

Chemical Damage

How to Address the Chemical Damage with Your Customer

After you notice the chemical damage, show your customer and explain what caused the damage. Remind them that our warranty DOES NOT cover chemical damage.

Change in Fabric Color

If there is a brownish color where the fabric leaves the water and goes into the track, (the air pocket) it signifies chemical damage.

- The sun will cause the chlorine to turn into gas and accelerates the oxidation of the cover.

Recommendation

- Explain to the customer to never close the cover immediately after shocking the pool.
- It's recommended to wait several hours before closing the cover.
- Use your customers test kit to test the water with them present.
 - If the tests results are good, this does not imply the water chemistry was good prior to your current test results. Chemical imbalance can be changed or corrected at any time.
- Explain to the customer that because of the chemical imbalance, the water can be harmful for their family to swim.
- If the chlorine results come out clear, do a dilution.
 - Test again with ½ tap water to ½ pool water. If the test is still clear, the chlorine levels may be low.
 - If the PH Level is low, the water is acidic. This results in making the chlorine much more active, therefore, can result in more damage to the cover.

Recommended Safe Chemical Levels

- Recommended Chlorine Level: 1.0 *ppm
- Recommended PH Level: Between 7.4 and 7.6 *ppm
- Recommended Salt Levels: 3000 *ppm

Salt Systems

- Salt systems are just another way to produce chlorine.
- Using salt systems on indoor pools can cause severe damage to our system and is NOT recommended.

*Parts Per Million

Based off of Industry Standards 2013

