

THE IPSSAN



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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

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Weld-in-Place Membrane Liners are on the rise

By Dustin Buckland, Aqua&More

WITH A SURGE IN RESIDENTIAL demand, professionals are looking for solutions to allow them to build and renovate the most pools possible, while still being able to control their construction schedule. Rather than dealing with long lead times for pool kits, fiberglass pools, or custom-made pool liners, membrane materials are readily available for these installations. Weld-in-place membranes are rapidly being added to pool builder offerings, as they provide an attractive solution for renovations and new construction.

NEW COLORS AND TEXTURES

Weld-in-place membranes have been on the market for many years and used primarily in the commercial industry throughout Canada and the U.S. They provide an excellent solution for pools with chronic issues such as peeling paint, fractured plaster, or leaks. The color choice used to be limited to plain colours and printed patterns, but some manufacturers have started to provide new 80-mil membrane material that is not just printed but textured as well. In fact, this new textured and printed membrane material imitates the look and feel of stone and marble.

These new colours look phenomenal in the pools. The texture and colours now available really lend themselves to residential pools, as they provide a modern, high-end look that complements today's architectural designs. Many pool builders and service professionals attribute their ability to meet this year's demand for pools to the improved variety of weld-in-place membranes. The new options work so well in residential pool settings, as well as in hotels, private club pools, wellness centers, and health spas.

Another contributing factor to the increased popularity of the membranes is the versatility of their material. This weld-in-place liners are uniquely able to provide a perfect fit for custom pools, even when installed on the most challenging shapes. The weld-in-place membrane really lends itself to fitting custom pools or older pools with unusual shapes and designs. Weld-in-place liners offer a huge advantage to get an exact fit, and of course, being thicker mesh reinforced PVC (polyvinyl chloride), the longevity is the benefit certain customers really want to have in their pool, as they last a lot longer

than traditional vinyl liner. Since customers are investing more in their backyards, they are interested in installing the best product out there. There is a real opportunity to sell to those customers who are willing to spend more on their pools. Consumers are really attracted to the new 80mil textured membranes where you can feel the texture that feels like actual stone—it's not slippery—and they are very attracted to the new earth tones. They feel and appreciate the aesthetics and the high quality of the membrane.

OFFERING A MEMBRANE POOL FINISH

Weld-in-place membranes provide a pool finish with unique benefits not provided by marbelite, stone-coloured quartz finishes, or thermoplastic coating. One of the main advantages of the membrane pool finish is it doesn't crack regardless of freeze-thaw conditions or earthquakes. The membrane completely seals the structure of the pool and keeps it watertight. This makes it ideal for both renovating existing pools and building new pools.

Once you have a crew of installers who know how to apply these membranes, you can fit them into your pool offering, whether you are using the membrane to finish off a new concrete wall or stainless-steel pool wall construction, or you are covering a cracked, peeling, or leaking gunite pool. A growing number of pool professionals consider weld-in-place membranes a lucrative addition to their business and are taking the time to train their staff on proper installation. Not only do they offer a unique and truly attractive finish, but they also have a set of skills to keep crews busy through the winter.

TRAINING AND RETAINING CREWS

Since proper training is the first order of business, some membrane suppliers offer assisted installations to builders and installers. Pool pros don't always realize how easy it is to install this product, and there are very low barriers to entry, as you don't need to invest large amounts of money for equipment and you don't need to have the material in stock, as we simply order rolls of material for each job. There is a learning curve, obviously, like anything else. But compared to other types of equipment repairs, it is a much faster learning curve.

The main welding



component is the easiest to learn, while the more intricate parts like stairs and corners are more complicated. As such, they are the focus during the assisted training. Once your crews know how to install weld-in-place membranes, they will find they are always busy and always in demand.

Offering weld-in-place membrane installation also separates trained professionals from other companies by having this added finishing skill. As pool builders desperately look at how to retain their best workers through the winter, learning how to install membrane liners is the perfect way to keep them busy. Savvy pool professionals try to save their indoor jobs for the winter, to keep crews busy year-round doing indoor installations at hotels, athletic clubs, and HOAs. Weld-in-place membranes really smooth out the seasonality of pool building and renovation.

UNDERSTANDING PVC MEMBRANE INSTALLATION

The installation process of a PVC membrane is straightforward. Before lining the pool with the PVC membrane, installers need to repair the surface of the pool first. Most pools require a day or less for preparation. Once the pool surface is prepared, a felt lining is installed along the floor and walls. The lining is adhered and acts like a pad under a rug. It protects the surface before installing the reinforced PVC lining and later gives it a soft, slightly cushioned feel. The felt lining also makes the floor more comfortable to stand on, which is beneficial for older bathers using the pool for water conditioning, therapy, or aerobics.

After the felt lining is installed, 6-ft wide strips of PVC membrane are rolled out and heat welded together on site to ensure a smooth fit. Steps, beach entries, safety ledges, and the like are also cut, fitted, and welded. Some PVC membrane materials are not only textured, but also printed to look like marble, stone, or sand. This has been extremely popular with hotels, country clubs, HOAs, and community pools because it's not just plain white or blue, and the product is also slip-resistant, making it a terrific product for pool pros to offer and stand out from competitors because it's different and gives pools a high-end finish.

Pool professionals are embracing the weld-in-place membrane solution. The material is readily available, so it is much easier to schedule an installation, rather than waiting on traditional custom liners. The installation provides a lot of flexibility for design. It works on any pool design, including beach entry, vanishing edge pools, tanning ledges, and large steps.

SELLING AND INSTALLING PVC MEMBRANES

When it comes to selling and installing PVC membranes, some prefer outsourcing the installations, while others do the work in-house. Pool professionals will often subcontract the installation and take a referral fee. But, more importantly, the PVC membrane solves the chronic problems encountered by commercial clients who continue to receive service, water chemistry maintenance, and cleanings. Some professionals find subcontracting the work allows them to stay focused on

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We want to spotlight our members!

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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.

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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



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As a Fluidra Rewards member you'll get much more than just \$50 though.

Members start benefiting right away simply by signing up for Fluidra Rewards, the base-

level rewards program. Regardless how big or small your business is, Fluidra Rewards allows you to earn points on purchases which can be redeemed for various products like electronics, clothing and apparel, Fluidra products, trips, and more. Fluidra Rewards members can also access useful business tools and resources.

Once you're a Fluidra Rewards member, your Fluidra representative can introduce you to one of Fluidra's three channel-specific Loyalty Programs that help you earn even more and support you with valuable resources aimed at helping you be successful. They even provide plenty of perks in appreciation for your dedicated business — from customized marketing services and iON Pool Care business management software, to exclusive products, sales incentives and rebates that help you compete against the internet — Fluidra's channel-specific loyalty programs provide everything you need to grow your business.

These loyalty programs include ServicePro, which is designed specifically for independent pool service, repair,

and renovation professionals to provide benefits that uniquely support your business type, ensuring that your rewards are desired and impactful.

As a ServicePro loyalty program member, you can earn up to five percent cash back on all Fluidra brand products purchased; all earnings are automatically sent to a prepaid VISA card, making it easy to receive and spend your hard-earned cash. As a ServicePro member, you also receive priority access to Fluidra's Service Hotline — ensuring that you get answers fast when you need them most — and you get tremendous discounts on parts through a Bulk Purchase Program. Additionally, you can utilize iON Pool Care Software — developed to empower and provide valuable resources to aid the growth of your pool service business.

