determining why heating isn't happening. Confirm the air-flow switch is closed using a multimeter, then test for power energizing the HSI or spark module. If the air-flow switch is closed and there's no power to the igniting component, then the Ignition Control is the culprit. If there is power to the ignition component (HSI or spark ignitor), but it isn't coming on, then that is the part that has failed. Where the power dies the problem lies!

Identifying and troubleshooting electrical component issues is just one important facet of what a technician is challenged with in the field. A good exercise for any heater technician would be to bring a multimeter out to a working heater and use that meter to follow the order of operations on a functional unit. Knowing what a heater does and understanding how it does it, are two totally different things. The mind-set of replacing a specific part because you've seen a similar symptom before is a great start, but we can take our abilities further by aiming for technical mastery. Developing

Proactively When dealing with pool or spa heaters, it can't be over-stated that safety must always be your first concern. As most experienced heater mechanics will tell you, this one included, getting burned by a heater is an awful experience. Never let your guard down and never lose respect for the potential harm and damage that are possible.



ROCCO RUSSO

insight as to why and how these symptoms take place is the next step to providing excellent service and delivering the perfect pool experience.

To simplify, a pool or spa heater's basic order of operations is to establish the call for heat, prove it's safe to operate, then light the burners and keep them lit until the thermostat is satisfied. Fully understanding how all of the heater's components work together to make these happen will take you from being a person that tries to fix their clients' heaters, to becoming an effective and efficient pool and spa heater repair technician. ■

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Dealing with Summer Swamp Pools: Causes and Treatments

By Alicia Stephens, BioLab Inc.

IT'S THAT TIME OF YEAR AGAIN when temperatures soar and pools are getting a lot of use. Unfortunately there are multiple factors that can quickly combine and turn pool water from clean to green overnight. It's important for service professionals to understand the factors that can turn a pool into a swamp, in order to take steps to prevent pool water from turning green. It's also important to remember how to quickly clean up those swamp pools as needed.

SUMMER STORMS

Summer storms and severe weather can be a huge contributor to water quality issues in pools. And in some parts of the country, flooding can cause mud and debris to find its way into pool water. Mud carries a wide variety of contaminants into the pool, including algae. These same storms also frequently knock out the power. When this happens, pool pumps will stop circulating the water and your client's pool

water can rapidly turn bad without circulation, especially in the hot days of summer.

POOL PARTIES

Summer is the time for backyard pool parties. Higher bather loads, hotter temperatures and longer periods of time when the pool is being used, cause a higher demand for chlorine. In fact, chlorine can be completely consumed within hours during a hot afternoon. This can lead to fast algae growth when the pool is packed with swimmers who bring dirt, sand, bacteria, sunscreen and other organics into the water. It's often overlooked, but if swimmers bring their own pool toys, inflatables, or even their swimsuits which have previously been in a lake or river, then algae can be carried directly to the pool. If the pool is not super-chlorinated, cleaned and thoroughly brushed soon after the pool party then algae can appear rapidly.

LACK OF FILTRATION AND CIRCULATION

Moving water is healthy water. However water that is not moving will increase the potential of algae to grow. It is imperative that during the hot summer months the pool receives sufficient filter turnover time and good circulation throughout the pool. During the summer, the pool should filter a minimum of 10-12 hours per day. Return jets should be positioned to prevent dead spots and to ensure the greatest amount of flow and movement throughout the pool. Many pool owners prefer to minimize pump run time due to energy cost, however, during the summer months insufficient filtration can lead to additional cost from increased chemicals and treatments of algaecides. Filtration and circulation are vital during and after heavy swimmer loads, summer storms, and the dog days of summer heat.

WHAT TO DO WHEN THE POOL HAS BECOME A SWAMP

Chlorine is still one of the most effective killers of algae so doing a super-chlorination of 10-20 ppm of chlorine can go a long way towards wiping out the algae. Bromine has been shown to be an even faster killer than chlorine so choosing a two-part bromine algae system where you add the algae product and follow with a chlorine or a chlorine free oxidizer to produce active bromine. These systems can kill algae within 24 hours. Immediately after adding chlorine or bromine algae products, it is important to follow with a chitosan based clarifier to help floc and remove dead algae to the filter. The clarifier should be dosed at 3-4 times the normal maintenance and can continue to be used throughout the clean-up process. The pool filter should be run 24 hours until all algae has cleared. Once the algae are cleared, the filter should be thoroughly cleaned.



ABOUT THE AUTHOR

Alicia Stephens is the education and training manager for BioLab Inc. In her 21 years with the company, she has focused primarily on education, training, and development, as well as technical support and new product research and integration. Currently, Stephens supports all education and training initiatives for the BioLab Pro Dealer division. She can be reached via email at alicia.stephens@biolabinc.com.

A good preventative algaecide may be added to prevent additional outbreaks through the end of the season.

WRAP IT UP WITH A GOOD ENZYME

Algae exudes a hydro carbon and can leave plenty of oily residue behind in pool water and in the filter media. Using a good broad-spectrum enzyme after a heavy algae growth can help clean the water and surfaces. Also, the enzymes will help break down any additional non-living organic material which could cause chemicals to degrade faster. Then proceed to your in-season maintenance program which includes:

1. Maintain a 1-4 ppm chlorine residual at all times
2. Shock weekly
3. Follow immediately with a 3-4 times dose of chitosan based clarifier
4. Run filter 24 hours and ensure good circulation and filtration ongoing
5. Thoroughly clean filter
6. Test and treat for phosphates if necessary
7. Add a good preventative algaecide
8. Use a broad-spectrum concentrated enzyme to clean up oil and non-living organic debris

REMEMBER THE 3 P'S

Remember that proper pool care is based on 3 very important P's: Prevent disease, Protect equipment, and Provide the expected swimming experience. Maintaining adequate sanitation is a key element to proper pool and spa maintenance as it keeps bathers safe from disease while also keeping pool water clean, clear and free of algae. Using an oxidizer on a weekly basis, adding a preventative algaecide, good physical maintenance and select ancillary products round out the key components of a program that maximizes the impact of the sanitizer and helps provide the expected environment for swimmers. The last thing any service professional wants to deal with is an algae outbreak in the pools they service. Stick to the 3 P's, watch the weather and help your customers finish out the summer season with good quality water. ■

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The Lighter Side of Pool Service

Creating a unique identity to rise above the competitive noise

By Mark Feldstein, CFO/Marketing Director

HOLY #*\$# THIS IS BALLOONING, Dane yelled through the disrupted calm. I did my best to calm his nerves by picking up on our previous conversation.

