

California Capitol Report

If the California Legislature can't agree on recess, what can they agree on?

By John Norwood
John Norwood is president of the California Spa and Pool Education Council (SPEC), www.calspec.org.

The California State Assembly and State Senate leadership couldn't come to an agreement on the summer recess schedule. The California Assembly adjourned for summer recess on July 3rd and will be returning back for hearings and floor session on August 5th. The Senate did not adjourn until July 12th, a week later, and will not return until August 12th. This caused and will cause one house to be in session while the other house is out of session. Despite this disagreement, both houses will meet the remaining legislative deadlines. The Senate passed all remaining Assembly bills out of policy committees by July 12, before they adjourned. The Assembly has until August 16th to pass out of policy committees all remaining bills. Thereafter, both houses have until August 30th to pass bills of Appropriations Committee.

September 13th is the last day of legislative session for 2013. As this is the half-way point of the legislative year, we thought it appropriate to give a general legislative update on the bills SPEC has been following and working on.

AB 10 (Alejo) would increase minimum wage in five separate increments over the next five years. Specifically this bill would increase California's minimum wage from \$8.00 per hour to \$8.25 in 2014 then to \$8.75 in 2015. The minimum wage would again increase in 2016 to \$9.25 and again in 2017 to \$9.50. In 2018 it goes up a final time to \$10.00 per hour. SPEC has been opposed to this bill from the beginning. Increasing the minimum wage hurts small employers like ours the most. It squeezes profit margins, leads to inflation, encourages employers to downsize their staff and increases the cost of goods to the end consumer. This is not the right time

to increase the minimum wage. This bill will be heard in the Senate Appropriations Committee on August 12th.

AB 119 (Committee on Environmental Safety and Toxic Material) is a bill that SPEC has been watching. It would revise the criteria and procedure for certification of water treatment devices for which a health or safety claim is made and would require each manufacturer that offers for sale in California one of those water treatment devices to submit specified information, including the manufacturer's contact information, product identification information, and the specific contaminant claimed to be removed or reduced by the device, to the department for purposes of inclusion on the State Department of Public Health's Internet Web site. This bill will also be heard in the Senate Appropriations Committee on August 12th.

AB 993 (Linder) would revise and update the provisions relating to Contractors State License Board's arbitration program that provides for an alternative dispute resolution process between consumers and contractors for claims up to \$50,000, and clarifies the arbitration process, the arbitrator's authority, awarding of attorney's fees. SPEC supports this proposal. As employers working in the pool and spa industry, SPEC applauds the effort to clarify the statutes surrounding the CSLB's Arbitration Program, which provides an alternative dispute resolution process between contractors and consumers. This program is very successful in helping both the consumers and contractors resolve their disputes through a neutral party. Awarding monetary damages exclusively will allow quick resolution to such disputes, ensuring consumer and contractor satisfaction with the process. This bill was referred to the Senate Judiciary Committee.

AB 1236 (Hagman), another bill SPEC is watching would

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San Antonio world's largest swim lesson.

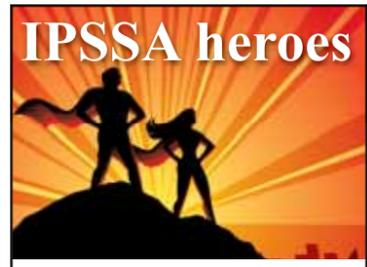
The world's largest swim lesson San Antonio style

On June 18th, 2013 the Encino Park HOA pool was the host facility for a world record attempt. The South Texas Association of Pool & Spa Professionals and the Independent Pool & Spa Service Association funded this event

which was free to the public. The Johnson High School swim team taught the swim lesson. We are so grateful to all the members of

TEAM WLSL for your amazing work and the incredible results you delivered. Because of your

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One of the great things about IPSSA is the underlying commitment to help others in the industry. After all, this association was created on the principle of sick route coverage.

But, many members go above and beyond sick route, helping other members and their communities. These are IPSSA Heroes.

Tell us your story, or let us know who has helped you. Email us at info@ipssa.com.



Things to do in August

- Sunscreen
- Hats
- Drink lots of water



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Paul Gonzales Wins the June Education Corner quiz

Paul Gonzales, a member of the Orange Coast chapter, was selected randomly among all of the correct entries for the June Education Corner Quiz and will receive an IPSSA sports watch. All correct entries submitted during 2013 are eligible for a big drawing at the end of the year for more IPSSA logo items.

The correct answers for the June quiz are 1) The pH scale is logarithmic which means that each whole number on the scale is this many times the previous number. A. 1 B. 10 C. 100 D. .10, *the correct answer is b) 10.* 2) The pH of liquid chlorine (sodium hypochlorite) is: A. 9.0 B. 10.0 C. 11.0 D. 13.0, *the correct answer is d) 13.0.* 3) Total alkalinity is said to be the buffering capacity of water or water's resistance to changes in

pH. A. True B. False, *the correct answer is a) true.* 4) To calculate pool volume, we multiply length

times width times the average depth. A. True B. False, *the correct answer is a) true.*

Order Training Manuals at
www.ipssa.com/resources/ipssa-store

Calendar of Events

- August 8-9** **CPO Class**
Superior Pool Products, Anaheim, California
<http://www.anotherperfectpoolnews.com/cpo>
- August 17** **IPSSA Board of Regional Directors Meeting**
Region 1 – Embassy Suites, Walnut Creek
info@ipssa.com
- Aug. 22-23** **CPO Class**
Hasa Inc., Saugus, California
<http://www.anotherperfectpoolnews.com/cpo>
- Sept. 5-6** **CPO Class**
Superior Pool Products, Canoga Park, California
<http://www.anotherperfectpoolnews.com/cpo>
- Sept. 18-19** **CPO Class**
Superior Pool Products, Indio, California
<http://www.anotherperfectpoolnews.com/cpo>
- Sept. 26-28** **Pool Industry Expo**
Monterey Conference Center, Monterey, California
www.poolindustryexpo.com
- Oct. 3-4** **CPO Class**
Superior Pool Products, Anaheim, California
<http://www.anotherperfectpoolnews.com/cpo>
- Oct. 24-25** **CPO Class**
SCP Distributors, Riverside, California
<http://www.anotherperfectpoolnews.com/cpo>
- Nov. 2** **IPSSA Board of Regional Directors Meeting**
Region 4 – Location TBD
info@ipssa.com
- Nov. 9-14** **Int'l Pool Spa Patio Expo**
Mandalay Bay, Las Vegas, Nevada
www.poolspapatio.com

Tony De Franco wins a Basic Training Manual - Pool Chlorination Facts!

Tony De Franco from Sarasota, FL was selected randomly among all of the correct entries for June and will receive an IPSSA Basic Training Manual – Pool Chlorination Facts.

The correct answer for the June sweepstakes question is: On the IPSSA website (www.ipssa.com), under the "Members" tab, there is an "Associate Members" section. On the Associate Members page, what number is listed if a speaker is "available in all areas"? Answer: 1.

