Softub®

WATER TREATMENT GUIDE

Featuring

Softcare®

Water Care

Products

exclusively

formulated for

Softub vinyl

lined spas.

Congratulations on your new Softub purchase!

As you prepare to enjoy many hours of relaxation, let Softcare help you maintain your water for maximum enjoyment. We have spent years formulating and testing the Softcare Water Treatment Line to extend the years of pleasure you will experience in your Softub.

Softcare offers an extensive line of products designed especially for Softub use. In this guide, we'll show you what Softcare products to use and when they are needed.

For additional information on Softcare products, visit your local Softub retailer or visit the Softub website at: **www.softub.com/accessories**

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SAFETY FIRST

- **Softcare wants to ensure that relaxing in your Softub is safe, as well as enjoyable. Before using your Softub, please review these important safety tips.**

- **Never heat your spa or hot tub above 104° F.**

- **Don't drink alcohol while using your spa.**

- **Always maintain a proper sanitizer level.**

- **Never combine different chemicals before adding to water.**

- **Always add each chemical separately.**

- **Always add chemicals to water, not water to chemicals.**

- **Always store chemicals according to the manufacturer's instructions and keep them out of the reach of children.**

- **Never allow small children to use the spa without adult supervision.**

- **If you are pregnant, have high blood pressure, or a cardiovascular condition, consult your physician prior to using the spa.**

WHAT IS IN YOUR KIT & WHY

1. Test Strips - These help you determine which chemicals are needed to maintain the proper sanitizer level. Test strips for a Softub need to measure Chlorine, PH, and Alkalinity. Some strips measure other parameters such as Bromine, Cyanuric Acid, Hardness, etc. These measurements are not necessary in most Softub applications and can be disregarded.

2. Softcare Chlor - This is a chlorine based granular concentrate used as a sanitizer for vinyl-lined spas. The ideal level for chlorine is in the range of 3-5 ppm (parts per million). Please refer to the instructions on the bottle.

3. Softcare Gon - This is a sequestering agent that will prevent staining due to minerals found in water such as calcium, iron, copper and manganese. Softcare Gon should be allowed to circulate in a completely filled spa for at least 30 minutes before balancing the water. Please refer to the instructions on the bottle.

4. Softcare pH Up and Softcare pH Down - These two products are used to adjust the pH and total alkalinity as determined on your test strips. The total alkalinity should be between 100-120 ppm. Both Softcare pH Up and Softcare pH Down adjust pH faster than the alkalinity. The ideal pH level is 7.4 - 7.6. Please refer to the instructions on the bottle.

5. Softub Mineral Purifier - The Softub Mineral Purifier fits inside the spa filter and destroys bacteria in the spa with silver chloride. Water feels softer, more enjoyable and looks crystal clear. Most importantly, the use of a Mineral Purifier reduces the chemical sanitizer required by 50%. Lasts 4 months.

SOFTUB CARE MADE SIMPLE

Hot tub water chemistry can get very confusing and we want to try and make it as simple as possible for you to understand and maintain your Softub properly. We have designed the following directions to make using your spa more enjoyable and trouble free. Remember, Softcare chemicals are specially formulated for use in your Softub spa.

Filling Your Softub

CAUTION: Never use soft water to fill your spa.

If you are using a garden hose to fill the spa, allow water to run several minutes before you fill your tub in order to flush out any bacteria that may have accumulated in the residual water of the hose.

Please make sure any wrinkles in the liner are smoothed out and add about 1-2 inches of water. Stop filling and add one tablespoon of **Softcare Chlor** from your water treatment kit. When all wrinkles are removed, continue to fill until the water level is about 2 inches above the top of the highest jet.

Water Balance

When you first fill your tub the water can contain metals and minerals in it that can stain your liner. Adding several ounces of **Softcare Gon** Metal and Stain Eliminator when you first fill your tub will neutralize the mineral elements in your water. This product only needs to be added to your spa when you refill it and check the directions for the exact amount required for your tub.

SOFTUB CARE MADE SIMPLE

Preventing problems with your hot tub is often a matter of simply maintaining the proper water chemistry balance. Check the PH of your water using the test strips provided in your kit. Wait until your spa has warmed up before you add any chemicals. The chemicals dissolve better in warm water.

To use, simply remove a strip from the bottle and dip it in the spa water (square pads down) and swirl it 3 times. Once you remove the strip from the water, compare the squares on the strip to those on the side of the bottle. This will allow you to determine the pH, total alkalinlity, and chlorine levels in your spa. After assessing the levels on your test strip, adjust the water chemistry as indicated on the instructions of each chemical bottle.

If the PH is low, add **PH Up** and if it is high add **PH Down**. Do this gradually by adding a tablespoon at a time until the proper PH level is reached. Check the PH regularly and adjust as needed. Not maintaining the proper PH level is detrimental to the liner and any resulting damage will not be covered by the warranty.

If you must fill your tub with water from a water softener, it is imperative that you add calcium to the water. This will raise the mineral level. This is imperative to use with soft water. Soft water has the ability to leach minerals out of the container it is in. As an example, if you have ever seen a concrete pool that has black spots on the floor and walls it is because the water was too soft and has leached the calcium right out of the plaster. It can do the same to a vinyl pool or spa, so make sure you are not using "soft" water in your spa.

