



Hot Tub Maintenance

How to keep your hot tub in perfect condition



Premier Hot Tub Maintenance

We want you to enjoy your hot tub and benefits for many years to come, so it is essential you are aware on how to keep it clean and free of any bacteria for a safe and pleasant bathing experience.

Weekly shocking & maintenance will help keep your hot tub working perfectly.

1. Keeping Water Clean

Be careful of what you have on your skin when you get into your hot tub. Having moisturiser, fake tan, perfumes or even make up on can quickly turn the water cloudy and affect the chemical balance of the tub. These various lotions especially fake tan can easily stain the shell and various parts of the hot tub.

Avoid any of the following these can make the water turn cloudy and affect the chemical balance of the hot tub water.

- Moisturizers
- Sun lotions
- Perfumes and aftershaves
- Fake tan
- Detergents left in bathing costumes
- Deodorants
- Soap & shampoo
- Makeup

Shower before entering

Make sure that you and your visitors rinse off yourselves before hopping in the hot tub, showering before entering the hot tub is very important, your body will have substances like dirt, sweat, makeup, creams etc. from the skin which would only settle in the water. If you make sure to wash them off before you get in, the hot tub remains cleaner for much longer.

Always rinse your swimsuits

Ideally, every time you wash your swimsuit you should rinse it thoroughly in plain water before you get into your hot tub. Almost all swimsuits that have been in a washing machine will have some soap residue on them and this can be bad for your hot tub. It only takes a small amount of soap to create a foamy mess when the jets are turned on and this foam can be really difficult to remove.

If your experiencing foam on the surface any swimwear should be rinsed without detergent and you will need to use a de-foaming product, we recommend our: **Premier Foam Away**, which reduces foam that can occur. When the massage pumps are on simply pour a cap full of foam away around the edges of your tub and watch the foam simply disappear.

2. Ensure There Is Sufficient Sanitation

You will have to use a sanitiser in your hot tub water and you can usually choose between bromine and chlorine.

Always check the water balance as regular as possible we recommend daily in the beginning until you get used to how your water is reacting. Checking the water balance before using the hot tub is essential.

Your hot tub must be treated with a Sanitiser to control and prevent bacteria from growing, and you must use PH adjusters and shock treatments to balance the water, the two main sanitisers are chlorine and bromine.

Option One – Chlorine

Chlorine is the most popular choice amongst hot tub users for sanitation, it is the most cost effective and fast acting sanitiser available as it is relatively PH neutral this makes chlorine granules ideal for shock-dosing on initial set-up with fresh water, or if the spa hasn't been used for a period of time. Chlorine granules will raise chlorine levels more rapidly than any other sanitiser and is available in granules or tablet form, although we do not recommend any tablet form chlorine to be used as they contain Trichlor that decrease the PH and can be corrosive to the pumps, jets and heater and damage the shell.

IMPORTANT: The use of Trichlor products will void the warranty.

- **Chlorine Granules** – Sprinkle the chlorine granules over the water surface whilst the massage pumps are running so it can dissolve and not sink to the bottom, when you first receive your hot tub we recommend checking the levels every day until you get used to how the water is responding, we suggest you add chlorine in small amounts to start (unless the level is very low), to prevent over dosing. Then leave the water for about two hours, before retesting. This will give time for the chlorine to work, so if the water is very dirty then all the chlorine will be used up, and you will have another low reading. If the water is properly balanced then some chlorine residual will remain, and no more will be required until it reads low again.
- **Top Tip** – Add 1-2 caps of chlorine each time you get out of your hot tub sprinkle on the surface with a massage pump running so the granules can dissolve and not sink to the bottom and it will be clean and sanitised ready for use next time you want a dip!



Option Two – Bromine

Bromine is an alternative softer sanitiser to chlorine and would be recommended for anyone with sensitive skin and eyes, it comes in granules and tablet form. It is more expensive to buy in comparison to chlorine with a difference of around 30%, it is also slower acting which means it takes longer to show a reading when testing but has minimal impact on PH levels. Benefits include having less of an odour than chlorine, and you can also boost bromine levels with bromine granules or by shocking with Non Chlorine Shock.

