



THE IPSSAN

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

VOLUME XXVII, NUMBER 11

November 2015

California Capitol Report

“Backyards consisting of a traditional grass play area and a swimming pool could be a thing of the past if the Model Water Efficient Landscape Ordinance is enacted as proposed,” according to John Norwood, President of the California Pool and Spa Association.

By John Norwood

John Norwood is president of The California Pool and Spa Association (formerly SPEC).

Last week the California Pool and Spa Association submitted comments to the California Building Standards Commission (CBSC) regarding the Model Water Efficient Landscape Ordinance. CBSC is considering changes proposed by the Department of Water Resources to MWEL, which would then become part of the building code in California. CPSA urged CBSC to reject the adoption of the proposed Ordinance because the Ordinance is still unclear as to the Ordinance’s application to single family residences.

A problem with communicating CPSA’s concerns to entities such as the CBSC has been that single family residential owner installed pools, spas and hot tubs have always been excluded from MWEL based on the threshold requirements established by regulations. Unfortunately these thresholds have either been removed or drastically changed with this newest revision and it is unclear at best whether installation of pools, spas and hot tubs in residential backyards would be regulated by MWEL.



CPSA found two key issues that we believe the CBSC needs to address before adopting the new Ordinance. First, when does the Ordinance apply to homeowners? And second, does the effect of application of the Ordinance unfairly discriminate against the swimming pool and spa industry?

For the first concern, the application of MWEL is unclear for a new single family home that a homeowner has built or purchased from a developer where the landscaping has not been installed by the developer. The amendments strike the current provision which specifically applies to owner provided or hired improvements. The new definitions include “new development project” with a 500 square foot threshold and “rehabilitated landscape” with a 2,500 square foot threshold. Neither of these definitions is clear whether they apply to landscapes and other improvements like swimming pools, spas and hot tubs in single family homes. Without additional clarification CPSA believes the

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Region 11 hosts Annual Tropical Pool Show



By Todd Starner

Todd Starner is the Region 11 Director and President of IPSSA

On October 21, 2015 Region 11 hosted its 2nd Annual Tropical Pool Show in Ft. Lauderdale, Florida.

Show director Ana Labosky said she was pleased with the show and double the attendees from last year. Not that we want to be into numbers but a nice little step forward.

Continued on page 5



IPSSA Chapter Membership Drive 2015

July 1st – December 31st, 2015

1st Place - \$3000

2nd Place - \$2000

3rd Place - \$1000

Contest rules: A chapter must be an approved chapter as of July 1st and bring in a minimum of 5 members to be entered into the contest. New and reinstated members only,

transfer and employee members do not qualify. In the case of a tie, the prizes will be combined and awarded. Prizes will go to the winning chapters and not individuals.

Things to do in November

- Focus on yourself
- Schedule your annual physical for this month
- Education at Int'l Pool Spa Patio Expo

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(888) 360-9505 • (888) 368-0432 (FAX)
Email: anijjar@ipssa.com
Website: www.ipssa.com

Executive Editors:

Marc Cannon, Steve Donohoe, Brian Duncan, Bob Nichols,
Eric Nielson, Todd Starner, Ivan Vance

Managing Editor: Amy Nijjar

Graphics and Production: Kim McGill

Deadline for submission of articles is the 20th of each month. Material submitted late will be considered for the following month.

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No One Wins the September Education Corner quiz

Sometimes it happens. No one who submitted entries for the September Education Corner quiz got 100% correct. All correct entries submitted during 2015 are eligible for a big drawing at the end of the year for more IPSSA logo items.

The correct answers for the September quiz are 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, *the correct answer is c) 10.0*. 2. Total alkalinity does not affect the speed of pH change in the water. A. True B. False, *the correct answer is b) false*. 3. A colorimeter measures the amount of light that is transmitted through a sample. A. True B. False, *the correct answer is a) true*. 4. How many pounds is 1

ppm in 18,500 gallons? A. 1.5 lbs., *the correct answer is b) 15 lbs.* B. .15 lbs. C. 5.1 lbs. D. .85 lbs.

Calendar of Events 2015

- Nov. 7** **IPSSA Board of Regional Directors Meeting**
Doubletree Hotel, San Jose, CA 10am
info@ipssa.com
- Nov. 12-13** **CPO Class**
SCP, San Juan Capistrano, California
http://www.anotherperfectpoolnews.com/cpo
- Nov. 19-20** **CPO Class**
Superior Pool Products, Vista, California
http://www.anotherperfectpoolnews.com/cpo
- Dec. 3-4** **CPO Class**
Superior Pool Products, Anaheim, California
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- Dec. 10-11** **CPO Class**
Hasa, Santa Clarita, California
http://www.anotherperfectpoolnews.com/cpo
- Jan. 20, 2016** **HOTT Show**
The Phoenix Club, Anaheim, California
www.hottshow.org
- Feb. 5-6, 2016** **IPSSA Leadership Weekend**
The Sheraton Park Hotel, Anaheim, California
info@ipssa.com

WELCOME NEW MEMBERS!

REGION 1 – Gold Country: Ryan Ruminson...**REGION 2 – Ventura:** Nathan Perkins...**REGION 3 – Santa Clarita:** Michael Miller...**REGION 6 – Palm Desert:** Don Sawyer...**Riverside:** Aaron Graybill...**REGION 7 – San Diego:** Austin Wicht...**San Diego East County:** Matthew McKinney...**REGION 8 – East Valley:** Angela Clark...**North Phoenix:** Robert Miller...**West Valley:** Michael Maloney...**REGION 9 – Clearlake:** Randall Chapman, Stephanie Laws...**REGION 10 – Santa Clara:** Fred Doering...**REGION 11 – Treasure Coast:** Pedro Macedo.

Financial office thanks chapters with prompt payments

The Financial Office thanks the following 18 chapters, whose members all paid promptly in September before second notices were required:

- Region 1 – El Dorado, Gold Country
- Region 3 – Antelope Valley
- Region 4 – Central Los Angeles
- Region 5 – OCPP, Saddleback, Surf City
- Region 6 – Palm Desert
- Region 7 – Rancho Del Mar
- Region 8 – Henderson, Northwest Las Vegas, Tucson
- Region 9 – Clearlake
- Region 10 – Fremont, Santa Clara
- Region 11 – Cape Coral, North Georgia, Treasure Coast

Attention IPSSA Members!

