





THE IPSSAN

Official Publication of the

Independent Pool & Spa Service Association, Inc.

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## Lance Fitzgerald wins August Education Corner quiz

Lance Fitzgerald, a member of the IPSSA San Fernando Valley chapter, was randomly selected among all of the correct entries for the August Education Corner Quiz and will receive an IPSSA sports watch. All correct entries submitted during 2009 will be eligible for a big drawing at the end of the year for more IPSSA logo items.

The correct answers for the August quiz are: 1) Chlorine's biggest job is to kill organisms. A) True b) False, *the correct answer is b) false*. 2. The evaporation rate in Southern California is generally considered to be: A) 4 to 6 feet per year b) 5 to 7 feet per year c) 6 to 8 feet per year d) 10 feet or more

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per year, *the correct answer is c) 6 to 8 feet per year*. 3) Free chlorine in water is the total of HOCl (hypochlorous acid) and OCl- (hypochlorite ion). A) True b) False, *the correct answer is b) false*. 4) Low calcium hardness

will cause: difficulty balancing the water, etching of plaster, corrosion of metal components and: a) foaming b) eye irritation c) skin irritation d) all of the above, *the correct answer is d) all of the above*.

### Calendar of Events

Oct. 1-3	<b>Pool Industry Expo</b> Monterey Convention Center Monterey, California www.poolindustryexpo.com
Oct. 9-10	<b>CPO Class</b> Superior Pool Products Inc., Canoga Park, California www.anotherperfectpool.com/cpo
Oct. 17	<b>IPSSA El Dorado Chapter Second Annual Golftoberfest</b> Darkhorse Golf Club, Auburn, California www.edipssa.com
Oct. 23-24	<b>CPO Class</b> Gethsemane Lutheran Church, Carmichael, California www.anotherperfectpool.com/cpo
Oct. 28-30	<b>World Aquatic Health Conference</b> Sheraton Atlanta Hotel Atlanta, Georgia www.nspf.org
Nov. 6-7	<b>CPO Class</b> SCP, Riverside, California www.anotherperfectpool.com/cpo
Nov. 9	<b>Xtreme Education Golf Tournament</b> Mile Square Golf Course Fountain Valley, California www.westernshow.com
Nov. 10-11	<b>Xtreme Education</b> (produced by Western Pool & Spa Show) Long Beach Convention Center, Long Beach, California www.westernshow.com
Nov. 13-18	<b>Int'l Pool   Spa   Patio Expo</b> Mandalay Bay Convention Center, Bayside Halls Las Vegas, Nevada www.PoolSpaPatio.com
Nov. 20-21	<b>CPO Class</b> SCP, Orange, California www.anotherperfectpool.com/cpo

### WELCOME NEW MEMBERS!

**REGION 1 — Elk Grove:** Cliff N. Kimura. . . **West Placer:** Michael McGovern. . . **REGION 2 — Conejo:** Charlies Collie. . . **Bakersfield:** Timothy Harris. . . **REGION 4 — Whittier:** Joel D. Paul Jr.. . . **REGION 5 — Orange County #9:** Edgar DeJesus. . . **Mission Viejo:** Stephanie McKimmie. . . **Central Orange County:** Clyde Zeitz. . . **REGION 7 — San Diego:** Afshin Darandeh. . . **REGION 8 — Scottsdale:** Michael Martucci. . . **REGION 9 — Austin:** Jonathan R. Erickson. . . **San Antonio:** Arif Sealey. . . **REGION 10 — Monterey Coast:** Jonathan Heller. . . **REGION 11 — Venice:** Victor Gil De Lamadrid, Kevin R. Voigt

### Financial office thanks chapters with prompt payments

The Financial Office thanks the following chapters, whose members all paid promptly in September before second notices were required:  
Region 1: Tracy, Gold Country, East Contra Costa  
Region 2: Conejo, Fresno  
Region 3: Calabasas  
Region 4: Central Los Angeles, East Long Beach  
Region 5: Anaheim, Huntington Beach, Orange County #9  
Region 6: Hemet, Corona  
Region 7: Carlsbad, Escondido  
Region 8: Tucson, Las Vegas, West Valley  
Region 9: Corpus Christi, Rio Grande Valley  
Region 10: Mid-Peninsula  
Region 11: Venice, Palm Beach

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# 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 **NOVEMBER 20, 2009.**

1) A gallon of muriatic acid (hydrochloric acid 31.4%) is equal to how many pounds of dry acid (sodium bisulfate)?  
a) 2.5  
b) 3.5  
c) 10.0  
d) 5.0

2) Total alkalinity does not affect the speed of pH change in the water.  
a) True  
b) False

3) A colorimeter measures the amount of light that is transmitted through a sample.  
a) True  
b) False

4) How many pounds is 1 ppm in 18,500 gallons?  
a) 1.5 lbs.  
b) .15 lbs.  
c) 5.1 lbs.  
d) .85 lbs.

Name \_\_\_\_\_

Address \_\_\_\_\_

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Telephone Number (\_\_\_\_) \_\_\_\_\_

Chapter \_\_\_\_\_

Correct Answers: 1.\_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_ 4. \_\_\_\_\_  
(Please indicate A, B, C, or D for each answer.)

Mail Entry to:

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Entries for this month must be received by **NOVEMBER 20, 2009.**



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#### ***Bill Goossen***

Owner - A-Western Pool Service, Phoenix, AZ  
President - North Phoenix Chapter of IPSSA Region 8

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# Highlights of August 1, 2009 IPSSA Inc. Board of Regional Directors Meeting

**Present --** Mike Gardner, Region 1 Director; Lane Clark, Region 2 Director; Bob Nichols, Region 3 Director; Adam Morley, Region 4 Director; Bob Luedtke, Region 5 Director; Nathan Smith, Region 6 Director; Chuck Gough, Region 7 Director; Kurt Schuster, Region 8 Director; Phil Sharp, Region 9 Director; Dick Nichols, Region 10 Director; Todd Starner, Region 11 Director; Vickie Lester, CAE, Executive Director; Clint Cramer, CPA, Financial Office; Ray Arouesty, Arrow Insurance Service.

**Guests --** Celia Hugueley, Region 1, Gold Country Chapter; Eric Nielson, Region 3, San Fernando Metro Chapter; Elias Duran, Region 3, San Fernando Valley Chapter; Peter Haverlation, Region 3, San Fernando Valley Chapter; Jim Romanowski, Region 5, Orange County Pool Professionals Chapter; John Bettencourt, Region 6, Hemet Chapter; Bob Fowler, Region 7, San Diego Chapter; Mike Gregg, Region 7, San Diego Chapter; A. J. Wilson, Region 7, San Diego Chapter; Gary Ellyatt, Region 10, Monterey Coast Chapter; Joe McVeigh, Region 10, Santa Clara Valley Chapter; Lance Sada, NPIRC Liaison.

**Financial Report & Census --** Cramer reported that for the period ending June 30, 2009, there were \$327,137 in revenues and \$291,013

in expenses for the general fund, with a net surplus of \$36,125. Assets were \$351,763, liabilities were \$89 and equity \$351,674. The Benevolent Fund had disbursements of \$3,570, with \$3,653 available for future claims. The Scholarship Fund took in \$18,810 in revenues (including interest) and had \$3,744 in disbursements, with a net balance of \$162,706. The reserve fund balance is now \$421,157. The June 30, 2009 membership census shows a total of 3,711 members.

**2009-2010 Goals --** Gardner distributed a sample customer notification door hanger and draft field research project guidelines for the energy data collection project. He

asked those who are ready to start collecting data to contact him for the materials. Starner and Sharp will report on state certification education programs during the Education and Expansion Committee budgets. Nichols is considering a proposal to make funds available to regions for public relations purposes, rather than a coordinated national campaign. He will develop guidelines on how to get involved in community safety fairs and IPSSA resources available.

**Administration —** Betten-court reported that last year’s task force on centralized processing of membership applications and uniform minimum membership crite-

Continued on page 7

# Highlights of August 1, 2009 IPSSA Management Company Board of Directors Meeting

**Financial Report —** Cramer reported that for the period ending June 30, 2009, there were \$111,316 in revenues, and \$100,660 in expenses, resulting in a net income of \$10,656. Assets were \$823,488, liabilities were \$732,757, and equity was \$90,731. Luedtke presented a proposed budget for 2010.

**Insurance Report —** Arouesty

reviewed liability insurance claims for the year to date and well as life insurance death claims. Arouesty will develop a flow chart of processes that should be taken by a member’s heirs when a death occurs.

**Q&A —** Arouesty answered questions about issues that arise when a drowning occurs in a pool.

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# PIE 2009 SEMINAR SCHEDULE

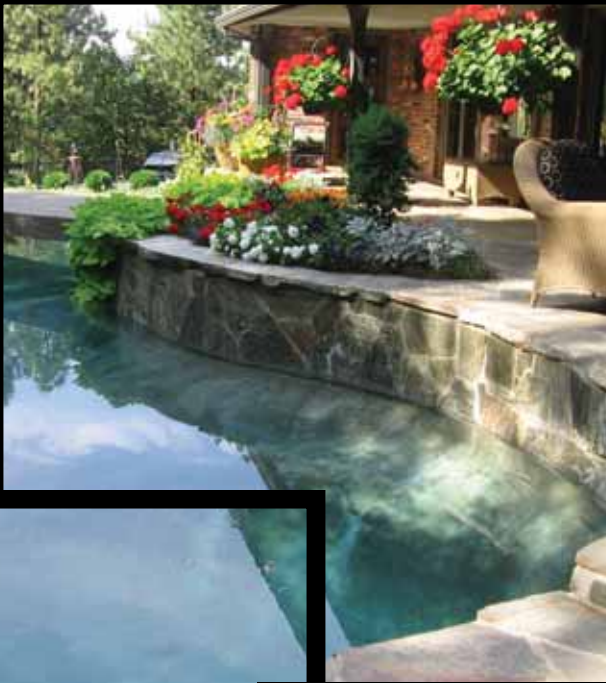
Thursday, October 1st	1:00pm-3:00pm	Two Speed & Variable Speed Pumps  Pentair	Low Nox Forced Draft Heater Install and Troubleshooting  Dan Jones - Hayward	Pentair Pool Cleaners  Eric Christiansen Pentair	Spa Control Troubleshooting	Basic Water Chemistry  Wayne Ivusich Taylor Technologies	Pool Discolorations Why it happens  Dennis Chapman Jack's Magic
	3:00pm-5:00pm	Title 20/Utility Pump Rebate Certification  Pentair	How to Succeed in Customer Service "Paperless Options"  David Hawes	Natural Enzymes "Environmentally Friendly Water"  Natural Chemistry	Chris Kuttig Hydro-Quip	Low Nox Heaters Max-E-Therm Master Temp  Sta-Rite/Pentair	Poolvergnuegen Pool Cleaner  Manuela Rief
Friday, October 2nd	8:00am-10:00am	Leadership & Management Skills  David Hawes H & H Pool Service	Pro Logic & Color Logic  Dave Pruchniewski Goldline/Hayward	Raypak Heat Pumps  Tom Grucky Raypak	Baracuda Suction Cleaner Followed By Nature 2  Zodiac	Basic Electricity	Controls Sun, Easy, & Intellitouch  Pentair
	10:00am-12:00pm	Lawsuits Fines & Jail Keeping your Business out of legal hot water Ray Arouesty Attorney at Law	Aqua-Rite Salt Generators Install - Troubleshoot  Goldline / Hayward	Raypak Residential Heaters  Tom Grucky Raypak	Hot Water Chemistry  Wayne Inusich Taylor Technologies	Dave Durkin D&M Electric	Energy Evaluation and when it becomes beneficial on pool structures N O Anderson & Associates
	12:30pm-2:30pm	Accounting For The Pool Professional  Martha Kambe CPA Kambe & Mahan	Weird Water Solutions  Lance Pettyjohn SeaKlear	Pool Light Repair  Dick Nickols Genie Pool & Spa	Salt Chloronators  Zodiak	Motor Repair & "Hybrid Motors"  Bob Raymond Swimco	Shotcrete Applications & Repair of Damaged Shotcrete  Neil Anderson & Rob Holmer Neil Anderson & Associates
	2:30pm-4:30pm		ECO-Friendly Water Solutions for Pools & Spas Terry Arko SeaKlear <b>FREE CLASS</b>	Pool Service Technician 101  David Allen	Variable Speed or Two Speed Keep it Simple  Hayward	Pool Hydraulics Balancing Flow  Sue Robach Pentair	
Saturday, October 3rd	8:00am-10:00am	Marketing Outside the Box Sales outside the Industry  Rick Savageau Inside Out Industries	Automated Control Systems  Jandy / Zodiac	SGS Salt Systems Commercial Pools Fiberoptic Lighting Laminars - Fiber Fiberstars/Alpha West	Certified Stain Specialist  Dennis Chapman Jack's Magic	Diagnosing New Plaster Problems on Balance  Kim Skinner Que Hales	Water Chemisrty  Terry Arko SeaKlear
	10:00am-12:00pm	Promoting & Building Your Business  David Dickman Service Industry News	Two Speed & Variable Speed Pumps  Jandy	Anti Entrapment Our Changing Industry  Steve Dunn		Advanced Water Chemistry on Balance  Kim Skinner Que Hales	





