



The IPSSAN

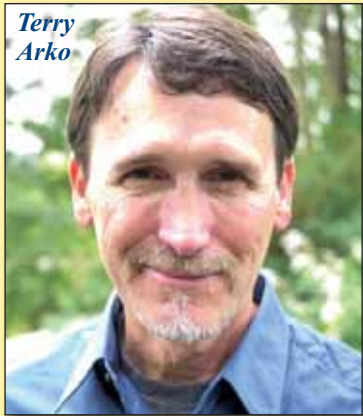
Mission Statement: The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.

VOLUME XXXII, NUMBER 12

December 2020

What It Means to Shock a Pool

By Terry Arko



Terry Arko

When someone says the pool needs to be shocked; what do they really mean? The pool has algae, or the water looks hazy or someone had a fecal accident. The term shock is universal throughout the pool industry; however, it has a multitude of different meanings. In 2007 the American Chemistry Council had a question about shocking pools. They approached the Environmental Protection Agency EPA for help to determine the meaning of the word "shock" within the pool industry. At that time the term "shock" could mean anything from dumping gallons or pounds of chlorine into an algae-filled pool to adding an ounce of potassium monopersulfate MPS into a hot tub.

The EPA determined that shock treatment and super-chlorination are terms used usually to describe the killing of microorganisms such as bacteria and algae. Claims to kill, prevent or control bacteria or algae are considered pesticide claims according to the Federal Insecticide Fungicide Rodenticide Act (FIFRA). The EPA was now man-

dating that to refer to any product on the label as a shock meant it was a pesticide and thus required EPA approval and labeling. After some negotiating the EPA stated that if the words "oxidizer" or "oxidizing" were added prior or after the term shock and if no pesticide claims were on the label, then the product didn't need any EPA labeling. Even our regulatory agencies were somewhat confused as to what it means to shock a pool.

What does it mean to "oxidize" shock a pool?

The term oxidation has to do with the chemical process in

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Dec. BORD Member Interview – Manuel Margain

For 2020, each monthly IPSSAN will feature a BORD member and why they are so dedicated to IPSSA and association membership.

Serves as the Director of Region 2 and President of IPSSA National, which includes 8 chapters: Bakersfield, Central Coast, Conejo, Conejo Valley, Fresno, Santa Barbara, Ventura and Visalia.

What year did you join? After I started my business, I joined in 2007

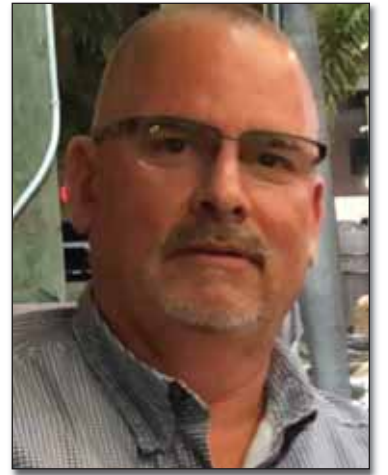
Why did you join? I was told, by the distributors, that this is where you meet the best pool service technicians.

How has IPSSA helped you over time? IPSSA is a place where I have come to learn so

many things about being a pool service technician and a leader. When you belong to an organization like IPSSA you can learn so many tricks of the trade. It is just not me out there by myself it is me and 2,800 fellow pool service technicians exchanging industry information.

Why do you serve as a BORD member? I like to learn from others, which translate to helping others from what I learned. As I stated above, being part of IPSSA and now as a leader, I am able to take all the things I learned over the years and apply it to be a team leader on the IPSSA National Board.

What are you passionate about? I am very passionate about being a Single Poler. I want



to make sure every Single Poler is taken care of by ensuring they have education opportunities at their chapter meeting and liability insurance to protect them

VOLUNTEER SPOTLIGHT



IPSSA's newly launched Volunteer Spotlight feature puts our amazing volunteers front and center in the IPSSA Community! We want to use this unique opportunity to thank the wonderful individuals that continuously donate their time and energy to help IPSSA and the pool and spa industry thrive. We encourage all IPSSA members to connect with these star volunteers to let them know about the Spotlight. To be featured in our next Volunteer Spotlight, in the IPSSAN, Face Book and YouTube email your picture, pictures of any information that supports the spotlight, and answer a few questions. Forward to info@ipssa.com.

1. Tell us about yourself
2. Tell us about your volunteer experience with IPSSA. Project in the past that would be featured as a spotlight.
3. Why did you decide to become a volunteer
4. How has volunteering impacted your career
5. How has being involved with IPSSA made a difference in your community or outreach to the public

We want to spotlight IPSSA members!

CALL FOR CONTENT: Have you had to use the IPSSA Sick Route 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 the 25th 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 as well as 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.

Associate Management Team

Rose Smoot IOM, CAE - Executive Director

Email: rose@ipssa.com
Duties: requests to and from BORD, associate member relations, governance information and requests for documents, IPSSA sick route oversight, Education Fund guidelines, grievance information, chapter governance tools, IPSSA.com website updates.

Penny Gaumond - Project Resource Specialist

Phone: 888-360-9505, Ext. 2
Email: info@ipssa.com
Duties: trade show materials requests, tabletop material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment, social media posts

Member Services & Finance Team

Frank McDonald - Finance Director

Email: frank@ipssa.com
Oversees day-to-day membership transactions and accounting. Prepares IPSSA financial reports, chapter shares and census report.

Ian Bailey - Accounting

Phone: (888) 360-9505 x1
Email: accounting@ipssa.com
Duties: invoicing members, process payments, processes (financial) tax data, Swim Fund, track members that are water chemistry certified

Shyann Brown - Membership Assistant

Phone: (888) 360-9505 x1
FAX: 888-368-0432
Email: memberservices@ipssa.com
Duties: membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, chapter rosters and chapter officer updates

IPSSAN Newsletter

Doug S - IPSSAN Editor

Email: editor@ipssa.com
Duties: IPSSAN content, IPSSAN advertisements

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Things to do in December

- Buy new equipment and/or trucks
- Send holiday greetings to customers
- Get new service contracts from customers
- Reward yourself

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Have a Safe Holiday Season

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Updates from IPSSA National BORD meeting Results

By **Rose Smoot**
Executive Director

November 7, 2021

BORD Members Present:

David Hawes, Region 1; Manuel Margain, Region 2; Terry Snow, Region 3; Adam Morley, Region 4; Michael Denham, Region 5; John Dixon, Region 6; Michael Harris, Region 7; Michael Lee, Region 8; Becky

Clayson, Region 9; Stan Phillips, Region 10; Todd Starner, Region 11; Neal Holt, Region 12
BORD Members Elect Present:

Beau Braisher, Region 2
Bill Goossen, Region 8
Gary Heath, Region 10

Contract Staff present:

Rose Smoot, CAE, Executive Director
Michelle Harvey, Project Associate

Vendor Member Present:

Ray Arouesty, Arrow/HUB Insurance Services

Guest:

Angela Clark, Region 8 Member

Financial report: Hawes reported on IPSSA financial standings.

- As of September 30, assets were \$1,574,691. Retained earnings, \$1,361,314

- As of September 30, revenue was \$480,854 and expenses were \$420,632. Net income was \$59,476.

Committee Highlights:

Executive Committee:

- Terry Cowles Award-BORD motioned and approved Terry Cowles winner to James Romanowski of Region 5. MSC

Finance Committee:

BORD approved 2021 Budget under the following conditions MSC:

- Restore \$10,000 CPSA donation. Hawes asked Snow to provide a letter of agreement between IPSSA and CPSA which highlights donation benefits.

- Increase Florida Trade Show from \$700 to \$2,400.

- Pool and Spa Apprenticeship and Training Committee Program donation of \$10,000 on



Rose Smoot

hold until more data about the program can be distributed to the BORD for a February meeting vote.

Membership Program Committee: Harris explained the Memorandums of Understanding between IPSSA and three vendor companies. Pool Trac, Education Leverage, LLC and Fluidra Loyalty Program. Harris asked the BORD to contact him for any rising stars in their region to serve on a task force for membership strategy. Be on the look out under member benefits for discount programs offered by these companies.

