THE IPSSAN

Mission Statement: The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.

VOLUME XXI, NUMBER 1 January 2009

California Energy Commission adopts amendments to California Title 20

By Bob Nichols

Bob Nichols is chair of the IPSSA Outreach Committee and Director of IPSSA Region 3.

On December 3, 2008 the California Energy Commission voted to adopt the final fifteen-day language of amendments to Title 20. Included were clarification amendments and the additional regulation of swimming pool replacement motors. Several definitions were fine-tuned and became an integral part of interpreting the implementation requirements of the regulation.

The addition of replacement motors was deemed to be a significant change to Title 20; therefore there is a delay to January 1, 2010 before replacement motors are regulated. Until January 1, 2010 replacement motors are not regulated and exact replacement is allowable. As for pump installation, 3/4 HP **nameplate** pumps are allowable until January 1, 2010. The 2008 language did not define the word "capacity" as used in the regulation. Effective January 1, 2010 the term capacity will be defined as total horsepower. **Total horsepower** is defined as the product of the motor's rated horsepower multiplied by the motor's stated service factor.

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Terry Snow and Bob Nichols on the steps of the California Capitol Building in December, after attending a hearing of the California Energy Commission.

Lots of opportunity for pool and spa service education in January!

Time to brush up on the latest information and technologies at trade shows throughout the Southwestern United States this month.

Here is a summary of some of the seminars that will be offered at industry trade shows. You won't want to miss the exhibits either.

January 13-17, 2009
Texas Pool and Spa Expo
Forth Worth Convention Center, Fort Worth, Texas
www.txpoolandspaexpo.com

Genesis 3 Design Group Classes:

• **Advanced Fluid Engineering** (Jan 14–16) $1400.00 – Learn about the fluid static and dynamic principles applied to watershape engineering through the understanding of basic physics and the laws of nature. Learn how to properly size plumbing and equipment, calculate TDH and operating costs, size chemical systems and other items. Understand open channel flows, water-in-transit, runnels, weirs, lazy rivers, venting, and more. Single-line schematic diagrams will help you to apply what you learn in the classroom to your work out in the field. Some of the mate-

Continued on page 8

It pays to designate beneficiaries

One of the benefits of membership in IPSSA is a $50,000 life insurance policy. All you need to do is complete a Beneficiary Designation Form.

But, what happens if you haven't declared a beneficiary? You will lose control of who receives your benefits. The payment of funds will be delayed and, if the benefits are part of a probate, it could take a year or more for your loved ones to get those funds.

The good news is that, when your Beneficiary Designation Form is on file at the IPSSA financial office, the check for your life insurance benefit is issued as soon as the death certificate is received by the insurance company.

Call the financial office (888-391-6012) if you are not sure whether or not your Beneficiary Designation Form has been filed. If not, or if you want to change your beneficiary, you can download the form from the "Members Only" page of www.ipssa.com.

Don't neglect this small but important detail which could prevent headaches for those you love.

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Pool and Spa Safety Law aimed at preventing drain entrapments of children went into effect December 19

Failure to comply with Congressionally-enacted law can result in closure

The U.S. Consumer Product Safety Commission (CPSC) is again reminding public pool and spa owners and operators nationwide that the Virginia Graeme Baker Pool and Spa Safety Act became effective on December 19, 2008. This law requires installation of anti-entrapment drain covers and other systems as outlined in the Act.

The Pool and Spa Safety Act was enacted by Congress and signed by President Bush on December 19, 2007, and is designed to prevent the tragic and hidden hazard of drain entrapments and eviscerations in pools and spas. Under the law, all public pools and spas must have ASME/ANSI A112.19.8-2007 compliant drain covers installed and a second anti-entrapment system installed, when there is only a single main drain. Congress gave all affected pool and spa operators one year to comply with this law.

Public pools and spas that operate year-round are expected to be in compliance by December 19, 2008. CPSC staff has taken the position that seasonal public pools and spas that are currently closed must be in compliance with the law on the day that they reopen in 2009.

"Our mission at the CPSC is to keep American families safe," said Nancy Nord, CPSC Acting Chairman. "CPSC will enforce the requirements of this pool and spa safety law with a focus on where the greatest risk of drain entrapment to children exists, such as

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A sample letter to send to your commercial customers can be found on the "Members Only" page of www.ipssa.com. Other information about the Virginia Graeme Baker Pool and Spa Safety Act can be found on the public pages of www.ipssa.com under the "Resources" tab.

Things to do in January

- **Plan your year**
- **Evaluate and refine your business systems**
- **Take a vacation**

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Reno Rodriguez wins the November Education Corner quiz and Michael Fischnar gets the big annual prize

Reno Rodriguez, a member of the IPSSA Monterey Coast chapter, was randomly selected among all of the correct entries for the November Education Corner Quiz and will receive an IPSSA sports watch. All correct entries submitted during 2008 were eligible for a big drawing at the end of the year for more IPSSA logo items, and that big winner is Michael Fischnar, a member of the IPSSA San Antonio chapter.

The correct answers for the November quiz are: 1) The recommended ozone residual for residential spas is: A) 1.0 ppm; B) 0.l ppm; C) 0.4 ppm; D) None of the above. *The correct answer is D) None of the above*. 2) Another name for drop-count test is a titration. A) True; B) False. *The correct answer is A) True*. 3) Which of the following is not a result of low pH? A) Corrosive water; B) Stains; C) Scale formation; D) Etched plaster. *The correct answer is C) Scale formation*. 4) pH and total alkalinity are related and it is not possible to change one without having some effect on the other. A) True; B) False. *The correct answer is A) True*.

* WIN AN IPSSA Sports Watch *

Education Corner

All members who mail an entry with the correct answers will become eligible for a drawing at the end of the month for an IPSSA watch. All correct entries will go into a year-end drawing for other IPSSA merchandise. IPSSA members are the only eligible participants and only one entry per month is permitted. Each month, the winner of the drawing will be published in The IPSSAN. Entries for this month must be received by FEBRUARY 20, 2009.

1) The most practical way to lower the cyanuric acid level is to simply drain part or all of the water and refill.
   a) True
   b) False

2) At a pH of 7.5, what percent of bromine is in the HOBr (killing form)?
   a) 55 percent
   b) 85 percent
   c) 94 percent
   d) 61 percent

3) 90 percent trichlor has about 55 percent cyanuric acid.
   a) True
   b) False

4) Water Testing involves: Testing, comparing and deciding.
   a) True
   b) False

Name _____

Address _____

City_____ **State**_____ **Zip**_____

Telephone Number (____) _____

Chapter _____

Correct Answers: 1._____ **2.** _____ **3.** _____ **4.** _____

(Please indicate A, B, C, or D for each answer.)

Mail Entry to:
IPSSA Quiz, P.O. Box 15828, Long Beach, CA 90815-0828
Or Fax to: (888) 368-0432
Entries for this month must be received by FEBRUARY 20, 2009.

Calendar of Events

Jan. 13-17	**Texas Pool and Spa Expo** Forth Worth Convention Center, Fort Worth, Texas www.txpoolandspaexpo.com
Jan. 21	**IPSSA Region 5 HOTT Show** Phoenix Club, Anaheim, California www.hottshow.com
Jan. 24	**19th Annual IPSSA Region 7 Table Top Show** Four Points Sheraton, San Diego, California www.region7tabletop.com
Jan. 29-31	**Desert Pool and Spa Show** Phoenix Convention Center, Phoenix, Arizona www.dps-show.com
Febr. 3-6	**Pool Salon Moscow 2009** IEC Crocus Expo, Moscow, Russia www.poolsalon.info
Feb. 6	**IPSSA Board of Regional Directors Meeting** Hyatt Regency, Newport Beach, California ipssamail@aol.com
Feb. 7	**IPSSA Annual Leadership Seminar and Banquet** Hyatt Regency, Newport Beach, California ipssamail@aol.com
Feb. 14-19	**20th Annual National Plasterers Council Conference** Grand Sierra Resort, Reno, Nevada www.npconline.org
Feb. 18	**13th Annual IPSSA Region 6 Tabletop Show** University of Redlands, Redlands, California www.ipssaregion6.com
Feb. 20-21	**Orlando Pool and Spa Show** Orange County Convention Center, Orlando, Florida www.floridapoolpro.com
Feb. 22-25	**8th Annual National Drowning Prevention Symposium** Deauville Beach Resort, Miami Beach, Florida www.ndpa.org
Feb. 24-28	**Southwest Pool and Spa Expo** Galveston Island Convention Center, Galveston, Texas www.swpoolandspashow.com
Mar. 12-14	**Western Pool and Spa Show** Long Beach Convention Center, Long Beach, California www.westernshow.com

WELCOME NEW MEMBERS!

REGION 1 – Delta: John R. Murphy. . . **REGION 5 – Mission Viejo:** Doug Bode. . . **REGION 7 – North County Coastal:** Ariel Nelson. . . **Escondido:** Charles Stallings. . . **REGION 8 – VIPS:** Dallas Phipps. . . **REGION 9 – Austin:** Patricia Wheat. . . **San Antonio:** Anthony Langford, Leona Shaw. . . **REGION 10 – Tri-Valley:** Tony Micheletti. . . **REGION 11 – Osceola:** Emil Pratt, Jason Smith, Shaun McLane

IPSSA annual leadership seminar scheduled for February 7

February 7, 2009 is the date to save for IPSSA's annual leadership seminar, returning by popular demand for a seventh year in a row to the Hyatt Regency Newport Beach.

Details on the leadership seminar were mailed to all chapter presidents in November and December. Everyone is welcome and encouraged to participate in this excellent program, designed to give you all the information you need to run a successful chapter. Even if you've attended before, there will be new information presented that will be of value to your chapter. Please note, however, **that all newly elected chapter presidents and treasurers (those who were elected this fall) are required to attend**. Otherwise, your chapter will be fined $250 for each officer who fails to attend. Even if you served as president or treasurer before, if your chapter held an election this fall and you were elected, you are required to attend.

Following the leadership banquet will be a casino fundraiser benefiting the IPSSA scholarship fund and the always fun leadership banquet.

Registration details can be found at www.ipssa.com under the Resources and Links tabs.

Visit the IPSSA booth at the Orlando Pool and Spa Show

February 20-21, 2009, Orange County Convention Center, Orlando, Florida

Florida 2009 Pool & Spa Show has a new name! Orlando Pool & Spa Show. It is all the things you love about the Florida Show with some great additions.

It's not only Florida anymore. Exhibitors and attendees from all over are welcome to be a part of this experience. This annual show will continue to bring professionals from throughout the United States together to learn about new products, new technology, new trends and new practices. The show also offers CILB approved continuing education courses taught by industry experts. This two-day event lets you experience free hands-on courses and allows you to meet directly with manufacturers. The Thursday evening welcome reception includes awards presentations to outstanding industry members and the recipients of the annual design awards.

Free passes available for the show floor!
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Financial office thanks chapters with prompt payments

The Financial Office thanks the following chapters, whose members all paid promptly in December before second notices were required.

Region 1: Tracy, Gold Country, Elk Grove, El Dorado, East Contra Costa, Solano

Region 2: Central Coast, Diamond Bar

Region 3: Calabasas, Antelope Valley

Region 4: Central Los Angeles, Whittier, East Long Beach

Region 5: Orange County #9, Tustin/Irvine

Region 6: Redlands, Ontario/Rancho Cucamonga

Region 7: Escondido, North County Coastal

Region 8: Tucson

Region 9: Las Vegas, Henderson

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Table Top Show
Presented by IPSSA Region 6
What: Annual Southern California Pool & Spa trade show
When: February 18, 2009
Where: University of Redlands, Orton Hall
1200 East Colton Ave, Redlands, CA
For more information visit
www.IPSSARegionSix.com
Or call Jim 951-303-4087
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Legislative Update

Pool operator mandate legislation being considered in California

By Don Burns

Don Burns is president and CEO of the California Spa and Pool Education Council (SPEC).

Growing interest is being shown in requiring certification for the persons charged with operating California's thousands of public pools. News reports of illnesses caused by improperly manned public pools across the nation have found legislative interest here.

State legislation would be required to impose the requirement on larger public pools. Writing of such a law would have to be artfully done, of course. First, public pools in most of California's laws refer to those swimming pools and spas used by single and duplex occupants only. All other pools are classified as public pools and come under the State Department of Health Services, with enforcement at the local city and county government levels.

With certification becoming available through convenient sources, the burden on individual pool operators has become less an obstacle, many argue. The larger problem in writing such legislation is to apply the law carefully to only larger pools and spas which attract the general public and larger numbers of users. To require pools owned and operated for the benefit of small gated communities, apartment complexes and the like could render such a measure "dead on arrival."

SPEC's Legislative Committee is extremely interested in having this issue considered by the state's service professionals and provide guidance for the industry's registered legislative governmental relations association, SPEC. Since its beginning SPEC has looked to IPSSA for direction on all governmental relations issues. Although such a measure would have impact throughout the industry, SPEC will look to IPSSA for direction on this new proposal.

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One Man's Opinion

A SPEC in time

By Robert Foutz Jr.

Robert Foutz Jr. is a member of the IPSSA Huntington Beach chapter.

On a cold January night after his retirement party, Don Burns walks across the Tower Bridge in Sacramento. Gazing back at the State Capitol, he wonders, "Was it worth it? For every bad piece of legislation I helped kill, it seems that two more always showed up to its funeral. Are the IPSSA guys I fought so hard for all these years better off because of me, or was I just wasting my time?" He stops on the bridge and looks down at the water slowly flowing downstream. Just then, a pickup truck with a sign that says "Deep Blue Pool Service" on the door comes to a stop next to him. "You're not thinking about jumping?" calls the driver. "No, just contemplating life and my place in it," replies Don, "Wondering if I've done any good." The genial driver yells, "Hop in. I'll give you a glimpse of a SPEC in time."

"Working late?" Don asked the tall, balding driver. "Seems like I'm working later and later every night with all the new rules and regulations that came down in January 2009. The new six-sided fencing bill is gonna be a real job killer." "Six-sided?" asked Don incredulously. "First there was the four-sided fence bill that no one stopped, then they added a cover that has to go on top of the pool, and then because some kid still drowned, now there has to be a ten-foot fence over the top of the pool. I guess they figured someone might fall off the roof into the pool," said the driver, rolling his eyes. I must have had too much scotch at my going-away party, thought Don. (After all, Don is an honorary member of the Pool Industry Scotch Society.)

Not wanting to appear ignorant, Don does not press him on the six-sided pool fencing. "Where exactly are we going?" he asked. "To the HCVL," replied the driver, rubbing his moustache tiredly. "The WHAT?" "The Hazardous Chemical Vehicle Lot! All trucks that carry swimming pool chemicals, fumigation, extermination, pesticides, even carpet cleaning solutions have to park in a special lot outside of town. It sets me back $500 a month so I can store my truck, not to mention it's inconvenient." "I don't remember any of that kind of legislation," sputters Don. "Of course you don't," replies the driver. "We're in a time without SPEC. The legislature has run wild with regulations that have driven many pool service companies out of business." "A time without SPEC?" asks Don. "You wanted to know if your work was worth it. Keep riding with me and you'll see."

