

SPA WATER MAINTENANCE TROUBLESHOOTING GUIDE

Problem	Possible cause	Solutions
Cloudy Water	<ul style="list-style-type: none"> • Inadequate filtration or dirty filter • Dirty filters • Excessive oils or organics • Improper sanitization • Suspended particles or organics • Unfiltered particles • Chemically saturated water • Overused or old water • Water is not balanced 	<ul style="list-style-type: none"> • Clean filters/ Change filters • Shock spa with sanitizer • Test water with a Water Test Strip • Adjust pH and alkalinity • Run jet pumps and clean filters • Drain and refill the spa • Use Water Clarifier to combine particles
Water Odor	<ul style="list-style-type: none"> • Excessive organics in water • Improper sanitization • Low pH 	<ul style="list-style-type: none"> • Shock spa with sanitizer • Add sanitizer • Adjust pH to recommended range
Chemical (Chlorine/ Bromine) Odor	<ul style="list-style-type: none"> • chloramines/ bromamines level too high • Low pH 	<ul style="list-style-type: none"> • Shock spa with sanitizer • Adjust pH
Scum line (ring) around spa Organic buildup	<ul style="list-style-type: none"> • Body oils and dirt. • Excessive organics in water 	<ul style="list-style-type: none"> • Drain the spa, use a spa surface cleaner to remove the scum, and refill the spa • Clean filters/ Change filters
Green Water/ Algae Growth	<ul style="list-style-type: none"> • High pH • Low sanitizer level 	<ul style="list-style-type: none"> • Shock spa with sanitizer and adjust pH • Shock spa with sanitizer and maintain sanitizer level
Eye Irritation	<ul style="list-style-type: none"> • Low pH • Low sanitizer level 	<ul style="list-style-type: none"> • Adjust pH • Shock spa with sanitizer and maintain sanitizer level
Skin Irritation / Rash	<ul style="list-style-type: none"> • Unsanitary water • Free chlorine level above 5 ppm 	<ul style="list-style-type: none"> • Shock spa with sanitizer and maintain sanitizer level • Allow free chlorine/ bromine level to drop below 5 ppm
Stains	<ul style="list-style-type: none"> • Total alkalinity and/or pH too low • High iron or copper in source water 	<ul style="list-style-type: none"> • Adjust total alkalinity and/or pH • Use a metal deposit inhibitor • Use a Stain inhibitor
Scale	<ul style="list-style-type: none"> • High calcium content in water • Total alkalinity and pH too high 	<ul style="list-style-type: none"> • Drain the spa, clean the scale, refill the spa use a scale inhibitor and balance the water • Adjust total alkalinity and pH
Yellow water	<ul style="list-style-type: none"> • Low pH 	<ul style="list-style-type: none"> • Adjust pH with pH and Alkalinity Up
Foaming	<ul style="list-style-type: none"> • High concentration of body oils, lotions, or soaps • High temperatures and excessive contaminants 	<ul style="list-style-type: none"> • Use Spa Defoamer and adjust pH and sanitizer levels as needed
Erratic pH Test Colour	<ul style="list-style-type: none"> • Sanitizer level is too high. 	<ul style="list-style-type: none"> • Test pH again when sanitizer level is below 5 ppm.