Old Business: Angela Clark of Region 8, explained the matching grant application for reimbursement to On Balance Demo Pools. BORD approved the grant. MSC

New Business: Region 8 asked the BORD to approve a resolution removing Clint Cramer from IPSSA Region 8 Chapter accounts, held at Wells Fargo Bank. Further, the motion also stated that Clint Cramer be removed from all IPSSA banking accounts. MSC

BORD Meeting
Feb. 5, 2021 • Virtual

IPSSA Leadership Seminar
Feb. 6, 2021 • Virtual

BORD Meeting
May 8, 2021 • Virtual

BORD Meeting
Aug. 7, 2021 • Virtual

BORD Meeting
Nov. 5, 2021
Monterey Plaza Hotel & Spa
Monterey, California

August 2020 BORD meeting minutes published in the IPSSA Member portal

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Deadline for submission of articles is the 20th of each month. Material submitted late will be considered for the following month.

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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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Tips and tricks for installing automatic covers on fiberglass pools

By Mike Shadoan
Automatic Pool Covers

As fiberglass pools continue to gain market share in the industry, builders and auto-cover installers are learning to adapt their construction methods to adjust to the unique properties of fiberglass pools. These pools became even more popular this summer because of their speed of installation as some builders struggled to keep up with consumer demand. The same can be said in regard to the demand for automatic pool covers as they pro-

vide more flexibility for homeowners when opening and closing their pools. That said, fiberglass pools present some unique challenges when installing these types of covers. Therefore, being prepared for these challenges can help installers avoid frustrating mistakes in the field.

Sizing challenge

Busy pool builders work around the clock trying to co-ordinate the timing of the pool and automatic cover installation. In many cases, some builders are forced to call in the order of an automatic cover from their truck while travelling between jobs. In doing so, one might ask for a cover for a 16-x 32-ft fiberglass pool without considering the actual dimensions of the pool. It is important to understand when ordering an automatic pool cover, the builder or installer needs to provide the inside dimensions of the pool to the manufacturer. In most cases, the inside dimensions of a fiberglass pool are narrower than the marketed 'size' of the pool. It is not uncommon for the interior of the pool to be just 15 ft wide for a fiberglass pool that is marketed as being 16 ft wide. So, if the builder orders the cover at 16 ft wide, it is going to be too big. The width of an automatic pool cover is key for the cover to fit and function properly.

To avoid this mistake, pool builders and automatic cover installers should either wait until the fiberglass pool is installed and take measurements or contact the pool manufacturer and ask them for their inside pool measurements before ordering the cover. Automatic pool cover manufacturers use the inside dimensions of the pool for all of the under track cover applications. These are the most common type of automatic cover installation, where the track is hidden. By understanding these are essentially custom products, it will help those ordering who order them to remember the importance of providing precise measurements.

Pool width challenge

Fiberglass pool builders understand that keeping the width of the pool consistent down its entire length is challenging. "Naturally, fiberglass pools want to flex and bow along the length of the pool because of the pressure on the walls from the backfill or the water," says Allan Horwood, owner of Pool Patrol in British Columbia. Builders need to fill the pool with water while simultaneously backfilling the fiberglass pool to avoid having the backfill bow the walls in or the water pressure push the walls out. If this is not done correctly, the pool will not maintain a consistent width along its length. According to Horwood, this variation in width along the length of the pool is what makes installing the track for the automatic cover challenging. Placing the track in such a way that the cover functions properly but is also esthetically pleasing are both important to a successful installation.

Installation tip

To help with this challenge, it is recommended that builders keep the track components installed symmetrically down the length of the pool on both sides. Manufacturers provide enough track for the entire pool but installers still need to cut it on-site



Mike Shadoan

during the installation. To help ensure a better installation, even if there is a variation in the width of the pool, it is important to install the track the same on both sides. Lay out the track around the pool perimeter first before cutting any pieces to make sure the length is the same on both the right and left sides. For example, an installer might use three tracks, each 12 ft in length, on a 36 ft long pool. It is important this is done on both sides in a mirror fashion rather than using two tracks that are 12 ft long and two tracks that are each 6 ft. A builder or installer should always start with the corners as he/she lays out the track and then fill in the remainder symmetrically. Fortunately, these aluminum extrusion tracks have some give and will move a little which allows installers to make adjustments for both functionality and beauty.

Alerting the manufacturer to the fact the automatic cover is being installed on a fiberglass pool should prompt them to ask additional questions. This will not only help to ensure the correct sizing and components are provided so the cover fits and functions properly, but also so the installation goes as fast and easy as possible.

Elevation challenge

By nature, an automatic pool cover requires that it be installed on a level plane. The track cannot be sloped, or the cover mechanism will not operate properly. This can be a challenge for those installers that are working with different deck treatments or tile additions that might raise the elevation of the top of the pool from the shallow end to the deep end. "On one recent installation, the builder had added some tiles around the built-in spa in the shallow end of the pool," says Horwood. "The tiles were beautiful, but it changed the elevation significantly at the top of the pool in the shallow end versus the height of the top of the pool in the deep end. As a result, this made placing the 'polybox' for the automatic cover challenging to install."

The solution Horwood used in this case was to use the automatic cover components designed for a vinyl liner pool and adjust them to work in this situation.

"We applied several 'MacGyvered' techniques including using a vinyl liner retainer as it has a higher profile to accommodate the increased height created by the tiles used in the spa at the shallow end of the fiberglass pool," says Horwood.

This not only applies to tiles used for a built-in spa in the shallow end, but also to various deck treatments used around the pool perimeter. For instance, builders need to consider the height of the stone, travertine, and mortar being used around the pool perimeter because this added elevation must

Continued on page 6



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Automatic Covers-Fiberglass Pools

Continued from page 4

match the elevation in the deep end where the automatic cover enters and exits the housing. Manufacturers provide risers to make up for the increased elevation, but there is a limit to the height accommodation. Matching the height of the lid to the different coping and retainers is crucial to ensure the successful operation of the cover. Builders need to plan this in advance of the installation. This is not unique to fiberglass pools, but more common as many come with built-in features such as spas, tanning ledges, and steps that span the full width of the pool.

Housing challenge

Before completing the backfilling of the pool, the automatic cover kit is attached at the deep end. The process begins with a one-piece encapsulated coping with a wall cap that supports a pre-made, slide-on 'polybox' housing. The housing is screwed into the wall in a 'tongue-and-groove' style that is easily attached to the fiberglass pool wall. This does not come with a pre-designed solution, however. "We have been using the vinyl liner retainer and treat it like a steel wall structure," says Horwood. "Once again, we do a little 'MacGyvering' to be able to support the housing by free-staking into the ground, which

works pretty well."

As part of this process it is very important the housing is levelled in order for the automatic cover to function properly. The cover housing as well as the lid covering the top of the housing must be perfectly level. This entire process needs to take place in the pre-pour stage of the cover installation. "There is always a bit of a dance to make the timing work—as automatic cover installers want to get the housing attached before the concrete is poured and builders are anxious to get the concrete poured quickly," says Horwood.

Corner challenge

Installing the track around the corners of a fiberglass pool can present another unexpected challenge. "Because the corners of most fiberglass pools have a radius, we notch out the lip in the coping that was originally designed for a vinyl liner bead receiver," says Horwood. The manufacturer can provide these corners pre-built for the builder to make them ready to screw down the corner for the installer. Providing these pre-built corners makes the track sit flush on the wall in the corner to ensure the coping remains level.

Lid challenge

As mentioned earlier, the lid on

the top of the automatic cover housing also needs to be level for proper operation. The manufacturer usually provides a flush, pre-painted walk-on lid to make the installation fast and easy; however, there are also many lid-tray options available that can be filled with concrete to accommodate popular stone, paver, and stamped concrete options. It is important for builders to remember there must be an area for the cover and lead-edge to exit the housing area. "Sometimes we have customers that want a particular finish that is different than the standard lid tray system we prefer," says Horwood. "However, this presents challenges if you only have about a quarter of an inch to work with because you cannot have a lid that is higher than the track because the cover will not operate."

Outsourcing automatic cover installation

Fortunately, there are now many pool professionals throughout Canada and the U.S. who now install and maintain automatic covers exclusively, so it is easier for pool professionals to subcontract this portion of the job. This allows builders and service professionals to easily offer automatic pool covers, and still profit from selling them, without having to train or have personnel or staff on hand to install and maintain them.