Bromine granules can be added in the same way as chlorine granules above.

- **Bromine Tablets** – To make things easier for yourself and to ensure that you don't forget to use the sanitiser, it's worth investing in our: **Premier Floating Dispenser** this dispenser will sit in your hot tub and slowly release the sanitiser at a set rate, we suggest you start by adding one-two tablets and adjusting the dispenser flow as necessary. The dispenser base can be twisted to adjust the flow of water into the unit. Simply twist the base to allow water flow through one hole, two holes, three holes or four holes. There should always be tablets in the dispenser, so DO NOT leave them until they are completely depleted before replacing, bromine tablets will typically erode over a period of 3-5 days, depending on the amount of water flowing over them.
- **Top Tip** – Just remember to take this dispenser out before you get into your hot tub and turn the jets on.

Bromine Tablets / Granules or Chlorine Granules. The choice is yours.

[See Our Complete Chemical Range](#)

3. How To Check Your Sanitiser Level

Before bathing, you should check the chlorine/bromine level, the amount of chemical in the hot tub is measured in (ppm), which means parts per million, check the level is within the range 3 - 5mg/l (ppm).

- **Top Tip** – 3g of granules will increase the level of 1,500 litres of water by 1mg/l (ppm).

To test your sanitiser level dip our: Premier Test Strip in the spa water about 30cm under the water level, hold for 5 seconds then following the instructions on the test strip container, and compare the colour to the chart on the test strip bottle.

The more you are in the tub the more sanitiser will be required, we recommend that you test your sanitiser and PH level daily and adjust accordingly, but you may wish to reduce these checks to every few days if you find your water doesn't need adjusting that often. However if your usage increases then return to daily checks, check at least 2-3 times per week.

4. PH Water Level



A balanced PH level in your hot tub water is an essential, monitoring and balancing water PH level should be a part of your regular maintenance routine & to keep the hot tub in perfect condition.

PH is a measure of how acidic or how alkaline your water is, the PH scale works from 0-14 with 7 being neutral. Anything below 7 is classed as acidic, and anything above 7 is considered alkaline.

The PH of water is a very important measurement concerning the water quality of your hot tub/spa.

IMPORTANT: You must keep your PH level within the range of 7.2 to 7.4 unbalanced water will cause serious damage to the fixtures and fittings of your hot tub, spa. The cost of replacing this equipment, especially things like pumps, heaters, greatly outweighs the cost of maintaining proper water balance. Damage caused by poor water chemistry is often obvious and the parts worn out by these means they are unlikely to be covered by a manufacturer's warranty.



PH levels below 7.2

Problems caused by a low acidic PH level makes it more likely that your chemical sanitizer will "burn out" quickly, leaving you exposed to potentially dangerous contaminants and bacteria.

Acidic water will potentially cause:

- Corrode metal components
- Damage pump seals and other spa components
- Damage the acrylic shell cause blistering
- Burn out chlorine/bromine sanitiser so that you need to use more
- Give bathers dry, itchy skin and stinging / burning eyes – human tears are PH 7.4

My water PH is low, how do I increase the PH level?

Sodium bicarbonate is effective at increasing both PH and TA, we recommend our: Premier PH Plus.



PH levels below 7.4

Problems caused by a high alkaline PH level make essentially means your spa water will be poorly sanitized. Alkaline spa water can result in a flaky scale build up around your spa surfaces. The scale is due to a build-up of calcium caused by the high PH. Cloudy water is also another symptom of high PH levels.

Alkaline water will potentially cause:

- Calcium & scale build up
- Damage to pump seals and other spa components
- Leave marks and staining on the acrylic shell
- Give bathers dry, itchy skin and stinging / burning eyes – human tears are pH 7.4
- Chlorine / bromine sanitiser becomes much less effective and the need to use more
- Cloudy water and a gritty feel on hot tub surfaces
- Stiff diverter valves
- White Flakes in hot tub water

My water pH is high, how do I reduce the pH level?

