

EASYCARE PRODUCTS - QUESTIONS AND ANSWERS

Algatec:

1. Q: Algatec did not remove the green (or yellow) algae from my pool, what went wrong?

A: Ask these questions:

- a. How much algae growth in your pool - i.e. small 10%, medium 20% - 50% or large higher 50%?
- b. Did the algae cling to the pool surfaces or throughout the pool (green pool)?
- c. Did you brush the clinging algae to detach or remove from the pool surfaces?
- d. What was your Algatec dosage?
- e. What are your chlorine levels - i.e. free and combined?
- f. Did you super-chlorinate after adding Algatec?

Recommend to adjust one or more of the above.

2. Q: Do I need to use a full bottle of Algatec to kill the algae in my pool?

A: State the following: only in pools with severe algae growths.

- a. Small growths – use 1 to 2 cups (8 to 16 ounces);
- b. Medium growth – use 2 to 4 cups (16 to 32 ounces);
- c. Large growth – use 5 to 8 cups (40 to 64 ounces).

3. Q: Why did Algatec remove the chlorine in my pool after using it to kill my algae bloom?

A: State the following:

- a. Algatec does not use up chlorine, it actually make chlorine work harder. It was the removal or oxidation of the algae growths in your pool that consumed the chlorine.

4. Q: What is the best way to remove and control black algae in my pool?

A: Recommend the following:

- a. Adjust pool water pH to 7.2 to 7.5;
- b. Adjust chlorine levels to 3.0 ppm or higher;
- c. Add 4 cups (32 ounces) of Algatec per 20,000 gallons;
- d. Broadcast dry chlorine over pool water and allow sinking into water near or over the affected area. Be careful with colored finishes as the chlorine may cause discoloration;
- e. Brush black algae (fungi) with wire brush to help penetrate growth to allow treatments to work more effectively. Brush daily until black growths are eradicated;
- f. Add 1 cup (8 ounces) of Algatec weekly until black growths are eradicated and under control.

5. Q: I used Algatec to kill the algae in my pool, but algae keeps coming back . What should I do?

A: Recommend the following:

- a. Use Algatec weekly as maintenance treatment at a rate of 4 to 8 ounces per 20,000 gallons;
- b. Increase chlorine levels and/or check the amount of combined chlorine in pool water.
Note: super-chlorinate pool water if the difference between free and total chlorine is greater than 25% (too much combined chlorine).

6. Q: Do I need to remove the phosphates in my pool before using Algatec?

A: State the following:

- a. It is *not necessary* to remove phosphates for Algatec to function effectively. Algatec works exceptionally well even if the phosphates are higher than 10,000 ppb (10.0 ppm).

7. Q: My pool is a swamp, what is the best way to clean it up using Algatec?

A: Recommend the following:

- a. Check and clean pool filter first if necessary;
- b. Check water pH and adjust to 7.2 to 7.8 – if possible;
- c. Add Algatec at a rate of 32 ounces per 10,000 gallons of pool water;
- d. Super-chlorinate pool water as per product instructions;
- e. Operate pool pump continuously during cleanup period;
- f. After cleanup, check chlorine levels and adjust to maintain normal levels.

8. Q: I have reoccurring yellow algae growths in my pool and I am using Algatec weekly, what should I do?

A: State the following:

- a. Yellow algae is typically an indication of insufficient chlorine levels in the pool water and likely the presence of too much combined chlorine (chlorine that is no longer working);
- b. Check free and total chlorine levels – subtract the free level (in ppm's) from the total level; and if the difference is greater than 25%, you have too much combined chlorine.
- c. If you have too much combined chlorine, super-chlorine pool water to breakdown combined chlorine and reduce to as near as zero as possible.
- d. *Increase chlorine maintenance levels and/or Algatec dosage to prevent reoccurring yellow algae.*

9. Q: Will treated pool water with Algatec kill plants around my pool if it contacts the grass or plants?

A: State the following:

- a. Absolutely NOT and swimmers can enter pool immediately after treatment.

10. Q: Is it safe for my pet dog or cat to drink pool water treated with Algatec?

A: State the following:

- a. Algatec treated water is very safe for birds, plants and animals of all types but not fish.

11. Q: Will Algatec foam in the pool water and cause stains on the surfaces?

A: State the following:

- a. Algatec will not cause foam or stains in any type of swimming pools.

12. Q: Your Algatec label says it works with chlorine and will not remove chlorine levels, could you explain why?

A: State the following:

- a. Based on testing in actual pools and laboratory experiments, Algatec does not remove chlorine levels except about one part per billion – a very tiny number.
- b. Algatec also “synergizes” with chlorine to enhance performance by 3X to 6X times. This enhancement was derived from testing with bacteria and algae that demonstrated a significant reduction in chlorine levels needed to achieve 99% kill when Algatec levels were present at less than .5 parts per million.