Horwood's company specializes in automatic cover installation and pool builders enjoy working with his company not only because it makes the initial installation easier and faster, but also because his company is there to help with servicing the cover after the installation. "With automatic covers, it is important to go back and make one or two adjustments on the cover once it is installed," says Horwood. "Many pool builders like outsourcing the automatic cover portion to me and my crews so they can stay focused on the construction aspects of the project and not have to worry about the cover install after we are done with the pool."

Installers like Horwood agree it is important to work closely with builders to eliminate any issues that are easy to avoid early on by thinking the job through. Those who specialize in automatic cover installation realize there are 'tips and tricks' that can be used to avoid problems such as a smashed track. Knowing how to prepare the concrete to be poured is key. For example, using small supports above the mechanism to stabilize and reinforce the track below it, ensures the track is not compressed by the weight of the concrete deck above it.

Automatic pool covers are experiencing exponential growth as homeowners look to extend their swimming season as children are home doing virtual learning and more families are 'staycationing' in their backyards and maximizing their pool investment. As the demand for fiberglass pools and automatic pool covers continues to soar during this pandemic, pool professionals need to take the time to strategize their approach and be prepared to maximize their profits on these products while avoiding frustrating mistakes in the field.

Mike Shadoan has over 25 years of experience working as a service tech in the field then 8 years ago worked his way into the position of VP of Sales for Automatic Pool Covers in Westfield, Indiana. Mike has been an integral part of the company's rapid growth as a result of the innovative automatic pool cover products it offers installers including the APC 365, a vinyl liner pool cover system as well as a tool-less torque limit controller for auto covers. He can be reached at mshadoan@apc-mfg.com.

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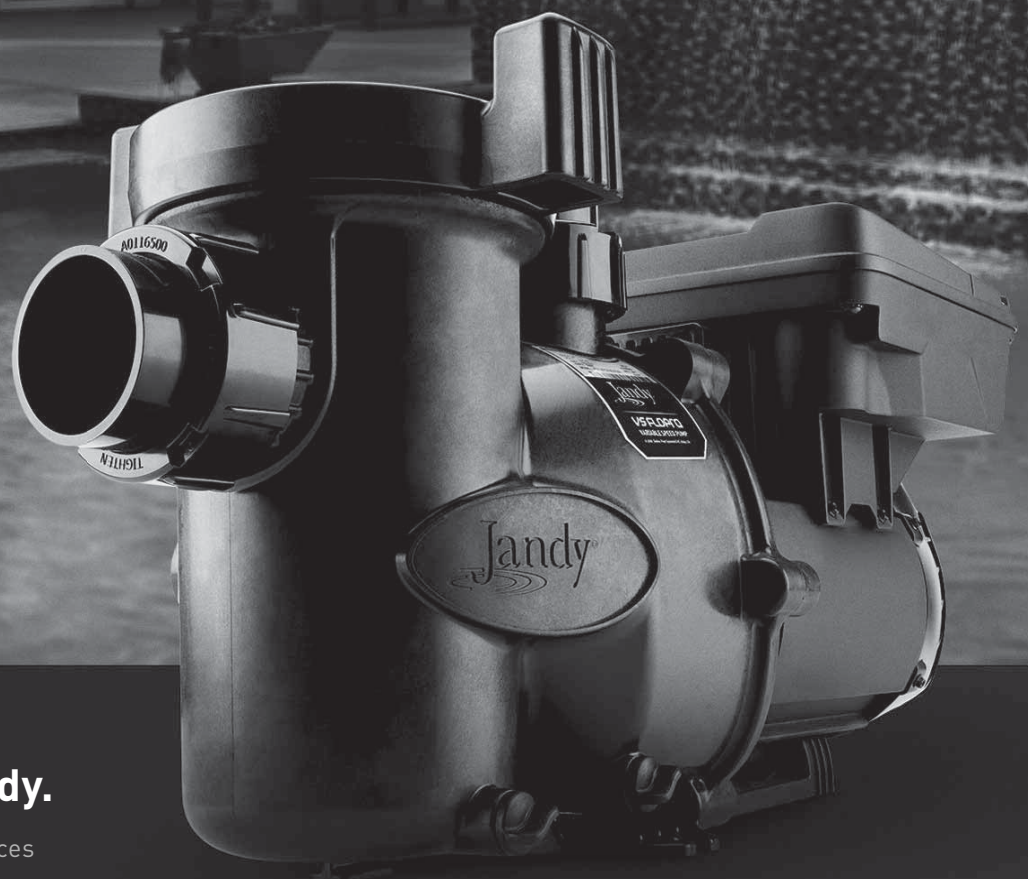
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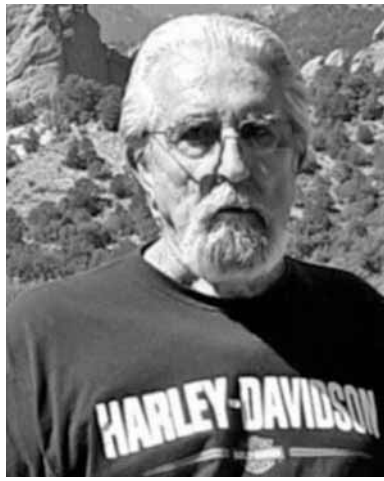
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IN MEMORIAM

Charles "Chuck" Eustice (1942-2020)

The Palm Desert Chapter (Region 8, Inland Empire, California) recently lost a long-time member. Chuck was a founding member of IPSSA, Palm Springs, that was formed in the mid-1960's.

Chuck passed away on September 30 at his home in Thousand Palms, CA. He owned Eustice Pool Service and his family was his pride and joy. Chuck was an avid hunter and enjoyed classic cars and riding his motorcycle.

Chuck was a friend to many and loved to share his incredible sense of humor. His large family, many friends, and IPSSA associates will miss him greatly.

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Resource Corner

Check out the training on the IPSSA website (ipssa.com/resources)!

These are "must do's" for today's business and professional environment:

IOU training:

- How-to Zoom Tutorial
- Member Portal Tutorial
- Water Chemistry Certification Tutorial

Certified Pool/Spa Operator (CPO) Certification Program training:

- A link to the National Swimming Pool Foundation website takes you to the training



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Using Pool & Spa Management Software to Boost Winter Profits

By Rachael Pritz

RB Retail & Service

With the unexpected boost in summer sales, savvy pool and spa professionals are developing strategies to sustain this rapid growth through the winter and into 2021. Processing profitable manufacturer warranty claims and fully integrating business management software with



Rachael Pritz

industry vendors are two pivotal steps pool and spa businesses are taking to ensure maximum profits when sales are booming.

Automate Warranty Tracking

Although warranty claim processing may be tedious, once completed, these parts and labor claims can add up to significant revenue in months when cash flow has begun to slow down. As the cooler weather spreads across the country and the phones aren't ringing off the hook, pool and spa professionals need to view that pile of warranty claims as a revenue opportunity. This is where business software comes to the rescue!

Using business software to automate the tracking of warranty claims has been known to generate enough additional revenue to pay for the entire investment cost of pool and spa software packages! Most pool and spa businesses agree that their manual or semi-manual warranty tracking systems leave 'money on the table' when it comes to processing claims.

By automating warranty claims tracking using pool and spa software, business owners invariably generate an additional

revenue stream in the slower, winter months. The additional cash from warranty claims with manufacturers, both for parts and for labor, is a welcome winter revenue stream.

While warranty service work is easily tracked within pool and spa software it is tough to track using the more typical hand-written "book for claims with manufacturers." By automating the warranty tracking process, pool and spa software allows managers and owners to easily track all claims to see what is open and hasn't been paid.

Automating the warranty claims tracking process allows users to stay on top of warranty claims and inventory by tracking:

- Special orders and backorders
- Returned goods orders
- Warehouse transfers
- Warranty claims
- Serial numbers

The additional cash from these claims can be easily missed in the heat of the season without an automated tracking system within your pool and spa software. Manually keeping track of claims results in lost warranty revenue both on parts and labor. Be sure to run a detailed report in the slower winter months, and plan to run weekly reports during the summer season. Savvy pool and spa business owners agree that running a weekly warranty report helps pool and spa businesses find thousands of additional dollars of profit every year.

Integrate with Pool & Spa Vendor & Distributors

In addition to running warranty claims and returned goods reports, be sure your business software allows you to track backorders and inventory cost discrepancies to better manage inventory. Staying on top of inventory this summer was especially challenging as demand outpaced supply for many products. One of the emerging take-away lessons for many pool and spa businesses was the need for and importance of having your pool and spa business software fully integrated with vendors and distributors.

