

Problem	Probable Cause	Solution
Algae growth	<ul style="list-style-type: none"> • Sanitiser levels low • No algaecide being used • High pH reducing effectiveness of sanitiser 	<ul style="list-style-type: none"> • Check sanitiser levels and rebalance • Use algaecide • Reduce pH to between 7.2 – 7.6
Scale formation, flakes, high calcium	<ul style="list-style-type: none"> • Build up of calcium in water 	<ul style="list-style-type: none"> • Dilute pool water if the mains supply has a lower calcium level • Floc pool to remove build up • Use 'stain & scale inhibitor'
Pool grouting eroding, low calcium	<ul style="list-style-type: none"> • Low calcium levels in mains water 	<ul style="list-style-type: none"> • Increase calcium levels to a min of 200ppm
Cloudy water	<ul style="list-style-type: none"> • Build-up of particles, body lotions etc • Low levels of sanitiser • Cyanuric acid too high • Filtration not working properly • Water chemicals imbalanced 	<ul style="list-style-type: none"> • Try and minimise swimmer pollution • Check sanitiser levels and if needed shock pool • Dilute pool to reduce cyanuric acid • Check filtration is working properly and clean • Adjust water chemical levels
No chlorine levels even after addition	<ul style="list-style-type: none"> • Chlorine levels may be too high which bleach test reagents. • A high build up of pollutants may be causing a drain on the chlorine levels. 	<ul style="list-style-type: none"> • Allow chlorine level to lower naturally or dilute pool by partial drain and refill • Shock dose pool if too many pollutants in pool
Low chlorine levels	<ul style="list-style-type: none"> • Higher bather load • Needs more chlorine/sanitiser added 	<ul style="list-style-type: none"> • Shock pool • Check levels and add more sanitiser
High chlorine levels	<ul style="list-style-type: none"> • Too much chlorine has been added 	<ul style="list-style-type: none"> • Allow chlorine levels to drop naturally or use a chlorine reducer
Green stains	<ul style="list-style-type: none"> • Copper in pool water 	<ul style="list-style-type: none"> • Test levels and rebalance water • Add stain and scale inhibitor • Aquasparke and Flockfix can be used to remove particles

pH Level high	<ul style="list-style-type: none"> • Alkaline shock treatment being administered • The water mains has a high pH 	<ul style="list-style-type: none"> • Add pH minus to reduce levels
pH level erratic	<ul style="list-style-type: none"> • Alkalinity levels are too low 	<ul style="list-style-type: none"> • Use TA Raiser to increase to levels between 80-150ppm
Slimy tiles or liner	<ul style="list-style-type: none"> • Algae build up or formation 	<ul style="list-style-type: none"> • Check sanitiser levels • Add algaecide • Brush and vacuum pool
Scale build up on pool surfaces	<ul style="list-style-type: none"> • Pool water not balanced 	<ul style="list-style-type: none"> • Check water balance • Add stain and scale inhibitor
Alkalinity level low		<ul style="list-style-type: none"> • Add TA Raiser to increase to a min of 80ppm
Alkalinity level high		<ul style="list-style-type: none"> • Use TA Reducer or pH minus