



THE HANDOVER BOOK

Looking After Your Pool

The water, the filter and the finish
— in plain words

the pad · the filter · the water · the year

0800 222 974 · baysidepools.co.nz

Welcome to your new pool

Congratulations — and thank you for choosing a Bayside pool.

This book is the practical half of your handover. The warranty book beside it tells you what is covered and what keeps it covered. This one tells you how to look after the pool itself: the water, the filter, the baskets, the surface, and what to do when something looks wrong.

It is the book we talked through with you on the day — written down, so you can find it again in six months when you have forgotten which way the valve turns. It is meant to be read with wet hands and a bit of chlorine on it.

If you read nothing else

- Run the filter 8 to 10 hours a day through summer, 5 to 6 through winter.
- Test the water twice a month in summer and once a month in winter, and write the readings down.
- Empty the skimmer basket and the pump basket every week.
- Brush the walls and floor with a soft nylon brush, and vacuum once a week.
- Backwash when the pressure gauge climbs, not on a calendar.

That is the whole of it. The rest of this book explains each line, because each one is worth understanding rather than memorising — and because knowing why the valve has six positions is what stops a Saturday morning going wrong.

What is in this book

Four parts, in the order you will need them: the week the pool needs, the equipment that does the work, the water, and the year.

Part one — Your pool, and the week it needs	3
The pad, at a glance	4
Your week in one page	5
Your first two weeks	6
Part two — Filtration and cleaning	7
How your water gets clean	8
The six positions on the valve	9
Backwash, step by step	10
When the filter needs more than a backwash	11
The baskets, and getting the pump going again	12
Brushing, vacuuming and the waterline	13
Part three — The water	14
Testing your water	15
The five readings that keep your warranty valid	16
pH · Total alkalinity · Calcium hardness	17
Chlorine stabiliser · Chlorine · Shock	20
Green water, step by step	23
What you can see, and what it usually means	24
Salt water and freshwater systems	25
Part four — Through the year	26
Summer · Winter and the cover · After rain and after a party	27
The water level · Looking after the gel coat	30
Chemicals, safely · Safety around the water	32
What keeps your warranty valid	34
Who to call · Your pool's details · Your water record	35

Your warranty is a separate book: Your Bayside Pool Warranty. The two are written to be read together — this one tells you how to look after the pool, and that one sets out what is covered when something goes wrong.



PART ONE

Your pool, and the week it needs

What is on the pad, what a normal week looks like, and what to expect in the first fortnight.

The pad, at a glance

Everything that keeps your water clean lives in one place: the pump and filter, usually beside the house or behind a screen. It looks like a lot of plumbing. It is really a handful of parts, and this is what each one does.

The skimmer box	The opening in the pool wall where water leaves the pool. There is a basket inside it. Empty it — a full basket starves everything downstream.
The pump	Pulls the water through. It has its own basket under a clear lid, and that lid is where you look when the flow drops.
The filter	Sand, glass or a cartridge element. This is what takes the dirt out of the water, and the gauge on top tells you when it needs cleaning.
The valve	The handle on top of a sand filter, with six positions. Filter is where it lives. Backwash and Rinse are the two you will use.
The returns	The jets pushing water back into the pool. Point them so the surface moves; still water is where algae starts.
The sanitiser	A chlorinator, a salt cell, or a freshwater system — whichever we fitted. It makes the chlorine. The manual for it is in your handover pack.
The heat pump	If you have one, it sits in the same line and heats the water as it passes. 25 to 27 degrees is where it runs most efficiently.

If your pool was built with the in-floor cleaning system, there is one more thing: nozzles set into the floor that sweep it every day the filter runs, and push the debris round to the skimmer. That is the vacuuming handled. Everything else on this page still applies.

Your week in one page

Ten minutes on a Saturday, and a glance at the water each day. That is the whole job.

Every day, in summer

Look at the water — in full sun, not in shade. Skim the leaves off the surface if there are any. That is it; the pump and filter do the rest while you get on with your day.

Once a week

- Empty the skimmer basket and the pump basket.
- Brush the walls, the steps and the floor with a soft nylon brush.
- Vacuum, if you do not have the in-floor system.
- Look at the pressure gauge: still where it was when the filter was clean?
- Skim, and check the water level is at the middle of the skimmer mouth.
- Test the water, and write the readings down.

