

Water Treatment Guide



Softub[®]
"Simple is Better"
Spas 

Safety Tips

- Pregnant women, persons with heart disease, diabetes, high or low blood pressure, or any serious illness, and persons with any doubt should not enter a spa or hot tub without prior consultation with their doctor.
- There is a distinction between warm water and hot. The maximum safe temperature for bathers is 40°C (104°F).
- Fifteen minutes per soak is the recommended time at 40°C (104°F).
- Never use a spa or hot tub under the influence of alcohol or drugs.
- Read and follow product label directions carefully.
- Always add chemical products to water, never water to chemicals.
- Store chemicals in cool, dry storage.
- Do not add chemical products when bathers are in the spa.

Start up Procedures (Fresh Fill)



If you are not filling your spa with municipal water, please test for hardness using CAPO 6 in 1 test strips and adjust accordingly before adding any other water treatment products.

1. Start by testing the Alkalinity of the water. If necessary, adjust using Alka Rise as directed on the packaging. The total Alkalinity needs to be in the range of 80-120ppm.

NOTE: Alkalinity works as a buffer to help keep pH in the correct range. Often, After adjusting the Alkalinity, the pH will fall into the correct range.

2. Once the Alkalinity is in the correct range, If the pH is not in the proper range, adjust using pH Booster or pH Reducer until the range is 7.2 -7.8 as per the indicator on the test strip bottle.

3. Add your preferred sanitizer at a rate of 1/2 a teaspoon directly into your WARM (90 degrees +) water. Repeat with 1/2 a teaspoon every 15- 20 minutes until your testing strips read the proper sanitizer level. Sanitizer helps kill bacteria, so make sure you are testing its levels regularly

Important to know:

- Do not over-sanitize. Start off with small amounts so you can gradually add more.
- The cleaner you are entering your Softub, the longer your water will last.
- Always leave your bi-fold lid in the open position after adding any water treatment products. This allows for gases from the chemicals to be released. If you skip this step, you could ruin your liner and bi-fold lid.
- Softub Canada recommends using the water treatment products listed in this guide. Failure to use the proper chemicals can lead to damage to your Softub and will void your warranty.
- **DO NOT USE FLOATERS OR TABLETS.** Chlorine or Bromine Tablets contain a chemical that will deteriorate your liner over time. Using a floating dispenser with tablets will **VOID YOUR WARRANTY.**



Water Treatment/Maintenance

Water treatment is an important factor in the enjoyment of your Softub Spa. Proper water maintenance is essential for the health of your friends and family and for permitting years of trouble-free use of your Softub. We strongly recommend using Spa Boss Chemicals, formulated for vinyl-lined spas or their exact equivalents.

The most common water chemistry problems that can damage the Softub are:

- 1 Improper pH management.** Too low a pH level will result in excessive wrinkles, vinyl liner damage and motor corrosion. Too high of a pH level will result in scaling on the liner, build-up inside the pump and plumbing and damage to the tub and motor.
- 2 Not removing the lid** and not turning on the jets when adding chemicals. (Leave the lid off and the water circulating for at least 15 minutes after adding chemicals.)
- 3 Use of improper chemicals.** Two common types of chlorine are used in pools and spas, Sodium Dichlor and Sodium trichlor. Sodium Dichlor (i.e. Spa Boss Chlorinating Granules) is the only recommended sanitizer for Softub spas. Sodium dichlor dissolves easily and has a neutral pH, which minimizes the effect it has on pH balance in spa water. Sodium trichlor compounds are not recommended because they have a very low pH, are very strong, and are difficult to dissolve. Sodium trichlor, floating chlorine dispensers, or Bromine may damage the vinyl liner and are **NOT** approved for use. Use of any sanitizer other than Sodium Dichlor (i.e. Spa Boss Chlorinating Granules) will void the warranty on your liner.
- 4 Using too much sanitizer/chemical products.**
- 5 Not maintaining the water chemistry.** The water chemistry in your tub should be checked at least twice a week. If it is neglected and the chemistry is allowed to get out of balance, your vinyl liner may be damaged. The owner is responsible for properly maintaining the chemical balance and sanitation of the water. Softub Canada is not responsible for any damages which result from improperly maintained water. Improper water maintenance may result in voiding the warranty. If you have any questions regarding chemicals, please contact your Local Servicing Dealer or Softub Canada Technical Support at 1-800-668-8827.

When properly maintained, your Softub Spa will last many years. The primary cause of failure is improper care of the water. A regular program of water maintenance is essential.

What Your Spa Needs

Circulation

Your Softub spa will circulate every day for a period of 15 minutes. There are some scenarios where you may need to keep the water circulating for a longer period of time. (i.e., when you need to get rid of cloudy water). Press the jets button once for the circulation to start.

Filtration

A filter that is operating properly helps keep the water clear by capturing any debris while the Softub is in use. When the filter is dirty or clogged, all this debris remains in the water. Check your owner's manual for detailed information on how to remove the filter for cleaning. Typically, you should clean your filter with Aqua Finesse Filter tablets or filter-free every 4 - 6 weeks.

