

YOUR NEW POOL OWNERS GUIDE

Compliments of



BLUHVN

Swim for Life

Since 1973



CONGRATULATIONS!

Welcome to the world of pool ownership. Whether you purchased your pool for fitness or family time, there are some basic pool maintenance rules to follow that will make pool care simple, along with links to professional pool stores that will help you every step of the way with your pool maintenance. With the help of this guide, we hope you enjoy the time spent in your new pool.

Remonda

Remonda Rose Martinez
Director

Richie

Richie Hamawi
General Manager

Date of Installation: _____

Pool Volume: _____

Pump Brand and Size: _____

Filter Brand and Size: _____

Chlorinator Brand and Size: _____

Pool Cleaner (if any): _____

Heater Brand and Size (if any): _____

Pool Surface: _____

Salt or Mineral pool: _____



YOUR EQUIPMENT

Skimmer Box

At the front of your skimmer there is a flap called a weir door. This flap closes when the pump is switched off to prevent leaves and other debris from floating back into the pool. The water level of the pool should be between half and three quarters of the way up the skimmer box. If the water level is too low, the pump will starve for water and burn out. If the water level is too high then the pool cannot skim the debris out properly. High water level can also affect the integrity of the coping bed and lift the pavers. See notes below under 'Pump' for cleaning the basket.

Pump

The pump's job is to suck water from the skimmer box and pump it to your filter. The usual running time for the pump is 8 hours in Summer and 4 hours during the cooler months. This is usually split into two cycles. The exception to this would be if you are operating an energy efficient pump which is designed to use a lower flow for a longer period, giving you crystal clear water.

Inside your skimmer and your pump are two baskets. It is important that these are kept clean and clear of debris. If too much debris accumulates in the basket then it will reduce the flow of water to the pump and potentially cause the pump to run dry. This will cause significant damage. There is also an "o" ring in the lid of the pump which will require lubricating every 6 months or so. Use a silicone based lubricant and not Vaseline or other petroleum based products as these will perish the rubber. If the "o" ring is not maintained the system will develop an air leak. It is also important to check the area around the pump for any water leaks.

If a leak is detected, contact your pool professional as soon as possible so that it can be fixed without any potential risk of voiding your warranty.



Filter

Your pool will have either a media filter which will contain sand or glass, or a cartridge filter which contains an element. Water is forced through the filter under pressure and the dirt and small particles are trapped in the media before the clean water gets returned to the pool.

The pressure gauge attached to the filter tells you when the filter will require backwashing or the element will require hosing clean. It is important to make sure that your pressure gauge works at all times otherwise you will not know what is going on with your pool. Backwashing or element cleaning should be done when the gauge reaches the red section.

Refer to your product manual for information on cleaning your filter.

DO NOT TURN THE SANDFILTER VALVE HANDLE ON THE MULTIPORT VALVE WHEN THE SYSTEM IS OPERATING.

The multiport valve has the following settings:

- Filter** – normal pool operation
- Backwash** – used for cleaning
- Rinse** – used after backwash to rinse particles through the valve and pipes
- Waste** – for pumping water out of the pool
- Re-circulate** – this allows water to circulate back to the pool without going through the filter.
- Closed** – this prevents water going through any of the pipes and is normally only used for maintenance purposes.

YOUR EQUIPMENT (CONT.)

Eyeballs or pool returns

There are adjustable eyeball fittings in your pool where the water is returned. These should be set at a 45 degree angle to allow

the water to circulate properly. They should also be positioned to create a flow of water towards the skimmer box.

Salt Chlorinator

The salt chlorinator consists of two parts. The powerpack and the cell. The cell is where the sanitiser for your pool is made. The salt or minerals added to the pool are converted by a process called electrolysis. The cell is self cleaning but will require an additional manual clean every six months. It also has a small water sensor at the end of the cell that needs to be kept clean. It is recommended that Purex Salt Cell cleaner is used as opposed to a

diluted Hydrochloric Acid solution as this will prevent damage.