Once a month

- Take a sample to your pool shop for a proper read, and ask them to include phosphates.
- Wipe the waterline, where sunscreen and body oils leave a film.
- Check the baskets, the lid O-ring and the unions for leaks or perishing.

Every couple of months, and once a year

Every couple of months: the waterline again, and a look at the salt cell for scale. Once a year: replace the test kit reagents, and clear the leaves and debris out from around the heat pump.

A pool that is tested and brushed every week almost never goes green. Nearly everything in Part three is easier to prevent than to fix.

Your first two weeks

A new pool does not sit still for the first few weeks. The water takes a little acid while it settles, and then it settles down. There is no plaster in a fibreglass shell, so nothing in the surface is pushing the pH up — what you are managing is your sanitiser.

A pH above 7.6 in those first few weeks is normal, and it is nothing to worry about. All that is needed is hydrochloric acid from your pool shop, added in small doses and retested an hour later.

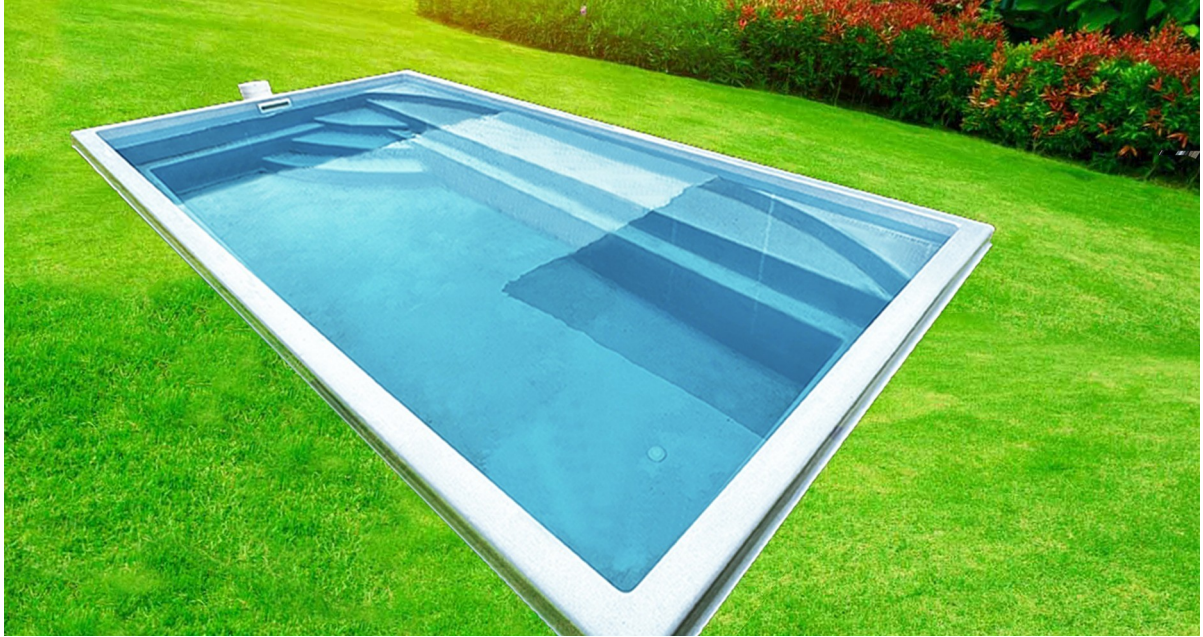
What to do, in order

1. Run the filter continuously for the first few days, then settle into your normal hours.
2. Test pH and free chlorine every few days for the first fortnight, and write the readings down.
3. Take a water sample to your pool shop in the first week and ask them to include phosphates.
4. Keep the water at the middle of the skimmer mouth. Top it up little and often rather than in one go.
5. Never take the water below the skimmer, and do not empty the pool yourself. Only an authorised representative drains a shell, and water below the skimmer outlet is the one thing not covered.

If you have a salt system

Let the salt dissolve for 24 hours before you power the cell up, and never add salt through the skimmer. Keep the automatic cleaner out of the water until the salt has gone — it will not dissolve if the pool is being stirred up around it.

