



CAMPBELL'S POOL & SPA

spa care chart

Problem	Probable Causes	Solutions
Cloudy Water	Dirty Filters Excessive oils/organic matter Improper sanitation Suspended particles/organic matter Overused or old water	Clean filters with FreshWater® Instant Filter Cleaning Shock spa with sanitizer Add sanitizer Adjust pH and/or alkalinity with Fresh Water pH/Alkalinity Up or Fresh Water pH/Alkalinity Down Run jet pump(s) and clean filters with Fresh Water Instant Filter Cleaner or Fresh Water Filter Cleaner Drain, clean, and refill the spa
Water Odor	Excessive organics in water Improper sanitation Low pH	Shock spa with sanitizer Add sanitizer Adjust pH with FreshWater pH/Alkalinity Up to recommended range
Chlorine Odor	Chloramine level too high Low pH	Shock spa with sanitizer Adjust pH with Freshwater pH/Alkalinity Up to recommended range
Musty Odor	Bacteria or algae growth	Shock spa with sanitizer – if problem is still visible or persistent, drain, clean, and refill the spa
Organic Buildup or Scum Ring Around Spa	Buildup of oils and dirt	Wipe off scum with clean rag. If severe, drain the spa, use FreshWater Spa Shine after cleaning to protect the spa shell, and refill spa
Algae Growth	High pH Low sanitizer level	Shock spa with sanitizer, and adjust pH with FreshWater pH/Alkalinity Down to recommended range Shock spa with sanitizer and maintain sanitizer level
Eye Irritation	Low pH Low sanitizer level	Adjust pH with Freshwater pH/Alkalinity/Up Shock spa with sanitizer
Skin Irritation or Rash	Unsanitary water Free chlorine level above 5 ppm	Shock spa with sanitizer and maintain sanitizer level Allow free chlorine level to drop below 5 ppm before spa use
Stains	Total alkalinity and/or pH too low High iron or copper in source water	Adjust total alkalinity and/or pH with FreshWater Stain & Scale to inhibit metals
Scale	Total alkalinity and/or pH too high High calcium content in water	Adjust total alkalinity and pH with FreshWater pH/Alkalinity Down – if scale requires removal, drain the spa, scrub off the scale, clean spa shell with FreshWater Spa Shine, and refill the spa. Add FreshWater Stain & Scale and balance the water using FreshWater pH/Alkalinity Up or FreshWater pH/Alkalinity Down