"We put the needs of pool professionals first because we know that when they succeed, we succeed," said Donny Cislo, director of professional channel marketing at Fluidra. "That approach is at the core of our values and it's why we've innovated policies like our Trade

Series Exclusive program, which reserves our best most innovative products for brick-and-mortar sales, and why we invest so heavily into driving business to our customers. We want our pool professionals to take full advantage of those efforts so they can thrive."

"Fluidra's rewards program is one more way to partner with a great manufacturer who is helping service companies and IPSSA build value and economic returns in their equipment choices," says David Hawes of H & H Pool Services, Inc. in Dublin, CA. "My company has been involved the ServicePro loyalty program for several years, and we appreciate Fluidra's commitment to offering a product line that is not available on the internet and rewarding our purchases with a great rebate program."

Pool professionals are encouraged to contact your local Fluidra representative to determine which Fluidra loyalty program is best for how you conduct business. To sign up for Fluidra Rewards through IPSSA and start earning today, visit fluidrarewards.com/IPSSA. ■

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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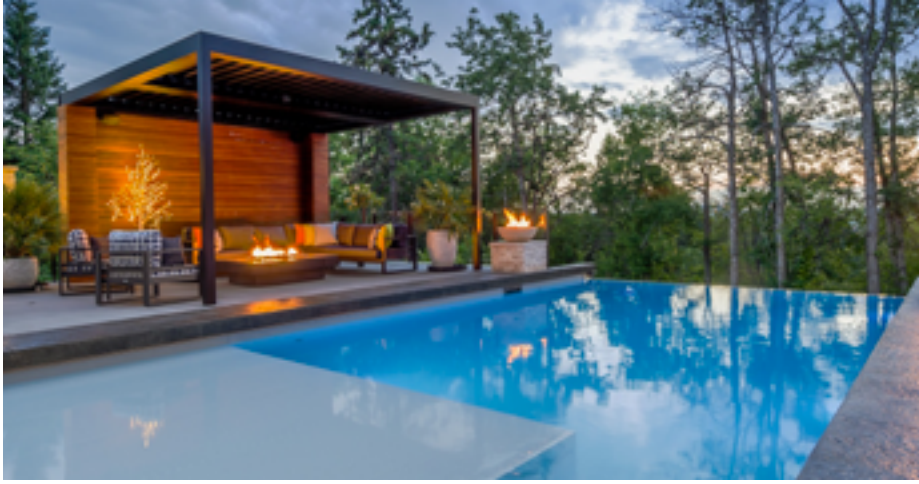
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Weld-in-Place Membrane Liners

Continued from front page



their core business, while still being able to continue their relationship with their clients. Not to mention, it helps them sell pool renovations they might not have otherwise had the time or crews available to complete.

In addition to

the structural solution provided by these membranes, the new natural stone colours and textures are making them easier to sell. Consumers are really drawn to the new colors and finishes that are now available. When customers see the PVC membrane options now available—especially the new colors and textures—when the project is finished, some people think it's a slate pool. The PVC membrane is a commercial rated product, so there is still a big demand for this solution in

commercial pools.

Commercial pools are always looking for ways to fix leaking and deteriorated pools and the weld-in-place membrane really lends itself to solving the problems caused by freeze-thaw conditions of outdoor aquatic facilities, like cracking in the structure, making the pool watertight.

Other types of commercial aquatic facilities, plus indoor and elevated pools, are also interested in the new colours and textures, in addition to a long-term watertight solution.

With these new stone and marble patterns, colours, and finishes, we are seeing more and more hotels, athletic facilities, and wellness spas who want a more attractive look that enhances the architectural design of the facility. The white marble product, for example, looks amazing for large commercial spas and soaking tubs used in wellness centres, health spas, athletic facilities, and hotels.

MEMBRANES ON THE RISE

The awareness of PVC membranes is on the rise. As a result, pool professionals are finding it quite easy to suggest, sell, install, or outsource installations.

Many consumers and commercial aquatic facilities are doing research, learning about these membranes, and then approaching their trusted pool professional, architect, engineer, or designer.

Savvy pool professionals should take the time to learn how to install weld-in-place membranes and incorporate them into their offerings. Many companies who have added PVC membranes to their repertoire are not only able to provide year-round work for their crews and gain greater control of their construction schedules but are also reaping the profits and benefits associated with this product. ■

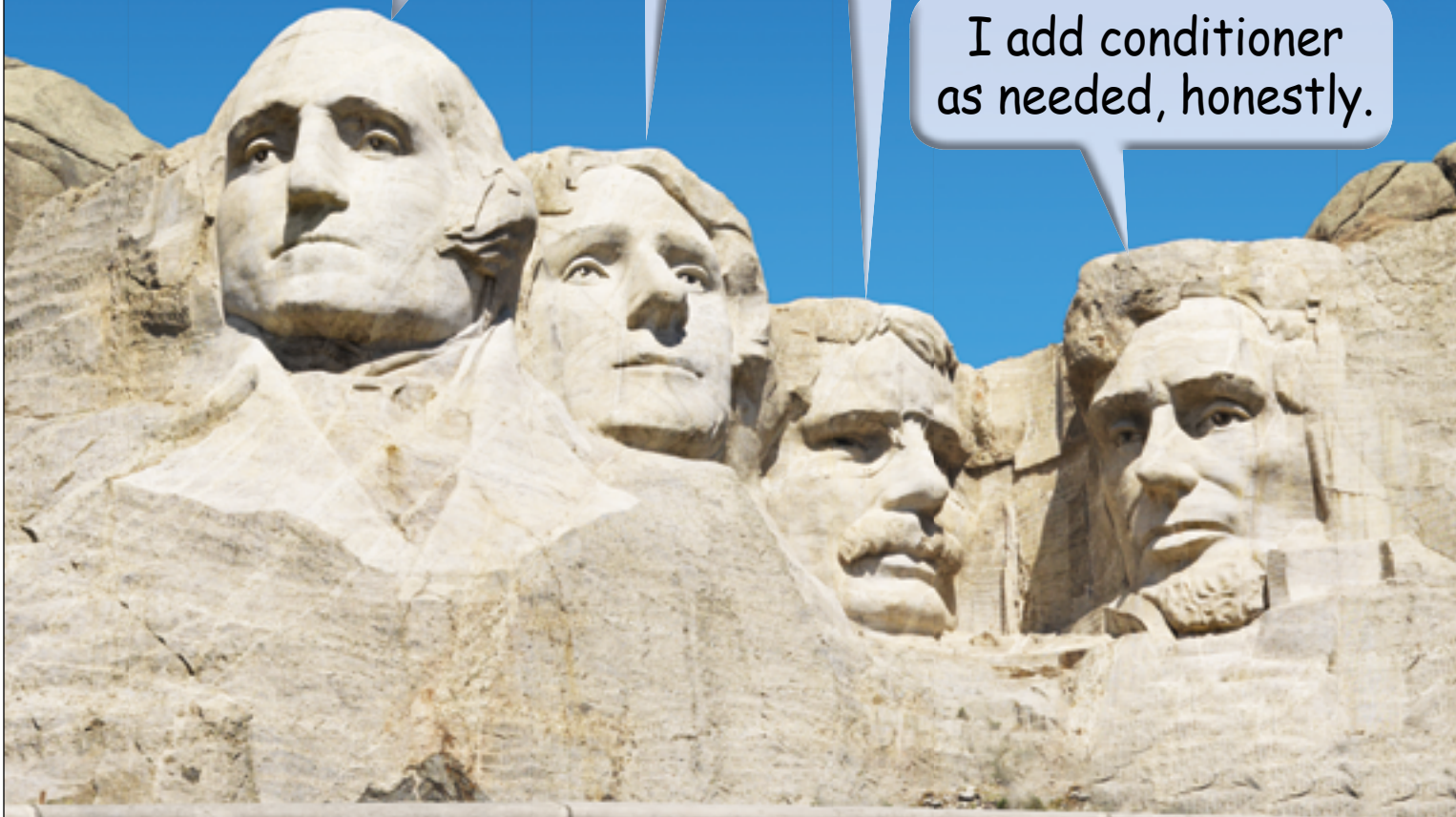
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ABOUT THE AUTHOR

