

## Bacteria or Fungus Issue - Solution 2

### Cleaning Process

1. Make sure the spa pool 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 simplsilver™ tablet & the filters in the water, do not remove these.
3. Open all jets, nozzles & water features.
4. Purchase 5 litres of liquid chlorine from your local hardware or spa pool store. This composition of chlorine has the correct concentration level to eradicate the bacteria or fungus in the spa pool.
5. **Note:** Liquid chlorine when added to water, has a pH of 13 (alkaline) & makes hypochlorous acid, the killing form of chlorine. Using trichlor (chlorine granules) lowers the pH & alkalinity, making the water acidic. This can cause damage to the equipment & spa pool - do not use this.
6. Add the 5 litres of liquid chlorine into the spa pool water & operate **all pumps** for **1 hour** so the water & 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 that there is a continuous water flow.
7. Clean the sides & underside of the spa pool cover, as well as the folding seams using the chlorinated water. Then rinse off with clean water.
8. Remove & clean the headrests using the chlorinated water.
9. After completing the cleaning process for 1 hour & while the spa pool is still filled with water & the pumps are off, remove the filters & with a soft cloth, use the chlorinated water from the spa pool to clean inside the filter cavity & housing area. Then clean around the water line & other areas that are out of the water to remove any bacteria or fungus.
10. Note - your filters will have been cleaned during the cleaning process.
11. Reinstall the filters.
12. Drain the spa pool 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 with some bleach & wipe the end of the hose. Then turn the hose tap on & let the water run for 30 seconds before refilling the spa pool.
2. Refill the spa pool to the recommended water level.
3. Remove the simplsilver™ tablet from the spa pool.
4. You need to remove the simplsilver™ bag that contains the minerals from inside the plastic tablet, as the simplsilver™ minerals may have stuck together during the cleaning process. The easiest way is to use a blunt knife & carefully prise the back off the plastic tablet. Then remove the simplsilver™ bag, taking care not to tear this.
5. Put the bag in the spa pool water & gently massage it to break up any minerals that may have stuck together.
6. 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 & reattach the back cover.
7. Place the simplsilver™ tablet back into your preferred location in the spa pool water.
8. Set the filtration timer on the controller. Go to the Controller Settings section & follow the instructions for your model controller.
9. Make sure you have your controller setup **to circulate 100,000 litres of water daily.**



### Re-filling Process (continued)

10. Ensure that you have the filter pump set on automatic mode, not sleep, holiday or power saving modes.
11. If the simplesilver™ tablet is located in the filter bay, make sure that the water flap opens completely & that the tablet is not inhibiting this operation as it will restrict the volume of circulating water.
12. Also ensure that all jets & nozzles are fully open.
13. **Do not use the spa pool for 5 days.**
14. If you use the spa pool before this, there will not be sufficient simplesilver™ minerals released into the water to control & balance it.
15. This is due to simplesilver™ minerals being released daily into the water at a constant & controlled rate.

### Filter Maintenance

- It is very important that the filters are cleaned at least every two weeks. A filter sanitising solution must be used to remove the contaminants, as water alone cannot remove these. Your spa pool retailer will be able to assist you in product selection.
- Make sure these are dry before reintroducing as the filter fibres will expand making these more effective.
- Dry filters also stops the water from foaming.
- Filters generally have a life of about 12-months after which they will saturate, you will be unable to clean these further & they will be ineffective.
- At this point they will need to be replaced.