The power pack is usually mounted on a wall. It is connected to mains power and contains a timer which allows you to set the times that you want the equipment to operate. The salt chlorinator will not operate without water flow and will shut down the pump if adequate water flow is not detected.

When adding salt or minerals to your pool –

DO NOT ADD THROUGH THE SKIMMER BOX. Add one bag at a time and brush thoroughly until dissolved. Ensure the correct salt level at all times and if in doubt seek the advice of a Blue Haven professional



Heating

There are various ways to heat a pool including solar heating, heat pumps and gas heaters. If you have heating on your pool, it is imperative that you maintain

correct water balance to protect the heater from corrosion. Maintenance of the heater should be carried out as per the Manufacturer's handbook.

Pool Cleaners

You may have a robot cleaner, a suction cleaner or a pressure style cleaner on your pool.

If you are operating a robot cleaner, make sure you empty the bag or canister regularly. Sometimes these will appear clean but will have collected a large amount of fine dust from your pool so will still require cleaning. They rely on water flow to move the unit around the pool so if you find your cleaner is not moving as much as previously it could be due to the mesh being clogged by the fine particles.

A suction cleaner operates when the pump and filter are switched on. These cleaners are set up directly into the skimmer box which eliminates the skimming action of the pool. If you are in a leafy area you may want to consider the addition of an in-line leaf canister.

A pressure cleaner works from a dedicated return line and is operated by the water pressure created by the pump. It is important to make sure the attached leaf collector is emptied regularly.

TEST KITS & EQUIPMENT

Vacuum Head – used for manually vacuuming the pool. It may have wheels or brushes depending upon your pool surface.

Leaf Scoop or Rake – These are used for removing leaves from the pool.

Telescopic pole – This is the pole that the attachment clips onto.

Vacuum Hose – This is used to connect the vacuum head to the plate that goes in the skimmer box. The hose is designed specifically for vacuuming your pool manually and is not suitable for an automatic pool cleaner.

Pool Broom – this is used for brushing the walls and floor to prevent algae from forming and to remove surface dust and film.

Test strips or kits – these are to allow you to test the basic water balance at home. It is particularly important that the pH and chlorine levels be maintained and weekly testing during the warmer months is advised. Monthly testing is acceptable during the cooler months. Many people find it easier to test the basics and rely on their pool shop for the rest.

So now that you understand the equipment, it is time to look at the water balance or chemistry of your pool.

IDEAL WATER BALANCE

Chlorine – this should be maintained between 1.5ppm and 3.0ppm depending upon the temperature of the water. The warmer the water, the higher the chlorine level needs to be. Do not exceed 3.0ppm. It is also important that a minimum level be maintained otherwise ear, eye and skin infections from bacteria can result.

pH – this should be maintained between 7.2 and 7.6. This is the ideal range for swimmer comfort and chlorine performance.

Total Alkalinity – this should be maintained between 80 and 125ppm. Ideally, keep the level around 100ppm at all times.

Calcium Hardness – this needs to be maintained between 175 and 250ppm. If the level is too low, the water will attack the surface of the pool and degrade concrete, tiles and fibreglass. If the pool is running with a magnesium additive it is important to check the Total Hardness.

If all the levels are in the correct range, then the water is balanced. This will eliminate the risk of surface or equipment damage, sore and irritating eyes and skin, potential for water carried illness, algae build up and scale formation.

Salt and/or mineral levels – these must be tested and maintained at all times to prevent damage to the chlorinator and to provide the correct level for maximum sanitiser production.

Stabiliser – this prevents the loss of chlorine to sunlight and should be maintained around 50ppm. Do not allow to drop below 30ppm as it will not protect the chlorine from being removed by UV rays.



MAINTENANCE

Now that you are a pool owner, it is a good idea to make a regular maintenance program.

Weekly

Test pH and chlorine levels to ensure water is safe to swim in. Clean your skimmer basket and pump basket if necessary. If the "o" ring is dry use a silicone based lubricant. Give the pool surface a brush. Check that the water level is high enough. Check the filter pressure gauge and clean or backwash if necessary.