"Sure."

"Unless the potential client

just moved into the home or business, they probably had other service providers in the past. The question is why did they fire them? What went wrong? What are the pain points? Was it poor or inconsistent service? Maybe poor

communication? Lack of customer service? You must know what was missing for the client from the previous service providers in order not to repeat the same mistakes.

"That's what I mean by wants. The need is simple; a clean,

hygienic pool. The answer to what the client wants will help shape how you market and present your company. You will want to do a preemptive strike by addressing those needs and wants from the very start. This will give you the highest chance of closing deals."

"How does a pool service professional find out that kind of information?"

"Before I answer that let's discuss Step 2 because the answer will basically be the same."

"OK, step two is about the basis for decision-making," I prompted.

"Correct. On what basis do the Pool Service prospects base their choice of which pool service company they hire? Is it the lowest price? Referral? In-person presentation? Social media reviews? Or maybe it's a combination of some or all of these?"

"How would they find out?"

"Easy," Dane said, "And this is what I meant about the same answer applies to Steps One and Two. Ask their clients. Just call each client and ask questions. They might be surprised by some answers they didn't expect."

Hold on a moment - that's the Willamette, Dammit! -- Dane remarked as our balloon careened across the Willamette Valley in Oregon.

"Everyone in sales thinks the answer will be their killer presentation, but it might be something completely different. Ask for an honest answer, no egos involved. Picking up the phone or, even better, asking in person, will get much better results than sending out an e-mail survey."

"If it were me, I would ask questions like:

1. Why did you select our company?
2. How do we compare to the last company you hired?
3. What do we do that others don't, if anything?
4. What's missing from our industry as a whole?
5. What could we do that would thrill you?
6. How are we doing in our service of your pool? 1 to 10, how do you grade us?
7. How is our communication? 1 to 10, how do you grade us?
8. How is our Customer Service? 1 to 10, how do you grade us?
9. Are you aware, beside pool cleaning, we also offer XXXXX?

"You can see how these questions not only should provide answers as to the decision-making basis, but also could help point out what is important to the client. That could lead to marketing an identity and differentiators that help attract more clients. Another benefit is that asking

these questions might help with client retention," Dane said.

"How's that?"

"Well, let's say that a primary reason a client selected the company was the promise of excellent customer service. The natural follow-up question would be, 'So, how has our customer service been? Have we met your expectations?' If the answer is not a resounding, 'Yes,' then there still might be time to correct the situation and retain the client."

"OK, let me see if I get it. If excellent customer service is a top want from clients, then needs and wants is obvious - the client needs a clean pool but also wants great communication, updates on the status of their expensive investment, quick response to questions - things like that. Step Two would be to emphasize in the marketing message that they are a company that provides World Class Customer Service?"

"Exactly."

"What you are saying is once you find out how prospects make decisions and recognize that some of those reflect their wants, you make that the primary message of your marketing. Hmmm. Can you give me some other examples?" I asked.

"What you are saying is once you find out how prospects make decisions and recognize that some of those reflect their wants, you make that the primary message of your marketing."

"Sure. What if the client expresses that on-line reputation is critical? If the company's reviews are 5-star, then that's not an issue - just keep doing what they are doing. If, however, their on-line reputation is not perfect, then they will need to work on improving it. Ask their best clients to provide a 5-star review. Address and correct the issues that are causing the low reviews. This may take some time, but not every answer is going to be an overnight fix. Bottom-line is you can't send out a marketing message that isn't going to be in your best interest."

"And once the reputation is where it needs to be?"

"Then absolutely brag about it. Make it part of your message every time. On-line reviews carry a lot of weight these days. Put 5 stars on the business card, website, everywhere," he said.

"OK, how about price?"

"Ah, that's a different problem unless the company doesn't mind

Continued on page 17

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The Lighter Side of Pool Service

Continued from page 17

being the lowest priced in town. If not, then the marketing message might be something like,

‘If price is your basis of choosing your next Pool Service Professional, then we are not the right company for you. If excellent service and a clean, hygienic pool is, give us a call.’

“This will filter out prospects they may not want to waste time on as well as position the company as a service that provides quality work. Also, if the client has been hired and fired many service providers, it may be time to point that out and that price may not be a good basis for their decision.”

“In that case, it’s not changing the marketing message to attract clients who base their decision on price, but, rather, weeding them out.” I pointed out.

“Exactly.”

”What if the basis is impulse?”

“Then take advantage of the tools we have today like Pay Per

Click (PPC) campaigns, cookies, banners ads. All of these and more are designed to attract that client who is browsing the internet and looking for a solution. You want to be sure to be on their radar. It doesn’t necessarily mean they are an impulse buyer, but, at least, you will be in the mix.”

“What if the decision is based on the website?”

“Then invest some time and effort and, possibly, budget, to develop the best website they can. The point of asking clients the basis of their decision is to discover where you can improve to meet that expectation,” he explained.

“OK, I’m getting it. It makes sense. I think I’m ready to move onto Step 3; company identity. I’m not sure I’m getting that 100%. Pool Service companies are so similar.”

As the balloon made a few awkward movements... I briefly

“Invest some time and effort and, possibly, budget, to develop the best website they can. The point of asking clients the basis of their decision is to discover where you can improve to meet that expectation.”

closed my eyes and heard.

“OK, then let’s take a moment to talk insurance,” Dane said.

We safely landed and enjoyed a obligatory glass of Pinot Noir in Oregon’s Willamette Valley. Our next stop? We decided to climb a mountain.

To be continued... ■

UV Systems

Continued from page 7



facility with medium and low pressure UV systems, will not only help eliminate chloramines, but will be providing the facility with a secondary sanitation system that provides clearer water, not to mention reduce the chlorine required to keep the water sanitized.

