

NO SUCH THING AS A **DUMB QUESTION!**

All too often you won't ask the question because,
"YOU SHOULD HAVE KNOWN THAT!"

This pamphlet was written because no one knows everything and most of us forget what we learned because we didn't apply it right away.

We solicit any questions or answers that may help others enjoy their pool.

This pamphlet is written so that you will enjoy your summers more. It is written with some levity because **SUMMER IS FOR FUN!**

***HAVE FUN AND
RELAX IN THE SUN!***

F. A. Q's. Frequently Asked Questions

Every summer we hear from customers with questions that we hear often from many of you. What this pamphlet is, is a compilation of these questions. You will notice that many

of the questions will have multiple answers. We hope you will be able to determine your “correct” answer by the situation presented. The solutions offered are our field tested, customer tested, and personal experience solutions and may differ from other “opinions.”

Remember Have FUN!! And call us with any question you may have,

NO MATTER HOW DUMB!

For your convenience, we've arranged some of the most Frequently Asked Questions into the following categories.

Categories:

- 1) FILTERS & VALVES
- 2) PUMPS
- 3) WATER CHEMISTRY
- 4) LINERS & COVERS
- 5) MISCELLANOUS SUBJECTS
- 6) TIPS & TRICKS

Filters & Valves

Q – I have a six (seven)-position valve on my filter. What happens when I place the handle in these positions?

A - Multiport Valve Positions: (Sand) (D.E. filters have a similar flow pattern)

Filter & Vacuum to Pool – Water from the pool pump enters the top fitting on the tank and is broadcast into the top of the sand bed to be filtered. Water then flows down through the sand to the laterals below and back to the pool.

Backwash – Reverses the flow of water from the filter position bringing pool water into the bottom of the tank. Water pushes dirt and debris upward out of the sand and into the valve to be discharged.

Filter to Waste (Rinse) – Does exactly that. Water flows in filter motion but discharges to waste. This position is used after backwashing to settle the sand bed and discharge any suspended dirt still in the tank.

Drain & Vacuum to Waste – In this position the water leaves the pool, enters the valve and discharges to waste by passing the filter.

Auxiliary Circulation (Re-circulate) – With the valve in this position you can circulate the water through the pump and back to the pool without entering the filter.

Closed – Closed will stop all water flow to and from the valve. **Do not run the pump when the valve is in this position.**

Winterize – Some multiport valves have a winterize setting for the handle. In this position, the diverter plate inside the valve remains suspended and not pressed against the internal gasket. This will prevent the diverter from sticking to the gasket over the long term shut down. If your valve does not have this position identified, just position your valve setting between any two settings for the same result.

Filters

Q -The sand in my filter is several years old, how do I know when to change the sand?

A - The general recommendation is to backwash your filter when the pressure reaches 10 psi over the initial start up pressure. For example, if the start up pressure is 15 psi, you should backwash when the pressure reaches 25 psi. If the pressure does not return to the start up pressure after backwashing, it is time to change the sand.

Q – Why is sand and dirt going back into my pool?

A - A number of things could be causing the problem. It could mean that a lateral is cracked or broken, or the multi-valve may need servicing. Or, air may be passing through the filter, causing a channeling effect that permits dirt to get by the filter. In the latter case, there may be nothing wrong with the filter. Contact your service man for an internal inspection of the filter tank.

Q – What is the “working pressure” of my filter suppose to be?

A - Every pool has a “working pressure.” This number is the reading on your gauge when the pool is operating with only the skimmer(s), main drain and returns on. In today’s world there are a lot of accessories added to the pool which will change this reading, be sure the valves are set that the accessories are not working. Examples of these accessories are pool cleaners, Buddy Seats, attached spas, waterfalls, etc.

You need to backwash or clean your filter when the pressure on the gauge increases 8 to 10 pounds over working pressure.

To Backwash (clean) the filter. Turn off the pump, Rotate the handle to Backwash, turn pump on, Backwash until the water in the sight glass is clear, turn off the pump, rotate the handle to Rinse, turn pump back on, rinse until the sight glass is clear, turn off the pump, rotate the handle to Filter, turn pump back on. A D.E. filter will need to be recharged immediately after cleaning.