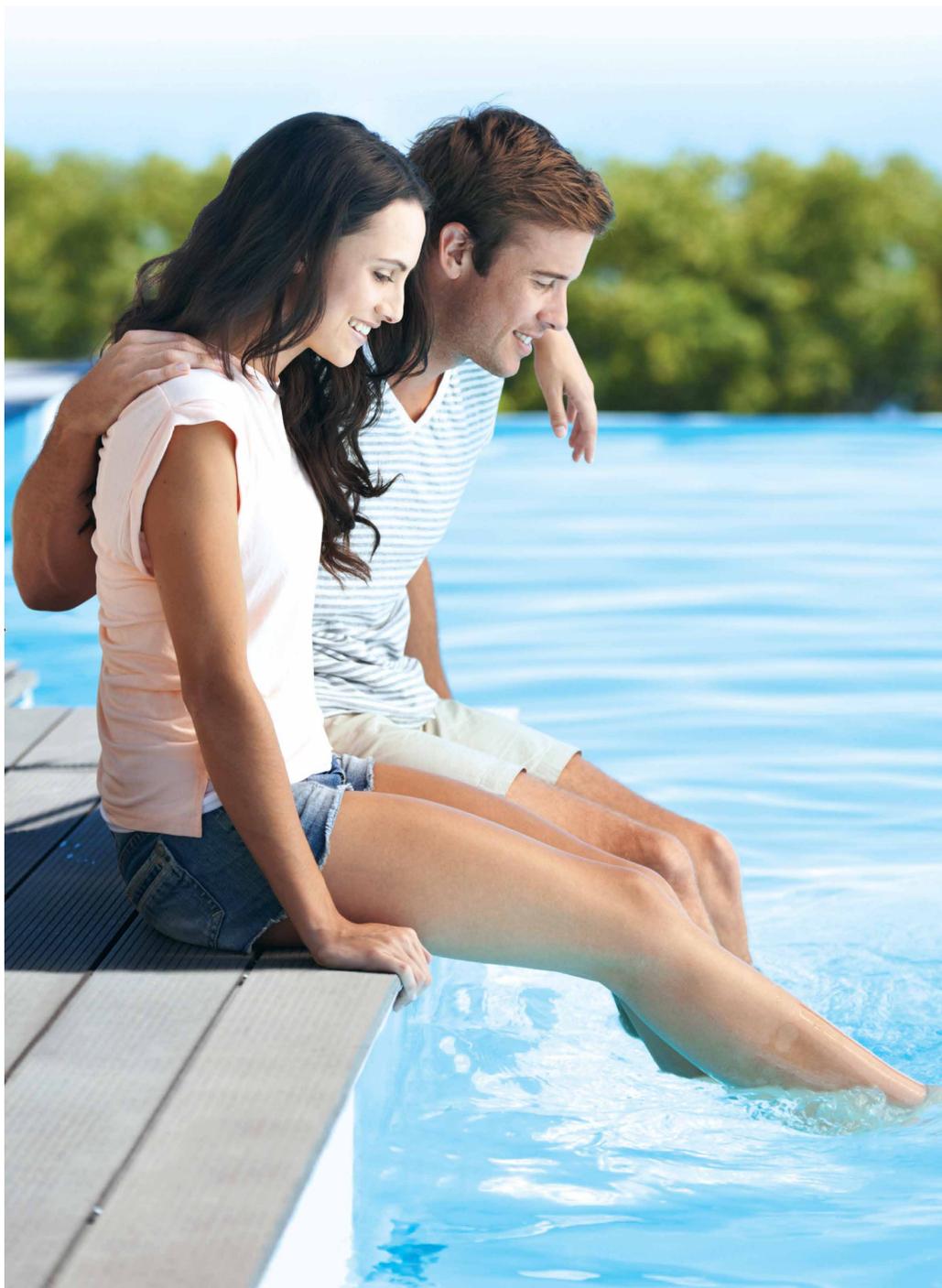
Monthly

Do everything you would do on your weekly maintenance and also do the following Visit your pool shop and get the Total Alkalinity, Stabiliser, Calcium or Total Hardness, Salt or mineral levels checked. Adjust if necessary. Check that the salt cell and sensor do not require cleaning. Clean if necessary using Salt Cell Cleaner.