Once the UV system is installed, chloramines are reduced and the air can be clearer within 24 hours. In addition, the unit also provides cost saving benefits to swim schools and aquatic facilities by reducing the formation of chloramines and alleviating chlorine ppm swings. Pentair’s NSF-certified BioShield UV systems use advanced engineering to provide swim schools with clear water and air to ensure safer and commercial aquatic facilities because the UV unit provides a truly improved aquatic environment. The healthier swimming while reducing operating costs and providing a better swimming experience. The air and water quality changes

created by a UV system is felt immediately by staff and pool users, thereby helping to improve overall working and swimming conditions. This improved environment helps attract and welcome patrons to the facility. Service techs that install UV systems will find they build customer loyalty with In the long term, the reduced chloramines also lessen corrosion to the equipment. Therefore, as part of the improvement process, the installation of an automatic controller is paramount. The device provides automated control of the pool’s pH and oxidation-reduction potential (ORP) levels, which help to stabilize the water and reduce the over-consumption of chemicals. By monitoring and treating water 24-7, facilities avoid excess use of chemicals caused by high-and-low chemical levels and dosing. Further, by ensuring proper chemical balance and treatment, the facility will also benefit, indirectly, from better air quality. ■

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Why is the pH Always Going Up in My Pool?

By Robert W. Lowry

THERE ARE 4 REASONS FOR PH RISE IN POOLS

- Total Alkalinity is too high or wrong - Target is 90 ppm
- Too much aeration and turbulence - waterfalls, negative edge, spillways, fountains, etc.
- Saltwater Chlorine Generator (SWG) - makes hydroxide (OH⁻), aeration, and turbulence
- Plaster hydration or curing - new or recently plastered pools only
- (It is NOT from using liquid chlorine or cal hypo)

BELIEVE IT OR NOT, CO2 OFF-GASSING IS THE REASON FOR 3 OF 4

It is important to understand the role that carbon dioxide (CO₂) plays in maintaining pH and Total Alkalinity.

- CO₂ is dissolved in the water and pool water is over-saturated with CO₂.
- The saturation point is the point at which no more of a substance can be dissolved into a solution.
- Henry's Law is a gas law that states that "the amount of dissolved gas in a liquid is proportional to its partial pressure above the liquid."
- CO₂ dissolved in water is in equilibrium with CO₂ gas above the water.
- CO₂ dissolved in the water will attempt to attain equilibrium with CO₂ gas in the air above the water.

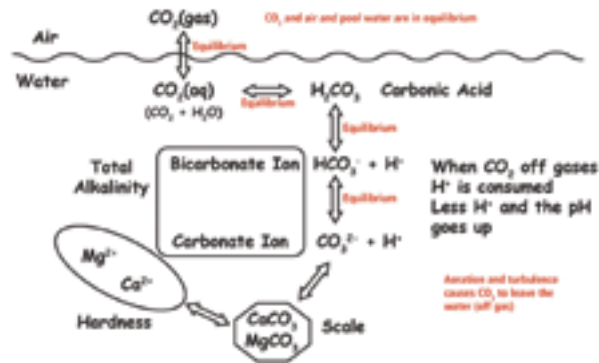
An everyday example is given by one's experience with carbonated soft drinks, which contain dissolved CO₂ (carbonated). Before opening, the space above the liquid in its container is almost pure carbon dioxide, at a pressure higher than atmospheric pressure. After the can is opened, this gas escapes, moving the partial pressure of carbon dioxide above the liquid to be much lower, resulting in degassing or off-gassing as the dissolved CO₂ comes out of the solution. If the can is shaken or agitated, then the soda loses its carbonation or CO₂ faster. Shaking and agitation are synonymous with aeration and turbulence. So, aeration and turbulence cause CO₂ to off-gas.

UNDERSTANDING EQUILIBRIUM IS THE KEY

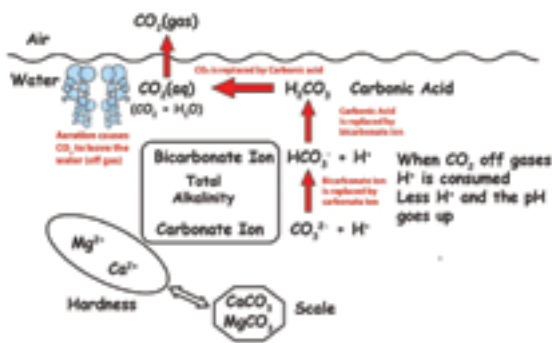
When CO₂ leaves the water, it causes the pH to go up. The reason is equilibrium, but not just CO₂ equilibrium. In the water, CO₂ is in equilibrium with carbonic acid (H₂CO₃), and carbonic acid (H₂CO₃) is in equilibrium with bicarbonate (HCO₃⁻), and bicarbonate (HCO₃⁻) is in equilibrium with carbonate (CO₃²⁻). These chemicals are all in equilibrium and go back and forth to maintain equilibrium. So, if you raise or lower any of these items, everything else shifts to keep the equilibrium.

Adding aeration and turbulence forces CO₂ out of the water and makes the pH go up. The reason is that when carbonate (CO₃²⁻) converts to bicarbonate (HCO₃⁻), a hydrogen ion (H⁺) is used. And when bicarbonate (HCO₃⁻) converts into carbonic acid (H₂CO₃), a hydrogen ion (H⁺) is used. Remember, pH is a measure of hydrogen ion (H⁺), and the less H⁺, the lower the pH. By the way, the reverse is true. Adding CO₂ makes the pH go down because hydrogen ions (H⁺) are released.

Here is a graphic showing equilibrium.



This graphic shows what happens to equilibrium when aeration and turbulence are added.



OVER-CARBONATION

Pools are way over-carbonated. We are just fortunate that the rate of out-gassing of CO₂ is relatively slow and that even aeration and turbulence have a limited effect on speeding it up. If you run your aeration and turbulence-causing systems (fountains, spillovers, water features, negative edge, SWGs, etc.) all the time, then you will likely be adding acid all the time.

Tip: You might consider using a timer for aeration and

turbulence-causing devices so that they run when people are around to enjoy them and not when people are at work, or no one is there.

TOTAL ALKALINITY CONTROLS CO2 OFF-GASSING

Aeration of the water, turbulence, and splashing will raise the pH theoretically until the amount of CO₂ in the water is in equilibrium with the air. This pH of equilibrium then depends on the TA (total alkalinity) level. At roughly 200 ppm TA (ignoring CYA), the pH could theoretically rise to 8.77, but in practice, it will go up to about 8.5. A TA of 100 ppm could have a max pH of near 8.0.

