

HOT TUBS – NEARLY EVERYTHING YOU NEED TO KNOW



TABLE OF CONTENTS

■ WHY A HOT TUB?

- CUSTOMER TESTIMONIALS

■ INTRODUCTION TO HOT TUBS

- THE ANATOMY OF A HOT TUB
- TYPES OF HOT TUBS
- THE DIFFERENT TIERS OF HOT TUBS
- PORTABLE HOT TUB OPTIONS

■ PREPARING FOR YOUR PURCHASE

- WHERE TO BUY
- WHAT FACTORS INTO PRICING
- INSIDER PRICING TIPS
- TOP PURCHASING FAQ'S
- PREPPING FOR INSTALLATION

■ HOT TUB MAINTENANCE

- MAINTENANCE SCHEDULE
- WEEKLY TUB CLEANING
- MAINTENANCE FAQ'S
- BRANDS WE LIKE



WHY A HOT TUB?

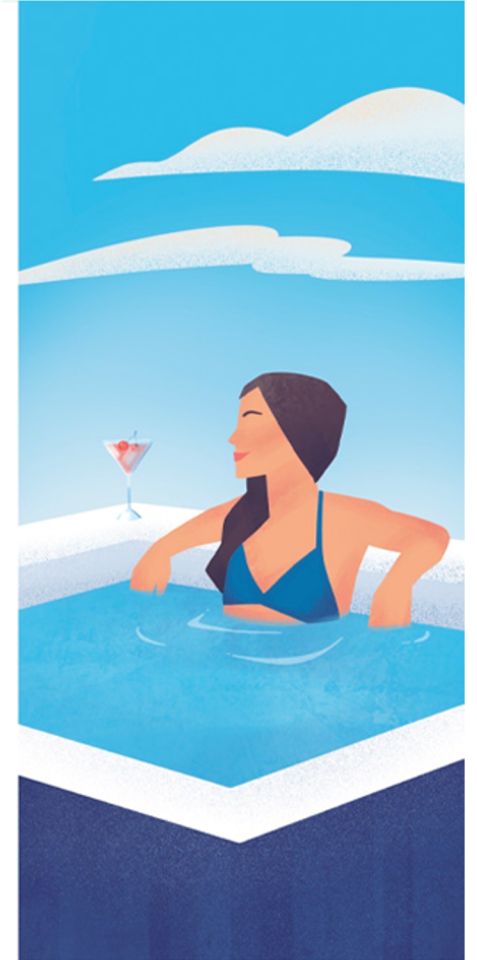
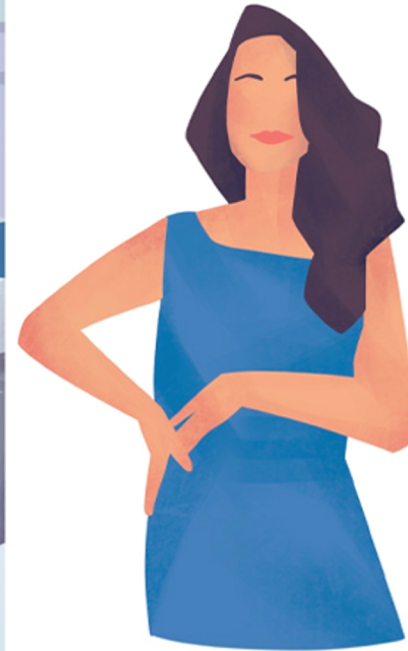


STRESS RELIEF & RELAXATION

According to the American Institute of Stress, up to 90% of visits to physicians for primary care are for stress related disorders.

Seeking a way to disconnect from the day-to-day frenzy of work, family, fitness, and social obligations? Recharge your batteries and achieve mental and physical rejuvenation with the healing effects of hydrotherapy and hot water.

Use Cases: headaches, neck pain, back pain, depression, fatigue



WHY A HOT TUB?

