

Troubleshooting Guide

spa chemistry & sanitation

Clearwater Spas

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SYMPTON	PROBABLE CAUSE	REMEDY
Cloudy water	Bacteria/organic build-up; Dirty filter; Alkalinity / PH out of balance; Calcium too high	Sanitize / shock, clean filter / water clarifier, balance alkalinity / then PH if needed, partial drain
Chlorine smell	Chlorine present	Shock
Oily water, ring on spa	Organic build-up, residue from lotions, body oils, etc.	GLB, Spa Perfect, or equivalent enzyme
Burning eyes	Alkalinity PH not balanced, chloramines present	Adjust alkalinity / PH as needed, shock
Chalky white scale residue or deposits	Minerals / calcium too high	Stain & scale control to eliminate – drain spa, soak rags in vinegar and soak on shell, then scrub off with acrylic-friendly cloth
Green water	...and cloudy	Sanitize
Green water	...and clear	Stain & scale control, metal gone
Brown water	Iron / manganese present in water	Metal gone, stain and scale control
Foaming	a) Build-up of phosphated b) Low calcium c) Too much TDS (total dissolved solids)	a) Defoamer / phosphate remover b) Increase calcium hardness c) Drain spa
Algae	Not enough sanitizer	Add sanitizer
Alkalinity + PH on opposite spectrum	Sign that water needs to be changed	Change water
Stains on shell, pillows	a) High TDS b) Low alkalinity / PH	a) Change water b) Balance alkalinity / PH
Skin rash	Bacteria present	Full drain using high sanitizer, then "Jet Clean", wipe down all surfaces, pillows, inside of spa cover, replace filters
Floating "whitish skin flake" in water	Bacteria present	Full drain using high sanitizer, then "Jet Clean", wipe down all surfaces, pillows, inside of spa cover, replace filters
Bad water odor	Organics / bacteria	Increase sanitizer, shock