Annually

Clean the filter chemically using filter cleaner and degreaser. The exception to this is a pool that is operating Viron Active glass as this will not require cleaning.





COMMON ISSUES

Algae formation

This is due to either the incorrect level of sanitiser, poor circulation or lack of maintenance. It is important to try and determine the cause of the algae so you can prevent it returning. Algae comes in various forms, such as Green, Mustard or Black. It is important to seek the advice of your professional pool shop to determine the correct treatment.

Cloudy water

This can be due to inadequate sanitiser levels, inadequate filtration time or algae formation. Again, it is important to seek the advice of a professional pool shop to determine the correct product to fix the issue.

Low sanitiser levels

This can be due to inadequate filtration time, excess bather load, animals in the pool, high levels of phosphates or environmental conditions. Various treatments are available to prevent this from occurring.

It is important to get into a regular maintenance routine to make your pool ownership easy and trouble free.

Blue Haven Care offers a range of easy to use weekly and monthly products that assist pool owners in reducing maintenance time and excess chemical usage.

Care is designed to utilise natural products where possible and to minimise consumer contact with chemicals by making them in "no touch" pods.

MANUFACTURERS

For your convenience the main manufacturers are listed below and should be contacted directly for any service and warranty matters. Please ensure you have your handover date noted, as manufacturers will need to know this.