The active ingredient in PH reducer is usually sodium bisulphate we recommend our: Premier PH Minus.

Adding this will also lower total alkalinity, sometimes so significantly you'll need to increase your TA back up a little afterward, we recommend our: Premier TA Plus.

If the pH level is incorrect you will have problems balancing your sanitiser level, so always adjust this prior to adding sanitiser (but never run the spa without sanitiser in the water). To test your pH level, dip a Test Strip in the spa water, following the instructions on the test strip container, and adjust accordingly by adding PH Minus or PH Plus.

How do I stabilize the PH level?

Adjusting the total alkalinity (TA) is likely to help. The term technically refers to the ability of a solution to neutralize acids—or buffer them. In your hot tub/spa water, the importance of measuring TA is only slightly different. TA acts as a buffer for the PH level in your water, helping to keep the PH level stable.

Total alkalinity is important to your water balance; the first step in your water care process should be measuring and adjusting TA before adding any other chemicals. The ideal range for TA is 125 (ppm) - 150 (ppm).

When you adjust your alkalinity, add small doses, one at a time. Allow the dose to circulate before testing again. Only after your TA is in the optimal range should you move on to adjusting PH. Achieving the right TA may get your PH in the target range.

Should I use Bromine or Chlorine sanitiser if my PH is unstable?

Bromine is slightly more effective in an unstable PH environment, but this isn't really a basis for choosing which sanitiser to use. Achieving balanced PH water is a necessity, whichever sanitiser you use.

5. Shock Your Hot Tub Once A Week

In addition to whichever sanitiser you choose to use, it is recommended to "shock" dose or oxidise your water every week with a non-chlorine shock treatment.

What are the benefits of shock dosing my hot tub?

Shock dosing your hot tub water will help to prevent the build-up of bacteria, viruses and algae and it will prolong the life of your spa.

Shock dosing your hot tub water will keep it clear, clean safe and comfortable to use for longer. It helps reduce the need for excessive draining and re-filling of your hot tub.

When should I shock my hot tub?

Shock dosing is required to do the following:

Break down Chloramines – sanitiser reacts with bather pollutants such as perspiration or dead skin, and produces a less effective chemical compound called chloramines which needs to be broken down. Chloramines have a strong chlorine odour that is often mistaken for too much chlorine, and makes the water appear cloudy.

- **Top Tip** – A capful of our: Premier Non Chlorine Shock a week will help keep your water crystal clear!

6. Check & Clean The Filters Regularly

Filters are easy to remove and cleaning them regularly is vital to the smooth running of your hot tub

IMPORTANT: Do not clean your hot tub filters with:

- Laundry Detergent
- Car Wash
- Dish washing Soap
- Or any bubbly household soap for that matter

Every 2 weeks hose:

Hose and clean your filters this only takes a few minutes and should be done at least once a fortnight if you use your hot tub regularly.

For speed use our: Premier Instant Filter Spray Cleaner as part of a regular cleaning routine this is a degreasing agent and very effective, spray the filters down with the cleaner and let them sit for about 15 minutes. This will allow the chemical to sink and do its job.

Note: Make sure you rinse the filters really well; you don't want foamy hot tub water.



Every 4 weeks soak overnight:

The most effective way to clean and remove all oily and greasy substances is to use a filter cleaner that you soak the filters in overnight, we recommend: Premier Cartridge Cleaner.

Make sure you use enough water to completely submerge one filter. If you have room, you can add more filters to the solution.

Let the filter rest in the solution overnight.

Note: Make sure you rinse the filters really well; you don't want foamy hot tub water.

- **Top Tip** - Most customers purchase a spare set of filters to switch between the two sets. This is a good idea and will extend the life of your filters.

If you have two sets of filters, leave one set to dry completely, while the other set of filters are working in the tub.

IMPORTANT: You MUST NOT run the hot tub/spa for long periods without the filters, so fit the spare set immediately when you remove the existing ones for cleaning.

