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**PLATINUM POOL SERVICE Troubleshooting Guide**

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
<b>Cloudy Water</b>	Dirty Filter	Backwash filter or clean cartridge filters with filter cleaner. If problem persists a filter or sand change may be necessary. Contact Platinum Pools for assistance
	pH too high	Test pH and total alkalinity. Add pH down as directed. Adjust as required. (pH down could be muriatic acid or dry acid) Contact Platinum Pools for ordering information
	Free Chlorine Low	Test for chlorine residual and adjust as needed. Pool may require a shock treatment, shock as directed by product labeling.
	Backwashing sand filter frequently	Backwash less frequently, only as recommended by filter manufacturers directions. Only backwashed based on PSI and not on a timed schedule.
	Dissolved metals in Water	Use a metal out to control metals in water such as Metal Klear or Revive, prevent staining and scale formation.
<b>Cloudy Green Water</b>	Green Algae	Check chlorine level and raise level with shock if necessary, chlorine must be at 30 ppm chlorine to effectively kill algae. Vacuum pool directly to waste. Use a clarifier once the water becomes milky color. Backwash daily until pool is clear. Call Platinum Pools to have the necessary chemicals delivered right to your door!
<b>Black and/or Dark Green Spots</b>	Black Algae	Use a Black Algaecide as directed. Put chlorine directly on affected areas. Brush daily until gone. If Algae does not get better in 3 days, repeat treatment.
<b>Yellow Slime</b>	Mustard Algae	Use a filter cleanser to remove algae from your filter. Brush affected areas. Use an Algaecide specifically for Yellow Algae. Use a clarifier once the algae is dead to remove from water.
<b>Reddish-Brown Water</b>	Iron or Manganese dissolved in water	Use Revive to suspend and inactivate stain causing minerals.
<b>Clear Green Water Stains/Rust</b>	Dissolved copper from fill water or corrosion of copper pipes or heater	Use Metal remover such as Revive or Metal Klear. Test and adjust pH and total alkalinity.
	Metals in water	Use stain remover to remove stains. Follow treatment with Metal Klear.
<b>Calcium Scale Deposits</b>	Unbalanced Water	Make necessary pH and total alkalinity adjustments, low pH corrodes metal in pipes and equipment introducing metals to the water.
	pH or total alkalinity too high Calcium content too high	Correct with pH Down as directed. Dilute pool water with water of lower hardness.
<b>Skin and Eye Irritation</b>	combined chlorine level too high	shock treat with Super Shock-It. Then test for free chlorine residual and adjust to maintain residual of 1-3ppm. To remove Combined Chlorine you must raise the total chlorine to 10 times the combined chlorine level
	pH too low or too high	Test pH and correct with pH up or pH down
<b>Chlorine Odor</b>	combined chlorine level too high	shock treat with Super Shock-It. Then test for free chlorine residual and adjust to maintain residual of 1-3ppm. To remove Combined Chlorine you must raise the total chlorine to 10 times the combined chlorine level
<b>Scum and Odors</b>	Grease and oil from swimmers (high TDS)	use and enzyme action Natural Klear or Natural Chemistry's Pool 1st Aid to remove oils and lotions. Diluting the pool water may be necessary. Contact Platinum Pools to have the chemicals delivered to your door!