

Water Mould or Algae Infestation

A problem with water (not a spa issue) that people can get if the spa water has not been managed correctly is water mould or algae. These micro organisms tend to take hold in spa water when the sanitiser levels are low and will proliferate and infest the spa water rapidly. This water issue can be fixed relatively easily if it is noticed and treated very quickly. If left unattended for a week or more, it can be a bit of a nightmare when trying to remove these organisms or spores.

What Water Mould or Algae Looks Like:

Normally the first sign of this problem is customers notice that they are using a lot more sanitiser than they normally would use. If you ever find black spots on your spa filters, on the underside of your spa cover or a growth around and behind the jet faces, this is a sure sign that your spa has an infestation of mould or algae and it needs to be treated immediately. You will need to immediately follow the instructions below to fix this issue:

Water Treatment:

1. Turn the temperature on your spa down so that it is not heating and wasting energy, remove the filters (clean the filters thoroughly and do not replace the filters until Step 7). Now add a minimum of 50mm Spa Pipe Degreaser (included with Poppits Kit) per 1,000 litres of spa water and turn on the pump(s) with the silent air controls turned on (air and water is coming out of the massage jets). Thoroughly clean the underside of the cover and leave the cover half open or off the spa while doing these steps (ensure that nothing can get lodged in the plumbing while the cover is off as there are no filters in the spa). If your spa has a 2 speed pump or programmable filtration, turn the automatic filtration up to 8 hours per day to ensure that the water is flowing through the plumbing enough to eliminate the problem. If your spa has a 24 hour circulation pump, the water will be flowing consistently so you do not have to alter the filtration.

2. Run the massage pump(s) on high speed as much as possible over the next 48 hours while the Pipe Degreaser is in the water, this will allow the plumbing to be cleaned thoroughly and remove any build up that may be in the spas plumbing. The more you do this the better the result will be, every time you walk past the spa turn the pump(s) on, they will turn off after 30 minutes (you should be doing this a minimum of about 4 times per day). It is important to leave the cover slightly open so as to not damage the cover by concentrated fumes.

3. If your spa has an air blower system, turn the air blower on for 5 seconds and then turn it off for 5 seconds and do this half a dozen times immediately (the mould / algae spores tend to take where there is low water flow and can infest the plumbing lines of the spas air system), if not removed from here the issue will come back and you will need to follow all of these steps again until the infestation is removed).

4. After a minimum of 48 hours from starting on Step 1, totally drain the spa water, remove the headrests if removable and take out all of the removable jets and hose out the inside of the spa with good pressure. Scoop any water remaining in the seats into the footwell of the spa and then remove as much water from the footwell as possible. Soak the jets and headrests that you have removed in a bucket of warm soapy water and clean them very well individually - make sure you rinse these items very well before replacing them as soapy residue will foam up the spa water. **NOTE:** Don't replace the jets, headrests or filters yet.

5. Clean the entire acrylic surface with a dry rag and methylated spirits (be sure to clean very well around as well as inside the jet recesses to remove any trace of mould / algae that may be present).

6. Replace the jets and headrests and refill the spa with fresh water, add approximately 80g Lithium per 1,000 litres of spa water (check your laminated chemical sheet to see how many litres your spa holds). Test & Balance the alkalinity, pH and TH and then add Poppits 'Copper Based Algaecide Treatment' - add 1 of each coloured packet (3 packs in total) to a bucket of warm water and mix well, then pour the treatment into the spa and run the pumps and air blower as you did in Step 2 & 3 previously. The water will turn a cloudy blue colour, leave this solution in the spa for a minimum of 48 hours, keep the automatic filtration high and turn the pump(s) on 4 or more times per day to keep the water flowing through the spas plumbing as much as possible (the cloudiness will disappear after the filters have been replaced and cleaned regularly).

7. After 48 hours, replace the filters, reset the temperature to the desired range and keep the automatic filtration setting high so that the filters can remove as much of the treatment residue as possible. You need to clean the filters a minimum of 2 - 3 times every day until water is clear so as to ensure that the filters are working efficiently and allowing the water to clear quickly. Turn the main pump (Jet 1) onto high speed as much as possible to increase the water volume going through the filters.

8. When the water is clear again (it may take up to a few days depending on the volume of water that your spa holds), test and balance the water again and add the appropriate amount of spa sanitiser as mentioned on your laminated chemical testing sheet.

Note: It is very important that you either leave the hard cover totally off the spa or slightly open during the above process (up to Point 7) so that nothing gets lodged in the spas plumbing lines (this is not covered under warranty or by Simply Spas).