

A Guide to Common Pool and Spa Problems.

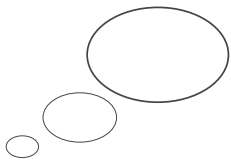
Can you help us help you.

We are always looking to improve our support so if you have any suggestions on how we might improve this document or the information on our site then please contact us at info@onlinepoolchemicals.com.

We regret that in order to keep our prices at their very competitive level we cannot offer a full email support service but we will help you whenever we can and we do read everything and look to add solutions to this document and our website.

This document addresses the following issues:

- Q1. “ My pool surface is getting slippy and my pipes are going green. The water is still clear. What can I do?”**
- Q2. “ There are small swimming things in our pool. What can we do?”**
- Q3. “How much chlorine should I use?”**
- Q4. “My pool has gone cloudy. Which chemical should I buy?”**
- Q5. “How should I treat my pool while I am away?”**
- Q6. “I have a green pool and algaecide seems to do nothing.”**
- Q7. “My pool is going green despite algaecide being added”**
- Q8. “We have to leave our hot tub unattended for a couple of weeks at a time and it can be fairly green and cloudy by the time we return. Would Multi-Functional Chlorine Granules help?”**



Q1. “ My pool surface is getting slippy and my pipes are going green. The water is still clear. What can I do?”

Answer:

Use shock granules at 6 to 10 ppm chlorine repeat twice then with algaecide and algeaguard this will help. Before packing away you should wash with a dilute soap solution

What you Need:

Every thing you need is in the pool starter kit which you can find [here](#).

If you want individual items: Algaecides can be found [here](#). Shock Granules can be found [here](#).

Original question:

“We have recently bought an above ground pool . It is filled with ordinary tap water. The pool is covered with a proper cover when not in use and does not sit in strong sunshine. There is no heater. It has a small filter which we do not run all the time. After only three weeks we are already experiencing a very slippy surface to the membrane and there is some small amount of green coating on the inside of the transparent filter pipes The water looks bright and clear.”

Q2. “ There are small swimming things in our pool. What can we do”

Answer:

The “small swimming things” are most probably insect larvae the best way is to:

1. empty the pool totally use a hose and siphon or bail the water out using a small bucket.
2. ‘shock’ the water once when refilling and add an algaecide ,
3. then treat daily with Chlorine granules (use stabilised chlorine for outdoor use)
4. check chlorine levels using test strips

What you Need:

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Original question

“ The pool went green - which I solved by shocking - but we noticed small swimming things, far smaller than tadpoles just small dots with tails. I am now trying to empty but am still left with a large amount of water at the bottom under the empty valve. Should I continue to empty and start from scratch or should I just treat the water and refill???”

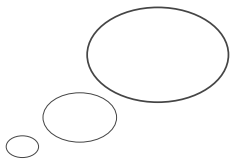
Q3. “How much chlorine should I use”

Answer: This depends on the volume of your pool. You should calculate the volume of water in your pool and then use the instructions that come with your chemicals or seek further advice.

In this example where a pool is 929 gallons.

Our answer:

Your pool at 929 gallons is approximately 4200 L (there are approx 4.5l/gallon) You need to keep the chlorine level at 2ppm or above. To increase the level by 1ppm add 1.8 gramms per 1000litres. So divide the total volume in litres by 1000. In this example $4200/1000 = 4.2$. Then multiply this figure by the dose per 1000litres. In this example $4.2 \times 1.8 = 7.56$ gramms of stabilised chlorine granules. This is about half a capful to increase the chlorine by 1ppm



Q4. “My pool has gone cloudy. Which chemical should I buy?”

Answer:

Total alkalinity above 200ppm may cause cloudy water or scale formation.

Total alkalinity has a big influence on how easy or difficult it is to control the pH. Low alkalinity can lead to rapid fluctuations of pH, high alkalinity makes it difficult to raise or lower pH. The water is said to be too buffered.

If your reading is above 200ppm you will need to add pH minus (dry acid) to reduce the total alkalinity, and add some Pool Sparkle to flocculate the cloudy material.

What you might need:

pH Minus can be found [here](#). Pool Sparkle and other flocculents can be found [here](#).

Original Question:

“The pool water is cloudy-white. The total alkalinity is 210 but the pH is 7.4. Calcium hardness is 250. Chlorine level is 5 after a recent shock-dose. I am in a soft water area. What should I add to reduce the total alkalinity? If I add Sodium Bisulfate won't this just reduce the pH so I'll have to bring it up again?”

Q5. “How should I treat my pool while I am away?”

Answer:

If you just stick to your regular dosing, you can increase it if you like but I believe that it should sustain a steady PH while you're on your holiday! And as soon as you come back then carry on as normal!

Original Question:

Q5 “How should I treat my pool when I am away?”
We are going on holiday for 2 weeks and wondered what we should do about “dosing” our pool before we go - we have, as yet, had no problems with our water and are keen to keep things that way!! Should we up the chlorine levels slightly and how high can we go without damaging the pool etc.”

Q6. “I have a green pool and algaecide seems to do nothing”

Answer:

We would advise that you use a chlorine product such as shock granules which are fast working and effective rather than an algaecide. Shock dose your pool, which kills off any algae present, on quite a frequent basis (depending on use of

pool, size etc.) and you will find your algae problems are kept at bay!

What you Need:

Shock Granules can be found [here](#).

Q7. “My pool is going green despite algaecide being added”

Answer:

1. Firstly you need to shock dose your pool to 8ppm chlorine with the filter running.
2. Brush away any dead algae then
3. Add an algaecide to help prevent algae growth.
4. Always keep your chlorine level above 2ppm chlorine using stabilised chlorine granules..

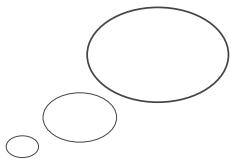
What you Need:

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If you want individual items: Algaecides can be found [here](#). Shock Granules can be found [here](#).

Original Question:

“After a bit of warmth and sun though, our pool has gone green!. We have made sure the pH is correct, and the pump has been on. We have given shock chlorine and have used algaecide, but it's still green and doesn't seem to be clearing.”



Q8. “We have to leave our hot tub unattended for a couple of weeks at a time and it can be fairly green and cloudy by the time we return. Would Multi-Functional Chlorine Granules help?”

Answer:

Multi-functional granules are Sodium dichloroisocyanurate which is not the best product in this situation:

-You need to:

1. shock dose your tub using our chlorine shock granules to get rid of the green colour (which is algae) that has been allowed to grow due to your chlorine levels dropping.
2. Once this has been used and you have raised your chlorine levels to between 6-8ppm (part/million) then leave it for a day and filter out all the dead algae.
3. It would also be advisable to purchase a 1L of Longlife algaecide to add after completing the shock dosing procedure to help deter algae growth
4. Finally, If you are leaving it unattended for several weeks (2-3 Tops)

then before you do, shock dose so you come on back to a clear pool.

Original Question:

I have noticed on your website Multi-Functional Chlorine Granules. Is the chlorine hypochlorite or Sodium Dichloroisocyanurate Dihydrate?

We have to leave our hot tub unattended for a couple of weeks at a time and it can be fairly green and cloudy by the time we return, would this be a

suitable product to help rectify our problems? Is this product suitable for regular use in a hot tub compared to a pool?