DO NOT RUN A D.E. FILTER WITHOUT D.E.

If the pressure is low on the gauge, clean the skimmer basket(s), sweep the main drain lid if necessary, and clean the hair and lint strainer basket in the pump.

Q – My filter tank is leaking, can I patch it?

A - Unfortunately, there is no way to safely seal a leak in a filter tank. The only option is to replace the tank.

Q – I have a D.E. Filter. Why is it that every time I vacuum and run the filter, I have D.E. on the bottom of the pool an hour later?

A - It would be best to vacuum up the D.E. in the pool and then add D.E., if you know how much is in the filter after you do this. If you don't, then vacuum up the D.E., backwash the filter, and add approx. 80% of the total amount recommended on initial filter D.E. start up. If D.E. continues to discharge into the pool, shut down the system, dismantle the tank, and clean the filter grids well. Look closely at them for any holes. The slightest hole can allow D.E. to go through the filter. Also, the manifold at the top should be examined closely for any cracks or holes. Lastly, check all pipes to see if their associated o-rings are ripped, torn or missing. Replace as needed.

Q - I have a D.E. filter. Do I need to add diatomaceous earth to the filter through the skimmer before or after I backwash?

A - Diatomaceous earth should be added to the filter after backwashing. Follow the instructions on the I.D. plate of the tank for the proper amount of D.E. to dispense. For measuring purposes 1 lb. of DE is equal to a 3 lb. Can of coffee. **Never add DE while in backwash – Never run the pump with out DE!**

PUMPS-Traditional

Q - How many hours per day should my pump operate?

A – We strongly suggest that for the best water quality that a pump be run continuously. For those of you that want to “save” a little money, the filter system must run at least 12 hours per day. There will be a price to pay for turning the pump on and off.

Q - My pump is extremely noisy. What can I do?

A - All pumps have undergone rigorous testing to ensure that they meet noise standards. If you are experiencing excessive noise, you will need to determine where the noise is coming from. Is it (1) bearing noise, (2) vibration noise, or (3) hydraulic noise? If, after isolating the source of the noise, you are unable to determine a cause, call a pool professional and have your pump examined.

Q – Why are there air bubbles at my pump lid? Will these bubbles damage my filter system?

A – The air bubbles you see in your pump may form for several reasons. Because swimming pool pumps are designed with superior suction, even the smallest void on the suction side plumbing can cause air bubbles at the pump. Low water level in the pool, a bad o-ring in a valve or on the pump lid are the most common reasons and easiest to fix.

Lubricating all of the o-rings with a silicon paste or a Teflon gel once a year can prevent many of these air leaks.

NEVER USE A PETROLEUM GEL LIKE VASOLINE! If the air continues contact your service company to pressure test the underground plumbing.

The air bubbles should not cause any damage to your pump but it may cause other complications. Pulling air into the system will make it harder sometimes even impossible to prime and run the pump. The air movement will also create noise as it moves through the system and exits out of the pool returns.

Q - Are there any parts on the pump motor which require lubrication?

A - There is no lubrication on the motor anywhere, but if you are concerned about a possible grinding or whining noise coming from the motor, this is usually due to the bearing or the winding in the motor. If this is the problem, the motor can be rebuilt. We will be glad to recommend several local companies that can help.

Q - Can I run my pump without water?

A - Pool pumps should never be run without water in them. Doing so causes the pumps to overheat, potentially causing damage to the liquid end and burning out the seal. When you are restarting your pump, make sure that the pump basket housing is filled with water up to opening in the front of the pot before securing the pump lid. When the pump is turned on, most of this water will disappear into the impeller housing until fresh water starts to trickle in from the incoming pipe. If you do not get water flow after three to five minutes, turn off the pump, refill the pump basket housing and try again. If this continues, you may have an air leak on the suction side of the pump.

Variable Speed (VS) Pumps

All of the above applies except NOISE. These motors are virtually silent.

These pumps are programmable and run during your program time at a selected speed. The initial cost is a little more but operate at approximately 1/3 of the cost of a traditional pump. By running the pump 24 hours per day everyday your pool will stay cleaner and clearer and actually cost you less to run and maintain.

