



North East Florida  
Chemical Corp.

December 2010

# Chlorine Times

## Freezing Temperatures and Your Pool

### In this issue:

- Freezing Temperatures and Your Pool
- Service Day and the Holidays
- Stain Season
- Continuing Maintenance
- Introducing Our New Web Store!
- Reminders



Winter is back with a vengeance. Already NE Florida has set record low temperatures. A "deep freeze" occurs with sustained sub freezing temperatures of over 2 hours. When this happens steps must be taken to protect your pool and pool equipment. **All pools** should be set to run during the freezing temps to avoid frozen pipes that may burst or cause flow blockage that can burn out the motor. Additionally, safely cover the pool equipment with a tarp or a similar insulating cover. Most **chlorine generators (salt systems)** have built in safe guards to protect themselves. The more advanced systems that are integrated with heaters or heat pumps

may automatically turn on. Most other generators will stop the production of chlorine, due to the low conductivity of cold water, and send several error signals to the controller. These indicators will show temperature, low salt, flow and/or check system. This is completely normal, do not panic. Our technicians will monitor the chemical levels and supplement with whatever chemicals are necessary to maintain proper balance. Usually, when the water and air temperatures stabilize above the settings of the control box, the system will return to normal operation, rarely a service call will be required to reprogram or reset the sensors. **Above ground pools** take special note, without the earth as a natural insulation and wind

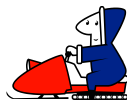
block for your pool, it is the most susceptible to freezing. As the water turns to ice it expands which can rupture the retaining wall. All pools should be run for the entire freezing temperature period plus a minimum of 1 hour before and after the freeze. In addition, please monitor your sprinkler systems to make sure to avoid icing the pool deck. This happened several times last year and caused minor injuries to some technicians.



## Service Day and the Holidays

Please allow for later service on your service day during the cold periods. Reasonably, our technicians may elect to start their route a couple of hours later than normal in order to avoid the coldest temperatures. There will not be service the week of December 20 through the 24<sup>th</sup> in order to allow our technicians vacation time to spend with their families and complete the retooling of equipment.

## Stain Season



Due to higher than usual water temperatures through November; the stain removal season started later than anticipated. If you are on the list we will contact you soon. If you are interested in a stain assessment and removal the process is as follows: we will schedule a visit to your pool to test the type of stains and determine your options. This is a \$95 charge due at the time of the assessment. Then based on the findings if you elect for us to proceed, we can administer the treatment immediately. We will deduct the \$95 from the price of the treatment. The treatment must be paid in full at the time of the service.



## Continuing Maintenance

This is the most critical time of the year to keep the pool clean. 90% of all preventable pool surface damage occurs during the off-season. Debris, including leaves and pine needles not only stain the surface but negatively affect chemical balance. A perfectly balanced pool with an accumulation of debris will turn green from tannic acid. This is not a chemical failure! This is a maintenance issue and a recall for service is an additional charge. Tannic

acid is used as a wood stain and occurs naturally in acorns, leaves and other organic material. Organics also contribute to the phosphate content of the pool. Phosphates are algae food! A neglected pool during the off season will definitely impact how your pool transitions in the spring. Make the spring opening of your pool as simple as possible by doing a little maintenance now. Vacuum and brush weekly and empty the

skimmers daily. We ask that even full service customers assist your technician by checking the baskets regularly to avoid a clog which can damage the equipment and will adversely affect the quality of your pool. If you cannot or choose not to perform this maintenance, then chemical only is probably the wrong program to fit your needs. If so, please call the office and upgrade to full service for the winter.



## Introducing...Our New Web Store!

After a few minor technical setbacks we are proud to announce that our new web store will go live on January 3, 2011. The web store is the next evolution for North East Florida Chemical to continue to serve all of your pool needs. The site will offer many items from motors and pumps for the do – it – yourselfer to everyday needs like filter elements, poles and brushes. The selection will be evolving to cover any needs that may arise. If you don't see what you need please call our office and we will get what you need. All prices are competitive with local area retailers and we offer free delivery to our existing customers. Visit our site [www.clear-n-safe.com](http://www.clear-n-safe.com) for complete details.

## REMINDERS



You can earn free service by referring us new customers within our service area.



Still deciding what to get the person who has everything? How about pool service? A great gift for retirees or those busy people on your shopping list, give the gift of a beautiful pool.



With winter settled in it is now safe to reduce your filtration times to 4 – 6 hours daily, with the exception of freezing temps (refer to Freezing Temps and Your Pool this issue).