They get to the HCVL and the driver steps out to open the gate. He is wearing a white chemical-resistant jumpsuit. "That's some get-up you have there," comments Don, still not sure if this is some kind of nightmare. "Pool Safety Act of 2002," replies the driver. "We all have to wear these crazy get-ups now. Really hot in the summer, especially for a big guy like me. When I'm out working

Don Burns

on the pools, I have to wear a gas mask, safety goggles, and a face shield, but I don't have to wear them in here when I'm parking the truck." "What is the Pool Safety Act of 2002?" asks Don. "I don't remember all the details, but some guy got hurt and now we have to put on these clown suits. We all sound like Darth Vader trying to breathe through these things."

As he exits the truck, Don is now sure he is in a nightmare, because the truck looks a lot different than it did on the bridge. There is a hard plastic cover over the bed; where it used to say, "Deep Blue Pool Service," there are now hazardous material warning signs, and there are warning lights and a back-up horn. "How did the swimming pool service industry come to this point?"

"I've been in this business a long time," says the driver. "I remember when I just drove this truck home and parked it in my driveway. I had a few cases of chlorine stashed in the side yard of my house, a couple of barrels of tabs. That way I didn't have to run to the local supply house twice a week. Then came the CHP Inspection Act of 2005 that gave the CHP the right to come to my house and inspect my storage area. I had to install sprinklers and a HAZMAT kit in my own backyard. Then came the Non-Residential Storage of Hazardous/Swimming Pool Chemicals of '06, which meant I wasn't allowed to keep anything in my backyard. Then came the Department of Transportation Hazardous Materials Safety Act of 2007, so now the new chlorine cases had to have covers on them and the bottles were made of an extra-thick plastic in case they were dropped so they wouldn't break. That about doubled the price of liquid chlorine. After that in 2008 they made us move our trucks into this place."

"I've seen enough of this SPEC-less time," says Don. "Very good," says the driver. The truck rolls out of the lot and comes to a stop on the bridge. Don steps out. "See you soon," yells the driver. As he drives off, the truck is back to the way Don remembers getting in it. Rubbing his forehead, Don walks off the bridge thinking, "I guess it was worth it after all. But I could sure use a scotch."

Please join us at the IPSSA Leadership Banquet on Saturday, February 7, 2009, at the Hyatt Regency Newport Beach. Don Burn's remarks always are a highlight of the annual banquet.

Los Angeles County issues strict VGBA regulations

The Los Angeles County Department of Public Health has issued interim policies pending enactment of State legislation that would incorporate the provisions of the Virginia Graeme Baker Pool and Spa Safety Act. These new local policies go beyond the requirements of the Federal legislation. Effective January 1, 2009, all public pools must be renovated with split main drains when a pool is resurfaced, renovated or drained for any reason, even if the pool has been equipped with a safety vacuum release system or automatic pump shut off system. The county will require a plan check to determine whether the installation meets the ASME/ANSI standards. A permit is required whenever any person replasters, renovates, makes plumbing changes, changes drain covers or drains a pool for any reason, including acid washes. A plan approval is required even when only when drain covers are being replaced. Drain covers replaced by divers will not be approved as a drained pool is required for proper inspection.

Additonal information can be obtained at the department web site at http://www.lapublichealth.org/EH/docs/ep_sw_pools_vgb.pdf and at www.ipssa.com

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2008 International Pool | Spa | Patio Expo hits the jackpot in Las Vegas

A tough economy and shrinking sales did not keep attendees away from the 2008 International Pool | Spa | Patio Expo, which took place November 18-20, in the Bayside Halls at the Mandalay Bay Convention Center in Las Vegas, Nevada USA.

Total attendance was 11,203, with verified attendees just 544 less than 2007's show in Orlando. Participants at this year's event came from all segments of the backyard living industry, including pool/spa builders/installers, retailers, service technicians, manufacturers, distributors, contractors/subcontractors and landscape architects/design agencies.

"We're very pleased the International Pool | Spa | Patio Expo was a tremendous success for both exhibitors and attendees," said Donna Bellantone, Director of the Expo. "With solid attendance during a tough economy, the show continues to deliver a valuable service as the leading industry event for products, education and networking in the pool, spa and backyard industry."

On the show floor were attendees from the industry's leading retailers and pool builders, including Anthony & Sylvan Pools, Blue Haven Pools, Leslie's Poolmart, Gohlke Pools, Pinch-A-Penny, Advanced Pools, Aquarius Pool & Spa Service, California Pools, Cameo Pools, Fun Pool & Spa, Hydro Wave Spas, Master Pools By Paul Haney, Presidential Pools and Spas, and Spa & Billiard World.

Attendees represented all 50 states, with the largest number from California, Texas, Florida, Arizona, Nevada, New York, Illinois, Georgia, New Jersey and Ohio. The largest number of international attendees came from Canada, Mexico, United Kingdom, Australia, China, Japan, France, Sweden, Israel, Argentina, Germany, Norway, Switzerland and the Netherlands.

Attendees were amazed with the show and especially with the product selection. "It was a great show. I saw many new products and received hands-on demonstrations," said Dirk Owen, Coral Swimming Pool Supply, Tulsa, OK. "Anyone who does ordering for a company should attend this show."

Exhibit hall

With 203,800 net square feet of exhibit space and 627 exhibiting companies, the tradeshow floor featured an array of products, new value-added services and the most innovative ideas in pools, spas, hot tubs, water features, casual furniture, pumps and heaters, lighting, landscape décor, hearth, grills and much more.

Energy filled the exhibit halls and exhibitors were pleased with three days of steady traffic and solid attendance. "The show exceeded our expectations in traffic flow and new leads," said Ashley Gill, CEO, Leisure Pools. "It was one of the best shows we have exhibited at and we will be sure to be back in 2009."

"The show was exceptional in terms of the volume and quality of attendees -- a great show," said David Knox, Lightstreams Glass Tile. "We met with hundreds of old and potentially new clients all three days."

"This was a not-to-be-missed event that allowed us to introduce our new pool and spa range to the broadest possible buying audience," said Marcel van Opbergen, Stallion Sports. "We received ample compliments and buying leads for our products."

Of the 627 exhibiting companies, 118 were first-time exhibitors or exhibitors who haven't exhibited in several years, including Ace of Hearts BBQ, Bliss Hammocks, Fiesta Gas Grills, Recway, Floatstorage.com, PoolSkim USA.

"We found that the traffic in our booth was constant and those we met with were here to do business," said first-time exhibitor, Dave Frakes of RecWay. "The show exceeded projections and was an important event for us."

"The Expo was fantastic; a great venue for us to network, set up dealerships and sell lots of product said first-time exhibitor, James Kantorowicz of SolarAttic. "We definitely are coming back; it's worth the investment."

Educational conference

In addition to the show floor's buying and selling activity, the Expo's educational conference featured 83 educational seminars addressing a myriad of industry issues, including 46 technical classes, 37 business courses, 22 retail classes, and eight green/eco-friendly seminars.

Continued on page 10

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Exhibits: February 27-28, 2009

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ipssa APSP The Association of Pool & Spa Professionals

Pool and spa service education in January

Continued from page 1

rials and supplies that come with the class include a custom watershape-specific software CD that can be used to determine surge basin dimensions, line sizes, and more. Many other details are included that can be used for future reference in your construction. An exam and graded project will help you to fully understand the material, and you will need a laptop that runs Excel to attend the class. Materials, supplies, lunch, and general seminars are included in these classes instructed by David J. Peterson, P.E.

• **An Introduction to Basic Drawing Perspective** (Jan 15, 8am – 5pm) $950.00 – Learn the importance of visual communication with the understanding of 1 & 2 point perspective drawing, horizon lines, vanishing points and the circle of distortion. You'll improve your business by learning to visually explain and understand building sections, visually communicate with clients, architects and other builders, and improve your presentation skills. Materials, supplies, and lunch are included in this class taught by David Tisherman, Genesis 3 Co-Founder.

IPSSA Classes:

Instructor: Bob Sharp Jr. IPSSA Member San Antonio Chapter

• **IPSSA Basic Training - Part 1 - Water Chemistry** (Jan 16, 8am - 9:45am) - This class focuses on water chemistry and provides instruction on water properties, pool types, volume calculations, standards, measurements, balancing water chemistry, chemistry of chlorination, types of chlorine, protecting chlorine, chlorine generators, water testing and calculating & making chemical adjustments. This class prepares you for the IPSSA Basic Training – Part 1 – Water Chemistry Test. An IPSSA approved textbook and a workbook on water chemistry are included.

• **IPSSA Basic Training - Part 1 - Water Chemistry Test** (Jan 16, 10am - 11am) – You will have one hour to complete this test, which is required for water chemistry. In order to receive a certificate of completion for the Water Chemistry Course and an IPSSA cloth patch, you must achieve a 90 percent or higher. All participants will receive a certificate of class hours attended.

• **IPSSA Basic Training – Part 2 – Equipment** (Jan 17, 8am - 9:45am) – In this class you will learn about pool systems and equipment, including hydraulics, pumps, motors, filters, skimmers, fittings, valves, heaters, heat pumps and solar plus automatic pool cleaners. The course adequately prepares you for the IPSSA Basic Training - Part 2 - Equipment Test. An IPSSA approved textbook and a workbook on pool equipment are included.

• **IPSSA Basic Training – Part 2 – Equipment Test** (Jan 17, 10am - 11am) - You will have one hour to complete this IPSSA sponsored test for pool equipment. In order to receive a certificate of completion for the Pool Equipment Course and an IPSSA cloth patch, you must achieve a 90 percent or higher. All participants will receive a certificate of class hours attended.

January 21, 2009
IPSSA Region 5 HOTT Show
Phoenix Club, Anaheim, California
www.hottshow.com

This trade show includes industry seminars, a silent auction, door prizes, and food and refreshments. They are giving away $1750.00 in cash prizes, as well as cleaners, nets, algaecides, tabs, skimmer baskets, solar covers, apparel, restaurant gift certificates, and more!

January 29-31, 2009
Desert Pool and Spa Show
Phoenix Convention Center, Phoenix, Arizona
www.dps-show.com

• **CPO Training: Nelson Silveira –** National Swimming Pool Foundation Certified Pool Operator Instructor. Why should you get your CPO certification? A CPO certification is more than a basic chemistry certification. It covers everything a pool technician would need to know to become truly qualified and the information you would need on a daily basis. Your CPO certification is the most recognized and highly regarded certificate in the pool industry. In this certification course we will cover everything from pool and spa management to renovation and design. Learn the basics like essential calculations, pool and water contamination, water balance, water circulation, water filtration and heating, troubleshooting, record keeping and much more.

• **Understanding Salt Systems.** This class will offer pool & spa professionals the opportunity to learn how a salt water system generates chlorine from a small amount of ordinary table salt dissolved in the pool or spa. Covers: Electrolytic Conversion / Installation /Operation / Maintenance / Troubleshooting / Setting Customer Expectations. Presented by Hayward / Goldline

• **SVSR Systems.** This class will offer pool and spa professionals the opportunity to learn how to install and set up an maintain Suction Vacuum Release Systems

• **Anatomy of a Lawsuit: Keeping Your Service Business Out of Legal Hot Water.** Ray Arouesty is an attorney at law, a licensed pool repair contractor and the insurance broker for the Independent Pool and Spa Service Association (IPSSA). He has handled more than 1,500 pool-related insurance claims since 1982. his course will focus on common claims and the legal basis for lawsuits brought against service technicians. Attendees will learn to identify the high risk jobs that are most likely to result in problems and discover ways to aid in their defense if sued.

• **What Goes Up Must Come Down.** Understanding how an in-floor system works and how to troubleshoot all in-floor systems especially the Caretaker System. Focusing on both the Ultraflex I and Ultraflex II Valve (the electronic valve for the Caretaker System), and why in-floor works and how it can make your job easier. Presented by Scott Bushey, Zodiac

• **Heater School.** Jandy will conduct an abbreviated heater class of our Level 1 and Level 2 classes. From the basics of heater sizing thru troubleshooting heaters. We will go over codes, installation requirements, temp rises, gas pressure requirements and what not to do.

• **How To Run a Successful Spa Business.** Learn the essential points on running a spa repair business. Taught by Steve Dewolfe of Horizon Spa Parts.

• **The Millionaire Poolman.** This informative presentation will teach you how to be more professional and how to discard old notions that may be keeping you from reaching your goals. Taught by Charles Baird the author of The Millionaire Poolman.

• **See Spot Run.** Jack's Magic Certified Stain Specialist (CSS) program is designed for the builder, plasterer, service, start up and retail professional who seeks the opportunity of learning why and how pools discolor and scale. Proper steps for pool start ups and how proper water balance and the utilization of a quality. This nationally acclaimed program is a must for the beginner to advanced pool professional and will not only provide powerful information, but additional benefits for becoming a CSS professional. Dennis Chapman, a 34

Continued on page 9

Visit www.ipssa.com for IPSSA membership benefits

LETTERS

Letters to the editor must be signed in order to be published, and must be accompanied by an address, valid e-mail address, and a daytime phone number for verification purposes. (Your phone number will not be printed.). Unsigned letters will not be published unless a compelling reason for withholding your name is given. Letters to the editor containing erroneous or unverifiable information will be edited or rejected. No letter that makes personal attacks on someone's character will be published. The editorial staff reserves the right to edit for length or grammar or reject submitted material that does not meet these standards. Letters requiring a response will be held for publication until the response is received.

Opinions expressed in published letters do not imply endorsement by IPSSA.

IPSSA insurance for construction?

I am very disappointed to read Ray Arousety's article regarding the Virginia Graeme Baker Pool and Spa Safety Act and my liability insurance provided with my IPSSA membership. I have always understood my coverage provided for any swimming pool and spa repairs I undertake, as long as I am not pulling a permit to build a pool.

Has something changed?

For example, I have "constructed" several swimming pool solar systems for which I have always been told I am insured. On some of these jobs I have subcontracted out labor. Does this make me a "general contractor?" According to Ray, "Construction means acting as a general contractor". I was the general on those jobs. I guess I wasn't covered after all.

I can apply this scenario to a number of daily repairs my fellow IPSSA members and I perform. I am California C53 licensed swimming pool contractor. I do not build pools. I do repair pools, and I do subcontract out work. Am I -- check that -- are WE or are we not covered for repairs under your plan Ray?

Mike Stinson
IPSSA Capital Valley Chapter

Ray Arouesty responds:

IPSSA's general liability policy has always excluded coverage for construction. The need for this exclusion first became apparent in the mid 1980s after a member ran a backhoe into a house. As recent as three years ago a customer reported that his house was slipping off its foundation after a member excavated a hole for a new pool. These claims are substantial and our general liability premium of $42 per member/month was never intended to cover these types of losses.

IPSSA members benefit from the most comprehensive insurance plan of any association. Members are covered for maintenance, service and repair of swimming pools and spas and the policy includes added coverage for pollution, clean up of mold and hazardous materials. Faulty workmanship claims are covered and professional liability insurance is included for pool inspections. No other insurance policy, whether individual or group provides this degree of coverage.