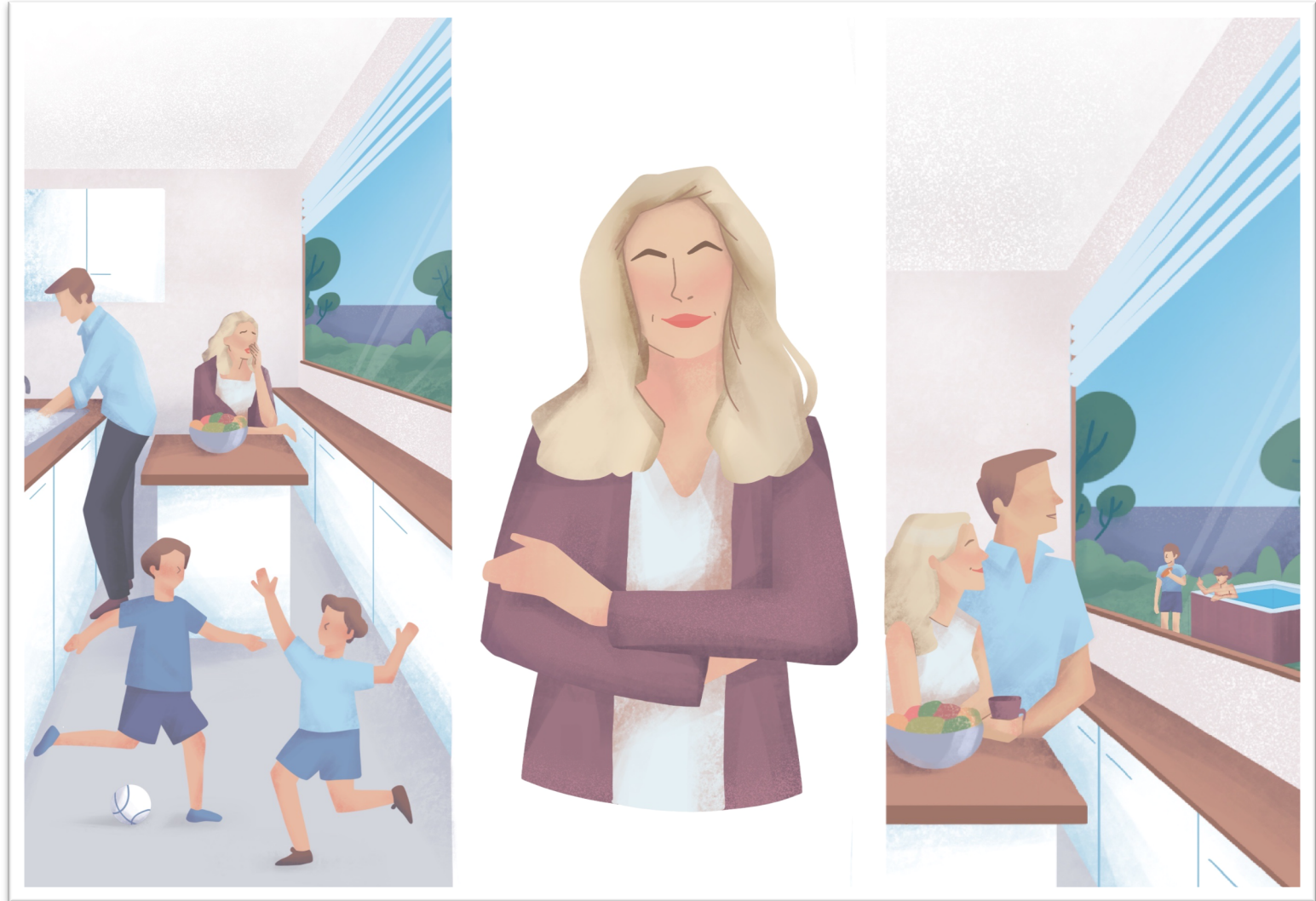


ENTERTAIN & RECONNECT

How many times during the day do you wish that time could just stop? You may not be able to turn back time, but with a hot tub you can feel like you're getting some of those minutes back!

Not only that! But don't you want to connect with your family and the hubby again? A hot tub gets everyone outside and cooperating with each other. Finally!

Use Cases: Reviving the backyard, Hosting, Getting outside



WHY A HOT TUB?



REDUCE INFLAMMATION

The arthritis foundation says, “research has shown that warm water therapy works wonders for all kinds of musculoskeletal complaints including arthritis, fibromyalgia and low back pain.”

This method of holistic healing loosens your joints, reduces the effects of friction on your bones and decreases inflammation in the body.

Use Cases: Fibromyalgia, Arthritis, Joint pain



WHY A HOT TUB?



RESTFUL SLEEP

The National Sleep Foundation found that approximately 132 million Americans suffer from sleep disorders like insomnia.

Experiencing this more than once per week?

It can begin to cause depression, mood swings, jitters and poor performance. An easy fix is to hop in the hot tub!

The soak in a hot tub before bed raises your temperature; the drop of temperature from getting out of the tub makes it easier for you to fall asleep.

Use Cases: Fibromyalgia, Arthritis, Joint pain



BLOOD PRESSURE & CIRCULATION

The use of a hot tub increases blood circulation in the body allowing more nutrient-rich blood to reach your muscles. This can lead to a reduction in blood glucose levels and minimize symptoms of type 2 diabetes. The hot water therapy has also proven to lower blood pressure, lowering the risk of heart disease.

Use Cases: Type 2 Diabetes, Heart Disease, Low Blood Pressure

WHY A HOT TUB?