Financial office thanks chapters with prompt payments

The Financial Office thanks the following 36 chapters, whose members all paid promptly in July before second notices were required:
Region 1 – Delta, East Contra Costa, Gold Country, Sacramento City
Region 2 – Santa Barbara, Visalia
Region 3 – San Gabriel Valley
Region 4 – East Long Beach
Region 5 – Anaheim, Central Orange County, Huntington Beach, Orange Coast, Orange County #1, Orange County #9, Saddleback Valley, Surf City
Region 6 – Corona, Hemet, Menifee Valley, Redlands, Riverside, Temecula/Murrieta
Region 7 – North County Coastal, Rancho Del Mar
Region 8 – Henderson, Las Vegas, Northwest Las Vegas, Tucson, Western Las Vegas
Region 9 – Austin
Region 10 – Fremont, Mid-Peninsula, Redwood Empire
Region 11 – Manasota, Osceola
Region 12 – Tarrant County

WELCOME NEW MEMBERS!

REGION 1 – Capital Valley: Mike Assenza, Nick Sirmans... **East Bay:** Martin Mercado... **REGION 2 – Conejo Valley:** Charles Gietzen, Brian Sheppard... **REGION 5 – Dana Point:** Martin Harrison... **REGION 6 – Corona:** Bob Hornaday... **REGION 7 - Carlsbad:** Nathan J Aveni, Thomas Bastian... **REGION 8 – East Valley:** Kathy Dewulf, Craig Iwata... **REGION 10 – Tri Valley:** Bennett Yendrey... **REGION 11 – Treasure Coast:** Kevin Jones.

* WIN AN *
IPSSA
Sports Watch

Education

Corner

All members who mail an entry with the correct answers will become eligible for a drawing at the end of the month for an IPSSA watch. All correct entries will go into a year-end drawing for other IPSSA merchandise. IPSSA members are the only eligible participants and only one entry per month is permitted. Each month, the winner of the drawing will be published in The IPSSAN. Entries for this month must be received by **SEPTEMBER 20, 2013.**

1. Which of the following is not a result of high pH?
A. Scale formation
B. Cloudy water
C. Corrosive water
D. Eye and skin irritation
2. Removing water from a vinyl-liner pool causes the liner to contract.
A. True
B. False
3. Sodium dichlor is the only chlorine compound that has almost no effect on the pH and total alkalinity of the water.
A. True
B. False
4. The surface area of a circular pool with a diameter of 24 feet is approximately:
A. 350 sq. ft.
B. 400 sq. ft.
C. 100 sq. yd.
D. 450 sq. ft.

Name _____

Address _____

City _____ State _____ Zip _____

Telephone Number (____) _____

Chapter _____

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

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

Mail Entry to:

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IPSSA Inc. Board of Regional Directors Meeting, May 4, 2013

PRESENT: Brian Duncan, Region 1 Director; Charles Dudley, Region 2 Director; Elias Duran, Region 3 Director; Jason Briggs, Region 4 Director; Scott Peterson, Region 6 Director; Joe Lukacik, Region 7 Director; Marc Cannon, Region 8 Director; Jim Jacobs-

meyer, Region 9 Director; Mark Lyons, Region 10 Director; Todd Starner, Region 11 Director; Jason Lehmann, Region 12 Director; Amy Nijjar, Executive Director; Jay Lang, Financial Office; Ray Arouesty, Arrow Insurance Service.

GUESTS: Terry Snow, Region

3, San Gabriel Valley chapter; John Bettencourt, Region 6, Hemet chapter; Bill Goossen, Region 8, N. Phoenix chapter; Mike Lee, Region 8, East Valley chapter; Chris Lee, Region 8, East Valley chapter; Ivan Vance, Region 3, San Fernando Valley chapter.

CALL TO ORDER: The meeting was called to order at 10:15 a.m. by Cannon. A quorum was present.

CONSENT AGENDA: MSC to approve the consent agenda, which included minutes of the February 1, 2013 meeting.

FINANCIAL REPORT AND CENSUS: Lang reported that for the period ending March 31, 2013, there were \$153,132 in revenues and \$172,206 in expenses for the general fund, with a net deficit of \$19,074. Assets were \$642,143, liabilities were \$2,641 and equity \$636,081.

The Scholarship Fund took in \$654 in revenues (including interest) and had \$6,368 in disbursements, with a net balance of \$198,532.

The reserve fund balance is now \$452,300.

The March 31, 2013 membership census shows a total of 3,521 members.

UNFINISHED BUSINESS: None

NEW BUSINESS: Discussion on outgoing BORD vs. incoming BORD voting.

Committees to work on additional questions to add to the membership application for liability reasons.

MSC to add Brian Duncan to the Outreach, Entertainment, Education and IPSSAN committees and appoint as IPSSAN committee chair.

COMMITTEE REPORTS:
Administration – Duran indicated there is nothing to report.

Bylaws – Lehmann indicated there is nothing to report

Education – MSC to approve Bob Luedtke as the liaison to the National Swimming Pool Foundation. A closed vote was taken.

MSC to approve Duran as the liaison to FPSIE.

Lehmann reported that the committee is working with NSPF on IPSSA training modules and looking into creating the basic water chemistry test in Spanish.

Starner gave an update on the Florida 60 hour course.

Entertainment & Trade Shows – Lukacik reported that IPSSA will be involved in the Pool Industry Expo and Int'l Pool Spa Patio Expo again this year.

The next BORD meeting will take place August 17 in Region 1.

The November BORD meeting will take place in Region 4 on November 2.

Expansion – Starner suggested the idea of creating a think tank sub-committee of members from each region to work on ideas for expansion.

MSC to approve a Jacksonville and Tampa chapter upon approval of 10 members and paperwork with the membership office.

MSC to approve a Houston

Conroe chapter based on 6 transferring members and approval of 10 total members.

MSC to approve a San Antonio Westside chapter pending final paperwork for 13 members minimum.

Starner reported on expansion into Oklahoma, Tennessee, Arkansas and Hawaii. Oklahoma City will have until October 2013 to get 10 members or that effort will be suspended. In new states, chapters will have to obtain 10 members to form and be un-insured until 50 members are in state, in order to insure.

Discussion on matching grants for chapters.

Finance – Apology from the IPSSA financial office for the confusion over billing for the \$2.50 charge.

Dudley reported that the focus will be on committee budgets.

The IPSSAN – Discussion on the importance of article submissions by the regions and chapters.

Marketing – Briggs reported that the committee continues to work with My Web Design to create a mobile ready, marketing platform to bring consumer awareness and be user friendly. A draft website was presented.

Briggs reported the committee is working on various marketing ideas with different regions and updating the Join IPSSA brochure.

Executive and financial office to research association management

Continued on page 5

IPSSA Management Co. Board of Directors Meeting May 4, 2013

PRESENT: Brian Duncan, Region 1 Director; Charles Dudley, Region 2 Director; Elias Duran, Region 3 Director; Jason Briggs, Region 4 Director; Scott Peterson, Region 6 Director; Joe Lukacik, Region 7 Director; Marc Cannon, Region 8 Director; Jim Jacobsmeyer, Region 9 Director; Mark Lyons, Region 10 Director; Todd Starner, Region 11 Director; Jason Lehmann, Region 12 Director; Amy Nijjar, Executive Director; Jay Lang, Financial Office; Ray Arouesty, Arrow Insurance Service.