CO₂ out-gassing is reduced by lowering TA, reducing turbulence and splashing, and keeping a slightly higher pH.

We recommend 90 ppm as a starting Target TA. If at this target the pH is drifting up or constantly rising, then lower the Target by 10 ppm to 80 ppm. And if that doesn't work, try lowering TA to 70 ppm. If on the other hand your pH is drifting low or constantly going lower, raise the Target TA to 100 ppm. Again, change in increments of 10 ppm until the pH is stable.

The problem is when the TA level is too high there is a lot of out-gassing of carbon dioxide (CO₂) and that causes the pH to rise. You may also have a lot of splashing and aeration in the pool from waterfalls, spillovers, negative edge, or other sources that accelerates the out-gassing. If you were to lower the TA to 80 ppm or even a little lower to 70 ppm, you will find that the rate of pH rise will be slower, especially if you target a pH of 7.5 and even slower with a pH of 7.6. If you find that a lower TA level helps, then you may need to raise the Calcium Hardness (CH) level a little bit to compensate for the saturation index to protect plaster surfaces. About a 50 to 70 ppm calcium increase should compensate nicely if using 70 ppm TA and 7.6 pH.

So if the pH is going up you now understand that it is most likely that the TA is too high, or there is a lot of aeration, splashing, or turbulence. It could also be due to an SWG (saltwater chlorine generator).

SWGS (SALTWATER CHLORINE GENERATORS) RAISE PH

SWGs make chlorine from salt (sodium chloride) added to the water at 3,000 to 3,400 ppm). SWGs also make hydrogen gas (H₂) and hydroxide (OH⁻). Hydroxide (OH⁻) raises pH but hydrogen gas (H₂) makes bubbles (aeration) and because the water flow is going from a 1 1/2 inch or 2-inch pipe into a cell with 8 or more plates or blades, there is a lot of turbulence created. Aeration and turbulence cause CO₂ off-gassing and the pH rises.

Continued on page 19

Take PRIDE In Your Work.

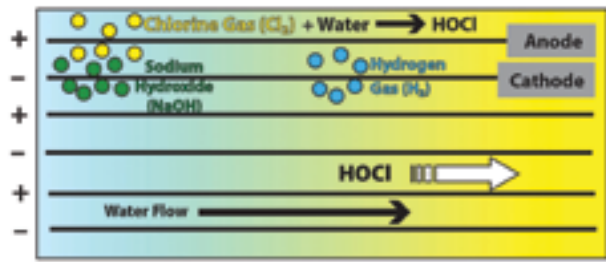
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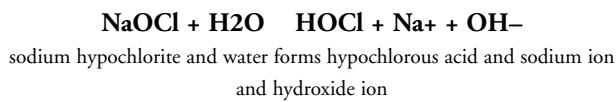
pH Going Up?

Continued from page 18



You are also thinking that the pH rise could be from liquid chlorine or cal hypo. This is logical thinking, but even though liquid chlorine and cal hypo have a high pH, they do not raise pH. Liquid chlorine (sodium hypochlorite) and cal hypo (calcium hypochlorite) have a pH of 11.0 to 13.0 so it is logical to think that they will raise the pH of the pool water. The fact is that initially or upon addition they do raise pH because hydroxide (OH⁻) is made.

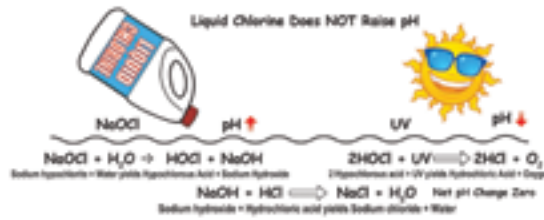
Here is what happens when liquid chlorine (sodium hypochlorite - NaOCl) is added to water:



You can see that hypochlorous acid (HOCl the killing form of chlorine) is made, sodium ions (Na⁺) and hydroxide (OH⁻) are made. The hydroxide raises the pH of the pool water. So, your thinking was correct. Liquid chlorine raises the pH of pool water. But what happens next is something that I did not realize until about 8 years ago.

When HOCl is degraded by UV or sunlight, or when it is used in the process of killing organisms or oxidation, the HOCl becomes HCl which is hydrochloric acid. The amount of acid made is almost equal to the amount of hydroxide that was made when the liquid chlorine was added. So, the net difference to pH is zero or almost zero.

Here is a graphic showing why liquid chlorine does not raise pool pH.



If you start with no chlorine in the water and you add hypochlorite then the addition will raise the pH and while it will get lowered as it is consumed or used, additional hypochlorite will raise pH again so that starting from 0 ppm free chlorine and getting to and maintaining 3.0 ppm free chlorine results in an elevation of pH that is not lowered unless you explicitly lower the pH by adding acid.

But that is exactly what is done. Once the desired free chlorine level is reached, say 3.0 ppm, then the pH is lowered by adding acid. From that point forward, there is little or no change in pH from the hypochlorite itself except for the excess lye in it, and that rise typically only shows up in some high bather-load pools using lots of chlorine per day. The excess lye in liquid chlorine (sodium hypochlorite) is typically 0.03%. This is very little lye. Considering that a gallon of sodium hypochlorite 12.5% is 128 fl oz and weighs 9.66 lbs per gallon, there is about 0.046 oz (1.4 grams) of lye. This amount of lye would have a very small effect on pH in 15,000 gallons and that assumes you are adding the whole gallon of liquid chlorine to the pool.

WHAT SHOULD YOU DO?

If the pH is going up in your pools, the problem is high (wrong) TA, high aeration or turbulence, or an SWG. It could also be from plaster hydration but that is expected on new plaster. A little pH rise in a week is normal. So adding a 4 fl oz to 16 fl oz of muriatic acid is normal. Some pools can be dialed in to only need a small amount of acid every 2-3 weeks. Others weekly.

- **For High or Wrong Total Alkalinity**

Start with a Target TA of 90 ppm and adjust the Target up or down by 10 ppm until pH remains mostly stable depending on whether the pH is drifting up or down. The lower the pH and the higher the TA, the greater the CO₂ off-gassing and the more the pH rises. Keeping a pH of 7.5-7.6 and a TA of 80-90 ppm minimizes pH increase.