Questions are sometimes raised concerning the distinction between repair and construction. The term "construction" obviously includes the building of a new pool, spa or fountain. In 2006, however, the California Supreme Court held that the term "construction" also included the renovation of an existing structure. Additionally, many California statutes include the terms "demolishing" and "remodeling" in the definition of construction.

We want to make sure that members are adequately insured before undertaking a job. The requirements under the Virginia Graeme Baker Pool and Spa Safety Act will in some cases involve tasks that constitute "construction," particularly when a pool needs to be retrofitted with dual split-T main drains. These jobs will often include new plaster and extensive remodeling as well. We advise members undertaking these jobs to call our office to discuss additional insurance coverage to adequately protect them in the event of a claim.

Pool and spa service education in Jan.

Continued from page 8

year veteran of the pool and spa industry has presented this program to hundreds of pool professionals nationwide. His presentations have been performed in conjunction with the Pool Industry Expo, Northeast Pool & Spa Show, Mid-America Show, and the National Plasters Council annual conference, and more.

• **Infloor Cleaners Tech 101.** This class deals with the complete servicing, repair, and function of all in-floor cleaning systems and how to increase your profits by understanding how to quickly determine what needs to be done to solve any condition you come upon. A comprehensive tech manual will be supplied to attendee's and companies attending will be certified on Paramount systems and recommend (if they desire) to end users in their zip codes that call into Paramount looking for service companies. Presented by Jim Serkland – Paramount Pool and Spa Systems

• **Registrar of Contractors.** Arizona Registrar of Contractors discusses what you need to know to be a licensed contractor in Arizona, what the different license classifications mean, and what the benefits are to you and the consumer. Presented by Brian Livingston Arizona Registrar of Contractors

• **Pool and Spa Automation.** This all day class teaches how to choose, install, program and operate swimming pool automation systems. Troubleshooting and repair will also be covered. Presented by Jandy Products.

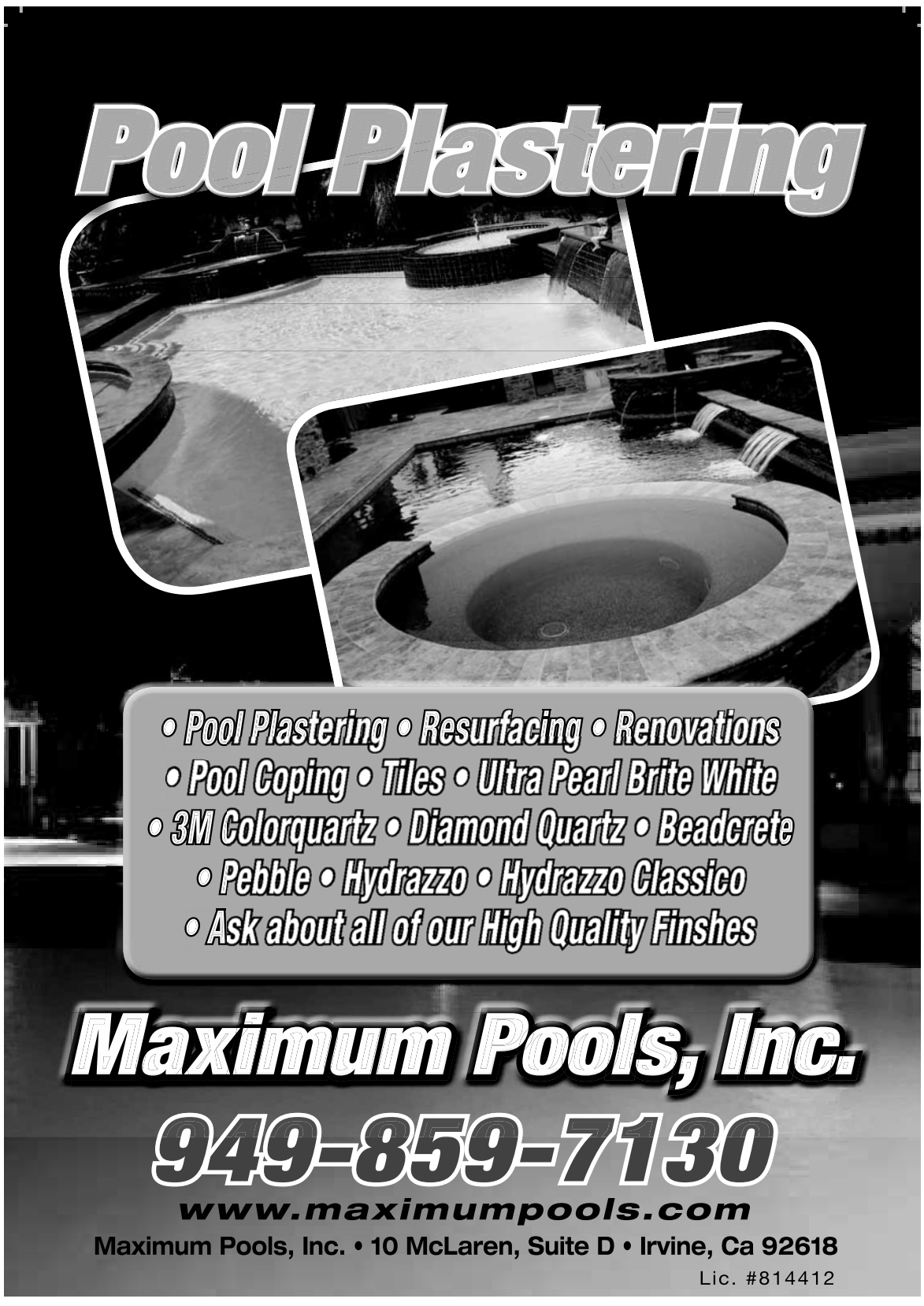
• **Scale Removal and Pool Startups Without Acids.** Discussion on how scale forms on pool surfaces / tile and utilizing existing products for its removal instead of performing acid washes. Also, how to use these same products to perform a pool startup without brushing, acid hot startup, or acid washing for all types of finishes. Attendees will develop a better understanding on why scale forms and how to use scale-stain sequestrants to remove and control scale without performing acid washing. They will also learn how to use the same products to perform startups on new or remodeled pools with less plaster dust, brushing, and dependency on acids.

• **How Different Algaecides Function, Pros and Cons, and Achieving Optimum Control.** A comprehensive review on all common algaecides, chlorine, and non-algaecides remedies to remove and control algae growths in both chlorine and salt pools. Pros and cons of each type of product and how to better utilize these products for algae-free swimming pools. Attendees will develop a more thorough knowledge about algaecides, control, and removal methods as well as a better overall understanding of how to optimize these products for maximum performance. Presented by Marvin Rezac the CEO of McGrayel Water Technologies and EasyCare Products. He brings 32 years of experience in industrial water treatment and recreational water treatment.

• **Avoiding Plaster Issues.** A representative from the National Plasterers Council will teach us how to prevent plaster problems from the start and how to keep your customers happy. Presented by industry veteran Gregg Garret.

• **Variable Speed Pumps.** Go green and save your customer money with these energy saving pumps. Learn about installation and

Continued on page 10



2008 International Pool | Spa | Patio Expo

Continued from page 7

"This was my first time attending and I came specifically for the conference seminars," said Anthony Polkinghorne, Quantum Pools, Australia. "It was a great opportunity for me to get a lot of information in a short period of time that I could take back to my business and implement immediately."

Attendance was strong in both the business and technical classes, reinforcing the industry's desire to pursue excellence in all areas of the pool, spa and backyard industry.

"I attend every year because the conference seminar topics," said David Thompson, Temecula Valley Custom Pools, Temecula, CA. "The seminars give me information I can apply to my business right away."

The pre-show educational programs included the APSP Builders Institute, APSP Retail Institute and APSP Technical Service Institute, as well as the Genesis 3 Design Schools and Perspective Drawing School.

Making a successful debut was the launch of the Executive Academy, a four-part seminar series on upper-level management. "I attended the Executive Academy and each of the speakers was an expert in their field," said Mark Ragel, Patio Pools & Spas, Tucson, AZ. "To have all four together was one of the most educationally enlightening conferences I've attended."

Show floor highlights and special events

The New Product Pavilion continued to be a popular stop for attendees looking for the latest, most innovative products and hottest industry trends. From a selection of 67 products, attendees voted Critter Skimmer "Best New Product" for their environmentally-friendly devise that is placed in pools to prevent frogs and other small animals from drowning in the skimmer basket. Continuing the animal-safety theme, the second place winner was Skamper-Ramp, a patented water-exit ramp that protects animals from drowning by providing a way for them to get out of pools and walled ponds on their own. Capturing third place was Water Tech's Pool Blaster™ re-chargeable, battery powered, underwater vacuum cleaner.

Another exciting pavilion generating buzz was the launch of the Green Pavilion, sponsored by Del Ozone. This new area highlighted 29 of the latest environmentally friendly and energy-efficient pool/spa maintenance products and services.

Attendees added an extra dimension to their learning process by sharpening their skills at 13 Live Workshops, sponsored by the APSP Builders Council and Service Council. Topics covered eco-friendly installation, salt water pools, self-cleaning chlorine generators, green technology in pools, solar pool covers, heat pumps, as well as a shotcrete and plastering demonstration, in addition to many other issues.

A.O. Smith taught attendees tricks, tips and detailed instructions through a series of three Exhibitor Product Clinics covering their lines of motors, pumps and safety vacuum release systems.

Continued on page 11

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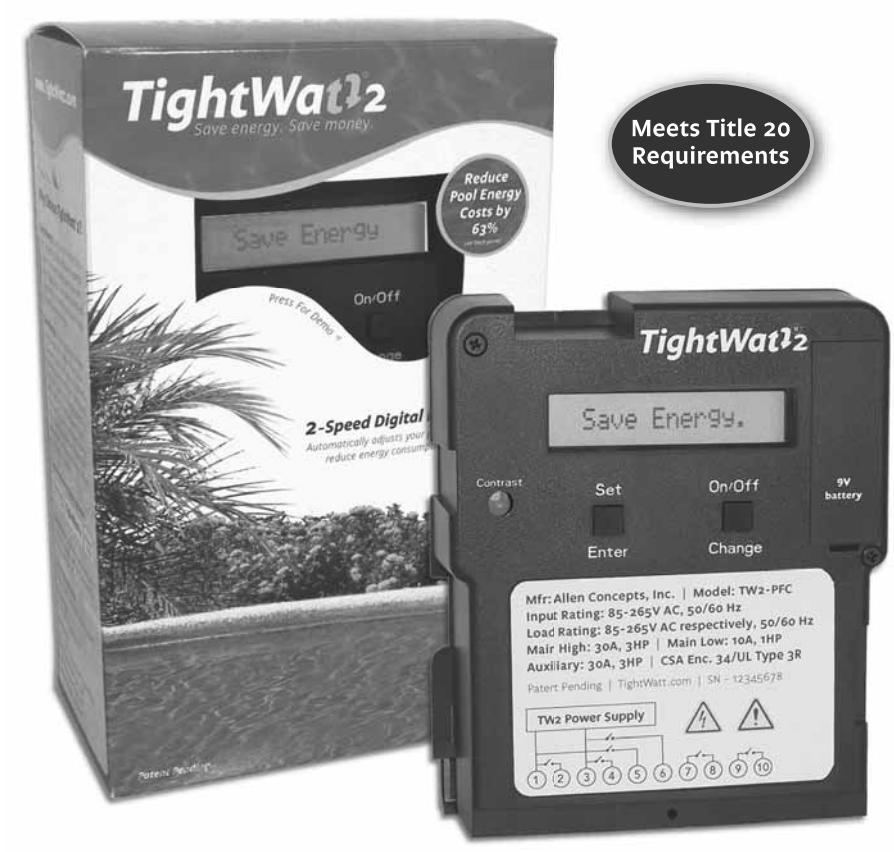

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Pool and spa service education in Jan.

Continued from page 9

servicing. Presented by Hayward Products.

• **Water Chemistry You Need to Know.** Que Hales brings his many years of experience in the pool water treatment service and research to present chemistry in an entertaining and informative way. This presentation has the latest research and dispels old commonly held myths of pool chemistry.

• **Recreational Water Illnesses and Automated Chemical Controls.** Troy Mcginty from CAT Controls discusses Recreational Water Illnesses (RWIs) including Cryptosporidia and others. Where they come from, problems they cause, what can be done to prevent them. This presentation also discusses swimming pool and spa chemical automation.

• **Enzyme Treatment for Pools and Spas.** Harold Evans from Orenda Technologies discuses what we should know about enzymes. What they are and how they work, and how they benefit the swimming pool technician. This presentation will also cover the latest on what is known about biofilm and how it impacts swimming pool care.

January 24, 2009

19th Annual IPSSA Region 7 Table Top Show

Four Points Sheraton, San Diego, California

www.region7tabletop.com

These seminars and exhibits are free to all in the pool, spa and related industries. There will be a huge raffle at grand prizes.

• **Advanced H2O Chemistry by** On Balance – Que Hales, Doug Latta, and Kim Skinner

• **Understanding Basic Electrical for Pools & Spas –** Don Wall

• **Preventing Plaster Problems (Part II) –** Greg Garrett

• **Research findings regarding plaster problems** by On Balance – Que Hales, Doug Latta, and Kim Skinner

• **The Ins and Outs of Salt Chlorine Generators –** Hayward Goldline Controls

• **Basic Programming: Pentair Controllers for Dummies –** Mark R. Lane

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Attend an NSPF® instructor training school in Costa Rica February 25-28, 2009

Qualify to Teach the Leading Training Programs Available from NSPF

The National Swimming Pool Foundation® (NSPF®) will offer an Instructor class in San Jose, Costa Rica, February 25-27, 2009. English and Spanish speakers from Central America, South America, Mexico, Caribbean, Spain, and the U.S. can participate in training at this attractive location. Those who successfully complete the instructor class gain access to all NSPF products at discounted prices and can teach all NSPF courses. Individuals who have not yet achieved CPO® certification may contact NSPF for details on how to become certified.

"The CPO certification program is the most widely accepted pool and spa professional training program," says Alex Antoniou, Ph.D., Director of Educational Programs at NSPF. "Over 236,000 industry professionals from 45 countries have taken this training and demand continues to grow," he adds. "Holding this class in Central America responds to customer request to bring the exceptional Spanish training materials from NSPF to new instructors around the world," concludes Silvia Uribe, the Project Coordinator leading the NSPF expansion to Spanish speaking countries.

The course has no more than a 5:1 student teacher ratio and covers teaching methodologies, use of teaching aids and equipment, learning theories, lesson planning with PowerPoint presentations, administrative policies and procedures, and graded practical teaching exercises. The cost for participating is US $595 which includes tuition, all class materials and lunch each day. The registration deadline is Wednesday, January 14, 2009; however, the class will close sooner if it fills, so register early by contacting Silvia.Uribe@nspf.org, or by telephone to 011-719-540-9119 or via FAX to 011-719-540-2787 with payment by Visa, MasterCard, or American Express.

The growing collection of educational materials available worldwide from the Foundation in both English and Spanish includes the Pool-Spa Operator™ Handbook and educational materials, Pool Operator Primer™ online training, the Aquatic Play Feature™ Handbook, the Pool Math™ Workbook, eProAcademy™ online training center, and the NSPF Spanish website, www.nspf.org/espanol which has most of the information from its English twin.

