



# QUICK REFERENCE GUIDE

**IMPORTANT** Circulate your spa water for at least 5 minutes **AFTER** any chemical addition and **BEFORE** adding another product. Keep children away from spa care chemicals.

## Filling & Draining

1. Take a sample of the fill/source water to your authorized **Serena Spa® dealer** for a complete water lab analysis.
2. Fill spa to correct water level (*at least 1 or 2 inches above the highest jet in the spa, or 2 inches above any top skimmer/ filter opening*).
3. Make any needed adjustments using pH Up or Down, Alkalinity, and Liquid Calcium Balancer.
4. Add 16 ounces of **Serena Spa® Stain & Scale Preventer** to protect the equipment and if using well water, a weekly dose will be required.
5. Add necessary Sanitizer (Chlorine, Bromine, or Salt) to establish a residual. Follow the manufacturer's instructions on the container of your chosen sanitizer. If using a spa mineral purifier, add and balance all other chemicals prior to installing. (*Read Purifier instructions carefully.*)
6. Drain and refill the spa every 4 months. Use **Serena Spa® Jet Line Cleaner** prior to draining to maintain peak jet performance. Repeat filling instructions (1-4) above.
7. To enhance the feel and quality of your spa water, use **Serena Spa® Borate Plus** with every fill. Some source water may contain impurities that will be easily removed by using **Serena Spa® Recovery** with each fill. These products are not required but will enhance your spa experience.

## Sanitizing

- Test the spa water and Sanitizer level **BEFORE** and **AFTER** each use.
- Maintain the recommended Sanitizer level at all times. Add Sanitizer - **Serena Spa® Granular Dichlor**, **Serena Spa® Brominating Tabs** or **Serena Spa® Salts**, as needed to achieve proper levels. NOTE: The addition of a quality Ozone Generator, UV Sanitizer, or Spa Mineral Purifier will reduce the amount of chemical Sanitizer needed.

## Weekly

- Test spa water and adjust pH, Alkalinity, and Calcium if necessary.
- Add **Serena Spa® Clear Blue** and **Serena Spa® Oxy Blast**.
- Check for debris in the skimmer and suction intakes to avoid decreases in jet performance.

## Monthly

- Spray filter with a garden hose and clean it with **Serena Spa® Filter Cleaner**.
- Clean spa cover with **Serena Spa® Cover Rejuvenator**.

*TROUBLESHOOTING TIPS ARE ON THE REVERSE SIDE.*

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### CLOUDY WATER

- C:** *Inadequate filtration or dirty filter.*
- S:** Check that the filter is securely attached. Clean filter with **Serena Spa® Cartridge Cleaner** or replace the aging filter.
- C:** *Water is not balanced.*
- S:** Test water with a Test Strip. Adjust Sanitizer, pH, Alkalinity, and Calcium levels as needed.
- C:** *Unfiltered particles or chemically saturated water.*
- S:** Use **Serena Spa® Clear Blue** to combine particles. If the condition persists, drain the spa, clean, and refill with fresh water.

### CHEMICAL ODOR

- C:** *Build-up of chloramines/bromamines (by-products of sanitizer) in the water.*
- S:** Shock water with **Serena Spa® Oxy Blast**, then test and adjust sanitizer level.

### MUSTY ODOR

- C:** *Not enough sanitizer in water, bacteria present in water.*
- S:** Add **Serena Spa® Granular Dichlor** or **Serena Spa® Brominating Tabs** as necessary and Shock with **Serena Spa® Oxy Blast**. Readjust sanitizer level if necessary.

### FOAMING

- C:** *High concentration of body oils, lotions, or detergent in swimsuits, as well as excess contaminants.*
- S:** Use **Serena Spa® Foam Out** as needed. For long-term prevention, use **Serena Spa® Naturally Clear** weekly.

### GREEN WATER (ALGAE)

- C:** *Low Sanitizer level.*
- S:** Adjust pH with **Serena Spa® pH Up** or **pH Down**. Add **Serena Spa® Granular Dichlor** to Sanitize. Clean spa filters. See Monthly Maintenance on the reverse side of card.

### NON-MATCHING pH TEST COLOR

- C:** *Sanitizer level is too high. (See too much Sanitizer.)*
- S:** Test pH again when Sanitizer level is below 5 ppm.

AUTHORIZED  
SERENA SPA®  
DEALER

# TROUBLESHOOTING TIPS

**C - CONCERN**  **S = SOLUTION**

### FAILURE TO GET SANITIZER READING

- C:** *Sanitizer level is too low.*
- S:** Add **Serena Spa® Granular Dichlor**, **Serena Spa® Brominating Tabs**, or **Serena Spa® Salt**, until the Sanitizer level tests in the recommended range.
- C:** *Algae is present.*
- S:** Dirty water will consume the Sanitizer as soon as it is added. Add more **Serena Spa® Granular Dichlor** until the Sanitizer level stays in the recommended range.
- C:** *Test Strip remains "white" even after Sanitizer has been added.*
- S:** Sanitizer level is extremely high. It can bleach the reagents on the Test Strip and give a false reading. (See below.)

### TOO MUCH SANITIZER IN THE WATER

- C:** *Too much Sanitizer has been added or dispensed into the spa.*
- NOTE:** DO NOT use spa until the Sanitizer level registers below 5 ppm.  
Test water with a Test Strip until the desired level has been reached.
- S1:** Activate jets with the air control open. Allow jets to run for 15 minutes.
- S2:** Drain half (1/2) of spa water and refill with fresh water.
- S3:** Sodium Thiosulfate "neutralizes" Chlorine and Bromine. Use ONLY if your time is limited. Follow manufacturer's instructions very carefully.

### EYE OR SKIN IRRITATION

- C:** *Contaminants or excessive amounts of chloramines/bromamines in water.*
- S:** Shock water with **Serena Spa® Oxy Blast**. Adjust Sanitizer level.
- C:** *pH level is low.*
- S:** Adjust pH with **Serena Spa® pH Up** or **pH Down**.

### CORROSION OF METAL

- C:** *Low pH level.*
- S:** Adjust pH with **Serena Spa® pH Up** or **pH Down**.



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IS ON THE REVERSE SIDE.**