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## ***BORD meeting***

Continued from page 5

ria was not able to develop any recommendations. It was agreed to no longer address this issue at future meetings. Lester reminded the BORD of the October 20 deadline for the Terry Cowles Memorial award applications

**Bylaws — MSC** to amend Standing Rules Article V, Section 7. Expulsion from Membership for Non-Payment of Dues. Any member who becomes delinquent in the payment of dues shall be expelled from membership. Any member expelled for nonpayment of dues may request reinstatement of membership. The expelled member must submit payment of all past due balances, \$50 IPSSA reinstatement fee, dues for the current and next month plus additional reinstatement fees and/or penalties as fixed by the member's chapter. The chapter president shall approve reinstatement of the member dropped for nonpayment of dues once all fees, dues, and penalties have been satisfied. The \$50 IPSSA reinstatement fee is waived for those members who agree that future payments be debited automatically to their bank or credit account by completing and submitting and authorization agreement for preauthorized payments. No other chapter shall admit to membership a member who has been excluded from membership for delinquent dues without the consent of the president of the chapter which expelled said member. **MS** to amend Bylaws to add Section 4.7 right of appeal for applications. **MSC** to table the motion until the next BORD meeting.

**Education** — D. Nichols reported that the Intermediate Training Manual Part 1-Water Chemistry is published and available for sale. A set of test questions has been developed and will be made available for certification purposes. Nichols recommends that instead of publishing a com-

prehensive Intermediate Training Manual Part 2-Equipment, a series of smaller books on specific equipment topics be published. Two books already are in development, on electricity and business practices, with companion workbooks as well. Contracts with the authors will be cleared with the executive office and legal counsel before work proceeds on the books. These books will support the educational goals outlined in Bobby Sharp's education proposal. Nichols has authorized funds for training a CPO instructor for Region 11. The training most likely will take place in January. Gardner reported that FPSIE continues to offer classes, however funding issues are a problem as well as staffing. The Western Pool and Spa Show offers a free two-day pass to the November Xtreme Education program to each IPSSA chapter; in return WPSS asks that the pass be raffled and that proceeds from the raffle be donated to SPEC, APEC or the appropriate legislative advocacy group for the chapter's state.

**Entertainment & Trade Shows** — The next BORD meeting will take place at the Marriott Manhattan Beach (Region 4) November 6-7. This meeting will be the annual BORD orientation and planning session the first day and the regular quarterly BORD meeting the second day. The committee will advise Lester soon on who will staff the booths at PIE and IPSE later this year. Sharp reported Region 9 will be supporting the 2010 Southwest Pool & Spa Show.

**Expansion —** Starner reported on expansion and regulatory issues in Florida, particularly efforts by a coalition of pool associations (including IPSSA) working with the Consumer Industry Licensing Board on education requirements for contractor licensing. The May tabletop show in Sarasota was a success and raised funds for the regional budget. Poolcorp would like to partner with Region 11 to

offer weekend class schedules on a regular basis. Starnier asked for help with membership recruitment and advocacy efforts.

**Finance** — Luedtke presented a proposed budget for 2010. For now the budget shows a deficit because all budget requests are now reflected in the draft. The final budget that will be presented to the BORD in November will be presented as break even. He encouraged all committee chairs to

submit details budget requests for 2010 as soon as possible. Cramer distributed lists of chapters and regions that still need to submit tax data to the financial office. Luedtke reported that 44% of the membership has not designated a beneficiary for the life insurance policy. A copy of the form is included in the August issue of The IPSSAN and is available for download from the IPSSA web site. Arouesty pointed out that the

life insurance policy offers an accelerated benefit for payment to members who have been diagnosed with a terminal illness. He will write an article for The IPSSAN about this benefit. Luedtke clarified policies on reimbursement of BORD expenses.

**The IPSSAN** — Lester reported that the preliminary information she has received on second

Continued on page 9

California Spa and Pool Industry Education Council

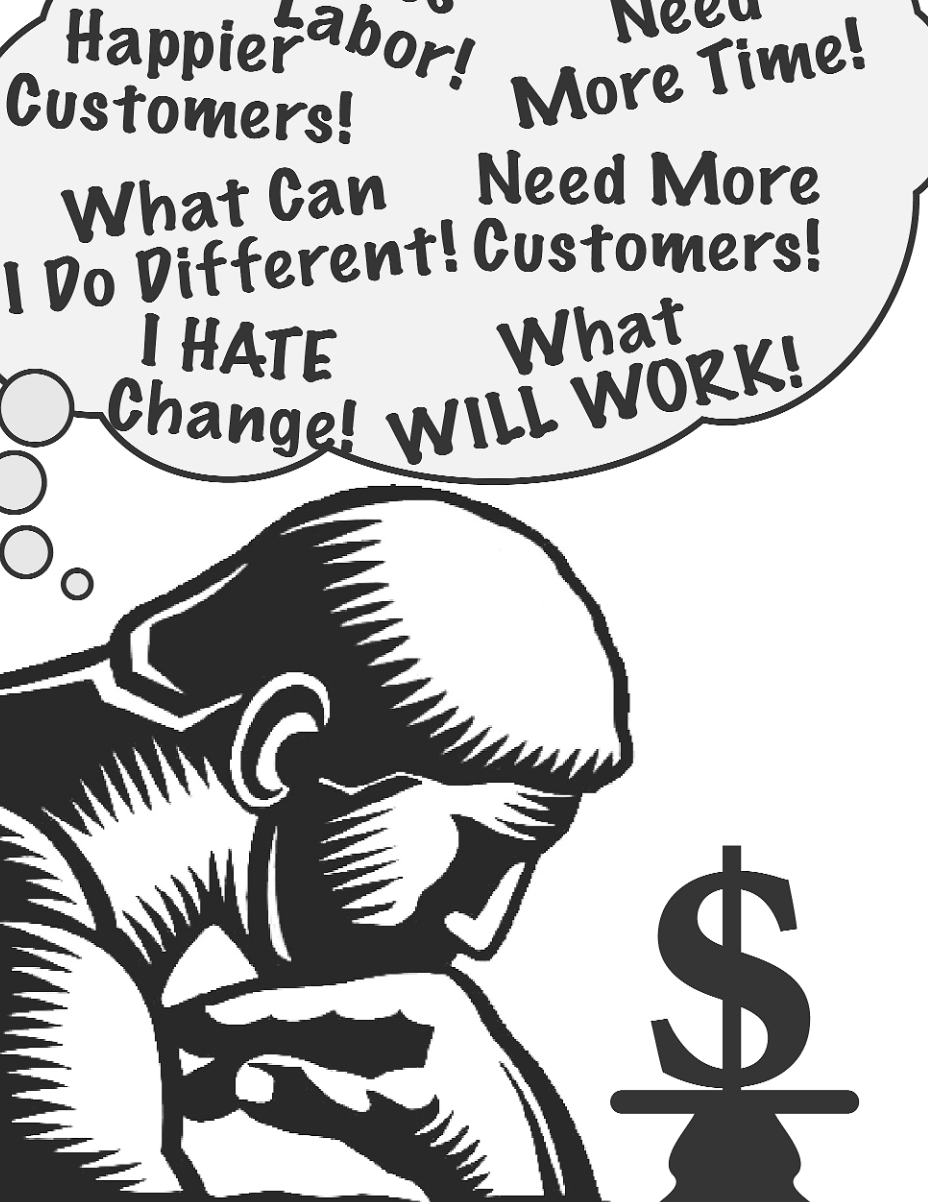
*The California Spa and Pool Industry Education Council (SPEC), is a statewide umbrella non-profit trade association. SPEC promotes the industry while it educates the spa and swimming pool-owning public, local and state regulatory and legislative bodies on critical issues for the pool and spa service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

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# IPSSA dues billing policies and procedures

- Dues invoices will be issued on the 20th of the preceding month.
- If a dues payment is not received in the Financial Office by the 15th of the month, a \$25 fine will be assessed to that member and a ten-day notice will be mailed that membership and insurance will be cancelled if dues are not paid by the last day of that month.
- If the dues payment is postmarked on or before the 10th of the month, the \$25 fine will be reversed.
- In addition, the Financial Office has the authority to waive one late fee per calendar year per member.



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TECH TIPS

Watch the filter pump timer settings which cleaning filters  
By Scott Houseman

Scott Houseman is president of the IPSSA Capital Valley chapter. This tip originally appeared in that chapter's September 2009 newsletter.

This could happen to any pool service tech at anytime. The story starts off that a service tech was scheduled to clean a filter so he turned off the filter pump and disassembled the filter to remove and clean the filter cartridge. Next he took them to the street to clean them. So far so good! Once the service tech cleaned the filters he returned to the swimming pool and found that two feet of water was missing in the pool and the filter pump was running. This is not a good sign. Now the yard was flooded. Lucky enough, the water

did not reach the house or neighbor's house.

The service tech turned off the pump, assembled the filter, and than waited for the pool to fill back up. The service tech did not understand why the filter pump came back on after he turned it off, just like every other filter clean job he completed. What really happened is that this pool has an Intermatic dual speed time clock. When he shut off the low speed timer to clean the filter, the high speed timer was ready to start the pump back up.

The moral of the story is that I can see this happening to anyone in the pool service business. It is easy to forget that the other timer setting may start up the filter pump while you are cleaning filters or cleaning a pump basket.

There are tons of these timers

BORD meeting

Continued from page 7

class mail processing for the newspaper indicate it will not increase costs but will expedite processing.