Dustin Buckland is the Vice President of Sales and Marketing for Renolit A&T Aqua and More Inc. With a profound knowledge of the European market, Dustin is now introducing the latest, state-of-the-art PVC membrane products to the pool industry in North America. Dustin's goal is to ensure the market fully understands the potential of these products and to help contractors realize the benefits of weld-in-place membranes. Dustin can be reached at Dustin.Buckland@aquandmore.com



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HEY RAY!

Ray Arouesty, Senior Vice President of Arrow Insurance Service, a division of HUB International Insurance Services, answers commonly asked insurance and liability related questions from pool service professionals.

QUESTION:

I have a new client whose rental property has a pool. The pool light is not currently working – it repeatedly trips the GFCI. The customer isn't interested in fixing the light and says it's been inoperable for years without a problem. What should I do?

ANSWER:

The pool tech has an obligation to maintain safety at the pool site to avoid injury to those using the pool and/or spa. Your duty includes making sure

that the pool water is properly sanitized, main drains are secured and the electrical system is properly bonded and grounded. A pool tech will be liable for injuries caused by those defects if he knew or should have known of their existence and the hazard presented.

A pool light is an important safety feature in a swimming pool and a pool without a working light can present a drowning hazard for anyone using the pool at night. This was the exact situation in a recent case involving a toddler that drown in a community pool at dusk. The pool light was

broken, and the parent successfully argued that the child would have been seen and rescued by others if the pool light was working properly.

You have a no-win situation here: (1) leaving the pool light inoperable is a drowning safety hazard, and (2) maintaining the pool with the defective electrical system is an electric shock hazard. Either way you will be blamed for an incident at the pool. I recommend you once again speak with your customer of the risks involved and you should drop the account unless the pool light is fixed by a licensed electrician. ■

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Water Hammer Pool Plumbing

By Rudy Stankowitz, [Aquatic Facility Training and Consultants](#)



IF YOU MOVE A VALVE HANDLE, no matter what type of valve, while the system is running, you take a risk. This applies to the multiport valve for the filter as well. It only takes a minute to shut the pump off before changing position and turn it on again. This will avoid water hammer caused by user error altogether.

“ It only takes a minute to shut the pump off before changing position and turn it on again. This will avoid water hammer caused by user error altogether. ”



STATIC FLOW – CLOSED VALVE

If the valve is completely closed while the pump is running the water in the pipe will be under pressure. It will also be static. This doesn't lend toward strain on the valve or the plumbing. It can, however, result in discharge cavitation in the pump volute. This will cause damage to the impeller and to a lesser extent the seal plate, motor shaft, and volute.



OPEN FLOW – OPEN VALVE

When the valve is open, the system operates as designed. The water flows through the pipe with little to no problem. At least not hydraulically; water chemistry can still wreak havoc on any metal components in the system. However, should the valve close or change direction abruptly, damage or injury can occur. The sudden stop in flow causes a surge that attempts to send the water back to where it came from. Of course, in a pipe already full of water and under pressure, this can be challenging. So, the water gets 'jammed up'. This will cause a shock wave to travel the length of the pipe. The violent tremor will head toward the source of origin and back again. This hydraulic phenomenon is called water hammer.



ABRUPT CLOSE – WATER HAMMER

Water hammer can cause the plumbing to 'jump'. This can cause leaks in plumbing at the joints from shifting around if allowed to occur repeatedly. It can also completely blow sections of plumbing apart. If you are close enough, you could be hit by PVC shrapnel. Either way, your day is going to suck. You will either end up on-site for longer than you planned while you replumb whatever damage occurred. Or, you could wind up in the emergency room waiting on someone to remove a chunk of pipe from your forehead.

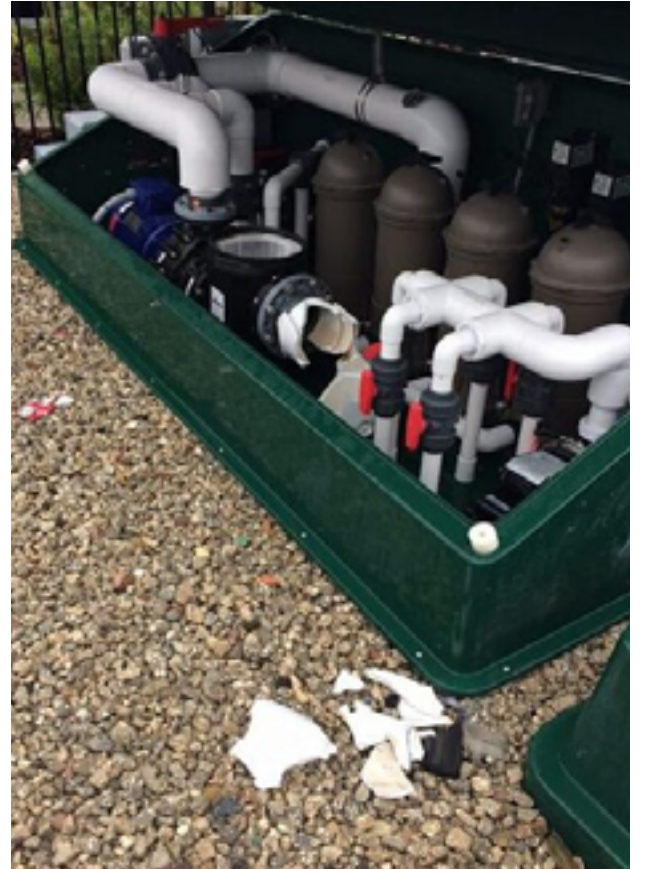


Photo: John Poma, A+ Pool Service LLC

When you see it in Poma's pic above – share the article! ■



ABOUT THE AUTHOR

Rudy Stankowitz is a 30-year veteran of the swimming pool industry and CEO/President of Aquatic Facility Training & Consultants. He has conducted swimming pool related training/technical seminars throughout the world. Stankowitz is an award-winning PHTA and NRPA instructor. CPOClass.com

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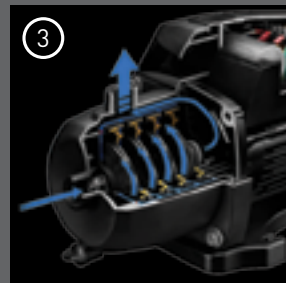
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Benefits of Choosing to Install a Fiberglass Pool

By Annie Brock, Director of Business Development, Thursday Pools

THERE ARE A VARIETY OF FIBERGLASS pool designs available – from unique, patented beach entry, patent pending sunken living area and pools with tanning ledges in freeform and rectangular shapes—in a wide range of sizes to fit into even the smallest backyard spaces.