- **SWG Advice**

SWGs will always have the pH rising due to hydroxide (OH⁻) production and hydrogen gas (H₂) aeration and turbulence created in the cell. Adding borate to the water will help greatly. Borate at 50 ppm is a pH buffer to help prevent or slow down the pH rise and prevent pH from rising as high. In addition, borate is an algaestat which means that it prevents but does not kill algae. Because chlorine does not need to kill the algae as it is introduced, less chlorine is needed. Needing less chlorine means that the SWG can run less time. When the SWG runs less, there is less hydroxide (OH⁻) and less hydrogen (H₂) aeration produced so the pH does not rise as much. The SWG will not run as long, and this increases its life. For more information on using borate, please see the PCTI Tech Bulletin "Borate for Pools."

- **Water Feature Aeration**

Waterfalls, negative edges, spillways, fountains, etc. can be the cause of pH rise due to aeration and turbulence. Even a suction leak can create a big amount of turbulence. Reducing the amount of time these features are run can dramatically cut down pH rise. There is no point in running the aeration creating features when no one is home or sleeping.

- **Using Liquid Chlorine or Cal Hypo Will Not Increase pH. ■**



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Haviland Pool and Spa offers Three Ways to Ensure Enough Chlorine this Swimming Season



FOLLOWING THE RECENT SHORTAGE OF CHLORINE TABLETS, Haviland Pool and Spa offers simple maintenance tips to save chlorine and extend the swimming pool season for all.

“Diligent hygiene and easy changes to your pool’s maintenance routine can reduce your sanitizer consumption up to 30 percent, ensuring clean and healthy water for your family despite potential difficulties purchasing chlorine tablets,” said John Bokor, Haviland Pool and Spa Director of Sales.

“Haviland’s three steps, ‘balance, clean and remove,’ are easy ways to reduce consumption and stretch chlorine usage.”

STEP 1: BALANCE – SANITIZER WORKS BETTER IN BALANCED WATER

PRODUCT NEEDED: BORATE
Balanced pool water is the best way to ensure chlorine can keep your water sanitized. Invest in a test kit or strips to monitor pool water’s sanitizer level.

The key to maintaining this balance is boron, a mined mineral (the letter B on the periodic

table), also known as borates. Borates can lower chlorine consumption because they have a buffering ability that allows pool water to remain at a more stable pH level for a longer period of time. Borates also inhibit algae growth allowing chlorine to be more efficient and effective at sanitizing the water.

STEP 2: CLEAN – CIRCULATION AND FILTRATION CLEAR THE WAY FOR SANITIZERS TO WORK

PRODUCTS NEEDED: FILTER CLEANER AND CLARIFIER
The physical cleaning of surfaces, along with proper circulation and filtration maintain the hygiene of the water, surfaces and swimmers. Brushing pool walls, vacuuming debris of the pool floor, and chemically cleaning your pool’s filter is key to reducing sanitizer consumption.

STEP 3: REMOVE – FOR CLEAN WATER, REMOVE THE “YUCK” YOU CAN’T SEE

PRODUCTS NEEDED: ENZYME AND PHOSPHATE REMOVER
High levels of phosphates can cause calcium phosphate scale. When it comes to calcium phosphate scale, prevention is the best solution. Maintaining a phosphate residual of less than 125 parts per billion (ppb) is the

key to preventing phosphate-related issues. Phosphates are also a great food source for algae growth. Removing phosphates helps limit calcium phosphate formation, reduces algae blooms and ensures the optimal sanitizer performance.

Another helpful additive to lessen the demand for chlorine is the use of enzymes. As a part of regular maintenance, using a high-quality, broad-spectrum enzyme every week will help break down the organics swimmers bring into the water, which will help sanitizers work more efficiently. Enzymes naturally break down contaminants, making them easier for filters and chlorine to remove from the water.

For more information on extending your chlorine this season visit bit.ly/haviland3ways or contact Haviland Pool and Spa at 800-333-0400 and on Facebook and Instagram @havilandpool. ■



Haviland
POOL AND SPA PRODUCTS

FOR MORE INFORMATION
Contact Mackenzie Klahr at Mackenziek@havilandusa.com



IPSSA Code of Ethics

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.

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.



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HASA Inc., Provider of Safe, Clean, Clear water treatment products, Announces Acquisition of Pool Chemistry Training Institute (PCTI)

HASA Inc., the leading West Coast supplier of liquid sodium hypochlorite for water and swimming pool sanitization, is proud to announce that it has acquired all assets and intellectual property of Pool Chemistry Training Institute (PCTI) as part of an initiative to support the continued education of and support for its essential pool service professional community.

Co-founded in 2018 by pool chemistry expert Dr. Bob Lowry, PCTI's training program is the first of its kind to provide an in-depth pool water chemistry class specifically for residential pool service professionals. PCTI's signature 1-Day Residential Pool Chemistry Certification course—called Pool Chemistry Certified (or "PCC-R")—is widely recognized as the gold-standard curriculum in the pool training space. While the PCC-R course is aimed primarily at pool service technicians, it also benefits retail stores—and even pool owners—and is the only pool chemistry certification course available for residential pool pros.

HASA will now selectively sponsor, improve, and support the 1-Day Residential Pool Chemistry Certification Class, which leverages Dr. Lowry's 45 years of water chemistry knowledge. HASA will also expand availability of the program at upcoming tradeshow, distributor events and online to help enhance

the expertise and credentials of backyard pool service pros.

"For the past five decades, HASA has provided best in class support to pool service pros, allowing them to make water safe and sparkling for families and swimming enthusiasts all across the western United States," said Rick Sawin, Vice President of Pool, Distribution and Sales for HASA, Inc. "We have long been impressed with Bob Lowry's tremendous contribution to the swimming pool field. He has made an indelible impact by delivering highly specialized pool maintenance training curriculum to the industry—and this new HASA-PCTI partnership offers a great way to educate and certify pool service professionals seeking advanced training and credentials."

Dr. Lowry has a long and esteemed reputation within the pool care industry. Prior to co-founding PCTI, he served as a technology officer for DEL Ozone, an ozone generator manufacturer. He also has been a consultant to numerous corporations including DuPont, Olin, Nalco, Arch and FMC—and has advised industry brands such as Natural Chemistry, LaMotte, ITS, Pentair and Jacuzzi. Dr. Lowry has written 21 pool and spa water chemistry books, published more than 175 technical articles, written 29 technical white papers, penned a monthly column for Pool & Spa News, and crafted three

comprehensive IPSSA training manuals presenting 425 pages on water chemistry instruction.