IPSSA is in the process of converting to new software and electronic billing, so we are trying to update our records. We ask that all IPSSA members please email the IPSSA Financial Office at membership@ipssa.com with your name, IPSSA ID#, phone number and email address. We want to make sure we have your most recent information on file. If you have any questions, you can call Sue at 888-391-6012. Thank you!

Order Training Manuals at
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The IPSSAN subscriptions available to employee members

Would you like your employees to read The IPSSAN each month? All you need to do is contact the IPSSA Financial Office (888-391-6012 or sue@cramer CPA.com) and make the request.

*** WIN *
IPSSA Logo
Gear!**

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 IPSSA logo gear. 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 **DECEMBER 20, 2015**.

1. A pH of 5.0 is 100 times more acidic than a pH of 7.0.
A. True
B. False
2. Normally, pools should be partially drained when the hardness reaches this level:
A. 1000 ppm
B. 500 ppm
C. 400 ppm
D. 800 ppm
3. The pH of the water does not affect chlorine effectiveness.
A. True
B. False
4. At a pH of 7.5 and a temperature of 68° F, you have this much chlorine in the killing form (HOCl).
A. 55 percent
B. 60 percent
C. 49 percent
D. 38 percent

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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Entries for this month must be received by **DECEMBER 20, 2015**.



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& Mike the Poolman

Chemical interaction risk

By Harold Evans

Harold Evans is the President of Orenda Technologies.

As pool professionals, do we truly understand the interactive risk and/or contradiction we might be creating for our customers to swim in? If you are depending on product labeling, SDS sheets, EPA registration, or NSF listings for these answer, think again. This article is being written to alert you about potential hazardous combinations from chemicals you might not be aware of in our industry.

It is highly likely that without labels to warn you, or education to further inform you, products are being combined in a pool that are unsafe, harmful, or at a minimum contradictory. The EPA, NSF, or labeling requirements in this country do not require disclosure of interactive risk with other known additives in pool water. Simply stated if you combine certain chemicals, the byproduct reactions become your professional responsibility.

Currently NSF is developing a standard 50 which specifically addresses recreational water, which there are several good reasons for having its own standard. Currently standard 60, which includes drinking water, falls short in the pool industry. As pool professionals we continually manage the same body of water with the weekly addition of chemicals, which is not accounted for in standard 60. The new standard 50 is designed to take this into consideration and the cumulative toxicology impact these chemicals have in the water,

but not interactive risks. Perhaps the future will allow for this standard to begin to look at interactive risk assessment, but for now that is not the case. Currently, as pool professionals, it is up to us to seek this information on our own to determine risks. So let's explore some possible candidates for re-consideration.

When adding chemicals to any pool it is recommend that two steps are followed. The first practice is to operate the pump when adding chemicals, unless specifically told otherwise on the individual products packaging. Circulating pool water allows for the proper mixing and dilution of chemicals. Secondly it is advised that chemicals be added at different locations in the pool to avoid the risk of chemical conflict or harmful reactions. For example, do not pour acid on top of chlorine. This practice can produce chlorine gas, a dangerous byproduct to people and animals that irritates mucous membranes, breathing difficulty, and skin irritation. A common problem involves the use of inline chlorinators and/or floater that store trichlor tablets. NEVER mix trichlor tablets and any concentration of cal hypo chlorine or bleach as this will create a dangerous reaction. Cal hypo also comes in a tablet form for erosion feeders so you must be careful to never mix cal hypo tablets and trichlor tablets with their respective feeders.

Next, when adjusting alkalinity in water with sodium bicarbonate

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Hey Ray!

Answers to recent questions asked to IPSSA's insurance broker

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

This month's question was submitted by a member in the Santa Clarita Chapter:

Question:

I received an email from a home warranty company asking me to replace a backwash valve. When I arrived at the residential pool I noticed that drain covers were missing from both the pool and spa. The customer doesn't have a pool service technician maintaining this pool. Should I replace backwash valve? Will I be responsible if there is an entrapment accident?

Answer:

A pool/spa without drain covers is very hazardous with the potential for serious injury or death associated with entrapment on the drain. There is a good likelihood that you will be involved in a lawsuit if an accident occurs and the question of your legal respon-

sibility for any injury will ultimately be determined by either a judge or jury. Defending such a lawsuit will consume much of your time preparing for depositions, answering written discovery and appearing at hearings or even trial. The cost associated with a major injury lawsuit of this type will total many hundreds of thousands of dollars; costs that are not recoverable even if you ultimately prevail. My advice is to tell the home warranty company that you cannot take this job unless you are authorized to install drain covers. Follow up with an email to the home warranty company and also advise the homeowner, if possible.

Tropical Pool Show

Continued from page 1

This year the show committee decided to move it to the Broward County Convention Center.

Labosky explained the reason for the move was two sided. "First we wanted to show our vendors we were serious about creating South Florida's best show. Second it gives the show opportunity to grow in the future and never change sites."

The Tropical Pool Show wishes to thank all the vendors for the support of the show.

Also a big thanks to show committee members Allan Schroeder and Paulette Hester for all their hard work.

See everybody next year!

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Education Quiz

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Social media marketing tips for pool & spa technicians

By Zodiac Pool Systems, Inc.

Social media is arguably the most powerful marketing platform for small businesses in the pool and spa industry. When used correctly, it can help a company engage with customers, create new business leads, and positively reflect a brand's image.

The most effective social media networks for pool and spa professionals are Facebook, Twitter and

LinkedIn. However, before you create social media accounts and begin "posting away," it's important to put a strategy in place that complements your business goals and your overall marketing strategy. Zodiac Pool System, Inc.'s social media team has shared 10 tips to help you get started:

1. Stay brand-consistent

Be sure to have a well-written biography or company overview

and engaging photos on each social network, and make sure they are consistent with your website in design, tone and writing style. If one is different from the rest, a customer may assume it is a completely different company, which would cause confusion and could steer customers in the wrong direction.

2. Be personable...

Show your fans and followers that there is a real person behind

your social media account. Thank people for retweets, respond to messages, and start online conversations. People will appreciate you taking the time to do such things, and it will help build trust for your company.

3. ... But also be professional

Keep your personal life away from your company social media accounts. Your followers on LinkedIn want to know about the new pool and spa services you are offering to customers – they don't want to know about your daughter's first dance recital (no matter how adorable she looked) – unless, of course, it was held at your backyard pool and included synchronized swimming!