GUESTS: Terry Snow, Region 3, San Gabriel Valley chapter; John Bettencourt, Region 6, Hemet chapter; Bill Goossen, Region 8, N. Phoenix chapter; Mike Lee, Region 8, East Valley chapter; Chris Lee, Region 8, East Valley chapter; Ivan Vance, Region 3, San Fernando Valley chapter.

CALL TO ORDER: The meeting was called to order at 9:30 a.m. by Cannon, followed by self

introductions. A quorum was present.

MINUTES: MSC to approve the minutes of the February 1, 2013 meeting, as written.

FINANCIAL REPORT: Lang reported that for the period ending March 31, 2013 there was \$56,543 in income, \$60,610 in expenses for the general fund, with a net deficit of \$4,067. Assets were \$783,948, liabilities were \$714,525, and equity \$69,423.

INSURANCE REPORT: Arouesty reviewed highlights of recent claims, focusing on some significant claims.

Stressed the importance of giving a bid for any commercial pool maintenance issue. Also the awareness of pool lights.

Reminder for all members to keep a log.

Arrow Insurance to develop a new website by Fall 2013.

QUESTIONS & ANSWERS: None

ADJOURNMENT: The meeting adjourned at 10:03 a.m.

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Ray's Tip of the Month

SVRS devices on residential pools

By Ray Arouesty

Ray Arouesty is an attorney at law and president of Arrow Insurance Service, IPSSA's insurance provider since 1988. He can be reached at (800)833-3433 or ray@arrowinsuranceservice.com.

It has been years since the enactment of the Virginia Graham Baker Pool Safety Act (VGBA) that required the installation of anti-entrapment devices in public pools. But the VGBA's passage raised the safety bar for residential pools as well. Now, with the introduction of relatively inexpensive anti-entrapment drain covers and safety vacuum release devices, the entrapment risk can be dramatically reduced at a low cost. But what burden does this impose on the swimming pool service technician?

A pool tech has a legal duty maintain the swimming pool and in a manner that provides for the safety of its users. Does the introduction of anti-entrapment covers and SVRS devices now make unretrofitted pools unsafe? How does the swimming pool service technician respond?

If properly licensed, a service tech can satisfy his duty under the law to inform his customer by providing the customer a bid for the installation of the required equipment necessary to bring the pool

in compliance with the VGBA standards. Accompanying the bid should be an explanation of the increased safety benefits that can be achieved at a modest cost. This information is available on the Internet or from the SVRS manufacturers directly.

Providing a bid of this type is a win-win-win technique. Yes, it satisfies your legal duty to warn, but some customers will indeed choose to upgrade, thereby actually making for a safer pool as well as providing an additional source of revenue for the pool tech.

BORD meeting

Continued from page 4

software.

Member Benefits – MSC to approve new associate membership applications for All Safe Pool Safety, NPS Pool & Spa Supply, Poolman Products Inc. and Underwater Solutions.

Outreach – Terry Snow gave a report on SPEG and discussed Title 24 and Title 22.

Lehmann gave a report on APEC.

Starnier reported on the status of the Florida House and Senate bills.

MSC for IPSSA to apply to become a Pool Safety Campaign Safety Leader.

Discussion on CALPASC and IPSSA's involvement.

MS to approve each state to receive an annual government relations check to be handed out at the annual installation banquet. To be controlled by the region to have until funds are needed. Motion was tabled.

Scholarship – Nothing to report

Q&A – Nothing to report

NEXT BORD MEETING: The next BORD meeting will take place August 17 in Region 1.

ADJOURNMENT: The meeting adjourned at 3:51 p.m.

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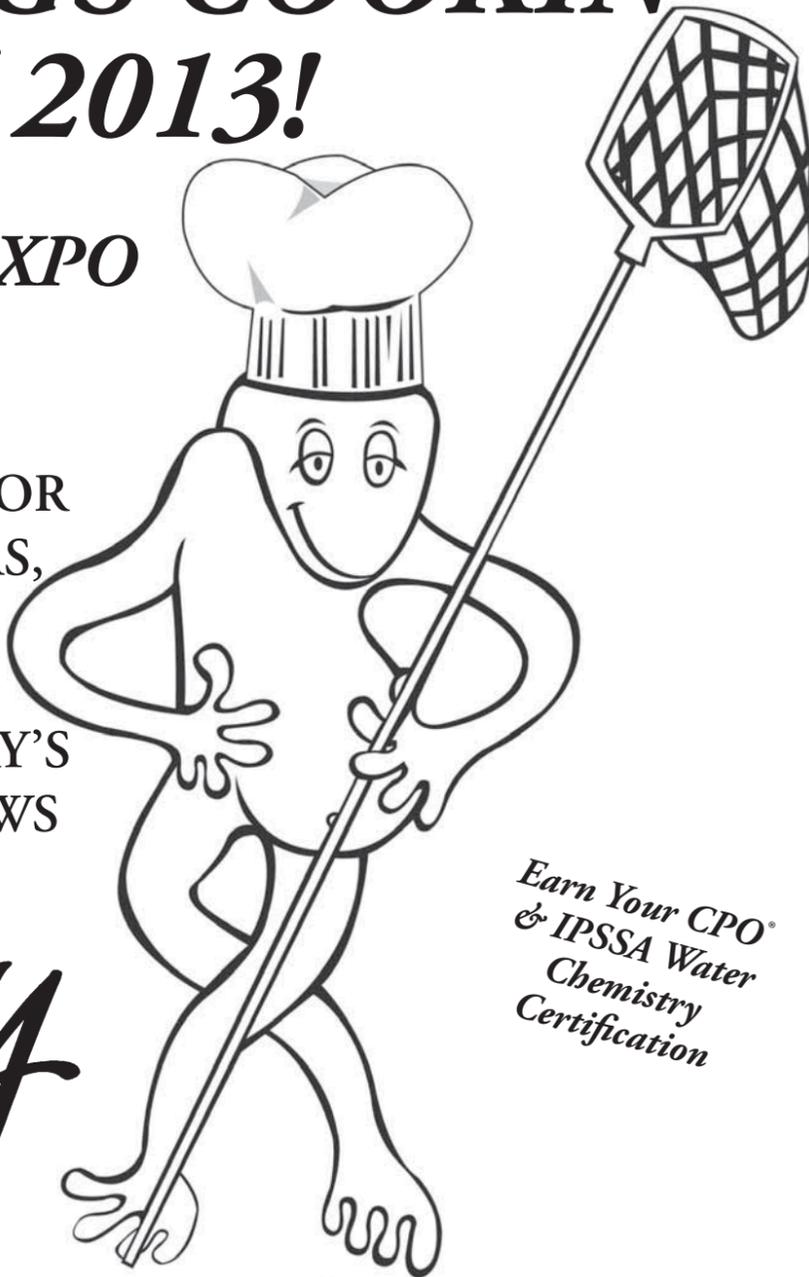
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APSP announces \$5,000 winner of the 2013 Dr. Neil Lowry Award

The Association of Pool & Spa Professionals (APSP) announces the 2013 Dr. Neil Lowry Memorial Award has been presented to the Brevard County Environmental Health Services Department in Viera, Fla. Cynthia Leckey, envi-

ronmental supervisor II, accepted the award on behalf of the department.

