

## Thank you for choosing Quartzon

Your new pool surface is extremely durable and has been designed to retain its vibrant colour for many years. It is important to maintain the water balance in order to prolong your pool interior's life.

This information sheet has been designed to give you a step-by-step guide on how to maintain your pool render surface. Please read the information and follow the instructions, particularly during the first four weeks of your pool's installation.

## Balanced pool water is your responsibility

It is important to understand that your pool's water will become either corrosive or scale forming if it's not kept in proper balance. Please note that your pool render warranty may be compromised if you do not care for the surface of your pool as recommended by this guide. For information not included in this guide, or if you require further help balancing your pool's water, please contact your pool service professional.

## Important product warranty and registration information

It is important to register your new pool interior at [www.quartzon.com.au/poolownerwarranty](http://www.quartzon.com.au/poolownerwarranty) to ensure we are able to provide effective warranty and backup support in the future.

To the extent that it is lawful we exclude warranties implied by law and limit our liability to the cost of replacing the product. We accept no liability for loss or injury caused by improper use, incompetent preparation, inept or negligent application or ordinary wear and tear.

## Ideal chemical levels for your Quartzon pool

Test Item	Ideal Range
Potential Hydrogen (pH)	7.2 - 7.4
Total Alkalinity (TA)	80 - 120ppm
Calcium Hardness (CH)	200 - 250ppm

## So what are pH, TA and CH?

To avoid potential damage to your pool render surface, your pool water must be continually maintained in proper balance:

### Potential Hydrogen (pH)

This is the measure of the acidity and alkalinity levels in the pool water. Adding too much acid causes the pH to drop and become acidic. A pH reading less than 7 is considered acidic and will become corrosive, leading to damage to pool surfaces and metal fixtures. If your pool water is acidic, your eyes may sting when swimming and skin irritations may develop.

Water with a pH above 7.8 (or 'alkaline') will cause scale to form on pool surfaces and create cloudy water. If your water is too alkaline, you may notice dry skin and discomfort in your eyes.

## Total Alkalinity (TA)

This is the measure of the total dissolved alkaline compounds in the pool water. The TA measures the resistance of the pool water to changes in pH. For example, if the Total Alkalinity is low, the addition of excessive acid can lower the pH sharply and damage the pool surface and equipment. The higher the TA, the less pH fluctuates.

## Calcium Hardness (CH)

CH is the measure of dissolved calcium compounds in the water. When calcium levels are low, the water will try to take it from the surface and equipment, causing erosion.

A high calcium level can cause cloudy water or scale formation.

## Tips for adding chemicals

- Check sanitiser levels and adjust prior to balancing pH. It is recommended to add chlorine at night and acid in the morning.
- Always dilute or dissolve chemicals in a bucket of pool water. Add the chemicals to the water, not the water to the chemicals.
- Spread the diluted chemicals evenly over the entire surface of the pool while the pump and filter are operating. Leave the filter running for 30 minutes afterwards.
- Always use reputable brand-name pool chemicals and pool salts. Cheaper products often contain impurities (such as metals) which can stain the pool surface and damage pool equipment. Unfortunately salt stain is a very common occurrence when using poor quality salts.
- **Never mix chemicals.** Allow sufficient time between adding each chemical according to the manufacturer's instructions.
- The more you use your pool, the more regularly you need to check and adjust your water balance.

## The first 4 weeks are crucial

Your pool is most vulnerable to calcium build-up during what's called the 'start-up period', or the first 4 weeks after installation. Ensure you strictly follow these steps in order to prevent damage to your pool surface.

- 1 Add CAL-STOP as soon the pool has been filled. CAL-STOP is an additive designed to keep dissolved minerals, such as calcium, in their liquid form. This will prevent the minerals from solidifying and 'scaling out' on the surface.

**Note: CAL-STOP does not remove existing calcium scale, it is a preventative measure.** Refer to the last page of this document for more information.