Pool industry integration with

suppliers and vendors eliminates duplicate purchase orders and input of inventory. In order for specialty retailers to compete again big box retailers, it has become essential to have pools and spa business software that directly integrates with vendors and distributors. This is the wave of the future. Having all vendor information in one database is extremely powerful. Pool, spa, and backyard living retailers are able to compete more effectively against big box retailers with the power of integrated software, especially when all the informa-

tion is available in real time.

Say goodbye to spreadsheets and countless hours of data entry! Having pool and spa software with inventory and pricing integration features help you streamline operations and gain a competitive advantage through real-time access to key pricing and purchase information. Being the first to get orders into vendors ensures you have the products your customers want, before your competitors. Additionally, being integrated with vendors allows pool and spa businesses to automate essential tasks such as:

- Search Real-Time Item Availability at the Vendor
- Update Cost on Existing Inventory Items & Identify Discontinued Items
- Import New Inventory Items
- Submit Purchase Orders & Identify Backordered Items
- Download AP Invoices & Reconcile Line Items to Invoices

If your staff needs to flip through manufacturer catalogs and price lists to get to the products they want to sell—your company won't survive in today's fiercely competitive market. The

Continued on page 15

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Swim Spas...The middle child

By John "Legend" Bokor-
Haviland John USA

Swim Spas are currently in high demand. However when maintaining a swim spa always remember this: It's a like the middle child in your family. Not the little cute one, or the strapping star athlete. It's the awkward one that always needs just a little more attention. Instead we tend to overlook, ignore, or flat out forget about it.

The first thing you need to remember is that you're gonna have to dust off your arithmetic skills when you purchase one. Most chemical manufacturers provide dosage recommendations for water under 1k gal, or 10k plus. These things are typically 1k-5k. Adding too little or too much can/ will cause more problems, or not do anything to fix your issue

Unlike traditional hot tubs/spas, swim spas usually operate at cooler temperatures. Great! Easier to maintain water balance and proper chemistry right? Not so fast.....some of these bad boys have a small "hot tub" sections incorporated in their design. Now you've got the little kid picking on the bigger one who was just minding his own busi-

ness.

Don't worry, remember those math skills you brought back out? Just remember, Langelier is your friend! The saturation index will always get those fight kids back in line. Here's a little secret....the addition of borate to the water can help those two from arguing before the fight even starts!

So we've got the kids in line, but what about the rest of the family that comes over just to stir the pot?

Again, just remember what you've been taught about pools and spas through the years. Sanitize & oxidize on a regular schedule.

Sanitize: Bromine and chlorine are both acceptable products to make sure we maintain a safe and healthy swimming environment.

Bromine can be expensive but has a much wider ph range of effectiveness. This allows some wiggle room if the water falls out of balance

Chlorine on the other hand is much more economical, but is more susceptible to ph changes, which can cause it to reduce its sanitizing ability, or cause it to become hyperactive.

Either of these are fine

options, just remember try to maintain sanitizer at the high side of ideal. Bather load, and time spent in the water can lead to a higher demand, and more sanitizer consumption.

Oxidizing swimmer waste and breaking up combined chlorine is an absolute must in these types of spas. These things are used to exercise. What happens when you exercise? I don't know, but people have told me that while exercising you sweat! This is why I take my time getting off the couch.

In a warm water environment, especially when exercising, you can excrete up to 1 pt. of fluid in 20min-30min.....Gross! This is why oxidizing w/ a non-chlorinated shock is so very important. Oh yeah, after you add your oxidizer, leave the cover off for a minimum of 30 min to allow for gas off.

Here is another tip to help maintain a healthy environment. Use a high quality, broad spectrum enzyme weekly. This will help to break down the organics that we introduced so that our oxidizers can work more efficiently.

So in the end remember this, all of the principles of water



John 'Legend' Bokor

chemistry apply.

Don't be afraid of math.

Borates make life easier!

Maintain strong sanitizer levels.

Enzymes help!

Oxidize, oxidize, oxidize...and leave the cover off!

And don't forget, you can't eat a doughnut and exercise...unless you're The Legend!

About the author: John Bokor is the host of Haviland Pool and Spa Products' "Legendary Pools and Spas," a web series that promotes the fun of owning a pool or hot tub. He was recently promoted to Haviland's Director of Sales and has more than 25 years of

experience in the pool retail industry. Bokor, a certified pool operator (CPO), regularly speaks to professional dealers and pool owners within his territory about water chemistry and maintenance. He can be reached via email at jbokor@havilandusa.com.

What is the Certified Pool/Spa Operator® Certification Program

CPO® certification courses are designed to provide individuals with the basic knowledge, techniques, and skills of pool and spa operations. The Certified Pool/ Spa Operator® certification program has delivered more training than any other program in the pool and spa industry since 1972, resulting in more than 342,623 successful CPO® certifications in 86 countries. Many state and local health departments accept the CPO® certification program.



Instructors receive comprehensive training and certification to teach the CPO® certification program. These instructors represent every segment in the aquatics industry including operators, health officials, service professionals, builders, manufacturers, property managers, retailers, and academicians. This training has helped protect millions of swimmers by reducing hazards at aquatic facilities.

Course Information

The CPO® certification program requires participation in either a two-day class (14-16 hours) taught by a certified instructor or the blended format that combines the online Pool Operator Primer™ and one day of the Pool Operator Fusion™ class of instruction.

The CPO® certification program includes pool and spa chemistry, testing, treatment, *Continued on page 15*

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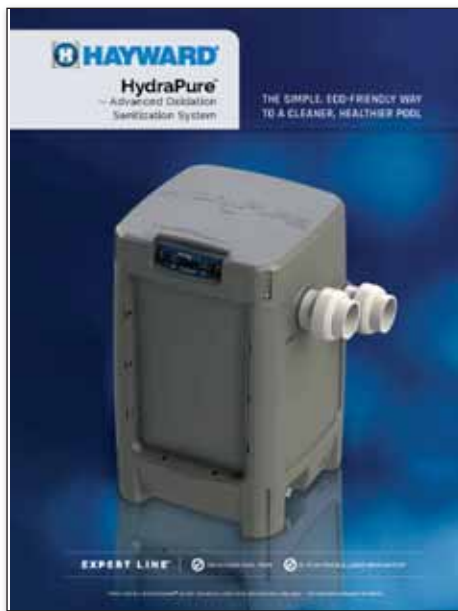


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Shock a pool

Continued from page 1

which oxygen is used to cause a loss of electrons from molecules, atoms or ions. In swimming pool water this causes a chemical destruction or “burning” of non-living contaminants. It is important to realize that oxidation is not the same as disinfection or sanitization. However, efficient oxidation plays an important role in the process of either disinfecting or sanitizing. Oxidation does not kill bacteria or algae and use of an oxidizer shock product that does not contain chlorine will only be effective at minimizing non-living organic contaminants. They also

can be effective at breaking apart combined chlorine without having to add more chlorine to the pool. These types of oxidizers are most convenient in cases of cloudy, hazy pools that need shocking without raising the level of chlorine. There are mechanical units such as ozone, UV and AOP which also proactively address oxidation of the contaminants that lead to cloudy water and odors. Again, it is important to understand here that oxidation whether using a non-chlorine shock or a mechanical device is never a replacement for the sanitizing capability of chlorine.

Sanitization

The term to sanitize has to do

with the killing or reduction of disease-causing micro-organisms such as bacteria and viruses. Sanitizing can also help to keep algae from forming. If you were going to shock to sanitize the pool, that means you are going to add the amount of chlorine needed to lower the number of germs in the water to a safe level. An EPA approved sanitizer must lower 99.9% of germs when used according to proper label dosage. This is referred to as a 3-log reduction of germs. This is one of the main reasons chlorine is used regularly in pools. To ensure that water is safe for swimmers.

Disinfection

Disinfection is a term that has

to do with complete killing of germs. For example, if you wanted to shock the pool to kill all the germs present in the water you would need to use an EPA approved pesticide. Chlorine is EPA approved. So, if you are wanting to disinfect then you would need to use enough chlorine to completely wipe out close to 100% of the germs in the pool. In this case you have disinfected the pool. It is important to note that disinfection usually provides 99.99% killing or a 5-log reduction of germs. It is plain to see that there is a difference between disinfection and sanitization.

