

Frequently Asked Questions

Chemicals & Water Chemistry

How often should I get an in shop water test?

If you are new to spa water chemistry, it is a good idea to bring in a water sample for testing every 1-2 weeks. As you get more familiar with the water chemistry once a month is good for general maintenance and staying on top of water

How often should I use the Test Strips?

You should be using the test strips at least once a week to check that all the levels are still in the correct range. It is a good idea to be balancing the spa water with your chemicals once a week.

How do I use the test strips?

Firstly, dip one of the strips into the water. Next, hold the strip up to the colour scale on the bottle. You should read the test immediately within a couple of minutes, otherwise the colours on the strip will change. The colours on the bottle are a range, so if the strip does not match the colour exactly, this is fine, just line it up to where your test strip best fits. The "OK" range is indicated on the colour scale, if the colours on the test strip are out of this range more chemical may need to be added. If levels such as chlorine or calcium hardness are too high you may need to get some advice on what to do.

How do I know how much chemical to add to my spa based on the test strip reading?

The best way to add chemicals is in small doses. It is easier to add more than to try and remove the chemicals from the water. Try adding in 10g or 1 tsp of a chemical and assess how level has increased and if anymore chemical is needed.

How much chemical will I use on average?

Chlorine is the main chemical that you will use the most of. The use of your chemicals will depend on how often you are using your spa. You should be adding in 1tsp per person after each use and you will need to add a shock dose approximately 20g once a week. You will also need to balance the other levels once a week which would usually be between 10-20g.

Should I leave my cover off after adding in chemicals?

Yes, about 15 minutes is a good amount of time to wait before putting the cover back on. The chemicals will be volatile when they are first added to the water. Putting the cover back on immediately after adding chemicals will cause more wear on the cover and the other components of the spa such as head rests.

How long should I wait between adding each chemical to my spa or to use the spa?

It is fine to only wait approximately 15 minutes between adding each chemical or to get in.

My spa is foaming, what should I do?

Foam is caused by soap and shampoo reacting with the chemicals. We recommend adding a product called Anti-foam if it is worrying you.

Why does my spa water turn white/milky after adding chemicals?

This is usually caused when adding in the calcium hardener. This is fine and nothing to worry about. It will eventually fade and your water will be clear again.

How often should I change the water?

It is best to drain and refill your spa about every 3 months.

This is because as you use your spa the amount of particles or TDS (total dissolved solids) in the water builds up. When this gets too high it makes it difficult for the chemicals to do their job and the water will start to turn murky. If you bring in a water sample we will be able to tell you if the TDS is getting too high and it is time to empty the spa.

What do I use to clean my spa?

Either wipe the spa down with a clean cloth and water. Alternatively you can use tile and vinyl cleaner to use on the surface of the spa.

If you wish to give the spa a thorough clean, including all the pipes, you can use a product called refresh. This is added to the spa water before you drain it. You put it in and turn on all the jets and leave it for 15 minutes. This will clean out any bacteria or build up in the pipes. You can then drain and refill the spa.