- 2 Ensure that your pool water is balanced to the recommended levels (see page 3) as soon as your pool is filled. If you have used a pool builder, they often will do this for you prior to the handover of the pool. **Note: Do not adjust CH until after 3 months** (see page 6).
- 3 Your pH will rise rapidly over the first month. If your pH level rises above 8.0, calcium scale may start forming on the walls and floor of your pool even if you have used CAL-STOP appropriately. Because of this, it is vital that your pH is maintained within the suggested range. Following this testing schedule will help maintain your pH levels:
  - **First week – every day**
  - **Week 2 – every second day**
  - **Weeks 3 and 4 – every third or fourth day**
- 4 **Test TA weekly and adjust as necessary.** If TA is lower than 80ppm (parts per million), increase to recommended levels by adding total alkalinity increaser (your local pool shop can provide detailed information).
- 5 **Do not add calcium within the first 3 months.** Your calcium hardness will increase over the first few weeks as the cement in your concrete shell and pool render cures.
- 6 **Brush the walls and floor of your pool daily** with a nylon pool brush to remove chemical and mineral residues from the surface. Allow the residue to settle then manually vacuum excess residue and backwash the filter.
- 7 **Do not add salt within the first 4 weeks.** Instead, we suggest stabilised liquid chlorine for water sanitation during the start up period and when you do add salt, make sure the pH is correct to prevent staining.

## Week 5 onwards

- 1 Test pH and TA weekly and balance to the levels recommended on page 3.
- 2 Add hydrochloric acid and total alkalinity increaser as required.
- 3 If you choose to use a salt water chlorinator, you can convert over from week 6. Add salt and start the salt-water chlorinator. Spread the salt evenly around the pool (keep moving the salt in the water until it is fully dissolved). Do not allow undissolved salt to settle at the bottom of the pool, this can create salt stains.
- 4 Test CH immediately in week 12, if it's lower than 200 ppm (parts per million), increase slowly over a month to within recommended levels by adding calcium hardness increaser. Later, test CH monthly and balance.
- 5 Brush the walls and floor of your pool with a nylon pool brush regularly to remove chemical and mineral residues from the surface. Allow the residue to settle, then manually vacuum excess residue to waste. Do this as long as residue continues to appear on the walls and floor.

## Troubleshooting guide

Problem	Presentation	Possible Cause	Possible Solution
Calcium scale or sharp surface	<ol style="list-style-type: none"> <li>1 Deposit on surface, white, brown, grey or green discolouration, blotchy.</li> <li>2 Sharp crystals</li> </ol>	<ol style="list-style-type: none"> <li>1 Poor water chemistry (i.e. water out of balance).</li> <li>2 High Calcium Hardness &gt;300ppm</li> </ol>	Calcium scale can be easily fixed by pool service professionals
Rust marks/metal stains	Small brown/black/yellow marks.	<ol style="list-style-type: none"> <li>1 Rust from hair clips/other metal items.</li> <li>2 No metal sequestering agent added.</li> </ol>	<ol style="list-style-type: none"> <li>1 Brush with nylon brush.</li> <li>2 Use citric acid following manufacturers instructions</li> </ol>
Leaf stains	Similar to rust marks or green/yellow/black marks	Decaying leaves left on surface.	<ol style="list-style-type: none"> <li>1 Scrub with stain eraser block and/or bleach with stabilised granular chlorine .</li> <li>2 Superchlorinate.</li> </ol>
Salt stains	Light brown marks/spots running in channels to deep end.	Undissolved salt sitting on surface.	Add citric acid following manufacturers instructions, then brush and rebalance pool.
Spots/Lines	Raised spots/lines on surface. Usually white but can be brown or grey.	A calcium build-up that pushes through the surface.	Sand back the calcium using wet-and-dry sandpaper or a rubbing stone

## Cal-Stop

Calcium in the water may deposit on the surface if pool water is out of balance. These deposits can result in a cloudy, blotchy looking surface or sharp crystals covering the pool interior.

We understand that sometimes your pool water may go out of balance and that's why we recommend using CAL-STOP to inhibit the calcium from depositing on the surface even at moderately high pH levels.

When your pool water is maintained properly CAL-STOP is effective for up to 6 months, so all you have to do is pour a bottle of CAL-STOP in the pool water twice a year to keep your pool surface looking and feeling its best.

Contact us for more information and names of local stockists. Or purchase CAL-STOP from our website [www.quartzon.com.au](http://www.quartzon.com.au)

