

## HOT TUB NOT HOLDING SANITIZER: TROUBLESHOOTING FLOWCHART

### IS YOUR SANITIZER DISAPPEARING TOO FAST?

Sanitizer is consumed by contaminants, poor water balance, or hidden buildup. Follow this guide to find the cause and fix it.

**IDEAL LEVEL: FREE CHLORINE 3–5 ppm | TOTAL BROMINE 4–6 ppm**

### TEST YOUR WATER

Use a reliable test kit (liquid kit preferred).  
Test 1–2 times per week and after heavy use.



#### SANITIZER HOLDS STEADY

#### SANITIZER SOMETIMES DROPS

#### SANITIZER WON'T HOLD

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### BASICS CHECK

Good job! Your spa is on track. Keep up with regular care.

- ✓ Water less than 3–4 months old
- ✓ Filters clean and maintained
- ✓ Circulation 4–8 hrs per day
- ✓ Cover underside clean
- ✓ Using a reliable test method



### KEEP IT THAT WAY!

Test regularly, clean filters, and maintain balanced water.

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### CHECK WATER BALANCE

Unbalanced water increases sanitizer demand and reduces effectiveness.



- 💧 pH: 7.2–7.8
- 💧 Alkalinity: 80–120 ppm
- 💧 Calcium Hardness: 150–250 ppm
- 💧 Sanitizer: \_\_\_\_\_

### CHECK WHAT APPLIES

- ✓ pH is out of range
- ✓ Alkalinity is out of range
- ✓ Sanitizer hard to maintain even after shocking



### BALANCE FIRST

Adjust pH and alkalinity to the ideal range. Then retest and recheck sanitizer.

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### CHECK FOR HIGH SANITIZER DEMAND

Contaminants and heavy use burn through sanitizer quickly.

- ✓ Cloudy water
- ✓ Foamy water
- ✓ Strong odor
- ✓ Slimy or dirty filters
- ✓ Heavy recent use
- ✓ Detergent-washed swimsuits
- ✓ Oils, lotions, deodorant, makeup, or hair products
- ✓ High TDS (old/overused water)
- ✓ Debris (leaves, pollen, bugs)



### CLEAN IT UP & OXIDIZE

Remove contaminants, deep-clean filters, and shock the water.

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### CHECK FOR BIOFILM

Biofilm in plumbing can eat sanitizer fast.

- ✓ Sanitizer drops to zero within hours
- ✓ Cloudy water returns after clearing
- ✓ Foam returns quickly
- ✓ Musty or sour odor
- ✓ Older spa or unknown history
- ✓ Never purged plumbing
- ✓ Water problems always come back



### PURGE PLUMBING

Biofilm hides in pipes and protects bacteria from sanitizer. Purging removes it.

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### CHECK FOR OTHER CONTAMINATION SOURCES

Look for anything adding extra load to the water.



- ✓ Dirty or old filters
- ✓ Dirty cover underside
- ✓ Debris in footwell or filter area
- ✓ High bather load without shocking
- ✓ Expired or incompatible chemicals
- ✓ Oil absorbers or defoamers left in water too long
- ✓ Poor circulation or flow.



### CORRECT & RETEST

Fix any issues you find. Then shock and retest sanitizer.

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### FIXES IN THE CORRECT ORDER

Follow this sequence for the fastest recovery.



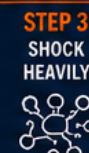
**STEP 1  
BALANCE WATER**

Adjust alkalinity to 80–120 ppm.  
Adjust pH to 7.2–7.8.



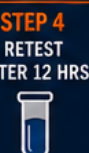
**STEP 2  
DEEP-CLEAN FILTERS**

Rinse thoroughly. Soak in filter cleaner for 12–24 hrs. Rinse again.



**STEP 3  
SHOCK HEAVILY**

Add oxidizing shock for your system. Run pumps with cover open for 20–30 min.



**STEP 4  
RETEST AFTER 12 HRS**

If sanitizer still drops to zero, move to Step 5.



**STEP 5  
PURGE PLUMBING**

Add purge product. Run jets per instructions. Drain completely, clean, refill, balance & shock.



**STEP 6  
MONITOR 48 HOURS**

Sanitizer holds. Water stays clear. No odor or foam returns.



### STILL WON'T HOLD?

The issue may be water source, contamination load, circulation, filtration system, or chemical compatibility. Contact your dealer or service technician.

### PREVENT SANITIZER PROBLEMS



Shower before entering the spa.



Rinse swimsuits with plain water (no detergent).



Shock after heavy use or parties.



Clean filters every 2–4 weeks. Deep-clean monthly.



Drain and refill every 3–4 months or as needed.



Purge plumbing before every drain and refill.



Keep pH, alkalinity, and sanitizer in ideal range.



### REMEMBER

Clean, balanced water + proper maintenance = sanitizer holds steady, water stays clear, and your spa is always ready!

**NOTE:** Always follow product instructions and test water regularly. | Good maintenance • Consistent testing • Balanced chemistry = Clear, clean, enjoyable water!