The \$5,000 award honors and recognizes public health officials who have made outstanding contributions to advance the public's

healthy and safe use of recreational water. Recreational water includes pools, spas, hot tubs, natural waters, and water parks.

The award is given in the memory of Dr. Neil Lowry, a long-time member of APSP who influenced

the pool and spa industry for more than 25 years as a consultant to government and private industry and a member of the APSP Recreational Water Quality (RWQ) Committee. The Brevard County Environmental Health Services Department is committed to lowering their state ranking of eighth out of 67 counties for drowning deaths in Florida, and plans to use the award to provide swim lesson scholarships to children up to the

age of 6 years old that belong to families who would not be financially able to pay for swim lessons on their own.

"Brevard County has teamed up with the Florida Department of Health's Office of Injury Prevention and has actively participated in the WaterproofFL® campaign," said Tom Metzbower, executive advisor at Taylor Technologies, and subcommittee chair for the Dr. Neil Lowry Memorial Award Program, through the RWQ Committee by APSP. "The campaign message is to educate families on drowning prevention, and is accomplished by distributing educational materials, water watcher tags and door alarms at public events such as health fairs, 5K races, schools, daycares, hospitals, YMCAs, public parks and during swimming lessons."

Past winners of the Dr. Neil Lowry Memorial Award are Sacramento County Environmental Management Dept., 2012; Alexandria, Va., Health Dept., 2011; City of Houston, 2010; and Plano, Texas, 2009.

In addition to soliciting entries from public health and building code officials each year for the Dr. Neil Lowry Memorial Award, APSP's Recreational Water Quality Committee develops and maintains verifiable science-based information regarding chemical products, spas and hot tubs. The committee also writes the chemical and sanitation sections for all of the ANSI/APSP standards and distributes the RWQ newsletter to public health officials. For more information about the Dr. Neil Lowry Memorial Award, visit apsp.org.

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How to pay your distributor on time

By Tom Grandy

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

One of the things that really helps strengthen and build that relationship is paying your invoices on time. Only 10-15% of the distributor's customer base routinely pays their bill on time and only 1-2% pay within 10 days and take advantage of the terms discount. This month we are going to address how to pay your distributor on time.

Paying your distributor on time involves three key factors: properly set hourly pricing, collect a deposit on all major residential installations, and manage the deposit dollars properly.

Establishing proper pricing

The foundation of every successful company is establishing and executing proper pricing. If your hourly rates are not set properly, nothing else matters. You can be the best marketer in the area, perform top quality work, provide outstanding customer service, and be growing at 20% a year; but if you are not priced properly you are still going to go out of business! Proper job cost pricing is essential! If you haven't gone through the process of properly establishing your labor pricing STOP EVERYTHING else you are doing and find out what those numbers are!

Check out our website where you will find a robust variety of tools and programs to help you set appropriate and profitable hourly rates that are based on your costs of doing business.

Collect a deposit on residential installation jobs

Cash flow will improve substantially if you are priced accurately. However, it won't solve all your cash flow issues and it won't necessarily allow you to pay your distributors on time. The next critical step is requiring residential customers to pay a deposit upon agreement to replace their equipment.

I ask contractors in every boot camp class that I teach who gets a deposit when replacing residential equipment. On average, about 20% of the class collects a deposit upon signing the contract. Those who do receive the deposit routinely average between 25%-50% down. I then ask the rest of the class why they don't get a deposit and the standard answer is... "Because we don't ask!"

We want to get a deposit on each residential installation job for two primary reasons:

1. If the deposit money is handled properly, you will be able to pay your distributors on time and hopefully take your discounts. We will cover how to do that later in this article.

2. You could lose the customer. Consider the scenario. It's your busy season and the customer has just agreed to have you replace their equipment and they have signed your contract. Then you share the bad news... "Mr. and Mrs. Jones, I know you would like your equipment replaced tomorrow, but this is our busy season. It could be a week or more before we can complete the job. Is that a problem?" The customer says

okay with a less than totally positive attitude. Now you're caught up and you call the Jones' to tell them you will be able to start their installation in the morning. Mr. Jones informs you they have decided not to wait and another contractor has already installed the equip-

ment. Yes, you have a signed contract ... but so what? Are you going to sue them? I doubt it. However, I can promise you if you had the 25%-50% down payment in your pocket, the Jones' would not have had anyone else do the job.

Continued on page 8

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Ask Sue

By Sue Robach

Sue Robach is national training manager for Pentair Aquatic Systems. If you have questions for Sue, send them to info@ipssa.com.

Q: I have a pool on my route that is super cloudy. The water

chemistry is perfect and I still can't clear it up. Can you give me some advice?

A: Many things can cause cloudy water, and verifying your water chemistry is a great start. Test kits can't tell you everything however. Your chlorine, pH, total alkalinity, calcium hardness and

Cyanuric acid may all be in the right ranges, but sometimes problems arise that test kits can't identify.

Phosphates have created havoc for many service customers and cause cloudy water. They are a nutrient that can actually feed algae. Phosphates can find their way into pools from landscape materials such as soils and fertilizers. Also, some pool chemicals contain phosphates, as does source water in some places. You can test for phosphates using a phosphate test kit. There are chemicals available that will remove phosphates from the water. Phosphates can also be removed by dilution - drain a portion of the water from the pool and refill with fresh water, but this process takes time.

Next, check the filter. Dirty filters cause resistance and decrease water flow. If it has been a long time between cleanings, I suggest



cleaning the filter. Inspect the filter elements or the sand bed if it's a sand filter, and make sure water is not bypassing the filter by way of rips or tears, broken laterals or sand bed channeling. Replace any broken or worn parts.

If the chemistry is OK and the filter is working well, make sure the pump is running long enough. Pool owners often want to run the pump as little as possible, thinking they'll save money. While energy conservation is important, we

don't want to be so energy conscious that we compromise clean, safe water.

Circulation is especially important to keep in mind as more and more pools have variable-speed pumps. With summertime bather loads eating up chlorine and increasing contaminants in the pool, many pumps are simply not running long enough, although, in some cases, you may need more speed and more time.

For energy savings, you always want the lowest speed that will get the job done. Keep in mind that the "job" of circulation changes with bather load.

Pools that stay open year-round may run a variable-speed pump at 1000 rpm (flow of 30 gpm) for only six hours a day when bather load is essentially zero. With high summertime bather loads, the same pump at the same speed might need 10 hours to keep the water clean and safe.

In very low-use pools that use an even lower speed and run around the clock (a setup that can save energy over time), it might be necessary to increase speed for effective filtration in the summertime. Of course, higher speeds are always required for pool cleaner cycles, spa jets, water features, etc.

Bottom line: pools need a full turnover every day in the summer. Remember the three key elements in keeping clean clear water are: chemistry - filtration - circulation.

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Pay distributor

Continued from page 7

So yes, request a deposit with every residential installation. It will allow you to pay your distributor on time and it will keep you from losing that occasional job where the customer really doesn't want to wait.

Handling the deposit money properly

There is this thing called The Law of Money. Simply stated, The Law of Money says any significantly sized budget (personal or business) will tend to absorb every dollar that is deposited in it. If you had a great month, all the money seems to disappear. If you had a slow month, somehow you made it. We tend to spend whatever is in the checkbook. So, factor number three is being disciplined not to spend the deposit money.