**Member Benefits** — Gardner reported that the original Benevolent Fund rules require a two year period to attempt to contact those to whom disbursements are due. Four associate members were approved by unanimous consent via e-mail ballot since the last BORD meeting: Aqua Products, Compu Pool Products, Emotron, and Pebble Technologies. Recommendations on changes to associate member processing were tabled until the next BORD meeting. Gough presented revisions to the sick route yellow cards that have been adopted by the San Diego Chapter.

**Outreach** — B. Nichols showed an effective drowning awareness video prepared by the City of Redlands, California. He also commended Jeremy Smith and the members of the IPSSA Mid-Cities DFW chapter for their continued efforts to promote pool safety, including support of a mock drowning demonstration in conjunction with a local children's hospital. Sada reported on current projects underway at the National Pool Industry Research Center. He encouraged the BORD to consider funding future research protocols specific to the service industry. Lester reported that she has the complete reports of all prior NPIRC research protocols. Nichols encouraged chapters to take advantage of the matching grants program. The SPEC liaison report was included in the agenda materials. Nichols attended a conference sponsored by the California Contractors State

License Board on the economic impact of unlicensed contracts in the state. He also presented findings of IAPMO tests of the energy efficiency of ¾ hp single speed pumps compared to ¾ hp dual speed pumps. These data will be presented to the California Energy Commission for consideration in developing Title 20 regulations. The data also will be presented to the industry trade press and will be made available to IPSSA members. Nichols was commended for undertaking this project. Gough has received quotations for magnetic pool signs. It was agreed to proceed with final plans to offer them to members and will report back at the next BORD meeting. MSC to move \$5,000 from the Trade Show Desert Pool & Spa Show budget to the government relations budget line item. Nichols authorized the budgeted donation to onBalance for \$2,500. The check will be submitted to the executive office and a letter will be sent to accompany the donation.

**Q&A** — Lester reported that her office will be moving in August and that a new address will be used effective September 1. The current post office box will be maintained for a few months to facilitate the transition. Wilson commended the Board for its oversight. Duran questioned the copyright issues of IPSSA publications and commented on Board expense reimbursement policies. A request was made to include chapter president e-mail addresses on The IPSSAN. Ellyatt reported that the Transworld collection program has recovered more than \$130,000 for members and yielded approximately \$8,500 in non-dues revenue for IPSSA.

and others being installed everywhere that fit in this type of situation. So keep this in mind the next time you are cleaning a filter. We don't need claims on our insurance that can be prevented.

**GFCIs**

This tip originally appeared in the September 2009 newsletter of the IPSSA Redwood Empire chapter.

One of the most important safety devices in the pool is the

GFCI. Test your customers' GFCIs monthly to ensure they are operating properly and providing protection. Consider getting a simple GFCI plug tester. Underwriters Laboratories Inc. guidelines recommend monthly testing of all ground fault receptacles. If the GFCI trips for any reason other than the above tests (check GFCI if you notice lights not operating when they usually do), vacate the pool immediately. A dangerous condition may exist.

Do not use the pool until the light system has been tested and repaired.

GFCIs do not last forever. Regular testing is required to assure that pool users are protected from shock.

Hubbell announced a notification for certain plug-in GFCI units with manufactured date range July 2005 – June 2007. <http://www.hubbell-wiring.com/gfcinotification/GFCI%20Product%20Notification.pdf>

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# Pool geographHy

**By Ray Denkwicz and Alex Fielding**  
*Ray Denkwicz is product manager, sanitization, controls and solar and Alex Fielding is research engineer for Hayward Pool Products*  
Regardless of where you live in the U.S., it is well understood that pH plays a significant role in the proper water management of swimming pools and spas. Classically, differences in pH management are expected based

on the geographic location of the pool. This has never been more true than this past year where extreme weather conditions have made these differences even more pronounced. For example, in some parts of the Northeast and Midwest, the weather has been some of the wettest and coolest on record. What follows is a discussion about the challenges pool owners face in managing pool water pH depending on general climatic differences and use pat-

terns in various geographic regions. For simplicity of what is a complex subject, we look at expected differences between pools located in the Frostbelt versus the Sunbelt.

**pH is pHinicky**  
It is well understood that pH is one of the most important water quality parameters in a swimming pool, because it directly impacts the amount of hypochlorous acid (i.e. HOCl) available. (See Figure 1). Hypochlorous acid is the most active form of chlorine and so it is desirable to keep the pH near to seven (7) where hypochlorous acid is more predominant over the less active hypochlorite ion (i.e. OCl-).  
Unfortunately, too low a pH is problematic for pool equipment and bathers, so a balance needs to be struck, with a pH range of 7.2 - 7.8 considered as being the acceptable range. In fact, this is the pH range recommended by the National Swimming Pool Foundation.  
Maintaining the water pH within a select range is challenging because there are a number of factors that cause the pH to change. (See table below). The most dom-

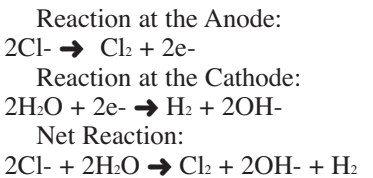
inant effects on pH are carbon dioxide (i.e. CO<sub>2</sub>) loss and the production of hydroxide ions from the use of a salt chlorine generator. As such, pool water pH tends to drift gradually upwards over time. Acid rain, however, which occurs predominantly in the Eastern U.S., will counteract some of the natural upward pH drift. The impact is dependent, of course, on the amount of rainfall. Cyanuric acid, too, will assist in lowering pool pH although its overall effect is small owing to the fact that cyanuric acid is a weak acid.

↑pH	• CO <sub>2</sub> Loss • Electronic Chlorine Generator Use
↓pH	• Acid Rain • Cyanuric Acid

The presence of alkalinity resulting from dissolved CO<sub>2</sub> in pool water (plus a small contribution from dissolved cyanuric acid species) naturally creates a resistance to the changing pH. That is, the alkalinity serves as a buffer to the pH drift. This is why alkalinity is desirable in a pool.  
Given the importance of con-

trolling the pH of swimming pool water and the known factors that cause pH to change, it is interesting to develop a model that illustrates these effects.

**Pool water pH model**  
A model was developed to simulate the expected pH change in swimming pool water as a function of the following variables: total alkalinity, cyanuric acid concentration, salt concentration, temperature, pool volume, chlorine generator output, dissolved carbon dioxide, as well as the amount and pH of acid rain. Owing to the known impact of salt chlorine generators on pH rise and to their popularity as a means of sanitization, the model assumed the use of a chlorine generator. It should be evident that the above factors vary on a regional basis (e.g. Sunbelt v. Frostbelt) and that it is these variations we intend to capture in the model.  
**Salt chlorine generator use**  
Salt chlorine generators produce hydroxide (i.e. OH-) ions during their operation as a result of the electrolysis of salt. The amount of hydroxide ions produced is directly related to the amount of chlorine produced as seen in the following equations:



Chlorine production and, hence, hydroxide ion generation will depend heavily on geographic differences. For example, in the Frostbelt, pools remain open for only 3-6 months of the year, whereas in the Sunbelt, pools remain open anywhere from 8-12 months out of the year. Furthermore, Sunbelt-located pools experience warmer weather, greater amounts of sunshine and, logically, higher bather loads during a given year. These conditions require the salt chlorinator to operate for longer periods of time. The much needed chlorine is thereby generated, but more of the pH raising hydroxide ions are also produced.

Continued on page 18

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# Ask Sue

Sue Robach is, regional training manager for Pentair Water Pool and Spa. If you have questions for Sue, send them to [info@ipssa.com](mailto:info@ipssa.com).

**I have a pump that is running, but I am not getting very much flow. What is causing this problem?**

There are many possible answers to this question, and I'm not at all surprised to be hearing it now, as one of the causes may be attributed to this time of year.

As the fall season arrives, many trees drop their leaves. This can cause some problems for a pump, because fallen leaves can clog a skimmer or pump basket or even the pump's impeller.

A simple way to confirm the cause of a flow restriction is to take note of the filter pressure. A lower than normal pressure reading indicates the pump is not delivering the full amount of water to the filter. The resistance caused by the clog will decrease the flow, and because the pump is before the filter, the pressure reading decreases. To remedy this problem, empty the baskets and you will see the pressure go back to normal operating range. If the pressure remains low, inspect the pump strainer basket, because it may not be seated correctly or it may be cracked or broken. This may allow debris to pass through



Sue Robach

to the impeller, in which case the impeller will require cleaning.

To clean the pump's impeller, shut off power to the pump. Remove the pump's motor end from the pump volute housing by removing the bolts or clamp (depending on the design). This will expose the pump diffuser and impeller assembly. Remove the diffuser (see the manufacturer's instructions), and inspect the eye of the impeller. You will probably observe leaves, small twigs, pine needles or seeds jammed in the impeller vanes. There are tools on the market that you can use to clean the vanes of the impeller, but I usually use a #12 or #14 piece of copper wire, which I can slide into each impeller vane. Once the impeller is clean, replace the diffuser and reassemble the pump. Note that some older pumps have open faced impellers, which usually don't clog with debris. If this type of pump is not

performing well, it is usually due to worn parts like the impeller or volute housing.

There are other things to check when a standard pump is not flowing correctly. Air in the pump pot is a good indication of a suction leak, a partial plumbing clog or undersized suction piping. Suction leaks may be found in the skimmer, suction plumbing, trap lid o-ring, or pump pot drain plug. The usual culprit, however, is the piping as it connects to the pump trap. To troubleshoot a leak in this area,

turn the pump on, then pour water from a garden hose or large bucket over the suction connection to the trap. If the bubbles go away, there lies the source of the suction leak. Instead of drawing in outside air, the pump is now drawing in the water. I recommend re-plumbing the suction piping to the pump, although many technicians will simply apply a bead of silicone around the threads while the pump is running so the pump draws the sealant into the leak area.

A partial plumbing clog or a suction leak in the underground plumbing usually require additional equipment to clear the clog, pressure test or locate the underground leak.

*Send Your Technical*

*Questions to:*

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*Los Alamitos CA 90720*

*or email: [info@ipssa.com](mailto:info@ipssa.com)*

## Employee owners of Pool Covers, Inc. purchase company assets from Be-Lite Aluminum Spa Covers

Pool Covers, Inc. has announced that it has acquired all assets of Be-Lite Aluminum Spa Covers.

Pool Covers, Inc. is an employee owned company and has been an industry leader in safety swimming pool products for over 25 years. "We are proud of our 25 year history of achievement, in providing our customers with the highest quality safety swimming pool products and service" said Claire King, president. "Our employees are committed to continuing this tradition of growth, success and customer service." The sense of personal responsibility that comes with ownership contributes to building customer satisfaction and increasing the bottom-line growth for the company.

"We have been working very

hard to strengthen our company and the acquisition of Be-Lite Aluminum Spa Covers is a natural fit" stated Claire King. This transaction represents a great opportunity for Be-Lite Aluminum Spa Cover customers, who can all benefit from a stronger company whose motto is "Nobody provides service like an owner!" Believing that no one provides service like an owner, employee-owners are empowered to make decisions that are fair to the customer and to the company. They are held accountable for those decisions.

King added, this acquisition gives us the potential for significant long term growth and stability. "We believe we will be a much stronger company to compete more effectively in and across our collective markets"

### Collection Tips

## More than \$141,000 collected for IPSSA members through Transworld/Green Flag program

By Tony Arsneault

Tony Arsneault is IPSSA's contact with the Transworld Systems Greenflag Profit Recovery program. He can be reached at [anthony.arsneault@transworldsystems.com](mailto:anthony.arsneault@transworldsystems.com).