4. Opt for quality over quantity

Avoid sharing information just for the sake of sharing. Social media posts should consist of qual-

ity, valuable content that is suitable for your audience. This is one of the best ways you can increase your online following if your content is of a high standard and worth sharing.

5. Follow to get more followers

Don't only focus on getting people to follow you or like your page. It's important to also focus on following other accounts and business pages. Follow pool and spa manufacturers, builders, service technicians – anyone relating to the pool and spa industry. They will likely follow you back if you are also posting relevant content. Even better, share their posts and content (citing them as the source, of course). They may follow you back to show their appreciation, and there is a chance they will return the favor!

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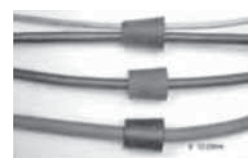
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President's message

By **Todd Starner**

Todd Starner is the Region 11 Director and President of IPSSA.

Hope this finds you all doing well.

This is truly my favorite time of the year. Water temps are cooling down, people are buying heaters, weather is getting better. ok maybe not that one. But it's also the time of being with friends and family.

This time of year makes one reflect on the past. I would like to share one of my family traditions with you.

When I was young my grandmother always had Thanksgiving dinner at her house. We would get together with my aunts, uncles, cousins and close friends of the

family. My Grandmother never did anything small. One of her traditions was that before dinner and the blessing she would go around and ask what you were thankful for. We would laugh and joke with some of our replies. Grandma was not amused. She would look at us all and say "We can be here all night. It's up to you." We then got serious and told everyone what we were thankful for. So with that thought I am going to tell you what I am thankful for in my IPSSA world:

I'm thankful for Jim Romanowski coming to Florida and signing me up for IPSSA.

I'm thankful for my Los Tres Amigos. I couldn't do it without you guys.



I'm thankful for Phil Sharp, my then Region 9 Director who guided me in the ways of IPSSA. Thanks for always being there Phil.

I'm thankful for all the friends I made in region 9 (All of Texas back then). You guys always made

me feel like I was one of you.

I'm thankful for Vickie Lester who in the beginning of my IPSSA adventure always took the time to work with me and answer all my questions. Thanks Vickie.

I'm thankful for Ray. Not for insurance but for always believing in the things I could do. It was Ray at a leadership banquet who was telling people I would be your president one day.

I'm thankful for Clint and Sue who again have always supported me.

I'm thankful for Elias Duran. Who in the beginning was the biggest pain in my neck. Elias taught me how to prepare for a BORD meeting. Back then if I could convince Elias, I could convince the BORD. I'm happy to say that Elias is what I consider a good friend now.

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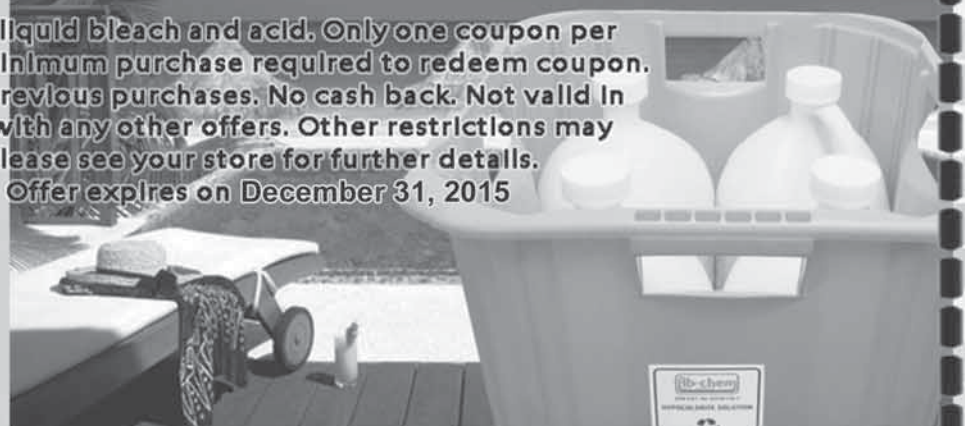
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Check calcium hardness to prevent scale in hot tubs

By Terry Arko

Terry Arko has more than 30 years' experience in the swimming pool and spa industry, working in service, repair, retail sales, chemical manufacturing, customer service, sales, and product development. A certified pool operator (CPO) and CPO Instructor through the National Swimming Pool Foundation (NSPF). Arko is currently a Water Specialist for SeaKlear Pool

and Spa Products including products that treat cloudy water. SeaKlear is a subsidiary of Halosource Inc., a clean water technology company based in Bothell, Wash. Halosource innovates technology to make all water better; drinking water, environmental and recreational. He can be reached via e-mail at tarko@seaklear.com.

As anyone in the industry knows, buildup of scale in a hot

tub or spa can be a pain. Literally. Once the scale has formed, the only thing left to do is grab a mild scale remover and start scrubbing. After draining and several hours of elbow grease, you may have made some progress and the pain will be over...until next time. Fortunately, scaling in most cases can be easily prevented.

After one good scrub-down, it is plain to see how much easier

and more cost-effective it is to prevent water problems from the start than it is to treat them after they've occurred. Unfortunately, in today's fast paced world, many key elements of proper water management are simply overlooked. In particular, checking the Calcium Hardness level is a step many operators could tend to skip. This is a mistake for two important reasons: first, low Calcium Hardness can result in a corrosive environment that is harmful to bathers, equipment and the surface itself. Second, high Calcium Hardness can result in cloudy water, stains and scale.

Calcium scale in spas

Calcium scale is typically more of a problem in spas and hot tubs due to their higher water temperature. Scale forms when calcium attaches to carbonate in the

water. Calcium carbonate becomes more insoluble at higher water temperatures, especially at the heat exchanger of the heater. Also, because of increased temperatures and aeration, the evaporation rate of a spa is very rapid. This leads to increased calcium carbonate build up. Thus scaling in a spa can be especially difficult to treat once it occurs and can even result in damage to the finish. But almost more importantly than the damage done to the spa, is the fact that high levels of calcium hardness can cause discomfort to bathers and can even cause dry itchy skin. The good news is that Calcium hardness can be checked, monitored and calcium scale, prevented.