INCREASE HOME VALUE

If you're looking to increase the value of your home a hot tub isn't a bad place to start. By adding a hot tub to your listing, you are increasing the traffic to your ad and boosting the value of your home by 5-8%.



SKINCARE

Steaming in hot water pens up pores and increases blood circulation resulting in the production of collagen, giving you brighter, firmer, and more youthful skin.



PHYSICAL THERAPY

If you have experienced an injury that leaves you with chronic or lingering pain, a hot tub can be a part of your road to recovery. Hot Tubs are a sought-out method for medical care and rehabilitation in order to ease pain and bring you back to you.



WEIGHT LOSS

[Research](#) has found that spending an hour in a hot tub is the equivalent to a 30-minute walk. In addition, scientific journal [Temperature](#) has connected thermal therapy with having an influence on glycemic regulation and metabolic disease.

TESTIMONIALS



Sarah Minick
Tacoma, Washington

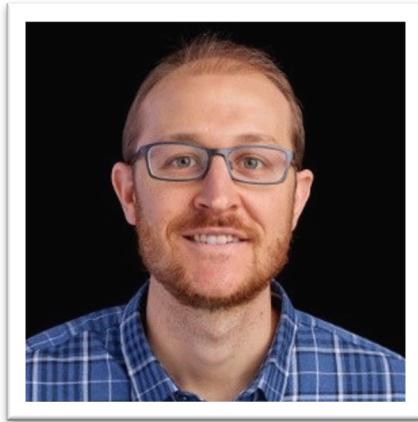
Sarah's age: 35 - 54

Size of Household: 3 people including Sarah, her husband and son.

Sarah's Tub: Captiva 46 SFB

“I have fibromyalgia, and my son has a medical condition. Our hot tub means an ease of pain that we struggle with daily. I am a Forklift Driver for shipping containers, so my job is physically demanding. I have thrown out my back a few times and being able to soak in my tub at the end of a hard day of work really makes a world of a difference. Aside from the quality of the product, I also feel that the individuals at Black Pine Spa are a upfront, honest and a pleasure to work with. I still keep in touch with my sales rep, Sondra. The whole experience felt personal and like family. If we needed something, they would bend over backwards to help us.”

TESTIMONIALS



Nathan Micklos
Tacoma, Washington

Nate's age: 35 - 54

Nate's size of Household: Nathan and his wife.

Nate's Tub: Captiva 45 Dual Footblaster

I do a lot of athletic activities year-round in Seattle, including cycling, hiking, and kayaking. I use the hot tub after these activities as a way to get warm (especially my hands and feet!) and help my muscles recover. Sometimes in the warmer months, I will hop in the tub in the early morning as a way to ease into the day. My work schedule can be pretty demanding, especially as I work internationally across time zones, so I also use the tub as a way to decompress and de-stress after a long day. We've noticed that we sleep better after an evening soak.

Santi helped to break down all the complexity of the hot tub industry and the process of choosing a hot tub. He also made the sales process seamless by always being available to answer my questions and maintaining good vibes without any pressure. Plus, the pricing of the tub was competitive with other tubs we considered. Choosing Santi and the tub at Black Pine ended up being an easy decision for us."

INTRO TO HOT TUBS

With so many options in the marketplace, shopping for a hot tub can feel intimidating but it doesn't need to be that way!

First, let's explore the basics of hot tubs so that you can educate yourself on how to make the best purchasing decision possible.



THE ANATOMY OF A TUB



Control panel



Jets



The tub's pump forces water through its jets to target pain areas and deliver stimulating massages to soakers.

Plumbing

We use the Shur-Grip method to seal your plumbing to reduce the risk of leaks ensuring you can soak with peace of mind, anytime.

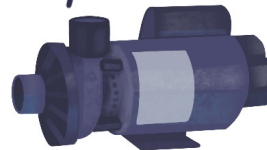
As water is filtered through the spa it passes to the heater assembly where it is heated by a coil and moves through the distribution system to be pumped to different parts of your spa.

Heater



The pump in a spa has two main functions: Circulating water throughout the tub's system to pass it through the filter and pumping clean water through your jets, delivering you effective hydrotherapy.

Pump



Insulation

Insulation absorbs vibrations caused by high-pressure plumbing throughout the spa. Quality insulation will also improve your tub's efficiency and lower your electricity bill.

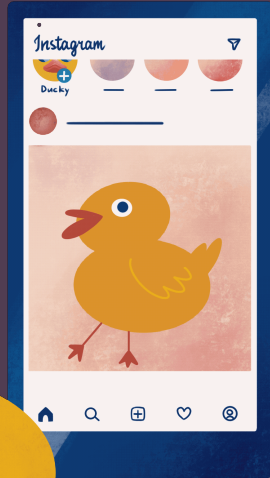
Filter cartridge



A good filter will save you time and money by doing a lot of your job for you if you do your part to keep it clean.