As of September 1, 2009, IPSSA members have recovered more than \$131,000 in delinquent accounts through the Transworld/Green Flag profit recovery

program.

Only 342 members have signed up for the service. However, only 258 members have actually submitted an account, which means that only 7% 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](http://www.ipssa.com).

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# All key pieces in place for the 2009 International Pool | Spa | Patio Expo

Pool, spa and backyard professionals have a wide variety of product, education and networking options to look forward to at the 2009 International Pool | Spa | Patio Expo, taking place November 16-18, at the Mandalay Bay Convention Center in Las Vegas, Nevada. The educational conference will be held November 13-18.

"There is no better opportunity for builders, retailers, service com-

panies and landscape architects to find the newest and best industry products than the International Pool | Spa | Patio Expo," said Donna Bellantone, director of the Expo. "Complementing the products is a variety of customized educational offerings that make this a can't-miss event."

Some of the industry's key builders and retailers have already registered for the show, including

Blue Haven Pools & Spas, Gohlke Custom Pools, The Deck and Patio Co., Tubs of Fun, Riverbend Sandler Pools, Artistic Pool and Spas, NorthWest Hot Spring Spas, Valley Pools & Spas, Mermaid Pool Spa & Patio, B&B Pool and Spa Center, Presidential Pools and Spas, Burnett Pools, Perry Pools, Munie Leisure Center, Cameo Pools, Johnson Pools & Spas, Premier Pools & Spas, All Seasons Pools & Spas,

Pools by Bradley, Backyards of America, Pool Doctor of Rhode Island, Central Iowa Pool and Spa, Patio Pools & Spas, Eastgate Pools and Olympia Pools & Spas.

Exhibitors continue to sign up daily, with many leading industry companies already committed, including Cal Spas, Zodiac Pool Systems, SGM, BioLab, BioGuard, Coast Spas, A. O. Smith, Gecko Alliance, Aquastar Pool Products, SeaKlear, Doughboy, SmartPool, Vac-Alert Industries, King Technology, Advantis Technologies, Lucite International, Arch Chemicals, ProGuard, Water Tech, Viking Spas, Destiny River Spas, San Juan Pools, Wilbar International, Leisure Concepts, Summerset Outdoor Furnishings, Macalite Equipment, Structure Studios, Newport Controls, and Cargill Salt, just to name a few.

## Show Highlights

A variety of show highlights are available to help attendees expand their product selection, as well as expand their minds.

**VGB Education & Product Pavilion** — The new VGB Education & Product Pavilion has been created for attendees looking for VGB Safety Act-related products such as anti-entrapment drain covers, safety devices, fences and more. Located on the show floor, attendees will also be able to hear 30-minute vendor presentations on compliance requirements, water safety, drowning prevention and more.

**Product Showcase** — Attendees looking for the hottest industry trends and the latest environmentally-friendly products should stop by this pavilion devoted to new, cool and green products.

**Backyard Living Pavilion** — This dedicated area is where dynamic products, resources and information from every segment of the backyard living industry will be on display.

**Genesis 3 Pavilion** — This pavilion is where attendees will find products and services especially for builders, designers and the water-shape industry.

**Conference Program** — The acclaimed conference program is as robust as ever with 61 idea-generating seminars where attendees will learn best practices and the latest technology to help increase their bottom line, network with industry leaders and get answers to their business challenges.

**Power Panels** — Targeting three specific niches, a series of one-hour discussions tackling today's toughest issues will be available through the Builder Power Panel [sponsored by Zodiac Pool Systems], Retail Power Panel [sponsored by BioGuard], and Empowerment Hour.

**Welcome Party** — After the show closes on opening day, attendees and exhibitors will want to network and enjoy the live music and original folk art at the House of Blues, the eclectic nightclub located inside the Mandalay Bay Hotel & Casino. Sponsored by Cal Spas.

**Hands-on Education** — APSP Live Workshops and an Exhibitor Product Clinic by the Propane Education & Research Council provide unique opportunities to add to the educational experience, in a casual atmosphere on the show floor.

**Advanced-level education** — Additional high-level, targeted educational opportunities are available through the new Executive Academy, the APSP Builders Institute, APSP Technical Service Institute and Genesis 3 Design Schools.

"There are so many product and education options at this year's show," said Bill Weber, president and CEO of APSP, the show's official sponsor. "I encourage our members to register today and take advantage of these options to improve the profitability of their businesses."

To register for the International Pool | Spa | Patio Expo, attendees should visit [www.PoolSpaPatio.com](http://www.PoolSpaPatio.com). Discounted registration rates are available through October 6, 2009. For more information, please call (972) 536-6350 or (888) 869-8522.

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class 3	Advanced Heater Millivolt to Low NOx Pt 1 Tom Apt - Raypak	class 4	Advanced Heater Millivolt to Low Nox Pt 2 Tom Apt - Raypak
class 5	Pumps and Hydraulics Mike Lucas - Zodiac	class 6	Jandy Control Systems Mike Lucas - Zodiac
class 7	Electricity and Troubleshooting Electronic Controls Pentair	class 8	Electronic Controls – Selection and Programming Pentair
class 9	Suction Cleaners / Salt Systems Hayward	class 10	Salt Systems / Goldline Controls Hayward

DAY 2 : SCHEDULE OF CLASSES OFFERED FOR XTREME EDUCATION

Wednesday, Nov 11, 2009, 8 AM - NOON		Wednesday, Nov. 11, 2009, 1 PM - 5 PM	
class 1	Business Structure & Tax Planning Gary Garbowitz - CPA	class 2	Quickbooks for the Pool Business Russell Long
class 3	Advanced Water Chemistry OnBalance	class 4	Pool Plaster Problem Solving OnBalance
class 5	LX Heaters Mike Lucas - Zodiac	class 6	HiE Heaters Mike Lucas - Zodiac
class 7	Hydraulics for the Service Professional – VGB Safety and Title 24 Pentair	class 8	Pump Selection and Title 20 – Filter Sizing Pentair
class 9	Heater Installations Gas to Forced Draft Hayward	class 10	Hydraulics and Variable Speed Pumps Hayward



# SPEC reports on two new bills related to workers' compensation awaiting action by Governor Schwarzenegger

Pool and spa professionals and their customers will be able to check easily on whether their contractors or competitors maintain workers' compensation insurance in force if Governor Arnold Schwarzenegger signs legislation pending on his desk.

AB 483 (Buchanan), sponsored by the AFL-CIO, would require the Workers' Compensation Insurance Rating Bureau (WCIRB) to establish a website that identifies whether an employer is insured for workers' compensation insurance. "The purpose of the bill is to more easily allow employees, customers and competitors to obtain information on whether businesses they work for, do business with or compete against, have workers' compensation coverage in force," explains John Norwood, president and CEO of SPEC. "This is both an enforcement tool and safety issue and is supported by SPEC as part of our efforts to battle the cash economy."


The website would be available to the public at no cost. A customer or competitor would simply submit an inquiry for coverage information concerning a specified employer. The system, which is based on information main-

tained by the WCIRB and the state Office of Self-Insurance, would provide the name and contact information of the insurer providing workers' compensation for the employer on the date of the inquiry. The AFL-CIO indicates that 33 other states have implemented similar systems.

On a related issue, a bill to substantially increase penalties for

Continued on page 17

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**SPEC Report**

Continued from page 1

that California reduce the income tax, eliminate the state sales tax and install a new value-added or business net receipts tax on all business income, less purchases from other businesses. However, the Governor had hoped the commission would hand him a fully vetted and broadly supported plan that he could take before the legislature for an up or down vote. That is not going to happen. The commission has already indicated that, rather than a complete package, it is recommending a good starting point for the Governor and legislative leaders to further debate. According to press reports, the Governor disclosed that he will accept the commission's judgment and plans to call a special legislative session to order soon after he receives the final report.

All good intentions aside, calling a special session of the legislature to debate and resolve an issue as momentous as replacing \$50 billion dollars in annual revenues to the state's general fund appears dubious. In just the last few months the legislature has demonstrated only too well that is not capable of handling serious issues such as the budget deficit, water, prison reform, energy or education. Both labor and business groups have already attacked the plan. Three of the commissioners have voiced public opposition and indicated that simply funding a larger rainy day fund would carry the state through times when the economy is down and revenues are strained. "It is almost certain that there will be controversy and litigation over whether legislation to recast California's tax system requires a majority or two-thirds vote of the legislature. "In summary," says Norwood, "we do not expect quick or conclusive action by the legislature on this issue anytime soon. As this issue moves forward we will be expressing concerns to the Governor, legislature and the commission concerning the special issues of pool and spa professionals relative to the business net receipts tax."

**All IPSSA members in California are encouraged to become members of SPEC**

SPEC is your unified voice and the only organization that can lobby for you in Sacramento. SPEC funded by membership donations and needs your help. With your support SPEC stays alive, your business stays alive and no one falls prey to bad legislation.

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# Region 5 family picnic: a Caribbean carnival of fun

**By Bob Luedtke**  
*Bob Luedtke is director for IPSSA Region 5.*

Sunday September 13th was a beautiful day for Region 5's family picnic. It wasn't too hot like it can be in September. Everyone was able to enjoy the day's activities. A giant waterslide kept many children occupied for hours. So much so it was difficult to get some of them to participate in the games. The games consisted of a candy scramble, water bag toss, gunnysack race, and a parent/child three legged race. There were also carnival games,



clowns, a bounce house and face painting. There were many prizes for the kids and adults including pool cleaners, pumps, chemicals, toys, and an abundance of gift certificates.

This year's theme for the picnic was a Caribbean Carnival. Steel Parade, a steel drum band, provided island sounds for everyone to enjoy throughout the day. The buffet consisted of pork skewers, teriyaki chicken, hot dogs, rice, beans, salad, fried plantains, and watermelon.

There is a tremendous amount of work that culminates in producing this wonderful event. There are a few people I would like to extend special thanks to. Without Pool Corp. the picnic would not be what it is. Matt, Stan, and the crew from SCP Orange bring all the barbecues and meat. The time and effort they put into making sure we have a quality barbecue is very much

appreciated. Robert from Superior Fountain Valley brings the truck for our stage along with tables and prizes. He even helps us set up the picnic tables. Superior Placentia and SCP Laguna Hills also donate prizes. Thanks again to Pool Corp.

American Leak provides all the side dishes, plates, napkins, and much more. Glen and Eric man the buffet line and cut up the watermelon. They do a great job. Performance Solar sponsors the beer, wine, and bartender. With this crowd the bartender is kept busy. Lisa, I know the guys appreciate your support. I would also like to thank APSP/RDS Services for the soft drinks and water and The Route Pros for the snow cones. Thanks Ron and Tommy. Gayle Stewart put in a lot behind the scenes effort and conducted the games. Thanks for all your help. Thanks to Michelle for helping with the ticket sales.



Major prize contributors were Hayward, Pentair, Superior Placentia, Pool and Electrical Products, Superior Fountain Valley, and SCP Laguna Hills. Other prize contributors include Alan Smith Pool Plastering, Arrow Insurance, Natural Chemistry, Orange County Leak, Raypak, RDS Services, The Route Pros, and Zodiac Pool Systems.