Now, if we do a great job of collecting the deposit on the job, and we leave it in the checkbook, what is going to happen to it? Correct. It's going to be spent, resulting in being in worse shape than before. When the invoice arrives from your distributor, you don't have any money to pay it. What is the answer? Set up a liability account within QuickBooks, or whatever accounting system you use.

Step one is to go to your bank

Continued on page 9

LETTER TO THE EDITOR

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

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

Hi:
Just got the July 2013 issue of *The IPSSAN* and found a gross error that may affect how all the readers do their pool/spa water tests.

On Page 2, under the heading Tony De Franco Wins the May Education Contest, the answer you state is correct for the last question (4-If the free available chlorine level in the water is 5.0 ppm, it is OK to continue making the other tests? False is completely incorrect. The correct answer is a) True!!!!

It is perfectly acceptable to perform the other tests (i.e., pH, total alkalinity, calcium hardness, CYA, metals, etc.) when the FC reading is at 5.0 ppm. The FC levels would need to be much higher to potentially cause false answers. With a pH test, an FC level >15 ppm will cause a purple color

development when using phenol red as the indicator. In a TA test, FC levels >10 may cause the initial and endpoint colors to change. FC does not interfere at all in calcium hardness testing nor CYA testing. Only the presence of cop-

per, iron, or manganese will adversely produce false answers in a CH test.

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Ask Ray...

Answers to recent questions asked to IPSSA's insurance broker

Question:

I'm taking over a fiberglass pool that is in very bad condition. On my first service I noted that the pH was at 6.6 and the total alkalinity was 30. The fiberglass surface is flaking off and is significant copper staining on the walls. What can I do to protect myself from being blamed for the existing damage?

Answer:

It is important to be selective in determining what pools to take on service. This includes the high maintenance pool, the poorly maintained pool or the account with a difficult property manager/owner. The service technician is particularly at risk in taking over an account where the pool has pre-existing damage because in many cases the full extent of the damage is unknown. While you may have the owner sign an acknowledgement of the damage that is currently visible, other, unknown damage, most likely exists. In this case it is likely that the aggressive water in this pool has caused more damage than is presently known. Who, for example, will the customer blame when the heat exchanger leaks next year? I'd take a pass on this new account because I think it is a claim just waiting to be filed.

Ray Arouesty is President of Arrow Insurance Service and IPSSA's endorsed insurance provider. He can be reached at (800)833-3433 or ray@arrowinsuranceservice.com.

Pay distributor

Continued from page 8

and set up a new savings account. While there, also set up all your business bank accounts so you can access them online. This will allow you to transfer money from one account to another in a matter of minutes, without having to make a trip to the bank. Your new saving account will be the place where you will "hold" your deposit money until your distributor's invoice arrives. Out of sight, out of mind! It's really hard to spend money that is not in your checkbook - although some people do. It's called a bounced check!

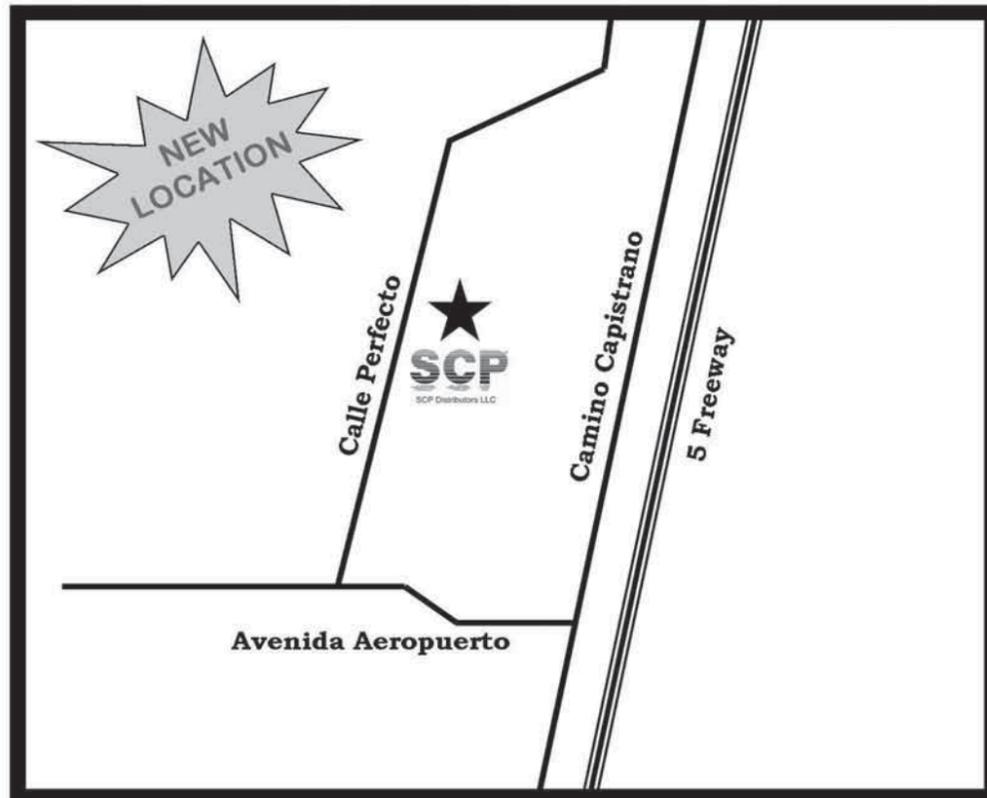
Now when you collect your job deposit, put it in your checkbook along with your other deposits. However, after depositing the money in your basic checkbook, transfer the down payment money into your new liability account. The deposit money no longer shows up in your checkbook

Continued on page 15



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HASA hosts CPO® certification class

HASA, Inc. hosted the National Swimming Pool Foundation's Certified Pool Operator® (CPO®) class at their administrative office in Saugus (Southern California) a few weeks ago on June 27-28, 2013. Presenting the 2-day class was Steve Donohoe of Another Perfect Pool, a swimming pool service company located in Mission Viejo, CA. Attending the class were students from city facilities, senior housing properties, the construction business and new entrepreneurs to the swimming pool industry.

HASA, Inc. is a family-owned business of 49 years and is the leading manufacturer of sodium hypochlorite and related products in the western United States, marketing their high-quality products to the industrial, water treatment and swimming pool markets. They are dedicated to excellence in the manufacture of all their products and to providing superb service to their loyal customers. HASA believes in continuing edu-



(L to R) Rory Manley, HASA President; Mary Flynn, HASA VP of Sales; and Steve Donohoe of Another Perfect Pool.

cation for the swimming pool industry and has been a longstanding supporter of FPSIE-Foundation for Pool and Spa Industry Education, which is a non-profit educational facility located in Sacramento. So it follows suit that

HASA would be willing and excited to host a CPO® Certification class at their Saugus facility.

Steve Donohoe wishes to thank all those at HASA for their gracious and warm hospitality. A special thank you goes to Mark and Gloria Wilson, Rory Manley, David Valeron, Mary Flynn and Frankie Paice for making this class possible.