PUMP

ASTRAL - Contact: 1300 186 875

FILTER, SANITISER, MINERAL GENERATOR & pH CONTROLLER

ASTRAL - Contact: 1300 186 875

PRE-FILTER

WATERCO - Contact: 9898 8686

ROBOTIC POOL CLEANER

MAYTRONICS - Contact: 1300 693 657

LIGHTING

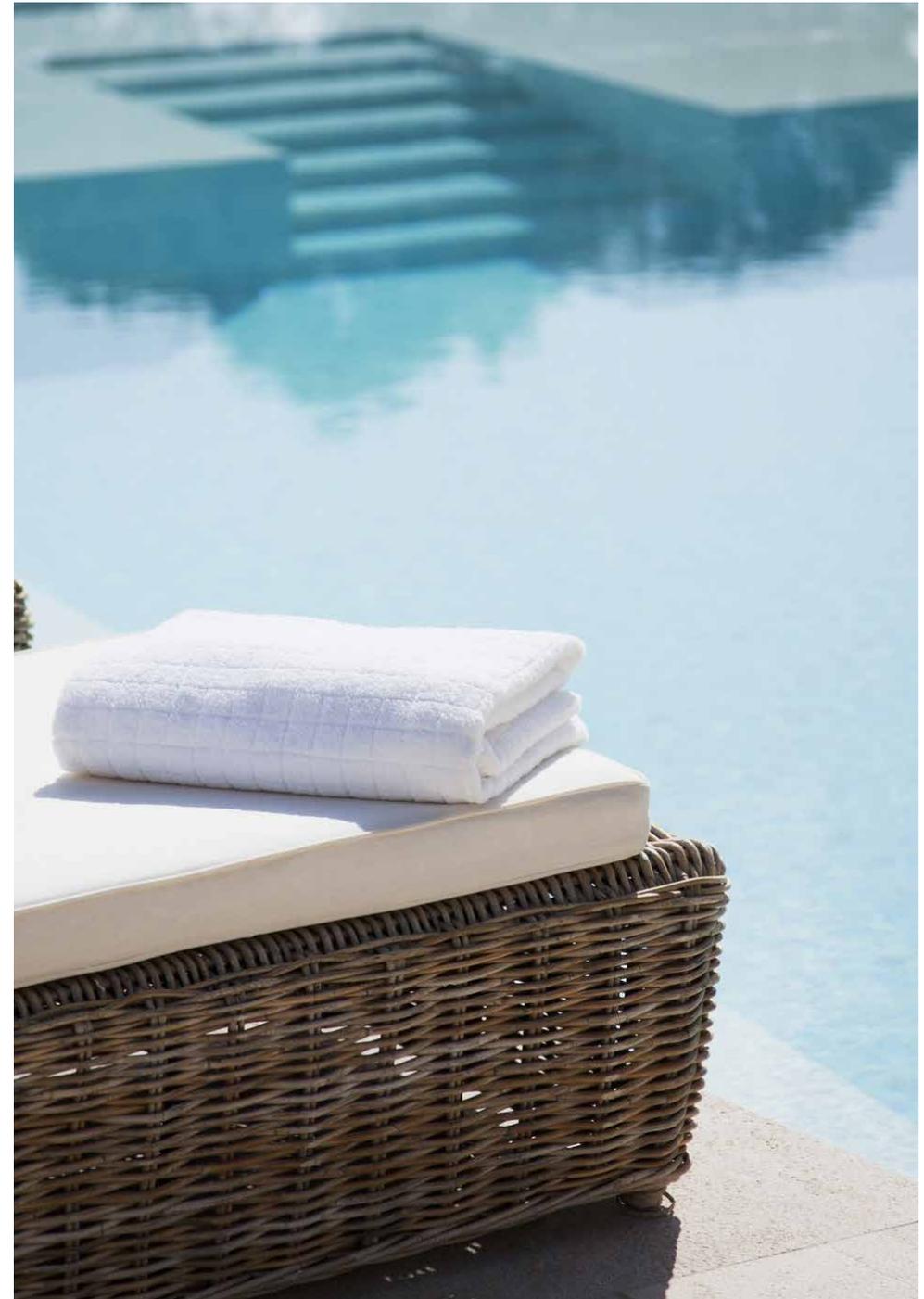
AQUAQUIP - Contact: 9643 8338

BELLSON ELECTRIC - Contact: +61 2 9531 1555

SOLAR

SUNBATHER

Contact: 9894 7550 / 1800 228 437



INSTRUCTION MANUALS

Links to instruction manuals that are usually discarded or misplaced during the post-purchase stage.

AUTOMATIC ACID DOSER (ASTRAL)

<https://www.astralpool.com.au/products/chemicaldosingsystems/rolachemro9automaticcontrolsystem>

Manual:

https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20291%20RC9%20Series%20Instruction%20Manual_0.pdf

Brochure:

https://www.astralpool.com.au/sites/default/files/products/brochures/RO9AutomaticSanitiserSystem_print.pdf

Video:

<https://youtu.be/bu4m4XgkUI4>

GAS HEATING (ASTRAL)

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20318%20HINRG%20HEATER.pdf>

Manual:

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20318%20HINRG%20HEATER-5.pdf>

Brochure:

https://www.astralpool.com.au/sites/default/files/products/brochures/HINRGHeater_Web_0.pdf

Sizing Guide:

<https://www.astralpool.com.au/gasheatersizingguide>

SOLAR HEATING (SUNBATHER)

<https://www.sunbather.com.au/strip/>

Warranty:

<https://www.sunbather.com.au/wp-content/uploads/2015/08/Solar-Warranty.pdf>

Operating Guide:

<https://www.sunbather.com.au/wp-content/uploads/2015/02/Sunbather-Operating-Guide-2014.pdf>

Sizing Guide:

https://www.sunbather.com.au/wp-content/uploads/2018/11/Rheem-Raypak-Prem-Res-Gas_0718.pdf

FILTERS (ASTRAL)

1. ZX SERIES CARTRIDGE FILTER:

Brochure:

<https://www.astralpool.com.au/sites/default/files/products/brochures/ZX%20Cartridge%20Filter%20Brochure.pdf>

Manual:

https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20247%20ZX%20Series%20Cartridge%20Filter_0.pdf

INSTRUCTION MANUALS (CONT.)

