



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 XXXII, NUMBER 9

September 2019

California Capitol Report

De-Carbonization Hearing Continues

By John Norwood

Director of Government Relations, California Pool & Spa Association.



On Tuesday, July 30, 2019, the California Public Utilities Commission (CPUC) and the California Energy Commission (CEC) held a second joint Workshop on Building Decarbonization. According to the CPUC and CEC, the objective of this workshop was to share an overview of the staff proposal for the SB 1477 pilot programs, Building Initiative for Low-Emission Development

(BUILD) and Technology and Equipment for Clean Heating (TECH). However, the long-term game plan endorsed by legislative leaders and the Administration is to reduce greenhouse gases by eliminating the use of natural gas to heat residential and commercial structures. A new subdivision without natural gas will present a chal-

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IPSSA Volunteer Spotlight

Interview with Beau Brasher of Region 2, Bakersfield Chapter September's Volunteer Spotlight



Beau Brasher

1. Tell us about yourself

Beau started his pool business in 2003. He joined IPSSA in 2011. Beau has been married for 18 years, has two kids, 3 dogs and six cats.

2. Why did you decide to become a volunteer?

Beau blames volunteering on his Mom, but in a positive way. Growing up, Beau's mom was a special education teacher and would ask Beau to help in her classroom, working with the kids. Beau found out, that by helping them, it also inspired Beau to be more of a volunteer.

3. Tell us about your volunteer experience with IPSSA.

When Beau first started telling his story, he mentioned that he doesn't really volunteer with IPSSA. As we started to chat, I quickly learned that Beau

is very involved in his IPSSA chapter and has served as the treasurer and currently the president. Beau also, serves on the IPSSA BORD Membership Program Committee. One of Beau's main concerns, is how to attract younger members? What can IPSSA offer them as they start out in their business.

4. How has volunteering impacted your career.

Serving as the treasurer, Beau quickly learned communication skills. He also, learned how to speak in front of a group of people. Both of those qualities has improved his communication with clients.

5. How has being involved with IPSSA made a difference in your community or outreach to the public?

Beau has always been

involved with one charity or another, but most recently, he started volunteering for the Christmas in July project, which is a project that asks for donations of cooling fans for those seniors that can't afford to purchase. Beau has also asked his chapter to get involved in the project.

IPSSA Partners with Pride Industries

IPSSA proudly partners with Pride Industries for the mailing of the IPSSAN to its subscribers. In addition to taking on the role of the "mail house" for the IPSSAN, Pride Industries will insert loose advertisements into the newsletter.

Pride Industries is a 501(c)3 nonprofit social enterprise that was founded in 1966 in the basement of a church in Auburn, California with a mission to create jobs for people with disabilities. Through a wide spectrum of services, Pride Industries helps people overcome employment obstacles and empower them to lead productive, independent lives as contributing members of their communities.

For more information about Pride Industries: <https://prideindustries.com/>

Associate Management Team

Rose Smoot IOM, CAE - Executive Director

Phone: (888) 360-9505 x3
Email: rose@ipssa.com
Duties: requests to and from BORD, associate member relations, governance information and requests for documents, IPSSA sick route oversight, Education Fund guidelines, grievance information, chapter governance tools, IPSSA.com website updates

Penny Gaumond - Project Resource Specialist

Phone: (888) 360-9595 x4
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Duties: trade show materials requests, table top material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment, social media posts

Financial Office Team

Elizabeth Hosea-Small - Account Manager

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Email: liz@ipssa.com
Duties: submit tax data, Swim Fund, track members that are water chemistry certified

Melody Bond - Membership Assistant

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Email: membership@ipssa.com
Duties: membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, update beneficiary on file, password help with portal, chapter officer updates

IPSSAN Newsletter

Doug S - IPSSAN Editor

Email: editor@ipssa.com
Duties: IPSSAN content, IPSSAN advertisements

Arrow Insurance

Diane Howard- Insurance Bookkeeper

Email: diane.howard@hubinternational.com Duties: proof of insurance requests

The Terry Cowles Memorial Award



Terry Cowles

History

In 2006 IPSSA, Inc. initiated the Terry Cowles Memorial Award. This award will be given each year to the IPSSA member who best meets the criteria outlined below. Terry Cowles had been a longtime outstanding member of IPSSA who had been involved in the creation of the IPSSA Benevolent Fund.

Award

The award consists of an inscribed plaque and complimentary dinner tickets, hotel room for the recipient and a guest to attend the next annual IPSSA leadership banquet, and a check in the amount of \$1,000.00. The award will be pre-

sented at the IPSSA leadership banquet.

Procedure

Each Region is eligible to nominate a member for this award. Region nominations are to be selected by the incumbent Region Boards at their 3rd quarterly Board Meeting. Nominations should be delivered to the IPSSA, Inc. Executive Office using this form not later than October 1 for consideration at the November BORD Meeting. The incumbent Board of Regional Directors shall make the selection of that year's recipient at their November meeting. For the nomination form, please email info@ipssa.com.