For the past five years, Steve has taught several CPO® Certification classes throughout Southern California at wholesale distributor, PoolCorp's SCP and Superior Pool Products locations. Then last year, Zodiac Pool Systems began hosting Steve's CPO® Certification classes at their beautiful cor-

porate facility in Vista. Now HASA, Inc. is the second major industry products manufacturer to host the CPO® certificate class.

HASA has scheduled another CPO® Certification class for August 22-23, 2013 and is tentatively planning to schedule another class sometime in the fall of

2013. Please go to www.another-perfectpoolnews.com/calendar for all the CPO® certification class dates in 2013, or simply scan this QR code with your smart phone.



San Antonio swim lesson

Continued from page 1

commitment, millions and millions of individuals heard our message, "Swimming Lessons Save Lives!"

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Capital Valley IPSSA is hosting its 4th Annual Santa's Summer Getaway camping trip. This year's event is September 13-15 at Sly Park recreation area in Pollock Pines, less than an hour east of Sacramento. After setting up their own tent or trailer at our group site located right on the lake, participants will spend the rest of the weekend relaxing, fishing, canoeing, playing games, participating in crafts, eating and hanging out with a lot of fun folks! Hayward is hosting our Friday dinner and Pentair and HASA are hosting (and preparing) our Saturday dinner.

Current and former Chapter board members will be preparing breakfast Saturday and Sunday — you need only bring your own snacks and lunches! No cooking, no cleaning, just FUN.

We are grateful to all our camping supporters who make this an affordable event that families can enjoy together. If you would like to join this elite group of supporters, get recognition in our newsletter and at the camp out, and get your name and logo on our awesome t-shirts, please contact Jack Emlay. And, of course, we would love to have you join us for

the weekend.

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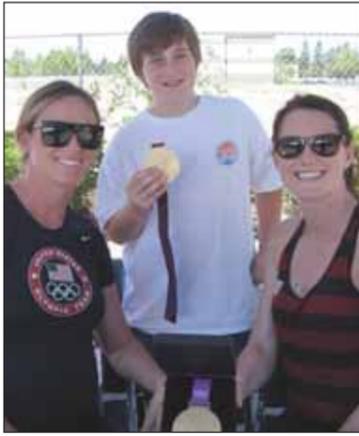
Mike Jones Day 2013

Mike Jones Day @ FPSIE (Foundation for Pool and Spa Industry Education) is more than just a fundraiser for the Mike Jones Education Fund, which is available to industry students who

may need a little assistance for course work at FPSIE. It's also a celebration of his life and an opportunity for people to learn what he meant to the Chem Quip Family.

This year's event was held on July 13, 2013. The day was highlighted by product demonstrations, tours of the FPSIE facility, and autograph and photo sessions with Olympic Athletes. Guests included Debbie Meyer 3 x gold medal winner 1968 Olympics, Jessica Steffens # 8 USA Women's Water Polo Team Gold 2012, Silver 2008 and Lauren Wenger #5 USA Women's Water Polo Team Gold 2012, silver 2008.

Visit www.FPSIE.org for more information and to try out the virtual tour of FPSIE.



Pay distributor

Continued from page 9

balance ... but it will still be available in your liability account.

Step two is establishing the habit (at the end of each day) of moving the money out of your business checkbook and into your new savings or liability account. This can be done within QuickBooks through "Transfer." Once you have transferred the money within your QuickBooks account you will then go online with your bank and transfer the money from your business account into your alternative liability account.

When the distributor's bill arrives, you simply transfer the money from your liability account back into your business account. Bingo, you have the money to pay your distributor on time, and better yet, you can take the discount!

Yes, I hear you! "Tom, I can't do that, we need that money to operate on." If that's the case, go back to the original discussion in this article. If you can't live without spending your deposit money that was intended to pay your supplier, then take that as a big red flag. You are not priced for profit! Return to step one and determine your profitable hourly rates, in each department. Proper pricing will allow you to use your deposit money for its intended purpose, which is to pay your supplier.....on time!

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Continued on page 19

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California Capitol Report

Continued from page 1

authorize a contractor licensed as a limited liability company (LLC) to obtain statutorily required liability insurance from a surplus line insurer. Current law requires insurance that is only sold on the surplus lines market, which writes coverage for more complex busi-

nesses. Many contractors in California that operate as corporations use a surplus lines carrier for their liability insurance AB 1236 would permit contractors to apply for LLC status without changing carriers. This bill has been referred to the Senate Insurance Committee.

SB 261 (Monning), as reported last week, is a bill SPEC fully supports. This bill would add new language authorizing the Contractors State Licensing Board (CSLB) to pursue administrative actions against violators of the Business and Professions Code. This would enable CSLB to establish a relevant record for licensees and non-licensees who violate the code. SPEC believes giving the CSLB authority to issue citations and keep a record of these bad-actors is a necessary step in combating the underground economy. This bill has been referred to the Assembly Appropriations Committee.

SB 262 (Monning) is another bill supported by SPEC. This bill would authorize the misdemeanor

prosecution and administrative discipline of a qualifier (a person who furnishes the knowledge and experience that is required for licensure and is responsible for assuring that construction work performed by the licensee complies with all relevant laws and building codes) who fails to comply with the specified supervision and control requirements. This bill provides CSLB with the needed authority to take action directly against a qualifier who has failed to exercise their duties. Consumers need to know that they can trust the contractor they hire to do the job properly. The consumer will be confident if they know a qualifier is ultimately responsible for job supervision, managing

construction activities, making technical and administrative decisions, checking jobs for proper workmanship, and are directly supervising the work site.

SB 263 (Monning) would amend the law to make it a misdemeanor for a person to engage in the business or act in the capacity of a contractor if the person either has never been licensed pursuant to the Contractor's State License Law, or the person was a licensee, but performed acts covered by the law under a license that was under suspension for failure to pay a civil penalty or comply with an order of correction, or failure to resolve all outstanding final liabilities. Additionally the bill created

Continued on page 18

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Zodiac Pool Systems, Inc. has taken numerous steps in past months to support their professional and retailer customers through a variety of product en-

hancements and programs. To this end, the company announces its Jandy® Pro Series line of variable-speed and two-speed pumps have earned the prestigious ENERGY STAR certification. The rating signifies the line of pumps meet or exceeds energy efficiency guidelines. The line of pumps requires less energy to operate and reduce the impact on the environment. Pool professionals who sell or install Jandy Pro Series pumps can now offer them as ENERGY STAR quali-

fied products to appeal to their cost and environmentally conscious customers.

ENERGY STAR means more than just energy saving — The Zodiac® line of Jandy Pro Series pumps have much to offer and

they do not stop at energy efficiency. ENERGY STAR is a program sponsored by the U.S. Environmental Protection Agency (EPA), which identifies products that help individuals and businesses save money and protect the environ-

ment with superior energy efficiency. Jandy Pro Series pumps earned the ENERGY STAR logo by meeting strict product specification and testing requirements. By partnering with ENERGY STAR, Zodiac demonstrates its commitment to introduce efficient products that meet or exceed EPA standards.

The ENERGY STAR-qualified pumps include variable-speed
Continued on page 20



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California Capitol Report

Continued from page 16

a remedy of disgorgement of profits. This means that if the contractor was convicted, the victim could take back the money paid to the contractor. Senator Monning's office indicated they need more time to work on the disgorgement provision with stakeholders, and therefore need to make this a two-year bill. This bill will be heard

next year.