"With the increase in backyard pool use we've witnessed within the past year alone, the need for essential, well trained pool service pros is stronger than ever and expected to be unprecedented this season," added Terry Arko, HASA's Product Content and Training Manager. "Dr. Lowry is a true luminary within the swimming pool industry—and HASA is thrilled to partner with PCTI to promote this incredibly in-depth, yet practical, water chemistry class to aid pool pros looking to further build their knowledge base."

PCTI testing apps will be available this summer season through HASA's new mobile app—available for download on the Apple and Google Play app stores under "HASA Rewards."

For more information, please visit Hasa.com. ■

ABOUT HASA

HASA, Inc. is a leading producer and supplier of high-quality water treatment products used to sanitize and maintain water systems, including swimming pools, water tanks and containment vessels for recreational, industrial and municipal end markets. Founded in 1964, the company operates out of facilities in California, Arizona, Washington, Nevada and Texas. HASA's many dealers, distributors, service professionals and end-user customers have all played a vital role in the company's success.



PENTAIR REBATE PROGRAM

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 one dollar (\$1.00) for each whole good that a member purchases throughout the year. The listing of qualifying whole goods is the same as listed in the Pentair's PIP Program, for example, pumps, filters, heaters, heat pumps, cleaners, automation systems, IntelliChlor and colored lights.

For IPSSA to receive payment each member must register individually on the Pentair IPSSA Incentive Program Registration Form and also 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 dates reflect purchases made from October 1, 2020 through September 30, 2021.

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 and speak with their program coordinator.

The funds generated will be used for IPSSA's continuing education and research programs. ■

Things to do in July

- Wear Sunscreen
- Wear a Hat
- Drink Lots of Water

New Products



ADA compliant AQUATRAM® 90+ Lift offers increased lifting capacity

PENTAIR'S IMPROVED AQUATRAM® 90+ pool access lift rotates 90° left or right for easy pool access and has an increased lifting capacity of 400 lbs. This ADA compliant lift also has an improved reach to clear spa benches and most gutter types. This lift anchors directly into the deck with popular Quickset Dual Wedge™ Anchor socket –making it removable without tools & easy to retrofit in existing anchors. Includes dual flip-up armrests, comfortable seat with adjustable lap belt and footrest plus simple-to-operate controls. Fully ADA compliant, this unit is also solar kit option ready with a rechargeable battery-powered operating system.

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Clear Result offers Chlorine Free Oxidizing Shock

CLEAR RESULT OFFERS A POWERFUL CHLORINE-FREE OXIDIZING SHOCK that is ideal for use in the summer when pools are getting heavy use. This fast acting, non-chlorine oxidizing treatment is powered by Oxone—an oxygen based, non-chlorine based oxidizer. This product contains no chlorine and is easy to use. Compatible with pools using chlorine, bromine, copper-silver ionizers, chlorine generators, and more. Eliminates all precursors that would otherwise lead to combined-chlorine formation. Will not bleach or fade vinyl liners and is safe for all surfaces. Unlike traditional shock treatments, pool users can get back into the pool within 15 minutes. Perfect for those who are looking to decrease chlorine usage while restoring sparkle and clarity to dull water. Can be used weekly and also ideal before or after heavy swimmer use.



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Hayward AquaRite® S3: Salt Chlorination with Built-In Control

AQUARITE S3 SALT SYSTEM FROM HAYWARD OFFERS all the benefits of salt chlorination you'd expect, along with built-in control that today's pool owners require. Its integrated LCD screen controls chlorine levels, a heater and a pump for simple pool management. By converting salt into a virtually endless supply of chlorine, the AquaRite S3 salt system can save pool owners with the hassle of lugging around heavy liquid jugs or chalky tablets. And with the supply of chlorine options becoming increasingly unpredictable, there's never been a better time to choose a salt system for any pool's sanitization needs. But best of all, it produces silky-smooth water that the whole family will enjoy - it won't irritate eyes, dry out skin or cause fabrics to fade.

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Introducing the New HASA Liquid Feeder™

HASA POOL MAKES BACKYARD POOL SANITIZING EASIER with the new HASA Liquid Feeder™. The sleek-looking new feeder is a state-of-the-art way for delivering HASA's high performance Sani-Clor® liquid sanitizer to the swimming pool on a daily basis. The new feeder is ideal for pool service professionals looking to keep pool water Safe, Clean, and Clear without the hassle of increased cyanuric acid (CYA) from trichlor tablets. The HASA Liquid Feeder™ also eliminates the need for tablet floaters—and is non-electrical, easy to install, feeds whenever the filter pump is running, and doesn't add calcium, which can lead to damaging scale build-up. The HASA Liquid Feeder™ is the perfect fit for pool service techs who want exceptional water quality for the pools they service. HASA's new liquid feed system offers the enhanced sparkle and beautiful blue pool color your customers desire, plus softer-feeling water that's ready for swimmers to enjoy every day.



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Chapter Information and Meetings

REGION 1 Northern California

Dave 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: [Rick Plath](#), 209-456-1605

East Bay

Third Tuesday, 6:00 p.m.
Pleasant Hill Community Center
320 Civic Drive Pleasant Hill
President: [Bob Dundon](#)

East Contra Costa

Fourth Tuesday, 6:00 p.m.
La Fuente Mexican Restaurant
642 1st Street, Brentwood
President: [Kirk Olsen](#)

El Dorado

Second Thursday, 6:30 p.m.
Shingle Springs Community Center
4440 S. Shingle Road, Shingle Springs
President: [Shawn Panico](#), 916-201-6245

Elk Grove

Second Wednesday, 7:00 p.m.
Logan's Roadhouse
9105 W. Stockton Blvd., Elk Grove
President: [Jerry Marquardsen](#)

Gold Country

First Monday, 6:00 p.m.
2515 Grass Valley Hwy., Auburn
President: [Ryan Ruminson](#), 530-401-7346