TYPES OF HOT TUBS



THE PORTABLE HOT TUB

Easily the most popular option is the portable hot tub. Reliability, durability, and cost-efficiency are the main reasons why first-time buyers choose this model. This type of hot tub is also very versatile as buyers can customize the tubs to their liking while still maintaining high standards of performance and ease of use.

OTHER TYPES OF TUBS



Rotatorially Molded

This hot tub is molded from a single piece of plastic and as a result, not as visually appealing as others. It is really for a user that is looking for hydrotherapy on a budget. But be aware, these tubs are not known for their energy efficiency.



Wood

Talk about classic. A wooden hot tub is the original way to reap the benefits of hot water therapy. Although aesthetically pleasing a wood tub is the minimalist way to enjoy a soak with fewer features, jets, and options for comfortable seating.



In ground

If you have the budget for it, an in-ground hot tub is the most personal, customizable, and permanent type of tub you can purchase. Having the power to make it right for you makes it a worthy investment if you get a crew to install it. However, it's hardly convenient unless you have a luxury yard to match or need to make repairs.

The Different Tiers of Hot Tubs



Industry pricing across models can be tricky. Generally, hot tubs are priced on a scale of GOOD, BETTER, and BEST.



Luxury

- ✓ Exclusivity on the best technology, systems, and efficiency models.
- ✓ Peak hydrotherapy performance.
- ✓ PRICE RANGE \$14,000+



High End

- ✓ Evolved selection of features, higher-quality hydrotherapy technology
- ✓ PRICE RANGE \$9,000-\$13,000



Mid-Level

- ✓ Improved Efficiency, Reliable Quality
- ✓ PRICE RANGE \$7,000 - \$10,000



Standard

- ✓ Standard Parts, Quality, and Lifespan.
- ✓ PRICE RANGE \$4,500-\$6,000

PORTABLE HOT TUB OPTIONS



Plug & Play 110V/120V



DETAILS

- Affordable, standard-feature hot tubs
- Most models connect to a typical home outlet.
- Light and portable

PRICE



- The standard hot tub enthusiast
- Couples
- Easy, plug-in access

BEST FOR

220V/240V Hot Tubs



- Cuts hot tub heating time in half
- Runs more efficiently, reducing future mechanical maintenance.
- Enhanced performance, therapeutic jets



- Hydrotherapy
- Families
- Entertainers

PORTABLE HOT TUB OPTIONS



Swim & Exercise Spas



DETAILS

- Fit for exercise and physical therapy
- Economical, easy installation
- Command center control
- Compact size
- Preferred by physical therapy patients and athletes.
- Perfect for family leisure.

PRICE



BEST FOR

- Hydrotherapy
- Rehabilitation

Dual Temperature



- A hot tub and swim spa combined.
- Versatility in entertainment
- Combines athletic swimming and relaxation
- Combines hot and cold therapy



- Athletes
- Individuals who need or enjoy cold & hot water therapy

PREPARING FOR YOUR PURCHASE

Now that you know a bit about the world of hot tubs, let's take you through the process of going to buy one. There will be some key questions to ask yourself, but we hope to empower you with the answers to make the process as seamless, transparent and enjoyable as possible.



WHERE TO BUY FROM



ONLINE



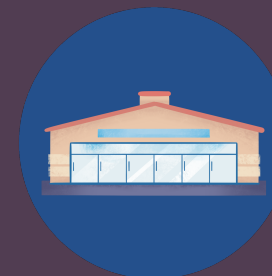
- ✓ One-click checkout.
- ✓ Generally, cheaper options than a spa dealer.
- ✓ Customization options are available.
- ✓ Cannot test the hot tub prior to the purchase.
- ✓ Typically, limited customer service, installation and maintenance options.

SPA DEALER



- ✓ Local, trusted customer service
- ✓ Try the hot tub in person.
- ✓ Get information from industry experts.
- ✓ Take advantage of promotions.
- ✓ Customization options.
- ✓ Customer service and hot tub maintenance options.
- ✓ Installation assistance available.

BIG BOX STORE

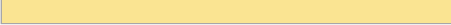


- ✓ Generally, cheaper options than a spa dealer.
- ✓ Typically, limited customer service, installation and maintenance options.
- ✓ Cannot test the hot tub prior to purchase.


WHAT FACTORS INTO THE PRICING?