As with the rest of the industry, the demand for fiberglass pools has increased exponentially especially as pool builders are looking for ways to install as many pools as possible, as fast as possible. Both builders and service professionals are looking at fiberglass pools to help ensure they maximize the number of pools they can install in a given season. This is where fiberglass pools have some distinct advantages.

THE FIRST FIBERGLASS BUILDER BENEFIT IS THE ABILITY TO INSTALL MORE INSTALLATIONS IN LESS TIME

Fiberglass pools are quickly becoming the pool of choice, especially for busy pool builders or pool service professionals who want to get into installing pools. More and more builders have added fiberglass pools to their offering because it takes far less time to get homeowners swimming in a fiberglass pool than either a gunite or even a vinyl liner pool.

Fiberglass pools don't require the skilled labor of a gunite or vinyl liner pool nor do they command the high-price tag of a gunite pool. And today's fiberglass pools

offer all the features that are in demand by consumers—including large tanning ledges, beach entry designs and even sunken living areas! Unlike fiberglass pools of the past, today's fiberglass pools not only have the multiple shapes, sizes and features that homeowners want, but also have improved construction features that give builders an easy-to-install pool for maximum profit.

THE SECOND BENEFIT TO FIBERGLASS POOL BUILDING IS THAT YOU CAN INSTALL A FIBERGLASS POOL WITH A SMALLER CREW.

From an installer's perspective, fiberglass pools can be installed with fewer workers than a vinyl liner or gunite pool. As a result, builders are finding that the fiberglass pool is easier to install, especially with a smaller crew. Pool builders report they can install more fiberglass pool in a year than if they installed vinyl liner pools installation and still gives the company the ability to do more service work as well. Pool installers have found labor to be scarce over the last few years and had already been choosing to add fiberglass pools to their offering, because of the labor scarcity. Fiberglass pools require fewer people to install and you don't need to have the skilled labor required for other pool types—like a skilled person to form a vermiculate bottom for a vinyl liner pool or someone with the finishing skills required for gunite pools.



Not only are pool builders switching or adding fiberglass to their offering, but many service professionals have found it much easier to start building pools because of the many features and benefits offered by fiberglass pools. Service professionals looking to get into building pools will find that fiberglass pools are the best pool to sell when getting started with pool installation. Savvy service professionals already know about pool equipment, plumbing and hydraulics so they are deciding that this is the year to also start building pools.

In terms of placing the pool, most pool builders installing fiberglass pools are using the same excavator that digs the hole to also move and place the pool in the ground. Using an excavator eliminates the need to rent expensive cranes, that tend to only be needed in tight spaces where excavators can't drive onto the property. Some builders combine their fiberglass pool order into

a multi-pool shipment so they can then prepare all the holes while the pools are in transit, then drop all the pools in the same day—as they are being delivered which makes it the installations very time efficient.

THE THIRD BENEFIT TO FIBERGLASS IS THAT YOU CAN INSTALL IN VIRTUALLY ANY TEMPERATURE WITH EASE.

Unlike vinyl liner or gunite pools, fiberglass pools can be installed in virtually any temperature. As long as you can dig the hole, you can install a fiberglass pool. This is not the case with vinyl liner or gunite pools, where colder temperatures won't allow you to hang a pool liner or shoot gunite.

Not only do colder temperatures and rain delay the installation of a vinyl liner or gunite pool, high water tables and freeze-thaw conditions affect how quickly you can get a vinyl liner installed. These factors are NOT installation variables for fiberglass pools as they can be installed when it's really cold—which you can't do with liners, you don't need to worry about vermiculite bottom issues including high-water tables.

When pool professionals are looking to install pools for as long as possible, despite the weather, fiberglass pools have the longest installation season... allowing pool professionals to schedule installations late into the fall and early winter as well as early in the following spring. Additionally, installers can have much better control of their scheduling of installations and won't be delayed by rain as is common with vinyl liner installations. ■

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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.

RECENT IPSSA EVENTS

The Capital Valley IPSSA Chapter was able to raise \$10,000.00 for the Sacramento Sheriff's Toy Project at the chapter's annual Christmas party. Below is what the Toy Project posted on their Facebook page about the donation:



"Capital Valley Independent Pool and Spa Service Association (IPSSA) has come through in an extraordinary way once again. They are one of our longest and endearing supporters even during the roughest of financial times. This organization hosts an annual dinner where members actually engage in fundraising which is donated to Sheriff's Toy Project. Yes, you are hearing this correctly. Their holiday is dedicated toward the betterment of others. Your selfless giving and involvement is appreciated more than we can express. Thank you IPSSA - Independent Pool and Spa Service Association!"

You can find out more about this non-profit on their website at toyproject.com

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How to Ensure Commercial Sand Filters Deliver Clean and Clear Water for Pools

By John Watt, Pentair

IN ORDER FOR SERVICE

professionals to be able to help ensure the best water quality in a commercial pool, the equipment needs to be operating in peak condition. Properly functioning sand filters play a key part in keeping the water in top shape for patrons.

Many facilities use sand filters because they are highly effective when backwashed properly, and the flow rate is kept on target. Unfortunately, improper backwashing and flow can lead to poor water quality or caliche, a rock-like material that must be chiselled out to get the filter back into working order. To prevent a sand filter from becoming clogged with caliche, professionals must know about a phenomenon called channelling, including how to identify it, how it occurs, and the steps required to prevent it.

UNDERSTANDING "CHANNELLING"

Understanding the basics of sand filter operation can help ensure against the problems that cause channelling. When the system kicks into filtration mode, the diffuser at the top of the filter evenly sprays water over the surface of the sand bed. The water then settles down through the sand and goes back into the pool, presumably cleaner than when it entered. For these filters to operate correctly, the water must flow evenly through the sand bed. This enables the sand to properly filter out any debris.

Channelling occurs when water travels through smaller paths in the filter sand, which prevents it from flowing evenly through the sand bed. When the sand becomes dense and compacted, it hardens, and the water is forced through a very small channel from the top of the filter down to the laterals, without actually passing through the sand. Essentially, the water flows right down the centre of the channel to the bottom of the filter and right back into the pool. When this

happens, the water is no longer being filtered, resulting in poor clarity.

Operators can identify when channelling begins by performing a regular visual inspection of the sand. When looking down into the filter, the entire surface of the sand bed should be flat. If valleys and gorges are present, channelling has started. Pea gravel at the top of the sand is another sign of channelling. This occurs during the backwash cycle if water cannot get from the top to the bottom. It is forced through the same channel and the gravel is pushed up from the filter floor to the top surface.

