



WATER TREATMENT GUIDE

CHEMICAL BALANCING & MAINTENANCE

When properly maintained, your Softub® will offer many years of enjoyment. A primary cause of failure is improper care of the water in the tub. A regular program of water maintenance is critical

A. Recommended Water Balance

Free Available Chlorine Residual:	3 - 5 ppm
pH:	7.2 - 7.8 (ideal 7.5)
Total Alkalinity:	80 - 120 ppm
Calcium Hardness:	150 - 250 ppm

Test your water chemistry after each use of the Softub®, but no less than twice per week at times when the tub is not being used daily. Avoid a low pH situation, as this may cause unsightly wrinkles to form in the liner over time and could void your warranty.

B. Chemical Additions

1. Test the water chemistry before adding chemicals to get an initial reading. Once chemicals have been added you will not be able to get accurate test results for several hours.
2. Always add chemicals according to the instructions on the package. Add only one chemical at a time and leave the lid completely off and the water circulating for at least 15 minutes after the chemicals have been added.
3. Floating dispensers should never be used, with the exception of the FROG® @ease® System that has been tested and approved for use in a Softub®, as they can bleach the liner by over-concentration and lowering the pH.
4. Do not use gas chlorination, ionizers, scents, salts, bath bombs or soaps that are not approved for use in a Softub®. Consult your local Servicing Dealer or Softub® Technical Support at 1-800-711-5382, ext. 2.

Unit of Measure Conversion for adding chemicals:

1 tbsp. = 1/2 oz. = 15 ml. = 3 tsp.

1 tsp. = approx. 1/4 oz. = 5 ml.

Empty, clean, and refill your Softub® with clean water 3-4 times per year or when proper water chemistry becomes difficult to manage.

The most common water chemistry problems that can result in damage to the Softub® are:

1. **Improper pH management:** Maintaining too low of a pH level over time will result in the excessive wrinkles, damage to the vinyl liner and corrosion in the motor. Too high a pH level will result in scaling on the liner, residue build up inside of the pump and plumbing, and damage to the tub and motor.
2. **Not removing the lid completely and not turning on the jets when adding chemicals.** Leave the lid off and the water circulating for at least 15 minutes after adding chemicals.
3. **Over-Chlorination:** Using too much chlorine over time.
4. **Not maintaining the water chemistry:** The water chemistry in your tub should be checked at least twice a week. If it is neglected and the chemistry is allowed to get out of balance, your vinyl liner may be damaged. It is the responsibility of the owner to properly maintain the chemical balance and sanitation of the water. Softub® Inc. is not responsible for any damages which result from improperly maintained water. Improper water maintenance may result in voiding the warranty. Neglecting to check and maintain the water is often worse than the overuse of chemicals. If you have any questions regarding chemical usage, please contact your Local Servicing Dealer or Softub® Technical Support at 1-800-711-5382, ext. 2.

WARNING: The use of Potassium Monopersulfate Shock (Non-Chlorine Shock) will void the warranty.

NOTE: FROG @ease products do not apply to this warning as their unique formulation of sanitizing minerals and SmartChlor has been proven to be safe and effective in a Softub® when used according to FROG® @ease® guidelines. FROG® @ease® products will NOT void the Softub® warranty when used in accordance with the manufacturer's instructions and when all chemical levels are maintained properly and consistently over time. To super chlorinate your Softub®, use FROG® Jumpstart or Softcare® Granular Dichlor.



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 require attention prior to refilling. It is recommended that the water be changed every 3-4 months or as needed to 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 sanitizer level with Softcare [®] Granular Dichlor Test water & adjust pH and total alkalinity using Softcare [®] pH and Alkalinity Up or pH and Alkalinity Down Use Softcare [®] Instant Filter Cleaner
CHALKY WHITE SCALE	High mineral content in water due to calcium build-	Check water balance & adjust
CLOUDY GREEN	Low sanitizer level	Check and adjust sanitizer level with Softcare [®]
BROWN WATER	Dissolved copper or iron in spa water	Add Softcare [®] Metal Gon to sequester minerals in water and check pH level
ODOR	High iron or manganese content	Add Softcare [®] Metal Gon to sequester minerals in water and check pH level
EYE/SKIN IRRITATION	Chloramines or excessive organic contaminants pH or total alkalinity out of	Check and adjust sanitizer level with Softcare [®] Granular Dichlor Test and adjust pH & total alkalinity
SCUM DEPOSIT ON WATERLINE	Oils, lotions and detergents from bathers	Gently use a soft scrub pad and baking soda to remove deposit
EXCESSIVE FOAMING	Build-up of body oils, cosmetics and detergents	Add Softcare [®] Defoam and Softcare [®] Granular Dichlor as needed