WATER CHEMISTRY

Q - How do I figure the gallons of water in my pool?

A - *Rectangle pool - Length X Width X Average Depth X 7.5 = total Gallons

*Round Pool - Diameter X Diameter X Average Depth X 5.9 = total Gallons

*Oval Pool - Long Diameter X Short Diameter X Average Depth X 5.9 = total Gallons

Q - Why did my pool turn cloudy overnight?

A - One problem or a combination of problems can cause this cloudy condition.

The cause can be a combination of a number of things or simply one single problem. The good thing is that the cure is not very difficult if you diagnose the problem early.

Filtration time? Lack of filtration will allow microscopic debris in the pool, hazing the water.

Answer: Increase the filter time and add Crystal Bright. Leave pump running until water is clear.

High PH? When the PH is high the chlorine in the water produces less hydrochloric acid meaning it does not “kill” as well. We refer to this as the chlorine being lazy.

Answer: Lower the PH with PH minus following the label instructions and add Crystal Bright.

Low or no chlorine reading? Remember the warmer the water the more chlorine needed to do the same job.

Answer: Check the chlorine feeder to be sure the tablets are dissolving and that there are tablets. If the tablets are not dissolving verify that there is water flow into and out of the feeder.

If empty or low refill. Run the pump until the chlorine demand is met. Shock the pool that evening to help “jump start” the chlorine required for a clear pool.

Old Sand? The life expectancy of filter sand is 10 to 12 years. Through backwashing the sand erodes and no longer has filtering capabilities.

Answer: Carefully remove the old sand, refill filter tank 2/3 full of water and replace the sand.

None of the above? Your pool may need a service call. Please allow us time to schedule you, we sometimes have as much as a week backlog.

Answer: Call 751-0101 and ask for Service.

Q- OH NO! I have algae in the pool! What do I do?

A-The treatment of any algae can be frustrating and sometimes expensive. The best recommendation to treating algae is preventive maintenance. But when the pool gets ahead of you and you need to attack it, you have to do just that, **ATTACK IT!**

Algae's come in different colors and need to be treated differently. We will assist you with each prescription to kill the organisms and will depend on you to follow these instructions to the tee. Killing the algae is relatively simple, with the correct program. The combination of chemicals and filtration is the normal method. In the most extreme case we will have you flock the pool and vacuum to waste to get the bulk of the algae out and then treat the water.

Backwash thoroughly. Add the chemicals as prescribed. Brush the algae free from the walls so that it is in suspension, which will allow the chemicals to better attack. Vacuum dead algae to waste from the bottom of the pool, not back into the filter. This may take time because your water level may fall below the skimmers and the pool will require more water to continue vacuuming. Backwash frequently, because dead algae is very small and can pass through the sand without the pressure going up on the gauge. In DE or cartridge filters they will clog often so in order to keep the turnover of the water normal you have to clean these often. Leave filter running continuously until clear. The algae can “consume” the chlorine in heavier cases faster than the chlorine can kill it all. In these cases the treatment may need to be repeated several times until clear. Monitor the Chlorine and PH readings with your test kit to make sure the PH is ideal and the Chlorine remains high until clear. Also live algae will feed on the dead algae, this is why it is important to get it out of the water.

After the pool is clear, think hard about what went wrong so the situation is avoided in the future.

Q - I have heard of alternatives to chlorine. What do you suggest?

A - The following is what we feel to be best and why not to use alternatives to chlorine. Please keep in mind that ALL the alternatives that are available we could sell you but we prefer not to. This is America and you can make any choice you want. Your happiness is more important than the profit on one sale. If you enjoy your pool, with less expense, you will recommend us more often. The following are our opinions based on customer input.

Biguanide / Peroxide: Most common name is Baquacil but is also sold under many different names now. Generally runs twice as much as a chlorinated pool per season to treat. Explained to the customer as being easier than chlorine to use you only have to add it every so many days, not everyday. The peroxide is the sanitizer and is very concentrated. The other products act as a coagulant so the filter traps the dirt and bacteria. It was at one time not compatible with DE or Cartridge filters; now it is? Clogs the filters quickly and over time there will be slime in the water they have termed as “water moss.” We have only seen this in biguanide pools. The pool lacks luster. Some people love it but most that we talk with use it for a 3-4 year period before “burning” it out of the water. **Downside:** Expensive; lack of luster to the water.