SB 270 (Padilla) would direct agencies participating in the Joint Enforcement Strike Force (JESF) and the Labor Enforcement Task Force (LETF), to the degree feasible, coordinate their law enforcement activities and exchange information to better facilitate their law enforcement activities. SPEC

is constantly working with employers in the pool and spa industry to combat the underground economy and commends the author's proposal to help in SPEC's fight. As legitimate employers working in the pool and spa industry in California, SPEC supports the efforts of the author to require agencies participating in either the Joint Enforcement Strike Force on the Underground

Economy and the Labor Enforcement Task Force to coordinate their law enforcement activities and to exchange information between them regarding these activities. This bill will be heard in the Assembly Labor and Employment Committee on August 14th.

SB 761 (DeSaulnier) would provide that an employer who regularly employs 10 or more individuals, or an agent of that employer,

that discharges or in any other manner discriminates against an employee who has been employed by him or her for 90 working days or more because the employee has applied for, used, or indicated an intent to apply for or use, family temporary disability insurance benefits is liable to the affected employee for actual damages and appropriate equitable relief, including reinstatement. Because of the efforts of SPEC and other industries, this bill was placed on the inactive file. This bill would have created a new burden on small businesses and additional opportunities for frivolous litigation. One of the biggest threats to employers of any size, but particularly small employers, is frivolous lawsuits, as one frivolous lawsuit can put an employer out of business. The sweeping language of this bill invited allegations of discrimination by disgruntled employees. Small employers need the ability to reprimand or discharge employees if warranted. Employers should not fear retaliation by an employee if they exercise that option and potentially be put out of business because of frivolous litigation by a disgruntled employee. Although this bill won't be able to pass this year, there is a high likelihood that this type of proposal will be introduced again next year.

As representatives of the pool and spa industry, SPEC will continue to support legislation that helps small businesses and fights the underground economy. SPEC will also continue its fight against increase taxes and undue burdens on businesses.

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Continued from page 15

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POOL NEWS Readers' CHOICE

Zodiac

Continued from page 17

VS-FloPro™ and ePumps™, and two-speed Stealth™ series, FloPro series, and PlusHP series pumps, for a total of 18 certified pumps. The main goal of these pumps is to offer professionals numerous pump options that cut energy costs and protect the environment. Select variable-speed pumps can reduce energy use by up to 90 percent, leading to a potential savings of \$1,300 a year. ENERGY STAR

pumps also qualify for rebates from many energy companies.

Pumps are easy to install, compatible with core equipment - The pumps are compatible with the Jandy Pro Series Versa Plumb® system, a core equipment set that provides exceptional hydraulic efficiency and intelligent design elements to result in one of the most energy-efficient pool systems in the industry. The Versa Plumb system is comprised of a pool pump, filter and heater,

valves, salt system and sweep elbows that have been engineered to work together as a whole system. Versa Plumb offers 50% more hydraulic efficiency, saves 40% in installation time, uses 50% less plumbing pipe and fittings, and requires less horse power. The result is significant savings in both energy consumption and utility bills.

These ENERGY STAR pumps will save time and money with their easy-to-install construction.

VS FloPro and FloPro pumps come with the option of an adjustable base to directly replace older pumps and can be retrofitted to a number of different models. In addition, the VS-FloPro in particular has an ultra-compact body and can fit in small equipment areas.

Quality construction increases

longevity — Variable-speed and two-speed models all offer Jandy Pro Series Quiet Technology with controlled flow dynamics for reduced noise levels. All pumps are made with corrosion-resistant material for durability, and are covered with a one-year manufacturer warranty.

Jandy Pro Series ENERGY STAR Certified Pumps

Pump Family	Model Numbers	Pump Type
VS FloPro	VS-FHP2.0	Variable-Speed
ePump	JEP2.0, JEP1.5	Variable-Speed
Stealth	SHPF1.0-2, SHPF1.5-2, SHPF2.0-2, SHPM1.5-2, SHPM-2.0-2, SHPM-2.5-2	Two-Speed
PlusHP	PHPF1.0-2, PHPF1.5-2, PHPF2.0-2, PHPM1.5-2, PHPM2.0-2, PHPM2.5-2	Two-Speed
FloPro	FHPM1.0-2, FHPM1.5-2, FHPM2.0-2	Two-Speed

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*Note: Take care when applying 300 Tile Cleaner on vertical spillway areas. It is recommended to apply a generous amount of product to a sponge first and evenly apply to the scale on the spillway area working on small sections without dripping on clean tile. Allow to dwell (as stated on the directions), scrub and rinse. After the area is dry, a second application might be necessary. Adjust the water chemistry as needed.

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braisherpools@gmail.com

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Second Wed., 7 p.m., Golden Gong Restaurant
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Pres. Lloyd Dalton (805) 237-8414

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warren_cranmer@msn.com

DIAMOND BAR

First Thurs., 7:30 p.m., Oak Tree Lanes, Diamond Bar
Pres. Robert Nichols (626) 914-4813

FOOTHILL

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

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E-mail: jeff@aquaticbalance.com

ANAHEIM:

Third Wed., 6:30 p.m.

Roundtable Pizza, 2506 E. Chapman Ave., Fullerton
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CENTRAL ORANGE COUNTY

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Pres. Jim Oliver, joliver391@cox.net

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Pres. Robert Sink (949) 916-8860

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NORTH ORANGE COUNTY

Second Wed., 7 p.m., Graziano's Italian Restaurant,
17487 Imperial Highway, Yorba Linda
Pres. Rick Reyes (714) 635-5459
rickmreyes50@yahoo.com

ORANGE COAST

Last Monday, 5 p.m., Carrow's Restaurant
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Pres. Michael Kei Black (714) 891-0351
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ORANGE COUNTY #1

Second Wednesday, 7:00 p.m., Graziano's, Yorba Linda
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Second Wed., 7 p.m., Dad Miller Golf Course
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Pres. Rob Tobias (714) 812-7993

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Pres. Frank Malavar (714) 960-3558

TUSTIN/IRVINE

Second Tues., 6:00 p.m., PSOC Waterline Technologies,
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Pres. Rich Foley (714) 974-1514

YORBA LINDA

First Wed., 6:45 p.m., Lampost Pizza,
21480 Yorba Linda Blvd. #D, Yorba Linda CA
(call president to confirm mtg time).
Pres. David Hartson (714) 306-4864

REGION 6 (INLAND EMPIRE)

B.O.R.D. Member: Scott Peterson
(951) 699-8407
E-mail: ipsasscott@yahoo.com

CORONA

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

HEMET: Third Wed., 6:00 p.m., El Jalapeno

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bettencourtpool@msn.com

MENIFEE VALLEY

First Wed., 7 p.m. at My Buddies Pizza

2503 E. Lakeshore Drive #A, Lake Elsinore

Pres. Brittanie Sada
brittaniesada@yahoo.com

ONTARIO/ RANCHO CUCAMONGA

Second Tues., 7 p.m., Carrows Restaurant
11669 Foothill Blvd., Rancho Cucamonga
Pres. Ron Goodwin (909) 989-0406
good2win@msn.com

PALM DESERT

Third Thurs., 7:00 p.m.

