

Troubleshooting

Below are common problems you'll find in pools and recommended solutions.

Please note: In all cases, taking a water sample to your **BioGuard® dealer** for analysis is the best solution.

Algae



Definition / Cause

A common "green" algae that can be free floating or wall-clinging. Ranges in severity from patches on walls and bottoms to entire pools. Can clog filters and create surface damage if left unchecked.

Solution

- **Banish®**: Kills all types of swimming pool algae

Black Algae



Definition / Cause

Forms in cracks and crevices on pool surfaces, especially plaster finishes. Known for protective coatings that make it impervious to normal chlorine levels.

Solution

- **Banish®**: Kills all types of swimming pool algae
- **Spot Kill®**: Formulated to kill black algae on walls.
- **Spot Kill WP**: Only used on white plaster pools.

Chlorine Residual



Description / Cause

The most common cause of increased chlorine demand is a high level of contaminants.

Solution

- **Burn Out Extreme®** or **Burn Out 35**: Corrects chlorine levels
- Take a water sample to your **BioGuard Dealer** and let them perform a test to help

Cloudy Water



Definition / Cause

Hazy, murky appearance. Caused by poor filtration, inadequate circulation, water balance, low sanitizer levels and/or lack of routine oxidation.

Solution

- **Lo 'N Slo®**: Corrects high pH
- **Strip Kwik®** or NEW improved **Kleen It®**: Cleans dirty filter media
- **Burn Out Extreme®** or **Burn Out 35**: Boosts sanitizer levels

Foam



Definition / Cause

Foam is caused by elevated levels of algicide or a foaming algicide in pools with jetted returns, attached spas or water features. Foaming can also be caused by a foreign contaminant such as soap or oil entering

the pool. Foam should dissipate over time, but the use of AntiFoam will help clear the foam much more rapidly.

Solution

- **Anti-Foam:** Eliminates foam quickly
- To prevent foam from occurring due to high algicide levels, skip your next scheduled addition of **Back Up®** or switch to non-foaming **Algae All 60®**

Mustard (yellow) Algae



Definition / Cause

A chlorine-resistant form of green algae. Often resembles dirt or sand on bottom or sides of pool. It can be brushed away very easily, but returns quickly. Although it can create a large chlorine demand, it has been known to survive in high levels of chlorine.

Solution

- **Banish®:** Kills all types of swimming pool algae

Scale



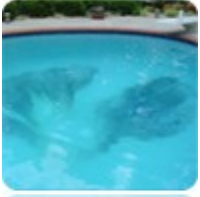
Definiton / Cause

Scale formation is caused by high calcium hardness.

Solution

- **Scale Inhibitor:** Eliminates scale discoloration. Helps prevent scale from forming on pool surfaces and damaging the equipment

Staining



Definition / Cause

Discoloration of pool equipment and surfaces caused by contamination, sunlight and metals in pool water.

Solution

- **Stain Remover:** Removes most stains from pool surfaces and returns all metals to pool water
- **Pool Magnet® Plus:** Ties up metals in pool water
- **Sparkle-Up®:** Aids physical removal of metals through filter