Silver and Copper Ionization: originally and still occasionally promoted as never having to add any chemicals again. Once the pool turns you are then told to use a little bleach to kill the algae. Silver and copper kill the algae, but there is no oxidizer. The only way to keep a crisp pool is to oxidize and sanitize. A very expensive original investment with a one season warranty. Remember long term, copper stains, **permanently**, when this happens you will be told you did something wrong. Our testing system wants to remove metals including copper because of their adverse effect on the water and the swimmers. Copper has a bitter taste. **Downside:** Expensive initial investment; lack of luster to the water; swimmer discomfort; staining of the interior of the pool and a weak warranty.

Bromine: Probably the best alternative to chlorine. Great if you are chlorine sensitive. Very PH dependent, even more so than chlorine. You must keep the PH levels between 7.4 & 7.6. Had its hay day during the early spa days prior to ozone. **Downside:** More expensive than chlorine, temperamental.

Ozone: Great for small bodies of water (spas). Can't really work in a pool without chlorine or bromine. **Downside:** If you are going to supplement with chlorine or bromine why do you need an ozonator? Great for spas, too much surface area in a pool to do a good job.

Chlorine (salt) Generators: A great “alternative” to the norm. A generator cell is added to the pool system at the filter pad. The cell converts the special formula of salt to chlorine. Very inexpensive way to treat your pool. After the initial cost for the system salt will be required infrequently if at all through the swim season. To shock the pool, push the boost button to produce more chlorine. The chlorine will convert back to Sodium Chloride to “live” another day. There is a slight saline taste to the water but the water is softer feeling, won’t dry out your skin, easy on the liner and the water sparkles. **Downside:** The cell will last with proper care about 5 years and will then need to be replaced. The savings on time and chemicals far out ways the cost of a cell.

Chlorine: Comes in a variety of forms but is still the most effective at keeping your pool clean and clear and is still the least expensive. We prefer tri-chlor (tablets) in conjunction with LTM (lithium hypochlorite) for the best water quality. We also recommend Klear-out (calcium hypochlorite) for treating algae. Most city water suppliers treat their water with chlorine. Why, because it is the most effective and least expensive.

Many people search for an alternative to what they are doing now to their pool. They usually are looking because the pool “got away” from them and they feel it must be the chemicals. There is no better program than testing your pool water and running the filter.

Q – I test my water at home and get a perfect chlorine reading and when you test, my chlorine it is 0 ppm. Why?

A – There are 2 kinds of chlorine tested. There is the “free” chlorine and there is “total” chlorine. The “free” chlorine is a reading of the chlorine that is actually in the water working and is the important one. “Total” chlorine is a measure of the chlorine in the water also, but it is combined with ammonia and or nitrogen to form a chloramine. Most new test kits will test the water for both “free” and “total” chlorine. If the numbers are the same, great. If the “total” chlorine is higher than the “free” chlorine you need to shock the pool that evening after swimming in order to burn out the ammonia and nitrogen.

Q - What chemicals do I add to winterize my pool?

A - The only way to open your pool in the Spring of the season and have it clear is to “put it to bed” correctly. There are exceptions to every rule, but we have found these simple steps to really help your water quality as well as preserve the surface of your pool whether it is vinyl, concrete, or fiberglass.

- ◆ 24 hours before closing have the water professionally tested and balanced. Add all balancing chemicals as prescribed.
- ◆ 24 hours prior to closing clean the pool thoroughly.
- ◆ The evening before closing add the appropriate dosage of shock and algaecide.
- ◆ **IF** you have had any mineral staining during the summer add the appropriate amount of Scale & Metal Control for your pool size.
- ◆ Lower the water to the “winter level,” by backwashing the filter. When the water level drops below the skimmer turn the skimmers off and run main drain only until the water is approximately 2 inches below the skimmer mouth. **DO NOT WALK AWAY OR BECOME SIDE TRACKED YOU ARE DRAINING YOUR POOL!** We also recommend you add filter cleaner per the instructions on the bottle.
- ◆ Don’t put your hand skimmer away quite yet. Before getting the winter cover on completely you must remove any leaves that find their way into the pool.
- ◆ SAFETY COVER pools are treated a little different. All of the above is required plus we recommend a “Winter Pill” placed under the cover. This enzyme will work all winter to help with a clearer pool in the spring.

