

PARADISE SPAS

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TROUBLESHOOTING

From time to time all hot tub owners may run into a spa upkeep problem. No need to despair! Use this handy guide to understand, solve, and prevent many common non-mechanical issues.

Problem	Cause	Solution
Cloudy and/or smelly water	<ul style="list-style-type: none">• Excessive contaminates• Water out-of-balance• Clogged or worn-out filter• Low sanitizer level• <i>Activities</i> of children	<ul style="list-style-type: none">• Shock with Granular Dichlor• Add Sea Klear clarifying agent• Test and adjust pH level• Clean or replace filter cartridge• Check and/or adjust sanitizer level• Change water. Use Spa System Flush prior to draining• Encourage children to use restroom and shower prior to entering hot tubs
Excessive foaming.	<ul style="list-style-type: none">• High contaminates and/or soap residues• Buildups in spa plumbing system	<ul style="list-style-type: none">• Add defoamer and scum digester such as Scum Buster
Water turns milky-white from small bubbles, when jets running	<ul style="list-style-type: none">• Low calcium water hardness• Water out-of balance	<ul style="list-style-type: none">• Use ZorbO scum absorber• Use Spa System Flush prior to each draining• Add Hardness Increaser• Test and adjust pH level• Clean or replace filter cartridge

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<p>Skin irritation, rashes, strong fumes, burning eye sensation, hot tub Folliculitis</p>	<ul style="list-style-type: none"> • Incorrect sanitizer level • Excessive chloramines • Water out-of-balance • Buildup of gasses under spa cover • Overdose of non-chlorine shock • Biofilm contamination • Pseudomonas bacteria 	<ul style="list-style-type: none"> • Test and adjust sanitizer level • Superchlorinate with Granular Dichlor to eliminate chloramines • Test and adjust pH level • Open spa cover, run jets on full & allow spa to aerate for 5-10 minutes prior to use. Check non-chlorine shock level with MPS Test Strips • Switch to odor-free alternative sanitizer system: Cleanwater Blue or Nature2 • Read more about Biofilm and Disinfection procedures to prevent skin rashes and eliminate Pseudomonas bacteria.
<p>Scum & oil film, tub ring</p>	<ul style="list-style-type: none"> • Body oils, cosmetics, lotion residues • Clogged or worn-out filter 	<ul style="list-style-type: none"> • Add Scum Buster scum digester • Use ZorbO oil scum absorber • Clean or replace filter cartridge • Clean water line with CleanAll non-foaming all-surface cleaner
<p>Algae</p>	<ul style="list-style-type: none"> • Low sanitizer level • Excessive contaminants 	<ul style="list-style-type: none"> • Add Spa Algaecide • Shock-treat water with OxySpa • Test and adjust sanitizer level • Use an Ozonator

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Discolored water: water turns brown, blue, green or black	<ul style="list-style-type: none">Excessive mineral contentMetal parts in equipment erodingCopper, iron or manganese in water being oxidized by chlorine, monopersulfate or ozoneLow pHLow hardness level	<ul style="list-style-type: none">Add Stain, Scale, Metal ControlTest and adjust pH levelPrefilter fill water with PreFreshRun filter continuously to remove material; clean filterVacuum settled material from spa bottom with Shake-a-VacUse sequestering clarifier such as Sea Klear for prevention
Foul, sour or musty odor	<ul style="list-style-type: none">Low sanitizer levelExcessive contaminantsMold or mildew on underside of spa cover (may not be visible in early stages)	<ul style="list-style-type: none">Test and adjust sanitizer levelShock-treat water with OxySpaChange water & use Spa System Flush prior to drainingClean inside of spa cover & apply 303 ProtectantUse an Ozonator
Excessive pH fluctuation	<ul style="list-style-type: none">Improper total alkalinity levelHigh bather load	<ul style="list-style-type: none">Test and adjust total alkalinityAdd pH Proper pH holding agent to lock-in pH
Stains or scale on spa surfaces	<ul style="list-style-type: none">Mineral content of waterWell water	<ul style="list-style-type: none">Use a surface stain remover such as GLB TLCUse Stain, Scale, Metal Control* to minimize future problemsPurify fill water with PreFresh Hose-end Prefilter

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Fading & cracking of spa cover	<ul style="list-style-type: none">• Sunlight damage• Use of products containing silicone oil	<ul style="list-style-type: none">• Use a spa cover protectant to greatly increase the life of your cover, such as 303 Protectant
Scratches on spa shell	<ul style="list-style-type: none">• Abrasion from dirt & grit	<ul style="list-style-type: none">• Remedy with a scratch-removal kit such as Novus• Remove grit and debris with the Shake-a-Vac
Shell surface dull or faded	<ul style="list-style-type: none">• Sun damage, normal wear and tear	<ul style="list-style-type: none">• Clean all surfaces with Clean All non-foaming spray cleaner• Apply Gel Gloss polish to seal and restore luster to hot tubs and spas