Equipment certification also available

Although not a requirement for membership, pool and spa service technicians also can earn an equipment certification.

This exam is based on IPSSA's Basic Training Manual-Part 2.

To obtain a log-in ID and password, contact the IPSSA office at 888-360-9505 or e-mail ipssamail@aol.com. You will receive this information by the next business day.

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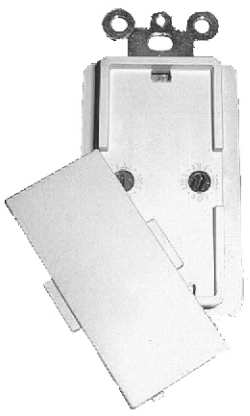
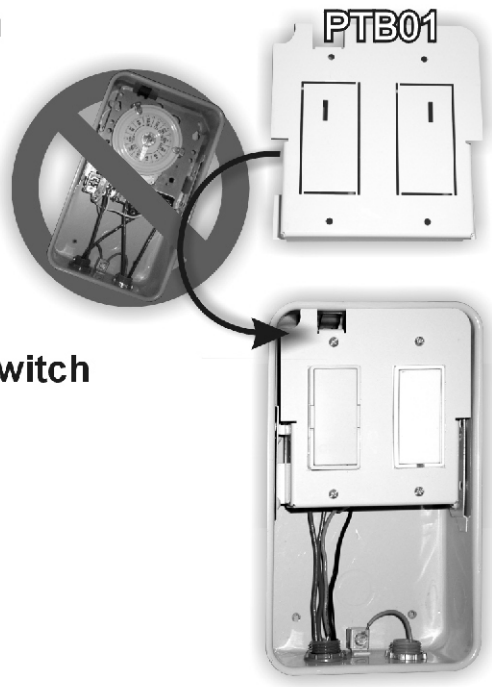


XPS2 240V, 20Amp Wall Switch
Operate pool pump motors manually from the switch or remotely from the Timer in the home



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2008 International Pool | Spa | Patio Expo

Continued from page 10

Attendees flocked to see NBA great Bill Walton, who shared his tales of success at the Keynote Address on Tuesday, November 18. The audience of about 1,000 enjoyed his engaging personality as he shared how his success on the court could be translated into success for those in the pool, spa and backyard industry.

The opening night Welcome Party on Tuesday, November 18 was held at TAO at the Venetian Hotel. This high-energy event attracted nearly 1,500 show participants who enjoyed delicious hors d'oeuvres, wine, beer and soda, while mixing and mingling with old friends, networking with industry leaders and innovators.

Start planning for 2009

The 2009 International Pool | Spa | Patio Expo will be held November 16-18 [Monday - Wednesday], at the Mandalay Bay Convention Center. The educational conference will be held November 13-18 and will feature 75+ seminars, with most classes offering accreditation.

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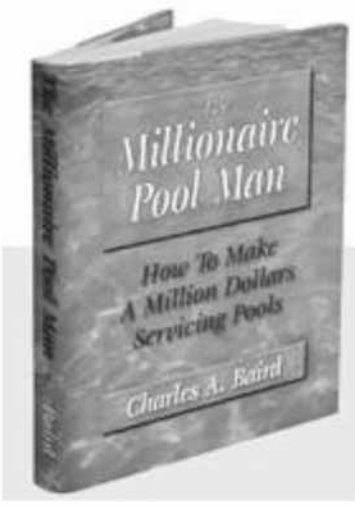

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Ask Sue

Note to readers: We are pleased to offer this regular series of tech tips, provided by Sue Robach, regional training manager for Pentair Water Pool and Spa. If you have questions for Sue, send them to ipssamail@aol.com

What can I do to protect my customer's pool from freeze damage in the winter months?

This question obviously comes from a service person who lives in an area where the pool is running year-round, as pools in cold weather areas are usually winterized. It's always been said that running water won't freeze. Growing up in Minnesota, I know that is not completely true. The occasional snap freezes we get in the Sunbelt states are very different — and more dangerous — than the seasonal deep freeze you find in the Midwest and Northern states.

To protect against snap freezes, simply run the swimming pool pump when the air temperature drops. This keeps water flowing through the pipes and equipment, as well as the pool, thus creating surface movement. Water feature and spa jet pumps should also run during this time to prevent damage to the pump or piping. Many service companies send a letter to their customers each fall alerting them to the potential of equipment damage in the event that a freeze occurs. Such a letter encourages customers to change the circulation pump to operate at night (usually the most common time for freeze).

Many automated control systems already have a freeze protection option built into the control. It may need to be enabled, but this feature will turn on any protected device when the ambient air sensor detects a preset temperature. A pool owner may also purchase a freeze protecting control device and add it to their existing equipment.

Sue Robach

What is the target temperature for freeze protection?

One might assume that since water freezes at 32 degrees, we should advise our pool owners to operate the equipment at or a little above this temperature. The thing that we must consider, however, is not just the temperature of the water inside the pool. The target temperature we should consider is in the low 40s and is the ambient air temperature. The reason for the considerably higher temperature is due to the wind chill factor coupled with the fact that for the most part, the water in the piping and equipment will freeze first as it is contained in a smaller area.

Freeze damage can be quite extensive and costly. As the water freezes, it expands, cracking and breaking anything that tries to contain it. Pump strainer housings, filter tanks, heater headers, piping and pool tiles are common victims of freeze. These can be very costly for the pool owner as many times it is not just one component that freezes, but multiple components.

Keep your questions coming! Send them to ipssamail@aol.com.

Send Your Technical Questions to:
The IPSSAN, P.O. Box 15828, Long Beach, CA 90815-0828
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Thursday, March 12, 2009 — CLASSES ARE DOWNSTAIRS, SEASIDE ROOMS — REGISTRATION REQUIRED

Time	CLASSROOM 301	CLASSROOM 302	CLASSROOM 303	CLASSROOM 304	CLASSROOM 305	CLASSROOM 306	CLASSROOM 307	CLASSROOM 308
2 P.M. TO 4 P.M.	PRESSURE SIDE CLEANERS: PENTAIR ERIC CHRISTIANSEN	BASIC CHEMISTRY GLORIA WILSON HASA	HOW TO FIND A POOL LEAK LANCE ANDERSON	How to Install & Repair Pool/Spa Tile Brad Rose Precision Tile	PREP, APPLICATION & PRESERVATION OF POOL FINISHES NPC - R. DUKES	T/S & Repair of Barracuda Sweeps & Superior Water W/Nature2 Zodiac	USING POOL COATINGS FOR PROFIT KELLY TECH COATINGS	TITLE 20 & THE CHANGING FACE OF HYDRAULICS HAYWARD
4 P.M. TO 5:30 P.M.	T/S & INSTALLATION OFC Corona Discharge OZONE SYSTEMS CLEARWATER Tech	HOW TO INCREASE PROFITS J. DANIALS/N.SUENAGA	INSTALLLATION & T/S SOLAR PANELS & CONTROLS SUNTREK IND.	PANEL Q&A TITLE 20 & VIRGINIA GRAEME BAKER ACT	RESEARCH OVERVIEW NATIONAL PLASTERERS COUNCIL	SWIMMING POOL INTERIOR REPAIRS E-Z PRODUCTS BOB BROOKS	HOT WATER CHEMISTRY TAYLOR TECHNOLOGIES	UNIVERSAL FD LO NOX HEATERS HAYWARD

EXHIBIT HOURS 6-9 P.M. — OPEN TO THE TRADE ONLY — ADMISSION FREE — REGISTRATION REQUIRED

Friday, March 13, 2009 — CLASSES ARE DOWNSTAIRS, SEASIDE ROOMS — REGISTRATION REQUIRED

Time	CLASSROOM 301	CLASSROOM 302	CLASSROOM 303	CLASSROOM 304	CLASSROOM 305	CLASSROOM 306	CLASSROOM 307	CLASSROOM 308
8 A.M. TO 10 A.M.	PENTAIR AND STA-RITE HEATERS T/S & REPAIR	ALGAE & STAIN PREVENTION C. ROMERO UNITED CHEMICAL	Goldline Aqua Rite Chlorine Generators Hayward/Goldline	ACID WASH TECHNIQUES FOWLER/MACARTHUR	BLUE WATER GREEN EQUIPMENT JANDY	Installing Programming Variable Speed Pumps Jandy	Ph/ORP Automation/Industry Economy T. McGintry/Cat Controls	BASIC POOL & SPA CHEMISTRY ADVANTIS
10 A.M. TO 11 A.M.	HUMAN RESOURCES MANAGING EMPLOYEES LISA WILSON	HOW TO REPAIR & REPLACE POOL LIGHT FIXTURES R. FOUTZ. JR	PROPER TRANSPORT OF HAZ-MAT RON HETZNER / OREQ	Understanding Robotic Cleaner Technology Gil Erlich/Aqua Prod.	Test Kits SPANISH	INSTALL & REPAIR OF SOLAR CONTROLS HELIOCOL	PROPER USE OF TEST STRIPS ETS RON MERWIN	
11 A.M. TO 1 P.M.	POOL CLEANER WORKSHOP POOLVERGNUGEN MANUELA REIF	BASIC PUMP, FILTER & HEATER REPAIR DENNIS RETTELA	HOW TO SELL & PROPERLY INSTALL WATER FEATURES RON HETZNER / OREQ	BUSINESS MANAGEMENT DOUG LATTA	ELIMINATING SCALE & PLASTER DUST J. JOHNSON	SERVICEMAN TIPS ON VARIABLE SPEED PUMPS BEN HONADEL	HOW A POOL WORKS R. FOUTZ	How. When, Why Of Legal Collections Art Stork / Wise Software
1 P.M. TO 3 P.M.	PENTAIR PUMPS APPLICATIONS & PROGRAMMING	INTERMEDIATE WATER CHEMISTRY TAYLOR TECHNOLOGIES	T/S &REPAIR LO-NOX HEATER RAYPAK	PROPER SERVICE OF POOL/SPA FILTERS BOB FOWLER	IDENTIFY & REMOVE PLASTER STAINS JACKS MAGIC	T/S & REPAIR PENTAIR HEATERS SPANISH	BUILDING A SUCCESSFUL SERVICE BUSINESS D. DICKMAN	Vanishing Edge & Perimeter Overflow S. Sargent, J. Sapp, R. Lacher

EXHIBIT HOURS 2-6 P.M. — OPEN TO THE TRADE ONLY — ADMISSION FREE — REGISTRATION REQUIRED

Saturday, March 14, 2009 — CLASSES ARE DOWNSTAIRS, SEASIDE ROOMS — REGISTRATION REQUIRED

Time	CLASSROOM 301	CLASSROOM 302	CLASSROOM 303	CLASSROOM 304	CLASSROOM 305	CLASSROOM 306	CLASSROOM 307	CLASSROOM 308
8 A.M. TO 10 A.M.	T/S & INSTALLATION OF COMMERCIAL HEATERS RAYPAK	IMPROVING YOUR COMPANIES CUSTOMER SERVICE DAVID HAWES	INSTALLATION & REPAIR CHLORINE GENERATORS AUTO PILOT	BASIC WATER CHEMISTRY	LAWSUITS, FINES, & JAIL KEEPING YOUR SERVICE BUSINESS OUT OF LEGAL HOT WATER	Business Management Pedro Corriea SPANISH	JANDY ELECTRONIC HEATERS TROUBLESHOOTING JANDY	TROUBLESHOOTING POOL SURFACES ON BALANCE
10 A.M. TO NOON	HAYWARD CLEANERS NAVIGATOR/POOL VAC HANDS-ON	ADVANCED ELECTRICAL BILL HAMILTON PENTAIR	BASIC HYDRAULICS PUMP DOWNSIZING:	TERRY ARCO SEA CLEAR	RAY AROUESTY ARROW INSURANCE	SOCKET FUSION PLASTIC GAS LINE PEP	Proper Maintenance of Fiberglass Pools R. Dietz/Aqua Creations	ADVANCED POOL & SPA CHEMISTRY ON-BALANCE
NOON TO 2 P.M.	PENTAIR AUTOMATION HANDS-ON SUNTOUCH PENTAIR	TIPS FOR NEW POOL TECHS DAVID ALLEN	TO DO OR NOT TO DO PENTAIR SUE ROBACH	ANTI-ENTRAPMENT, OUR CHANGING INDUSTRY STEVE DUNN / AQUATIC POOL PRODUCTS	HOW TO MAKE A MILLION DOLLARS SERVICING POOLS CHARLES BAIRD	Basic Pool/Spa Chemistry Pedro Corriea SPANISH	T/S & INSTALLATION OF COMMERCIAL HEATERS RAYPAK	Staying Afloat in Slow Economies Remodeling,Repairing Pools / R. Lacher

EXHIBIT HOURS 1-6 P.M. — OPEN TO THE TRADE ONLY — ADMISSION FREE — REGISTRATION REQUIRED

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Hayward® Pool Products introduces SharkVAC™ robotic pool cleaner

Unique Top-Access Debris Chamber, Filter Cartridge Adds Convenience for Home Owners, Service Technicians

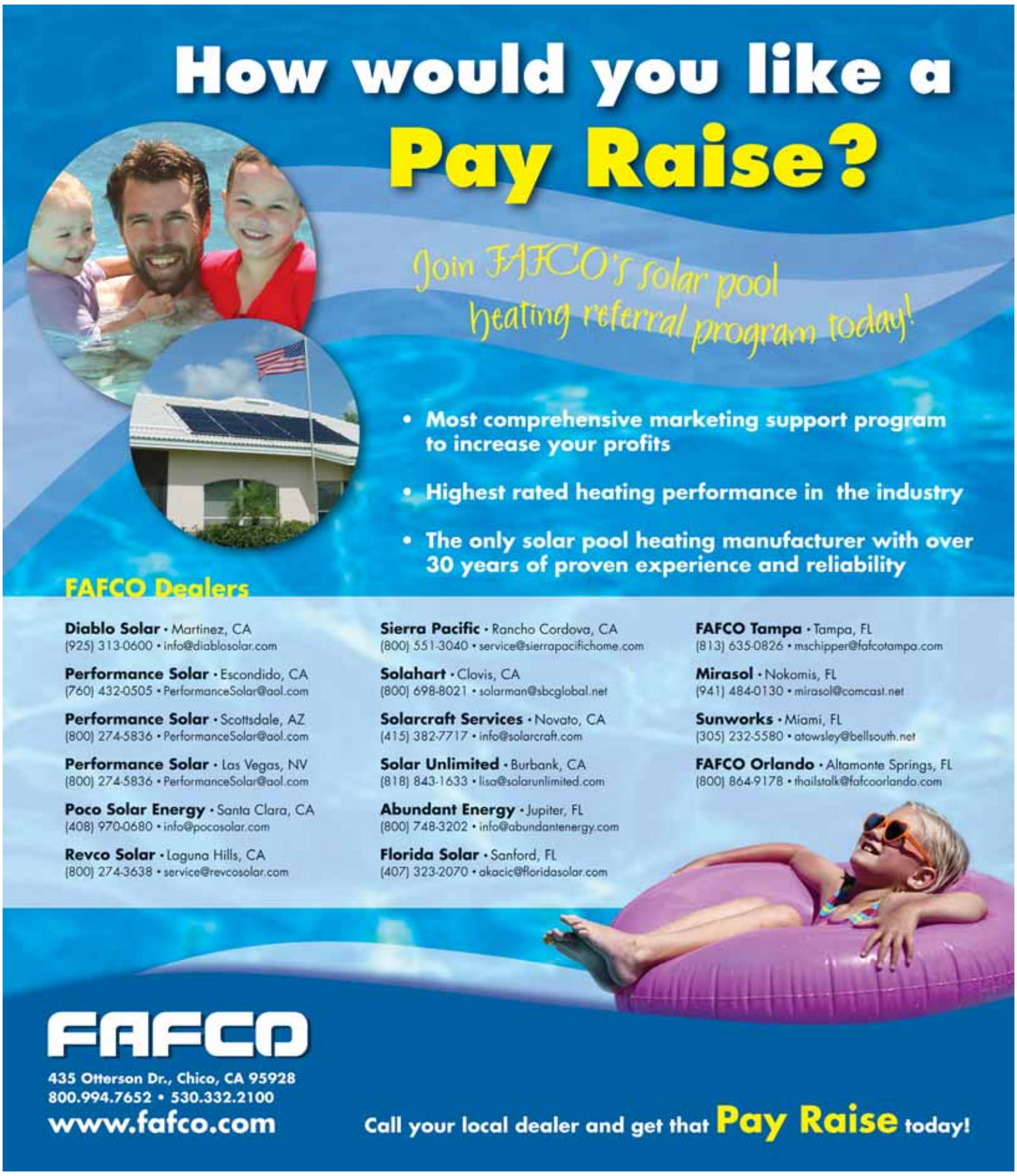
Hayward® Pool Products, a division of Hayward Industries, Inc., announces a new robotic pool cleaner for the 2009 pool season. Available now, the new SharkVAC™ leverages the proven technology of the company's popular TigerShark® family of cleaners, while adding a top-access debris chamber and enhanced programming for increased functionality and convenience.