Thanks for all the prizes. Many Region 5 chapters also supported the picnic including Anaheim, Central O.C., Dana Point, Hunt. Beach, Mission Viejo, North O.C., Orange Coast, OCPP, Saddleback Valley, Southwest, and Yorba Linda.

I hope everyone had a great time on the island. Thanks for making this a great event!

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# Remembering David Courey

By Mark Curran

Mark Curran is president of the IPSSA San Diego chapter. This remembrance originally appeared in that chapter's September 2009 newsletter

We found his passing to be difficult: difficult to understand, difficult to rationalize, and difficult to accept. We all thought he would win his battle with leukemia. Every time we spoke with him, he insisted he was making progress. The conversations were always positive, the doctors' reports were encouraging, yet there was always an underlying sense of uncertainty. It was a roller coaster ride of good news with a positive future and then a sudden spate of bad news of unexpected test results.

This went on for a year and the San Diego pool industry held its collective breath, prayed for David's recovery, and hoped for the best. It didn't turn out the way we had hoped.

David Courey passed away on August 8t, 2009. He leaves behind Julie, a loving wife, Jackson his son, and Adrienne his daughter. He was a devoted husband and father. He set up his office in his home so he could be involved with his family's day-to-day life. He never missed his children's youth activities because his family came first before his business. Yet, his business flourished. Why? Because he loved what he did, he stood behind his work, he was a



David Courey

man of his word, and his enthusiasm for life was contagious. He was a man of integrity.

David left the restaurant business and became involved in the pool industry in the early 1990s with American Chemtech. In 1993, he started his own company, Pool Surfacing 2000, and made an

immediate and long lasting impact with the San Diego pool/spa community. David's involvement with IPSSA goes back nearly 20 years. As a chapter supporter, his attendance at the San Diego chapter's general meetings is legendary. David attended more meetings than most if not all of the chapter's members. He involved himself with every activity that the San Diego chapter participated in, from the MS walk, to the chapter's blood drive, to the Child Safety and Drowning Prevention committee. He inspired many members of the San Diego IPSSA chapter, a chapter that is considered by most people in the know, to be the finest chapter in all of IPSSA.

David was one of the founding members of the Region 7 picnic. It was his enthusiasm and vision that brought about the formation of a gathering of the San Diego

region's pool professionals and their families to enjoy a day of fun, food and recreation during the August month. In the early days, David provided all of the food coming off the grill. He would stand behind said grill, cooking for everyone, making sure everyone was well fed. There was always a smile on his face and a good joke or a good comeback to a comment thrown his way. Laughter was part of his daily vocabulary.

On August 22, 2009, a memorial service was held in La Jolla, California to celebrate David Courey's life. Nearly five hundred

people attended the ceremony. A true testament to how David lived his life was shown by the overwhelming outpouring of emotion by those who attended. Memorial speakers spoke of how David dedicated himself to his family, his friends, his church, his business, and community organizations. The presiding minister reminded us that "David was a good man, a really good man."

And that he was. How many of you will have five hundred people show up at your funeral?

Live your life well.

Do your best whether or not anyone is watching.

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Below is a list of important IPSSA related documents available for print or view at [www.ipssa.com](http://www.ipssa.com).

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- Certificates of Insurance from the Arrow Insurance Service web site.
- Sample Basic Residential Service Agreement
- Sample Basic-Plus Residential Service Agreement
- Sample Premium Residential Service Agreement
- Sample Chem Log #1
- Sample Chem Log #2
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- IPSSA Inc. Policies and Procedures.
- Terry Cowles Memorial Award Nomination Form
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- Automate your monthly dues payment.
- Benevolent Fund information and form.
- Travel information for the next B.O.R.D. meeting.

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Call 888-391-6012 or email [clint@cramercpa.com](mailto:clint@cramercpa.com)

Thank you!

## SPEC: workers' compensation bills

Continued from page 14

failure to purchase workers' compensation insurance failed to make it through the California Legislature before this year's session adjourned on September 11th; however, it may pass when legislators return to Sacramento in October for a special session on water issues.

SB 313 (DeSaulnier) would increase the penalty for failure to purchase workers' compensation insurance from \$1,000 to \$1,500 dollars and restructures the existing penalty assessment to \$1,000 per employee or twice the amount of what the workers' compensation premium would have been during the period the employer was uninsured. The bill was sponsored by Small Business

California to provide increased enforcement of the requirement on employers to purchase insurance coverage. Current penalties are ineffective as they are less than the cost of workers' compensation insurance.

SB 313 easily passed all committees and floor votes, but was held up on the final night of the legislative session when Republican legislators in the Senate decided to withhold votes on all bills requiring a two-thirds vote. SB 313 required a two-thirds vote because it contains an appropriation. Legislators are scheduled to return to the Capitol in early October when they may consider the two dozen bills that failed in the same manner.

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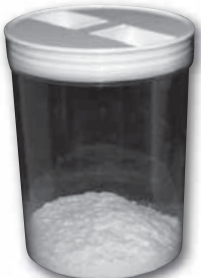
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# Hayward offers new aboveground pool heat pump

Hayward is pleased to announce their new aboveground pool heat pump, available November 2009. The new Hayward ABG Heat Pump is the most efficient way to heat above-ground pools up to 13,000 gallons. Hayward's titanium heat exchanger builds reliability into every heat pump. High performance, quiet operation and easy installation makes Hayward the brand of choice for swimming comfort. An electronic control maintains the desired comfort level while ensuring energy savings by maintaining the water temperature within 0.5 degrees. The exterior cabinet is injection molded of tough polypropylene for a lasting appearance that will not rust.

## Pool geography

Continued from page 10

**Pool placement**  
Physical pool placement also affects chlorine use and subsequent pH rise. A pool that is located in a vegetative area, in direct sunlight, or in an area that allows organic debris to enter has a greater chlorine demand. This creates the need for longer chlorine generator run-times and, therefore, a faster rise in the pool pH. Vegetation around pools, as well as pool exposure to direct sun, varies considerably across the U.S. and thus no generalization can be made in this regard in the model

**CO<sub>2</sub> loss**  
Another contributor to the increase of pool water pH levels is carbon dioxide. Because CO<sub>2</sub> continually escapes into the atmosphere from the surface of the water as the water is agitated, it causes a rise in pH. Water features, for example, increase CO<sub>2</sub> loss as they provide more surface area for air/water interaction. A greater surface area allows more carbon dioxide to escape. This is similar to the effect you observe when you agitate any carbonated beverage. CO<sub>2</sub> is a key component in a pool's buffer system. Dissolved CO<sub>2</sub> exists in pool water as two buffering species; the bicarbonate ion and carbonic acid. Losing carbon dioxide will result in a decrease in the water's buffering

capacity and a decrease in total alkalinity. Lower alkalinity allows the pH to fluctuate to a greater extent. Because carbon dioxide is a contributing component to the total alkalinity of the water, a higher total alkalinity will result in an increased rate of carbon dioxide loss but the higher alkalinity buffers the pH rise.

The effects of CO<sub>2</sub> loss on pH rise can be seen in Figure 2 where the impact of circulating the water, as well as water features, clearly plays a role.

**Cyanuric acid**  
Cyanuric acid serves as a stabilizer to protect chlorine from degradation under direct sunlight. However, too much cyanuric acid greatly reduces the effectiveness of chlorine (which would then require more chlorine to be produced for the same sanitizing effects). Because cyanuric acid is a weak acid and it is added in relatively small quantities into the pool, it has only a slight effect on pH. Like the carbonic acid-bicarbonate system, dissolved cyanuric acid exists as cyanuric acid-cyanurate ions. These species act as a buffer and therefore contribute to the total alkalinity of the water. In fact, one of the more important impacts of cyanuric acid is its contribution to total alkalinity. The cyanuric acid-cyanurate ion system has a maximum buffering capacity at a pH of 6.8 (versus 6.3 for carbonic acid-bicarbonate), which is closer to the operating pH range of the pool. For these reasons, a portion of the cyanuric acid concentration in the water is factored into the total alkalinity calculation for water balance.

Pools in the Sunbelt may require more cyanuric acid than those in the Frostbelt to counteract the more direct sunlight observed in that region. Indoor pools, naturally, do not require cyanuric acid.

**Acid rain**  
Acid rain is a result of industrial pollution (i.e. NO<sub>x</sub>, SO<sub>x</sub> gases) entering into the atmosphere and combining with moisture. When water combines with these gases, nitric acid and sulfuric acid is formed, creating acidic water drops. Acid rain exists primarily in the Northeastern part of the U.S. (see Figure 3). Here, the pH of rain can reach levels of 4.3 or

below. Rainfall, when it does occur in the Sunbelt regions of the country, has a pH around 5.3. These pH differences are significant when you consider that pH is a logarithmic scale. So the difference between pH 4.3 and pH 5.3 (i.e. 1 pH unit) is a factor of ten. That is, water at pH 4.3 contains 10 times more acid than an equivalent amount of water at pH 5.3.

**Putting it all together**  
It is clear that pools located in the Frostbelt experience a different set of environmental conditions than those pools located in the Sunbelt and as such, experience a different rate at which the pool pH will change.

For example, in the Frostbelt, there is a greater amount and greater frequency of acid rain. There is lower chlorine use due to lower daily temperatures and fewer bathing days. There are lower water temperatures which result in lower average carbon dioxide loss. There is a winterization process which requires partial draining at the end of the season followed by partial refill of tap water (different pH than pool). There is less evaporation (which also requires refill of tap water). And there is less direct sunlight during the summer pool season (sunlight destroys chlorine causing the chlorine generator output to increase).

In the Sunbelt, on the other hand, there is much less rain (and the rain that does fall is of higher pH). There is oftentimes no winterization (as pools stay open year-round). And there is more direct sunlight, which results in more chlorine being destroyed and an increase in the necessary chlorine generator output. Furthermore, warmer climates result in faster evaporation rates requiring more frequent refilling with tap water. In these warmer climates, pools can be used more. Greater bather loads increases chlorine generator use and subsequent pH increase. At higher temperatures, carbon dioxide can escape from the water more easily. Also, pools in this region are more likely to have water features which increase carbon dioxide loss and subsequent pH rise.

Taken together, the regional impacts of these factors can be summarized in the table below:

Continued on page 24



# Hayward product component enhancement: new dual material turbine cleaner POD

In an effort to continuously improve its in-ground and above-ground turbine cleaners, Hayward recently began manufacturing cleaner PODs in a new dual material design. These are now included in all finished good and spare part production. This is a very exciting enhancement, allowing these cleaners to adapt to evolving pool environments.

Previous PODs were made 100% of ABS (both sides); a good material for holding dimensional specifications but not preferred

when the parts are susceptible to cracking and/or subject to wear. The new POD is designed with two parts. The outer is unfilled polypropylene: non-abrasive when scratched, wears well in a pool environment with good UV resistance. The inner portion of the new POD is constructed of 20% glass reinforced polypropylene: excellent dimensional stability, molds consistently with close tolerances and very strong.