Start the record now, on day one. A dated note, or the pool shop's printout, either is fine. It takes ten seconds, and it is the only thing that shows the water was kept where it should be.



PART TWO

Filtration and cleaning

The half of pool care that is not chemistry: water moving, a filter that is clean, and baskets that are empty.

How your water gets clean

Water leaves the pool through the skimmer box, is pulled through the pump, pushed through the filter, and comes back in through the returns. That is the whole system. Everything in this part of the book is about keeping that loop moving.

Run hours

Eight to ten hours a day through summer, and longer in a heatwave or when the pool is getting a lot of use. A pool that is not being used through winter needs five to six hours a day. If the water is cloudy after heavy use, heavy rain or a dose of anything, run it continuously until it clears.

Run it in the middle of the day. That is when the sun is on the pool and the sanitiser is working hardest, and it is when the water most needs to be moving.

Flow is the thing to watch

A filter that is loaded up, or a basket that is full, slows the water down. Less flow means less filtration, and cloudy water that will not clear however much chlorine you put in. When the water stops behaving, check the baskets and the gauge before you check the chemistry — it is the cheaper answer, and it is right more often than not.

What the filter actually catches

The filter takes out what the skimmer and the sanitiser did not: fine dirt, pollen, dead algae, the bits that make water look hazy. It does not disinfect anything. That is the sanitiser's job, and it is why a clean filter and a working sanitiser together are what keeps water clear.

The six positions on the valve

On top of a sand or glass filter there is a handle with six positions. It will only turn one way, clockwise, and it should only ever be turned with the pump off. Here is what each position does and when you would use it.

Filter	Normal running, and vacuuming. Water goes through the filter and back to the pool. This is where the handle lives.
Backwash	Reverses the flow and flushes the trapped dirt out to waste. The one you will use most, and it has its own page.
Rinse	Used straight after a backwash, for about a minute, to settle the media back down and flush the valve. Skipping it sends a puff of dirt back into the pool.
Waste	Bypasses the filter and sends water straight to waste. For vacuuming heavy debris out of the pool, or letting the water level down deliberately.
Recirculate	Bypasses the filter but keeps the water moving. Used when the filter is being repaired, or when you need circulation without filtration.
Closed	Stops the flow entirely. Pump off, always. Nothing good happens in this position.

Turn the pump off before you touch the handle. Moving a multi-port valve with the pump running is the one maintenance mistake that turns a Saturday morning into a repair bill — it breaks the valve's seal.

A cartridge filter has no valve and no backwash. The element comes out and gets hosed down instead — page 11 has it.

Backwash, step by step

This is the job people ring us about. It takes three minutes and it is the difference between a filter that works and a filter that is full of dirt.

The filter catches dirt, so eventually it is full of it. The pressure gauge climbs, the flow at the returns drops, and the water starts to look tired. Backwashing reverses the flow and sends the dirt out to waste down the drain line.

Do it like this

1. Switch the pump off.
2. Turn the valve handle clockwise to Backwash.
3. Switch the pump on. You will hear the water churning the other way through the tank.
4. Watch the sight glass, or the waste line. It runs murky at first.
5. When it runs clear — a couple of minutes on most pools — switch the pump off.
6. Turn the handle to Rinse, pump on, and run it for about a minute.
7. Switch off, turn the handle back to Filter, and start the pump again.
8. Look at the gauge. It should be back down to the reading it had when the filter was clean. That is your proof it worked.

When to do it

When the needle sits higher than it did with a clean filter, not on a fixed day of the month. A pool in a leafy spot will want it more often than one in the open. If the gauge has not moved by the end of the month, leave it alone — backwashing a clean filter wastes water and achieves nothing.

If the gauge stays high after a backwash, or the water will not clear, the media may be past it. Call us. Do not reach for the handle and assume it is you.

When the filter needs more than a backwash

Sand and glass media

The media in a sand filter does not last forever. Sand is usually changed every five years and glass media around ten, and sooner if the pool has had a hard life — a lot of algae, a lot of leaves, or years of running with dirty water.

The signs are a gauge that stays high after a good backwash, water that will not clear, and media that comes out of the sight glass during a backwash. Any of those is worth a phone call rather than a guess.

Cartridge filters

A cartridge filter has no valve and no backwash. The element lifts out, gets hosed down from the top downwards, and goes back in. During the season that is about once a month, and more often if the pool is busy or surrounded by trees.