A core sample can also be taken following a visual inspection. It is important to ensure the top layer of the sand bed is catching the debris. The sand below this layer should be fairly clean. Any sign of mud in the lower level likely signifies a problem.

CAUSES OF CHANNELLING

Channelling often results from improper backwashing. There may not be enough pump pressure to move the required volume of water, or the pool operator may be running the backwash filter cycle too short.

SHORT-CYCLING

The sand in the filter becomes dense and compacted when operators 'short-cycle' the backwash process. This is the most common cause of improper backwashing. The objective of backwashing is to lift the sand bed and rinse out all dirt and debris. This keeps the sand loose and flat, allowing water to flow through and be filtered by clean sand.

Many pool operators use sight glass to monitor the backwash but unfortunately, this is not the most effective method, as they will usually end the cycle if the water looks clear. As a result, the backwash cycle will be stopped before the prescribed three

minutes, leaving debris behind in the sand. To make matters worse, the same debris is able to burrow deeper into the filter through the fluffed sand. From there, it acts like a glue and causes the sand to clump together. The debris combined with the weight of the sand compresses into a mud, which eventually turns into caliche.

Occasionally, a chunk of caliche may be seen at the top of the filter when a piece breaks off and the water forces it to the surface of the sand bed during the backwash cycle. Unfortunately, once the caliche forms, pool operators must enter the filter and remove it. The larger pieces of may need to be broken up with a hammer.

While three minutes of backwashing feels like a long time, it is required to prevent channelling and any of its related issues. To ensure proper backwashing, it is recommended to use a stopwatch and make sure the cycle runs its full course.

EXCESSIVE WATER FLOW

Accelerated water flow can also cause channelling. If the water runs too fast and under too much pressure, it will come out of the diffuser, hit the side of the tank, and run all the way down—rather than spreading over the surface of the sand bed.

To check the flow rate, it is recommended to attach a vacuum and pressure gauge to the pump, then convert the vacuum and pressure reading to total dynamic head (TDH). Applying the TDH to the manufacturer's pump curve will determine the flow rate at its maximum with a clean filter. If the maximum flow rate exceeds that of the filtration system, there will be too much water flow through the filter.

To take control of the water flow, facilities will benefit from having a variable-speed pump. This will allow pool operators to run the water at lower speeds,

thereby maximizing the efficiency of the filtration system and increasing the speed allowance for backwashing.

CONCLUSION

To keep filters working in their peak condition, service professionals and aquatic facility operators must prevent channelling in the sand media by ensuring proper backwashing and water flow. By doing frequent visual inspections inside the filter, running complete three-minute backwashing cycles, and confirming the water flow from the pump is appropriate, commercial pool operators should be able to maintain cleaner, clearer, and safer water, and avoid expensive filter repairs. ■



ABOUT THE AUTHOR

John "MacGyver" Watt has spent the last 25 years working for Pentair in a variety of positions, including field service technician, regional service manager, national trainer, and product specialist. He now works for Pentair's application engineering and new product development for the U.S., Canada, and Latin America. He can be reached via email at john.watt@pentair.com.

BACKWASHING BASICS FOR SAND FILTERS

To properly backwash a sand filter, first determine the correct backwash flow rate for the unit. It should amount to 15 to 20 gallons per minute [gpm] per square foot.

This is a crucial step. Too much water flow could potentially lift the sand bed and pass it to waste. Or, in a much worse case, damage the laterals and/or filter tank from the sand blasting effect, as water is introduced at the bottom of the tank at a high velocity. Without enough water flow, debris will not be completely removed from the sand bed, resulting in caliche buildup. Often, the filter must then be replaced because the caliche cannot be removed.

Operators must also determine the timing and frequency of backwashing. A problem can occur when sand filters are backwashed too frequently in desert or dusty environments. In some cases, silt can pass completely through the filter when it is clean. This results in calls from pool owners explaining they have sand in their pool and additional sand returning when they vacuum.

To diagnose this situation, it is important to ask if the sand makes a pile or cloud in the water when they brush the pool. If it makes a pile, there could be an issue with the filter. If it makes a cloud, it is not sand, but silt. If it is silt, the sand filter is actually too clean and should not be backwashed. When a sand filter is very clean, it allows the larger particulate to pass through. This is a sign to stop backwashing the filter, allow it to load up, then begin to trap the silt into the filter. To help with this, one can add a clarifier or flocking agent.

For a sand filter, backwashing should take place for three minutes, no exceptions, no matter how the water flowing from the backwash line looks before the allotted time.

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Things to do in February

- Focus on driving safety
- Truck maintenance
- Check hose bibs
- Heater tune-ups
- Register for education courses at the Everything Under the Sun Expo & Western Pool & Spa Show
- During the rainy season, don't drain pools

Resource Corner



IPSSA MEMBERS Retrieve the Arrow/HUB Insurance Claims Report, via IPSSA Member Portal under resources. If you can't find it there, check out the IPSSA Chapter toolbox, it will be waiting for you there.

RECENT INDUSTRY EVENTS

Thank you to the HOTT Show for a successful event on January 19th in Anaheim, California. We are so thankful that the pool and spa community can once again come together in person to network and learn.



Pictured here in the IPSSA booth at the HOTT Show is IPSSA BORD President, Adam Morley along with the Orange County Pool Professionals IPSSA Chapter President, Jim Romanowski.



Letters to the Editor

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Using Liquid Pool Covers to Reduce Evaporation and Conserve Heat

By Alicia Stephens, BioLab

WITH SO MANY NEW POOL owners excited to get the most out of their new investment, liquid pool cover products are quickly becoming popular as a way for service technicians to open pools up earlier in the spring and extend the swimming season into the fall. Regardless of the temperature outside, liquid pool covers allow pool professionals to open their client's pools sooner so homeowners can start swimming but still reduce evaporation and conserve the heat in the water.

WHY SHOULD LIQUID COVERS BE OFFERED TO ALL CLIENTS?

With so many new pool owners in the marketplace, industry professionals can offer consumers options that will make their pool ownership experience very satisfying. Especially for new pool owners, the idea of getting a pool is to enjoy it, not to labour over it. Today, more than ever, pool owners are looking for products to help them do just this. Liquid covers are one of many products that can help improve the pool enjoyment process. These products can make a pool professional seem like a hero in the eyes of the pool owner as they realize they can enjoy their pool much earlier and later into the season, while reducing maintenance costs at the same time.

WHAT IS A LIQUID POOL COVER?

A liquid cover is an evaporation suppressant that creates an invisible barrier at the surface of the pool to help trap heat and reduce evaporation. These products create monomolecular layers, or barriers, primarily composed of cetyl alcohol, stearyl alcohol, or ethyl alcohol (ethanol). The product is added to the skimmer with the circulation system running to disperse the monomolecular layer on the surface.

When explaining how these products work to customers, pool professionals can use the analogy that it is like putting a lid on a pot of boiling water. The layer is a single molecule in thickness and creates additional surface tension. It contains fatty alcohols that readily float on the surface to block direct interaction between the air and the pool water. Dispersants are also used in the formulas to spread the material across the surface of the water.