Super-chlorination

Depending on the application

and the amount used chlorine can act as an oxidizer, sanitizer or disinfectant. It all depends on the amount used and what the conditions of the water are. The term super-chlorinate has to do with increasing the level of chlorine to sufficiently sanitize a pool, clear hazy water and deal with limited algae growth. In the case of super-chlorinating enough chlorine to raise the free chlorine level to 10 – 20 ppm is added. Super-chlorination is preferred after heavy swimming, a storm or the beginnings of algae. In these cases, a super-chlorination can help to boost oxidation, increase free available chlorine and bring back good water quality. In most cases it takes one gallon of a liquid chlorinating 12.5% compound to achieve greater than 10 ppm in 10,000 gallons. Most dry chlorine compounds require slightly over a pound to achieve 10 ppm in 10,000 gallons. These amounts and levels define what it is to super-chlorinate a pool.

Reasons for Super chlorination:

- Hazy water
- After pool party
- Limited algae growth
- Regular oxidation
- After dilution to prevent organic chloramines
- Sanitization

Hyperchlorination

There are times when a pool needs to be completely disinfected. This would be when hyperchlorination would be used. With hyperchlorination the chlorine is being raised to 20 to 40 ppm. One example of this would be when there is a suspected contamination from a chlorine resistant germ such as cryptosporidium(crypto). This is a pathogenic protozoan organism that can cause illness in swimmers if ingested. Crypto is commonly spread in pools from an accidental fecal release. The centers for disease control (CDC) recommends that hyperchlorination of the pool be done as follows if crypto is suspected in the pool:

- Pool should be closed
- An unstabilized form of chlorine such as liquid sodium hypochlorite should be used to raise the water's free chlorine concentration.
- If the CYA level is 15 ppm or greater than the water must be drained and diluted to reach 1-15 ppm of CYA
- If the CYA level is between 1-15ppm the pool can be hyper-chlorinated as follows with unstabilized chlorine:
 - Raise the free chlorine level to 20 ppm and maintain it for 28 hours or
 - Raise the free chlorine level to 30 ppm and maintain it for 18 hours or
 - Raise the free chlorine level to 40 ppm and maintain it for 8.5 hours
- Pools with zero CYA raise chlorine level to 20 ppm and maintain it for 12.75 hours

The CDC has determined that the presence of CYA even at levels of 15 ppm interferes with the percentage of hypochlorous acid HOCl needed to inactivate the crypto germ. Unstabilized chlorine such as liquid sodium hypochlorite would be best in this scenario. Great care should be taken when hyper chlorinating a pool and high range test strips may be needed to determine levels of 20 to 40 ppm. Allow chlorine levels to come down or use sodium thiosulfate chlorine reducer to get levels to 4 ppm before allowing swimmers in the pool.

Continued on page 17

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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 (hyperlink for form) click here and also available on the IPSSA member portal site. 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.

CPO Certification

Continued from page 10

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The CPO® certification is valid for five years.

Course Benefits

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- Widely accepted by local and state authorities
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• Comprehensive handbook that is updated regularly

• All courses are taught by NSPF® certified instructors

• The CPO® certification is recognized nationally and internationally

• Gives participants a better understanding of the operator's role in pool care, management and risk reduction

• The CPO® Certification program is now eligible for IACET Continuing Education Units (CEUs)

Visit phta.org for more information.

Management Software

Continued from page 9

right integrated pool and spa business software package will be set up to specifically help specialty retail stores figure out what products sell and save managers time so they can focus on expanding their business and finding new business opportunities.

The Cost of Doing Nothing

Pool and spa business software is central to the success of any pool and spa business. The right business software can provide the tools and information needed to remain profitable and retain market share. Ask the tough question: What is the cost of doing nothing? What is it costing your business to operation with manual or semi-manual software that is cumbersome or inefficient? The off-season is the ideal time to evaluate and implement a new software solution.

Manual or semi-manual systems also make it difficult to react quickly to market opportunities. This was especially evident when the pandemic led customers to stock-up on chemicals to minimize their visits to pool and spa stores this summer. Whether these opportunities come from changes in the marketplace (e.g. pandemic or competitor that goes out of business or an algae outbreak) or from slow-moving inventory —having easily accessible, up to the minute information is key to capitalizing on these opportunities. Having pool and spa software that is fully integrated with all your vendors and distributors is key to capitalizing on these opportunities. For example, having up to the minute inventory data allows you to quickly react to market changes or to be able to set up a sale to sell slow moving items.

It's not uncommon to hear of pool and spa professionals that still use Excel spreadsheets and enter data by hand. However, spreadsheets can be very time consuming and make things harder than they need to be. In addition to the fact that performing repetitive tasks and applying formulas, make unintentional errors commonplace. Just think of how a single transposed number can

wreak havoc on such a spreadsheet, causing hours of extra work—hours you can't afford during the busy summer months. The worst part of spreadsheets is that the information is not up to the minute, making it hard for managers to make smart business decisions like being able to reduce inventory or locate a part on a service truck to quickly sell to a customer.

Because you pay your employees by the hour, the real question becomes: What is the opportunity cost of having them spend time doing hand-written invoices or manual inventory tracking? Rather than having an employee spend 30 minutes of every hour with manual systems, they could spend 30 minutes helping customers, selling more products and building customer loyalty. Rather than paying them to do manual tasks, pay them to generate revenue! Time-consuming tasks during the busy summer season invariably lead to lost sales opportunities.

Conclusion

This winter ditch the manual 'warranty log' for claims with manufacturers and implement a flawless system to track manufacturer warranty claims. Additionally, get an integrated pool and spa software program that allows users to easily search inventory by department, category, vendor or description or a combination of these. Now is the time to automate your warranty tracking, integrate with industry vendors and sustain this summer's growth well into 2021.

About the author-Rachel Pritz: Rachael has been active in the Pool & Spa industry for over 20 years, which has provided her with an all-encompassing expertise in the industry. Rachael worked at a local pool store while pursuing her Master's degree at the University of Pittsburgh. Possessing the technical skills & Pool industry knowledge, she joined the launch of RB Retail & Service Solutions in Pittsburgh, PA in 2003. Rachael can be reached at rachael@rbcontrol-systems.com.

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Isaac Crouch | icrouch@lesl.com | 909-964-2108

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Erik Hoffman | ehoffman@lesl.com | 832-338-0781

SAN DIEGO - SOUTHERN OC

Rob Kerstner | rkerstner@lesl.com | 858-295-9847

SOUTH FLORIDA

Eric Menken | emenken@lesl.com | 407-861-8478

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National Pool Route Sales

National Pool Route Sales is the industry-leading business broker for pool service and repair professionals. For over 40 years, NPRS has specialized in matching qualified Buyers with quality routes to ensure a successful transaction.

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National Pool Route Sales process: NPRS will contact and screen each and every potential Buyer to verify that they are qualified to purchase the pool accounts. The Buyer understands before the

appointment with the Seller, that he/she must have the funds to purchase and understand their duties should they decide to purchase.

When you sell your route with National Pool Route Sales, you will receive all the cash from your sale at the close of escrow- no monthly payments. They provide a prepared package for the Buyer which helps explain information on industry growth, pool seminars, and much more. By supplying this package to the Buyer at the close of escrow, we make the Seller's job of training the new owner much easier. Their services don't end there, as a full-service company, they continue to help and assist the Buyer and Seller to assure a smooth transition. Confidentiality is assured, no potential Buyer is aware of the Seller's identity until they have signed a Non-Disclosure Agreement (NDA) and the Seller has agreed to a meeting with the potential Buyer.

With over 40 years of experience and more than 15,000 routes sold, it would be our pleasure to share our expertise in the pool business with you. Please contact our office Monday-Friday 8 AM - 4 PM 877-766-5757.

President's Message

By Manuel Margain
IPSSA National President

"We don't always have to agree in our Chapters or Regions, but we must empower each other, we must find the common ground, we must build bridges across our differences to pursue the common good. Toast to the common good, which is needed more now than ever."

I would like to thank all our IPSSA members for having me as your President and to mark the end of another wonderful year.

As we approach the holidays, we are reminded that it's a time to celebrate family, friends and the many wonderful things in our lives. For many of us it is also a time to honor our faith, or to remember the people important to us, both those who are with us and those we wish were with us. It's a time to reflect back on the year and think of all the things that have happened and how we came to be here today.