The element itself is replaced roughly every 18 months. A torn pleat or a cartridge that will not come clean is the end of it — a hole in the element sends everything straight through.

And the salt cell

If your pool has a salt cell, look at it once a season. Scale on the plates is the usual reason a chlorinator stops keeping up: the cell is still running, it is just coated. Clean it as the maker's manual says — and follow that manual on acid strength and soaking time, because too strong or too long is what kills a cell.

How long things last: sand around 5 years, glass media around 10, a cartridge element around 18 months, and test kit reagents every 12 months. The salt cell wants looking at once a season.

The baskets, and getting the pump going again

Two baskets, both worth emptying

The skimmer basket is in the box at the water line. The pump basket is under the clear lid on the pump itself. Both catch what would otherwise reach the filter, and both fill up faster than people expect — a windy week with a tree nearby can fill a skimmer basket in a day.

A blocked basket starves the pump of water. The pump keeps running, so it looks fine, but the flow drops away and the pool stops being filtered. Empty both every week, and after a storm.

If the pump loses its prime

A pump is primed when it is full of water. Lose that and it is just spinning air: you will hear it change note, the flow at the returns drops to nothing, and the pump runs hot.

1. Check the water level first. If it is below the skimmer mouth, the pump is sucking air — top the pool up and it will usually prime itself.
2. Check the pump basket lid and its O-ring. A lid not seated, or a perished O-ring, lets air in.
3. Take the lid off, fill the pump chamber with water from a bucket, and refit the lid firmly.
4. Open the valves in the suction and discharge lines, then start the pump.
5. Watch the clear lid. Once you can see water moving through it, the pump is primed.

If it will not hold its prime, stop and call us. Running a pump dry for a long stretch is how a seal or a motor goes, and that is an expensive way to find out where the air is getting in.

Brushing, vacuuming and the waterline

Brush weekly — it matters more than people think

Most algae needs a surface to cling to. A brush pass over the walls, steps and floor once a week takes away the film it would otherwise settle into, and it lifts the dirt the filter can then catch. Corners, steps and the waterline are where it starts.

A soft nylon brush, every time. Never a steel or abrasive brush on a gel coat — it takes the shine off and leaves marks that cannot be polished out.

Vacuum weekly

A manual vacuum head and hose does the job, and it is the right tool for spots and for heavy debris after a storm. A robot does the whole floor on a schedule and reaches the corners a manual head skips, and the debris ends up in its own basket rather than in your filter. Either is fine; weekly is what matters.

If your pool was built with the in-floor cleaning system, you already own the third option. The floor is swept every day the filter runs, and the debris is pushed round to the skimmer. Keep the baskets clear and it does the work for you.

The waterline

Every couple of months, wipe round the waterline with a soft cloth or sponge. Sunscreen and body oils leave a greasy film there, and a film left sitting is what leaves a stain. Ask people to apply sunscreen half an hour before they get in rather than at the pool edge — it clouds less water that way.



PART THREE

The water

Five readings, the same in every shell we build — and what to do when one of them is out.

Testing your water

Test twice a month through summer and once a month through winter. Test again after heavy rain, after a party, and after every chemical addition — those are the three moments a pool goes out of balance without warning.

How to take a sample that is worth testing

1. Use a clean cup or bottle, and rinse it two or three times with pool water.
2. Take it from the side furthest from the skimmer and the returns, so you are testing the pool and not the plumbing.
3. Hold the container upside down as you put it in, elbow deep, then turn it upright to fill.
4. Cap it with as little air in it as you can, and test it straight away. A sample that has sat in a warm car is not the same water.

A home kit, and a shop test

A home kit covers pH and chlorine well, and it is what you will use most weeks. Once a month, take a sample to your pool shop for a proper read — they test things a home kit cannot, and most will do it while you wait. Ask for phosphates every four to six weeks: phosphates feed algae, and plenty of shops leave them out of a standard test unless you ask.

Replace the reagents in your kit every twelve months, or sooner if the colours look tired. Old reagents give false readings, and false readings lead to wrong doses — which is how a pool gets chased round in circles for a season.