This type of technology was originally tested and applied in the drinking water reservoir industry. From its use in this industry, it was learned the combination of both cetyl and stearyl alcohol were highly effective at reducing evaporation. In fact, both ingredients are found in numerous cosmetics and detergent products, as well as being used for food preservation.

HOW DOES A LIQUID POOL COVER WORK?

When liquid covers form the monomolecular layer on the

pool water, extra surface tension is created on the water, helping to prevent the release of water vapour into the atmosphere. While the surface tension is broken when swimmers are present, the tight molecular arrangement of the layer causes it to quickly reform.

The number one difference between a physical solar cover and a liquid cover product is a physical cover does nothing if it is sitting bunched up in the backyard. If someone forgets to put the solid cover on when the temperature drops on a cool night, there will be considerable evaporation loss. On the other hand, liquid solar products are always in the water if it is added consistently according to dosage instructions.

CAN LIQUID POOL COVERS BE BETTER THAN TRADITIONAL POOL COVERS?

The traditional solution to heat loss and evaporation has been to use a solid pool cover, which significantly decreases energy consumption and heat loss through evaporation. According to the U.S. Department of Energy (DOE), solid covers can prevent water loss due to evaporation as well as reduce a pool's energy consumption by 30 to 50 per cent.

Traditionally, solar bubble blankets are sold to new pool owners as they are especially great at the beginning of the season to help heat the water more quickly. There are, however, some downsides to using a solar blanket that some pool owners may not realize until they are wrestling with it by themselves trying to remove it to use their pool or put it back on when they are finished swimming. They can be bulky and tough to move, not to mention the additional dirt and debris that may be inadvertently introduced into the pool as a homeowner drags the cover across their yard.

"When a client returns home from work and looks out at a 18- x 36-ft solar blanket, the thought of grappling with it to try to remove the cover so they can go swimming can be daunting—especially if they are alone," says Kathi Belcourt of Aqua-Tech Pools, Spas & Bath in Winnipeg. "We've had customers call to thank us for selling them a liquid pool cover simply because the product has allowed them to get so much more swimming and enjoyment out of their pool.

"I gave an elderly customer a free bottle of liquid solar cover because her husband had injured himself and I knew she wouldn't be able to remove the cover by herself which would prevent her from inviting the grandchildren over to swim," says Belcourt. "She called back two weeks later thanking me for helping her spend more time around the pool with her family. The client was so

grateful she emailed me photos of her grandchildren in the pool."

For irregularly shaped pools, covers need to be cut or modified to fit properly for effectiveness, which can also add to the frustration when attempting to put it back in place. Some consumers also unintentionally find they damage a portion of their lawn or surrounding garden when a solar blanket is accidentally placed in a garden or simply left on top of the grass for extended periods of time.

Further, if a bubble solar blanket is left on the pool for too long on hot days, it could even overheat the pool and lead to cover damage, as well as creating a chemical imbalance in the water.

However, using a physical solar blanket along with a liquid solar product can provide maximum heat retention at the beginning and the end of the pool season when it becomes more difficult to maintain ideal water temperatures. When budgets are tight, a liquid solar option can provide some protection from heat loss and evaporation that some customers may not have.

WHY SHOULD EVAPORATION REDUCTION AND HEAT/CHEMICAL LOSS BE PROMOTED?

New pool owners are especially apt to crank up their heaters so they can get into the water sooner. And the last thing a builder wants is for the new pool owner to call and complain about their energy bill, or the fact they must keep adding water and chemicals into the pool. It is therefore important to remind clients when the air temperature is cooler than their pool water temperature, invariably, steam will begin to rise off the surface of the water. When this happens, it is not just the pool water evaporating into the atmosphere—it is also the heat and the money the homeowner will need to spend to rebalance their water chemistry upon introduction of new source water.

In fact, many pool owners—new and old—may not realize heat loss and evaporation can be quite expensive. Preventing water evaporation is one of the most cost-effective ways a homeowner can reduce unnecessary top-offs, chemistry adjustments, and heat loss. Further, with the many supply chain issues and shortages of chemicals, both homeowners and pool professionals should be doing everything they can to conserve chemicals and keep pool water balanced. Recommending an easy-to-use liquid cover solution is also one of the simplest methods pool professionals can suggest to their clients to help them save water, money, and energy.

Belcourt says liquid solar covers can do wonders with respect to preventing evaporation



and, in fact, has several customer testimonials to support this claim.

For example, one of her clients who had success using a liquid solar cover product was one who had a cottage with a vanishing edge pool which was fairly remote and required water to be trucked in to fill it.

"This client hated having to put a solar cover on her pool because she had it built to enjoy its visual aesthetic in her yard," says Belcourt. "She told me it depressed her to see the solar blanket on her pool, but without it she would lose about 1 inch of water a day to evaporation and she couldn't afford to keep trucking in more water."

Belcourt sold this client a liquid solar cover product and, as a result, by simply adding it once a week the client was ecstatic as it allowed her to enjoy the visual appeal of her pool all summer long and she did not need to add any water for more than eight weeks.

WHAT IS THE BEST WAY TO SELL LIQUID COVERS?

Understanding what liquid covers are made of and how they work are an important part of selling this product. This is mainly because the customer is being sold a cover they cannot see.

Often, the best way to sell clients on using a liquid cover is by describing how it can help to lower their utility costs by retaining heat in the pool water—which is especially important for those pool owners who are cranking up their heaters this winter and early spring as they plan to stay close to home and use their backyard as a getaway.

Most industry professionals agree pool owners are willing to try these products when the benefits of preventing water and heat loss are explained. Some pool professionals even include the liquid cover with the sale of a heater to ensure customer satisfaction because heating a pool—especially during the colder months—can be expensive.

Pool professionals can also consider including a liquid cover product as part of their start-up packages and explain to the customer how they can incorporate it as part of their weekly pool maintenance routine. It can even be a product to provide as a bonus for signing up early for their scheduled pool opening service.

Maintenance technicians can also include these products as a part of their service call offerings. This can be an easy sale if one knows the customer plans to use their pool over the course of the winter

and into early spring. Some pool professionals even quantify the benefits of a liquid cover product with their clients by explaining how they pay for themselves. When using these products, the cost per swim becomes much less because of its ease of use in comparison to a physical bubble cover and the pool owner's ability to swim more frequently.

Depending on the client, Belcourt feels traditional solar cover blankets can keep some homeowners from enjoying their pool, both aesthetically and from a usage perspective.

"At first, we thought liquid solar cover products would be a tough sell because it's simply added to the water and there's nothing to see," says Belcourt. "But eventually, it's the fact the client can't see it that really makes it an easy sell. A liquid pool cover fixes the 'problem' of the traditional solar cover—because it detracts from the beauty of the backyard."

In most cases, the pool is the centrepiece of the landscape and by covering it, the client cannot enjoy the beauty of the sparkling water in the sunlight, adds Belcourt. In fact, she has heard from many clients about how using a liquid solar cover has allowed them to enjoy their pool more from an aesthetic point of view.

Keeping these benefits in mind, pool professionals should consider adding liquid pool covers to their product offerings in 2022. As an industry, everyone wants new pool owners to really enjoy their backyard investment to the fullest. Using a liquid pool cover product can be a great way to increase the customer's overall satisfaction with their pool. ■



ABOUT THE AUTHOR

Alicia Stephens is the education and training manager for Biolab Inc. In her 20 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.