DON'T EVER CLOSE...

A dirty pool, A pool with any algae, A pool not chemically balanced & treated

Q – I purchased a new water test kit this spring, can I use it again next year?

A – Most test kit’s that use drops of liquid reagents are only good for one season. They also need to be stored out of direct sun light. Prolong exposure to direct sunlight can weaken both the color and the compound of the reagents giving incorrect test results. Test strips are date coded on the container. These strips have an average shelf life of two years. Never allow water to get inside the container, this will ruin the remaining strips.

Q – Why is controlling pH so important?

A - Just as an inch is a measure of distance, so pH is a measure of acidity or alkalinity. We know that lemon juice is acid and that lye is alkaline, but to help us express numerically just how acid or how alkaline, we use the pH scale. The pH scale runs from 0 to 14. A pH reading between 0 and 7 is on the acid side. A pH of 7 is neutral, and pH readings between 7 and 14 are alkaline.

The pH of swimming pool water should be controlled within the range of 7.2 to 7.8. Water that is decidedly acidic or alkaline is uncomfortable to the bathers. Irritation to eyes and mucous membranes and minor skin discomfort is usually caused by improper pH. Human beings feel comfortable in a relatively narrow pH zone (7.2 to 7.8) and it is fortunate that the effectiveness of chlorine is greatest in this same range.

Pool water which is acidic (pH below 7) is corrosive to filters, pipes and other metal fixtures such as heaters and will result in excessive chlorine consumption. Overly alkaline water (pH above 7.8) tends to form unsightly whitish deposits called "scale" which adhere to pool fixtures. In this alkaline range, the effectiveness of chlorine is greatly reduced.

Q – Do you have any safety tips on handling pool chemicals?

A – Here are some basic safety tips to follow:

1. Most swimming pool chemicals are stable, retaining their effectiveness and strength for a considerable period of time when stored properly. Be sure to keep containers covered and in a cool, dry place.
2. **NEVER OPEN** any container of chemical indoors or outdoors if it is precipitating. Most of these chemicals are highly concentrated and can be harmful if not handled properly. PLEASE read all handling instructions. We recommend before opening any chemical outdoors that you are sure you are upwind from the container to avoid breathing any fumes or dust. If you breathe in chemical dust you should **consult a physician immediately**.
3. Swimming pool chemicals are concentrated chemicals and can be dangerous if not handled properly. **DO NOT MIX THEM WITH ANYTHING BUT WATER.** Do not let them come into contact with heat, acids, organic or combustible materials such as kerosene, gasoline, oils, and greases, paint products, beverages, tobacco, soap products, cleaning rags and paper, because fire might result. Keep away from steam pipes, stoves, heaters and strong sunlight.
4. ALWAYS wear safety goggles / glasses when handling chemicals
5. Use plastic scoops, measures and spoons...and be sure they are clean and dry. Do not use the same measuring device when dispensing other chemicals. NEVER use glass around the pool.
6. Measure and add any pool chemicals separately according to directions. Do not mix with one and other before adding to pool.
7. Most pool chemicals are harmful to shrubs, grass and foliage in concentrated form. Keep pool chemicals away from plant life near the pool.
8. Hands should be clean and dry when dispensing pool chemicals. Always use rubber or latex gloves. Wash hands thoroughly after treating pool.
9. Keep pool chemicals and stock solutions away from eyes. If they should touch the eyes, wash thoroughly with water. **Consult a physician immediately**
10. Keep pool chemicals in original containers, firmly closed when not in use, and out of the reach of children or pets.
11. Read all labels carefully before using a pool chemical for the first time, and always follow instructions exactly.

LINERS & COVERS

Q – A section of my liner has popped out of the coping track. Do I have to drain the pool to fix this?