Things to do in September

- Clean salt systems and other specialty units
 - Filter maintenance
 - Heater maintenance
- Attend Pool Industry Expo

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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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A Message from the President

Hi Everyone,
I am still reeling at the passing of Greg Garrett. He was a good friend and possessed an incredible knowledge base of chemistry and plaster related information. He has been relentless in teaching the industry about the importance of water chemistry and proper start up techniques. He always supported IPSSA and single handedly sold more of our manuals than anyone else. Greg Garrett will be missed by all that knew him and knew of him. The industry has lost an icon that will be impossible to

replace. My message is short this month. We have lots going on with our association and future emails will be forthcoming detailing all of them. Have a great day and hug your loved ones.

For Dave Hawes' video message and to keep current on other IPSSA events give us a LIKE and a FOLLOW on Facebook!



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 melody@cramercpa.com) and make the request.

WELCOME NEW MEMBERS!

REGION 1 – El Dorado: Scott Reynolds... **REGION 3 – Antelope Valley:** Edward Casiano, David Hernandez... **REGION 5 – Central Orange County:** Craig Holverson... **REGION 8 – East Valley:** Bryan Huckaby... **Southeast Valley:** Keith Doucette, Jesse Walker, Tony Buhager, Daniel Brennan, Matthew Koerner... **REGION 9 – Dallas:** Jeanette Horn, Rick Tichenor... **REGION 11 – Gold Coast:** David Astudillo, William Astudillo

IPSSA members eligible for 35% rebate on online education at www.ipssa.com

Through a partnership with the National Swimming Pool Foundation, IPSSA is pleased to offer online education through the IPSSA website. And, IPSSA members who complete classes through this online portal are eligible for 35% rebates!

There are dozens of courses available, in the following categories:

- Aquatic courses
- Electrical safety courses
- Occupational safety courses
- Environmental management courses
- Depart of Transportation courses

- Healthcare courses
 - Employment law courses
- Plus three courses are available in Spanish. It's easy to enroll. Visit www.ipssa.com and click on Shop 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.

Prices for the classes range from \$19.95 to \$259, with most in the \$19.95 category. And, IPSSA members will be rebated 35% of their class fee upon completion.

Financial office thanks chapters with prompt payments

The Financial Office thanks the following 42 chapters, whose members all paid promptly in June before second notices were required:

- Region 1 – Tracy, Modesto Central Valley, Delta, Sacramento City, West Placer, El Dorado, East Contra Costa
- Region 2 – Bakersfield, Central Coast
- Region 3 – Santa Clarita
- Region 4 – Central Los Angeles, South Bay
- Region 5 – Central Orange County, Dana Point, North Orange County, Orange County #9, Surf City, Yorba Linda, Tustin/Irvine, Southwest
- Region 6 – Hemet, Palm Desert, Palm Springs, Menifee Valley
- Region 7 – Carsbad, Rancho Del Mar, San Diego Metro, North County Coastal
- Region 8 – Scottsdale, Henderson, West Valley
- Region 9 – Corpus Christi, Hill Country
- Region 10 – Mid Peninsula, Tri Valley, Fremont
- Region 11 – North Georgia, Manasota, Treasure Coast
- Region 12 – Dallas, Fort Worth, Mid-Cities DFW, Tarrant County

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What sets IPSSA apart from other pool associations

By Rose Smoot, IOM, CAE
IPSSA Executive Director

What sets IPSSA apart from other pool associations?

Sick Route is the hallmark of IPSSA membership, and it's something you should be very proud to promote. For a few dollars' worth of chemicals, plus a small amount of time, you have the most inexpensive loss of income insurance found anywhere.

I was listening to a podcast produced by Pool Chasers, which was an interview with Marc Cannon and Steve Ward of Region 8. They were reflecting on why it was they joined and why it is they are still members.

- Sick Route
- Networking with other pool professionals, by attending chapter meetings
- Building relationships with suppliers
- Competitive insurance



Rose Smoot

Here is a good example of how sick route works. Recently a long-time member Larry Hughes passed away in the Capital City Chapter. The chapter members stepped up and have been covering Larry's route for over a month.

On the hand, sometimes, sick route doesn't work as well for others. Kelli Carrillo, Secretary of Sac City Chapter, Region 1, has a

few tips/reminders when servicing another's pools.

1. Review chapter sick route policy, each year or before you service another's pools

2. Remember not everyone has ideal pools. Sometimes, you deal with what you get and do the best you can"

3. When dealing with difficult pools, start with the basic, sometimes that's all it takes to get it in control. I.e. basic water chemistry. Refer to the IPSSA Basic Training Manual, Part 1. Talk to the folks at your local supply house.

