

# 1st-DIRECT

FAST TRACK DISCOUNT POOL & LEISURE PRODUCTS

## Troubleshooting Guide

SYMPTOMS	POSSIBLE CAUSES	POSSIBLE REASON	SOLUTION	CHEMICAL
Cloudy Water	Build up of dirt and bather pollution.	Insufficient chlorine or poor filtration.	Backwash filter then super-chlorinate to 10ppm of free chlorine. Add clarifier to polish water.	Liquid Chlorine & Sparkle
	Start of algae growth.	Insufficient levels of chlorine.	Super chlorinate. After 24 hours backwash filter. Maintain chlorine level above 3ppm. Prevent recurrence of algae growth.	Liquid Chlorine, Chlorine Granules & Chlorine Tablets
	Chlorine Ineffective.	Over stabilisation.	Dilute pool water and super-chlorinate.	Liquid Chlorine
	Ineffective filtration.	Filter blocked or filter media needs removing.	Check sand, filter cartridge or D.E Media.	See filter guide
	Suspended particles.	Precipitation of salts due to high pH or high alkalinity.	Correct pH and/or alkalinity.	Dry Acid
Unpleasant water. Sore eyes/throat. Itching skin.	High combined chlorines.	Free chlorine levels too low.	Dilute pool water.	Tile & Liner Cleaner
	Detergents from cleaning compounds getting into pool water.	Reaction between chlorine and detergent.	Use chlorine compatible cleaners.	Tile & Liner Cleaner
	Water too acidic or alkaline.	pH too low or too high.	Correct pH as in chart.	Dry Alkali or Dry Acid
Chlorine level difficult to maintain.	Sunlight destroys chlorine.	Chlorine not stabilised.	Use stabiliser or stabilised chlorine.	Stabiliser. Chlorine Granules/ Tablets
	Build up of pollutants.	Insufficient chlorination.	Super chlorinate.	Liquid Chlorine
	High water temperature.	Organisms multiply more rapidly.	Increase dose rate of sanitizer.	Chlorine Granules/Tablets
Inability to get a chlorine reading on a test kit in spite of chlorine addition.	Chlorine level may be too high.	High chlorine content bleaches reagent in test tablet.	De-chlorinate. Allow chlorine to reduce naturally over a period of time. If very high reduce with chemicals. Consult 1st-direct.	Neutraliser

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pH too low.	Low pH of local mains water.	Insufficient dry alkali being added.	Add dry alkali as per instructions pH to be between 7.2 and 7.6.	Dry Alkali
	Use of acidic chlorine donors.			
pH too high.	High pH of local mains water.	Insufficient dry acid being added, or applied incorrectly.	Add acid as per instructions. Maintain pH between 7.2 & 7.6.	Dry Acid
	Use of alkaline donors.	High alkalinity.	Reduce alkalinity to 200 ppm. Check pH.	Dry Acid
	Salts being leached from new concrete pools.	Self correcting over a period of time.	Add acid to maintain pH between 7.2 & 7.6.	Dry Acid
pH levels erratic.	Insufficient bicarbonate to buffer pH.	Low total alkalinity.	Add bicarbonate. Min 100ppm required.	Alkalinity Increaser
pH locked.	Too high a level of bicarbonates.	Topping up from mains water can increase alkalinity in hard water areas.	Reduce alkalinity to 200 ppm. Check pH. Consult 1st-Direct.	Dry Acid
Low alkalinity	Bicarbonate reduced by dilution particularly in soft water areas.	Mains water has low level of bicarbonates.	Add bicarbonate. Min. 100ppm required. Consult 1st-Direct.	Alkalinity Increaser
Pool walls feel slimy	Algae growing	Insufficient chlorination and pool wall brushing.	Super chlorinate to kill algae. Sweep or vacuum debris. Prevent recurrence with algaecide.	Liquid chlorine Algaecide
Dirt on pool wall at water line	Build up of body fat, sun oil or cosmetics.	Irregular cleaning of surfaces.	Clean with environmental friendly chemical.	Tile and Liner Cleaner.
Rough scale formed on pool surfaces.	Water out of balance.	Ratio of calcium hardness to total alkalinity incorrect.	Check levels of PH, alkalinity and calcium. Consult 1st-direct.	As directed by 1st-Direct.
Sharp edges round tiles.	Grout being leached by water.	Mains water too soft.	RegROUT the pool. Increase calcium levels to min.250ppm and maintain. Consider changing sanitiser to HTH Calcium Hypochlorite which will ensure calcium levels are maintained.	HTH Calcium Hypochlorite
Ineffective filtration	Sand Filter	Correct level of sand? Sand change? 3-4yr		