



Bacteria or Fungus Issue - Solution 2

On rare occasions your hot tub water may have algae or another form of bacteria or fungus that has propagated to high levels of concentration that simpleSilver™ cannot remove!

This could have originated while in transit from the manufacturer or retailer due to water retained in the system, having been left empty for long periods or has had incorrect water treatment processes.

The environment also has a significant impact with hot tub water! These bacteria or fungus could have come from the surrounding gardens, garden soil, the hose or nearby earthworks.

To resolve these issues and eradicate the bacteria or fungus completely, please follow this step-by-step process - "Solution 2".

Solution 2

Cleaning Process

1. Make sure the hot tub is full of water. Do not drain the water even if the water is cloudy, green or has other contaminants in it - it is not necessary!
2. Leave the simpleSilver™ tablet and the filters in the water, do not remove these.
3. Open all jets, nozzle's and water features.
4. Purchase 1 gallon of liquid chlorine from your local hardware or hot tub store. This composition of chlorine has the correct concentration level to eradicate the bacteria or fungus in the hot tub. **Note:** Liquid chlorine when added to water, has a pH of 13 (alkaline) and makes hypochlorous acid, the killing form of chlorine. Using trichlor (chlorine granules) lowers the pH and alkalinity, making the water acidic. This can cause damage to the equipment and hot tub.
5. Add the 1 gallon of liquid chlorine into the hot tub water and operate **all pumps** for **1 hour** so the water and chlorine is circulated throughout the system. Note - you will need to manually activate the pumps that have an auto-off function over this period to ensure there is a continuous water flow.
6. With a soft cloth, use the chlorinated water from the hot tub to remove any bacteria or fungus on the water line and clean around other areas that are out of the water.
7. Clean the sides and underside of the hot tub cover, as well as the folding seams using the chlorinated water. Then rinse off with clean water.
8. Remove and clean the headrests using the chlorinated water.
9. After completing the cleaning process for 1 hour and while the hot tub is still filled with water and the pumps are off, remove the filters and clean inside the filter housing and filter bay areas. Note - your filters will have been cleaned during the cleaning process.
10. Reinstall the filters.
11. Drain the hot tub water.

Re-filling Process

1. To prevent any further transfer or introduction of bacteria or fungus from the garden or surrounding areas, use a clean cloth and wipe the end of the hose. Then turn the hose tap on and let the water run for 30 seconds before refilling the hot tub.
2. Refill the hot tub to the recommended water level.



Re-filling Process (continued)

3. Remove the simplsilver™ tablet from the hot tub.
4. The simplsilver™ minerals may have stuck together during the cleaning process. To check this, you need to remove the simplsilver™ bag that contains the minerals from inside the plastic tablet. The easiest way is to use a screwdriver or blunt knife and carefully prise the back off the plastic tablet. Then remove the simplsilver™ bag, taking care not to tear this!
5. Put the bag back in the hot tub water and gently massage it to break up any minerals that may have stuck together. Then gently squeeze the bag to expel any entrapped air, this will stop the tablet floating. With the bag still under water, carefully reinsert it back into the plastic tablet container and reattach the back cover.
6. Place the simplsilver™ tablet back into your preferred location or anywhere in the hot tub water.
7. Set the filtration timer on the controller. Go to the **controller adjustments** section and follow the instructions for your model controller. Make sure you have your controller setup to circulate between 21,500 to 26,500 gallons of water daily. For assistance on how to calculate this to go to the FAQ section.
8. Ensure that you have the filter pump set on automatic mode, not sleep, holiday or power saving modes.
9. If the simplsilver™ tablet is located in the filter bay, make sure that the water flap opens completely and that the tablet is not inhibiting this operation as it will restrict the volume of circulating water. Also ensure that all jets and nozzles are fully open.
10. **Do not use the hot tub for 5 days.** If you use the hot tub before this, there will not be sufficient simplsilver™ minerals eluted into the water to inhibit the growth of bacteria or balance the water. This is due to simplsilver™ minerals being eluted daily at a constant and controlled rate, ensuring 12 months of effective water treatment.

Important to Note:

Water treatment is a twofold process and these must both align to provide pristine, clean and clear water.

- simplsilver™ automatically controls and maintains the pH, alkalinity, total dissolved solids and bacteria levels.
- The filters remove skin, perspiration, water salts, hair, oils and any other solid matter, assisting simplsilver™ to maintain water cleanness, clarity and quality.
- It is very important that the filters are cleaned every two weeks. A cartridge cleaner sanitising solution must be used to remove the contaminants, as water alone cannot remove these. Your hot tub retailer will be able to assist you in product selection.
- Filters have a finite life of between 12–18 months, after which they will saturate and block and will no longer be effective or able to be cleaned.
- If you have not already done so, purchase a second set of filters to make life easier!