A – No, as long as the area that has popped out is not more than six inches long. Anything longer than six inches may be fixed without dropping the water level but it won't be easy. To attempt this repair, fill a medium size container with "HOT" water from your faucet. At the pool, pour the hot water onto the sagging vinyl. Don't worry if some of the water goes behind the liner. The heat of the water should soften the vinyl enough to lift it up and insert the bead back into the coping.

Q – My liner has discolored above the waterline, but only on the sunny side of the pool. What could have caused this?

A – There are numerous explanations as to what could have caused this problem. In most cases, this is not only the sunny side of the pool, but also the side where wind direction is pointed. From prior independent lab testing on vinyl pool samples, we have reports on everything from yard and field chemicals to jet fuel deposits from airport flight paths. The main cause seems to be suntan lotions and oils. The oil floats on the water's surface. Due to activity in the pool, the surface water splashes and coats the exposed liner and the sun does the rest. Not only do you get a tan, so does the liner.

Q – What can I do with my new liner to prevent this “bathtub” ring?

A- From the start we suggest the use of “Tile and Vinyl Cleaner.” If used from the start on a weekly basis it will leave a silicone protective finish and keep the liner soft and subtle. For you bathing beauties that like to lotion or oil up or you weekend warriors that sweat then swim, we recommend “*Fox Enzall*” a natural enzyme that removes the oils from the water preventing them from sticking to the wall above the water line. Using it once a week is easy and reduces your work and extends the life of the liner.

Q – I have a Fox “Lock-In” Cover, can I let rain water puddle on the top?

A – A little water (2”-3”) on the cover is ok. Excessive amounts of water should be pumped or siphoned off the cover when possible. If the water freezes on the cover, let it melt. **Do not try to remove the ice.**

Q – How safe is a safety cover?

A – Very safe. The cover has a 500-lb. tensile strength webbing and a heavy-duty triple reinforced stitching. Just remember this cover is not a playground or trampoline. Let's keep our children safe and not allow them to enter onto the cover at all.

Q – Will my pool get dirt in it over the winter if I use a safety cover?

A – We handle three types of safety covers, mesh, deluxe mesh and solid. One of the reasons these covers are considered “Safety” covers, is that they “do not” allow water to puddle on top. Both covers are made of a durable polypropylene material. The “mesh” cover will allow water to transfer through the entire surface. The “solid” cover has a center strip of mesh material to allow the water to pass. Very fine dirt may pass through the mesh material, but will clean up with the first vacuum cleaning. Be sure to chemically treat the water in the proper manner before covering the pool.

Miscellaneous Questions

Q – How long should I let my automatic cleaner run in the pool?

A – No longer than necessary. Some automatic pool cleaners can create friction on the liner surface and possibly lift the print. Automatic pool cleaners are very helpful in reducing the amount of time required in manually cleaning the pool. Some people run their cleaners' too frequently in our opinion. Cleaners should only be used when the pool has sediment in the pool and even then if the dirt is excessive it should be manually vacuumed first.

Running the cleaner too often does not make for a cleaner pool. Other “suction” style cleaners that connect to the skimmers also reduce circulation and are very hard on the pump and motor. Even the Robotic Cleaners should only be run when need be.

Any part that comes in contact with the pool surface should be checked routinely for wear. If the parts are wearing they may be wearing on the pool.

NO CLEANER SHOULD EVER BE IN THE POOL WITH PEOPLE!

Q – I think my pool is leaking, what do I do?

A – There are several steps that should be taken. First we need to determine how much water you are loosing. Using a piece of duct tape, mark the level of the pool water. Turn the pump “off” for a time period of 12 to 24 hours, then check and mark the level. For the next, identical time period, run the pump, check and mark the water level.

If there is no difference in water loss from both tests, then it's a good chance that the leak is somewhere in the pool body. There is one exception to this rule. If air bubbles are present when the pump is running there could be a break in the suction lines forcing the pump to suck air. If the water loss is greater with the pump running, the leak is likely in the return plumbing lines or the pressure side of the pump. If there is a possibility that the plumbing lines are the problem, contact your service company to pressure test the lines.