What will happen if I don't clean my filters regularly enough?

It is VERY important that the filters are cleaned regularly, if the filters are clogged the water flow will be restricted and the spa will automatically shut down. The following diagnostic messages may appear on your touch pad if a restricted flow is detected; FLO, Heater Dry, LF, DR, OHH, these messages are warnings and the restricted flow can cause the heater to become damaged resulting in a costly repair as this is seen as a non-warranty issue.

[See Our Complete Filter Range](#)

7. Check Water Levels Regularly

It is VERY important the water level is not too low, even the most experienced hot tub owners will sometimes forget to check their water level. The recommended level is halfway up the filter cage/grill, Low water levels can cause air to be sucked into the system and cause major water flow issues, and can also cause your heater to shut down as well, The following diagnostic messages may appear on your touch pad if a restricted flow is detected; FLO, Heater Dry, LF, DR, OHH, these messages are warnings and the restricted flow can cause the heater to become damaged resulting in a costly repair as this is seen as a non-warranty issue so make sure your hot tub is always topped up to the optimal level. You should check your water levels at least once a week, but twice a week is better. The more often you use it, the more often you need to check water levels, especially when you get out. You also need to check your water levels regularly even if you aren't using it, in general hot tubs do not lose water so by checking regularly if you do discover the water has reduced significantly this may be a warning something has come loose and requires investigating.

8. Remove Headrests

The chemicals gases that build up in a hot tub can erode the headrests over time if not removed & left fitted underneath the spa cover.

9. Maintain Spa Cover

Clean the spa cover weekly, we recommend our: **Premier Cover Protect & Shine** this protects vinyl hot tub covers and other rubber and acrylic surfaces and has UV protection against fading & discoloration.

10. Use The Economy & Sleep Modes

All our hot tubs are equipped with modes to protect the hot tub & your pocket so please take advantage & use the modes available.

When the hot tub is in use, you need the hot tub functioning, but when not in use the economy & sleep modes are there to protect the hot tub and also get the running costs down.

11. Drain Your Hot Tub Every 3-4 Months

You will need to drain your water every three to four months depending on usage. We recommend that you use our: Premier Flush Cleaner prior to emptying the hot tub for a deep clean. This will remove any dirt/debris and loosen any calcium from the pipe work, which will then be washed away with the drained water. Before you refill your tub, we recommend using our: Premier Surface Cleaner to clean the spa shell.

12. Annual Service

Just like a car, regular servicing of your hot tub will ensure long-term usage and reliability. Find out more about our servicing options:

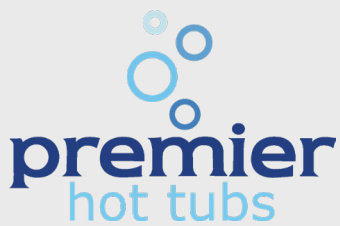
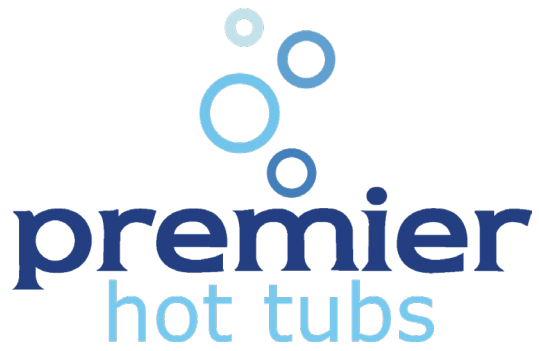
What other products might I need to keep my tub in premium condition?

Spa sparkle - This will help clear cloudy water and make your water sparkle. It is a coagulant, which means it will gather small particles in the water together so they are caught in the filters.

Scale away - This product is needed in hard water areas to prevent the calcium build up to form scale on the spa equipment and fittings, by using this product regularly will prolong the longevity of the pumps and system.

[See Our Complete Chemical Range](#)





Quality Hot Tubs At Affordable Prices

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