According to Marketing Manager Kim Narvaez, the launch of the SharkVAC ties directly to Hayward's commitment of meeting customer needs and responding to industry trends by introducing products with enhancements that are new to the industry.

"We understand that both pool owners and professionals want quick, convenient and efficient pool cleaning. To further meet our customers' needs, we've expanded on the successful design of the popular TigerShark, which uses a filter cartridge opposed to bags, and added a top-access debris chamber," said Narvaez. "With the touch of a button, users can quickly remove the filter cartridge chamber from the top of the machine and rinse it out for quick and easy cleaning. In addition, service technicians will appreciate the cleaner's enhanced component designs that facilitate quick and easy maintenance"

The SharkVAC's sleek, low-profile design, coupled with its intelligent cleaning ability, sets it apart from all other robotic pool cleaners. Equipped with Hayward's QuickClean® technology, the floor-specific SharkVAC will clean most residential pools in 60 minutes or less, while using 94 percent less energy than most pressure cleaners.

"We've taken the programming a step further as well," said Narvaez. "The SharkVAC is programmed to systematically perform the necessary maneuvers to free itself from pool obstructions - such as a corner or main drain. Once it has freed itself from the trouble spot, it will automatically resume cleaning."



IPSSA Basic Training Manual Part 1 – Water Chemistry

Written by noted industry expert, Robert Lowry, IPSSA's Basic Training Manual-Part 1 focuses on water chemistry and covers: properties of water; pool types; volume calculations, standards and measurements; water chemistry and balance; chemistry of chlorination; types of chlorine; protecting chlorine; chlorine generators, bromine and ozone; water testing; and chemical adjustments. It also includes an extensive glossary and practice test questions, easy-to-use chapter tabs, many graphics, charts and tables. Price: $24.95 IPSSA Members; $49.95 Non-members.

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Computer Tech Tips

Back up!

By Gregg Marshall

Gregg Marshall, CPMR, CSP, is president of Rep Connection Inc. He can be reached by e-mail at gmarshall@repconnection.com, or visit his LinkedIn profile at http://www.linkedin.com/in/greggmarshall. The opinions discussed herein are those of the author and are not a recommendation by either The IPSSAN or the Independent Pool & Spa Service Association.

100 million hard drives fail every year. I've had my share, including one last Christmas eve.

When was the last time you backed up your notebook? Your home desktop? Your work PC?

500 gigabyte external USB drives are selling for $99 to $129 on sale (Amazon has one LaCie Desktop Hard Disk 301285U 500 GB USB 2.0 External Hard Drive). That's enough to back up a notebook and most people's desktop(s).

My favorite backup software is CMS Products' BounceBack Professional ($79, www.cmsproducts.com). While Windows has a built in backup program, BB Pro can create a backup drive that can be simply installed to replace a failed drive (obviously you can't put a 3.5" hard drive into a notebook).

What I really like about BB Pro is it's the ultimate "nagware." You tell it how often you want to back up and it will nag you to plug in that external drive and do your backups.

So really, when was the last time you backed up?

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Flow Meters
Plumbing
PVC - Sch 80 - Cast Iron
Electrical

Why you need a vacation

By Marci Myer

Marci Myer is the newest addition to the IPSSA executive office team. She has a bachelor's degree in communications from University of Colorado at Boulder, and she definitely knows her way around a pool: she teaches swimming and plays masters water polo.

Managers of businesses are realizing the benefits of vacations for weary employees: fewer sick days, smaller health care bills and a more motivated workforce.

"Taking a vacation is not a luxury. It's a necessity," says Kathleen Hall, founder of The Stress Institute in Atlanta. Not only do vacations allow you to recharge your batteries, but they can also make you more effective at work. You might be thinking that, by not taking time off, you'll be advancing your career, but this could have the opposite effect. When you over-work yourself, it can lead to burnout, as well as emotional and physical illness, which could end up harming your career or your life. You don't want this.

"If you don't have the opportunity to relax and reflect, you get stressed, and chronic stress is the driver of most diseases — heart disease, obesity, insomnia," says Hall. These are just a few of the ailments that can come from lack of rest. According to psychotherapists and physicians, lack of time off is akin to lack of sleep. It can impede your ability to act decisively, think clearly, and take in information properly. It also reduces your reflex time and your ability to ward off infection, as well as leaving your irritable and critical of others. This could lead to a decline in productivity, which means unhappy clients and possibility the loss of an account.

By taking a vacation you could bring on career advancement or more clients. "Your vacation just might be the key to identifying the new product or strategy you've been struggling with for months," says Noah Blumenthal, a consultant and author of You're Addicted to You: Why It's So Hard to Change and What You Can Do About It.

Now that you've agreed that a vacation is oh-so-necessary for not only you, but for your job as well, here a few tips on how to make it successful.

1. Try to take at least a week off. You may think a long weekend will suffice, but when you subtract all the time for packing and actually traveling to your destination, your body and mind might just be starting to unwind when it's time to pack up and leave, so budget your time to allow at least a week off.

2. Leave your electronics (cell phones and laptops) at home, or at least off. If you're still connected to work by taking calls and reading emails on your trip, then you're not really relaxing.

3. Budget your time so that not only will your trip be during a slow time of your work year, but that you'll have all your projects done on time. If you are rushing at the last minute to get something done, while you have your suitcase in hand, trying to make it to your flight on time, you'll have a hectic start to your vacation. So allow time to finish up, pack, and then ease into your relaxation time.

You deserve it.

Tracking average invoice amounts, diagnostic fees and repair completion percentages

By Tom Grandy

Tom Grandy, is president of Grandy & Associates, a firm that provides business training exclusively to the service and trades industry. www.grandyassociates.com

I think we will all agree that in today's world the emphasis is on rush-rush. Get the job done so we can move on to the next one. Well there is nothing wrong with being efficient in what we do. And we definitely want our techs to move as quickly and efficiently as possible. Sometimes, however, moving a bit slower is better. Let's face it; it takes time to build a relationship with our customers. It will take time for the tech to share with the customer about the latest and greatest available today. Which would you prefer? Would you rather have James, who completes six calls a day with an average invoice of $100, for a total of $600, or would you rather have Sam, who only completed four calls but his average invoice amount was $180 or a total of $720 for the day? The obvious answer is that Sam is our preferred technician.

Getting this kind of information requires detailed tracking. If I were the company owner, I would want to know the average invoice for each tech: every day, week and month of the year. Tracking the average invoice will tell me who is producing sales and who isn't. It takes time to sell a customer on product upgrades, so the emphasis should not be on how many calls a tech makes a day but what the average invoice was for each tech, especially compared to all the other techs. If you were to begin posting the average invoice amount for each tech on the wall along with his or her total gross income per day, I promise you, it won't take very long before the techs create their own incentive program. It will be an unannounced contest between techs on whose invoice amount and total gross sales per day is the highest. If management is smart, they will create an incentive program to promote this kind of contest, but first you must have a system in place to track this kind of information.

Another key item to track is the average diagnostic fee. Completing the diagnostic survey within the allotted time has a very direct bearing on the profitability of the service department. The company's diagnostic fee (assuming you are on flat rate pricing) is based on completing the average diagnostic survey within a predetermined amount of time. Again the question is how long does it take to complete the diagnostic survey? More importantly, how long is each tech taking to perform the diagnostic survey. If the allotted amount of time is fifteen minutes, we want to know who is hitting the standard and who is not. If a tech averages significantly more than fifteen minutes we may need to assist the technician by providing additional technical training.

The third area we want to focus on is repair completion percentages. The owner/service manager needs to know which techs are completing the calls they were sent on – the first time. Again, as an example, we may find James and Sam each average five calls a week that were not completed. The next logical question is, "Why weren't they completed?" Again, tracking is necessary. Were they not completed due to lack of technical expertise, indicating the need for additional training? Perhaps they were not completed because they didn't have the right parts. If incompletion due to lack of parts is a common problem for a specific tech, it may be an indication that his service vehicle is not properly stocked, or it's so messy he can't find the part! If we simply looked at the total uncompleted calls per week it won't tell us what is going on. Sam may need more technical training while James needs help stocking his vehicle properly.

Make sure you have the full picture

As we talk about each individual item that needs to be tracked, few items stand-alone. We need to view our company as a huge jigsaw puzzle. One piece (or piece of information) by its self doesn't tell the whole story. Before the picture can become clear for a jigsaw puzzle, lots of pieces needs to be in place. It is the same for our techs. To get a clear picture of which techs are our most productive, we need to look at lots of pieces of information. We may have a tech that averages well under the fifteen-minute standard for diagnostic time, but how are their callbacks? If they have a lot of callbacks, it may be an indication that the survey was not completed effectively and therefore the real problem was not found. Looking at the big picture is critical. Be sure you have all the information prior to making adjustments in personnel or training.

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New Product Pavilion winners announced at the 2008 International Pool | Spa | Patio Expo

Attendees of the recent 2008 International Pool | Spa | Patio Expo were invited to cast their votes for the New Product Pavilion "Best New Product" award, with Critter Skimmer winning first place.

Held in the main lobby of the Mandalay Bay Convention Center's Bayside Halls, the New Product Pavilion featured 67 of the latest, most innovative products and hottest industry trends in a direct, non-selling environment.

Show Management notified the first, second and third place winners on Thursday, November 20 after hundreds of attendees voted for their favorite products.

Voted "Best New Product," the Critter Skimmer is an environmentally-friendly device that is placed in pools to prevent frogs and other small animals from drowning in the skimmer basket. The revolutionary invention allows critters to save themselves by crawling up a spiral ramp and out the opening in the skimmer cover to safety.

Continuing the animal-safety theme, the second place winner was Skamper-Ramp, a patented water-exit ramp that protects animals from drowning by providing a way for them to get out of pools and walled ponds on their own. Blow-molded from high performance and impact plastic, the ramps have an extremely high strength-to-weight ratio that can now stand up to frequent as well as emergency use.

Capturing third place was Water Tech's Pool Blaster™ re-chargeable, battery powered, underwater vacuum cleaner. With its strong pump and internal filter, it vacuums up everything from rocks and gravel to leaves and other debris from any pool, spa or water feature.

"The Best New Product award winners demonstrate that innovation and creativity are thriving in the pool, spa and backyard marketplace," said Donna Bellantone, Director of the Expo. "To be selected from attendees of the show is quite an honor. Our congratulations go out to all three winners."

Other companies participating in the New Product Pavilion included Advanced Control Logix, Advantis Technologies, American SPS, Aqua Products, Aqua Quip, AquaChek, AquaLabz, AQUASALT, Aquastar Pool Products, Backyard Innovations, BioGuard, Bliss Hammocks, Blue Ember Grills, Brock Enterprises, Bullfrog Spas, Compass Minerals, Custom Chemical Solutions, Dolphin Industries, ECO-CHOICE Coatings, ECOsmarte, Extenda Swim Wood Fired Pool Heaters, Fattowels, Filbur Manufacturing, Finis, Flexible Solutions, Floatstorage.com, Great American Merchandise & Events (GAME), Hercules Sealing Products, Industrial Test Systems, InnovaPlas Products, inSPAration, Intermatic, IPS - CareFree Enzymes, Jedco Products, Kentak Products, LaMotte, Mareva, Maytronics US (Dolphin), Morton Salt, Natural Chemistry, Outdoor E Commerce, Palintest, PharmaSpa Int'l, Pioneer H20 Tech, Pool Pro Office, PoolSkim, Prozone Water Products, Shade Tree Innovations, Shirt Off Our Back, SmartPool, Spa Slip, Spazazz, Sun Pool Products, Sun Shower, SwimShape, Tupper Industries, Universal Screen America, Vio Products, Warming Trends, Waterco USA, Weir-Jones Group, WutPool and ZipLevel/Technidea.

The 2008 International Pool | Spa | Patio Expo concluded with 627 exhibiting companies in 2,038 booths covering 203,800 net square

Continued on page 19

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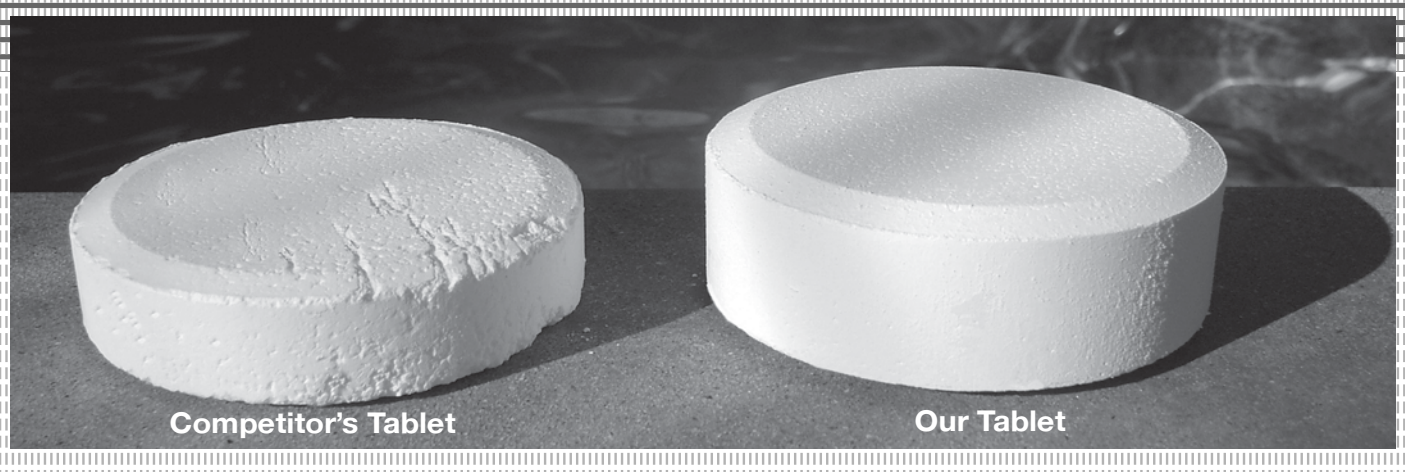

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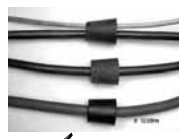
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Collection Tips

Consistency: the other key to collections

By Tony Arsneault

Tony Arsenault is IPSSA's contact with the Transworld Systems Greenflag Profit Recovery program. He can be reached at anthony.arsneault@transworldsystems.com.