Size & Features

- ✓ The larger the tub the more expensive it is.
 - ✓ Features such as lighting, massage jets, and hot tub controls all contribute to the price when included with the tub.
- 


Accessories

- ✓ Accessories such as cover lifters, steps, and entertainment systems can drive up the price.
- 


Quality

- ✓ Ensure that all the parts of your hot tub (filters, heaters, pumps, jets) are made by reputable companies that are known for quality.
- 

Design

- ✓ What your tub is made from (acrylic, stainless steel, fiberglass, etc.) will affect the price. Get a quality construction that will last as long as your tub does.
- 

Delivery

- ✓ Delivery and setup fees associated with your hot tub can drive the price up depending on your dealer and the distance you live from them.
- 

INSIDER PRICING TIPS

After buying your hot tub there will be costs that accrue regularly overtime, costs that you will need to be aware of before buying your spa so you can save some money while helping to save the planet.

- ✓ Pricing can vary across dealers for the same make and model
- ✓ Compared to sellers with many locations, dealers with fewer stores (1-2 locations) can sell at cheaper prices due to lower overhead costs.
- ✓ Energy Cost Can Add Up. Take them into account.



COSTS VARY ACROSS DEALERS FOR THE SAME PRODUCTS

You might be wondering why the hot tub you want has so many different price tags depending on where you buy it or who you buy it from. Why is that? We'll tell you.

- ❑ Some dealers purchase more product in bulk from their manufacturer and as a result they get better pricing.
- ❑ Some dealers inflate pricing and offer discounts as a marketing ploy.
- ❑ Freight Costs: These are separate from your installation fees. This is how the hot tub gets to your dealer. On top of this installation costs will be added later.
- ❑ Dealer overhead and store costs. A larger store with multiple locations has larger overhead and therefore that drives price upwards.
- ❑ Geographic location. Shipping hot tubs is costly because they are so heavy. Demand in your location also affects the price.

ENERGY COSTS ADD UP



Attention to energy efficiency is going to cost you some extra pennies in the short term although in the long term the perks include saving you money on your electric bill.

Some Factors to Consider

- Spa covers are the easiest way to save energy when you're not using your hot tub. A well sealed cover will trap heat in, keep the cold out and protect from the elements.
- The more jets you decide to have in your hot tub the lower the water pressure. You will want to get a larger pump, but this will increase your electricity bill.
- Compared to reflective and perimeter insulation, Icynene foam is the most expensive way to insulate your tub but it is also more cost efficient in the long term and effective at keeping your tub warm.

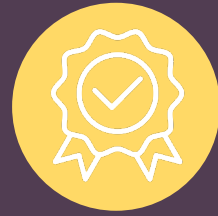
PURCHASING FAQ's



HOW MANY JETS SHOULD I GET?

More doesn't always mean better and having **more jets decreases your water pressure**. Don't waste time on more jets with **small nozzles** that **deliver** water at a **more precise, direct, and sometimes painful pressure** over a short amount of time.

We Recommend: The best way to get the most out of your jets and water pressure though is not to go over 60 jets and get them with 4-5" nozzles.



WHAT WILL IT SAY IN MY WARRANTY?

Most warranties are **divided into two parts: Service & Parts**. Being aware now of what is in your warranty is important and **what it excludes can tell you a lot about your hot tub**. A warranty with a lot of exclusions is a sign of a bad manufacturer.

We recommend: Find a dealer who does in-house warranty services without a third-party servicing your tub when it need repairs or maintenance.



IS IT DIFFICULT TO OPERATE A HOT TUB?

In a show room it will be easy for a dealer to show you every function of your hot tub, from turning it on to playing with all the bells and whistles. Feel free to coordinate a wet soak with one of our sales reps.

If you need a hot tub for specific reasons like hydrotherapy, one of the biggest perks of having so many customizable options is that you can adjust water pressure and jet direction to pinpoint exactly where your pain is and alleviate it.

PURCHASING FAQ's



What surface should I put my tub on?



Concrete

- ✓ Traditional and best option for a hot tub foundation.
- ✓ Strong, consistent support for your hot tub.
- ✓ Easily Cleaned
- ✓ Can serve as an addition to your patio.



Gravel

- ✓ Affordable.
- ✓ Easy drainage
- ✓ Resists shifting
- ✓ Molds to your tub.
- ✓ Does not crack over time.



Hot Tub Pad

- ✓ Versatile
- ✓ Sturdy base also allows for relocating.
- ✓ Durable
- ✓ Easily cleaned
- ✓ Preferred choice for indoor installation.

Considering Installing Your Hot Tub on a Deck?
 Consult with a professional to get a proper quote on weight distribution to ensure your hot tub will be properly supported.



How long will the hot tub last?

The lifespan of your tub depends on its construction and how well you maintain it. Just like your car or your house, a hot tub requires care and attention in order to have a long life.