For many of us it's a time to celebrate our family and cultural heritage in whatever form that takes.

It could be decorating the

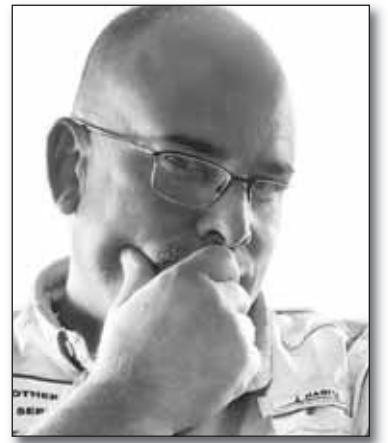
Christmas tree with your children, meeting friends for good food and good conversation, or watching your favorite holiday shows and sports.

This time of year is many things for many people, but for all of us, it's an opportunity to stop and reflect on our business.

That's what I want to focus on today. As an organization, we have taken on a lot of challenges this year: COVID-19, products not in stock and finding the time to get things done.

I'd like to quote the author and leadership expert Ken Blanchard says, "None of us is as smart as all of us."

To people working in every region, from the chapters to the BORD; to the people who have been with us for years and the ones who have just joined us recently, I want to say thank you. It's your hard work and dedication that have enabled us to get to where we are today. You are truly our greatest asset. It's your teamwork, diligence, creativity, ingenuity and perseverance that make this organization better every day. I couldn't be prouder of the work



Manuel Margain

you've done and the difference you're making.

Let me take this chance to thank you all for a great year and for all the things you do for IPSSA day in and day out. I'm looking forward to working with all of you as a Chapter President (Fresno) through another great year full of the challenges, opportunities and surprises that may come in the next year. I have confidence that you will face them with as much grace, resourcefulness and dedication as you have shown this year. May you have a peaceful, joyful and safe holiday season (Christmas) and a wonderful New Year.

Thank you.

Shock a pool

Continued from page 14

Reasons for Hyper chlorination:

- Heavy algae growth
- Accidental fecal release
- Follow CDC guidelines for crypto
- Disinfection

Breakpoint chlorination

Breakpoint is another term that sometimes get used out of context among those in the pool industry. Breakpoint chlorination is NOT used to clear green pools or deal with crypto. Breakpoint chlorination refers to a method used specifically for the purpose of breaking apart and removing combined chlorine or chloramines. In the pool industry the ratio of chlorine to chloramine is 10 to 1. Once chlorine has completed the hard work of sanitizing and preventing algae it will combine with other waste material in the pool. It combines and forms two types of chloramines which are:

- Inorganic are chlorine combined with:
 - o Ammonia
 - o Nitrate
 - o Nitrite

• Organic are chlorine combined with:

- o Amino acids
- o Proteins
- o Amines

There can be three formations of chloramines that can exist from swimmer waste and environmental contamination. They are as follows:

1. Monochloramine – NH₂Cl
2. Dichloramine – NHCl₂
3. Trichloramine – NCl₃

Inorganic forms of chloramines can be readily destroyed via breakpoint using a simple formula to determine the combined chlorine and multiplying based on the results. The presence of uric acid from sweat and urine in the pool are two of the main culprits of inorganic chloramines. When chlorine is added to water with heavy amounts of contaminant the free chlorine gets consumed quickly and forms combined chlorine which raises the total chlorine residual. So, while the total chlorine residual may read high sanitization is actually very low. Also, as chloramines accumulate and begin to develop into the tri-chloramine phase they off gas more. This leads

to very noxious chlorine odors near the surface of the water and creates eye and skin irritation for swimmers. This can be extremely uncomfortable at indoor pools, especially if there is not enough air ventilation. Traditional breakpoint is better used for outdoor pools where the off gassing of chloramines can be readily removed into the atmosphere. Methods of draining and diluting, proper air handling and super chlorination work better at controlling combined chlorine build up at indoor pools. The addition of ozone, UV or AOP oxidation is also a better way to control the accumulation of nuisance chloramines at indoor pools.

The formula for determining combined chlorine is as follows:

- Test total available chlorine TAC and free available chlorine FAC
- Subtract the FAC reading from the TAC. The resulting number is your combined chlorine CC level
- Once the CC level is determined multiply the number times ten
- Then subtract your FAC read-

ing from the times ten number to determine how much chlorine in ppm is needed to breakpoint the inorganic chloramines.

Example:

$$\begin{aligned} \text{TAC} &= 3 \text{ ppm} & \text{FAC} &= 1.5 \text{ ppm} \\ 3 - 1.5 &= 1.5 \text{ ppm CC} \\ \text{CC} &1.5 \text{ ppm} \times 10 = 15 \text{ ppm} \\ 15 \text{ ppm} - \text{FAC} &1.5 \text{ ppm} = 13.5 \text{ ppm} \end{aligned}$$

In this case it would take 13.5 ppm of chlorine to accomplish the breakpoint of 1.5 ppm combined chlorine. In a 20,000-gallon pool it would take 2.10 gallons of 12.5% unstabilized liquid sodium hypochlorite to achieve breakpoint for 1.5 ppm combined chlorine. According to ANSI/APSP Standard for Water Quality in Public Pools and Spas the preferable maximum level for combined chlorine is 0.2 ppm.

As pointed out breakpoint is an efficient way to deal with inorganically bound chloramines. However, it is not effective at

removing the organic bound types. Dilution is the most effective way to reduce organic chloramines. Proactive methods of oxidation such as the use of MPS or having an ozonator, UV or AOP can help to prevent the formation of organic chloramines.

Reasons to Breakpoint:

- Combined chlorine level over 0.2 ppm
- Achieve breaking apart and removal of inorganic chloramines
- Raise the free chlorine level to a majority to achieve sanitizing

The term shocking covers a vast array of scenarios in swimming pools. What is important is to focus on what needs to be achieved when we "shock" the pool.

Terry Arko is the Product Training Content Manager for HASA Inc. He is a CPO Instructor and a Member of the Recreational Water Quality Committee RWQC. He can be contacted at 425-343-9595 or terryarko@hasapool.com.

* IPSSA Education Fund *

The IPSSA Board of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formally Scholarship) Fund, February 7, 2020.

The IPSSA Education Fund: Advancing Professional Training and Education in the Swimming Pool and Spa Industry Guidelines

The IPSSA Education Committee is charged with identifying educational opportunities in all facets of the swimming pool and spa service and repair industry.

Individual and Class Scholarships through the IPSSA Education Fund are available to all self-employed pool professionals in Arizona, California, Florida, Georgia, Nevada, and Texas

Funding is provided to applicants who have completed qualified classes.

In accordance with these guidelines, the following classes qualify (not exclusive):

- Industry Trade Show education offerings
- Certified Pool Operator (CPO)
- Aquatics Facility Operator (AFO)
- Contractor license schools
- Manufacturer-sponsored courses
- College-level courses in: Bookkeeping, accounting, computers, and chemistry
- Trade-school courses in: Plumbing, electrical and

mechanical

Based upon the determination of the Committee, other courses may qualify for funding.

Individuals that received a discount on classes sponsored by IPSSA are not eligible for reimbursement.

Applicants may apply two times a per calendar year, up to \$200 per class instruction for individuals. Maximum two submittals per calendar year.

Class instructors may apply two times per calendar year, up to \$200 per student with a maximum of \$4,000. Maximum two submittals per calendar year.

Eligible individuals may to download the application from ipssa.com or email info@ipssa.com. Applications are reviewed quarterly by the Education Committee.

For questions about the program, please inquire at info@ipssa.com or call 888-360-9505 xt. 2.

Mission Statement

IPSSA Scholarship [Education] Fund is to advance professional training and education of the Self-Employed Swimming Pool and Spa Service and Repair Professional by subsidizing group classes that will expand his/her knowledge of their profession.

For more information, please visit www.ipssa.com/resources/IPSSA_education_fund. There you will find details and application.

