

# USAGE INSTRUCTIONS



*Luxuriously Simple Spa Experiences*



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## START-UP INSTRUCTIONS NEW SPA / HOT TUB

**STEP 1:** Place clean filter(s) into the filter compartment and fill the spa / hot tub with regular tap water. (NOTE: In hard water areas we recommend filling with suitably softened water wherever possible).

**STEP 2:** When the spa / hot tub is full, allow the spa / hot tub to heat up to the desired temperature. Add enough granular chlorine to maintain Free Available Chlorine (FAC) residuals between 3 to 5 ppm chlorine. See label directions for proper amounts. Turn the jets on for a full cycle to allow proper dispersion overnight. Proceed to Step 3. Leave the circulation pump on.

**STEP 3:** Adjust the Total Alkalinity (T/A) between (80–120 ppm). Adjust the pH between (7.2 – 7.6). This may take several hours. (See test strips section).

**STEP 4:** When the water parameters are in range, measure the SilkBalance®: 4 US fl. oz. (120 ml) and add into the spa / hot tub water. (See measuring cup on top of bottle).

Allow the water to circulate with all the pumps running, for 10 minutes then the spa / hot tub is ready to use.

### **Weekly Dose (usage) rate:**

- 3 US fl. oz. (90 mL) for **less than** 400 gallons (1,500 liters)
- 4 US fl. oz. (120 mL) for **more than** 400 gallons (1,500 liters)

For best results the circulation pump or auxiliary jet pump should run a minimum of eight hours a day. Bather load is two adults bathing in the spa for 20 minutes per use. Add SilkBalance after frequent or extended bather use to maintain fresh clean soft water.

## PREVIOUSLY USED SPA / HOT TUB

**A previously used spa/hot tub must be cleaned thoroughly as directed before starting on SilkBalance®.**

This process will remove contaminants from the spa / hot tub and spa / hot tub plumbing and ensure you have a great experience with SilkBalance. Please use SilkBalance Clean Start for best results.

**STEP 1:** Remove and clean the filters or replace them with new ones. Do not place the filters back into the spa / hot tub until the cleansing process is completed.

**STEP 2:** Add the Clean Start cleaner product as directed on the package, to the existing warm spa water. Run the spa / hot tub pumps on high speed with all jets and water features operating for 15 to 30 minutes.

**STEP 3:** Drain the existing water out of the spa / hot tub. Most spas have a drain spigot located on the baseboard. Open and allow water to drain out completely.

**STEP 4:** When spa / hot tub is fully drained, complete the cleansing process by flushing all the upper-most jets using a water hose. Allow the water to flow through for a few minutes until you see water exiting from the bottom spigot. Repeat on all upper jets to ensure all contaminants have been flushed out.

**STEP 5:** Place cleaned or new filters into the filter compartment.

**STEP 6:** Fill the spa / hot tub with fresh water and follow the "START-UP INSTRUCTIONS" for your new spa / hot tub before adding SilkBalance.

## USAGE ROUTINE

### TO MAINTAIN SAFE & CLEAN WATER ENVIRONMENT:

#### After Each Use:

##### **Add one (1) full tablespoon of MPS (Monopersulfate)**

a non-chlorine shock-oxidizer after each use, for each person. Use a maximum of **2 tablespoons of MPS for more than one person.**

#### OR

**Add one Shock Gems (available December 2014 from your dealer)** (a 1 oz. soluble pack of MPS, a non-chlorine shock-oxidizer) for each bather use each time. Four bathers would require four Shock Gems.

#### Weekly:

- **Follow the manufacturer's label recommendation for dosage of granular chlorine to maintain Free Available Chlorine (FAC) residuals between 3 to 5 ppm chlorine.**

##### **Weekly Dose (usage) rate:**

- 3 US fl. oz. (90 mL) for less than 400 gallons (1,500 liters)
- 4 US fl. oz. (120 mL) for more than 400 gallons (1,500 liters)

**NOTE:** MPS (non-chlorine shock-oxidizer) and chlorine/bromine are available to purchase from your dealer.

## REGULAR MAINTENANCE

### GOOD MAINTENANCE PRACTICES WILL ENSURE CONTINUOUS SPA/HOT TUB ENJOYMENT:

- Rinse filter weekly after heavy usage (or every 2 weeks for normal usage).
- Clean filter thoroughly every 2 to three months or replace if needed.
- Vacation: reduce temperature by 20% and add your normal chemical dosage on the day you leave.
- Annual / seasonal shutdown: we recommend that you use SilkBalance Clean Start® (plumbing system cleaner) prior to startup.

### TEST STRIPS:

Please ensure that you maintain a supply of test strips. Maintain Total Alkalinity (T/A) between (80–120 ppm), and pH between (7.2 - 7.6) when filling the spa / hot tub. In hard water areas, for best results, use softened water to fill the spa / hot tub. When the spa / hot tub is filled, adjust the Total Alkalinity and pH and maintain these parameters in this range as required before adding SilkBalance®. Ask your dealer for assistance.