These simple test results can help your service company determine the cause and resolve the problem in a timelier manner.

Q – I just replaced the liner in my diving pool that was built in 1986. The dealer said I needed to remove the diving board. Why?

A – In 1989 the National Spa and Pool Institute (NSPI), established changes to the bottom configuration standards on diving pools. NSPI is the governing body that sets the safety standards for the pool and spa industry. The change was made to the angle of the slope on the pool bottom facing the diving board. Diving pools installed after 1988 have a slope that is not as steep as earlier installations.

Any pool installed before 1989 is considered a “NON-DIVING” pool by today's standards.

Q – I have wrinkles in my liner. Can they be removed without draining the water out of my pool?

A – In most cases yes, but there are a few exceptions. If the wrinkles are in the liner too long, a permanent crease could remain or if there is no place for the extra material to go. Here is a simple method to remove small wrinkles in the liner with relative ease.

It will require the use of an “old style” suction cup plumber's plunger. Take a look at the location of the wrinkle and try to determine where you can take the extra material. In most cases, look to the nearest wall. At the base of the pool wall you may find that the liner is not tucked in tightly where the wall and floor meet. Place the plunger on the liner at the side of the wrinkle that you want to take the material. Press the plunger down, then lift and pull in the direction you want to go. Continue this push, pull and drag motion until the wrinkle disappears.

If you do not succeed call our Service Dept. Fox Pools has several Certified Scuba Divers trained to do just this.

Q – What is the best way to use my Solar Blanket?

A - Most sanitizers require oxygen to work efficiently. During cold or rainy periods it is necessary to pull the solar blanket back at least ½ way to allow the pool to “breathe.” Whenever you shock or super chlorinate the pool (always in the evening) remove the blanket for the night. When you shock the pool you are attempting to burn out the chloramines from the water, with the blanket on this can not be accomplished.

BUBBLE SIDE **DOWN** whenever it is on the pool. Always keep it covered and out of direct sunlight when not on the pool.

Q – I purchased a heater for my pool, does it require any special care?

A- Swimming pool heaters require a little more effort on the customers' part. The PH of the water must remain as close to 7.4 as possible. Anything higher or lower will cause scaling or corrosion of the heat exchanger. Yes, even though the heater is not turned on, water still passes through it. All Tri-chlor tablets must be in a feeder past the heater. Tri-chlor tablets are acidic and very high in chlorine causing premature corrosion of the heat exchanger. If your tablets are in the skimmer basket we recommend you install a chlorine feeder. As a preventive program we suggest you use Fox Scale and Metal Control on a regular basis, at least every other week.

Q – With my automatic Chlorinator can I be sure of proper sanitizing?

A - The fact is, is that no two pools are created equal we have to depend on you to tell the automatic feeder what to do. Pool size, amount of sun exposure, bather load, make up water, etc. will make every pool unique. Automatic feeders are designed to distribute an equal amount of sanitizer through out the water whenever the pump is running. For those that run the pump 24 hours per day the dial can be set lower to dissolve less chlorine. Some people choose to run the pool only 12 hours, for these families you must increase the dial setting to compensate for when the pool is not running. As the weather changes and the bather load changes, it will be necessary to adjust the feeder accordingly. After making adjustments to the feeder, test the chlorine level everyday for at least five days to be sure the adjustment is correct, modify if necessary.

Allow your chlorine feeder to dispense the proper levels of chlorine. Some people continuously shock their pools to increase the chlorine residual. Remember that shock is designed to go in, burn up the organic matters and get out, not build residual. To increase the chlorine residual increase the filter time, increase the dial setting, check to see if the feeder still has any tablets left and/or even shake the canister to make sure the tablets are not hung up in the top not allowing them to dissolve.

Testing the pool water takes far less time and money than nursing it back to health.

Q – I'm leaving for vacation, what do I need to do about my pool?

A - Vacations are wonderful but lose their fun when you return to a green pool. Before going away be sure to do these simple checks.