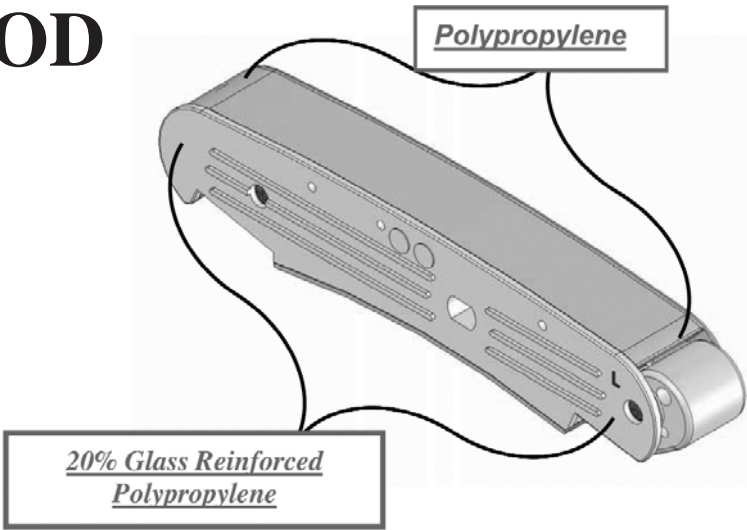
Although Hayward's previous PODs were built in two pieces as well, they were able to be sonic

welded together because both sides were made of ABS. The improvement to a dual material application prevents sonic welding, but gives us a component that will not crack or wear prematurely or abrasively, while remaining consistent and stable.

An added benefit polypropylene gives the component is in the wing hooks. This material is much better suited for this application, resisting becoming brittle and cracking.

The PODs are not intended to be disassembled, as there is nothing to replace inside the POD.

The spare part number remains AXV417WHP & AXV417BKP.



## Hayward offers rebates for pool cleaners

It's time to clear the shelves for the end of the season. Hayward® is launching a promotional campaign for its Navigator and Pool Vac Ultra automatic pool cleaners. September 14th through November 9th 2009 will mark the launch of a MAPP reduction promotion on selected Navigator and Pool Vac models. During this promotional period, consumers will be eligible for a manufacturer's rebate of one hundred dollars (\$100). \$399 before rebate minus \$100 consumer rebate = \$299 after consumer rebate

Beginning this fall, Hayward will launch new sleek shell designs for the Navigator and Pool Vac Ultra, to assist in helping to reduce the inventory of existing in ground Hayward turbine cleaners in the market. All early-buy orders in the fall will be fulfilled with the new model SKUs. The following model numbers will qualify for the rebate:

- Navigator – 925CS, 925V,
- Pool Vac Ultra – 2025CS, 2025V

At the end of this very special promotion, please be sure to adjust your Navigator & Pool Vac Ultra's advertised product pricing back to the 2009 price minimums.

As you know, to maintain good standing in the 2009 Totally Hayward™ Partner Program, the Hayward Cleaner Only Program or any other promotional, rebate, or discount program, you must abide by Hayward's MAP policy (which is enforced without exception; there are no warnings or second opportunities). However, for the promotional period listed above, you may advertise at the reduced 2009 consumer/dealer rebate prices found on our promotional sheet and still remain in good standing in the Totally Hayward Partner Program or Hayward Cleaner Only Program. Should you need to order additional supplies or inquire about Co-Op eligibility, contact the Hayward rebate fulfillment house (Pinnacle) at 908-850-1848.

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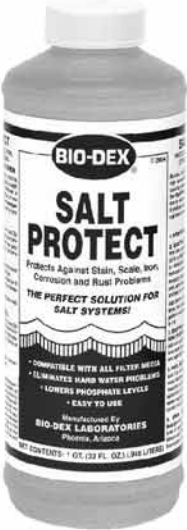


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Test pool phosphate levels to deter algae growth

As pool season comes to a close, it's the perfect time to test your pool

Labor Day signaled the end of the summer pool season and pool owners dealing with water problems due to high temperatures. Pools are also at a higher risk this time of year due to algae.

Algae growth is a pool hazard in many ways. Algae are a slip and fall hazard and they harbor bacteria increasing the risk of illness.

To maintain an algae-free swimming pool it is required to test for phosphate regularly. Although sunlight and humidity are important to support algae growth, it needs the nutrient phosphate to cultivate. Phosphate levels present in water will establish how much algae can be grown. The greater amount of phosphate, the greater the potential for algae growth and severity of outbreak. High phosphate levels produce resistant algae and interfere with the sanitizing property of chlorine.

Pool Check Phosphate (#481349) test strips by Industrial Test Systems, Inc. are a quick, easy, and reliable method for testing phosphates levels in pools. Pool Check Phosphate is sold in a bottle of 50 test strips with detection levels of 0, 200, 400, 600, 1000, 2500 ppb. Reliable results are available in only 30 seconds. Regular testing for phosphates will ensure a properly maintained pool and should be done at the beginning, middle and end of every pool season. As long as phosphate levels remain below 100 ug/L (PPB) or less the other pool chemicals can effectively work to keep the pool clear.

For more information on the Pool Check Phosphate (#481349) test strips and other testing products please visit [www.sensafe.com](http://www.sensafe.com) or call 800-861-9712 to discuss your testing requirements. Custom

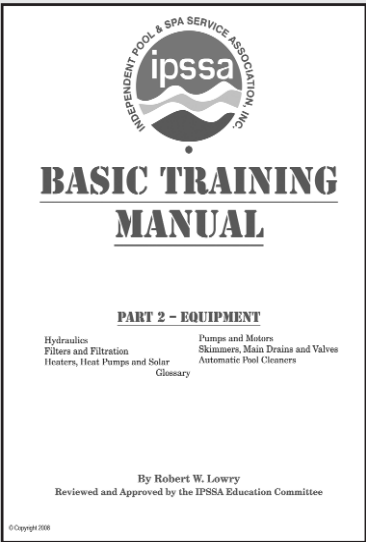


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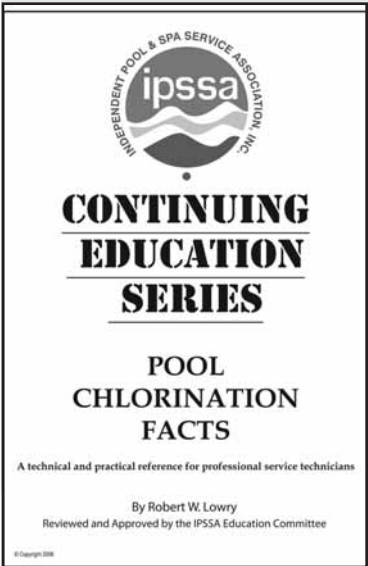
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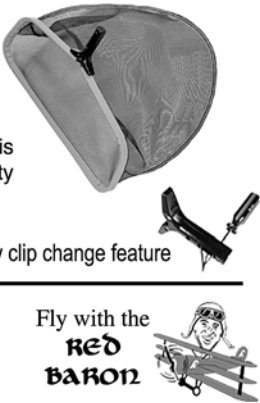
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# Watch that tone of voice

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Your mom was right. It's not what you say, but how you say it.

Several times while I was out shopping recently, I've been told things that frankly, weren't that bad, but the tone of voice was so wrong. I walked away not wanting to do business with that company anymore.

It reminded me of that game we played a long time ago. You take one sentence and emphasize each word one at a time every time you say the sentence. Something like this:

- I love my job.
- I *love* my job.
- I love *my* job.
- I love my *job*.

You can take most sentences and do that. Point being, the way we emphasize and use our tone of voice means a whole lot in the customer service arena. Think of all the tones and deliveries we can use. A few that come to mind are:

- Bored
- Happy
- Sad
- Angry
- Terrified
- Worried
- Unconcerned
- Hurt
- Inconsiderate
- Shocked

You can take your own sentence and infuse it with any one of the emotions listed above. Certainly you can think of other emotions to use also.

Obviously, there are various tones we don't want to use in certain situations. As basic as this sounds, we cannot forget that our voice is a key instrument delivering customer service.

Let's go back to the opening paragraph and my true story. I had gone into a store and purchased an item. When the clerk told me the

amount, I wrote out a check. He took it and looked up my account. Without even looking up at me he said, "If you're gonna write a check, I have to see a picture ID." The tone he used was rather threatening in my perception. I'd been a customer there a long time and this was the first time I'd been asked for ID. I immediately made a decision not to return there any more.

There were several ways he could have told me he needed ID. Especially since he saw from the database, which he found prior to my handing him the check, that I had been a frequent customer.

He could have said, "Mrs. Friedman, I see you're on the database and shop here often. Most clerks know you. However, I've only been here three days and haven't met everyone yet. If I can get your ID this time, next time I'll recognize you."

That's just one way. Gosh, you even feel the difference just by reading the words. See the difference? More importantly, I'm sure you could hear the difference.

At the other end of the customer service spectrum, I went into a jewelry store the other day to pick up an item. When I said to the owner, who does know me, that I was here to pick up my watch, I could sense he seemed to blank out on my name. With a big smile he said, "Good, glad to get it. By the way, which name will that be under?" A class act. And he didn't make me feel as though he couldn't remember my name.

So practice using your most positive tone with which to talk to customers. Then, practice saying positive things. It works wonders. And remember, you can hear the smile.

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All prospective members must pass IPSSA's Water Chemistry Certification Exam, which is offered on-line or in-person at a chapter meeting.

The exam is based on IPSSA's Basic Training Manual-Part 1, which can be purchased by calling 888-360-9505 (Monday-Friday, 8:00 a.m. – 4:30 p.m. Pacific Time)

The exam contains 50 questions. You may refer to the manual when you take the exam, but you only have 60 minutes in which to complete it. You must get 90% or more of the questions right in order to pass.

You can take the exam as many times as you need. There is no cost to take the exam.

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

### Equipment certification also available

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

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Are new anti-entrapment suction covers safe?

Continued from page 1

states has not yet adopted their own version of the law. Until there is a state law the state and local environmental health officials cannot enforce the VGB. State and local officials have no jurisdiction to enforce any federal law. California’s version of the law is Assembly Bill AB 1020. As of this date AB 1020 has been passed by the state assembly and senate, it now only requires the governor’s signature. It should however be enacted soon and will then give the health officials the authority to require and enforce

the code as well as some headaches due to some of its verbiage. Until then, you must still seek the county health department’s approval to make changes as required by code and to ensure that the pools and spas will remain in compliance with the other states codes. California Building Department’s code number 3109.5 regulates the anti-entrapment issues for both commercial and residential pools and spas. The CBC requires both anti-entrapment suction covers and a Safety Vacuum Release System (SVRS)

be installed. Our hat is off to the father for testing the newly installed anti-entrapment suction cover before his or any other child gets entrapped. However, we do not recommend any untrained individual test any suction port. We don’t know if Tim had anyone else with him to assist in case he got in trouble and if they were standing by did they have knowledge of what to do in case of an emergency. Looking at the picture of Tim McIntyre, the father who tested

the suction cover, he appears to be what we call an average body build, within the 98 percentile that the standard is designed to protect. I also would be considered to have an average body build. I am 5 foot 11 inches tall and at that time weighed about 185 pounds. I measured on my own torso from approximately the same area as Tim’s picture, from the top of the breast area to the bottom of my torso and found it to be 26 inches long. The dimensions of the channel drains that were installed in Tim’s spa are 3” wide x 32” long. This leaves only six inches of free area from the bottom of my torso to the end of the channel drain, between my legs. A swim suit (non Speedo type) could easily have covered the balance of the cover’s open area creating an entrapment. Maybe the dimensions of the “unblockable suction covers” need to be reconsidered. The channel drain cover installed in the Seal Beach spa is not one that I have been concerned with until now. There are so many things that could be wrong with the installation which are not revealed in the OC Register article. Before any cover is condemned, the facts must be known. Generally speaking, I agree with Tim McIntyre that a raised cover is better than any flat cover. Unfortunately, there are some contractors, licensed and not licensed, that are performing sub-standard work. There are situations where owners have hired a contractor to split the bottom suction ports, and it has been found a cover has been installed over plaster with no second pipe/sump installed. Others are removing

pipe between or installing new pipe between bottom suction outlets with undersized plumbing. I have seen projects that should have cost less than \$2,000 contracted for nearly \$9,000, performing much more work than was necessary to bring the facility into compliance. These contractors hurt the reputation of the industry as a whole. Do not classify the contractor for this Seal Beach facility as a bad contractor. We do not have enough information regarding the work performed to render an opinion. I have been involved with entrapment issues over the last ten years. I provide a lot of educational seminars and training on this subject. I have stated in some of my lectures that our current method of complying with the federal law will not eliminate entrapments, we will still have entrapments and it will shake this industry upside down when it occurs. Most people understand the problems after learning more about the total hydraulics involved. **Safety Vacuum Release Systems** The ASME/ANSI standard defines an unblockable suction cover as having a minimum surface area of 18” x 23” or 3” x 31”. The standards are written that if an “unblockable suction cover” is installed then an SVRS is not necessary. The channel drain installed in this particular spa is 3” x 32”, exceeding the standard. This Seal Beach field test is a prime example of why layers of protection should be installed. An SVRS system would have released Tim McIntyre quicker. Continued on page 25