4. Communication is important! If it is with sick member, sick route chair or chapter president; if you are having issues communicate them before customer is complaining. If it is possible to speak with sick member about the pools, you are covering before you start do so. They will know the troubles of the pool if any. Also, make sure to touch base with sick members customer because they might have questions for you, i.e. day you are coming, who you are, how to contact you.

5. Make sure you fill out the yellow sick route card (SR-1), that way there is a record of what was done to the pool.

Remember sick route, as you know is compulsory for all regular members whose pools are within the sick route boundaries. When you service someone's pool it is like servicing your own pool.

This is what IPSSA was founded and what sets IPSSA apart from other pool associations.

Pool profession podcast



Pool Chasers is a pool industry-specific podcast. It came about because there was a need for more support options for pool and spa professionals. Pool Chasers figured, as professionals in the pool industry with an opinion on the matter, they should try and share any knowledge they have absorbed over the years. Pool Chasers interview business owners, pool service & repair companies, builders, manufacturers, marketing and social media experts, as well as many others that can help educate, inspire and entertain us all. Their goal is to teach through stories and experiences. It is a simple idea that can create a movement of people

ready to look at an amazing industry from a different perspective. Join them in doing something different, something simple yet complex, something as obvious as sharing knowledge.

The podcast is a great way for you to work on your business while you are working in it. It is also a great alternative to music for those long commutes, drive time between stops, and while working in those backyards. You can subscribe to the podcast through mobile apps such as Apple Podcast, Google Podcast, Spotify, Stitcher, and all other major podcast platforms. It is also available on our website at poolchasers.com

Calendar of Events

- Sept. 13-15** **10th Annual Santa's Summer Getaway**, presented by Capital Valley Chapter, IPSSA Sly Park Recreation Area (Pollock Pines) \$40 per adult (age 14 and over), \$20 per child, under age 5 is free. 2 nights of camping. Breakfast Sat. and Sun, dinner/dessert Fri and Saturday, build-your-own pizza Sat afternoon. For more info contact Jack Emlay (jjemlay@comcast.net); reservations contact: scott@leisuretimepoo.com.
- Sept. 19-21** **Pool Industry Expo XXXIII**, Monterey Conference Center, Portola Hotel & Spa. For more info: 650-323-7743, www.poolindustryexpo.com
- Nov. 2** **BORD Meeting**, Doubletree, Ontario, CA info@ipssa.com for more information. (May and July BORD meeting minutes published in the IPSSA Member portal)

Introducing New IPSSA Merchandise!

IPSSA has some new items to help you grow your chapter and BOOST your meeting experience!

Orders can be billed to your Chapter account or Credit Card, Shipping Costs will vary depending on order size. To order contact: info@ipssa.com

Are you a member of IPSSA?

We are an association of swimming pool and spa service professionals

Benefits of Joining IPSSA

- *Sick Route Coverage
- Qualified association members step in to cover your route in times of illness or injury
- *Insurance options including: Life, Accidental Medical \$3M Liability including: HazMat, Pollution, and pop-up coverage Business Income Loss Coverage
- *Professional certifications and training

Contact IPSSA info@ipssa.com

Benefits of IPSSA Table Top and Supply House Banners!

- 2'x2' Banner Ideal for Supply House Placement—\$18
- 2'x3' Banner for Table Top Recruitment Events—\$25

New Members Coming in?

Pre order books to have on hand for the IPSSA Membership Required certification on Water Chemistry. It makes sense to have them on hand!

- BT1— \$24.95
- BT1 With Workbook \$31.95



New IPSSA Logo Wear— OH YES! These new embroidered hats and shirts are excellent as incentives for meeting attendance and table top event volunteering! Have your Chapter looking GOOD!

Prices for Logo Wear:

- Snap Back Hat: \$23.95 ea.
 - Bucket Hat: \$32.95 ea.
 - Visor: \$25.95 ea.
 - Polo: \$32.95 ea. (S - 2X)
- (there will be an additional \$3 added to shirts 3x and larger)



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Three Tips For Bringing New Service Techs Onboard

By Daniel Seeger

Perhaps the most persistent challenge for any trade-based business is workforce development. Recruiting, training, and retaining personnel requires a lot of time and energy, especially when the job in question involves the ongoing development of technical know-how.

In the pool and hot tub industry, service tech is often identified as the company role uniquely difficult to fill. These professionals are charged with long days in the field, often fixing hard-to-define problems and generally serving the important role of maintaining vital relationships with customers.

Luckily, there are a few strategies that can be used to help businesses find and maintain a strong crew of service techs. Three tips stand out as especially helpful in setting the right course for this portion of the business.

Hire Sooner Rather Than Later

With an eye on the payroll budget, there's a clear temptation to wait as long as possible before

bringing new hires onboard. That's a mistake.

Waiting until the need for new service techs has grown to the point where it's undeniable means creating a problematic situation for current staff and, by extension, your customers. The likely result is that everyone is running behind on their work, and customers are growing frustrated while you hunt for newcomers to assist the overworked staff.