SOFTUB CARE MADE SIMPLE

Once you have done these things your water is balanced properly and you are ready to sanitize.

Water Sanitization

Proper spa water maintenance not only requires proper pH and total alkalinity levels, it also requires an effective sanitizer to control and prevent bacteria growth.

Heated water and a higher bather load ratio can result in increased water challenges due to a great deal of residual soaps, deodorants, perfumes, natural body oils and other cosmetics. In order to avoid these issues, it is very important that you use products specifically formulated for your Softub.

A sanitizer kills germs, bacteria, and impurities in the water. There are many sanitizers available on the market today. We recommend using **Softcare Chlor** granular chlorine. It is the simplest and most efficient sanitizer available. Add about 1-2 tablespoons of Softcare Chlor at start up to establish a chlorine residual in the water. After that, check your chlorine regularly with your test strips and add chlorine as needed.

The amount of chlorine needed will be determined by how much you use the spa and how many contaminants are added to the water. A tablespoon or so of chlorine 2 to 3 times a week is a good rule of thumb for a Softub getting heavy use. Always add chlorine with the jets running.

(We do not recommend the use of Bromine - **using Bromine will void your Softub warranty**)

SOFTUB CARE MADE SIMPLE

WARNING: Using "SHOCK" will void your Softub warranty. SHOCK is the addition of sanitizers and/or oxidizers in larger amounts than normal - (i.e., 2-4 times the routine dosage).

Alkalinity

Test strips are your guide throughout the water treatment process, with a chart to measure Chlorine, PH, and Alkalinity. If your PH and Chlorine are in the proper range indicated by the chart, your alkalinity should balance.

After adding the proper chemicals, wait approximately 15 minutes and retest. Basically, keep your Chlorine and PH levels in check and everything else should fall into place.

Though we have tried to simplify the basics of your spa care for you, we do highly recommend that you read the owners manual that comes with your spa and always read the directions carefully on the back of all chemicals.

AquaChek®
"Dip and Compare"
Test Strips

TruTest Digital
Test Strip Reader
Use with TruTest Test Strips to get an accurate digital reading of Chlorine, pH, and Alkalinity levels.
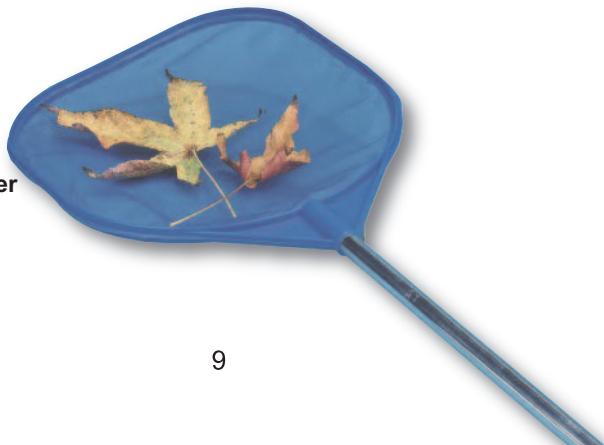
ROUTINE MAINTENANCE

The best way to clean a waterline ring is to use a soft scrub pad and a little baking soda. Apply light pressure while cleaning to prevent scratching and possibly damaging the liner.

Remove your filter once a month or so and rinse off with a garden hose. The filter will just slide on and off either of the two round intakes inside the bottom of your spa. You should wait until the water is heated before you initially install or replace your filter as they are heat activated. Your filter cartridge will need to be replaced when it can no longer be cleaned or needs to be cleaned more often. We recommend annual filter replacement.

Approximately every 4 to 6 months, based on usage, you will want to drain and refill your spa. This is a perfect time to wipe down the interior of your spa thoroughly.

If you follow our recommendations and keep your water balanced, use the proper chemicals and take care of your Softub, you will get many years of enjoyment from it. Ten minutes a week to test the water and add chemicals and an hour or so three or four times a year to clean and protect the vinyl is all it takes.

Hand Skimmer

OTHER HELPFUL PRODUCTS

Spa Frog is a mineral purifier which helps kill bacteria and algae. Mineral purifiers are typically placed inside the filter cartridge and slowly release unique metallic ions into the water that help control microbial contamination, which reduces the demand on the sanitizer. The unique combination of minerals in the Spa Frog naturally treats bacteria for up to four months when used with a sanitizer (Softcare Chlor). We like anything that reduces the amount of chlorine you have to add to the water. This is very popular with many people.

Softub Protective Cover is a lightweight cover that you can use if you are not going to be using your spa for a while or if you are in an area with intense sunshine or lots of dust, trees, etc.

Softcare Defoam rids your spa of excess foam that may be caused by soaps, shampoos, cleansers, and other residues that may be carried into your spa. We suggest everyone keep a small bottle around just in case.

Softcare Water Clear will help restore clarity and refresh dull water. Water Clear will not affect your PH and alkalinity levels.