Cleaning

Regular cleaning of the spa preserves the surfaces so the whole spa environment looks and feels better. Regular cleaning maintenance should be a priority for your Softub. If left unchecked, contaminants such as dirt, oil, and even bacteria can accumulate at the waterline, much like a bathtub ring. Use a skimmer net to remove floating debris, and wipe off any residue left on your liner near the water line. We recommend using a non-abrasive cloth to clean the surfaces of your Softub.

Testing

Test strips will let you know if your spa water is comfortable and if water treatment products need to be added. We recommend testing your water a minimum of twice a week to ensure proper chemical maintenance. Two (2) primary components affect spa water quality: Sanitizer and pH. Your water is comfortable, clean, and clear when both are within their recommended ranges.

Water Treatment

We offer a complete product line to support all our water treatment options. Softub Canada offers Sanitizers, Oxidizers, Balancers, and Accessories, all formulated for maximum performance and value.

As a family of quality products, the products work superbly on their own or in spas that use pre-installed devices, such as ozonators.

Our products provide numerous benefits. When used as recommended, they will:

- Make the water clean, safe, and feel comfortable.
- Kill bacteria, which can multiply rapidly in a spa due to warm water.
- Protect spa surfaces from stains caused by metals that are often dissolved in water.
- Protect spa equipment from scale caused by calcium deposits. Scale can accumulate on spa surfaces and inside filters, greatly reducing their effectiveness.
- Maintain an adequate sanitizer level at all times to kill bacteria.

Draining & Re-filling

How often you drain and re-fill your spa depends on how often you use it and how clean you are entering the water. The average time to change your water is 3-4 months or at least twice a year.

Before Draining

Use Whirlpool Rinse each time you empty your Softub to ensure your plumbing is clean upon refilling.

If Whirlpool Rinse is used, follow this procedure:

1. Remove filter cartridge.
2. Pour 250 ml of Whirlpool Rinse into a spa or hot tub prior to draining.
3. Turn the pump on with air control lever in closed position and let run for one (1) hour.
4. Drain Spa.
5. Repeat each time the spa is to be emptied and cleaned.

If Whirlpool Rinse is NOT used, follow this procedure:

2. Drain the water. Check your owner's manual for information.
3. Clean the spa surfaces.
4. Refill the spa with fresh water.
5. Add the recommended Softub products.

Upon Refilling

1. Test and adjust Total Alkalinity to be in the range of 80-120 ppm.
2. Adjust pH, if required, to 7.2 - 7.8 as per the indicator on the test strip bottle.
3. Add Chlorine or Bromine granules to bring the sanitizer to the correct level.
4. Make sure the filter is clean and installed properly.



Water Treatment Products



Chlorinating Granules (100% Sanitizer)

Fast-dissolving chlorine disinfectant that provides long-lasting control of bacteria and algae in spa water



Brominating Granules (52% Sanitizer)

Quick dissolving treatment that controls bacteria and algae in spa water



Aqua Chek 4 in 1 Test Strips

Serves as a guide to help with spa water levels. Use these daily



CAPO 6 in 1 Test Strips

Tests for Hardness, Chlorine, Bromine, pH and alkalinity. Use these daily.



Cal-Rise

Helps prevent corrosion of metal parts in Softub filtration system by safely raising the calcium hardness in the water.



Spa-Shock

Maintains crystal clear spa water and destroys foreign contaminants that sanitizer cannot. Should only be used when needed.



Alka-Rise

Increases Alkalinity in spa water

Water Treatment Products



pH Reducer

Decreases pH levels. Use when pH level is too high. High pH level leads to scale formation and cloudy water



pH Booster

Raises pH levels to prevent overall damage



Ultra-Spa

Creates soft, silky feeling water. Regular use clarifies and enhances sanitizer efficiency.



Whirl Pool Rinse

Degreases and removes harmful build-up and slime from spas plumping internal plumbing system



Spa Clear

Helps the filter remove suspended particles and restores brilliance to the water



Defoamer

Fast and effective way to eliminate and prevent foam



Descummer

Eliminates cloudy water, scum build-up, and offensive odors

**For a complete list of products, please visit
www.softubcanada.com**

Start Up Kits

Both start-up kits have been designed to make your life easier and keep your Softub water sparkling clean. Each kit is packaged in a convenient, water-resistant bucket.

Chlorine



- Chlorine Granules 800g
- pH Booster 750g
- pH Reducer 1kg
- Alkalinity Increaser 750g
- Ultra Spa 800g
- Chlorine Test Strips
- Filter Cleaner

Bromine



- Bromine Granules 800g
- pH Booster 750g
- pH Reducer 1kg
- Alkalinity Increaser 750g
- Ultra Spa 800g
- Chlorine Test Strips
- Filter Cleaner



Filter Free & Filter Cleaner Tablets
these products are used to clean and renew your filter.



TNL Vinyl Cleaner

TNL is specifically formulated to remove stubborn stains from vinyl.



Restore

Restores brilliance to dull, faded covers. & Vinyl. Contains UV inhibitors. Regular use will maintain surface appearance.