Bring in new service techs before the situation grows dire. It will minimize the likelihood of disruption for your customers. As a bonus, beating the busy season means more time for training the new hires.

Less Experience is a Good Thing

Speaking of training, the default when seeking out new staff is to prioritize experience, believing this will expedite the process of bringing them up to speed. When it comes to service techs, the counter-intuitive approach of welcoming relative novices to the crew can actually be more productive.

Bringing in someone with lots of experience as a service tech might lead to them hitting the ground running. It's just as likely, however, to create a situation where you're spending as much time trying to break their bad habits as introducing them to the preferred methodology of your business.

Erik Taylor, owner of Florida's Chlorine King Pool Service, has a telling story about an encounter with a competitor's service tech who approached him about employment opportunities. When Taylor asked the service tech how long it took to clean a pool, the answer was 5-6 minutes, a timeframe so short there were obviously severe shortcuts being taken. Taylor knew bringing this person onboard would create headaches as he tried to develop the new hire to meet the higher standard of his company.

Someone who's developed those sorts of bad habits isn't likely to break them. It's easier — and therefore far more productive — to start from scratch in the training process.

Don't Rush the First Solo Outing

Because the work of a service tech is complex, training is going to take a long time. Ignoring this simple fact can lead to messy consequences.

Once again, prioritizing the short term bottom line over the long term effects of a decision is the culprit. The sooner a new hire moves to working a route solo, the sooner a company shifts away from the added expense of paying two services techs to handle a site. It's basic math, right?

But launching a new addition to the service team out on their own too early will slow them down and make them less efficient, eradicating any cost savings. This is especially true if the new service tech isn't yet adept at the various tasks required of them, such as inputting information to unfamiliar service software or load-up and breakdown procedures.

The hiring process for service techs is difficult and costly, in large part because there is a necessary gap between the handshake that adds a new member to the team and the point when they've completely adapted to the processes of the company.

The added complexity is precisely why it's important to get it right in the first place. Build a strategy and follow it, and it is sure to pay off in the long run.

For additional assistance training service techs, PHTA has several certification programs available, including designations for CSP (Certified Pool & Spa Professional), CST (Certified Pool & Spa Service Technician), CMS (Certified Pool & Spa Maintenance Specialist),

CHTT Certified Pool & Spa Hot Tub Technician, and AST (Advanced Service Technician).

PHTA will also offer on-site training for service techs at upcoming conferences. At the 2019 International Pool | Spa | Patio Expo, taking place November 2-7 in New Orleans, attendees can pursue the following certifications: CMS, CHTT, CST, and AST.

Sessions providing certifications in CMS and CST will be on the schedule at the Southwest Pool & Spa Show in Houston, January

22-25, 2020.

And courses providing certifications in CSM, CST, and CHTT will take place at the Pool and Spa Show in Atlantic City, taking place January 28-30, 2020.

There are also leadership opportunities available on the PHTA Service Council.

To learn more about any of these opportunities, visit PHTA.org.

It pays to designate beneficiaries

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

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

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

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

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

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What is the Certified Pool/Spa Operator® Certification Program

CPO® certification courses are designed to provide individuals with the basic knowledge, techniques, and skills of pool and spa operations. The Certified Pool/Spa Operator® certification program has delivered more training than any other program in the pool and spa industry since 1972, resulting in more than 342,623 successful CPO® certifications in 86 countries. Many state and local health departments accept the CPO® certification program.

Instructors receive comprehensive training and certification to teach the CPO® certification



program. These instructors represent every segment in the aquatics industry including operators, health officials, service profes-

sionals, builders, manufacturers, property managers, retailers, and academicians. This training has helped protect millions of swimmers by reducing hazards at aquatic facilities.

Course Information

The CPO® certification program requires participation in either a two-day class (14-16 hours) taught by a certified instructor or the blended format that combines the online Pool Operator Primer™ and one day of the Pool Operator Fusion™ class of instruction.

The CPO® certification pro-

gram includes pool and spa chemistry, testing, treatment, filtration, maintenance, automatic feeding equipment, and government requirements.

The CPO® certification program requires an open book written examination.

The CPO® certification is valid for five years.

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• Gives participants a better understanding of the operator's role in pool care, management and risk reduction

• The CPO® Certification program is now eligible for IACET Continuing Education Units (CEUs)

Email service@nspf.org for more information.

* IPSSA Education Fund *

The IPSSA Board of Regional Directors unanimously approved the new guidelines for the IPSSA Education (formally Scholarship) Fund, January 17, 2019. IPSSA Education Committee is charged with identifying educational needs at various industry trade shows.

The IPSSA Education Fund – Advancing Professional Training and Education in the Swimming Pool and Spa Industry

The Independent Pool and Spa Service Association (IPSSA), established in 1988, was formed to promote educational opportunities and provide business resources to its membership.

