



## TROUBLESHOOTING TIPS

Hot tub owners tell us the @ease™ Floating System is the easiest water care system they have ever used. The key is to maintain water balance and make sure you replace the @ease™ SmartChlor™ cartridge when empty. Here are a few tips should you experience one of these issues.

### CLOUDY WATER

#### 1 CHECK YOUR WATER BALANCE.

a. If your pH or TA is off, SmartChlor™ will not be as effective

#### 2 CHECK TO SEE IF YOUR @ease™ SMARTCHLOR™ CARTRIDGE IS EMPTY

a. In some circumstances, the system may not completely flip over. Pull it out of the hot tub and drain all the water. Then put it back in. If it immediately flips over it's empty.

b. You can also shake it slightly to feel if there is any SmartChlor residual left inside.

#### 3 MAKE SURE YOUR MINERALS HAVE NOT BEEN USED FOR MORE THAN 4 MONTHS

a. When you hear minerals left inside, it is because one of the minerals does not completely dissolve. The mineral that does the bacteria fighting however only lasts 4 months so you must replace the minerals at that time. SmartChlor™ will only be effective when used with active FROG® minerals.

### OVER CHLORINATION

1 This is virtually impossible with the @ease™ Floating System due to the self-regulating process that converts the chlorine reserve to free chlorine automatically when needed.

2 When testing SmartChlor™ with a standard test strip you will see the total chlorine is higher than the free chlorine. That is perfectly ok. The total is the SmartChlor™ reserve that is inactive. When the hot tub needs more free chlorine to kill bacteria, it pulls from the reserve. Therefore no shocking is required when the total reading is different than the free reading.

3 To prevent confusion, always use @ease™ Test Strips. A 4-month supply comes with every @ease™ Floating and In-Line Sanitizing Systems.

### UNDER CHLORINATION

1 See cloudy water as those are the same three things to check for this situation.

