

Frequently Asked Questions

Why is my hot tub foamy?

There are a couple of reasons that a hot tub may develop foam in the course of its use. The most common is low chlorine or bromine levels, which means that the filter may not be able to clean out the debris (body oils, hair and skin products such as hairspray, makeup, laundry detergent and dirt) that may accumulate in the water. The second thing that we check for is the cleanliness of the filter. The filter needs to be hosed off at least once a week with a garden hose, and deep cleaned every time you drain the spa with a proper filter cleaner that can be purchased at any pool and spa dealer. This will prevent the build-up of grease and oils that are deposited into the filter with regular use, that can slow down the water flow through the system that lead to future problems like scale, and bacteria build up. If the pH is too high the calcium hardness in the water can solidify and cause what is more commonly known as scale formation. This also can cause the water to be cloudy, and will also tend to be more foamy than usual. This is sometimes a result of high chlorine and bromine levels in the water. High TDS levels (total dissolved solids) that are the result of high chemical saturation. You need chemicals to keep the water safe for use, but the result is the need to change the water every 3 - 4 months.

How do I increase my Bromine Levels?

To increase the level of bromine in your hot tub you need to increase the amount of bromine in your feeder. The amount of bromine in your spa is directly related to the amount of surface area dissolving into the spa from each tablet. So if the tablets are small then you are only getting a small amount of bromine in the water at a time. Bromine is slow dissolving which means it takes a longer amount of time to bring up the levels in your water than it would if you were using chlorine. To increase the amount quickly we recommend shocking the hot tub, and remember to leave the cover off for at least one hour to prevent damage to its surface.

How often should I be shocking my pool?

In conjunction with a regular maintenance program we recommend that you shock your pool every 2 weeks. Alternate weekends with your algaecide treatment, so you get the most effective use of each product. This will also give you a reason to test your pool water on a regular basis to ensure you don't run into any problems with algae, or a low pH.

How often should I be shocking my hot tub?

You should shock your hot tub at least once a week. Even if you aren't using it, it still has the ability to build up germs that can be bad for your family's health. The warm humid environment inside the cover and the water are a great breeding ground for germs and bacteria, so it's important to keep up with your regular maintenance even if you aren't using the spa very much.

What is the difference between the stain and scale prevention and the water clarifier formula for my pool/spa?

A product to control staining and scaling will sequester (or tie up) any dissolved metal in the water (which causes stains), and it will "coat" the internal equipment of your spa to prevent your chemicals from coming out of solution and sticking (scaling) to the inside of your pipes. Clarifier is an agent which will bond very fine material in the water together in order to help the filter remove it quicker. Both should be used in small doses on a weekly basis.

How often should I be cleaning the cartridge filter for my spa?

Your cartridge filter should be cleaned and sprayed with a regular garden hose once a week, and left to soak overnight in a degreasing solution every three months. Cartridge filters should NOT be rinsed with high-pressure hoses or put in the dishwasher.

How often should I be cleaning my pool filter?

Sand filters need to be backwashed weekly, depending on use (remember to always shut off the pump before turning the dial valve handle). The general rule of thumb is to backwash once every week and additionally after every heavy vacuum or algae cleaning, however, there is a technical way to gauge this as well. First backwash the filter for 5 minutes to ensure the sand is very clean, then rinse for 30 - 40 seconds and set the valve back to filter. Turn on the pump and take a reading on your pressure gauge. This is your "clean optimized operating pressure". Once the gauge reads 5-7 PSI above your clean operating pressure, it's time to backwash. Pool sand filters need their sand changed out about every 7-10 years.

Is there an easier way to take care of my hot tub water?

The easiest way I can suggest to look after the chemicals in your spa is to use a one-step balancing agent such as PH-STABLE. It allows you to maintain a minerally balanced spa with only one step and fewer chemicals! Come and see us at the Oasis with a water sample to determine if this way of balancing your spa is right for you.