Scholarships through the IPSSA Education Fund are available to all self-employed swimming pool/spa service technicians in Arizona, California, Florida, Georgia, Nevada, and Texas. Based on the group class setting.

Funding is provided for qualified group classes through the IPSSA Education Fund. Those taking qualified group class will receive a DISCOUNTED ENROLLMENT FEE BASED ON A SUBSIDY PROVIDED BY THE FUND. The following class-

es qualify, but are not limited to, under these guidelines:

- Certified Pool Operators (CPO)
- Aquatics Facility Operator (AFO)
- Contractor license schools
- And whatever other courses the committee deems appropriate

Qualified group classes may be offered at INDUSTRY TRADE SHOWS, INCLUDING BUT NOT LIMITED TO: The Desert, Orlando, PIE and Southwest Trade Shows.

If you have any questions about the program, please inquire info@ipssa.com or call 888-360-9505. Press 6

Mission Statement: IPSSA Scholarship [Education] Fund is to advance professional training and education of the Self-Employed Swimming Pool and Spa Service and Repair Professional by subsidizing group classes that will expand his/her knowledge of their profession.

For more information, please visit www.ipssa.com/resources/IPSSA_education_fund. There you will find details and application.

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The IPSSA general membership mailing list will not be given out to anyone including members, associate members or outside organizations. This policy has been established to protect members from possibly being placed on inappropriate and or indiscriminate lists.

California Capitol Report

Continued from page 1

lenging situation for the swimming pool and spa business in California given Californian's demand for hot tubs, spas, heated pools, and the various gas-operated elements of outdoor kitchens and entertainment spaces.

The State of California has committed \$50 million annually, from FY19/20 to FY22/23, to be put into this program from Cap-and-Trade revenue on gas corporations. Of that \$50 million, the proposed budget will allocate 40% to BUILD for new residential construction and 60% to TECH for new clean heating technologies in existing residential buildings.

The list of clean heating technologies which were mentioned included electric space and water heat pumps, solar hot water with electric backup, heat pump dryers, and induction cooktops. It was noted they would be willing to review other technologies to fit into the program. As for the metrics on which administrators are judging these projects, there are two key focuses — greenhouse gas emissions reductions and savings on utility bills. Presenters noted the goal is to improve energy and housing affordability and will not provide funding to projects that result in higher utility bills. The target is to require all-electric in new construction and incentivize high-efficiency electric in all retrofits.

Recent studies have indicated 40% of greenhouse gases emanate from the way we heat California residential and commercial buildings with 85% of natural gas emissions coming from space and water heating; 4% of residential natural gas is consumed by swimming pools, spas, and hot tubs.

In just the last few weeks, the Cities of Oakland, Berkley, and San Jose have endorsed the effort to eliminate the use of natural gas in California by 2040. The Mayor of San Jose has indicated he will

incentivize residential builders to construct housing tracts with no natural gas lines or hookups.

The California Pool & Spa Association (CPSA) filed written comments following the first joint hearing held in April of this year and is again filing comments this week outlining the adverse effects of this policy on what is a \$5 billion industry in this state and the largest swimming pool, hot tub and spa market in the world.

John Norwood, Chief Lobbyist for CPSA, noted a big backyard complete with a pool and outside entertainment area is still the California Dream, as demonstrated by the record number of swimming pools and spas having been permitted in the state over the last five years. California families want a safe place for their families to relax and entertain. Swimming pools and spas have no real option other than natural gas to provide water heating. "Solar works during the day in many, but not all communities," said Norwood, "but solar is not sufficient in the evening or coastal areas of the state and electric heating is too expensive. In addition, Californian's desire for outdoor kitchens or entertainment spaces complete with gas BBQs, cooktops, pizza ovens, fireplaces, fire pits, and space heating. Newly built communities without natural gas hookups will deprive citizens of these highly desired facilities. Moreover, for over 1.2 million residential and commercial swimming pools and spas in the state, there is really no other cost-effective option for heating the water when the pools and spas are used."

We will keep you updated as more information is available.

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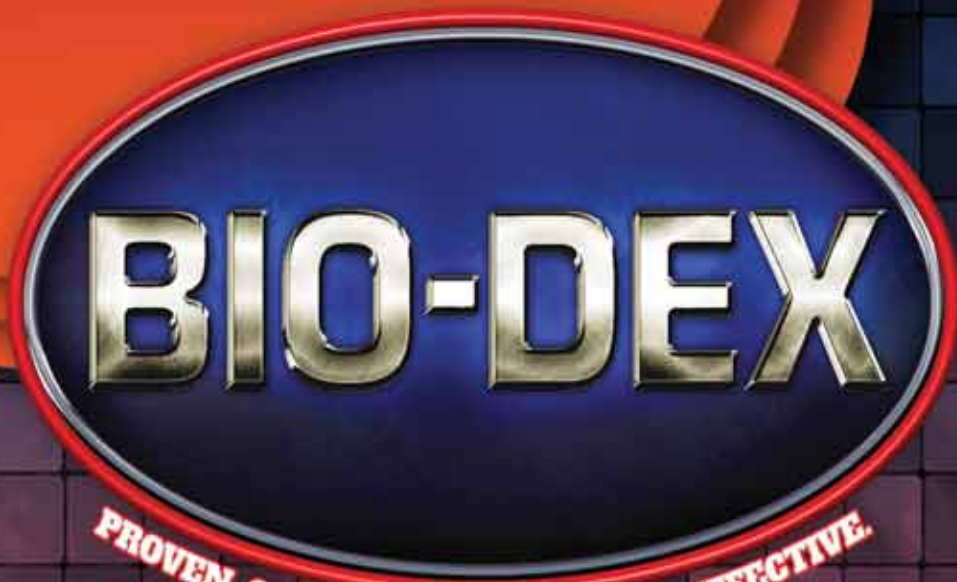
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❖ New Products ❖