Hot tubs can live between 5-15 years but with proper love and care the years expand.



WHAT IS A "CHEMICAL-FREE" HOT TUB?

This "chemical-free" gimmick is a marketing tactic that is aimed at taking your money. The traditional salt system has been reborn and rebranded as an innovative cleaning alternative that does away with the hassle of chemically balancing and cleaning your hot tub water.

In fact, this system is outdated and dangerous; in 2018, Canada deemed them unfit and recommended against their use.

OTHER FAQ's



Can I put my hot tub on grass?

Answer: No, you cannot put your hot tub on grass because it will cause the ground to sink, and it will sink unevenly.

Can a hot tub freeze?

Answer: Yes! Do not leave your spa drained during freezing conditions. Leave the spa full of water with the pump on to keep the tub from freezing. Ask your dealer about "winterizing."

How long will it take my hot tub to heat up?

Answer: 220v hot tubs typically take between 6-8 hours to heat up while simpler, 110v spas can take up to 24 hours. Swim spas, because of their size take approximately 2-3 days to fully warm up.

Do I have to put chemicals in my tub?

Answer: YES! Set Alkalinity and pH balance your water! Sanitizing and water chemistry are very important aspects of hot tub ownership. Don't take care of your hot tub and you'll pay for it! Literally.

What is the perfect location for my tub?

Answer: Somewhere that is accessible, private, and near your circuit breaker for easy installation. It's a bonus if your tub is in a shady spot, more comfortable soaking and saves energy costs.

Should I use my hot tub before or after exercise?

Answer: The answer is yes. But no, seriously use your tub before AND after you work out. Hop in before for 10-20 minutes to loosen your muscles and joints. If you strained yourself during your workout you can rehabilitate with the cold setting or relax and unwind with a warm cool-down soak.

OTHER FAQ'S



How do I clean my head pillow?

Answer: Remove and clean the pillows with a soft cloth and a mild, hot tub safe cleanser when needed (thoroughly rinse). Use a hot tub-safe vinyl conditioner such as 303 Protectant.

Tip: Remove pillows when doing chemical shock treatments as well as during prolonged periods of not using the spa.

How often will I use my hot tub?

Answer: You'll even use it in the winter because honestly, that's one of the best times to use your tub so it will get use year-round. Really, you should use it every day just to relieve stress or just to chill. But most people say they use their hot tub at least once a week.

How do I give my filter a deep clean?

Answer: In addition to the weekly rinse, you should do a more thorough clean every month or more often as needed. The deep cleaning will involve removing the filter and using a hot tub filter cleaning solution to remove built-up residue and contaminants that require more than a rinse.

PREPARING FOR YOUR INSTALLATION



Before you take your hot tub home, make sure you know how it will get there and if your home is prepared to handle this much luxury. Here are some questions that will be useful to you and the installation crew so that you can get to enjoying your hot tub sooner!

Questions to Ask Yourself

- ✓ **Spa Destination** – Where is the spa going to live?
- ✓ **Path to destination** – Is the walkway to the destination a dirt, grass, gravel or paved walkway?
- ✓ **Narrowest point in the walkway (inches).**
- ✓ **Is there a slope/grade?**
- ✓ **Is the tub being installed into a deck or structure of any kind?**
- ✓ **Are there overhangs, railing, gates, plants, etc. Anything that might impede access.**
- ✓ **Lowest height clearance (inches)**
- ✓ **What power source does the tub require and what is available for use in my home.**

Receiving Your Hot Tub - First Steps



1. FILL YOUR SPA WITH WATER

Know the water capacity of your tub. The information will be in your manual. Fill the tub through the filter with a common garden hose up until a few inches above the jets or 2 finger lengths below the neckline. Plug your tub in and let your spa heat up. This should take a few hours.

2. BALANCE YOUR WATER

It is crucial for a long-lasting tub that water balancing is top of mind. This means that you are going to balance the PH, Alkaline, & Calcium of the water. All the chemicals needed will be found in your startup kit. After filling your tub, then take your test strip and dip it in the water.



Alkalinity - Always start with balancing total alkalinity before water hardness (calcium). Alkalinity should read between 80 and 120 ppm on your test strip. If you have a low TA, you need to add a product found in your starter kit called TA Increase or TA Up. Only proceed to pH when Total Alkalinity is between 80 and 120 ppm.

pH - pH is important for maintaining clean, clear water that doesn't attack surfaces or irritate skin. When you use the Frog@ease test strip to test your pH levels, they should be in the range between 7.2-7.8. Readings above or below those suggested markers could cause corrosion or foaming. To adjust pH or Alkalinity use a booster or pH UP/DOWN.