Many IPSSA members have used Transworld to clean up older accounts, and that's great! However, this is only part of the value Transworld offers.

The Transworld service was designed to be a proactive approach to handling receivables issues. Therefore, to get the most of the service, I recommend that members attach this process to something you are already doing on a consistent basis, such as billing. When you do your monthly billing, take an extra ten minutes to identify those customers who would be good candidates for collections and enter them into the system.

More than $41,000 collected for IPSSA members through Transworld/Green Flag program

As of December 1, 2008, IPSSA members have recovered more than $41,000 in delinquent accounts through the Transworld/Green Flag profit recovery program.

Only 246 members have signed up for the service. However, only 157 members have actually submitted accounts, which means that only 4.2% of the total members are taking advantage of this benefit.

For more information on how you can take advantage of this member benefit, go to the "Members Only" page of www.ipssa.com.

New Product Pavilion

Continued from page 18

feet of exhibit space. Total attendance was 11,203, with verified attendees 544 less than 2007.

The 2009 International Pool | Spa | Patio Expo will be held November 16-18 [Monday - Wednesday], at the Mandalay Bay Convention Center. The educational conference will be held November 13-18 feature 75+ seminars, with most classes offering accreditation.

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Phosphate Removal - Summary

Algae & Phosphates - What Is The Connection?

Algae is a plant that grows underwater just like plants or weeds that grow in soil. It has a lot in common with plants that grow above ground. Algae in a pool also depends on nutrients to grow.

Phosphates are one of algae's primary nutrients. It has been proven that phosphates are the limiting nutrient for algae growth. In other words, if all of the nutrients required for algae growth are present but the phosphates are removed, the algae won't grow. It's that simple.

This discovery was the result of extensive government research that was done to find a way of limiting the growing algae problem in national lakes and rivers.

It was found that if all of the nutrients required to grow algae are present, but the phosphates are eliminated, the level of algae growth is greatly reduced.

In fact, at 50 ppb of phosphates the rate of algae propagation is extremely low. At 100 ppb it is approximately 5 times greater and at 150 ppb a very substantial algae bloom can take place.

That's the reason you want to keep phosphates out of pool water. At a very low phosphate level, 50 ppb or below, algae is very easily controlled by the sanitizer.

That takes us to the next logical question. What is the best way to remove phosphates from swimming pool water?

The Perfect Way to Remove Phosphates

Natural Chemistry has pioneered and patented the only effective method of removing and maintaining phosphates at near zero levels without clouding or otherwise compromising pool water. The result is a pool that is impervious to algae when a normal sanitization program is used.

Natural Chemistry's PhosFree process is the only technology, in the market, that allows the user to remove phosphates from the pool water, while avoiding the hassle of creating a fine white cloud that takes days to eliminate as well as a lot of extra labor.

Using the Natural Chemistry PhosFree program, the formula is added to the skimmer which then coats the filter. As the pool water circulates through the filter, the phosphates are removed. In just a day or two, the filter can be back washed and the pool is free of phosphates without ever experiencing clouding.

Near zero phosphate levels are then easily maintained with Natural Chemistry's weekly maintenance program. Natural Chemistry's PhosFree technology is patented. That's why other competitors have to add their formulas directly to the pool water.

No matter what claims are heard, it all gets down to whether you want to remove phosphates the hard way or the easy way.

Natural Chemistry's PhosFree is the easy way, is patented, and is unconditionally guaranteed. ■

ALGAE & PHOSPHATE FACTS:

- **algae depends on phosphates to grow**
- **maintain phosphate levels below 50ppb and normal sanitizer will prevent algae growth - guaranteed**
- **only Natural Chemistry has patented 'filter-based' phosphate removal technology**

This is a paid advertisement. Natural Chemistry, Inc. 1-800-753-1233

How to register for members only access to www.ipssa.com

1. Members register themselves to get into the members-only page of www.ipssa.com.

2. On the left side of the home page, there is a member log-in box.

3. At the bottom of that box it says: No account yet? Register.

4. Click on the word Register.

5. This will take you to a form to fill out.

6. You will need to know your IPSSA member identification number, which you can find on your monthly dues invoice. If you are on autopay arrangements and don't know your member ID number, call the executive office 888 360 9505 or the financial office 888 391 6012.

7. The rest of the form you simply complete as you wish: you create your own user name and password.

8. You will get an e-mail after you complete this form.

9. You must open that e-mail and follow the instructions in it in order to activate your account.

10. After you have activated you account, you can use the user name and password you created to get into the members-only pages of www.ipssa.com.

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Please send me the following:

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- ❑ Hertz Member Discount Card
- ❑ IPSSA Imprinted Items
- ❑ IPSSA Scholarship Fund Kit (Brochure & Application)
- ❑ *Pool and Spa News* subscription discount offer
- ❑ PoolSaver Referral Program Form
- ❑ Sea World
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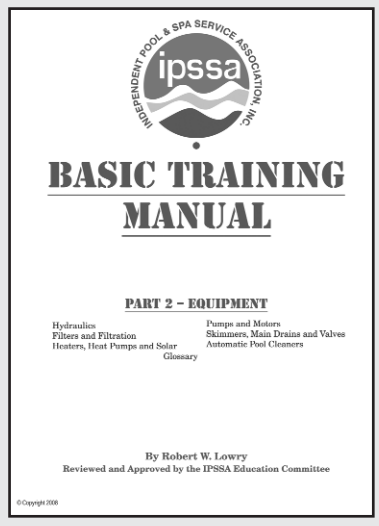
IPSSA Basic Training Manual Part 2 – Equipment

Written by noted industry expert, Robert Lowry, IPSSA's *Basic Training Manual-Part 2* focuses on equipment and covers: hydraulics, pumps and motors, filters, skimmers, fittings and valves, heaters, heat pumps and solar, plus automatic pool cleaners. It also includes an extensive glossary and practice test questions, easy-to-use chapter tabs, many graphics, charts and tables. **Price: $24.95 IPSSA Members; $39.95 Non-members.**

Call the IPSSA executive office to order, 888-360-9505. We accept Visa and Mastercard.



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How to create customer cheerleaders with flat rate pricing: Part 1

By Tom Grandy

Tom Grandy, is president of Grandy & Associates, a firm that provides business training exclusively to the service and trades industry. www.grandy associates.com

I am writing this article while sitting on an airplane heading home from a wonderful week of presenting and R&R in Maui, Hawaii. Yes, Maui is as beautiful as the postcards, but this is not an infomercial for Hawaii. This article is an effort to provide yet one more reason why your company should be on flat rate pricing.

This story actually took place seven days ago. My wife and I got up at 3:00 AM to drive to Evansville, Indiana to catch a 6:00 AM flight, the first of many on our way to Hawaii. A short 24+ hours later we were checking in at one of the most beautiful resorts on Maui. It was about 9:00 PM Maui time and, as you might expect, we were tired and looking forward to settling in for a good nights rest, anticipating a wonderful conference and some much needed rest and relaxation.

The adventure begins

We were greeted by a less than enthusiastic employee at check-in. She began a much scripted process of telling us the room rate, which was quite good because of the size of the conference. She then proceeded to inform us there was a $10.00 charge per person for portage of our bags. My wife had already proceeded to the room with the bellman, so as you might expect, she tipped him, now over and above the $20.00 I just paid for having the bags brought to the room. The reservation specialist then informed me that there was also an $18.00/day resort fee. I promptly asked what it covered and was it optional? It was not optional and it covered use of the exercise room and internet service (which I later found out was the slow version, but for an additional $14.95/day we could have the fast version). The resort fee also covered self-parking.

Now, I am sure you are way ahead of me here, but I'm thinking "Why don't they just add those fees into the room rate and provide a flat rate for the room.?" By this point I was a bit irritated to say the least. The reservation specialist then proceeded to tell me that there is also a $3.00 housekeeping gratuity per day for the maid service. Again, it was not optional. If all that were not enough to get us off on the wrong foot, her next statement was, "Oh by the way Mr. Grandy, the non-smoking king bedroom you requested six months ago is not available. We have assigned you to a non-smoking room with two double beds for the week!" You can image what was going through my mind as I anticipated a week in paradise with my wife in one bed and myself in the other. I expressed my unhappiness with dignity, but forcefully, all to no avail. The final request from the desk clerk was that my wife and I both sign for the room. I have no idea why, nor did she, it was simply the policy!

It gets better

It's now about 10:00 PM Hawaii time and we have been up for 24+ hours. My wife and I literally dropped our bags in the room and decided to find a quiet place to sit down for a few minutes, have a refreshing Hawaiian drink, then go to bed. After a short hike we found an area that was still open at 10:00 PM. We ordered two drinks and, as you might have imagined, we discussed our less than enjoyable initial exposure to this beautiful resort. After that, it was time to go back to the room and get a restful night's sleep in our separate beds. The bill for two drinks was $25.00 plus tax plus the ever expected tip! Wow, what a great way to end the day!

As I grumbled and tossed and turned in my bed (partly because of the five-hour time change, but mostly because of the multiple charges we were told of at the front desk), I kept asking myself over and over again, "Why didn't they simply bundle all those miscellaneous costs together into one easy to understand room rate?" The facility was truly beautiful, the other people connected with the hotel were wonderful, the food was great, the view, breathtaking and in short it was a perfect place to work for a couple days and then to relax for a few more. Why did they have to spoil the beginning with all those nit-picky costs? In your terms and mine, why weren't they on flat rate pricing for the room that included all the costs we were being forced to pay anyway. Then it hit me: what a great way to introduce my program on collections the next day at the conference. I could begin the presentation by talking about how you present the pricing to the customer has a tremendous influence on whether they pay with joy or frustration.

It's a new day!

Morning came! I found a pad and pencil and begin to put thoughts on paper. I called the front desk to verify a couple more details just to be sure I had not misunderstood things the evening before, and to ensure that what I was presenting was factual. I found that all the costs were correct. I also found out that the hotel had 780 rooms, and the average stay was two adults, for a week. Out came the calculator:

Room conference rate (usually more than $450/day)	$208.00/day
Resort fee	$ 18.00/day
Portage fee ($20.00/seven nights)	$ 2.86/day
Housekeeping gratuity	$ 3.00/day
Total all-inclusive room rate	$231.86/day

Why not simply charge me $235 a night and include it all? Then another thought hit me. What would have made my wife and I customer cheerleaders, for the hotel the night before? I went out to the patio of our room where my wife was sipping coffee and watching the ocean with all the lush vegetation around us. Wow, what a view. I said "Dora, what could the resort have thrown in with the room rate that would have made you a very happy camper, as opposed to what we experienced last night?" We quickly came up with several wonderful ideas.

1. Combine costs – Combine the room rate, portage fee, resort fee and maid gratuity into one room rate as I referred to earlier. This was a given.

2. Daily bottled water in the room – There was a medium-sized bottle of spring water in the room available for $6.00. Why not provide two bottles of water a day, free? On the way to the hotel the night before, we stopped and bought a case of 24 bottles for about $7.00. The cost of providing two free bottles of water per day for a week would have cost the hotel maybe $5.00. Let's say they bought the really good water at a cost of $2.00/day, their cost.

3. Two free drinks – Hotel cost perhaps $5.00 at the max.

4. Spa certificate – When this resort was built, it was recognized as the one of the top spas in the world. Dora suggested the hotel include a $75 gift certificate free of charge that could be used any time during the week. Great idea!

5. Two free breakfast buffets – This place had one of the best breakfast buffets we have ever had. It was outside overlooking the Pacific Ocean and the food, especially the fresh Maui Gold

Continued on page 24

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2009 Pentair catalog released in print and digital formats

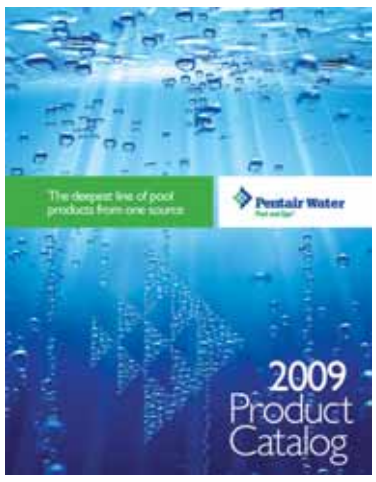
Pentair Water Pool and Spa® has released its 2009 catalog. The 690-page book contains product descriptions and ordering information for Pentair Pool Products, Sta-Rite products and Pentair Water Pool and Spa products — both whole goods and replacement parts. All the same information is available on CD.

Products in the Eco Select™ family are clearly identified throughout the catalog. Eco Select products are the most environmentally friendly in Pentair's product line.

The catalog offers pool professionals a comprehensive listing of industry-leading pumps, filters, heaters, cleaners, controls, lighting, white goods and more.

The company's wide array of products for commercial applications are also included in this year's catalog.

Print catalogs may be ordered by calling 888-755-7946, faxing to 800-582-2112, or emailing pool.literature@pentairwater.com and requesting #P1-423. For the CD, request #P1-424.



Pentair introduces the Kreepy Krauly® SandShark™

Pentair Water Pool and Spa® introduces the Kreepy Krauly® SandShark™ , an automatic pool cleaner whose patented footpad scrubs debris from all types of pool surfaces while its powerful vacuum action whisks it away.

Other features of this new suction-side cleaner include the exclusive SmartTrac™ programmed steering system, which assures fast, thorough cleaning coverage without missed spots. Meanwhile, its wide body design allows the Kreepy Krauly SandShark to cut a broad 12-inch-wide cleaning path for even faster cleaning.

Kreepy Krauly SandShark cleans all shapes, sizes and types of inground swimming pools.

No assembly is required. Kreepy Krauly SandShark comes ready to use; 33 feet of hose sections are in the box with the fully assembled cleaner.

Four-color consumer sales support literature touting all the features and benefits of the Kreepy Krauly® SandShark™ is available. Dealers can get a free supply of this literature by calling 888-755-7946, faxing to 800-582-2112 or e-mailing pool.literature@pentairwater.com and requesting #P1-087.