Defining calcium hardness

Calcium Hardness testing (also

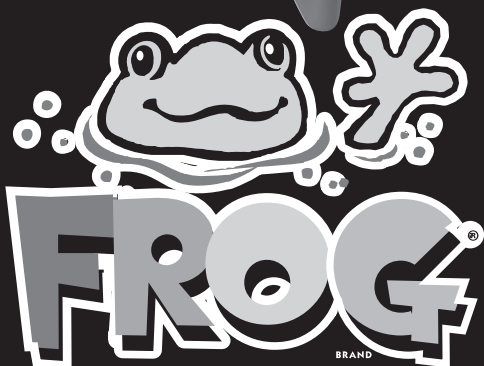
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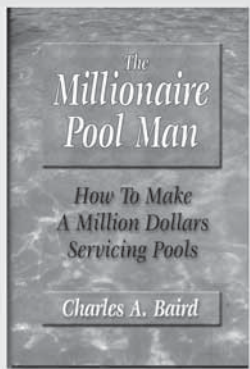
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By Arif Sealey

Arif Sealey is a former pool service operator and owner of Sealey Business Brokers that helps owners and future entrepreneurs buy and sell businesses in Texas, Arizona and California. For more information, go online to SealeyBB.com or call toll-free 1-844-POOL-RTE.

While I specialize in selling pool routes I realize some owners want to sell their entire company. Selling a business is a far more in-depth process that has many moving parts. You have the buyer, a seller, attorneys, CPAs, banks all working together to make a deal happen.

In most cases, owners hope to exit with the sweat equity being returned to them in substantial amounts of cash. To extract the value you seek out of a company, you'll need a knowledgeable buyer or buyers who qualify for financing. One way to plan your successful exit is to grow potential successors in-house.

Here are six tips for grooming the next owners of your company:

- Identify interested parties. Buyers may not be your current star performers, so seek out people who are excited about work, and eager to learn new facets of the business and to offer suggestions on how to grow the company.

- Plan for a multi-year process – minimum 5 years and ideally 7-10 years. Transitioning the business can include seeking guidance from banking, legal, and tax advisors, and perhaps even suppliers. You may need to reassess your business structure, whether sole proprietor, S Corp, C Corp, partnership, or employee-owned. Buy-sell agreements should be drafted by a lawyer.

- Get a third-party business valuation. Third-party valuations, which are completed by knowledgeable brokers who have no stake in business, can help set a realistic purchase price that all parties will trust. They can prevent conflicts later when expectations don't align.

- Be willing to mentor and share knowledge and connections.

Prospective buyers should be trained in all aspects of the business, from managing other people, reading financial statements and making sales calls, to providing customer service, ordering supplies and making bank deposits. It will help reveal and shore up each candidate's weaknesses and help the candidate determine if ownership is truly a good fit.

- Consider creating a timeline for phasing out slowly. You can gradually reduce work hours and relinquish tasks/duties. A staged withdrawal will allow you to maintain some oversight while allowing future successors to spread their wings.

- Investigate financing options. As part of relinquishing duties, you might help potential buyers earn equity in the business by paying them with company stock rather than additional cash as they assume greater responsibility. It also may be useful for your company to buy key-person insurance that could be used to buy out your ownership later.

Check calcium hardness

Continued from page 8

referred to as Total Hardness) is a measurement of the mineral salts present in spa water. Some of the mineral salts measured include: calcium, magnesium, aluminum, iron and manganese. When it comes to spa water, 70 to 75 % of the total hardness is made up of calcium. According to the Association of Pool and Spa Professionals (APSP), the ideal range for calcium hardness in a spa is 150ppm to 250ppm. Calcium hardness is raised by adding a chemical known as calcium chloride (calcium increaser). This mostly comes in a powder form which must be diluted in a bucket before adding to the spa. There is a liquid version of calcium chloride for spas available that is much more

convenient to use and it gets into solution much quicker than the powder form. Lowering calcium hardness can only be done by draining and replacing water. However, once properly adjusted, Calcium Hardness levels should stay within range until the hot tub is drained and refilled, which should typically be done every 6 to 12 weeks.

When to drain and replace spa water

There is also a formula for the number of daily users recommended by the National Swimming Pool Foundation. The formula can be used to determine when the spa water should be drained and replaced. The formula for draining based on daily users is

as follows:

of gallons in the spa ÷ 3 ÷ users per day = the number of days between drainings

A hot tub a semi-commercial or commercial facility needs to be maintained very differently and with much more attention than a residential use hot tub. To use chemicals that are specifically designed for hot tub use. And always use and add chemicals in moderation and gradually break up dosing to avoid oversaturation and chemical reactions that can

Continued on page 18

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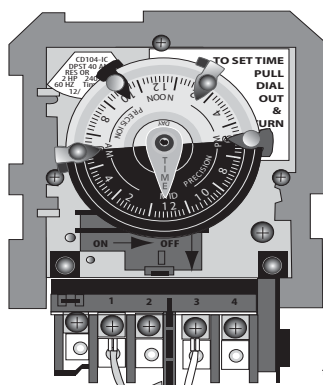
- Employment law courses

Plus three courses are available in Spanish. It's easy to enroll. Visit www.ipssa.com and under the Resources tab click on Online Training Store to see all that is offered.

Once you have purchased your online training course, within one business day you will be emailed a link to the IPSSA training portal and an access code to activate your online class.

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Alkalinity (Code 3882A-J), Calcium Hardness (Code 3883A-J) and Cyanuric Acid (Code 6996A-J) with optional reagents sold separately. The photometer is easy to use and includes 100 instrument grade TesTabs® per factor packaged in blister-style foil. The ColorQ eliminates the need to visually determine slight color varia-

tions, thus taking the guesswork out of poolside water analysis. The photometer, testing reagents and photo-diagrammatic trilingual instructions (English, Spanish, French) are packaged in a convenient carrying case for on-site testing. To learn more about the new ColorQ TesTabs® PRO 4 visit our website at www.lamotte.com/pool.



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Social media marketing tips

Continued from page 6

6. Use art, video and photos to enliven your site

If you post a status update or a tweet along with a visually appealing photo or video, the chances of a person seeing it, reading it, and sharing it goes up drastically. According to PostPlanner.com, Facebook posts with an image result in an average of 53 percent more “likes”, 104 percent more comments and 84 percent more click-throughs, compared to Facebook posts without photos.