Water Hardness (Calcium Level) - The hardness of hot tub water depends on how much calcium is present. Too much calcium means your water hardness is too high resulting in cloudiness, foaming, scale buildup, and can lead to corroded plumbing. Calcium levels should be kept between 150-300 ppm

Always wait a minimum of 30 minutes before checking the levels again.

When Total Alkalinity is 80-120 ppm, pH IS 7.2– 7.8 and Water Hardness is 150-300ppm YOUR water is balanced!

Receiving Your Hot Tub - First Steps

3. SANITIZING YOUR SPA

After Balancing your water, you will add your chlorine and mineral cartridges to your spa. Each cartridge has a different level that should be set before adding. This is based on the size of your spa. Please speak with a professional or refer to your manual to set the levels properly.

Making the sanitization process one step almost guarantees that you can't get it wrong if you've balanced your water correctly. Do the right thing and make your life easier when you use [Frog@ease sanitizer](#). If you are going with a traditional method of sanitizing, do not combine chlorine with a bromine shock system.

Always balance your spa before sanitizing it. Adding sanitizer before the pH is balanced might dull the effects of the sanitizer). Use a Chlorine or Bromine sanitizing system or go the easy route with the one-step FROG@ease system.



WATER BALANCING TIPS



- ✓ Balance before you sanitize
- ✓ Adjust chemical levels in small increments.
- ✓ Wait for chemicals to completely mix between pH adjustments. Wait for up to 6 hours
- ✓ Add chlorine shock if balancing takes longer than 2 days to maintain sanitizer levels
- ✓ Circulating water through the filter for at least 8 hours a day keeps your hot tub water in the best condition.
- ✓ Disclaimer: DO NOT use Chlorine shock with a Bromine system.

SEE IT IN ACTION



Black Pine
blackpine.com

253-265-4678
blackpine.com

MAINTAINING YOUR TUB

You have your tub and are enjoying all that it has to offer. However, maintenance is an important part of protecting your investment and getting the most use out of your hot tub.



HOT TUB MAINTENANCE SCHEDULE



Weekly

- ✓ Check Chemical Balance
- ✓ Check Water Level
- ✓ Wipe Down Cover
- ✓ Rinse Filters

Monthly

- ✓ Clean Cover & Protect Neck Pillows
- ✓ Deep Clean Filters
- ✓ Replace Frog @ease Cartridge (if applicable, otherwise sanitize as preferred.)

Quarterly

- ✓ Replace Frog @ease Mineral Cartridge or sanitize as preferred.

Semi-annually

- ✓ Drain & Refill Tub
- ✓ Clean Filters
- ✓ Clean Pillows

Yearly

- ✓ Replace Filters

WEEKLY TUB CLEANING



WHAT YOU WILL NEED



YOUR TUB'S MANUAL



ALKALINITY BOOSTER



WATER TESTING STRIPS



pH UP/DOWN



SANATIZER (BROMINE
OR CHLORINE)
GRANULES

Instructions:

1. Turn your spa off at the breaker
2. Remove your filters & Clean them with a garden hose (make sure to get in between the pleats).
3. Turn your breaker back on
4. Check water level and top off as needed
5. Test your water and adjust your chemical balance as needed
6. Add spa shock (non-chlorinated shock) weekly, this helps oxidize and clear up cloudy water.



Circulating water through the filter for at least 8 hours a day keeps your hot tub water in the best condition.

WEEKLY MAINTENANCE

How to Rinse Your Filter



Using Test Strips & Rinsing Filter



MONTHLY MAINTENANCE

Change Frog@Ease Cartridge



MAINTENANCE FAQ'S



✓ **Why do you need to purge your tub?**

✓ **What if my water is cloudy?**

✓ **What do these error messages on my control panel mean?**

✓ **Why is my water foamy?**

✓ **Why aren't my jets turning on?**

✓ **Brands We Trust**

Why you need to purge your hot tub?



While you might be doing everything to ensure your water is clean and properly balanced, there is something else you need to do to keep chemical buildup in your hot tub from clouding your experience.

Biofilm Buildup

When you wear lotions, cosmetics or even sunscreen contaminants can build up as you use your hot tub.

Why These are Important to Get Rid of

Some biofilms cannot be passed through the filter, and this can be detrimental to your hot tub if it is not properly maintained.

Cosmetics and lotions can cause corrosion in you tub and throughout the tub's plumbing if water is not properly filtered and cleaned.

When to Purge Your Hot Tub

Even if you are shocking your water, to avoid cloudy, foaming, and even viscous water, you should be sure that swimsuits are rinsed thoroughly, even if they have not just been washed. If you do not wear a swimsuit in the privacy of your own home oasis, then skip this step!



DOES YOUR TUB STILL LOOK DIRTY?

