



HOT TUB WATER CARE TROUBLESHOOTING GUIDE

PROBLEM	PROBABLE CAUSE	SOLUTION
Cloudy Water	Excessive organic contaminants or lack of sanitizer	Shock with Spa Pure Spa Shock. Run jet for 30 minutes with cover open. Check and adjust sanitizer
	Buildup of unfilterable material	Use Spa Pure Clarifier
	PH or Alkalinity out of balance	Test water and adjust PH 7.5 PPM or Alkalinity 125 PPM.
	Dirty Filter	Use Spa Pure Filter Cleaner to clean filters. Rinse thoroughly.
Chalky, white scale deposits (Calcium buildup)	High mineral content in water	Use Spa Pure Stain & Scale Preventer.
	Water out of balance	Adjust PH to 7.5 PPM, Alkalinity to 120 PPM & Calcium to 250.
Cloudy green water	Low sanitizer level	Shock with Spa Pure Spa Shock, check & adjust sanitizer level.
Clear green water	Dissolved copper or iron in water	Add Spa Pure Stain & Scale Preventer to sequester minerals in the water. Check PH level.
Brown water	High iron or manganese content	Add Spa Pure Stain & Scale Preventer to sequester minerals in the water. Check PH level.
Water Odor	Excessive organic contaminants	Shock with Spa Pure Spa Shock. Check & adjust sanitizer level in 24 hours.
	Low PH	Adjust PH level to 7.5 PPM.
Chlorine Odor	Chloramine level too high	Shock with Spa Pure Spa Shock
	Low PH level	Adjust PH levels to 7.5 PPM
Musty Odor	Bacteria or algae growth	Add Spa Pure Shock. Run jets for 30 minutes with cover open.
Excessive Foaming	Buildup of body oils, cosmetics & detergents from bathers	Add Spa Pure Defoamer during use. Shock with Spa Pure Spa Shock. Run jets for 30 minutes with cover open.
	Calcium Hardness is to low	Add Spa Pure Hardness Increaser to achieve 250 PPM calcium level .
	Unstable Water Balance, High Total Dissolved Solids	Change water & rebalance.
Eye Irritation	Low PH	Adjust PH to 7.5 PPM.
	Low sanitizer level	Adjust chlorine levels to 3 to 5 PPM.
Skin Irritation/ Rash	Unsanitary Water	Shock using Spa Pure Spa Shock. Wait 24 hours and add chlorine using Spa Pure Granulated Chlorine & achieve 3 to 5 PPM.
	Free Chlorine above 5 PPM	Allow free chlorine level to drop below 5 PPM before use.
Scale	Total Alkalinity and/or PH level too high	Adjust Alkalinity and PH with Spa Pure PH Down.
	High calcium content	Add Spa Pure Stain & Scale Preventer and balance PH & Alkalinity.
Algae Flakes	Low sanitization/ spa inactivity	Add Mustard & Black and Spa Purge