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Troubleshooting Guide for Common Pool Water Problems

PROBLEM	CAUSE	TREATMENT
BLACK AND/OR DARK GREEN SPOTS ON WALLS	1. Black Algae	1. Use Phoenix Algae Blast Brush Spots Daily until they are gone.
YELLOW OR ORANGE SPOTS ON WALLS, ETC.	1. Mustard Algae 2. Iron in water	1. Use Phoenix CU-7 Copper Algicide 2. Use Phoenix Super Erace. Check pH
BROWN OR REDDISH-BROWN STAINS/RUST	1. Green algae 2. Copper or Iron dissolved in water	1. Use Phoenix Poly 60 or Phoenix CU-7 Copper Algicide. Check pH
CLOUDY GREEN WATER	1. Corrosion of metal pool hardware due to low pH 2. Iron or manganese dissolved in water 3. High pH & total alkalinity	1. Use Phoenix Stainbuster. Adjust pH 2. Use Phoenix Stainbuster. Check pH 3. Lower to proper range.
CLEAR GREEN WATER	1. Dissolved copper or Iron in fill water 2. Corrosion of copper/metal pool fixtures and pipes. 3. Very High pH & total alkalinity	1. Use Phoenix Stainbuster to prevent minerals from oxidizing and causing stains. 2. Treat with Phoenix Stainbuster, check water balance. 3. Lower to proper range.
CLOUDY WATER	1. Filter not removing small particles 2. Free chlorine residual too low 3. Inadequate filtration 4. Rainfall 5. High pH or total alkalinity	1. Use Phoenix Super Pool Pru Clarifier. 2. Shock treat with Phoenix Oxy Clean and add chlorine. 3. Use Phoenix Filter Cleaner or Phoenix Instant Filter Cleaner to improve filtration. 4. Shock treat with Phoenix Oxy Clean 5. Lower to proper range.
CALCIUM SCALE DEPOSITS	1. Hard water 2. High pH or total alkalinity	1. Use Phoenix Stainbuster prevention weekly. 2. Lower to proper range.
SKIN/EYE IRRITATION	1. Combined chlorine level is too high 2. pH is too low or too high	1. Shock treat with Phoenix Oxy Clean to destroy organic contaminants. 2. Adjust pH to proper range.
CHLORINE-LIKE ODOR	1. Combined chlorine level is too high	1. Shock treat with Phoenix Oxy Clean
SCUM ALONG WATER LINE	1. Body grease and oils.	1. Clean walls and surfaces with Phoenix Thick Tile and Vinyl or Enzyme Pool Refresher