

Troubleshooting Guide

PROBLEM	CAUSES	SOLUTIONS	
Cloudy Water	High pH	Bring your pH into the desired range of 7.4 - 7.6 ppm.	Maintain a proper pH level by using IDEAL pH Reducer .
	Dirty Filter	Check filtration system. Backwash if necessary.	Use IDEAL Filter Cleaner each spring and fall.
	Low Free Chlorine Residual	Bring free chlorine into desired range of 1 - 3 ppm. Shock if necessary.	Maintain a proper level using one of the IDEAL chlorinating products.
	High Total Alkalinity	Test total alkalinity and adjust accordingly.	Lower total alkalinity in 100 - 175 ppm range by using IDEAL pH Reducer .
Green Water	Green Algae (hazy water)	Bring pH level to the 7.4 - 7.6 range. Shock with chlorine shock treatment per label instructions and add IDEAL Algaecide 60 or Algae Killer .	Add IDEAL Algaecide 60 or IDEAL Algaecide 30 every other week per label directions.
	Copper in Fill Water (clear water)	Use IDEAL Stain & Scale Magic at a rate of 3 oz. per 10,000 gallons. Let circulate overnight before adjusting chlorine or pH.	Add IDEAL Stain & Scale Magic every other week at a rate of 3 oz. per 10,000 gallons to prevent stains due to copper in the water.
Reddish Brown Water	Dissolved Iron or Manganese in water	Adjust pH to 7.4 - 7.6 range. Use IDEAL Stain & Scale Magic . Let pump run continuously until clear.	Add IDEAL Stain & Scale Magic every other week at a rate of 3 oz. per 10,000 gallons.
Eye & Skin Irritation	Combined Chlorine (chloramines) level too high	Shock the pool using one of the IDEAL shock treatments. Let circulate overnight and then adjust free chlorine residual to 1 - 3 ppm.	Shock treat every other week, after heavy use or rain. Test for free chlorine residual daily.
	pH level too high or too low	Adjust pH by using IDEAL pH Increaser or IDEAL pH Reducer to bring pH level to ideal range of 7.4 - 7.6 ppm.	Test pH level daily and maintain pH in 7.4 - 7.6 range.
Chlorine Odor	Combined Chlorine (chloramine) level too high. <i>The cause is NOT too much chlorine — it's not enough free available chlorine.</i>	Shock the pool using chlorine based shock at 1 lb. per 10,000 gallons. Let circulate overnight and then adjust free chlorine residual to 1 - 3 ppm.	Test pH level daily and maintain pH in 7.4 - 7.6 range.
Calcium Scale Formation	pH too high Total Alkalinity too high	Add IDEAL pH Reducer to bring pH into 7.4 - 7.6 ppm range and to bring total alkalinity down to 100 - 175 ppm.	Maintain pH level in 7.4 - 7.6 range. Maintain total alkalinity level at 100 - 175 ppm
	Calcium Hardness level too high	If hardness level is too high, some water may have to be drained. Add IDEAL Stain & Scale Magic per label directions.	Add IDEAL Stain & Scale Magic every other week at a rate of 3 oz. per 10,000 gallons.
Corrosion of Metal Parts	pH too low Total Alkalinity too low	Add IDEAL pH Increaser to bring pH into 7.4 - 7.6 ppm range.	Maintain pH level in 7.4 - 7.6 range. Add IDEAL Total Alkalinity Increaser to maintain total alkalinity level in the 100 - 175 ppm range.
	Calcium Hardness level too low	Add IDEAL Hardness Increaser to raise the calcium to 180 - 275 ppm.	Maintain calcium level at 180 - 275 ppm.

Pool Capacity The capacity is the number of gallons in your pool. You need to know the capacity to add the correct amount of chemicals to maintain clean balanced water.

To figure out the average depth:
 $Deep\ End\ Depth + Shallow\ End\ Depth = Depth \div 2 = Average\ Depth$

For rectangular pools: $Length \times Width \times Average\ Depth \times 7.5 = Total\ Gallons$
For circular pools: $Dia. \times Dia. \times Average\ Depth \times 5.9 = Total\ Gallons$
For oval pools: $Long\ Dia. \times Short\ Dia. \times Average\ Depth \times 5.5 = Total\ Gallons$
Irregular shaped pools: $Long\ Dia. \times Short\ Dia. \times Average\ Depth \times 5.5 = Total\ Gallons \times .85 = Adjusted\ Total\ Gallons.$