Q & A with Rachael Pritz, Executive Director of RB Retail & Service Software Solutions

1. WHAT IS THE CURRENT STATE OF THE POOL & SPA MARKET IN THE US?

There is and has been an incredible demand for all things backyard living over the past two seasons. Unfortunately, pool and spa retailers, service and construction professionals are dealing with product shortages and long lead times that make it challenging to keep their clients happy. But luckily there are many technological solutions that have been helping simplify business operations—from mobile applications, supplier and water testing integrations, e-commerce applications and even POS, CRM and online bill pay options that have really helped the industry.

In fact, this demand is also supplying invaluable potential business opportunity. With the demand surge in all things outdoor living, our industry has an opportunity to start harnessing valuable customer information that can be mined for use both this year and for many more years to come. We are working closely with our clients to ensure

they are using the power of their CRM (customer relationship management) database to know what products their customers own and buy and what they don't own and don't buy. New opportunities are surfacing at an incredible rate.

With sales still going strong at the end of the summer and into the fall, we are reminding our clients to be sure their CRM database is pulling customer information from POS transactions as well as from their water testing lab and their service and construction departments. Rather than be overwhelmed and rushed with all the demand, it's important to set up protocols and remind staff to populate CRM databases with valuable customer profile information as they interact with clients for future business opportunities. It's also a terrific way to develop more personal relationships with clients to help diffuse the frustrations that might come from longer than usual lead times and delays and shortages of products.

Knowing what products a customer owns (including brands, sizes), what they have purchased from you in the past, what their water testing results have been—enables you to proactively run more effective, targeted sales campaigns and take advantage of new market opportunities.

2. HOW HAS THE STAY-CATION THEME PLAYED OUT POST-COVID?

As you probably know, the swimming pool and spa industry experienced the largest surge in demand in over 30 years because of COVID. Homeowners invested more money in their backyards than ever before. Many people invested the money they would have normally spent on travel vacations into their pools, spas, decks, patio furniture and more. And even as restrictions are lifted and the vaccine is largely available, homeowners still want to maximize their backyard investment and enjoy their at-home-stay-cation even more this year, and likely into 2022. It has been an incredible

opportunity for pool professionals to connect with customers working at home especially those with children doing distance learning from home—and many people are likely going to work from home even part time in the future. These clients turned to their backyard into a long-term “stay-cation” investment.

With so many new pool and spas installed in the past year, there has been an incredible surge in demand for service work, for all those new pool and spa owners who need help maintaining their new pools and spas. As a result, having a mobile business software program that allows service technicians and retail staff to use their mobile devices in the field or from their home-offices, has been extremely valuable. Service technicians can view all scheduled pool opening jobs along with the customer's equipment profile, job notes, directions and photos on file. A mobile business software solution should give you immediate access to all updates done at the office, or in this case,

the home office, with constant updates on work done in the field and vice versa.

3. HOW DO YOU SEE THE INDUSTRY PIVOTING AND INNOVATING IN THE FUTURE?

The short answer is e-commerce. Even before the pandemic, consumers were doing more and more online shopping and the spa and pool industry is no exception. Many consumers agree that they are permanently shifting the way they purchase goods, and a digitized means of shopping will likely stick around long after the world has returned to a sense of normalcy. Pool and spa stores know that their customers want eCommerce because it is easier, less of a hassle, and can be done from the comfort of home.

Business owners can make online sales seamless by using an online bill payment system that creates a reliable billing process to make it easier and more convenient for customers. Pool and hot tub service companies are investing in online bill pay systems, allowing them to send invoices via email and eliminate the costs for envelopes, stamps, labels, paper, or printer ink. It can also save on labor by eliminating the time it takes for billing and collecting payments.

“The trends emerging from our industry clearly show pool and spa professionals are embracing technology, to thrive in a marketplace where there's an even greater demand for products and services that enhance the backyard.”

The trends emerging from our industry clearly show pool and spa professionals are embracing technology, to thrive in a marketplace where there's an even greater demand for products and services that enhance the backyard. And it's important for everyone to remember that many of the new clients entering the marketplace are first-time pool and spa owners that are younger and who are comfortable with digital technology. These first-time pool and spa owners are leading the way and driving the need for powerful, integrated business software programs designed specifically for the pool and spa industry with mobile live applications, CRM databases and e-Commerce that simplify the shopping, service and construction process. Now is the time for our industry embrace the software technology that is specifically designed for the pool and spa industry so you can quickly embrace all of the new business coming our way. ■

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Haviland Hires Matt Osterhaven as VP of Finance



Haviland Enterprises, Inc., a nationally recognized manufacturer and distributor of specialty and commodity chemistry, announced today that Matt Osterhaven joined its Senior Leadership Team as Vice President of Finance. Osterhaven

assumes the role previously held by Meg Post, who was promoted to President in 2021.

In his role, Osterhaven will report to Post while overseeing the company's financial operations, including accounting and reporting, financial planning and analysis, risk management, and IT.

Haviland welcomes Osterhaven during a time of significant growth for the employee-owned enterprise. On top of record sales in 2021, Haviland has been expanding its manufacturing capabilities and has increased its workforce substantially in recent years.

"Matt brings over 15 years of financial experience and leadership," said Post. "His knowledge and experience will play a pivotal role in continuing Haviland's development, including process improvement, business analysis, and strategic planning."

"I'm thrilled to join Haviland during this pivotal time of growth and development for the company," said Osterhaven. "I look forward to working cross-functionally to execute the company's strategic plans and building shareholder value for Haviland's employee-owners."

Previously, Osterhaven was Corporate Controller for Knape & Vogt Manufacturing Company in Grand

Rapids. He was responsible for K&V's North American accounting department, overseeing cash management, forecasting, reporting and business analysis. Prior to that he served as a Senior Manager in Crowe LLP's audit practice and worked in Internal Audit at Meijer.

A trained CPA, Osterhaven graduated from Michigan State University with a Bachelor of Arts in Finance and Master of Science in Accounting. ■

ABOUT HAVILAND ENTERPRISES, INC.

Founded in 1934, Haviland Enterprises, Inc. is a chemical supplier for cleaning, plating, recreational water, and other applications. It is an employee-owned ESOP company comprised of two divisions, 260 employees and over 600,000 square feet of manufacturing space. The company has six production and warehousing locations throughout the United States including its headquarters in Grand Rapids, with additional manufacturing facilities in Kalamazoo North Bend, Ohio and Chandler, Arizona.



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FICTION VS. FACT

1. Membership in IPSSA means you have to participate in the IPSSA Insurance Program through Arrow/HUB Insurance Service.

FACT: Membership in IPSSA requires you to have general liability insurance with a minimum of \$1Mil limit. Proof of insurance must be provided upon acceptance of membership.

2. As a new member of IPSSA you must pass the IPSSA Water Chemistry Exam immediately.

FACT: A new member has up to one year to pass the IPSSA Water Chemistry Exam or may provide a certificate of training from one of the following courses: IPSSA Water Chemistry Exam, Professional Pool & Spa Operator (PPSO), Pool Chemistry Certified Residential (PCCR), Certified Pool Operator (CPO), LA County Health Department License, Florida Registered/Certified Pool and Spa Exam. Each Chapter can accept

alternate certification or still require IPSSA Water Chemistry to be passed. All proof of alternate certification must be sent to IPSSA National by the Chapter President, not the Member.