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IPSSA CHAPTER LISTINGS

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P.O. Box 3367, Rocklin CA 95677, E-mail: rose@ipssa.com

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Insurance Billing: insurance@crampercpa.com; PO Box 2934, Rocklin CA 95677, 844-574-1134, Fax # 888-811-4502

REGION 1 (NORTHERN CALIFORNIA)
B.O.R.D. Member: David Hawes
(925) 828-7665
E-mail: david@hhpools.com

CAPITAL VALLEY: (Sacramento):
First Wed., 7 p.m.
VFW, 8990 Kruihof Way, Fair Oaks
Pres. Jason Hilton (916) 224-3113
Jay@shockwavewavepool.com

DELTA: (Stockton)
Third Wed., 6:00 p.m., The Elks Lodge
19071 N Lower Sacramento Road, Woodbridge
Pres. Rick Plath (209) 456-1605
service@rickspoolservice.com

EAST BAY

Third Tues., 6 p.m., Pleasant Hill Community Center,
320 Civic Drive, Pleasant Hill
Pres. Bob Dundon
bob@claritypool.com

EAST CONTRA COSTA

Fourth Tues., 6:00 p.m., La Fuente Mexican Restaurant,
642 1st Street, Brentwood
Pres. Kirk Olsen
kirk@waterwaze.com

EL DORADO

Second Thurs., 6:30 p.m., Shingle Springs Comm. Ctr.,
4440 S. Shingle Road, Shingle Springs
Pres. Shawn Panico
hydrepure9@msn.com

ELK GROVE

Second Wednesday, 7:00 p.m., Logan's Roadhouse,
9105 W. Stockton Boulevard, Elk Grove
Pres. Jerry Marquardsen (209) 747-4953
jerryspoolservice@yahoo.com

GOLD COUNTRY

First Mon., 6:00 p.m., Sierra Grill Smokehouse,
2515 Grass Valley Hwy., Auburn, CA
Pres. Ryan Ruminson (530) 401-7346
ryanruminson@sbcglobal.net

MODESTO CENTRAL VALLEY:

Third Tues., 6 p.m.
El Rosal Restaurant, 3401 Monte Vista Ave.
Pres. Albert Camarillo (209) 628-2717
acspoolserv@yahoo.com

SACRAMENTO CITY

Fourth Wed., 7:00 p.m., Plaza Hofbrau
2500 Watt Ave., Sacramento
Pres. Kelli Carrillo (916) 730-7636

TRACY: Fourth Thurs., 6 p.m.,

Perko's Café, 1321 W. 11th Street, Tracy 95376
Pres. Beau Hoffz
Apexpools1@yahoo.com

WEST PLACER:

First Thurs., 5:30 p.m., Strikes Bowling Alley,
5681 Lonetree Blvd., Rocklin CA 95765
Pres. Bryan Soto (916) 258-5114
norcalpools916@gmail.com

REGION 2 (CENTRAL CALIFORNIA)

B.O.R.D. Member: Manuel Margain
(559) 307-1072
E-mail: manuelmargain1@gmail.com

BAKERSFIELD: First Tues., 5:30 p.m.,
Rusty's Pizza, 6675 Ming Ave, Bakersfield
Pres. Beau Braisher (661) 332-4952
braisherpools@gmail.com

CENTRAL COAST

Second Wed., 7 p.m., Mtgs alternate between
N/S Co., Contact chapter Pres. for info.
Pres. Ron Rusconi (805)549-7961

CONEJO: Second Wed., 7:30 p.m., Alpha Water
Systems, 725 Cochran Street #A, Simi Valley
Pres. Dennis Van Sloten, (805)813-6154
dvs10@live.com

CONEJO VALLEY

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

FRESNO: Fourth Tues., 7 p.m.,

Roundtable Pizza at First & Bullard, Fresno
Pres. Norm Carpenter, (559) 217-1228
ipssafresno@gmail.com

SANTA BARBARA

Second Mon., 6:30 p.m., Rusty's Pizza Parlor
232 W. Carrillo, Santa Barbara (downtown)
Pres. Joe Burich (805) 451-1963
mericks2001@yahoo.com

VENTURA: Third Tues., 7 p.m.

Poinsettia Pavilion, 3451 Foothill Rd, Ventura
Pres. Max O'Brien (805) 794-6270 / gotomax@att.net

VISALIA: Third Wed., 6 p.m.

Amigo's Cantina, 5113 W. Walnut Ave., Visalia
Pres. Roman Gomez (559) 992-5779
romangomez1251@yahoo.com

REGION 3 (NORTH L.A. COUNTY)

B.O.R.D. Member: Terry Snow
(909) 982-9962
E-mail: tls.pools@verizon.net

ANTELOPE VALLEY: Second Monday, 6 p.m.
SCP Antelope Valley, 4514 Runway Dr., Lancaster
Pres. Steven Polovina (661) 236-6095
PolovinaPools@gmail.com

DIAMOND BAR:

First Thurs., 7:00 p.m., Oak Tree Lanes,
990 N Diamond Bar Blvd, Diamond Bar, CA 91765
Pres. Rob Betts (626) 757-6707
rb.pooltime@gmail.com

FOOTHILL:

Third Thurs., 7:00 p.m.
849 Foothill Blvd. #4, La Cañada
Pres. Jay Laughrey (818) 259-3001
jl55@aol.com

SAN FERNANDO VALLEY

Third Wed., 7:30 p.m. (March meeting is mandatory)
Zoom meeting (call or email for details)
Pres. Rich Gallo (661) 803-9919
pureswim@gmail.com

SAN FERNANDO VALLEY METRO
First Tues., 7 p.m., Canoga Bowl, 20122 Vanowen,
Canoga Park / Web site: www.sfvmetro.com
Pres. Eric Nielson (818) 577-0840
willowcreekpools@gmail.com

SAN GABRIEL VALLEY: Second Thurs., 7:00 p.m.
PEP, 1862 Business Center Dr., Duarte, CA 91010
Pres. Ron Hopwood (626) 806-4670
hoppypaa@hotmail.com

SANTA CLARITA VALLEY

First Thurs., 7:00 p.m.
Vincenzo's Pizza, 24504 1/2 Lyons Avenue, Newhall
Pres. Glenn Bautista (661) 373-7167
glen.r.bautista@gmail.com

REGION 4 (SOUTH L.A. COUNTY)

B.O.R.D. Member: Adam Morley
(310) 493-3565
E-mail: adam@paradisepools.biz

CENTRAL LOS ANGELES

Second Mon., 6:30 p.m., Shin Beijing Restaurant,
31010 W. Olympic Blvd, LA, 90006
Pres. James Kim (213) 820-8705
jameskim315@gmail.com

EAST LONG BEACH

Second Tues., 6:30 p.m., Ecco's Pizza,
2123 N. Bellflower Blvd, Long Beach
Pres. Matt Mann (562) 420-9061
mpjmann@verizon.net

SOUTH BAY

Second Wed., 7 p.m., American Legion Hall
412 S. Camino Real, Redondo Beach
Pres. Rick Morris, (310) 755-5279
Rick-morris@sbcglobal.net

WESTSIDE

Second Tues., 6:30 p.m., American Legion Hall
5309 S. Sepulveda, Culver City
Pres. Rick Haro (310) 204-4327
rick@haropools.com

WHITTIER: First Wed., 7 p.m.

Superior Pool Products in Santa Fe Springs
Pres. Albert Navarro (562) 927-6757
academyipools@yahoo.com

REGION 5 (ORANGE COUNTY)

B.O.R.D. Member: Mike Denham
(714) 891-6180
E-mail: denhampools@gmail.com

ANAHEIM: Third Wed., 6:30 p.m.
Roundtable Pizza, 12829 Harbor Blvd., Garden Grove
Pres. Cal Pratt (949) 230-7462

CENTRAL ORANGE COUNTY

Last Tues., 7 p.m., Coco's, 14971 Holt Ave., Tustin
Pres. Mark Harrison (949) 874-8234
maharrison16@yahoo.com

DANA POINT

Second Tues., 6 p.m., Coco's, Crown Valley and I-5
Pres. Cliff Gross (949) 587-9773
cliffgross@cox.net

MISSION VIEJO

First Tues., 6 p.m.
Woody's Diner, 24321 Avenida De La Carlota,
Laguna Hills, CA 92653
Pres. Chris Dodds (949) 683-6076

NORTH ORANGE COUNTY

ORANGE COAST
Last Monday, 5 p.m., Roundtable Pizza
on Adams & Beach
Pres. Rob Mangus (716) 318-1254
thonrath@hotmail.com

ORANGE COUNTY #9

Second Wed., 7 p.m., Dad Miller Golf Course
North Gilbert Street, Anaheim
Pres. Rob Tobias (714) 812-7993

