

WATER GUIDE

Prepare your spa

Fill your spa with clean water

Add 3oz of Enhanced Shock

Balance your water

Test your water
Is your PH & ALK balanced?

Yes

No

PH or ALK
is high.
(MOST COMMON)

ALK = Low
PH = Low
(LEAST COMMON)

ALK = Ok
PH = Low

Add 2-3 oz of
PH Decreaser

Add 2-3 oz of
ALK Increaser

Add 2-3 oz of
PH Increaser

WAIT 4 HOURS

Begin Routine Care

1 One silk pod every seven days

** Water MUST be balanced before adding Silk Pod*

2 Two ounces of enhanced shock after each use

**2 OZ is a benchmark. May need more or less.*

3 Clean your filters every three weeks

COMPLETE DETAILS ON BACK

Silk Balance Pods for Bullfrog Spas Detailed Water Care Guide

Step 1. Prepare the hot tub

*If your spa is brand new, skip steps 1-3

1. Before draining your spa, remove your filters and add one bottle of Clean Start® to remove any buildup of biofilm in your spa lines. Run for 30 minutes and then drain completely.
2. Replace or clean your spa filters using SpaGuard Filter Cleaner® to remove any oils or buildup in the filter pleats.
3. Clean the surface of the spa using Off-The-Wall Surface Cleaner® and a non-scratch dish scrubber. Rinse and remove residual water.

4. Fill your spa with fresh, clean water. It is recommended that you use a pre-filter to filter any contaminants from the hose or tap.
5. Add 3oz of Enhanced Shock® to establish a residual of sanitizer.

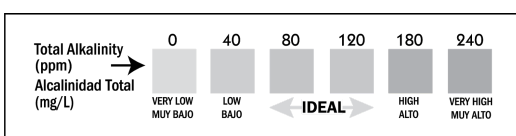
Step 2. Balance your water

Balance your Ph, ALK, & Calcium using the following steps in order.

IMPORTANT: Always follow instructions on SpaGuard® balancing chemical bottles. Add balancing chemicals in small increments one at a time with the jets on and wait 4 hours before testing and adding additional balancing chemicals. After adding any chemical, wait 30 minutes before adding a different product, or soaking in the spa.

Water Balance Guidelines	
PH	7.2 - 7.8
Total Alkalinity	80 - 120ppm
Calcium Hardness	150 - 250ppm

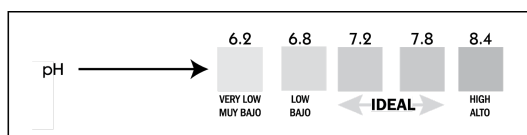
1. Using Bioguard 5-way Test Strips®, dip a single strip in the water until fully saturated and compare.
2. **First, look at the Total Alkalinity reading.** Adjustments should be made to bring the Total Alkalinity in the range of 80-120 ppm prior to making any adjustments to pH even if it throws pH off further.



To adjust the Total Alkalinity, use the following products:

- SpaGuard® Total Alkalinity Increaser
- SpaGuard® Ph Decreaser

3. **Next, Test for pH.** It should be between 7.2 and 7.8.



To adjust pH, use the following products:

- SpaGuard® pH Increaser
- SpaGuard® pH Decreaser

4. **Lastly, test for Calcium Hardness.** It should be between 150 and 250 ppm. If lower, add SpaGuard® Calcium Increaser. If higher, drain the hot tub about 6 inches and fill with water low in calcium.

Step 3. Routine Care

Now that you have successfully cleaned your spa, added fresh water and balanced your water chemistry, it is time to begin your weekly care routine. Typically, your spa water will last up to 6 months when following this routine.

1. Add one Silk Balance Pod® every 7 days.

Simply drop one pod directly in your spa every 7 days for clean, soft water.

What does Silk Balance do?

Silk Balance locks in your pH, prevents biofilm growth, creates soft & silky water, reduces foaming, protects your spa equipment, and reduces the need for additional chemicals such as: clarifiers, defoamers, enzymes, metal controls & scale controls.