Why is Bromine better than Chlorine?

This is a matter of personal preference as both sanitizing agents are acceptable to use in your spa, however, bromine kills a wider range of bacteria, works better in the hot water, works more effectively in a wider pH range, dissolves slower and is easier to regulate, and doesn't smell "bleachy" like chlorine. For these reasons bromine is a good choice for spa users. It is primarily recommended for hot tub use.

Why is Chlorine better than Bromine?

Chlorine has an advantage over bromine. Chlorine is able to be stabilized so the sunlight doesn't break it down or remove it from a body of water. Therefore, in outdoor pools, chlorine is much easier to use and is more cost effective than bromine. It is primarily recommended for pool use.

Why is my pool green?

Because... it hasn't been looked after! Seriously, even in the winter (unless you completely winterize the lines of your pool) keep the pump running a minimum of 6 hrs per day and maintain at least a chlorine level of 1 ppm. Using chlorine pucks consistently, shocking the pool every 2 weeks (during the summer) and adding algicide at least twice a month, is easy to do and it will prevent your pool from turning green. Bring a water sample from your pool to the Oasis and ask us to set you up on an easy maintenance schedule for your pool. An ounce of preventive chemicals equals a pound of expensive specialty chemicals designed to clear your pool.

What do I need to add to my pool to make it not green?

Chlorine pucks, pool shock and liquid algaecide. It's that simple. Bring us a sample of your pool water to allow us to help keep your pool looking great.

How much filtration do I need per day in my pool?

During our fantastically long and hot BC summers, you should keep the pool pump running 24 hrs/day to keep the pool clean and chemically stable. In our notoriously mild winters, you should run the pump a minimum of 6 hrs/day. During especially cold weather 24 hrs/day to prevent freezing of the lines.

How much filtration do I need in my spa per day?

Using a spa is very different than using a pool. Four people in an average spa for 1 hr, is like four hundred people in a pool all afternoon. Would you even go in a pool like that?? People... keep your spas circulating and filtering 24 hours a day!

What is non-chlorine shock?

Non-chlorine shock is just that. It will oxidize wastes from the water without the use of strong chlorine. It is a very good product to use when you know there will be people using the pool or spa soon after you shock it. It's also very soluble and even the smallest amount can make a difference in your pool or spa. I would not recommend it if you are attempting to clear dirty water or kill algae, remember it has no sanitizer! Non-chlorine shock is a great product, but should be used as a weekly maintenance shock only.

What do I do if my pump stops working?

Call us at (604) 599-7272 to make an appointment for a service tech to come to your house. If you can safely remove the pump or equipment pack from the pool or spa and bring it to our shop, we have a full diagnostic bench test area to evaluate and quote all of your pump and equipment problems. If not call our experts and we will be glad to attend to all of your service needs at your house.

Can I mix chlorine and bromine together?

NO! And yes, depending on the circumstance. Never, ever, mix a stabilized form (like tablets) of chlorine in a container with bromine, and this includes the feeder for your pool or spa. However one common way to sanitize a hot tub in particular is to use bromine tablets exclusively in your feeder, and to shock the spa with lithium hypochlorite (a form of chlorine). In this case, bromine is the stabilized sanitizer, and chlorine is used in an unstable form to simply oxidize wastes every week, not to stick around and compete with the bromine. This would be the only instance where it would be OK. (and as a matter of fact, it works very well)

My hot tub isn't heating properly, what do I do?

Problems with your spa's equipment are best left to people who have worked on spas before. Bring your pack to the store, or have an expert come to your house.

My hot tub shuts itself off all by itself, what do I do?

There is a ground fault in your tub. That is, the electrical part of the spa is bleeding electricity into the spa water! Aren't you glad now you shelled out the money for a ground fault style breaker!!! This is not necessarily a major job to repair, but again, please have someone familiar with spas repair the problem as to not take any chances. 220 Volts at 40 Amps could stop your heart (Do not try this at home)