IPSSA TRAINING MATERIALS ORDER FORM

Basic Training Manual Part 1 – Water Chemistry -- Written by noted industry expert, Robert Lowry, IPSSA's *Basic Training Manual-Part 1* focuses on water chemistry and covers: properties of water; pool types; volume calculations, standards and measurements; water chemistry and balance; chemistry of chlorination; types of chlorine; protecting chlorine; chlorine generators, bromine and ozone; water testing; and chemical adjustments. It also includes an extensive glossary and practice test questions, easy-to-use chapter tabs, many graphics, charts and tables. **Price: $24.95 IPSSA Members; $49.95 Non-members.**

Basic Training Manual Part 2 -- Equipment -- Written by noted industry expert, Robert Lowry, IPSSA's *Basic Training Manual-Part 2* focuses on equipment and covers: hydraulics, pumps and motors, filters, skimmers, fittings and valves, heaters, heat pumps and solar, plus automatic pool cleaners. It also includes an extensive glossary and practice test questions, easy-to-use chapter tabs, many graphics, charts and tables. **Price: $24.95 IPSSA Members; $39.95 Non-members.**

Pool Chlorination Facts – Also written by Robert Lowry, this book contains 30 years worth of gathered information, tips, tricks, techniques and myths -- all the things you ever wanted to know about using chlorine in a pool are here. **Price: $24.95 IPSSA Members; $29.95 Nonmembers.**

Quantity	Title	Price	Total
	Basic Training Manual-Part 1 Water Chemistry	$24.95 IPSSA Members $49.95 Nonmembers	$
	Basic Training Manual-Part 2 Equipment	$24.95 IPSSA Members $39.95 Nonmembers	$
	Pool Chlorination Facts	$24.95 IPSSA Members $29.95 Nonmembers	$
Shipping and Handling: Up to $50 @ $10; $51-$100 @ $15; $101-$200 @ $25; $201-$300 @ 35.00			$
Grand Total			$

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There's no question the IntelliFlo VS-3050 intelligent, variable speed pump is the best way to reduce energy consumption it's slashing costs by 30%-90% and saving hundreds per year in thousands of pools all over the country.

Now, with the new SunTouch automation system you can easily comply with the control requirement of Title 20 and give your customers the unmatched efficiency of IntelliFlo…and a top-notch control system.

SunTouch circuits provide automatic control of the IntelliFlo pump, filter, heater plus two other functions—typically lights and cleaner or water features. For a high percentage of pools that's all the automation they need. As a result, SunTouch is modestly priced and supremely simple. You not only comply with Title 20, you deliver the best value to your customers.

For more information on SunTouch, IntelliFlo and meeting Title 20 requirements, **contact your Pentair Water Pool and Spa representative, or call 1.800.374.4300**.

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Customer cheerleaders

Continued from page 21

pineapple, was wonderful,. The service was outstanding. The waiter even provided fresh silverware and napkins each time we left to visit the buffet. Yes, it was expensive. It was $28.00 per person, plus tax and tip. All together the breakfast for two ran about $65.00. The idea? Why not throw in two free breakfast buffets with the room? That would do a lot in terms of creating customer cheerleaders! It wouldn't be a big deal from the hotel standpoint. The hotel cost would probably be about $20.00.

6. Two free Hawaiian drinks – Most guests arrive late at night because of the time change and flight schedules. As I mentioned earlier, the two drinks in the lounge the night before cost us $25.00 plus. One last perk could be two free drink coupons that could be redeemed anytime during the week. Cost, from the hotel's perspective, about $5.00.

Now let's do some quick flat rate pricing math. The hotel's cost for the above items would look something like this:

Room	$ 208.00/day
Portage fee $20/7 days	$ 2.85/day
Resort fee	$ 18.00/day
Housekeeping fee	$ 3.00/day
Two bottled of waters in room per day	$ 2.00/day
Two free breakfast buffets (one day only) at the hotel cost of $20.00/7days	$ 2.85/day
Spa gift certificate of $75 during your week stay. It cost the hotel less but they have to pay the staff, so figure $75/7 days	$ 10.71/day
Two complimentary drinks at any bar, any time. Hotel cost of $5.00/7 days	$ .71/day
Now add in extra profit/day	$ 11.88/day
Flat rate room cost	$ 260.00/day

With everything bundled together the new room rate is $260/day and the hotel made an extra $11.88 profit per day or an additional 4.5% profit on the bottom line. Wow, I love flat rate!

Instant replay

Now, let's replay the night before. Again my wife and I arrive at the front desk after having traveled for 24+ hours. We are now greeted by a well trained customer service representative. OK, it costs a bit to train the front desk reps. Let's take one dollar out of that additional profit. With 780 room times 365 nights at $1.00 per night, that totals $284,700 for the year. We will be generous and assume the rooms are only filled 60% of the time. That means the hotel will still take in an additional $170,820 for the year ($284,700 x 60% = $170,820). I think the hotel could provide some pretty high class training for that limited group of people for $170,000+ per year – don't you? The hotel's additional profit drops $1.00 per night, but we have a happy, well trained customer service representative at the front desk welcoming us. Now the scene continues. We are greeted by our amazingly friendly representative with a statement something like this:

"Good evening Mr. Grandy. We are so pleased you choose XYZ Resort & Spa for your stay. We have one of the most amazing resorts on the island. Your room rate is only $260/night and it includes free parking. Also, don't worry about your luggage. It will be brought to your room free of charge and there is no tipping. Your room fee also includes free internet service, use of our outstanding exercise facilities and there is no charge for local calls. It's late at night, but you will soon find out we have an outstanding breakfast buffet. Here are two free coupons for our breakfast buffet that you and your wife can use any time this week."

She continues "Oh, and by the way Mr. Grandy, we have provided you with the non-smoking king bed you requested six months ago. You will love the view from your room".

AND

"We know it must have been a long plane flight. Here are two complimentary tickets for drinks at the bar. You can use them tonight or any time during your stay. Mr. Grandy, we are honored you have chosen to stay with us here at the XYZ Resort & Spa."

Now how do I feel when I leave the check-in desk? Wow! I have stayed at some really nice resorts in my life but I have never been provided free parking nor have my bags been brought to the room free, with a no tipping policy. I don't plan on exercising while on vacation, but it's really great to have it available, free of charge, if we change our minds. Free internet also. I didn't expect that and on the mainland there is always a charge for local calls, but not here! I am also reflecting on the how friendly and well trained the reservation specialist was. I can't wait to get to the room to tell my wife we get two free breakfast buffets. I saw pictures of the buffet in the brochure but never expected to receive two free coupons. And yes, we are tired and will probably use the two Hawaiian drink tickets tonight. I leave the desk a very happy camper!

I arrive at my room, the one with the king size bed I requested six months ago. My wife is smiling and very excited as she says; "Guess what?" We get two bottles of water each day, free. We didn't need to stop at the grocery on our way in. She then continues; "You will never guess what else was in our room. This envelope was on our bed welcoming us to the resort with a note and card providing a free $75.00 gift card for the spa. It says we can use it anytime this week. Is this a wonderful place or what?"

We then quickly unpack our bags and find the nearest open lounge to enjoy our free Hawaiian drinks while we discuss what a wonderful resort this is and how much we are looking forward to our stay.

Let's review the customer experience

Are we customer cheerleaders?

Continued on page 25

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California Energy Commission

Continued from page 1

Full rated 3/4 HP pumps normally have a total horsepower rating of 1.25 HP and will exceed the regulatory threshold. Therefore, full rated 3/4 HP pumps manufactured on or after January 1, 2010 and sold as filter circulation pumps, shall be capable of operating at least at two speeds and be controlled by an appropriate timer control defaulting to the low speed which shall be no more than 1/2 the motor's maximum rotation speed.

There were additional requirements placed on manufacturers for reporting the energy efficiency of pumps. There was a 3rd flow curve; curve C, added to the reporting requirements. Manufacturer reporting information can be found on the Energy Commission website.

Manufacturer labeling requirements are clearly stated in the amendments.

1. Pump motors must be labeled with the total horsepower of the motor.
2. Pumps must be labeled with their rated horsepower.
3. Two-speed, multi speed and variable speed pumps must be labeled with a notice that an appropriate controller must be used with the pump.

There will be a more through discussion on the impact and implementation of Title 20 at the IPPSSA Energy Conference, to be held Thursday, February 5 at the Hyatt Regency Newport Beach in conjunction with the BORD meeting and Leadership Seminar that same weekend. Representatives from the CEC, major California utilities, equipment manufacturers and distributors are being invited to this historic event.

Objective

Provide a forum that will allow energy providers, manufacturers, distributors, regulating agencies and a panel of IPSSA leaders to discuss the impact and requirements of California Title 20.

Intended Outcome

The intended goal of this conference is to have each participant agree to and support the requirements of California Title 20 as it applies to swimming pool pumps and replacement motors.

Ray Arousety will moderate this forum.

Customer cheerleaders

Continued from page 24

Yes! Were we concerned about the room rate of $260/night? No! What about the hotel? They made an additional $10.85 per night (after we took out the $1.00 for customer service training)! Do the math from the hotel's perspective. At $10.85 more per night x 780 rooms x 365 days of the year x 60% occupancy, the added profit for the year is a whopping $1,853,397. That's nearly two million additional dollars to the bottom line profit, while creating customer cheerleaders!

Guess what: the same principles apply to your business. Next month (in light of this article) we are going to look at a typical service call from a time and material perspective versus flat rate pricing perspective.

Pool Chlorination Facts

Written by noted industry expert, Robert Lowry, this book contains 30 years worth of gathered information, tips, tricks, techniques and myths -- all the things you ever wanted to know about using chlorine in a pool are here. **Price: $24.95 IPSSA Members; $29.95 Nonmembers.**

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California Spa and Pool Industry Education Council

The California Spa and Pool Industry Education Council (SPEC), is a statewide umbrella non-profit trade association. SPEC promotes the industry while it educates the spa and swimming pool-owning public, local and state regulatory and legislative bodies on critical issues for the pool and spa service industry.

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Heliocol/Green Energy Inc.
Tempe, Arizona (480) 967-6785
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as Vegas, Nevada (702) 435-4820

Light Energy Systems
Concord, California (800) 559-7652

Mid-State Solar
Modesto, California (209) 551-7880

Mohr Power Solar, Inc.
Corona, California (800) 63 SO AR (637-6527)

Sharpe Solar Energy Systems, Inc.
Bakersfield, California (800) 332-2829

Solaron
Santa Clara, California (408) 292-4328

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San Diego, California (760) 738-4066

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Fairfield, California (707) 863-1695

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Failure to do so could result in denial of an insurance claim and assessment of fines.

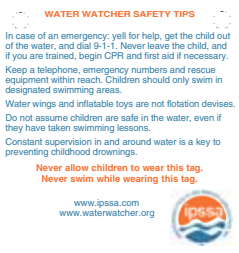
Members with undisclosed employees are encouraged to contact their chapter ASAP to add these workers.

Free water safety materials available

Water watcher tags and safety brochures available to IPSSA members free of charge.

These pieces will be available in quantities of 50 per member on a first-come-first-served basis, while quantities last. Simply contact the IPSSA executive office to place your order (email ipssamail@aol.com or telephone 888-360-9505).

Additional pieces can be purchased at the cost of $35 for a package of 50 tags and $10 for a package of 50 brochures, plus shipping and handling.



(l to r)
Front and back of water watcher tags

Pool and Spa Safety Law

Continued from page 1

wading pools, pools designed specifically for toddlers and young children, and in-ground spas, particularly where these types of pools and spas have flat drain grates and single main drain systems."

Nord added, "State health and enforcement agencies share the responsibility to ensure this law is properly enforced. I recommend these agencies take the same approach as CPSC concerning enforcement priorities."

Pool and spa operators are encouraged to continue working as diligently as possible to come into compliance, as the agency and state Attorneys General are empowered to close down any pool or spa that fails to meet the Act's requirements.

For more information about the Pool and Spa Safety Act, how to comply, and which companies have been certified to manufacturer drain covers and safety vacuum release systems, please log on to: www.cpsc.gov/whatsnew.html#pool

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40 W. Cochran Street #112, Simi Valley CA 93065, E-mail: ray@arrowinsuranceservice.com

REGION 1 (NORTHERN CALIFORNIA)
B.O.R.D. Member: Mike Gardner
(530) 272-0934
E-mail: mikegardnerpools@aol.com

CAPITAL VALLEY: (Sacramento)
First Wed., 7 p.m.
VFW, 8990 Kruthof Way, Fair Oaks
Pres. Scott Houseman (916) 638-4100

DELTA: (Stockton): Third Wednesday., 6:30 p.m.
Royce's Farm, 99 & Eight Mile Road
Pres. Ian Jensen (209) 477-1372

EAST BAY: First Tues., 7 p.m., Veteran's Hall
3780 Mt. Diablo Blvd., Lafayette
Pres. Dave Durkin (925) 757-1311

EAST CONTRA COSTA
Third Thurs., 6:00 p.m., Canton Garden Restaurant
7840 Brentwood Blvd., Brentwood
Pres. Kirk Olsen (925) 487-1954

EL DORADO
Second Thurs., 6:30 p.m., Shingle Springs Comm. Ctr.
4440 S. Shingle Road, Shingle Springs
Pres. Shawn Panico (916) 201-6245
www.edipssa.com

ELK GROVE
Third Mon., 7:00 p.m.
Denny's Restaurant, 8707 Elk Grove Blvd.
Pres Chris Bass (916) 704-1505

GOLD COUNTRY
First Mon., 6:00 p.m.
Lou La Bonte's, 13460 Lincoln Way, Auburn
Pres. Tim Towne (916) 591-0332

MODESTO CENTRAL VALLEY:
Third Tues., 6 p.m.
Perkos Restaurant, Kiernand Road & 99, Salida
Pres. Kevin McLard (209) 836-3073

SACRAMENTO CITY
Fourth Wed., 6:30 p.m.
Plaza Hofbrau, 2500 Watt Ave., Sacramento
Pres. Cliff Nelson, (916) 224-0785

SOLANA: Third Tuesday, 6:00 p.m.
Ulatis Community Center, 1100 Ulatis Dr., Vacaville.
Pres. Mario Esparza (707) 448-3405

TRACY, First Thurs., 6 p.m., Java Makers
Pres. Kevin Bishop (209) 992-7119

WEST PLACER: First Thurs., 6:00 p.m.,
Lincoln Women's Club, Corner of Fifth & E Streets, Lincoln
Pres. Tony Silva, (916) 215-9354

REGION 2 (CENTRAL CALIFORNIA)
B.O.R.D. Member: Lane Clark
(805) 794-8132
E-mail: combolox@msn.com

BAKERSFIELD
First Tues., 5:30 p.m., John's Incredible Pizza Co.
3709 Rosedale Highway, Bakersfield
Pres. Noel Raub, (661) 619-8816

CENTRAL COAST: Second Wed., 7 p.m
Golden Gong Restaurant
290 Madonna Road, San Luis Obispo
Pres. Ron Rusconi (805) 549-7961