Softcare pH Hold is formulated to help lock in pH within the desired range when added to a freshly filled spa. If there is a consistant problem with your pH level, you might want to use Softcare pH Hold which is designed to keep your pH level balance once you reach the proper pH level. You should not have to use it again, until it is time to change the water.

OTHER HELPFUL PRODUCTS

Softcare Filter Renu deep cleanes the cartrdige filter by removing oils, grease, iron, calcium and copper when the filter is soaked in the powerful solution overnight. Regular use of a filter cleaner will extend the life of your filter.

There are many other accessories for your Softub, from drink trays, pillows and soft cushions to fragrances that you can mix in the water. Contact your dealer or visit our website at **www.softub.com** for more information.

Softcare® Water Treatment Products

TROUBLESHOOTING GUIDE

Most water conditions can be resolved by the solutions below. Extreme conditions may warrant draining and refilling the Softub. Stains or calcium deposits may requr attention prior to refilling. It is receommended that the water be changed every 3-4 months or as needed te maintain water quality.

SYMPTOM	CAUSE	SOLUTION
CLOUDY WATER	Excessive organic contaminants or lack of sanitizer pH or total alkalinity out of balance Dirty Filter	Check and adjust sanitzer level with Softcare Chlor Test water & adjust pH and total alkalinity using Softcare pH Up or pH Down Use Softcare Filter Renu
CHALKY WHITE SCALE	High mineral content in water due to calcium build-up	Check water balance & adjust
CLOUDY GREEN WATER	Low sanitizer level	Check and adjust sanitzer level with Softcare Chlor
CLEAR GREEN WATER	Dissolved copper or iron in spa water	Add Softcare Gon to sequester minerals in water and check pH level
BROWN WATER	Hi iron or manganese content	Add Softcare Gon to sequester minerals in water and check pH level
ODOR	Excessive organic contaminants	Check and adjust sanitzer level with Softcare Chlor
EYE/SKIN IRRITATION	Chloramines or excessive organic contaminants pH or total alkalinity out of balance	Check and adjust sanitizer level with Softcare Chlor Test and adjust pH & total alkalinity
SCUM DEPOSIT ON WATERLINE	Oils, lotions and detergents from bathers	Use a scrub pad and baking soda to remove deposit
EXCESSIVE FOAMING	Build-up of body oils, cosmetics and detergents from bathers	Add Softcare Defoam and Softcare Chlor as needed

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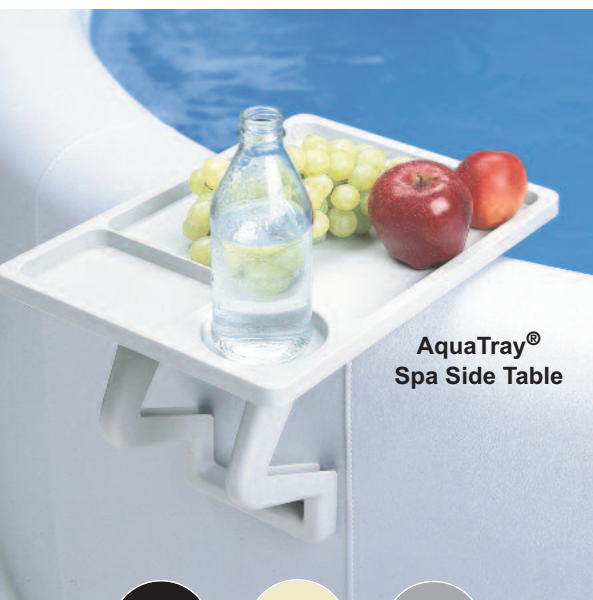# SOFTUB SPA ACCESSORIES

Booster Seat

Blue

Black

Pearl

**AquaTray®
Spa Side Table**

Black   **Beige**   **Gray**

**Softub Vinyl
Cleaner and
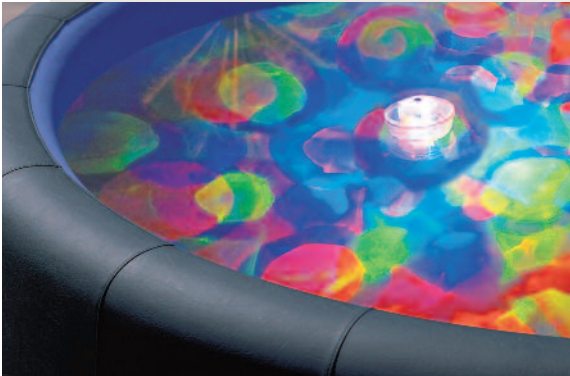Conditioner**

Spa Vac

Great Barrier Filter

Great Barrier Pre-Filter

Spa Side Handrail

Underwater Light Show

Tubguard Protective Cover

SOFTUB SPA ENHANCEMENTS

Spa Side Umbrella
The unique base design slides under the Softub spa to keep it securely in place.

SmartStep Jr.
The curved design fits snugly against the Softub Spa.

Cover Rx
Flip the cover back and fold down to easily lower the cover behind the spa.

Softub®

www.softub.com

Contact Softub Inc. or your local Softub Dealer for product information.