

# **Jacks Pool Care FAQ's**

## **My pool has stains. What do I do?**

We always suggest you start with the stain id kit to identify what the stains are and which products will remove them. Once you've determined that you can proceed to treat the pool.

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## **My stains are on the wall or the deep end (ie: floor) of the pool. How do I apply The Stain ID Kit products?**

The easiest method to applying the product is by using a knee high panty hose: put the product in the hose, tying a knot at the base of the product forming a ball and then hold it on the stain. If the stains cannot be reached with your hand you can tie the panty hose to a brush or skimmer pole.

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## **Why do I need The Blue, Pink, Purple, or Magenta Stuff included in my stain treatment?**

The stain removers will lift the stain off the surface, but it's The Blue, Pink, Purple, or Magenta Stuff that will remove the metals from the pool and into the filter.

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## **The stains in my pool are a rusty brown and yellowish color. My pool service man says they are iron. Which one of your products should I use to remove the stains?**

We would suggest doing The Stain ID Kit first instead of assuming what a stain is. That way you can save yourself a lot of time and money by not guessing.

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## **I have a Nature 2 System (or mineralization) and I have stains in my pool. What should I do?**

First you should do The Stain ID Kit to determine what's needed to remove the stains. Once you've determined what will work, you will need to remove the Nature 2 System while doing the treatment.

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**My stains are gone now. How should I rebalance my pool?**

The pool must be rebalanced very gradually using sodium bicarbonate/alkalinity increaser only (this may take a few days). Add no more than 4lbs. per day at a rate of 1 1/2lb. wait 3hrs, test, add 1 1/2lb. again, test and repeat until the level is where it should be. If your chlorine is low (due to a #1 treatment) you want to raise that gradually, also, and DO NOT SHOCK FOR AT LEAST A WEEK AFTER A TREATMENT!

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**How can I prevent the stains from coming back in my pool?**

We suggest you keep your pool on The Blue, Pink, Purple, or Magenta Stuff, keeping it between 10-12ppm by testing with the sequest test kit (not if using The Magenta Stuff) or by following the dosage directions on the bottle. We also suggest you purchase a sequest test kit to know for sure how much of The Blue, Pink, or Purple Stuff you have in your pool.

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**I have a salt pool or a pool with high total dissolved solids. Should I be using The Blue, Pink, Purple, or Magenta Stuff?**

You should be using The Purple Stuff or The Magenta Stuff, they are both formulated for salt pools and pools with high total dissolved solids.

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**Can I swim after using The Blue, Pink, Purple, or Magenta Stuff?**

Yes.

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**I have a heater that cannot be bypassed. After doing The Stain ID Kit, the #2 Treatment worked best. What should I do?**

If you heater cannot be bypassed we suggest putting the pool on The Blue, Purple, or Magenta Stuff only at an initial dose of one quart per 10,000 (one quart per 15,000 for Magenta Stuff) gallons, and if using the Sequest Test Kit, testing it once a week to keep the Blue or Purple Stuff at 20ppm. If using The Magenta Stuff, which cannot be tested with the Sequest Test Kit, add 8-10oz. per week based on a 15,000 gallon pool.

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**I have a heater on my pool. Is The Pink, Blue, Purple, or Magenta Stuff safe on my heater?**

Yes.

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**I have a white scale looking appearance in my pool. What should I do?**

We suggest doing The Stain ID Kit first.

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**I have algae in my pool. Which one of your products should I use?**

We suggest using The Yellow Stuff to treat the algae in your pool. If you sanitize it with chlorine, it will not work with ionization systems (Nature 2, Frog Systems, and Catalyst)

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**If I use your Catalyst System, will I still have to use chlorine to sanitize the pool?**

Yes, you will still have to use chlorine. The Catalyst does not replace using chlorine but it does cut down on the amount of chlorine you will have to use in your pool.

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**What should I use along with the Catalyst System to prevent staining?**

We suggest using The Ionizer Stuff in a monthly dose to prevent staining.

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**I have yellowish-brown stains on my steps and nowhere else in the pool. Should I try The Step Stuff kit?**

Yes, make sure pool is in balance to what it says on the back of the kit and the pool pump is turned off.