ORANGE COUNTY POOL

PROFESSIONALS
Last Mon., 6:00 p.m.
Claim Jumper Banquet Room, 18050 Brookhurst St.,
Fountain Valley CA 92708
Pres. Jim Romanowski (714) 404-2550
poolperfection1@aol.com

SOUTHWEST:

First Wed., 6 p.m., ABC Pools
10560 Los Alamitos Blvd., Los Alamitos
Pres. Ken Tipton (562) 430-8515

SURF CITY

Third Tues., 6:30 p.m., Superior Pool Products,
10865 Kalama River, Fountain Valley
Pres. Frank Malavar (714) 960-3558

TUSTIN/IRVINE

Second Tues., 6:00 p.m., PSOC Waterline
Technologies,
220 N. Santiago Street, Santa Ana
Pres. Rich Foley (714) 974-1514

YORBA LINDA

First Wed., 6:45 p.m., Lampost Pizza,
21480 Yorba Linda Blvd. #D, Yorba Linda CA
(call president to confirm mtg time).
Pres. Jaime Aranda, (714) 746-5138
jaimearanda@sbcglobal.net

REGION 6 (INLAND EMPIRE)

B.O.R.D. Member: John Dixon
(951) 316-1675
E-mail: waterwhisperer1@verizon.net

CORONA: Second Tues., 7:00 p.m., Marie Callenders
160 E. Rincon St. (at Main St.), Corona
Pres. Jenifer Meza (951) 833-0055
aquatechpoolservice@earthlink.net

HEMET: Third Wed., 6:00 p.m.
Megabites Pizza, 1153 S. State St., Hemet, CA 92543
Pres. Kenny Campbell (951) 733-4330
Kenny@WetworksPoolCare.com

MENIFEE VALLEY

First Wed., 7 p.m. at My Buddies Pizza
2503 E. Lakeshore Drive #A, Lake Elsinore
Pres. Renee Marier, (951) 285-9672
mangopoolnsa@verizon.net

ONTARIO/RANCHO CUCAMONGA

Second Tues., 6 p.m., Location varies,
please contact chapter president for more info.
Pres. Ron Goodwin (909) 989-0406
good2win@msn.com

PALM DESERT

Third Thurs., 6 p.m./7 p.m., please check with pres.
Sloan's, 81539 US Hwy 111, Indio CA
Pres. Gary Kauber (760) 702-5865

PALM SPRINGS:

First Wed., 5:00 p.m.
Superior, 5700 Indian Springs Rd, Palm Springs
Pres. James Elliott (760) 413-0463

REDLANDS: Second Tues., 6 p.m.

Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa
Pres. Bill Brooks (909) 553-5780

RIVERSIDE:

First Tues., 6:00 p.m., Cask N Clever,
1333 University Ave., Riverside
Pres. Nathan Smith (972) 296-7946
info@riversidepools.com

TEMECULA/MURRIETA

Third Wed., 7 p.m., Pat & Oscar's
29375 Rancho California Rd., Temecula
Pres. Scott Peterson (951) 255-4175
ipssascott@yahoo.com

REGION 7 (SAN DIEGO COUNTY)

B.O.R.D. Member: Michael Harris
(619) 395-6700
E-mail: barrowpoolsd@gmail.com

CARLSBAD

Third Wed., 6:00 p.m.
El Rancho Restaurant, 1565 N. Santa Fe, Vista
Pres. Jonathan Dodge (760) 845-5501
jonathandodge@roadrunner.com

ESCONDIDO

Third Wed., 6:30 p.m., Call for location.
Pres. Bruce Smith (760) 741-3960
Bsmith1956@cox.net

NORTH COUNTY COASTAL

Third Tues., 6:30 p.m.
Brett's BBQ, 1505 Encinitas Blvd., Encinitas
Pres. Aden Dunne (760) 801-5526
classpools760@gmail.com

RANCHO DEL MAR

Third Mon., 5:30 p.m., Oggi's Sports,
12840 Carmel Country Rd., San Diego, CA 92130
Pres. Wayne Maynard (858) 361-8313
arrowheadpoolservice@yahoo.com

SAN DIEGO

Third Wed., 7 p.m., Admiral Baker Clubhouse,
2400 Admiral Baker Road, San Diego
Pres. Mark Curran (619) 269-3888
mtcurran@cox.net

SAN DIEGO EAST COUNTY

Third Tues., 6 p.m.,
Superior Pool Products, 1973 Friendship Dr., El Cajon
Pres. Marc Impastato (619) 270-6617
info@bluebalancepools.com

SAN DIEGO METRO:

Fourth Thurs., 6:00 p.m.
Sammy's Woodfired Pizza, 8555 Fletcher Pkwy
La Mesa, CA 9194
Pres. Bert Vexland (619) 913-9252
vexland@sbcglobal.net

REGION 8 (SOUTHWEST)

B.O.R.D. Member: Mike Lee
(480) 786-0687
E-mail: mountainsidepools@mac.com

EAST VALLEY

Third Thurs., 5:45 p.m., Superior Pool Products
2350 W. Broadway Rd. #110, Mesa
Pres. Steve Ward (480) 213-0481
wardspool@yahoo.com

NORTH PHOENIX: Third Tues., 6 p.m., SCP

18201 N. 25th Avenue, Phoenix AZ 85023
Pres. William Goossen (623) 580-9802
goosse-man@cox.net

SOUTHEAST VALLEY

Second Thurs., 5:30 pm, Superior Pool Products, 7330
S. Atwood, Mesa, AZ
Pres. Daniel Morris (480) 284-4296

TUCSON:

Third Wed., 6:30 p.m.
Superior Pool Products, 4055 N. Runway Drive.
Pres. Perry Wingate (520) 429-0806

WEST VALLEY

Third Wed., 6:00 p.m., Cloud Supply
1100 N. Eliseo Felix Way, Avondale
Pres. Trent Brumfield (623) 210-1615

WESTERN LAS VEGAS

First Mon., 6:30 p.m. (excl. holidays)
Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas
Pres. Mike Ellison (702) 902-0557
coolhavenpools@gmail.com

REGION 9 (TEXAS)

B.O.R.D. Member: Becky Clayton
(210) 240-3121
E-mail: becky.clayson@yahoo.com

AUSTIN: First Tues., 6 p.m.,

Cherry Creek Catfish Co.
5712 Manchaca Rd, Austin
Pres. Jerome Potter (512) 484-9093
atxpoolservice@gmail.com

CLEARLAKE: Fourth Tues., 7:00 p.m.,

Rudy's BBQ, 21361 Gulf Fwy, Webster
Pres. David Potts (208) 887-6486
david@freedompools-texas.com

CORPUS CHRISTI

First Thurs., 6:30 p.m.
SCP, 4630 Corona Drive, Corpus Christi
Pres. Michelle Wilkinson (209) 604-6460
supply.mypool@gmail.com

HILL COUNTRY Third Tues., SCP in New Braunfels
Pres. Jascha Wood (512) 216-7663
azurepools@centurytel.net

HOUSTON: Second Tues., 7 p.m.
Pappys's Café, 11225 Katy Freeway, Houston
Pres. David Queen (281) 807-5442
info@sparklingpoolserviceinc.com

NORTH AUSTIN

Second Tues., 6 p.m., North Corn Harvest
700 East Whitestone Blvd., Cedar Park
Pres. Shane Applegate (512) 257-7665
happ512@gmail.com

NORTH HOUSTON

Third Tues., 7 p.m., IHop
25619 Interstate 45, Spring
Pres. Stephen Titone (281) 773-8643
Stitone2001@yahoo.com

SAN ANTONIO: First Mon., 6:30 p.m.
Longhorn Café, 17625 Blanco Rd., San Antonio, TX
Pres. Jorge Martinez (210) 274-2465
jmpoolsa@outlook.com

WEST HOUSTON

First Tuesday, 7 p.m.: Spring Creek Barbeque
21000 Katy Freeway, Katy, TX 77449
Pres. Mark Uberecken (281) 799-9786
mark@unifiedpoolsolutions.com

Associate Members

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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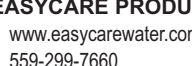
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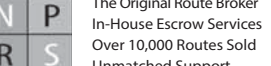
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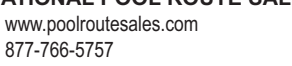
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