7. Use hashtags to expand your viral reach

Use solid hashtags that relate to your industry and are geared toward the audience you are trying to reach. Hashtags not only give your post some flair, but they also link your post to a nexus of other tweets posting about similar topics, therefore allowing more users to see your post when they search for the designated hashtag. Two to three effective hashtags per post should be enough to get your message across without overwhelming other users. If you can, embed your hashtags within the body of the tweet to bring more attention to what you want users to see.

8. Keep posts brief and easy to read for mobile media platforms

If you are publishing social media posts on a computer, it’s important to keep in mind that most of your audience is viewing your post or tweet through their mobile device such as a smartphone or tablet. According to Neomobile, 71% of users access social media from a mobile device.

9. Watch out for spelling and grammar

Grammar mistakes and misspellings of words happen to everyone occasionally. However, good spelling and grammar help improve your brand’s credibility among your followers and fans. It never hurts to double-check your social media content before posting.

10. Show your community spirit!

If you and your company are hosting fundraisers or supporting an important cause, share that on your social media pages! Fans love to see businesses get involved in their local community. For some good examples, check out some of the posts Zodiac Pool Systems published on behalf of its Providing Alternative Tomorrows with Hope (P.A.T.H.) program.

These recommendations are worth the time and effort, if implemented correctly. If you need some inspiration, check out some examples from Zodiac Pool Systems on Facebook, Twitter and LinkedIn.



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California Capitol Report

Continued from page 1

proposed Ordinance is subject to inconsistent interpretation by building officials throughout the state, thus making application of the Ordinance unclear and ambiguous regarding homeowner provided or homeowner hired landscape improvements, including installation of swimming pools, spas and hot tubs.

For the second issue, the result

of the application of the proposed Ordinance to the swimming pool, spa and hot tub industry are inconsistent and discriminatory. The Ordinance, by its terms, only applies to projects that require a building or landscape permit, plan check or design review. Most residential backyard landscape projects involve the installation of hardscape, sprinklers, turf and plant material and do not require a building or landscape permit, plan check or design review, but installation of a swimming pool does require a building permit. MWELO indicates a high water use hydro-zone areas to include the surface area of a water feature, including pools, spas and hot tubs, yet MWELO does not take into account in the calculation of the maximum applied water allowance any hardscape area of a backyard; therefore plans including swimming pools, spas and hot tubs would be considered high water users under MWELO and subject to disapproval. A traditional residential backyard with both lawn and pool would be very difficult to gain approval because both the lawn and the pool would be considered high water users, without taking into account the hardscape surrounding the pool.

CPSA set forth the arguments that swimming pools, spas and hot tubs when installed are more than two times as water efficient as the turf the pool most often replaces. In fact, once completed, a swimming pool takes about the same amount of water to maintain annually as drought resistant landscaping of the same size when considering the entire project. A pool, spa or hot tub with a cover takes about half of the water to maintain than drought resistant landscaping.

Also, because lot sizes for residential single family homes has been reduced as the cost of land and improvements have increased in California, it is often the case that the swimming pool, spa and surrounding deck take up almost all of the backyard project, with very little landscape areas for plants and bushes. In these cases the swimming pool and spa would be the largest landscape element in the project, excluding the surrounding hardscape, and subject to disapproval as a high water user.

CPSA stated: "Swimming pools and spas are not water wasters. New pool installations take a de minimis amount of water, approximately .0058 of 1% of the state's annual urban water use and existing pools are competitive with drought resistant landscaping for annual water use. According to recent studies, the pool, spa and hot tub industry provides a \$5 billion dollar annual impact on the state's economy while producing almost 55,000 jobs in California. These businesses consist almost exclusively of small and family operated businesses that hire and purchase their building products and materials from other local businesses."



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Twelfth Annual WAHC successfully inspires the aquatic industry

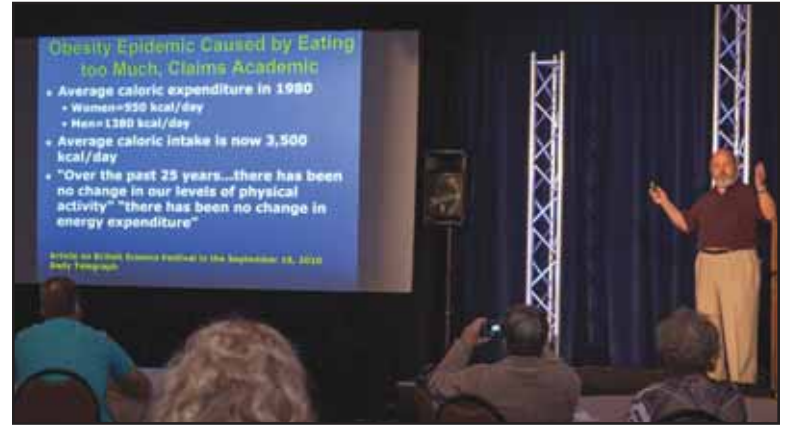
Attendees met an Olympian, Celebrated 50 Years for NSPF, and learned more about aquatics

The 12th annual World Aquatic Health™ Conference (WAHC) was successfully held in Scottsdale, Arizona, October 8-9 by the National Swimming Pool Found-

ation® (NSPF®). People came together to speak, learn, and network to shape and promote growth within the aquatics industry.

A record-setting 46 states were

represented along with 11 different nationalities; the United States, Austria, Australia, Canada, China, Germany, Mexico, Norway, Sint, Maarten, Ukraine, and



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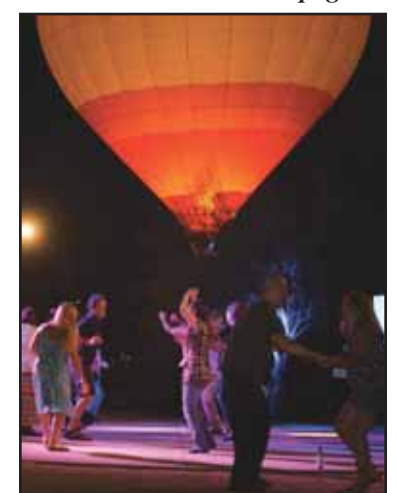
the United Kingdom. "People are safer and the future looks more prosperous as a result of the industry, government, and academic leaders coming together to prevent injuries, illnesses, and drowning, while also promoting the health benefits of aquatics," stated Thomas Lachocki, Ph.D., CEO of the NSPF. "It is eye-opening to see how much people can benefit from our industry. The future is bright!"