3. As a prospective member you must attend three meetings before acceptance of membership.

FACT: That is not IPSSA National Policy, chapters do have the authority to adopt meeting requirements for their prospective members.

4. Chapters must learn how to file insurance claims.

FACT: Chapters are not required to file an insurance claim. Individual members should be responsible for filing and contacting their insurance broker.

5. IPSSA National and Chapter dues include insurance fees.

FACT: Your membership dues

(formerly known as fees) do not include insurance or any service fees.

6. Members pay a reinstatement fee.

FACT: IPSSA National does not charge a reinstatement fee. The only time member is charged a fee by IPSSA National is for returned checks.

7. IPSSA National collects fines for chapters on individual members.

FACT: Chapters and regions are responsible for collecting fines to individual members.

8. Chapters can buy gift cards or hand out cash to chapter members from dues, chapter support and/or manufacturer rebate programs.

FACT: Chapters may not expend any Chapter funds for general gifts for chapter members (including their families, employees, and designates); distribution of excess revenues of the Chapter; payment of business

expenses of Chapter members (including most insurance) unless approved in advance and in writing by the IPSSA Board of Regional Directors.

9. IPSSA doesn't contact or call me when I haven't paid my dues.

FACT: Multiple emails are sent out during the month noted "IPSSA Membership Past Due - First Notice/ Second Notice." If we don't receive payment by the end of the month a cancellation notice is sent out to the member and we alert Arrow Insurance if you are enrolled.

10. IPSSA won't let me rejoin after I've been cancelled for membership.

FACT: IPSSA is more than willing to have members rejoin that accidentally dropped. All we ask is for the members to pay their past membership dues so there is no lapse in membership. ■

INDEPENDENT POOL AND SPA SERVICE ASSOCIATION

FIND A POOL SERVICE PROFESSIONAL

DID YOU KNOW THAT POTENTIAL CUSTOMERS can search for a pool service directly from the IPSSA website? These results populate an IPSSA member near them. Log into your member portal to add your company logo, website link and social media links to enhance the search results for your company. If you need help logging into your member portal, send an email to memberservices@ipssa.com to reset your password.

ASSOCIATE MEMBER SPOTLIGHT

PURITY POOL IS THE INDUSTRY LEADER in professional leaf rakes and other tools for service professionals. As a family business founded in 1961 by an experienced service tech, the company is known mostly for the Red Baron and Pro-Lite series leaf rakes, as well as the Out Spot and Underwater Acid Wash stain removers. Purity Pool focuses on making the longest-lasting and easiest to use products, prioritizing durability and efficiency over cutting corners. All Purity Pool products are designed and manufactured in Northern California, ensuring tight quality control.



FOR MORE INFORMATION

Purity Pool, Inc.
9533 Crossroads Dr.
Redding, CA 96003
800-257-1961
www.puritypool.com
info@puritypool.com



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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: [Katrina Pedersen](#)
925-289-9231

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.
Mi Casa
624 N. Golden State Boulevard
Turlock, CA 95380
President: [Albert Camarillo](#), 209-628-2717

Sacramento City
Fourth Wednesday, 7:00 p.m.
Plaza Hofbrau
2500 Watt Avenue, Sacramento
President: [Derin Schroeder](#), 916-367-9934

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: [James Eubanks](#), 805-889-5977

Visalia
Third Wednesday, 6:00 p.m.
Amigo's Cantina
5113 W. Walnut Avenue, Visalia
President: [John Cossey, Jr.](#), 559-380-8886

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: [James Burkhalter](#), 562-461-9555

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 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: [Brian Bemby](#), 714-995-8211

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: [Landon Rodriguez](#),
951-288-8996

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 Rancho 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, 6:00 p.m.
Five Suits Brewing
2575 Pioneer Ave., Unit 104
Vista, CA 92081
President: [Aden Dunne](#), 760-801-5526

Rancho Del Mar
Third Monday, 5:30 p.m.
12840 Carmel Country Rd.
San Diego, CA 92130
President: [Ed Finney](#), 858-750-8842

San Diego
Third Wednesday, 7:00 p.m.
Admiral Baker Clubhouse
2400 Admiral Baker Road, San Diego
President: [Ken Dirkse](#), 858-271-7665

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 Goosen, 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: [Stilman Brown](#), 623-229-3494

Southeast Valley
Second Thursday, 5:30 p.m.
Superior Pool Products
7330 S. Atwood, Mesa, AZ
President: [Jerry Handley](#), 480-440-2888

Tucson
Third Wednesday, 6:30 p.m.
Superior Pool Products
4055 S. Runway Street Tuscon, AZ
President: [Robert Lewis](#), 520-573-9260

West Valley
Third Wednesday, 6:00 p.m.
Cloud Supply
1100 N. Eliseo Felix Way, Avondale, AZ
President: [David Nielsen](#), 623-850-2924

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 Clayson, Director
210-240-3121
beckyclayson@yahoo.com

Austin
First Tuesday, 6:00 p.m.
Texican Cafe
11940 Manchaca Road, Austin, TX
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: [Bill Williams](#), 832-593-6299

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
ipssافل.com
Todd Starnier, Director
941-915-2135
tstarnier@tampabay.rr.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: [Marvin McMahan](#), 941-925-2251

Treasure Coast
Fourth Tuesday, 7:00 p.m.
Duffy's Sports Bar
6431 SE Federal Hwy Stuart, FL
President: [Paulette Hester](#),
772-485-5489

REGION 12 Texas North
ipssatexas.com
Casey Gardener, Director
469-835-5674
service@noworriespoolcare.com

Dallas
Fourth Tuesday, 5:30 p.m.
Senor Chachote Cantina & Grill
7602 N Jupiter Rd, Garland
President: [Travis Coleman](#), 214-799-7739

Fort Worth
Third Tuesday, 6:30 p.m.
La Playa Maya Restaurant
1540 N Main Street, Fort Worth
President: [Paul Nelson](#), 254-968-6298

Mid-Cities DFW
First Monday, 7:00 p.m.
SCP
2107 Hutton Drive, Carrollton
President: [Casey Gardner](#), 469-835-5674

Tarrant County
First Tuesday, 7:00 p.m.
El Chico's Cafe
7621 Baker Blvd., Richland Hills
President: [Jason Wilson](#), 817-366-1200

Waxahachie
Second Wednesday, 7:00 a.m.
Denny's
408 Westchase Drive, Grand Prairie
President: [Bryan Courville](#), 817-308-9874

ASSOCIATION INFORMATION
Rose Smoot
Executive Director
Phone: 888-360-9505 x2
Fax: 888-368-0432
rose@ipssa.com; info@ipssa.com
PO Box 254645
Sacramento, CA 95865

FINANCE TEAM
Frank McDonald
Finance Director
frank@ipssa.com

Accounting
888-360-9505 x1
accounting@ipssa.com

MEMBERSHIP
Alison Thompson
Membership Assistant
888-360-9505 x1
memberservices@ipssa.com

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