## FREQUENTLY ASKED QUESTIONS

**NOTE:** Test strips need to test for: Total Alkalinity, pH, and Calcium Hardness, which are all key factors. Test strips are available to purchase from your dealer.

**In the event of bather irritation or water clarity concerns, check the sanitizer level and pH before contacting your dealer.**

### Cloudy Water:

- This can occur when the pH is too high or too low. 7.2 to 7.6 is good.
- If the filters are not cleaned frequently.
- High bather usage when not using MPS (or SilkBalance Shock Gems MPS) after bathing.
- If the sanitizer level is too low or absent. Should be 3 to 5 ppm chlorine.
- Odor or smelly water. Correct the sanitizer level.

### Sanitizer always too low:

- Check that the pH is within normal parameters and not too low.
- Remove any organic matter that may be in or on the water.

### Foam on the water:

- Make sure that washed filters are free of detergent before returning to the filter box.
- Encourage bathers to shower before soaking in the spa / hot tub. Cosmetics, body oils and deodorants can flush off into the water and add to the foaming problem.
- Ensure that swimwear is well rinsed and contains no remaining detergents.

## WATER CARE TECHNICAL SUPPORT

### **SilkBalance water conditioning preparation, background information and usage.**

#### **It is important to understand what SilkBalance is not:**

It is not a sanitizer

It will not clear dirty water

- SilkBalance is a blend of soluble inorganic salts designed specifically to produce silky soft, balanced spa / hot tub water.
- It works to maintain the balance of spa / hot tub water so that bathers can experience clean, clear, soft feeling water without the odor associated with chemical sanitation.
- SilkBalance must be used in conjunction with sanitizer treatment product namely MPS, chlorine/ bromine, see usage routine section.

In preparation to use SilkBalance the normal values for water quality are set:

- pH at 7.2 to 7.6
- Free chlorine at 3 to 5 ppm or bromine at 3 to 5 ppm
- Total Alkalinity at 80 to 120 ppm
- Total Hardness at 180 to 250

Once these values are set and stable, add SilkBalance according to the size of the spa or volume of water to be treated.

#### **What does SilkBalance do?**

- SilkBalance assists in the maintenance of the water chemistry balance and helps to prevent spikes (sudden changes in chemical values).
- It conditions the water so that the bather will experience silky soft smooth water without the chemical odor associated with typical water treatment.

Further, once the bather leaves the water SilkBalance leaves the skin feeling soft and not dry or irritated. SilkBalance is not perfumed and has no smell. It is ideal for those who are sensitive to chemical and synthetic fragrances.

**Questions, contact: [watercare@silkbalance.com](mailto:watercare@silkbalance.com)**

# SilkBalance® Limited Warranty/Guarantee

## Information for Spas/Hot Tubs

SilkBalance® warrants/guarantees to the end-user customer that its product will perform for the purposes which it was designed as an advanced water conditioner and balancing method for spa / hot tub water. To ensure maximum results and for warranty purposes the user must adhere to the General Recommended Usage Instructions/Guidelines provided with each bottle.

SilkBalance® limited warranty covers only product failures that arise as a result of normal use, and does not cover any other problems, including those that may arise as a result of:

1. Improper maintenance or modifications to the Spa/Hot tub.
2. Operation/Usage of product outside of General Recommended Usage Instructions/ Guidelines.
3. Unauthorized modification or misuse of the product.
4. Spa/Hot tubs manufactured by certain manufacturers are not covered under this limited warranty. Contact your Dealer or SilkBalance for list of manufacturers not covered.

If SilkBalance receives, during the applicable warranty period, a notice of a product failure that is covered by the SilkBalance warranty, SilkBalance will either replace or refund the product at SilkBalance's option through the Dealer that sold the product.

SilkBalance or Dealer shall have no obligation to replace or refund until the customer returns the bottle. A full refund for the product, within 21 days of the purchase, must be approved by SilkBalance. The unused contents remaining in the bottle must be returned, with the freight prepaid, to the Dealer from where it was purchased, and accompanied with the original sales invoice.

SilkBalance Limited Warranty is valid only in any countries where SilkBalance is distributed by an authorized SilkBalance Dealer. Contracts for additional warranty services, such as on-site services, may be available from any authorized SilkBalance Dealer.

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER SILKBALANCE NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY/GUARANTEE OR CONDITION OF ANY KIND, WHETHER EXPRESSED OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

**Contact: [inquiries@silkbalance.com](mailto:inquiries@silkbalance.com)**



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For more information [www.SilkBalance.com](http://www.SilkBalance.com)  
E-mail information - [inquiries@silkbalance.com](mailto:inquiries@silkbalance.com)

**Distributed in USA by:**

Silk Water Solutions (USA) Inc.  
119 North Commercial Street  
Suite 190 #103  
Bellingham, Washington, 98225

**Distributed in CANADA by:**

Silk Water Solutions Inc.  
PO Box / boîte postale #75219  
15105 16<sup>th</sup> Avenue  
Surrey, British Columbia, V4A 0B1