The WAHC is a scientific conference, attracting a wide range of professionals involved in the aquatic industry. These include, aquatic facility owners and operators, service providers, consultants, parks & recreation, water parks, manufacturers, academia, associations, builders, community organizations, hotels, government, media, retail, distributors, and health/medical field professionals. "I come back every year because of the quality of the conference," previous attendee, Sean Sepela, George Mason University stated. "There are so many great people that come here—people with years and years of experience and the people that are coming here for the first time—they all share the same ideas and goals. It's a place where we all collaborate and I never want to miss this conference."

WAHC guests were able to attend two keynote addresses and pick from over 50 different seminars that focused on Drowning Prevention, Facility Management, Health Benefits, Health Codes, New Industry Technology, Advanced Chemistry/Disinfection Byproduct Prevention (DBP), Recreational Water Illnesses (RWI) Prevention, and two new WAHC tracks: Market Growth and Water

Continued on page 16



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WAHC

Continued from page 14

Immersion Works. The debut tracks were designed to encourage the theme of the conference: "Shaping the Future through Aquatics." Both tracks forged new thinking about how the many niches of the industry can come together and ultimately change the future of health and prosperity around the world.

The Water Immersion Works

track was paired with PlayCore's (WAHC platinum sponsor) new publication which is comprised of 13 vignettes written by noted scholars in the aquatics field. The tracks were based on the vignettes in the new booklet, Water Immersion Works: Research-Based Health Benefits of Aquatic Immersion and Activity.

The Thursday morning keynote was an entertaining and inspirational presentation by three-time

Olympic gold medal winner Rowdy Gaines. The "Ambassador of Swimming" brought one of his medals and posed with attendees after his invigorating speech. Friday morning's keynote was opened up by the intuitive minds behind Portland, Oregon's Float On: Ashkahn Jahromi and Graham Talley. Other speakers throughout the two day conference, were some of the best and brightest of the industry from all over world

who came together for a global exchange of knowledge. There were speakers from Australia, Canada, Germany, Norway, the United Kingdom, as well as the USA who presented on topics that captivated audiences.

The WAHC doesn't just offer educational and scientific seminars; many aquatic organizations held committee and council meetings in conjunction with the WAHC. The Council for the Model Aquatic Health Code (CMAHC) held the first biennial Vote on the Code Conference, which took place October 6-7. "This was the very first Vote on the Code held by the CMAHC and the attendees really drove the discussions," stated Doug Sackett, Executive Director of CMAHC. "We're really pleased with the attendance both at the conference and with the live-streaming. The streaming gave the 'virtual' attendees the opportunity to participate in the discussions in real time using live chat for questions and comments on the content being presented. Overall the first Vote on the Code went over excellently," Sackett concluded.

An NSPF Instructor School was held before the WAHC with 37 students successfully completing the training to become certified NSPF Instructors. This was also the first year that the NSPF offered a Marketing Workshop, with a marketing consultant, to provide tips and tools to support NSPF Instructors. Following the

workshop, the NSPF recognized 34 global instructors with awards for outstanding achievements. Additionally, the USA Swimming's Regional Build a Pool Conference held a meeting immediately after the WAHC.

During an emotional display of appreciation, the NSPF was honored by Angels of America's Fallen (AOAF) on Friday morning. President and Founder Joe Lewis presented NSPF with a special plaque that included an American flag flown on a combat mission over Afghanistan, AOAF's "always remember" coin, and a dog tag honoring NSPF as a sponsor. The NSPF became a supporter of the organization at the beginning of 2015 to provide swim lessons for children who have lost a parent in combat. The NSPF's Step Into Swim campaign funds AOAF, as well as other learn-to-swim programs, which helps provide free swim lessons for children. The NESPA Foundation was moved during Joe Lewis' presentation at the WAHC and made a generous donation to fund swim programs for children of fallen heroes in the Northeast.

Seminars from two tracks of the WAHC were available as live streams online, and two other tracks were video recorded. All of the recorded tracks were; New Industry Technology, Market Growth, RWI Prevention and PlayCore's Water Immersion Works. The recordings from all

Continued on page 19

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National Plasterers Council names Greg Garrett as Director of Technical Services

Effective October 1, 2015, the National Plasterers Council (NPC) upgraded its technical offerings to the pool plastering industry by creating a new role: Director of Technical Services. The NPC board unanimously elected Greg Garrett to this position at their August 2015 Board Meeting.

“Through creation of this position, the NPC has enhanced its focus in the areas of technical information development, pursuit of new research opportunities, and membership support functions,” said Dave Schilli, Chairman of the NPC. Mr. Garrett is an active member with the Evaporation Study led by the NPC, sponsored by the California Pool and Spa Association (CPSA), the Independent Pool and Spa Service Association (IPSSA), and the Association of Pool and Spa Professionals (APSP) at the National Pool Industry Research Center located at California Polytechnic State University in San Luis Obispo, CA.

NPC’s Executive Director, Jeff Henderson, “NPC Membership looks to the Council for more research and technical data to

address key issues that face the cementitious interior pool finishing industry. From the added support Greg will deliver to our popular Pool Inspection Evaluation (PIE) program, to his involvement in the development of the latest edition of the NPC Technical Manual, Greg’s experience and attention to these

programs will enable the NPC to create a more positive impact in the industry.”

“I am excited to serve the NPC, its members, and the industry in this position,” Mr. Garrett said. “Over the years the industry has witnessed changes in materials, practices, environmental patterns, and other

variables that impact our products and their application. The NPC is focused on providing a range of offerings that the industry needs and wants. As I move forward in the position, the plan is to work with NPC’s Research and Technical Committees towards the completion of multiple projects in the

pipeline. As we focus on our (NPC) technical agenda for 2016, we are now in a position to expand our research at Cal Poly, and work with sister organizations to address many of these changes to our industry. All of these efforts will allow the NPC to deliver an expanded education offering to the industry.”

President’s message

Continued from page 7

I’m thankful for my region board Allan, Ray, Derric, Ana, Andrea, Andy, Paulette and Ira. You guys are the best.

I’m thankful for all my region supporters. Way too many to list but you all know who you are. Thanks for all you do.

I’m thankful for Chuck, JD, Virg, Tim, Bob. You guys have been with me from the start helping me to grow IPSSA. Thank you.

