

TROUBLESHOOTING GUIDE FOR POOL CARE

Often, many water and surface problems can be handled by the individual pool owner. The information below provides solutions to some common pool issues. Always make sure the water is properly balanced prior to any addition of corrective chemicals.

PROBLEM	DESCRIPTION	POSSIBLE CAUSE	SOLUTION
ALGAE AND OTHER GROWTHS			
Green Algae	Murky, green water Possibly some growth	Low sanitizer Poor maintenance Improper Water Balance Poor circulation	Shock Treatment. Algaecide Clean the Filter Check the System
Black Algae	Rough, black spots on the bottom of the pool that brushes off with effort	Low sanitizer Poor maintenance Improper Water Balance Poor circulation	Algaecide Brushing Clean the filter Check the system
Mustard Algae	Yellowish-gold growth that easily brushes away Yellowish-green water	Low sanitizer Poor maintenance Improper Water Balance Poor circulation	Brush Algaecide
Pink Slime	Pink, slimy bacterial growth that brushes off easily	Low sanitizer	Brushing

		Poor maintenance Improper Water Balance Poor circulation	Algaecide Clean the filter Check the system
Water Mold	White mucous or tissue paper-like substance	Low sanitizer Poor maintenance Improper Water Balance Poor circulation	Shock Treatment and Algaecide Clean the filter Check the system
Animals and Insects	Water bugs, ducks, dogs, frogs, etc. taking a dip in the pool	Environmental	Shock treatment to kill the organic elements Algaecide
Chlorine Demand	Unable to maintain the free chlorine level or cannot break the high combined chlorine	Foreign environmental contaminants Poor maintenance	Shock Treatment
Cloudy Water	Hazy or extremely cloudy water Difficulty seeing the pool bottom	Poor filtration and circulation Chloramines or low sanitizer Poor water balance Particulate matter	Check the pump and filter Clean and run the pump continuously Shock treatment. Balance the water

			Crystal Bright and Filter Cleaner & Degreaser
DISCOLORED WATER			
Gray, clear green or turquoise water	Copper	Equipment corrosion. Outside contamination. Fill water Use of copper algaecide	Metal Out Algaecide
Coffee brown or purple water	Manganese	Equipment corrosion. Outside contamination Fill water	Super Floc Vacuum out waste Add Metal Out
Reddish-brown or rust	Iron	Outside contamination Fill water	Super Floc Vacuum out waster Add Metal Out
Filtration problems	Clogging filter or short filter runs	Dirty filter Media not cleaned. Improper amount of filter media Water Balance	Replace filter media Clean with filter cleaner
Odor and eye irritation	Pool has a sharp, irritating odor	Chloramines Swimmer waste, oils and organic waste	Shock Treatment

SURFACE PROBLEMS			
Scale build up	Sandpaper-like buildup on the surface Grayish or tan coloration that is difficult to brush away	Improper water balance – high TA (total alkalinity)pH and/or CH (calcium hardness)	Metal Out or Stain Out Balance water Acid wash
Etching	Pitting of plaster surfaces	Improper water balance – low TA (total alkalinity)pH and/or CH (calcium hardness)	Balance water Replace the plaster surface
Liner wrinkling	Wrinkles in a vinyl liner	Improper water balance – low TA (total alkalinity)pH and/or CH (calcium hardness)	Balance water Replace the liner if necessary
Bleaching	Pale to white, spotty discoloration on the surface	Improper chemical addition	Replace the liner if necessary Repaint the surface Predissolve dry substances before addition
Staining	Black, green, turquoise or brown spots on the bottom that do not brush up	Metal stains Fungus under the liner. Tannic acid Stains (leaves and debris)	Metal Out or Stain Out Pull up the liner and clean from the underside Shock the pool
TESTING PROBLEMS			
Reagent Bleaching	Color of test fades to clear	High chlorine or bromine	Add up to 5 drops of a chlorine neutralizer

		levels	
Reagent Discoloration	Reagent color is different than it should be – for example, the pH test turns purple or the DPD turns brown.	High chlorine or bromine levels Old reagents	Let the chlorine levels come down, then retest Replace reagents
OTHER PROBLEMS			
Foaming	Bubbles on the pool surface	Excessive algaecide Foreign substance	Defoamer Determine the source and partially drain if necessary Use Algaecide
Green Hair	Blonde hair turns green after swimming	Copper	Metal Out Lemon juice or vinegar in the hair to remove the color
Rain	Rain washes debris into the pool and raises the water level, increasing the sanitizer demand	Environmental	Rebalance the water after circulating for 24 hours Shock the pool
Water Loss	Noticeable difference in water level	Less than 1/2" daily – evaporation. 1/2" to 1" daily – active bather load Over 1" daily – possible leak.	Solar cover for the first two levels of water loss Professional assistance for anything over 1" daily