Sloan's, 81539 US Hwy 111, Indio CA
Pres. Matt Kauber (760) 775-7477
salernopools@yahoo.com

PALM SPRINGS

First Wed., 6:30 p.m.

Elks Lodge, 67491 Elk Drive, Palm Springs
Pres. Ken Pomije (760) 413-6022

REDLANDS:

Second Tues., 6 p.m.

Hickory Ranch, 32971 Yucaipa Blvd., Yucaipa
Pres. Bill Brooks (909) 553-5780

RIVERSIDE

First Tues., 6:00 p.m., Cask N Clever,
1333 University Ave., Riverside
Pres. Rusty McMartin (909) 767-1633

TEMECULA/MURRIETA

Third Wed., 7 p.m., Pat & Oscar's
29375 Rancho California Rd., Temecula
Pres. Jack Delaney (951) 674-6318

REGION 7 (SAN DIEGO COUNTY)

B.O.R.D. Member: Joe Lukacik
(619) 508-8587
E-mail: joe.sunpools@yahoo.com

CARLSBAD

Third Wed., 7 p.m.: Q Restaurant & Sports Bar,
2725 Vista Way, Oceanside, CA 92054
Pres. David Talbot (760) 845-6863

ESCONDIDO

Third Wed., 6:30 p.m., Call for location.
Pres. Matt Hughes, (619) 306-0533
http://escondidoipssa.com

NORTH COUNTY COASTAL

Third Tues., 6:30 p.m.

Brett's BBQ, 1505 Encinitas Blvd., Encinitas
Pres. Daniel Carlson (760) 613-1552

RANCHO DEL MAR

Third Mon., 5:30 p.m., Tony's Jacal
621 Valley Avenue, Solana Beach CA 92075
Pres. Lance Clifton 858-874-7764

SAN DIEGO

Third Wed., 7 p.m., Mission Valley Resort
875 Hotel Circle S., Mission Valley
Pres. Michael Anderson (619) 589-8848
andersonaqua-tech@cox.net

SAN DIEGO EAST COUNTY

Third Tues., 7 p.m., Pinnacle Peak Steakhouse
7927 Mission Gorge Rd. Santee CA, 92071
Pres. Samantha Larimer (619) 440-2480

SAN DIEGO METRO

Fourth Thurs., 7:00 p.m.
Coco's, 1025 Fletcher Parkway, El Cajon
Pres. Mike McCourtney (760) 788-0823
kathysunrise1@hotmail.com

REGION 8 (SOUTHWEST)

B.O.R.D. Member: Marc Cannon
(602) 432-3371
E-mail: rescueh2o@aol.com

EAST VALLEY

Third Thurs., 6:45 p.m., Superior Pool Products
2350 W. Broadway Rd. #110, Mesa
Pres. Mike Lee (480) 786-0687

HENDERSON:

First Wed., 7 p.m., Village Pub-Horizon Ridge
10900 S Eastern Ave, Henderson NV
Pres. Forrest Owen (702) 372-7200
poolboys@cox.net

IPSSA VIP'S

Third Wed., 7:00 p.m.,
Elk's Lodge #335, 14424 No. 32nd St., Phoenix
Pres. Joe Mischik (602) 290-5547

LAS VEGAS: First Thurs., 7 p.m.

Vietnam Vet's Hall, 6424 West Cheyenne, Las Vegas
Pres. Kenneth Minster (702) 658-1154

NORTH PHOENIX

Third Tues., 7 p.m., SCP
18201 N. 25th Avenue, Phoenix AZ 85023
Pres. William Goossen (623) 580-9802
goosse-man@cox.net

NORTHWEST LAS VEGAS

First Wednesday, 7:00 pm
Joey's Bar & Grill, 7081 W. Craig Road, Las Vegas
Pres. Robert Fazio, 702-795-9596

SCOTTSDALE

Third Mon., 6:00 p.m., SCP, 7841 E Gray Rd.,
Scottsdale, AZ 85260-3461
Pres. Kurt Schuster (602) 488-7335

TUCSON: Third Wed., 7 p.m.

Superior Pool Products, 4055 N. Runway Drive.
Pres. Grant Ross (520) 975-5917
heycabanaboy@gmail.com

WEST VALLEY

First Wed., 7:00 p.m., Cloud Supply
1100 N. Eliseo, Felix Way, Avondale
Pres. Patrick Pace (623) 853-6859

WESTERN LAS VEGAS

First Mon., 7:00 pm
Vietnam Vets Hall, 6424 W. Cheyenne, Las Vegas
Pres. Laurie Beecher (702) 870-0078

REGION 9 (TEXAS)

B.O.R.D. Member: Jim Jacobsmeyer
(281) 474-7665 or (281) 474-4047
E-mail: sunchasepools@att.net

AUSTIN

First Tues., 6 p.m., Austin Energy Club
721 Barton Springs Road, Room TLC 130
Donny Greenway (512) 300-9947

CORPUS CHRISTI

First Thurs., 6:30 p.m., Island Italian Restaurant
15370 South Padre Island Drive 78418
Pres. Michael Baker (361) 563-7655

HOUSTON

Second Tues., 7 p.m., Fuddrucker's, 2475 S. Kirkwood
Pres. Rita Jacobsmeyer (281) 474-7665
sunchasepools@att.net

NORTH AUSTIN

Second Tues., 6 p.m., ACC Cypress Creek, 1555
Cypress Creek Rd #2213, Cedar Park TX
Pres. James Smith (512) 206-0606

Associate Members

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

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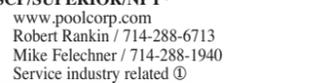
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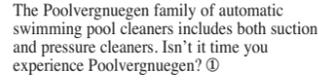
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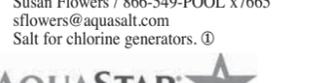
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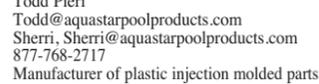
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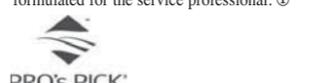
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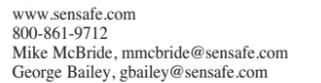


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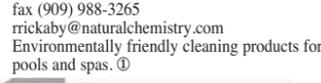
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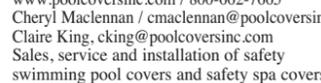
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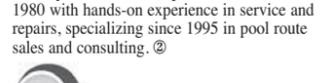
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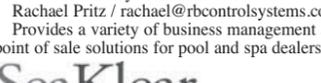
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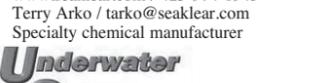
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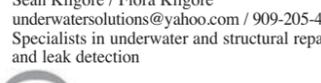
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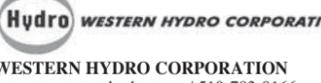
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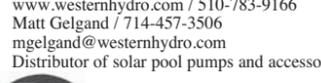
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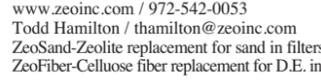
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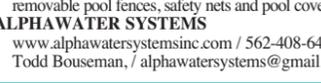
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