I’m thankful for having met and worked with the likes of Terry Snow, Bob Nichols, Dick Nichols, Chas Dudley, Mark Lyons, Bob Luedtke and Eric Nielson.

I’m thankful for the great group of guys I have worked with on past BORD’s.

I’m thankful for all of you. The members of IPSSA.

I’m thankful that my friend Joe Lukacik is doing great.

I’m thankful for have the best group of guys I could ask for to work with on the BORD.

I’m thankful for my XO board, Scott, Marc, Jason and John. Thanks for the laughs. You truly made this last year special.

And finally the person I am most thankful for is Amy. Thanks for making me look good. You always have my back. You’re the best director I could ever have. We have been one hell of a team.

So there are a few of the IPSSA reasons I have to be thankful for this year.

I encourage you to take the time and reflect on what you are thankful for.

Remember ALL matching grants must be in by December 1st

I want to wish all of you and your families a HAPPY THANKS-GIVING.

Remember to give thanks for we all have been blessed with.

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Continued from page 9

occur. Since a hot tub is a much a smaller body of water the saturation and water balance can be affected by chemical additions much faster than in a swimming pool. When using a sanitizer such as chorine always choose specific hot tub formulas. Avoid the use of

calcium hypochlorite in hot tubs as the calcium by product can lead to cloudy water and increased potential for calcium carbonate scale. Use non-petroleum natural based clarifiers to obtain clear water and avoid the build up of oils and scum.

Soft water or softened water

The question always inevitably comes up. In hard water areas, can the spa be filled through a softener. The immediate answer is that "soft" water is corrosive and can damage equipment and surfaces, so you should never fill a spa through a water softener. This is actually not true. There is a difference between naturally soft water and water from a softener. Naturally soft water means that the source water itself is lacking in sufficient minerals like calcium and magnesium. This water is largely present in regions where there is more rain and snow that gets into surface water, so there is very little mineral contact and absorption. Water that has been contained in the ground for longer periods has more time to absorb minerals in the earth and therefore will be hard. When a water softener

is used in hard water areas it displaces calcium ions with sodium ions to reduce the build up of scale in the household. Naturally soft water is low in mineral content, pH, alkalinity and TDS. However, water from a water softener still has sufficient levels of alkalinity and TDS and so it will NOT be corrosive. Filling a spa using a water softener can be beneficial as it reduces the calcium ions but still has enough buffer in the water to be safe.

Preventing calcium scale in hot tubs

Treat the spa with a stain and scale inhibitor each time you refill. This should be done prior to adding calcium chloride. In areas with extremely hard water such as the Southwest states, you should also treat the water with a Stain and Scale inhibitor on a regular maintenance basis. A mild form of

acid such as sodium bisulfate may also need to be used regularly to control water balance in naturally high calcium areas.

A more critical issue can be scaling on the surface of your vessel below the water line, especially in hard water areas where the majority of inground spas are finished in plaster. This also occurs with Pebble Tech, Diamond Brite or Marcite finishes. This type of scale occurs when spas are originally built, refinished or when the finish is neglected for a long period of time. The problem becomes more unsightly when leaves, dirt or algae lay on the scale and it takes on the color of the debris. This type of scale is usually costly and time consuming to treat but can be avoided.

Once scaling of the spa surface occurs, use a descaler to slowly breakdown and lift the scale and stain or drain and carefully acid wash the surface. If you decide to drain and acid wash the spa it is strongly recommended that you consult the spa manufacturer or surface supplier to insure you do not damage the spa. Either process is expensive, time consuming and causes some degradation of the spa surface. Again, it is much easier to avoid the scale than it is to treat it.

To insure you avoid this unsightly problem, be sure to add a metal and scale inhibitor upon start-up. Beware however that many of the products used to inhibit metal and scale formation also contribute complex forms of phosphate to the spa water. These products eventually breakdown to a form of phosphate which can be detrimental to overall water quality. Spa water should be tested regularly for phosphates, especially if they are tied into a salt system to generate either chlorine or bromine. Test kits are available and spa water should be maintained no higher than 200ppb. Keep in mind that phosphates are a major pollutant to our environmental water so spas should always be tested and treated for phosphate removal before each draining.

It is recommended to brush new spa surfaces daily and existing surfaces weekly. Remember to use a metal and scale sequesterant on start-up and a stain and scale inhibitor on a maintenance basis. Oil, bather waste and scum can build-up above the water line can attract calcium as part of the scaling process. To avoid this from happening, it is also a good idea to add a natural based clarifier weekly as this will trap and filter out contaminants that add to the unsightly scaling and will reduce the build-up above the water line. As always, proper water chemistry is the key to preventing scaling above and below the water line in spa water especially at the recommended operating temperature of 104 degrees.

So unless you are looking to burn a few extra calories with regular scrub-downs, start testing the Calcium Hardness level as part of your regular maintenance program along with all the elements of proper water chemistry: Alkalinity, pH, Calcium Hardness and Total Dissolved Solids. Regular testing and treating for scale prevention will help to ensure that

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As a member of the Independent Pool and Spa Service Association, Inc., I will utilize my professional knowledge and skilled practical workmanship in providing quality customer service. To that end, it will be my responsibility to keep informed of developments in the pool and spa industry including new techniques and product applications.

My second obligation will be to the members of IPSSA by giving them any professional assistance they may need including sick route coverage. With respect to sick route coverage, I will treat sick route clientele with professionalism and respect, and will not solicit the business of a sick route client while providing sick route coverage.

My final responsibility will be to my community and its citizens. I will strive to communicate the necessity for pool safety and other issues of importance to pool and spa owners.

In these ways, I will promote the ideals and objective of the Independent Pool and Spa Service Association, Inc.

WAHC

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four tracks are available on the NSPF YouTube channel for free.

The WAHC welcome reception also happened to be the NSPF 50th anniversary celebration. The setting in the desert made it a special evening of networking and laughter. There was a DJ, delicious food, a mariachi band, hot air balloon rides, and a special take-away gift. Guests were given beautiful 50th Anniversary stemless drinkware.

This year the WAHC presented an Aquatic Art Gallery within the lobby of the Scottsdale Plaza Resort. The pieces were created by local artists who sought inspiration from beautiful pools, the movement of water, and the human

body participating in aquatics. Many pieces of the exhibit will be added to the NSPF collection at their headquarters. A farewell function was also held with door prizes that ranged from a piece of the artwork to free registration for WAHC 2016!

