

FRESHWATER® SALT SYSTEM – DEALER FAQs

HOT SPRING® SPAS

SYSTEM OVERVIEW

Why should I get a FreshWater Salt System?

The FreshWater Salt System removes the day-to-day hassle of keeping spa water clean, clear and sanitized. This is an affordable, simple, and easy to use system that addresses the water care roadblock for most consumers.

How long have chlorine-based salt water systems been used in the pool and spa market?

These systems have been around over 40 years. However, the FreshWater Salt System is unique and the first of its kind with an in-line and disposable design that is easily accessible from the top of the spa. Cartridges can be changed without having to drain the spa or call a service technician.

Will other manufacturers or vendors be able to offer the FreshWater Salt System?

The design of the FreshWater Salt System is patent-pending which means other spa manufacturers or third-party vendors will not be able to offer this product.

What testing has been completed for the FreshWater Salt System?

The salt system has been in development and lab testing for over three (3) years while internal and field beta testing has been in progress for the last two (2) years. The results from the beta were very helpful in refining the installation and operation of the system and the feedback was very positive with users indicating that their spa water was much softer (less irritating) and the system was easy to use which resulted in them using their spa even more than with their previous water care system.

What is the difference between bottled chlorine and chlorine generated by the FreshWater Salt System?

Like bottled chlorine, the chlorine generated by the FreshWater Salt System is sodium hypochlorite. However, bottled (dry) chlorine contains stabilizers like cyanuric acid. When stabilized chlorine is repeatedly added to spa water, the cyanuric acid can accumulate over time and cause the irritation to the skin and eyes typically associated with traditional chlorine water care. With the FreshWater Salt System there are no stabilizing acids added to the water – so the water is softer and more enjoyable.

Will my spa water have a strong chlorine smell?

The FreshWater Salt System cleans the water without creating chlorinated or brominated byproducts. It is these byproducts that ultimately lead to the strong chlorine or bromine smell often associated with traditional spa water care. So, it is less likely you will experience any strong chlorine odor when using the FreshWater Salt System.

REPLACEMENT CARTRIDGES

How long will the FreshWater Salt System cartridge last?

The titanium cartridge is designed to last four months. Cartridge life is dependent upon use and on the water being properly balanced and maintained.



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How do you replace the salt system cartridge?

Detailed instructions on how to replace a salt system cartridge can be found on the spa's control panel or in the FreshWater Salt System owner's manual.

- Press the "Replace Cartridge" button on the control panel and follow the on-screen instructions
- Remove the housing cap
- Press the button on top of the cartridge and remove the cartridge from the housing
- Insert the new cartridge by pressing the button on top of the cartridge and push it into housing
- Secure the housing cap
- Follow instructions on control panel to complete the installation

Does the salt system cartridge need to be cleaned?

Typically, the salt system cartridge should not require cleaning before it needs to be replaced. However, this is dependent upon spa usage and on the water being properly balanced and maintained. The cartridge can be cleaned if scaling is found on the electrodes with pH down or diluted vinegar.

SALT

How much salt does the FreshWater Salt System use?

The amount of salt added to the water is based on the spa size (5-10 cups depending on spa model). This is less than human tears and 10x less than sea water.

Will the salt in my hot tub cause corrosion?

Unlike pool systems which require high levels of salt (5,000 ppm), the FreshWater Salt System operates with a minimal amount of salt (1,500-2,000 ppm), which is non-corrosive when the water is balanced to the specified parameters.

Can I use table salt in place of the FreshWater Spa Salt in the spa?

Table salt is not recommended for use with the FreshWater Salt System because it contains iodine and anticaking agents that will interfere with the systems operation and may cause staining of the spa shell.

Will my spa water taste salty?

No – the target salt level for spa water when using the FreshWater Salt System is 1,750 ppm – which is virtually undetectable by taste or smell. For comparison, the salt level of tap water is around 500 ppm, and sea water is around 35,000 ppm.

How often do I need to add salt to my hot tub?

The FreshWater Salt System will continually generate chlorine from the salt added to the water at start-up. The hot tub owner only needs to add more salt when they drain and refill the hot tub, or after topping off the water from a significant splash out.

Will salt residue collect behind the pillows and/or on the spa components above the water?

Keeping calcium hardness levels at the 50 ppm target will help reduce water lines and salt/scale formation. You may occasionally need to run a damp cloth around the bartop to keep it clean.

How do I prevent salt buildup on the exterior of my spa and surrounding area?

Periodically hose off your spa exterior, spa steps, and the deck or concrete surrounding your spa after use to prevent salt buildup that can occur from splash-out.

Will the salt water harm decks or plants?

It is recommended to regularly hose down decks and nearby plants since salt can accumulate to levels that can damage and discolor decking as well as kill plants. When draining the spa, follow all local codes and guidelines.

CALCIUM HARDNESS

Why is calcium hardness a concern for hot tubs?

The accumulation of scale caused by high levels of calcium hardness can be detrimental to hot tub components like the jet pumps and heater, as well as to the electrodes on the FreshWater Salt System cartridge. Ensure that your calcium hardness levels are with the 25-75 ppm range, with an optimum target level of 50 ppm.

I have very hard water (high calcium hardness); what's the best way to fill my hot tub?

The recommended calcium hardness range is 25-75 ppm with a target of 50 ppm. Depending on the amount of hardness in your water the following methods are recommended to reduce calcium hardness:

- 300+ ppm of calcium hardness, use the On The Go® portable hot tub water softener
- 150-300 ppm of calcium hardness, use a Vanishing Act XL
- 75-150 ppm of calcium hardness, use a Vanishing Act (included in start-up kit)

What is the On the Go portable hot tub water softener and why should I use it?

The On The Go portable hot tub water softener is an effective and cost-efficient way to avoid issues that can result from having high levels of calcium hardness. The On The Go is easily attached to your garden hose and used to fill and top off the hot tub with soft water, and again when you eventually drain and refill your hot tub. The On The Go can be reused and recharged repeatedly, so it will last the life of your spa.

What is the Vanishing Act® calcium remover and why should I use it?

The Vanishing Act calcium remover is a patented product that removes calcium from the water, reducing the hardness – making spa water softer and more enjoyable for soaking. There are two sizes of Vanishing Act products available depending on the calcium hardness levels found in your spa:

- 150-300 ppm of calcium hardness, use a Vanishing Act XL
- 75-150 ppm of calcium hardness, use a Vanishing Act (included in start-up kit)

Can you be in your spa while the Vanishing Act is in use?

Yes – but when you exit the spa restart the calcium removal process as noted on the box and in the spa owner's manual and reposition the bag.

Can I fill my spa with the water softener at my house?

Yes – blend softened water and tap water to achieve the calcium hardness target of 50 ppm (recommended range is 25-75 ppm).