

Frequently Asked Questions

Can I use pool products for my spa, or vice versa?

Some HDX pool products can be used in pools and spas. Follow the label instructions and use only the amount recommended on the label, based on the gallons treated.

How long do I have to wait after adding algaecide before I can use my spa or pool?

After the algaecide is added, you should wait 15 to 20 minutes before going in. Be sure to test your water for chlorine and pH levels, so your pool or spa will be safe and comfortable for your users. HDX algaecides are not toxic to humans.

How do I clear persistently cloudy water?

Check your filter for leaks, misaligned components and/or pin holes in filter surfaces. Test your water for pH; a pH level above 8 can create cloudy water especially if water has not been refreshed on a regular basis. Early-stage algae growth can also be a factor; algae can contribute to cloudy water after chlorine treatment.

How do I adjust total alkalinity?

Total alkalinity can be increased with an alkalinity booster, or lowered with acid to the original level of alkalinity. Note: all HDX products that increase alkalinity also increase pH, and vice versa

Why does my chlorine level keep dropping?

Chlorine is inherently unstable and will break down over time. This process is greatly accelerated by algae growth, exposure to strong sunlight (the use of cyanuric acid slows this process significantly), elevated water temperatures, the amount of pool or spa use, and having low pH in your water. All HDX sanitizers include a stabilizer (cyanuric acid) which helps maintain chlorine residual.

Why does algae keep recurring in my water?

Algae can only be fully removed by killing it all at once, so small or incremental treatments don't eliminate all the algae or prevent it from coming back. To stop it from coming back, you need to add enough chlorine or algaecide to your pool or spa water to overwhelm and kill all of the present algae.

How often should I test my pool water?

Test chlorine levels every 1-2 days. Test for pH levels on a weekly basis. Test for hardness and total alkalinity monthly.

When is the best time to shock my pool?

The best time to shock your pool is during the evening, when it is not in use, so the chlorine can be applied without interference. For faster treatments and a quick chlorine boost, you can use HDX Shock Quick 10,000 gallons, or HDX 20,000 gallons, at any time of day and re-enter the pool 15 minutes after applying. Important note: Be sure to follow all the instructions on the product.

How soon can we use our pool after adding HDX products?

For most products sold by HDX, you can use the pool 15 minutes after application, as long as your pump system is operating properly, and your pH and chlorine levels are at an acceptable range. An important exception: When you need to super-chlorinate your pool and the chlorine is increased to more than 5 parts per million (ppm). After super-chlorinating, wait until the water is at 3 ppm or lower before adjusting or letting anyone back in the pool.

Why did my pool water turn cloudy after adding pH Plus?

Cloudy water is the result of dissolved pool surface particles (tiny amounts of plaster and metal) which solidify when the pH of the water is raised to 7 or higher. The dissolving of pool surface particles occurs when the pH is below 7, and this can cause particles to accumulate. Try HDX Water Clarifier or HDX Ultra Clarifier to settle the particles so they can be easily removed by a vacuum.

How do I get rid of algae in my pool water?

Unless all of the algae present are killed in one treatment, it will continue to reappear. High doses of chlorine and other chemicals -- sometimes doubling or tripling the usual amount for pool treatments -- are necessary to eliminate all of the algae. The more aggressive the treatment, the more likely you will succeed. A important safety note: Once the dosage exceeds what is required for your pool, your pool may be out of service for several days until the chlorine drops below 3 parts per million (ppm).

Can HDX products be used in my salt-water generator pool system?

Yes. All HDX products are compatible with salt water generator pool systems.

How do I start up my above-ground pool?

First, fill your pool and test the pH level of the water, adjusting the pH as needed until you achieve a pH level of 7.2 to 7.6. Shock the pool to 5 parts per million (ppm) chlorine, and then use your preferred HDX product to add chlorine daily to maintain optimal chlorine levels.