Continued from page 9

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New IPSSA Chapter

IPSSA welcomes it's newest chapter, which is located in Mesa, Arizona. There are 14 members. The Southeast Valley Chapter has elected its first slate of officers:

Daniel Morris, President
Jeff Lavelle, Vice-President
Kurtis Doucette, Treasurer
Jesse Walker, Secretary



Craig Iwata will serve as Sick Route Coordinator and Jerry Handley will be the 2nd Representative.

Southeast Valley Chapter meets the 2nd Thursday of every month at 5:30pm at Superior Pool Products, 7330 S. Atwood, Mesa, AZ 85212

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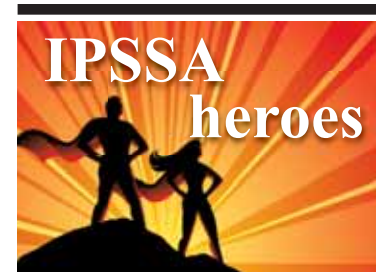
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Filtration Operation: *Getting back to basics*

By John Watt
Pentair

When it comes to keep pool water clean and clear, the swimming pool industry knows that the pool filter is key. Chemicals help keep pool water clean but even chemical manufacturers agree that if the filter isn't working properly, chemicals can't provide clean and clear water alone. It's important to get back to basics to truly understand how Sand, DE and Cartridge filters work. But to truly understand how filters work, pool professionals must understand how the pool pump feeds water into these filters. Understanding the relationship between the pool pump to the pool filter gets to the heart of obtaining clean and clear

water. Pool professionals that understand this relationship can then incorporate filter cleaning, chemicals, variable frequency drives and automatic controllers to obtain pool water nirvana.

Pump & Filter Sizing

Filtration systems, regardless of the media being used, are designed to filter water within a particular range of water flow. One of the most common mistakes service techs see in the field is a filtration system equipped with an oversized pump. Why is an oversized pump a problem? A pool pumps that pushes water through the filter too fast, impedes the filters' ability to perform its job correctly. The faster you move the water through a filtration media the worse job it does. The slower the velocity the

better job the filter does separating debris from the water. It is therefore extremely important to properly size the filtration system to the required pump flow to achieve efficient water filtration.

The current standards for filtration:

- high rate sand filtration is 15 gpm per square foot of surface area
- DE it is 1-2 gpm per square foot of surface area
- Cartridge filtration is .375 gpm per square foot of surface area

To size a filtration system correctly, it is necessary to determine the required turnover rate for the pool as well as verify the proper filtration rate. A typical commercial pool of 150,000 gal needs a 6-hour turnover rate and would

therefore require 416 gpm (gallons per minute) flow rate. The challenge comes in when you encompass the clean and dirty flow rates. When the filter is dirty the resistance to flow goes up and flow rate drops. When the filter is clean the resistance to flow goes down and the flow rate goes up.

Example: a pump that will give you 275 gpm at 83 feet of head and 400 gpm at 60 feet of head (23 TDH change between

clean and dirty filter mode) That being said the filtration will now have to handle 400 gpm even if the needed flow rate for turnover is only 275 gpm.

There are 3 things that need to be taken into consideration when looking at the system.

- Clean filter flow rate: Making sure that the system will handle the extra flow when the filter is clean.

Continued on page 15

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Filtration Operation: Getting back to basics

Continued from page 13

• **Dirty filter flow rate:** Making sure that the minimum turnover flow rate is met when the filter is dirty

• **Backwash Flow rate:** Ensuring that the flow rate meets the manufacturer's requirement for sand and DE filtration where backwashing is applicable. (This pertains to filter size, pump size as well as backwash plumbing size.

So, how do we know what the system is currently doing and what it is capable of?

• Backwash the filter as prescribed by manufacturer

• Attach vacuum and pressure gauges to the pump

• Convert vacuum and pressure readings to TDH (vacuum X 1.13 pressure X 2.31)

Apply TDH to manufacturers curve for the existing pump (This will give you the flow rate at its maximum with a clean filter). Make sure that the maximum flow rate does not exceed the maximum flow rate for your filtration system.