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			XXL		
Sweatshirt	White 50/50 blend		M	\$20.00	
			L		
			XL		
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Pool geographHy Continued from page 18

Regional Effects on pH

	Frost Belt	Sun Belt
• Acid Rain	✓	
• Electronic Chlorine Generator Use	✓	✓✓
• CO <sub>2</sub> Escape	✓	✓✓
• Winterization (Drain & Refill)	✓	
• Evaporation (& Subsequent Refill)	✓	✓✓
• Direct Sunlight	✓	✓✓

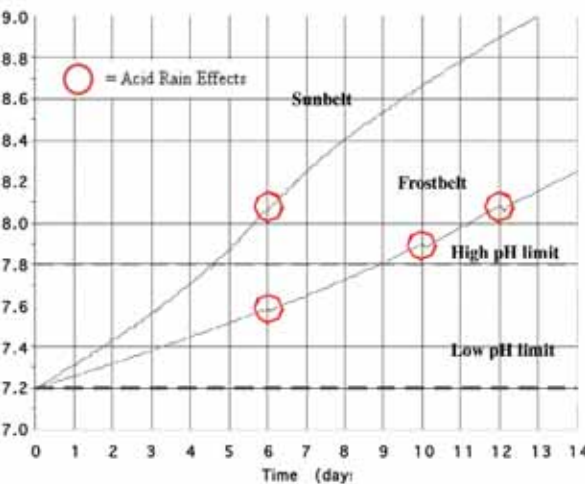
When placed into a computer model, the difference in the regional pH effects can be quite significant. (See Figure 4). In fact, we can observe that the pH will rise nearly twice as fast in certain Sunbelt-located pools relative to Frostbelt-located pools. This modeling result meshes with our experience of needing nearly twice the amount of muriatic acid in Sunbelt regions than an equivalent pool in the Frostbelt. We can see that acid rain does, in fact, play a role in the Frostbelt (or more specifically in Eastern U.S. pools), where the rainfall can be considerably greater than the Sunbelt and the pH can be much lower. While the model only illustrated the effects of 4.5 inches of rainfall in the Frostbelt (i.e. 1.5 inches for each of

three rain events) over a hypothetical 14 day period, it is noteworthy that many cities and towns this summer experienced much greater rainfall amounts than that over a shorter period of time.

Conclusion

Ultimately, pH balance is an issue irrespective of the geographic location of the pool in question. Therefore it's crucial to understand the variables at play and apply the appropriate steps that address the needs for pH control. Owing to the number of uncontrollable factors affecting the pH of swimming pool water, coupled with the importance of maintaining the pH within certain limits, it is prudent to consider automated systems that put the control back into pH control.

Figure 4: Regional Effect on Pool Water pH. Results of model used to simulate pH rise in a pool in the Frostbelt compared to a pool in the Sunbelt (during summer months). The hypothetical Frostbelt pool experiences 3 rainfall events at days 6, 10, and 12 which all deliver 1.5" of acid rain at pH = 4.3. The Sunbelt pool experiences one rainfall event at day 6 which delivers 0.5" of rain at pH = 5.4, but this effect is so slight it cannot be noticed. It is assumed that the Frostbelt pool experiences CO2 loss due to natural surface loss whereas the Sunbelt pool experiences increased CO2 loss due to higher temperatures and water features. The salt chlorine generator is assumed to have an output of 1.5 lbs of chlorine per day and operates for 4 hrs/day in the Frostbelt and 8 hrs/day in the Sunbelt to account for differences in chlorine demand. Factors held constant for both pools: Initial pH = 7.2, TA = 100 ppm, CYA = 40 ppm, Temperature = 80 F, Salt = 3000 ppm, Pool Size = 40,000 gallons.



pH of Rainfall across the US, 2004

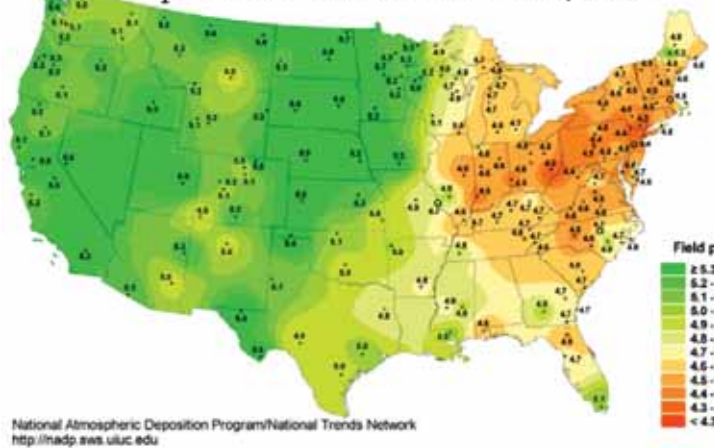


Figure 3: pH of Rainfall Across the US, 2004 (from National Atmospheric Deposition Program/National Trends Network, <http://nadp.sws.uiuc.edu>)

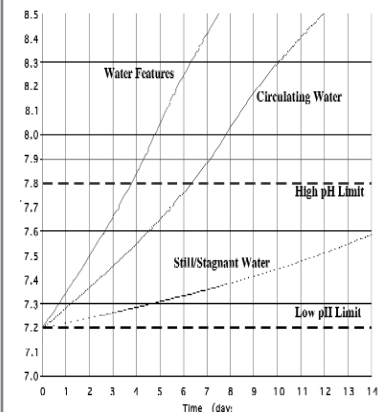


Figure 2: Predicted pH increase in pools due to carbon dioxide loss as a function of water agitation. All other variables held constant: Initial pH = 7.2, TA at 100 ppm, CYA at 40 ppm, 40,000 gallon pool, electronic chlorine generator operating 6 hrs/day at 1.5 lbs of chlorine per day output. Temperature = 80 F, Salt concentration = 3000 ppm. Still/stagnant water represents natural pH rise due to electronic chlorine generator output only. CO<sub>2</sub> loss data from "Swimming Pool Water Buffer Chemistry", J. Wojtowicz, in Chemical Dynamics within the Pool and Spa Environment (J. Q. Hales and R. Denkwicz, Editors), National Spa and Pool Institute, 1998.

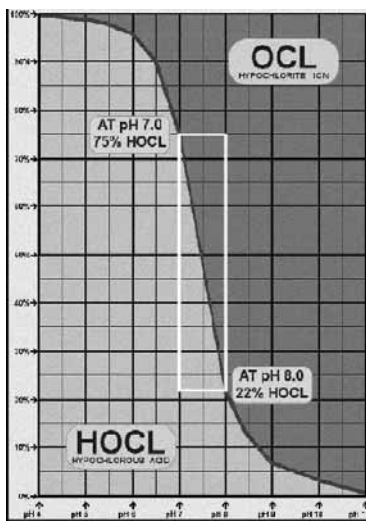
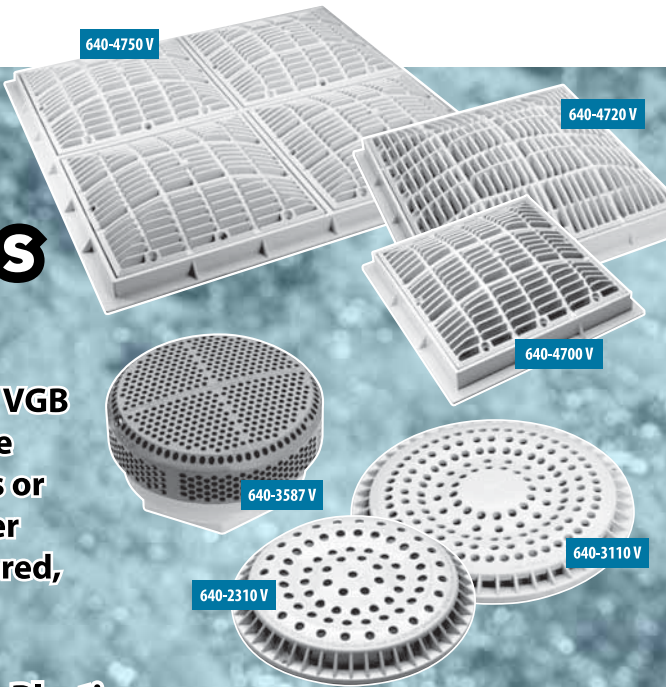


Figure 1 : Effect of pH on Hypochlorous Acid Speciation (from The Swimming Pool Operators and Owners Resource, <http://www.caromal.co.uk>)

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640-311x V	Anti-Vortex	10"	14.34	180 @ 4.04 ft/sec	100 @ 2.24 ft/sec	67	11"
640-470x V	Grate	9" x 9"	39.9	289 @ 2.33 ft/sec	198 @ 1.59 ft/sec	186	10.375" x 10.375"
640-472x V	Grate	12" x 12"	62.4	356 @ 1.83 ft/sec	280 @ 1.44 ft/sec	292	13.250" x 13.250"
640-475x V	Grate	18" x 18"	159.6	540 @ 1.09 ft/sec	N/A	744	19.5" x 19.5"

Spa Suction

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Are new anti-entrapment suction covers safe?

Continued from page 22

Some county environmental health departments do not want SVRS systems installed as they see them as only protection from one type of entrapment – body. They also see them as a nuisance.

released within three seconds than continue to be entrapped having their insides completely sucked out. We may not prevent evisceration from the beginning, but we can release the person quickly,

entrapments are as follows: Hair 35%, Body 33%, Limb 28%, and Other 4%. The hair, body and limb entrapments are all approximately the same percentage of entrapments, within a few percentage points of each other. If we can release almost 2/3rds (61%) of the entrapments (body + limb) with the addition of mitigating the severity of evisceration entrapments, then don't you think an SVRS is worth being installed as an additional layer of protection? I certainly do! The health officials who think SVRS units don't do much are wrong. What do you want on there, nothing? Wouldn't you rather have a back-up system?

Too many in our industry do not have a full understanding of the total hydraulics involved. Not only our building and environmental health officials do not have a full understanding of the hydraulics and what causes entrapments but, neither do several of the manufacturers.

