

Commonly asked questions:

Pools:

How often should I have to fill my pool/spa?

This will vary depending upon several factors including: weather, if the vessel is covered or not, bather load, and if it is heated or not.

With pools that are covered a good rule of thumb is that they should not have to be re-filled more often than once every 2 weeks.

With spas that have a conventional cover you should usually not have to add water more than once per month.

How do I fill my spa/pool?

Using garden hose from home hose bib.

Where should the pool water level be during normal operation?

At least 2/3 up the skimmer opening on pool side.

How do I identify if I have a leak?

An uncovered pool can lose up to 1/2" of water per day if weather conditions are conducive to evaporating water. Covering the pool should greatly reduce or eliminate evaporation depending on how well the cover seals. If you are losing more than 1/2" per day you probably have a leak and we can begin to try to find out where it is.

You must 1st determine if the pool is losing water due to evaporation and how much. You can perform a bucket test to account for evaporation. Set a bucket next to the pool or on the pool stairs (use a plastic bucket) and fill it with pool water close to full. Mark the water level in the bucket and in the pool and check it after 24 hours. The water loss should be similar in both the bucket and the pool as long as the conditions (wind & sunlight) are similar in both "vessels". If the pool loses a lot more water than the bucket the pool is leaking. Then we can begin the process of determining where the pool is losing water.

Mark the water level with a piece of tape and measure the loss after 12 hours with the pump off, and measure after 12 hours with the pump on. Compare the loss with the pump running versus off. This will help to determine if the leak is in the pool vessel or the support plumbing. Call SPS

What is the highest temperature my pool can be set at?

A Vinyl Pool should not exceed 88 degrees F or the liner can start to grow.

All other types can be run as high as you would like although the cost to treat the water will go up as the temperature goes up. Please consult your physician before operating any pool over 104 degrees.

When should I open/close my pool?

-Open early and Close late, to inhibit algae growth. We want the temperature to stay below 60 degrees when the pool is closed to keep algae & bacteria from forming. Opening late April is typically the best, closing early to mid October although each year can be a little different.

How often should I bring in a water sample?

We recommend a minimum of once every 2 weeks. If it has rained please wait one day with water circulating to get an accurate reading.

What is included with my new pool (plan zero) open/closing?

Everything except cleaning, filter cleaning & draining

How do I vacuum my pool?

Connect vac hose to head with swivel end towards head, fill hose with water, connect vac plate to hose, insert in skimmer with skimmer basket in place. If more suction is needed close main drain valve slightly.

My stainless steel railings are stained, what do I use to remove said stains?

Brasso, Flitz, Bar Keepers Friend

What is the greasy /oil residue floating in my skimmer?

“Pool Goo”

This substance can be caused by chemical binders from chemicals and also from suntan lotion and body oils from bathers. If you want to cut down on the amount in your pool try enzyme products such as Natural Chemistry or Scum Balls. We recommend using Off The Wall cleaner to remove it.

How do I deal with a fecal/animal incident in my pool/spa?

If it is Formed add Chlorine to achieve 2ppm Free Chlorine for 30 minutes. If it is liquid raise Free Chlorine to 20ppm for 8 hours and clean and/or backwash filter.

When should my cover be off my pool/spa?

Cover should be removed whenever oxidizing so that chemicals can gas off. Duration- 8 hours for pools.

How often does my cleaner have to run? (Polaris, Legend, Vanquish/Infloor)

Automatic Cleaners- (Polaris/ Legend) should be used once a week or as needed to remove dirt.

In-floor cleaning systems- (Vanquish installed by SPS) should be run anytime the pool is circulating to gain maximum sanitizer and energy savings.

Can a cleaner run with the cover on?

Yes

What causes wrinkles in my liner?

High temperature- vinyl can grow
Ground water- can reposition or float liner
Low Ph
Liquid chlorine added and not properly mixed

What should I do if my pool liner is floating?

DO NOT drain any water from the pool. Call SPS!

Pool Equipment (filters, heaters, and pump):**How often should I hose off my pool cartridge filters?**

This should be done when the pressure on the filter rises 8-10 PSI above the clean pressure. To ensure longer cartridge life do not use a pressure washer on cartridges.

How often should I chemically clean my pool cartridge filters?

Depends on wear and usage and environment -typically 1x per season.
Cleaning is most effective when the filter is soaked in the cleaning agent and allowed to dry before being used (This is why it is very helpful to have a 2nd set of filters and rotate them). SPS can clean your filter for you if you do not want to do it yourself.

How often should I replace my pool cartridge filters?

Depends on pool environment, bather load, and size but typically 3-5 years.

How do I clean a pump basket and what valves need to be turned?

Turn pump off, close valve directly in front of pump and valve directly after pump, remove lid & basket, clean basket using garden hose and re-install, open valves and turn pump on. Make sure pump pressure rises to normal operating pressure within 1 minute.

What is the proper filter pressure?

Proper filter pressure is determined by cleaning the filter, and can be different on every pool.

How do I backwash my pool filter and how often should I do this?

Backwashing should only be done when the pressure gauge registers an 8-10 PSI increase. Turn pump off. Push down and rotate the multiport valve coming off the filter to backwash, roll out hose or open waste valve if needed, turn pump on and watch discharge water- it will start clean then get dirty, then turn clear again (usually 3-5 minutes). Turn pump off. Turn multiport valve to rinse and turn pump on for 30 sec. Turn pump off, turn multiport valve to filter, turn pump on and bleed air out of top of filter if necessary.

