

PROBLEM	DESCRIPTION	POSSIBLE CAUSE	SOLUTION
ALGAE AND OTHER GROWTHS			
Green Algae	Murky, green water	Low sanitizer	Shock Treatment.
	Possibly some growth	Poor maintenance	Algaecide
		Improper Water Balance	Clean the Filter Check the System
Black Algae	Rough, black spots on the bottom of the pool that brushes off with effort	Poor circulation	
		Low sanitizer	Algaecide
		Poor maintenance	Brushing
Mustard Algae	Yellowish-gold growth that easily brushes away Yellowish-green water	Improper Water Balance	Clean the filter Check the system
		Poor circulation	
		Low sanitizer	Brush
Pink Slime	Pink, slimy bacterial growth that brushes off easily	Poor maintenance	Algaecide
		Improper Water Balance	Clean the filter Check the system
		Poor circulation	
Water Mold	White mucous or tissue paper-like substance	Low sanitizer	Shock Treatment and Algaecide
		Poor maintenance	Clean the filter
		Improper Water Balance	Check the system
Animals and Insects	Water bugs, ducks, dogs, frogs, etc. taking a dip in the pool	Poor circulation	
		Environmental	Shock treatment to kill the organic elements

Chlorine Demand	Unable to maintain the free chlorine level or cannot break the high combined chlorine	Foreign environmental contaminants	Algaecide Shock Treatment
Cloudy Water	Hazy or extremely cloudy water Difficulty seeing the pool bottom	Poor maintenance	Check the pump and filter
		Poor filtration and circulation	
		Chloramines or low sanitizer	Clean and run the pump continuously
		Poor water balance	Shock treatment
		Particulate matter	Balance the water
			Water clarifier

DISCOLORED WATER

Gray, clear green or turquoise water	Copper	Equipment corrosion	Stain and Scale Prevention
		Outside contamination	
		Fill water	
Coffee brown or purple water	Manganese	Use of copper algaecide	Stain and Scale Prevention
		Equipment corrosion	
		Outside contamination	
Reddish-brown or rust	Iron	Fill water	Stain and Scale Prevention
		Outside contamination	
		Fill water	
Filtration problems	Clogging filter or short filter runs	Dirty filter	Replace filter media
		Media not cleaned	Clean with filter cleaner
		Improper amount of filter media	
Odor and eye irritation	Pool has a sharp, irritating odor	Chloramines	Shock Treatment
		Swimmer waste, oils and organic waste	

SURFACE PROBLEMS

Scale build up	Sandpaper-like buildup on the surface	Improper water balance – high TA pH and/or CH	Stain and Scale Prevention
	Grayish or tan coloration that is difficult to brush away		Balance water Acid wash
Etching	Pitting of plaster surfaces	Improper water balance – low TA, pH and/or CH	Balance water Replace the plaster surface
Staining	Black, green, turquoise or brown spots on the bottom that do not brush up	Metal stains Tannic acid Stains (leaves and debris)	Stain and Scale Prevention Shock the pool

TESTING PROBLEMS

Reagent Bleaching	Color of test fades to clear	High chlorine or bromine levels	Add up to 5 drops of a chlorine neutralizer
Reagent Discoloration	Reagent color is different than it should be – for example, the pH test turns purple or the DPD turns brown.	High chlorine or bromine levels Old reagents	Let the chlorine levels come down, then retest Replace reagents

OTHER PROBLEMS

Foaming	Bubbles on the pool surface	Excessive algaecide	Defoamer
		Foreign substance	Determine the source and partially drain if necessary
Green Hair	Blonde hair turns green after swimming	Copper	Stain and Scale Prevention in the pool Lemon juice or vinegar in the hair to remove the color
Rain	Rain washes debris into the pool and raises the water level, increasing the sanitizer demand	Environmental	Rebalance the water after circulating for 24 hours Shock the pool
Water Loss	Noticeable difference in water level	Less than 1/2" daily	Solar cover for the first

– evaporation. two levels of water loss

1/2” to 1” daily – Professional assistance
active bather load for anything over 1”
daily

Over 1” daily –
possible leak.