Hydraulics

Builders, service companies, manufacturers, building and

health officials do not understand the effects of plumbing, fittings, flow, velocity, pump curves and hold down force. The picture of the Seal Beach spa shows three channel drains installed. Is there only one pump per cover or more than one? What is the size of the pump(s), what is the full capacity of the pump(s) as well as the pump's capacity at 60 Total Dynamic Head (TDH) for a recirculation (filter) pump and how much for a booster pump at 40 TDH? These are the TDHs that the California Environmental Health Departments use for verifying the correct size of a pump utilizing the manufacturer's pump curve.

What's the size of the plumbing and type (cast iron, copper, schedule 40 PVC, schedule 80 PVC or polyethylene). Each type of pipe has a different amount of resistance. The iron pipe is probably full of corrosion and does not have its full aperture, while it is very possible that the copper may have leaks. How fast is the water moving through the pipes and through the cover (velocity)? Is the plumbing at the trunk line split with a tee and hydraulically balanced? At minimum, are the

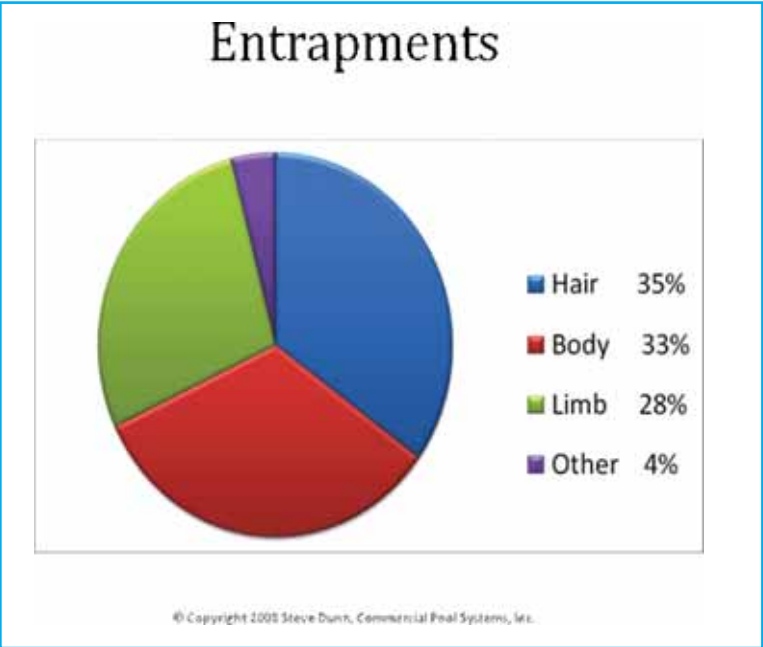
branch lines the same size as the trunk line? Undersized pipes increase the velocity of the flow (it is velocity and vacuum that entraps not the amount of water being moved).

I recently spoke with a builder who was still installing 1 1/2" pipe for the branch lines between the two sumps, a size smaller than the trunk line. Now that he has been educated on the hydraulics and the impact of the smaller pipe installed between the sumps he has his crews installing larger diameter pipe.

Dual drains can be a danger

A dual drain scenario can become extremely dangerous. The pressure differential between the top of the cover to the center of the tee will be different for every installation. The following scenario with both covers operating the pressure differential from the top of the covers to the center of the tee is X and then one cover becomes covered with leaves, towels, bags or a body then the pressure differential from above the other (open) cover to the center of the tee becomes 4X. This pressure differential multiplied times the covers open area should

Continued on page 26



It's true that SVRS units do not detect hair entrapments. However, SVRS systems will activate with body and limb entrapments. There is no sufficient data available to substantiate that an SVRS will mitigate evisceration (the sucking of the intestines out the anus), but I would rather see an SVRS system in place with the chance of mitigating than not. No one knows how long it takes for evisceration to begin or complete; there are many hydraulic factors involved.

An SVRS must release an individual in less than 3 seconds to be certified to the ASME/ANSI A112.19.17 standard. Some of the SVRS systems react within fractions of a second. I would much rather see a child be

hopefully preventing a major evisceration tragedy.  
Percentages of documented

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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Are new anti-entrapment suction covers safe?

Continued from page 25

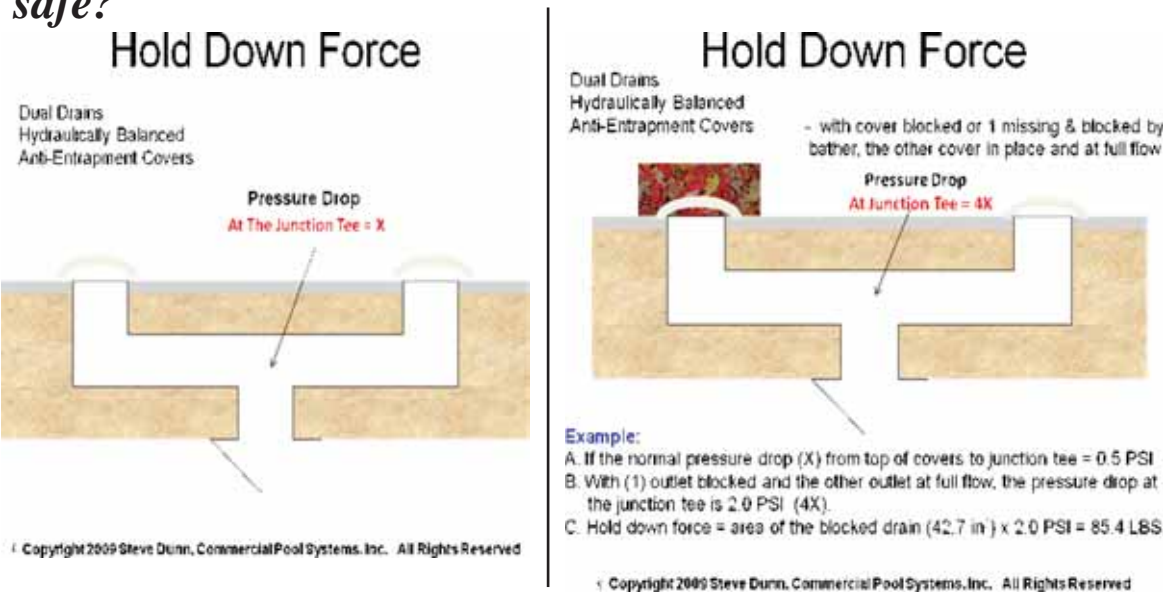
not exceed 15 pounds of force.

**State differences**

Although we are one state there are large differences between Northern and Southern California. A majority of pools in Southern California have been built without a sump, only with the main drain

pipe at or near the plaster surface. Northern California builders have been using pre-manufactured or field fabricated sumps for many years.

Another large difference is that the Northern counties Environmental Health departments approve any cover that has been



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certified by a Nationally Recognized Testing Lab (NRTL) providing the flow rates are not exceeded. Many of the southern counties Environmental Health Departments do not accept covers unless they are listed on The Los Angeles County Environmental Health Department’s approved equipment list. L.A. County holds that they are in the position of allowing or not allowing any equipment into their county even if it has been certified to a standard by a NRTL. As the county does not perform any of its own testing to standards, NSF 50, ASME/ANSI A112.19.8-2007, ASME/ANSI A112.19.17 or any other standard, how can it be in the position to approve equipment? Certification to a standard and third party testing should be enough for a health or building department’s acceptance. There

are certified anti-entrapment covers accepted throughout the United States which are not approved by L.A. County. Is this L.A. Approved Equipment List in the best interest of the public, a means to generate revenue, or a restriction of trade?

**What covers are safe?**

There are covers on the market which have been certified to the new standards which I believe still pose a danger. How can this be true if the covers have been tested by a NRTL such as NSF, IAPMO or UL? The ASME/ANSI A112.19.8 standard was designed with safety in mind and was very well written. However, not all of the testing methods represent the human body. How can I, a pool industry professional, disagree with a national standards committee?

few items lacking, such as the test block representing a body as mentioned above. It is my opinion that there should also be included a minimum number of screws; I recommend a minimum of four. Also, a maximum velocity rate and maximum hold down force should be integrated into the standard. NSF has found that the current method of testing for hair entrapment is insufficient and this portion of the testing protocol is supposed to change in the near future. What does this do for the covers installed to date that were certified to the original standard’s method of testing? When the new hair test method is changed there will be some existing certified covers that either don’t pass or will have their flow ratings adjusted downwards.

Eight years ago I investigated entrapments which were occurring in a few spas. With all the tests we performed we still needed to perform one final test, which was to get into the spa myself! I would not have performed this test without other people at hand to assist in case of an emergency; and my head was going to be above the water at all times and no orifice of my body would be against the suction port. I was testing the throat of a skimmer. Yep! You read that correctly, the throat of a skimmer. There were several items that went wrong to cause the skimmer to become an entrapment danger, but my back was instantly entrapped and I can tell you, it hurt!

How does this relate to the suction covers installed in Seal Beach and the standards that the covers are tested to? The skin on my back was sucked in the approximate 1 to 1 1/2 inch of the coping stones overhang to seal off the throat of the skimmer. The body block used to test the suction covers to the new standard does not represent the human body. It is constructed of a piece of plywood with some padding and a fabric covering. It does not have the flexibility of the human skin. If my back can seal off the throat of the skimmer, then it certainly can seal off some of the covers that have been certified. The test block does not take into consideration the clothing being worn. Suffice it to say I believe that there are few covers that have been certified that present a hazard and would not pass the certification if a more human like test block were to be used.

The ASME/ANSI standard is very well written, but there are a

Will this necessitate a recall? Will the covers need to be replaced or will they be allowed to remain in place until their covers expiration date? Who will be liable for these covers if an entrapment does occur? These are questions that will have to be addressed by our industry professionals quickly.

**Want to be safe?**

Install the largest pipes, sumps and covers possible to decrease the velocity of flow. Install covers with the largest amount of open area, the slowest velocity, least amount of resistance to flow and use the best material. Learn the products; do not buy on price alone.


A professional pool person will replace these covers for two reasons: an entrapment is unacceptable, preventable, and also a liability.

The CPSC has stated that you do not need to modify an existing sump to comply with the VGB, simply get an anti-entrapment cover installed. The VGB refers back to the ASME/ANSI standard which requires sumps to conform to its standard. The dilemma: follow the CPSC instruction or follow the intent of the law and the standards it refers to. It all comes down to liability and safety.

Until we can get our industry to understand that there is much more to preventing entrapments, how to size a pump properly using pump curves, install proper hydraulics for the application and perform better testing methods, we will still have entrapments. We also need to get the modifications to the standards as noted previously.

There is the letter of the law, but, there is also what we know to be safe. Which will you follow?

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(Rev. 5/28/09)

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.  
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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.  
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Intermediate Training Manual Part 1 – Water Chemistry -- Written by noted industry expert, Robert Lowry, IPSSA’s Intermediate Training Manual-Part 1 focuses on water chemistry and covers: algae; more sanitizers (biguanides, UV, chlorine generators and mineral technology); ammonia, chloramines, combined chlorine, nitrates, nitrogen-containing compounds and organic contaminants; cloudy water and clarifiers; pool start-ups; your questions and FAQs; miscellaneous tips, tricks, short cuts, quick facts and conversions. It also includes an extensive glossary and practice test questions, easy-to-use chapter tabs, many graphics, charts and tables.  
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