• Add 23 feet of head to your TDH and that will give you the dirty filter flow rate. (make sure that this flow does not drop below the minimum flow rate to meet your turn over time as well as the minimum required flow for the other equipment on the pool such as heaters, skimmers, sanitizing system....

What are your options?

• Change the pump to one that better fits the flow requirements.

• Add a VFD with flow control that will allow you to hold a constant flow rate to compensate for TDH changes during the clean to dirty filter cycle.

• Add additional filtration (additional filter or larger single filter)

• Note: of these three options the addition of a VFD is the only option that will actually pay for itself over time in energy savings.

However, keep in mind that an oversized filter with a smaller HP pump can improve filtration but cause other problems. A typical example of inadequate backwash time or flow rate will show up when the system is put back into filtration mode. When a sand filter is not properly backwashed a small amount of debris (silt) will come out of the returns for the first few minutes after returning the system to normal filtration mode. Some of the silt will also remain in the filtration system working its way deeper into the sand bed. This can lead to costly service, repairs or even premature replacement of the filter.

Filter Pressure & Filter Cleaning

Like any filter, once the filter gets dirty, it needs to be cleaned to continue to operate properly. Filter pressure is one of the best ways to determine if a filter is dirty and needs to be cleaned. The change in pressure differential (pounds per square inch (psi) can help a service professional determine if a filter is dirty or needs to be backwashed. In order for this type of information to be most effective, it is helpful to keep a log of the filter pressure for each pool. Many service technicians will do this at the time if pool opening and leave the information posted near the filter in the pump room or will log it


into the customer's pool chart. One of the most important figures to note is the initial psi on the gauge at the top of the filter tank. If a pool is having trouble with water turbidity or with the heater cycling while trying to maintain the proper water temperature, service techs can start their diagnosis by looking at the filter pressure reading. If, for example, the pressure reading at pool opening was 18 psi but now shows 30 psi when the trouble is occurring, the first thing to consider is a dirty filter. Begin by backwashing the filter to see if that fixes the problem. By restoring the water flow allows the filter to function properly which should allow the water to clear and might even fix the problems with the pool water heater. As mentioned earlier when the filter pressure goes up the water flow rate goes down. A lack of water flow through the heat exchanger allows the water to absorb too much heat and shut off on the high limit safety circuit built into the heater.

However, a newer challenge has presented itself now that variable speed pumps have become extremely prevalent on today's pools. In the past, the pump was either on or off and service technicians took the psi measurement when the pump was on. But with variable speeds pumps (VSPs) they do not run constantly at full speed making it harder to obtain an accurate psi reading. In the case of VSPs, the flow increases and the pressure also increases but not necessarily because the filter is dirty. To overcome this issue, many service techs today turn up the pump to the highest

pre-set circulation speed (not the highest speed on the pump) and take a psi reading during their weekly service. Those that aren't doing a weekly service often ask their customers to perform this task and tell them to call the pool service company if the psi increases by more than 10-pounds. Running the pump at the highest pre-set circulation speed and checking psi is a part of the weekly service along with clean-

ing the filter baskets, skimmers etc. Cleaning the filters when there is a 10-lb increase in pressure is especially important with cartridge and DE filters as it can prolong the life of the filter. Following this procedure will help avoid compression and compaction of dirt and debris on the face of the grids and or cartridges making them last longer and easier to clean.

Continued on page 16




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Filtration Operation: Getting back to basics

Continued from page 15

Cleaning pool filters

There are several ways to clean filters. The most common cleaning procedure is by backwashing. Below are detailed best practices and tips for each filter type.

Sand Filter backwashing:

First you must determine proper backwash flow rate (15 to 20 gpm per Square foot) example: A 3.1 square foot sand filter needs no less than 46.5 gpm and no more than 62 gpm. Too much water flow and you could potentially lift the sand bed and pass it

to waste, a much worse case scenario you could damage the laterals and or filter tank from the sand blasting effect as the water is introduced at the bottom of the tank at a high velocity. Not enough water flow and you will not remove the debris from the sand bed completely. As a result, the debris that is still in the filter works its way deeper into the filter. When this happens, the debris in the bottom of the filter can turn to 'caliche' and the filter then must be replaced because the 'caliche' that forms often

cannot be removed because of its size and difficulty to break up.

Another problem with backwashing sand filters occurs when the filter is backwashed too frequently in desert or dusty environments. In some cases, silt can pass completely through the filter when it is clean. This results in calls from pool owners explaining they have sand in their pool and that additional sand comes out of the pool returns when they vacuum. In order to diagnose this situation, begin by asking if when you

brush the pool does the "sand" makes a pile or a cloud in the pool. If it makes a pile, there could be an issue with the filter. If it makes a cloud it is not sand, but rather silt. If it is 'silt' the problem is that the sand filter is actually too clean and therefore should NOT be backwashed. When a sand filter is very clean, it allows the larger particulate to pass through the filter. This is a sign to stop backwashing the filter, and allow it to load up and then begin to trap the silt into the filter to help with this a clarifier or floccing agent can be added.