How often should I change the sand in my filter?

Sand should be changed every 3-5 years depending on usage and sanitizing system used in pool.

How long should I circulate my pool? – (Run circulation pump)

These depend upon how the circulation system was designed and what the pools re-circulation rate is but the following are good rules of thumb:

Outdoor Pool- Minimum 10-12 Hours/ Day

Indoor Pool-Minimum 8 hours per day.

Chemicals:

I have a chlorine demand. What should I do?

Bring in a water sample to the store. Inevitably we will shock with the appropriate dose of chlorine to break the chlorine lock or demand.

How and when do I add chemicals to my pool?

Chemicals are added per Alex printout, home test kit, or general maintenance instructions. Most chemicals are added directly to water and it is important to brush or agitate un-dissolved product in pools.

When can I use my pool after I add chemicals?

You should wait overnight after shocking with chlorine, most other applications 15-30 minutes or per product label directions.

How often should I add Stain and Scale to my pool?

It is a good idea to treat hot tubs weekly, especially with water that is high in calcium. Scale inhibitor is added to a pool once per month unless advised differently by SPS.

Mineral Spring questions:

At what temperature should my water be to add Beginnings?

We recommend the water temp be at a minimum of 70 F so that the minerals will dissolve properly.

How often do I clean my Mineral Springs Cell?

Cells should be cleaned at least once per season or if upon inspection of cell heavy calcium is observed.

How do I clean my Mineral Springs Cell?

Use the new cell cleaning solution from Bioguard per label directions.

How often do I add Renewal to my Indoor pool?

Once per month and supplement scale inhibitor weekly per SPS lab directions on the weeks that you are not adding Renewal.

How often do I add Renewal to my Outdoor pool?

Renewal is added 1x per week @ 1lb per 5,000 gallons

Auto Covers:

How long should I hold the key to open cover?

The key or switch should be held until just before the cover is open or closed, then stop and let cover coast. Proceed to “jog” the cover to the open or closed position.

What should I do if my auto cover won't open/close?

Remove water from cover with pump. If the cover will not operate once water is removed Call SPS.

What do I need to do to winterizing my pool with Auto Cover used as a winter cover?

Swimming Pool Services does not recommend using an Automatic Cover for a winter cover as the life of the cover fabric and the reliability of the system will be diminished as will the cover's manufacturers warranties.

If you must use the auto cover as a winter cover drain the pool below the returns. Leave auto cover open and winterize pool, then refill water to 1 inch below skimmer and close cover.

Spas:

How often should I bring in a water sample?

We recommend a minimum of once every 2 weeks for new spa owners and once a month for veterans.

How often should I change the water in my Spa?

Every 4 months due to TDS (Total Dissolved Solids are residuals left in Spa water from bathers and chemicals). The filter cartridge should be chemically cleaned at this time and the interior of the spa should also be cleaned.

How often should I replace my Monarch cartridge for my spa?

Every 4 Months with drain & clean

How often should I have to fill my pool/spa?

This will vary depending upon several factors including: weather, if the vessel is covered or not, bather load, and if it is heated or not.

With spas that have a conventional cover you should usually not have to add water more than once per month.

How do I fill my spa?

Using garden hose from home hose bib.

Where should the spa water level be during normal operation?

At least covering all jets except above the water neck jets.

What is the highest temperature my Spa can be set at?

104 degrees F

When should my cover be off my spa?

Cover should be removed whenever oxidizing so that chemicals can gas off. Duration- 1/2 hour for spas.

Is there any maintenance needed for my spa cover?

It is a good idea to clean the underside of the cover with a mild chlorine solution each time the spa is drained and refilled. To extend the life of the cover jacket use The Spa Cover Stuff to treat vinyl. Also make sure that water is not pooling on the top of the cover when it is on the spa (if water is pooling the cover cores need to be reversed to correct the problem).

How do I deal with a fecal/animal incident in my pool/spa?

If it is Formed add Chlorine to achieve 2ppm Free Chlorine for 30 minutes. If it is liquid raise Free Chlorine to 20ppm for 8 hours and clean and/or backwash filter.

How often should I chemically clean my spa cartridge filters?

All spa filters should be chemically cleaned at least every 4 months. Cleaning is most effective when the filter is soaked in the cleaning agent and allowed to dry before being used (This is why it is very helpful to have a 2nd filter and rotate them). SPS can clean your filter for you if you do not want to do it yourself.

How often should I replace my spa cartridge filters?

Depends on wear and usage, but it is a great idea to have a second set of filters. Average life of a well-maintained cartridge is 3-5 years.

Chemicals:**How and when do I add chemicals to my spa?**

Chemicals are added per Alex printout, home test kit, or general maintenance instructions. Most chemicals are added directly to water and it is important to run jets or clean cycle to agitate un-dissolved product.

When can I use my spa after I add chemicals?

Overnight after shocking with chlorine, most other applications 15-30 minutes or per product label directions.

How often should I add Stain and Scale to my spa?

It is a good idea to treat hot tubs weekly, especially with water that is high in calcium.