

# TROUBLESHOOTING TIPS

Many users tell us the FROG @ease System is the easiest water care system they have ever used. The key is to maintain water balance and make sure you replace the FROG @ease SmartChlor Cartridge when empty. (Approximately every 3-4 weeks).

## HOW TO FIX CLOUDY WATER / UNDER CHLORINATION

### 1 SHOCK THE SWIM SPA WITH FROG MAINTAIN® FOR SWIM SPAS NON-CHLORINE SHOCK

### 2 CHECK YOUR WATER BALANCE

- If your pH or Total Alkalinity is off, SmartChlor will not be as effective

**Most Often:** The Free Chlorine residual is low when the pH is too high.

- Add “pH Down” to bring the pH into the ideal range of 7.2 to 7.6.
- The Free Chlorine residual will then come back up to 0.5 ppm after the pH adjustment has been made.



One dose 16 oz for swim spas up to 3,000 gallons

### 3 CHECK TO SEE IF YOUR FROG @ease SMARTCHLOR CARTRIDGE IS EMPTY

- In some circumstances the System may not completely flip over. Pull it out of the swim spa and drain all the water. Then, put it back in. If it immediately flips over, it's empty.
- The SmartChlor Cartridge is translucent, you should see if it's empty or not

### 4 MAKE SURE THE MINERALS HAVE NOT BEEN USED FOR MORE THAN 4 MONTHS

- When you hear minerals left inside the blue Mineral Cartridge, it is because the minerals do not completely dissolve. The mineral that fights bacteria, however, lasts only 4 months so you must replace the FROG @ease Mineral Cartridge at that time or when you drain and refill the swim spa.
- If you keep the swim spa water longer than 4 months, you must replace the Minerals at 4 months or whenever you drain and refill the swim spa, whichever comes first.
- Make a note to replace the Mineral Cartridge at 4 months, and a reminder to replace it every time you drain and refill - use the reminder on the FREE FROG Water Care App. (Download it on the App store or Google Play)

## HIGH COMBINED CHLORINE LEVELS

**1 THIS IS NORMAL!** With the FROG @ease System's self-regulating process, a chlorine reserve converts to Free Chlorine automatically when needed.

**2** When testing SmartChlor with any other test strips you will see the Total Chlorine is higher than the Free Chlorine. The Total is the SmartChlor Reserve that is inactive. When the swim spa needs more Free Chlorine to kill bacteria, it pulls from the Reserve. Therefore, no shocking is required when the Total Chlorine reading is different than the Free Chlorine reading.

**3** To prevent confusion, always use FROG @ease Test Strips. A 30-count bottle comes with every FROG @ease System.

\*Compared to the minimum ANSI recommended chlorine level of 2.0 ppm for a spa.