



## Scale Issue - Solution 1

### Cleaning Process

1. Purchase a small container of hot tub chlorine granules.
2. Add 120 grams (half a cup) of chlorine granules into a container of warm water.
3. Mix until the chlorine granules are dissolved.
4. Pour the diluted chlorinated water into the hot tub water.
5. Operate all pumps for 1 hour so the water & chlorine is circulated throughout the entire system.
6. Note - you will need to manually activate the pumps that have an auto-off function over this period to ensure that there is continuous water flow.
7. Drain a third of the hot tub water.

### Re-filling Process

1. Re-fill the hot tub to the recommended water level . Note - draining more will also remove the simplesilver™ minerals & their effectiveness.
2. Set the filtration timer on the controller. Go to the Controller Settings section & follow the instructions for your model controller.
3. Ensure your controller is set to **circulate 100,000 litres** of water daily.
4. Do not use the hot tub for 3 days. If you use the hot tub before this, there will not be sufficient simplesilver™ minerals released into the water to balance it.
5. After day 3, once the water is crystal-clear & odourless, you can start using the hot tub again. Remember to add a small amount of chlorine after use to comply with local & government guidelines to control the bacterial levels.

### Important to Note

- By removing a third of the water & replenishing it with new water will dilute the level of scale within the water.
- Remember, if you remove more than a third, you will also remove the simplesilver™ minerals & their effectiveness to balance the water.
- simplesilver™ continually softens & removes any remaining scale over time. This is a slow process & will depend on the amount of scale within the hot tub.
- The introduction of chlorine will remove any bacteria.
- Chlorine does not remove scale, only simplesilver™ will do this.

**Note** - Depending on the amount of scale within the system, this process may need to be completed more than once.

### 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 hot tub 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 have a finite life of approximately 12–months, after which they will block & will no longer be effective or able to be cleaned. At this point they will need to be replaced.