FILTERS (ASTRAL) CONT.

2. CA SERIES MEDIA FILTER:

Brochure:

<https://www.astralpool.com.au/sites/default/files/products/brochures/CA%20Filter%20Brochure.pdf>

Manual:

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20368%20ECA%20%20CA%20MEDIA%20FILTERS.pdf>

PRE FILTER (WATERCO)

<https://waterco.com.my/pool-spa/centrifugal-filters/multicyclone-16>

Brochure:

<https://waterco.com.my/waterco/brochures/pool-spa/centrifugal-filters/multicyclone-16-brochure-april-2017-zzb1278-a4-lo-res-27-4-2017-f-.pdf>

Manual:

https://waterco.com.my/waterco/manuals/pool-spa/centrifugal-filters/multicyclone-plus-ultra-manual_w99279.pdf

Video:

<https://vimeo.com/286094963>

SWIM JETS (WATERCO)

<https://www.waterco.com.au/pool-spa/recirculation/swimjets/swimjets>

Brochure:

https://www.waterco.com.au/waterco/brochures/pool-spa/recirculation/swimjets_zzb1334.pdf

Manual:

<https://www.waterco.com.au/waterco/manuals/pool-spa/recirculation/swimjets/swim-jet-instructions.pdf>

PUMPS (ASTRAL)

<https://www.astralpool.com.au/products/vironpumps/vironxt>

Generic Manual:

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20243%20ASTRALPOOL%20PUMPS-1.pdf>

1. VIRON XT VARIABLE SPEED PUMP

Brochure:

https://www.astralpool.com.au/sites/default/files/products/brochures/Pump_VironXT_0.pdf

Manual :

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20434%20Viron%20XT%20Product%20Instructions-3.pdf>

INSTRUCTION MANUALS (CONT.)

PUMPS (ASTRAL) CONT.

Video :

<https://youtu.be/KxnH8SUG5xY>

2. CTX SERIES PUMP

Brochure :

https://www.astralpool.com.au/sites/default/files/products/brochures/CTXPump_web.pdf

Manual :

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20243%20ASTRALPOOL%20PUMPS-1.pdf>

3. E-SERIES PUMP

Brochure :

https://www.astralpool.com.au/sites/default/files/products/brochures/E-Series_web_0.pdf

Manual :

https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20243%20ASTRALPOOL%20PUMPS-1_0.pdf

4. FX SERIES PUMP

Brochure :

https://www.astralpool.com.au/sites/default/files/products/brochures/FXPump_web_0.pdf

Manual :

https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20243%20ASTRALPOOL%20PUMPS-1_2.pdf

SALT CHLORINATOR (ASTRAL)

Brochure :

<https://www.astralpool.com.au/sites/default/files/products/brochures/AstralPool%20Chlorinator%20Product%20Catalogue%20JAN19%20web.pdf>

1. VX SERIES SALT CHLORINATOR

Brochure :

https://www.astralpool.com.au/sites/default/files/products/brochures/VXChlorinator_web_2.pdf

Manual :

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20245%20VX%20CHLORINATOR-3.pdf>

Videos :

<https://youtu.be/4rEx0SON77M>

<https://youtu.be/75O4q80sSic>

2. VIRON EQUILIBRIUM CHLORINATOR WITH BLUETOOTH CONTROL

Brochure :

<https://www.astralpool.com.au/sites/default/files/products/brochures/AstralPool%20Chlorinator%20Product%20Catalogue%20JAN19%20web.pdf>

Manual :

https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20464%20Viron%20Equilibrium%20bluetooth_0.pdf

INSTRUCTION MANUALS (CONT.)

SALT CHLORINATOR (ASTRAL) CONT.