CONEJO: Second Wed., 7:30 p.m.
Denny's Restaurant
50 E. Thousand Oaks Blvd., Thousand Oaks
Pres. John Williams (805) 526-9088

CONEJO VALLEY
Second Wed., 6:30 p.m., Superior Pool Products
1200 Lawrence Drive #400, Newbury Park
Pres. Louis Papera (805) 499-5105

FRESNO: Fourth Tues., 7 p.m.
Roundtable Pizza at First & Bullard, Fresno
Pres. Vernon Daley (559) 960-2427

SANTA BARBARA
Second Mon., 7:30 p.m., Rusty's Pizza Parlor
232 W. Carrillo, Santa Barbara (downtown)
Pres. Jim Caballero (805) 659-4714

VENTURA: Third Tues., 7 p.m.
Yolanda's Mexican Cafe, 2753 Main St., Ventura
Pres. James Eubanks (805) 983-1399

VISALIA: Third Wed., 6 p.m.
Amigo's Cantina, 5113 W. Walnut Ave., Visalia
Pres. Roman Gomez (559) 992-5779

REGION 3 (NORTH L.A. COUNTY)
B.O.R.D. Member: Bob Nichols
(626) 914-4813
E-mail: precision1980@verizon.net

ANTELOPE VALLEY
Second Mon., 7 p.m., SCP Antelope Valley,
4514 Runway Drive, Lancaster
Pres. Carlos Majano (661) 492-1957
carlos@majanopools.com

CALABASAS
Third Wed., 7 p.m.
Winnetka Convention Ctr.
20122 Vanowen, Canoga Park
Pres. Walt Sweeney (818) 772-7665

DIAMOND BAR: First Thurs., 7:30 p.m.
Oak Tree Lanes, Diamond Bar
Pres. Ray Naseiro (909) 869-7665

FOOTHILL
Third Thurs., 7:00 p.m., American Legion Hall
La Crescenta at Manhattan, La Crescenta
Pres. Raul Fernandez (818) 563-9410

SAN FERNANDO VALLEY
Third Wed., 7:30 p.m.
Disabled American Veterans Hall
6543 Corbin Ave., Woodland Hills
Pres. Elias Duran (818) 366-6977

SAN FERNANDO VALLEY METRO
First Tues., 7 p.m., Winnetka Community Center
20122 Vanowen, Canoga Park
Web site: www.sfvmetro.com
Pres. Dave Lopez (818) 832-4069

SAN GABRIEL VALLEY
Second Thurs., 7:00 p.m.
Arcadia Women's Club, 324 S. First Ave., Arcadia
Pres. Dale Given (626) 445-5060

SANTA CLARITA VALLEY
First Thurs., 7 p.m.
SCP, 28230 Constellation Road, Santa Clarita
Pres. Ken Tucker (661) 618-2145

REGION 4 (SOUTH L.A. COUNTY)
B.O.R.D. Member: Adam Morley
(310) 493-3565
E-mail: adam@paradisepools.biz

CENTRAL LOS ANGELES: Second Mon., 6:20 p.m.
Wilshire YMCA, 225 S. Oxford
Pres. Juno Yi (323) 850-8118

EAST LONG BEACH: Second Thurs., 6:30 p.m.
Ecco's Pizza 2123 Bellflower, Long Beach
Pres. Jim Burkhalter (562) 461-9555

SOUTH BAY
Second Wed., 7 p.m., American Legion Hall
412 S. Camino Real, Redondo Beach
Pres. Rick Morris (310) 755-5279

WESTSIDE
Second Tues., 6:30 p.m., American Legion Hall
5309 S. Sepulveda, Culver City
Pres. Dean Sawa (661) 618-0033

WHITTIER: First Wed., 7 p.m.
Superior Pool Products in Santa Fe Springs
Pres. Tom Horning (562) 458-2881

REGION 5 (ORANGE COUNTY)
B.O.R.D. Member: Bob Luedtke
(714) 776-2638
E-mail: poolmanrobert@msn.com

ANAHEIM: Third Wed., 6:30 p.m.
Roundtable Pizza, 2506 E. Chapman Ave., Fullerton
Pres. Myron Novak (714) 776-8489

CENTRAL ORANGE COUNTY
Last Tues., 7 p.m., Coco's, 14971 Holt Ave., Tustin
Pres. Doug Ward (714) 978-9044

DANA POINT: Second Tues., 6 p.m.
Coco's, Crown Valley and I-5
Pres. Robert Sink (949) 916-8860

HUNTINGTON BEACH
Third Mon., 6:30 p.m., Round Table Pizza
Warner & Euclid, Huntington Beach
Pres. Michael Atwood (714) 313-2142

MISSION VIEJO: First Tues., 6 p.m.
Carrow's Restaurant, 28502 Marguerite Parkway,
Mission Viejo
Pres. Christopher Dodd (949) 713-9919

NORTH ORANGE COUNTY
Second Wed., 7 p.m.
Lakeview Café, Lakeview & Orangethorpe, Placentia
Pres. Brett Gereau Jr. (714) 319-6584

ORANGE COAST
Last Monday, 5 p.m., Carrow's Restaurant
Warner & Magnolia, Huntington Beach
Pres.Tom Roberts (714) 965-4688

ORANGE COUNTY #1
Second Wednesday, 7:00 p.m., Marie Callendar's
91 Freeway at La Palma, Anaheim
Pres. Luis Rea Jr. (714) 928-7966

ORANGE COUNTY #9
Second Wed., 7 p.m., Main Street Pizza
Main Street, Garden Grove
Pres. Jim Strother (714) 962-9710

ORANGE COUNTY POOL PROFESSIONALS
Last Mon., 6:00 p.m., Claim Jumper Banquet Room,
18050 Brookhurst St., Fountain Valley CA 92708
Pres. Jeff Theders (714) 435-9080

SADDLEBACK VALLEY: Last Tues., 7 p.m.
Lone Star Steakhouse,
24231 Avenida de la Carlotta, Laguna Hills
Pres. Harold McCurdy (949) 581-8004

SOUTHWEST
First Wed., 6 p.m., ABC Pools
10560 Los Alamitos Blvd., Los Alamitos
Pres. Ken Tipton (562) 430-8515

TUSTIN/IRVINE
Second Tues., 6:00 p.m.
PSOC Waterline Technologies
220 N. Santiago Street, Santa Ana
Pres. Rich Foley (714) 974-1514

YORBA LINDA
First Wed., 7 p.m.
Lakeview Café, Lakeview & Orangethrope
Pres. Jaime Aranda (714) 746-5138

REGION 6 (INLAND EMPIRE)
B.O.R.D. Member: John Bettencourt
(951) 925-2442
E-mail: bettencourtpool@msn.com

CORONA
Second Tues., 7:00 p.m., Marie Callenders
160 E. Rincon St. (at Main St.), Corona
Pres. Frank Harrington (951) 796-8208

HEMET
Third Wed., 6:00 p.m., El Jalapeno
1999 N. State Street, Hemet
Pres. Jim Ciccone (951) 303-4087

MENIFEE VALLEY
First Wed., 7 p.m. at My Buddies Pizza
2503 E. Lakeshore Drive #A, Lake Elisnore
Pres. Lance Sada (951) 837-6322

ONTARIO/ RANCHO CUCAMONGA
Second Tues., 7 p.m., Carrows Restaurant
11669 Foothill Blvd,, Rancho Cucamonga
Pres. Ron Goodwin (909) 989-0406

PALM DESERT
Third Thurs., 7:00 p.m., Burger Time Restaurant,
78-365 Varner Road, Palm Desert.
Pres. Phil Hendricks (760) 347-5300

PALM SPRINGS
First Wed., 6:30 p.m.
Elks Lodge, 67491 Elk Drive, Palm Springs
Pres. James Elliott (760) 413-0463

REDLANDS
Second Tues., 6 p.m.
Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa
Pres. Bill Brooks (909) 553-5780

RIVERSIDE
First Tues., 6:00 p.m., Old Spaghetti Factory
3191 Mission Inn Avenue, Riverside
Pres. Nathan Smith (951) 687-1449

TEMECULA/MURRIETA
Third Wed., 7 p.m., Pat & Oscar's
29375 Rancho California Rd., Temecula
Pres. Henry Herrera (951) 551-8113

REGION 7 (SAN DIEGO COUNTY)
B.O.R.D. Member: Chuck Gough
(760) 434-7623
E-mail: cabhgough@sbcglobal.net

CARLSBAD
Third Wed., 7 p.m.
Killer Pizza From Mars, Oceanside
Pres. Doug Hausman (760) 533-9779

ESCONDIDO
Third Wed., 7:30 p.m., Old Spaghetti Factory
111 No. Twin Oaks Valley Rd., San Marcos
Pres. John Hackett (760) 723-2859

NORTH COUNTY COASTAL
Third Tues., 6:30 p.m.
Coco's, 47 Encinitas Boulevard, Encinitas
Pres. Jordan Nelson (760) 753-4996

RANCHO DEL MAR: Third Mon., 5:30 p.m.
Tio Leo's, 3510 Valley Ctr. Dr.
Pres. Thomas Regalado (858) 560-8000

SAN DIEGO: Third Wed., 7 p.m.,
Mission Valley Resort
875 Hotel Circle S., Mission Valley
Pres.Mark Curran (619) 579-1720
www.ipssasandiego.com

SAN DIEGO EAST COUNTY
Third Tues., 7 p.m.
Carlton Oaks Country Club, 9200 Inwood Dr., Santee
Pres. Dick Allen (619) 741-6517

SAN DIEGO METRO
Fourth Thurs., 7:00 p.m.
Coco's, 1025 Fletcher Parkway, El Cajon
Pres. Steve Elbik (619) 316-0690

REGION 8 (SOUTHWEST)
B.O.R.D. Member: Mark Cyr
(480) 831-2134
E-mail: qualichempoolsvc@aol.com

EAST VALLEY: Third Thurs., 6:45 p.m.
Superior Pool Products
2350 W. Broadway Rd. #110, Mesa
Pres. Todd Holloway (480) 794-0780
www.eastvalleyipssa.com

HENDERSON: First Wed., 7 p.m.
SCP, 3585 Patrick Lane #12, Las Vegas
Pres. Robert Fazio (702) 795-9596

IPSSA VIPS: Third Wed., 7:00 p.m.
Elk's Lodge #335, 14424 No. 32nd St., Phoenix
Pres. Bill Phipps (480) 483-6715

LAS VEGAS: First Thurs., 7 p.m.
Vietnam Vet's Hall, 6424 West Cheyenne, Las Vegas
Pres. Darren Shelledy (702) 228-8813

NORTH PHOENIX
Third Tues., 7 p.m., Sun Systems
2030 W. Pinnacle Peak Road, Phoenix
Pres. William Goossen (623) 580-9802

SCOTTSDALE
Third Mon., 7 p.m., First National Bank of Arizona,
17600 N. Perimeter Drive, Scottsdale 85255
Pres. Kurt Schuster (602) 488-7335

TUCSON: Third Wed., 7 p.m.
Superior Pool Products, 4055 N. Runway Drive.
Pres.Ken Sanders (520) 299-1388

REGION 9 (TEXAS AND FLORIDA)
B.O.R.D. Member: Phil Sharp
(210) 673-2909
E-mail: rivercitypoolservice@yahoo.com

AUSTIN
First Tues., 6 p.m., Austin Energy Club
721 Barton Springs Road, Room TLC 130
Pres. Frank Berlanga Jr. (512) 563-9971

CORPUS CHRISTI: First Thurs., 6:30 p.m.
Wings 'n' More, 5990 S. Staples Street
Pres. Brian Doggett (361) 949-8899

DALLAS
Fourth Tues., 6:30 p.m., Willow Falls Clubhouse
13603 Brookgreen Dr. (at Coit Rd.), Dallas, Texas
Pres. Darrell Bolden (214) 388-4141

FORT WORTH
Third Tues., 7 p.m., La Playa Maya Restaurant
1540 N. Main Street, Fort Worth, TX
Pres. Jason Bonser (817) 605-0194

RIO GRANDE VALLEY: Second Tues., 6:30 p.m.
SCP McAllen, 1201 W. Warren Street,
Pres. Christopher Myers, (956) 692-3377, ext. 89

HOUSTON: Second Tues., 7 p.m.
IHOP, Katy Freeway, Kirkwood Exit
Pres. Jim Jacobsmeyer (281) 474-7665

MID CITIES DFW: First Mon., 7 a.m.,
SCP, 2107 Hutton Drive, Carrollton TX 75006
Pres. Jeremy Smith (214) 695-8717

SAN ANTONIO
First Mon., 6:30 p.m., Clear Springs Restaurant
Loop 1604 at Aston Oaks Blvd.
Pres. Fred Rose (210) 494-9784

REGION 10 (BAY AREA SOUTH)
B.O.R.D. Member: Gary Ellyatt,
(831) 663-2002
E-mail: ellyattgman@sbcglobal.net

MID-PENINSULA: Last Tues., 7 p.m.
Highland Community Club
1665 Fernside Ave., Redwood City
Pres. Andy Vacarella (650) 366-1527

MONTEREY COAST: Fourth Wed., 6:30 p.m.
Cabrillo Bowl, 580 Arthur Rd., Watsonville
Pres. Robert Erwin (831) 663-2002

REDWOOD EMPIRE: (Marin Co.)
Third Wed., 7 p.m., Round Table Pizza
1520 E. Washington Street, Petaluma
Pres. David Hall (707) 542-7665

SANTA CLARA VALLEY
Third Thurs., 7:30 p.m., Napredak Hall
770 Montague Expressway, San Jose
Pres. Joseph McVeigh (408) 249-9731

SILICON VALLEY
First Wed., 6 p.m., Armadillo Willy's,
1031 N. San Antonio Road, Los Altos
Pres. Dave Guslani (650) 322-3332

TRI-VALLEY
Second Thurs., 6 p.m.,
Athens Burgers, 6999 Dublin Blvd., Dublin
Pres. David Hawes (925) 828-7665

REGION 11 (FLORIDA)
B.O.R.D. Member: Todd Starner,
(941) 915-2135
E-mail: tstarner@tampabay.rr.com

CAPE CORAL: Second Tues., 6 p.m.,
Worsham residence, call for location and directions
Pres. Ira Worsham (239) 839-7665

GOLD COAST: (Ft. Lauderdale area)
Second Tues., 6:30 p.m.
Wings Plus, 5880 W. Sample Road, Coral Springs
Pres.Ana Labosky (954) 224-7733
www.ipssagoldcoast.org

MANASOTA: (Bradenton/Sarasota)
First Mon., 7:00 p.m., D'Artino's
7230 52nd Place, Bradenton
Pres. Andrea Dospel (941) 531-4770

OSCEOLA: (Kissimmee/Orlando)
Second Wed., 6:30 p.m., Fat Boy's Restaurant
2512 13th Street, St. Cloud
Pres. Derric Raymond (407) 908-4555

VENICE: Second Monday
Mamma Leone's, 1266 Jacaranda Blvd.
Pres. Todd Starner (941) 915-2135

Associate Members

For more information about our associate members, please visit their web sites. If company representatives are available to speak at chapter meetings, their topics and geographic availability is indicated.

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