Modesto Central Valley

Third Tuesday, 6:00 p.m.
El Rosal Restaurant
3401 Monte Vista Ave., Turlock
President: [Albert Camarillo](#), 209-628-2717

Sacramento City

Fourth Wednesday, 7:00 p.m.
Plaza Hofbrau
2500 Watt Avenue, Sacramento
President: [Kelli Carrillo](#), 916-730-7636

Tracy

Fourth Thursday, 6:00 p.m.
Perko's Cafe
1321 W. 11th Street, Tracy
President: [Beau Hoff](#)

West Placer

First Thursday, 5:30 p.m.
Strikes Bowling Alley
5681 Lonetree Blvd., Rocklin
President: [Bryan Soto](#), 916-258-5114

REGION 2 Central California

Beau Braisher, Director
661-332-4952 | braisherpools@gmail.com

Bakersfield

First Tuesday, 5:30 p.m.
Rusty's Pizza
6675 Ming Ave., Bakersfield
President: [Trevor Smith](#), 661-472-5288

Central Coast

Second Wednesday, 6:00 p.m.
Nino's Grill, Templeton
President: [Matt Mazzo](#), 805-614-3114

Conejo

Second Wednesday, 7:30 p.m.
Alpha Water Systems
725 Cochran Street #A, Simi Valley
President: [Dennis Van Sloten](#), 805-813-6154

Conejo Valley

Second Wednesday, 6:30 p.m.
Superior Pool Products
1200 Lawrence Drive #400, Newbury Park
President: [Michael Flanagan](#), 805-444-7960

Fresno

Fourth Tuesday, 7:00 p.m.
Roundtable Pizza
First & Bullard, Fresno
President: TBD

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: [Tracy Sands](#), 714-726-4059

Visalia

Third Wednesday, 6:00 p.m.
Amigo's Cantina
5113 W. Walnut Avenue, Visalia
President: [Charles Roque](#), 559-213-4021

REGION 3 Northern L.A. County, California

Terry Snow, Director
909-982-9962 | tls.pools@verizon.net

Antelope

Second Monday, 6:00 p.m.
SCP Antelope Valley
4514 Runway Drive, Lancaster

President: [Steven Polovina](#), 661-236-6095

Diamond Bar

First Thursday, 7:00 p.m.
PEP 563 W. Terrace Drive, San Dimas
President: [Robert L. Betts](#), 626-757-6707

Foothill

Third Thursday, 7:00 p.m. via Zoom
849 Foothill Blvd. #4, La Canada
President: [Jay Laughrey](#), 818-957-5298

San Fernando Valley

Third Wednesday via Zoom
President: [Rich Gallo](#), 661-803-9919

San Fernando Valley Metro

First Tuesday, 7:00 p.m.
Canoga Bowl
20122 Vanowen, Canoga Park
President: [Eric Nielson](#), 818-710-1628

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: [Glen Batista](#)

REGION 4 South L.A. County, California

Adam Morley, Director
310-493-3565 | adam@paradisepools.biz

Central Los Angeles

Second Monday, 6:30 p.m.
Han Woo Ri Presbyterian Church
1932 S. 10th Ave, Los Angeles
President: [Fred Choi](#), 213-598-0078

East Long Beach

Second Tuesday, 6:30 p.m.
Ecco's Pizza
2123 N Bellflower Blvd., Long Beach
President: [Matt Mann](#), 562-420-9061

South Bay

Second Wednesday, 7:00 p.m.
American Legion Hall
412 S. Camino Real, Redondo Beach
President: [Rick Morris](#), 310-755-5279

West Side

Second Tuesday, 6:30 p.m.
American Legion Hall
5309 S. Sepulveda, Culver City
President: [Richard Okamoto](#), 310-927-2411

Whittier

First Wednesday, 7:00 p.m.
Superior Pool Products Santa Fe Springs
President: [Albert Navarro](#), 562-927-6757

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: [Cal Pratt](#), 949-230-7462

Central Orange County

Last Tuesday, 7:00 p.m.
Coco's Restaurant
14971 Holt Avenue, Tustin
President: [Mark Harrison](#), 949-874-8234

Dana Point

Second Tuesday, 6:00 p.m.
Coco's Restaurant
Crown Valley at I-5, Dana Point
President: [Cliff Gross](#), 949-587-9773

Mission Viejo

1st Tuesday of every month, 6:00 pm
Laguna Hills, CA 92653
President: [Chris Dodds](#), 949-683-6076

Orange Coast

Last Monday, 5:00pm
Roundtable Pizza on Adams and Beach
President: [Rob Mangus](#), 714-318-1254

Orange County # 9

Second Wednesday, 7:00 p.m.
Dad Miller Golf Course
North Gilbert Street, Anaheim
President: [Douglas Beard](#), 714-534-5405

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: TBD

Surf City

Third Tuesday, 6:30 p.m.
Superior Pool Products
10865 Kalama River, Fountain Valley
President: [Frank Malavar](#), 714-960-3558

Tustin/Irvine

Second Tuesday, 6:00 p.m.
PSOC Waterline Technologies
220 N. Santiago Street, Santa Ana
President: [Rich Foley](#), 714-974-1514

Yorba Linda

First Wednesday, 6:45 p.m.
(Please verify meeting time with president)
Lampost Pizza
21480 Yorba Linda Blvd #D, Yorba Linda
President: [David Hartson](#), 714-306-4864

REGION 6 Inland Empire, California
John Dixon, Director
951-316-1675 | waterwhisperer1@verizon.net

Corona

Second Tuesday, 7:00 p.m.
Marie Callenders
160 E. Rincon St (at Main St), Corona
President: TBD

Hemet

Third Wednesday, 6:00 p.m.
Megabite's Pizza
1153 S. State Street, Hemet
President: [Kenneth Campbell](#), 951-733-4330

Menifee Valley

First Wednesday 7:00 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 pm.
Location varies. Please contact chapter president for more info.
President: [Ron Goodwin](#), 909-989-0406

Palm Desert

Third Thursday, 6:00 p.m./7:00 p.m.
(Please verify meeting time with president)
Sloan's, 81539 US Hwy 111, Indio
President: [Gary Kauber](#), 760-702-5865

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: [Bill Brooks](#), 909-553-5780

Riverside

First Tuesday, 6:00 p.m.
Cask N Clever
1333 University Ave., Riverside
President: [Howard Hill](#), 951-213-6131