Video :

<https://youtu.be/HrYAie969GY>

3. VIRON SALT CHLORINATOR WITH BLUETOOTH CONTROL

Brochure :

https://www.astralpool.com.au/sites/default/files/products/brochures/AstralPool%20Chlorinator%20Product%20Catalogue%20JAN19%20web_0.pdf

Manual :

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20463%20Viron%20Chlorinator%20-BLUETOOTH.pdf>

Videos :

<https://youtu.be/xLt29xMILyI>

<https://youtu.be/XrvdIlvX2OA>

<https://youtu.be/UOob8kxbVRI>

4. E-SERIES SALT CHLORINATOR

Brochure :

<https://www.astralpool.com.au/sites/default/files/products/brochures/E%20Series%20Salt%20Chlorinator%20Brochure%20web.pdf>

Manual :

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20%20363%20E25%20E35.pdf>

Videos :

<https://youtu.be/l2sSZxfV1LE>

<https://youtu.be/SBp5B3-TacM>

<https://youtu.be/VQE-yKbuXC4>

POOL COVERS (DAISY POOL COVERS)

<https://daisypoolcovers.com.au/pool-covers/>

POOL COVER ROLLERS (DAISY POOL COVERS)

<https://daisypoolcovers.com.au/pool-rollers/>

QUARTZON

Pool Care Guide & Warranties :

<https://quartzon.com.au/wp/wp-content/uploads/2018/07/Quartzon-Care-Guide-A42.pdf>

FAQs :

<https://quartzon.com.au/poolcare/>

INSTRUCTION MANUALS (CONT.)

VIRON 10 CONNECT CONTROLLER

(Its technical and must be passed on to electricians along with app downloads) (ASTRAL)

<https://www.astralpool.com.au/connect10>

Brochure :

https://www.astralpool.com.au/sites/default/files/products/brochures/VironConnect_web.pdf

Manual :

<https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20314%20CONNECT%2010%20INSTRUCTIONS%20REVISED%20UPDATE%2025.08.15-1.pdf>

Troubleshooting & App Manual : <https://www.astralpool.com.au/sites/default/files/products/manuals/TroubleShooting%20gateway.pdf>

CONNECT LITE (ASTRAL)

<https://www.astralpool.com.au/connectliteplus>

Brochure :

<https://www.astralpool.com.au/sites/default/files/products/brochures/Connect%20Lite%20%2B.pdf>

Manual :

https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20419%20CONNECT%20LITE%2BV1A_0.pdf

DOWNLOAD THE MOBILE APP (ASTRAL)

<https://www.astralpool.com.au/mypoolremote-app>

iOS Devices :

<https://itunes.apple.com/us/app/mypoolremote/id806115619?mt=8>

Android Devices :

<https://play.google.com/store/apps/details?id=com.app.mypoolremote>

ROBOTIC POOL CLEANER (MAYTRONICS)

<https://www.maytronics.com.au/dolphin-domestic-range/dolphin-db3-pool-cleaner/>

Dolphin DB3 Pool Cleaner Brochure :

<https://www.maytronics.com.au/wp-content/uploads/DS-8109340-DB-Series.pdf>

WATERFALL STRIP LIGHT (BELLSON ELECTRIC)

<http://www.bellson.com.au/stripilight.htm>

Brochure :

<http://www.bellson.com.au/media/pdfs/pslbrochure.pdf>

INSTRUCTION MANUALS (CONT.)

WATERFALL STRIP LIGHT (BELLSON ELECTRIC) CONT.

Demonstration Movie :

<http://www.bellson.com.au/media/videos/slvideo.wmv>

LED LIGHT PROGRAMMING (AQUAQUIP)

LED Light Operating Manual :

http://aquaquip.com.au/wp-content/uploads/MultiColour_Programming_0217.pdf

REPLACEMENT LIGHT INSTRUCTIONS (AQUAQUIP)

http://aquaquip.com.au/wp-content/uploads/AqaStrEvo2_RplcmntKt_Inst_0217.pdf

LIGHT STAINLESS STEEL RIM INSTALLATION (AQUAQUIP)

http://aquaquip.com.au/wp-content/uploads/Evo2_SS_TrimRing_Install_0217.pdf

CONTROL LIGHTS WITH VIRON 10 CONNECT SET UP (ASTRAL)

http://aquaquip.com.au/wp-content/uploads/Astral_Controller_1217.pdf

WATERFALL BLADES (ASTRAL)

https://www.astralpool.com.au/sites/default/files/products/manuals/INST%20180%20WATERFALLS_1.pdf

Warranty

STATUTORY WARRANTY PERIODS

STRUCTURAL DEFECTS - 6 YEARS

This includes the concrete shell structure of the pool.