IMPORTANT: Water must be balanced correctly before adding Silk Balance. One of the main responsibilities of Silk Balance is to “lock in” the water chemistry so you don’t have to routinely balance your water. If you add Silk Balance while the pH or ALK are out of balance, they will be “locked in” out of balance.

2. Add 2oz of Enhanced Shock after each day of use.

After each day of use, add 2oz of Enhanced Shock for 1-2 people, 3oz for 3 or more people.

What does Enhanced Shock do?

Enhanced shock is a sanitizer and an oxidizer in one. This means it: 1.) Adds to your chlorine residual, burning off bacteria and viruses 2.) Oxidizes the organic contaminants introduced to the spa each time you use the spa (sweat, lotions, detergents etc.).

NOTE: Use Enhanced Shock to maintain a free chlorine residual between 2 & 4ppm. Though you may need to adjust the amount added based on your family and bather load, most people can achieve this by adding 2oz of SpaGuard® Enhanced Shock after each day of use.

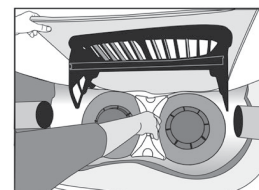
NOTE: If your bather load and/or use is high and you are having a hard time maintaining a free chlorine residual between 2 & 4ppm, you may need to switch to a concentrated bromine or chlorine sanitizer.

IMPORTANT: Do not use the spa if the Free Chlorine level is above 5ppm. To lower your chlorine levels, partially drain and refill your spa.

3. Clean your filters.

The cleanliness of your spa filters has a big impact on the clarity of your water.

Rinsing the filters alone will not break down the oils or other build-up in the filter pleats. To completely clean them, **it is recommended that every three weeks the filters are cleaned with SpaGuard® Filter Cleaner.**



Remove your filters every other week and rinse with a high pressure hose to remove any debris.

4. Check your water chemistry as needed.

Thanks to Silk Balance, you should not have to routinely check the balance of your water chemistry. Over time, or after a large bather load, you may need to re-balance your water.

Troubleshooting

If you are having trouble with your water, bring a small sample into one of our showrooms or give us a phone call.

Symptom	Probable Cause	Solution(s)
Cloudy Water	Dirty Filters, Low Sanitizer, Old Water	Clean Filters, Increase Shock, Change Water
Odor	Dirty filters, Low Sanitizer	Clean filters, Increase Shock
Chemical Odor	Excessive Sanitizer, or too little sanitizer.	Adjust shock dosage.
Excessive Foam	Contaminants from body oils, makeup, lotion, detergents, high bather load. Dirty filters, high pH, low calcium.	Clean filters, balance water, change water.
Chalky Surface	High pH and low calcium.	Balance pH and calcium.
Bathtub Ring	Body Oils, Makeup, Lotion Residual, Detergents	Clean filters, Add SpaGuard Natural Spa Enzyme, Increase Shock

10 Tips for Success

1. If you need to adjust your water balance, do it **before** you add Silk Balance.
2. Always use the same swimsuit to avoid introducing detergents to the water.
3. Rinse off before entering the spa water to avoid introducing sweat, oils, lotions or hair products to the spa water.
4. Keep a second set of filters on hand to simplify cleaning.
5. Keep your cover open for 20 minutes after adding Enhanced Shock to avoid damage to cover or pillows.
6. Only use high-quality chemicals. Hot tub chemicals found at big-box stores are diluted to reduce cost. These are less effective and reduce the lifespan of your water.
7. Keep your hair out of the water to further avoid introducing oils, hairsprays, gels, or other products that cause foamy water.
8. Avoid pH bounce by taking small steps when adjusting your chemicals.
9. Always keep your spa covered. This keeps the heat in and debris out.
10. Close your waterfall valve when not in use. This prevents water from spilling out of the spa.

For your reference:

1oz = 6 Teaspoons = 2 Tablespoons



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