Temecula/Murrietta

Third Wednesday, 7:00 p.m.
Pat & Oscar's
29375 Rancho California Road, Temecula
President: [Scott Peterson](#), 951-255-4175

REGION 7 San Diego County, California
waterwatcher.org
Michael Harris, Director
619-395-6700 | barrowpoolssd@gmail.com

Carlsbad

Third Wednesday, 6:00 p.m.
El Ranchero Restaurant
1565 N. Santa Fe, Vista
President: [Jonathan Dodge](#), 760-845-5501

Escondido

Third Wednesday, 6:30 p.m.
Call for location
President: [Bruce Smith](#), 760-741-3960

North County Coastal

Third Tuesday via Zoom, 6:00 p.m.
(meeting link is sent out a week prior).
Please contact the Chapter President by email for more information.
President: [Aden Dunne](#), 760-801-5526

Rancho Del Mar

Third Monday, 5:30 p.m.
12840 Carmel Country Rd.
San Diego, CA 92130
President: [Wayne Maynard](#), 858-361-8313

San Diego

Third Wednesday, 7:00 p.m.
Admiral Baker Clubhouse
2400 Admiral Baker Road, San Diego
President: [Mark Curran](#), 619-269-3888

San Diego East County

Third Tuesday, 6:00 p.m.
Superior Pool Products
1973 Friendship Drive, El Cajon
President: [Marc Impastato](#), 619-270-6617

San Diego Metro

Fourth Thursday, 6:00 p.m.
Sammy's Wood Fired Pizza
8555 Fletcher Pkwy, La Mesa
President: [Bert Vexland](#), 619-445-7887

REGION 8 Arizona and Nevada

Bill Goosee, Director
602-531-0035 | goosse-man@cox.net

East Valley (Phoenix)

Third Thursday, 6:00 p.m. MST
Pool Electrical Products - Tempe
In the back parking lot
1245 W Geneva Dr Tempe, AZ 85282
President: [Angela Clark](#), 480-489-2577

North Phoenix

Third Tuesday, 6:00 p.m.
SCP
18201 N. 25th Avenue, Phoenix, AZ
President: [Stillman Brown](#), 623-229-3494

Southeast Valley

Second Thursday, 5:30 p.m.
Superior Pool Products
7330 S. Atwood, Mesa, AZ
President: [Daniel Morris](#), 480-284-4296

Tucson

Third Wednesday, 6:30 p.m.
Superior Pool Products
4055 S. Runway Street Tucson, AZ
President: [Perry Wingate](#), 520-240-0806

West Valley

Third Wednesday, 6:00 p.m.
Cloud Supply
1100 N. Eliseo Felix Way, Avondale, AZ
President: [Frank DeAngelis](#), 623-293-7353

Western Las Vegas

First Monday, 6:30 p.m.
Vietnam Vets Hall
6424 W. Cheyenne, Las Vegas, NV
President: [Linda Cross](#), 702-524-8453

REGION 9 - TEXAS SOUTH

ipssatexas.com
Becky Clayton, Director
210-240-3121 | beckyclayson@yahoo.com

Austin

First Tuesday, 6:00 p.m.
Cherry Creek Catfish Company
5712 Manchaca Road, Austin
President: [Mark Mastropietro](#), 512-550-1100

Clearlake

Fourth Tuesday, 7:00 p.m.
Rudy's BBQ
21361 Gulf Fwy Webster
President: [David Potts](#), 208-887-6486

Corpus Christi

First Thursday, 6:30 p.m.
SCP in Corpus Christi
President: [Michelle Wilkinson](#), 209-604-6460

Hill Country

Third Tuesday
TJ's Burgers
259 TX-337 Loop, New Braunfels
President: [Jascha Wood](#), 512-216-7663

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: [Thomas Long](#), 512-293-7831

North Houston

Third Tuesday, 7:00 p.m.
El Palenque Mexican Restaurant
1485 Spring Cypress Road
Spring, TX 77373
President: [Stephen Titone](#), 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: TBD

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: [Darrell O'Neal](#), 707-217-1546

Mid-Peninsula

Last Tuesday, 7:00 p.m.
Superior Pool Products
2692 Middlefield Road, Redwood City
President: [Thurlough Cunningham](#)
650-868-9310

Monterey Coast

Fourth Wednesday, 7:00 p.m.
85 Neilson Street, Ste.201, Watsonville
President: [Terry Page](#), 831-297-2215

Santa Clara Valley

Third Thursday, 5:30 p.m.
SCP
2036 Martin Ave Santa Clara
President: [Fred Doering](#), 408-685-8078

Silicon Valley

Every Wednesday, 5:30 p.m.
Mountain Mikes Pizza
1724 Miramonte Ave, Mountain View
President: [David Guslani](#), 650-333-1351

Tri-Valley

Second Thursday, 6:00 p.m.
(No meetings in July and August)
Location varies. Please contact chapter president for more info.
President: [Ken Yecny](#), 925-371-4521

REGION 11 Florida and Georgia

ipssaf.com
Todd Starnier, Director
941-915-2135 | tstarnier@tampabayrr.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: [Diane Fowler](#), 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., Sarasota, FL
President: [Dustin Weaver](#), 941-685-0701

Treasure Coast

Fourth Tuesday, 7:00 p.m.
Duffy's Sports Bar
643

Associate Members

TITANIUM PARTNERS



BIO-DEX
bio-dex.com
623-582-2400
Lori Brumagin: lori.brumagin@bio-dex.com
Paul Matthews: pmatthews@bio-dex.com
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Rick Sawin: RickSawin@HASApool.com
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Matt Wyant: mwyant@easycarewater.com
Jose Valdivinos: jvaldivinos@easycarewater.com
Rosemarie Arenas: rarenas@easycarewater.com
Manufacturer of water treatment chemicals



Hayward Pool Products Inc.*
haywardnet.com
909-594-1600
Fred Manno: fmanno@haywardnet.com
John Rodriguez: jrodriguez@haywardnet.com
Bob Seward: bseward@haywardnet.com
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John Grucky: john.grucky@blakesales.net
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Rich Simpson: rsimpson@c-m-p.com
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For more information about our associate members, please visit their web sites. If company representatives are available to speak at chapter meetings, their topics and geographic availability is indicated.

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