- ✓ Have the water tested and balanced 24 hours before leaving.
- ✓ Shock the pool the night before leaving and add the prescribed amount of Algaecide 40SP
- ✓ Be sure the automatic chemical feeder is FULL.
- ✓ Arrange to have a neighbor, friend or relative check the pool while you are away and give them our phone number
- ✓ IF you have a pool timer remove the pins that turn the pump on and off. Allow the filter to run the entire time you are gone.

Q - The pool is closed up for the winter is there anything I should do to take care of my investment?

A- Remembering that your pool is one of the largest investments you have ever made, let's take extra care of it and it will return the favor and take care of you when summer rolls back around. During the slower pace of winter life we recommend that you take a little time each month and perform the following simple jobs. All the recommendations will help your pool "survive" the winter and be ready in the spring for another great season of enjoyment.

- ✓ All the stainless steel rails and ladders should be polished with any automotive car wax and stored. We recommend they be stored outside or away from any chemicals left over from the summer season.
- ✓ Store all chemicals in a sealed storage container so that they will not cause any damage in the surrounding area. Chlorine should be stored in a separate sealed storage container away from all other chemicals. Chemicals should be kept in an area that they will not freeze.
- ✓ Any solid winter cover should be kept free of water, dirt and leaves. Once any water on the cover freezes, do not attempt to break the ice, this will cause serious damage to the cover. Allow all ice to melt before pumping or siphoning.
- ✓ Solid covers can develop holes for a lot of reasons. Be careful that when you are pumping the water off the cover that you are not pumping the pool also. The water below the cover will come up through the hole(s) as you are pumping.
- ✓ If your pool is a little older and you use a **Fox Lock-in-Cover** this is a perfect time to power wash your pool decks.
- ✓ Water bag covers are just that. If you have damaged water bags replace them with water bags or Aqua-Blocks. **NEVER** use concrete blocks or anything that will damage the pool if the cover pulls in over the winter.
- ✓ Mesh Safety Covers require minimal maintenance during the cold season. We do recommend that you open the pool early and close late to avoid algae growth. The cover manufacturers recommend adding chemicals during the winter, we do not see any benefit to this.
- ✓ Any outdoor spa needs to be checked **everyday** to be sure that it is operating properly. If there is any problem or irregularity with the spa you must call our service department IMMEDIATELY! Winter freeze damage to water products can be costly. For those of you with a Fox Waterfall Spa or a Fox Socializer Spa must run both pumps 24 hours a day on at least low speed to avoid freezing. Any other style of in-ground spa must be set up to run continuously. If you have a timer on the pump remove any timer pins that can accidentally turn the pump off. Recently we experienced a "real" winter. All of the equipment, the pump(s), heater, blower etc. must have the snow removed from on it and around it. **These products will fail if you don't keep them clear of anything, including snow, which will hinder their operation.**

Q – We recently went through a terrible drought, is there anything I should do different to my pool during these times?

Maximize the use of your Solar Blanket

- ✓ *Remember to pull the blanket back about 1/3 during the day*
- ✓ *Use Solar Fish with or without your Solar Blanket*
- ✓ *Backwash less often*
- ✓ If you usually backwash @ 8-10 lbs. Over working pressure wait until the pressure is
- ✓ 12-15 lbs over normal. There are exceptions to this rule. Check with a retail person to explain.

- ✓ If you have a heater reduce your temperature several degrees
- ✓ This will reduce evaporation dramatically
- ✓ Do not use or at least minimize the use of Fountains & Waterfalls. Especially over night.
- ✓ Point the directional flows down to reduce surface “waves”

Q – I was talking with someone at your store and they did not have an answer to my problem. What do I do now?

A – This is probably the best question. No One knows everything! The advantage to dealing with Fox is that we are part of an international organization and have a giant bank of information available to us that many other companies may not.

Thank you for taking the time to read this pamphlet, we at Fox Pools hope you have found it informative and helpful in making your pool a little easier to care for and a lot more fun to use. As time moves on so will the questions. As we see fit we will add to, delete from and edit this pamphlet. Remember, when you’re in trouble with the pool –

Call 717-751-0101 Because

“THERE IS NO SUCH THING AS A DUMB QUESTION!”

PLEASE HAVE FUN,

BUT

PLEASE ALWAYS BE SAFE!