



FAMILY RUN BUSINESS
EST 1970

AMBASSADOR POOLS

MAKING LEISURE A PLEASURE

SYMPTOMS	POSSIBLE CAUSES	POSSIBLE REASON	SOLUTION	CHEMICAL
Cloudy Water	Build up of dirt and bather pollution	Insufficient chlorine or poor filtration	Backwash filter then super-chlorinate to 10ppm of free chlorine. Add clarifier to polish water	Liquid chlorine & Sparkle
	Start of algae growth	Insufficient levels of chlorine	Super chlorinate. After 24-hours backwash filter. Maintain chlorine level above 3ppm. Prevent recurrence of algae growth	Liquid chlorine, chlorine granules & chlorine tablets
	Chlorine ineffective	Over stabilisation	Dilute pool water and super-chlorinate	Liquid Chlorine
	Ineffective filtration	Filter blocked or filter media needs removing	Check sand, filter cartridge or D.E. Media	See filter guide
	Suspended particles	Precipitation of salts due to high pH or high alkalinity	Correct pH and/or alkalinity	Dry acid
Unpleasant water. Sore eyes/throat. Itching skin	High combined chlorines	Free chlorine levels too low	Dilute pool water	Tile and liner cleaner
	Detergents from cleaning compounds getting into pool water	Reaction between chlorine and detergent	Use chlorine compatible cleaners	Tile and liner cleaner
	Water too acidic or alkaline	pH too low or too high	Correct pH as in chart	Dry alkali or dry acid
Chlorine level difficult to maintain	Sunlight destroys chlorine	Chlorine not stabilised	Use stabiliser or stabilised chlorine	Stabiliser Chlorine Granules/tablets
	Build up of pollutants	Insufficient chlorination	Super chlorinate	Liquid Chlorine
	High water temperature	Organisms multiply more rapidly	Increase dose rate of sanitizer	Chlorine granules/Tablets
Apparent inability to get a chlorine reading on a test kit inspite of chlorine	Chlorine level may be too high	High chlorine content bleaches reagent in test tablet	De-chlorinate. Allow chlorine to reduce naturally over a period of time. If very high reduce with chemicals. Consult Ambassador Pools	Neutraliser
Dirt on pool wall at water line	Build up of body fat, sun oil or cosmetics	Irregular cleaning or surfaces	Clean with environmental friendly chemical	Tile and liner cleaner

pH too low	Low pH of local mains water	Insufficient dry alkali being added	Add dry alkali as per instructions pH to be between 7.2 and 7.6	Dry Alkali
	Use of acidic chlorine donors			
pH too high	High pH of local mains water	Insufficient dry acid being added or applied incorrectly	Add acid as per instructions. Maintain pH between 7.2 and 7.6	Dry acid
	Use of alkaline donors	High alkalinity	Reduce alkalinity to 200 ppm. Check pH	Dry acid
	Salts being leached from new concrete pools	Self correcting over a period of time	Add acid to maintain pH between 7.2 and 7.6	Dry acid
pH levels erratic	Insufficient bicarbonate to buffer pH	Low total alkalinity	Add bicarbonate. Minimum 100ppm required	Alkalinity increaser
pH locked	Too high a level of bicarbonates	Topping up from mains water can increase alkalinity in hard water areas	Reduce alkalinity to 200 ppm. Check pH. Consult Ambassador Pools	Dry acid
Low alkalinity	Bicarbonate reduced by dilution particularly in soft water	Mains water has low level of bicarbonates	Add bicarbonate. Minimum 100ppm required. Consult Ambassador Pools	Alkalinity increaser
Pool Walls feel slimy	Algae growing	Insufficient chlorination and pool wall brushing	Super chlorinate to kill algae. Sweep or vacuum debris. Prevent recurrence with algaecide	Liquid chlorine Algaecide
Rough scale formed on pool surfaces	Water out of balance	Ratio of calcium hardness to total alkalinity incorrect	Check levels of pH, alkalinity and calcium. Consult Ambassador Pools	As directed by Ambassador Pools
Sharp edges round tiles	Grout being leached by water	Mains water too soft	Re-grout the pool. Increase calcium levels to min 250 ppm and maintain. Consider changing sanitiser to HTH Calcium Hypochlorite which will ensure calcium levels are maintained	HTH Calcium hypochlorite