



TROUBLE SHOOTING GUIDE

Symptom	Cause	Solution
CLOUDY WATER	Inadequate filtration or dirty filter Imbalanced water Unfilterable particles in water or old water	Check that the filter is securely attached. Use SPA PERFECT for vinyl spas once a week to keep filter clean. test water with AQUA STRIPS. Adjust chlorine level to 3 or 5 (Purple). After chlorine level is achieved, then check PH level with AQUA Strips (Orange/Red). Balance the PH level to be 7.2 or 7.8 using PH UP or PH DOWN (as needed). Use WATER CLEAR to combine particles to be filtered away OR drain spa and refill.
CHLORINE ODOR	Too many chloramines in water (not enough chlorine)	Generally this is caused by "dead chlorine" New chlorine can not work as well, leaving an odor and usually it is time to drain.
MUSTY ODOR	Not enough sanitizer in water	Up the dose of chlorine (½ oz). Check with AQUA STRIP.
YELLOW WATER (FOAMY)	Low PH High concentration of body oils, soap, or lotions	Use PH UP to bring up PH level (see chart above for amount). Check with AQUA STRIP (Orange/Red). Use WATER CLEAR to bring foam to surface and skim away. If struggling to maintain PH, use PH Balance to "lock in" PH levels.
SCUM RING IN TUB	High concentration of body oils or dirt	Use SPA PERFECT once a week to prevent ring from forming. Use a SCUM BUG floater in water to absorb existing scum. Rinse BUG when dirty, and throw back in.
GREEN WATER	Chlorine level has remained too low	Add chlorine (1 oz at a time) until level on AQUA STRIP, level should be 3 or 5 (Purple). Repeat if necessary until correct level is achieved.
I PUT IN TOO MUCH CHLORINE!	Overfilled measuring cup or poured chlorine from bottle into spa	Remove lid from spa and turn jets on high. Allow jets to run for a minimum of 30 minutes. Test water with AQUA STRIPS to see if desired chlorine level has been achieved. Repeat if necessary. Add new water to even out the quantity of chlorine
SKIN IRRITATION	Too many chloramines in the water (not enough chlorine) PH level is too low	Add chlorine (½ oz). Make sure to wipe down slimey walls. Check with AQUA STRIP, level should be 3 or 5 (Purple). Repeat if necessary until correct level is achieved. Use PH UP to bring up PH level. Check with AQUA STRIP (Orange/Red).
METAL STAINS	Hard water	Use GON with initial fill and when adding more than an inch of water



Water Treatment Reference Chart

	Aqua Check Strips	Chlorine	Gon	Water Clear	PH Up	PH Down	Spa Frog	Spa Perfect	Cover Care	DeFoam	Renew	SwirlA-way
When Filling your Softub		X Use 1 oz.	X Use 8 oz.		X Check and Adjust	X Check and Adjust	X Put inside filter					
Daily Maintenance (If Softub is used daily)	X	X Use 1/4 oz.										
Weekly Maintenance	X	X Use 1/2 oz.		X 1/5 oz if cloudy water persists	X Check and Adjust	X Check and Adjust		1 oz. per 100 gal Allow to "churn" and remove	X Keep your exterior vinyl soft	X If a clean white foam appears		
Quarterly							X Replace with new			X Use as needed	X Use as directed	X 1/2 bottle

For your Warranty to be in effect, you MUST use SoftCare products regularly and correctly.

Notes: The measurements shown above are guidelines. Always keep your water safe according to your usage.

Your Softub water must be warm in order to remove or replace your filter.

The Softub must be running whenever chemicals are introduced to the water.

The test pad for acid on the test strip can be ignored, it does not apply to the Softub.