NON STRUCTURAL DEFECTS - 2 YEARS

This includes the cosmetic finishes; eg. pool coping, waterline tiles, interior lining & paved surrounds.

Blue Haven Pools warrants your pool to be a product of the finest material and workmanship available. Any work that is not contracted or part of a formal contract variation order will not be covered by Company Warranty.

FILTRATION, LIGHTING, HEATING, WATERFALLS, POOL CLEANER

Accessories and equipment carry the manufacturer's warranty.

Filtration pipe work - 12 months.

Accessories and equipment come with a warranty from the manufacturer. Please refer to manuals or the manufacturer's website for more details. As a guideline most equipment will have a warranty period of 12 to 36 months.

PAVING & COPING – special notice

Warranty - 2 Years

It is important that any surrounding paving or landscaping that is adjacent to the swimming pool is separated from the coping with an expansion joint. As this is usually done by external contractors that you may engage directly you should be aware that this is a requirement stipulated by Building Codes and all reputable landscapers and tilers know this. It is important that the coping materials are correctly sealed as per the manufacturer's recommendations.

If the concrete area around the pool is laid after the pool shell is poured by others {i.e. Landscapers & concreters} the pool shell warranty will be void if they steel dowel to the bond beam to support their concrete.

Ensure an expansion joint is adequately placed between any two concrete structures as they will expand & shrink at different rates.

CONCRETING OVER PIPES

It is strongly recommended that any pipe work which is to be covered with concrete or solid landscaping, should be pressure tested beforehand.

It is costly and time consuming to isolate any leaking pipes buried under concrete.

Blue Haven can arrange pressure testing for you if you plan to concrete over the pipes.

FIBREGLASS SHELL

Warranty - tba

Copy to come

INTERIOR LINING

Warranty - 2 Years

Interior hair line cracks are normal as the coping and interior expand at different rates. This does not constitute as faulty workmanship or product.

Rollover coping - Thermal / Heat expansion may cause the pebble rollover coping to expand. Cracks are normal and can appear when hot pebble surface is cooled by splashed out water.

Incorrect water chemistry will void interior warranty.

WATER LOSS

Warranty Filtration, light and Main drain leaks - 12 months

Please note that evaporation may be up to 7mm per day under certain weather and wind conditions. Investing in a pool blanket will reduce water evaporation by 95%.

If your water loss is greater than 7mm per day, follow this procedure to help isolate the leak:

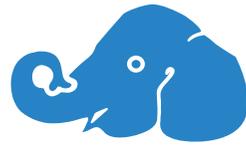
- Carefully measure and record the water level with the equipment shut off for 4 days.
- Continue to measure and record the water level with the equipment shut off for 4 days.
- If the water level does not drop below the skimmer box/lights, the leak is isolated to the filtration/lights.
- If the water level drops below the skimmer box, it could be the main drain and a diver can help seal the drain.

Never empty your concrete pool. This will void your warranty.

Blue Haven Pools South Pty Ltd Lic# 237620C

Service, Warranty and Renovations. Head Office 68 Hume Highway Lansvale NSW 2166

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BLUHAVN

Swim for

Since 1973

SHOWROOMS BY APPOINTMENT

LANSVALE, 68 Hume Hwy - 9728 0444

VINEYARD, 405 Windsor Rd - 4577 7766

SYLVANIA, 224 Princes Hwy - 9544 8111

WARNERS BAY, 301 Hillsborough Rd - 4954 6744

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