You might have to repeat this process multiple times if it's really been a while since your tub's last cleaning.

Why is my water foamy?



You might think bubbles are just a feature of hot tubs but there's a difference between bubbles and suds or foam!

Your Lotions/Cosmetics/Hair Products

Shower before getting in your swim spa or hot tub, this will take off things from your body such as oils, lotions, hairspray, hair gel, dirt, perfumes and colognes and deodorants etc.

It's Your Laundry Detergent

You should be sure that your swimsuits are rinsed thoroughly and not just with detergents, but with water and then dried, as detergents cause foaming. If you do not wear a swimsuit in the privacy of your own home oasis, then skip this step!

Too much Calcium

The higher the calcium the more basic your PH level is. As a result, the water will be less acidic and more prone to foaming.

What if my water is cloudy?



If you're worried about water being too cloudy or foamy, here are some tips to help your mind rest easy.

Some Solutions!

- ✓ Your personal products like body oils and lotions can cause the water to get hazy or cloudy and detergents from washing bathing suits can even make water foam up
- ✓ Use Bright and Clear to get rid of suspended dust particles and oils on the surface of the water.
- ✓ Is the pH balanced? You might need to use an Alkalinity booster or pH UP/DOWN
- ✓ Have you sanitized? Add sanitizer as needed. We recommend using the granular kind for more precise distribution or use our [Frog @ease In-Line Sanitizer](#).
- ✓ If balancing your water takes longer than 2 days, shock the water with a chlorinating shock oxidizer.
- ✓ Clean your filter(s)! Cloudy water can be a result of filters being dirty. A rinse or deep clean with filter solution may be needed.

Why aren't my jets turning on?

Could be due to an Airlock



Your jets aren't working? Or they're making that "mmmmmmmm" sound. It may be because your jets have an airlock. What that means is that air gets trapped inside of the hot tub plumbing and prevents water from flowing through the pipes. Don't freak out. This is a simple fix.

How to Release your Air Lock

A frozen air lock is most likely the result of draining and refilling your tub. In simple terms your tub just needs a good burping.

STEP 1

Take off your tub's access panel and notice two PVC pipes. That is a part of your plumbing.

STEP 2

Select the intake collar, which is the horizontal PVC pipe. You will see a coupler connecting the pipe to plumbing.

STEP 3

Loosen the coupler and you will hear air passing through. Tighten back up and repeat if you have multiple pumps.

How to Clean Your Jets

STEP 1

Spray jet inserts with a mixture of 1 part vinegar to two parts warm water and let soak for 10 - 15 minutes.

STEP 2

Periodically rotate the spinner nozzle to break up residue in the jets.

STEP 3

Rinse the jet inserts with a standard garden hose.

What do these error messages mean?

Ugh those pesky things..
Usually, harmless though



Don't stress about those error messages. Most of them are harmless. More scared of you than you are of them, even.

ERROR LF

Error LF is usually referring to an issue with your filters. This is a simple fix. There is probably debris in your filter cartridge. Give it a quick once over or spray it down.

If you're getting a vague ERROR message it might have to do with your Airlock. Watch this video to learn more about how to release an airlock. The process is as easy as turning a handle.

GENERAL ERROR

ERROR OHH

If you're getting the message "ERROR OHH" on your control panel it's probably because it's not topped off completely even though it might look like it. Just add water.

ADDITIONAL MAINTENANCE FAQ'S

How to Change My Diverter Valve



Black Pine

And then you'll untwist the bottom part.

253-265-4679
blackpineusa.com

My Cover Lifter Won't Close



Black Pine

You're going to want

253-265-4679
blackpineusa.com

ADDITIONAL MAINTENANCE FAQ'S

How to Change Hot Tub Modes



Black Pine

253-285-4679
blackpinespa.com

Maintenance Brands We Like and Why?

No matter what you need these products for, there's a strong chance you'll need them in the future! Cleaning should be easy! Let us make this process quick and painless for you!!



FROG@ease

ONE STEP SANITIZING



The FROG@ease sanitizer combines all the steps of sanitizing into one. The efficiency and potency of a FROG@ease takes care of a whole month's worth of sanitizing allowing you to sit back and relax more often by maintaining comfortable pH levels with the ability to use less Chlorine, keeping those nasty smel



BRIGHT & CLEAR

NO MORE CLOUDYNESS

Leisure Time Bright & Clear limits the amount of sanitizer you need in your hot tub by using a unique polymer to neutralize dirt, oily films, and suspended particles to achieve sparkly clean water.



ORENDA

SPA PURGE SCRUB SOLUTION



SPA-500 is a powerful concentrate packed with enzymes designed for scrubbing the spa and its internal systems (pipes, jets, etc.). It helps flush non-living organics out of the tub when draining.