Determining how long to backwash a sand filter should not be determined by looking at the water flowing out of the backwash line. Sand filter backwashing should be done in 3 minutes. Set a stopwatch for a 3-minute backwash cycle don't guess.

DE filter backwashing:

Unlike sand filters, backwashing DE filters frequently does not affect the filtration rate. However, it does create extra work and expense for service techs. DE filters should be backwashed for the same 3 minutes, however the cycle should be broken down into a 1 minute backwash, then a 1 minute filtration for three separate cycles (make sure you shut the pump off each time you switch between backwash and filtration. This procedure helps to separate the DE coating from the grids so it can be removed from the filter. A DE filter should be backwashed at the same 10 psi increase over normal operating pressure as any other filter media. A DE filter should be torn down, cleaned and degreased at least twice a year. Body lotions and sunscreen collect on the grid material and cannot not be backwashed away. A degreasing agent should be used to complete the filter maintenance process. It's important to note that muriatic acid will permanently lock the oils and lotions into the grid material and is therefore not recommended.

DE filter recharging: When recharging the DE filter, always follow the manufacturer's recommendation as to the amount of

DE used to charge the filter. The proper way to charge the filter is to use a 5-gallon bucket then add water and DE together to create a slurry. Slowly pour the slurry into the skimmer while the pump is running. This will ensure that the grids or elements are properly coated from top to bottom.

Cartridge filter backwashing:

If you have a backwash valve on your cartridge filter, something has gone awry. Cartridge filters are not designed to withstand water flow in the reversed direction therefore it must be taken apart to clean. A cartridge filter is cleaned in the same manner as a DE filter tear-down, hosing the surface debris off the cartridge is only the first step (if it is your only step you might as well not bother). Body oils and lotions are the number one contributor to a plugged cartridge filter. Getting the oils and lotions off the cartridge surface is the difference between frequent cartridge replacement and cartridges that last and run a longer time between cleanings. The oily buildup on the surface plugs up the pores on the cartridge that restricts water flow and it also creates a very sticky surface. Cartridge filters trap dirt on the surface and when the filter is turned off the debris falls to the bottom of the tank to free up more surface area for the next cycle. If the surface of the cartridge is sticky the debris does not fall away causing the filter to plug up in a very short period of time.

Many pool service professionals now offer cartridge filter cleaning services. Not only do the hose off the filter, they soak the filter with muriatic acid and a filter cleaning agent, then re-soak the filter with a liquid chlorine bath to brighten and lighten the filter (making them look nicer when returned to the client). Finally, the filters needed to air dry before using them again. Allowing them to dry completely give the cartridge time for the fibers to fluff back up, which is important because the fibers need to expand to be effective. If they

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Filtration Operation: Getting back to basics

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can be pushed own easily, it reduces the filter cycle. Many service companies suggest the pool owner own two sets of cartridges so the client can continue to use their pool while the other set is being cleaned. The most effective system is for the service tech to take the filter media when they close the pool for the season, clean it at their shop, then return the filters ready-to-use in the spring when they re-open the

pool. Since pools are typically at their dirtiest during spring opening season, those cartridges are filtering more debris than usual, some pool service professionals change out the filters after the pool startup. Once the water is clear, they then install new filters to provide a more productive filtration process over the course of the summer. This also extends the lifespan of the new filter cartridges.

Automation

On large commercial swimming pools, perform manual weekly checks, an automatic controller can be used to set a backwash schedule based on psi reading. Therefore, an automatic controller can be an invaluable addition to a pool's filtration system. With an automatic backwash controller, the need for a service technician to be present to perform this maintenance procedure—although recommended—is not necessary because the parameters set in the controller will automatic the backwashing process. Most backwash cycles occur when a 10 to 15 psi increase occurs—starting with a clean filter psi reading.

Controllers can also be set to backwash on specific days of the week or times of the day.

Conclusion

Understanding the relationship between the pool pump to the pool filter gets to the heart of obtaining clean and clear pool water. Using filter pressure psi readings and understanding the way in which variable speed pumps affect filter pressure readings are also key to truly understanding how the filter is performing and when it's time to clean the filter. Once you have your filters and pumps sized correctly for one another, regular filter cleaning will help ensure the cleanest, clearest water for both commercial and residential

swimming pools. Be sure you have your filtration operation in full swing this summer.

About the author

John "MacGyver" Watt has spent the last 25 years working for Pentair in a variety of positions including field service technician, regional service manager, national trainer and product specialist. John currently works for Pentair's application engineering and new product development for the USA, Latin America, and Canada. The nickname "MacGyver" was given to him early in his career at Pentair because of his ability to overcome challenges with whatever materials he had on hand at the moment.

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