The next WAHC will be held in Nashville, Tennessee at the Sheraton Music City Hotel on October 19-20, 2016. To be guaranteed the

lowest registration price for 2016, individuals can register with a \$50 deposit before December 31, 2015. The balance will be due when conference registration officially opens on April 1, 2016. Purchase your 2016 WAHC ticket while it's still fresh in your mind! If you or your organization would like to become a sponsor, speaker, or conduct a meeting, please email conference@nspf.org.

Check calcium hardness

Continued from page 18

your customer's spa is a pleasant backyard experience, not an irritation to their backside.

Is the water scale forming or corrosive?

Understanding the make up of your source water can help in determining the best way to treat the spa from the first fill. The Langelier Saturation Index (LSI) is a tool professionals can use to determine if water has the potential to be scale forming (hard water) or corrosive (soft water). The LSI works by using the test results of water balance as factors to determine the saturation of the water. The balance factors for LSI are as follows: pH, total alkalinity, calcium hardness, temperature

and total dissolved solids (TDS). Most test kit manufacturers can provide a chart that gives the numbers that correlate with the test results. Numbers from the LSI chart are matched to test results and then added together. The number for TDS is always subtracted from the total of numbers and that number depends on whether the TDS is over or under 1,000 ppm. Going through this formula will give you a number that will be on the plus or minus end. Any number over +0.3 would mean the water has the potential to be scale forming. A number below -0.3 means that the water has the potential to be corrosive. Using this method an operator can

make changes to his water balance and re-calculate the numbers until they fall between the -0.3 to +0.3 range. This would mean the water is balanced. For details on the LSI check with your test kit manufacturer.

Always know and compare source water to spa water

It is vital to know the make up of your source water. The most important factor to know is what is the total dissolved solids (TDS) of the source water. When the spa water is 1500 ppm over the source water then 50% of the sanitizer effectiveness can be lost. Water should be diluted or drained when TDS levels are too high based on this scenario.



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Chemical interaction risk

Continued from page 4

always do this before you adjust the pH with acid. Sodium bicarbonate, or bicarb, and acid accomplish two different goals. Bicarb raises alkalinity and pH, while on the other hand acid drives down the pH and alkalinity. If you pour both chemicals in the same location the acid can destroy alkalinity and defeat your chemical goal.

Another practice that is often overlooked, is diluting muriatic acid before adding it to the water. By diluting the acid you are raising the pH of the acid which reduces the impact on alkalinity reduction. The goal of diluting the acid while trying to adjust the pH and alkalinity of your water is to reduce the use of bicarb and acid.

Maintaining a higher alkalinity will help balance and keep your pH from fluctuating and stay away from the constant seesaw of high pH and low alkalinity and vice versa.

The use of some sequestering agents or stain/metal control products is common practice in our industry. A lot of these products

contain phosphoric acid to help with the stain protection, even though it will not always necessarily tell you on the label or SDS sheet. Obviously the use of a phosphate based sequestering agent in conjunction with a phosphate remover is counterproductive. It is common for builders to add sequestering agents to the water at

start up, only to have the pool service person test for phosphate and treat the pool to remove phosphates. Once the phosphate remover is added it will diminish the benefits/effectiveness that the sequestering agent was intended to have at startup. Consult the manufacturer to determine if this conflict is presented by using their products.

Another potential conflict relates to the recent "drought sensitive products" which provide liquid chemical films to reduce evaporation or heat savings. Most, not all, of these products are carbon chain films and run the risk of increasing sanitizer demand and say specifically on the SDS sheets to avoid oxidizing materials. Additionally using clarifiers, non-chlorine shock, and enzyme products run the risk of contradiction by coagulating or destroying the product.

The final subject of contradiction will involve the use of bromine based chemicals versus chlorine based. I am sure you have all heard that is it possible to turn a chlorine pool into a bromine pool, but it is not possible to turn a bromine pool into a chlorine pool. The reason for this is because when you add chlorine to a bromine pools it converts the bromide (used up bromine) and turns it back into free bromine. When you add bromine to a chlorine pool, the bromine does not go away and builds up over time creating a chlorine demand. Therefore, when you "shock" the pool with chlorine

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Chemical interaction risk

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the residual bromine in the water will convert the chlorine into, you guessed it bromine. These two chemicals are not compatible and in the case of sodium bromide (keyword bromide) it reduces chlorine in the pool for the reason stated above and has the potential to produce brominates. Brominates are highly regulated by the EPA in drinking water. Due to the fact that interaction of the two different chemicals are not required by the EPA, who is responsible for the risk and outcome? Check your SDS sheets to determine if the products you are using contain such properties. It is common, but not always, to find the word yellow in the description of a

bromine based chemical.

The underlying chemical and trade name require further evaluation. Commonly the use of "trade secret" when describing the chemical content of a product makes it more difficult to evaluate the true chemical or combination you are utilizing. In some, not all, cases the SDS sheet can be helpful. As with the use and handling of all chemicals, proper respiratory and protective gear goggles, gloves, clothing, and approved masks should be used at all times.

It is a federal law that you possess the SDS sheets of all chemicals you may have on in your truck or store so be sure all employees are familiar with this

federal requirement and always have access to them for inspection. Having this documentation at another location will not comply with DOT and EPA requirements which include non-regulated products.

The goal of this article is to begin to challenge the pool professional and the buying public to explore the interactive risks and contradiction of commonly used chemicals in the pool industry. In the future it is possible that labeling requirements will include such information mandatory and that standards being developed by NSF and the EPA will begin to address this common occurrence and risk.

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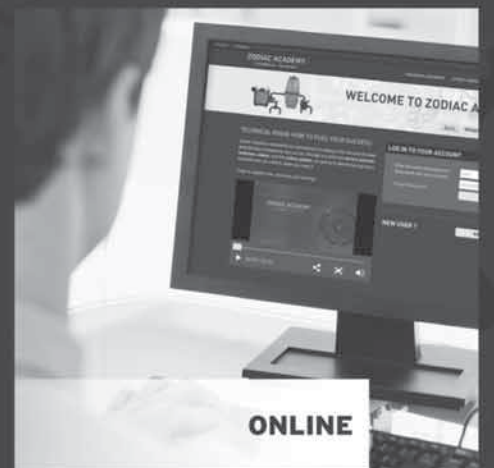
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