[A printed shop result is a perfectly good entry in your water record. So is a note in the back of this book.](#)

The five readings that keep your warranty valid

pH	7.2 – 7.6	7.4 is the ideal
Total alkalinity	80 – 120 ppm	holds the pH steady
Calcium hardness	150 – 200 ppm	a fibreglass shell — keep it toward the low end
Free chlorine	1 – 3 ppm	the handover range for a Bayside pool
Chlorine stabiliser	30 – 50 ppm	protects the chlorine from the sun

Those five numbers are the same in every fibreglass pool we build. Keep the water inside them and the finish is being looked after the way it is meant to be. Keep the calcium toward the low end of its range: high calcium sitting alongside high pH is the usual cause of a dull or scaled gel coat.

Keep a dated record of the readings — your own note, or the pool shop's printout. The finish warranty does not cover fading, so the water and the record are what stand behind the colour, and the record is what a warranty question or a transfer is looked at against.

The warranty transfers once, to the next owner of the property, if the property sells inside five years of the original purchase and you tell us in writing within 30 days of the change of ownership. A transfer is at our discretion, on stated grounds — the water record and the condition of the shell — and where we decline one we give the reason in writing.

And the warranty, in four lines

- 20 years on the shell, 15 years on the gel coat against osmotic blistering.
- We repair, never replace — capped at the price you were invoiced for the shell.
- Tell us within 7 business days of finding a defect.
- Your Consumer Guarantees Act 1993 rights sit alongside this warranty.

Your warranty book prints this same page — page 4. How to test and dose is in Part three.

pH — 7.2 to 7.6, with 7.4 as the ideal

pH measures how acidic or alkaline the water is, on a scale of nought to fourteen. Below seven is acidic, above seven is alkaline, seven is neutral. Pool water wants to sit just above neutral.

It is the most important number in the pool, because everything else works off it. Chlorine is many times more effective at killing bacteria at 7.2 to 7.6. Above 7.6 it takes roughly four times as long to do the same job, and you will get through far more of it.

When it is wrong

Low pH burns eyes and corrodes equipment. High pH leads to scaling and calcium build-up, and scale on a gel coat is what a dull finish looks like close up. High pH is also the single most common cause of a pool that will not stay clear.

How to adjust it

Run the filter for an hour, test, then add small doses — around 250 ml of hydrochloric acid to bring it down, or around 250 g of sodium bicarbonate to bring it up — and retest before adding more. Small and often beats one big correction every time.

A new fibreglass pool runs a little high in pH for its first few weeks while the water settles, and a bit of acid brings it back. Nothing in the shell is doing it — there is no plaster curing in a fibreglass pool.

Total alkalinity — 80 to 120 ppm

Total alkalinity is the water's ability to resist a change in pH. Think of it as the floor the pH stands on: hold the alkalinity in range and your pH stays where you put it between tests.

Too low and the pH swings about — up after rain, down after a dose, never settled. Too high and the pH sits up and refuses to come down, which is the frustrating version.

Test it first

When you are balancing, test alkalinity before pH. It buffers the pH, so bringing the alkalinity into range first saves you chasing the pH twice.

How to adjust it

Sodium bicarbonate raises it: as a rule of thumb, 200 grams raises total alkalinity by about 10 ppm in a 10,000 litre pool. Acid lowers it — the same hydrochloric acid you use for pH, added the same careful way. Start with half to three quarters of the dose the label suggests if you are new to this, and retest before adding more.

Rain and top-up water move it too. Rain is usually acidic and will pull alkalinity and pH down; bore water or tank water can push it the other way. It is worth a test after a week of weather.

Calcium hardness — 150 to 200 ppm

Calcium hardness is how hard or soft the water is. Water that is too soft goes looking for minerals and takes them from the surfaces, the pipework and the pump. Water that is too hard leaves scale on the gel coat and on the cell.

For a fibreglass pool, keep it between 150 and 200 ppm, toward the low end of that range. High calcium sitting alongside high pH is the usual cause of a dull or scaled gel coat — the two go together, so if your calcium is at the top of the range, watch the pH.

Most fibreglass pools never need calcium added

A fibreglass shell is not a concrete pool. It does not need calcium in the water to protect the surface, and the risk here runs the other way: calcium high and pH high together is what dulls a gel coat. Only add calcium if a test says your water is low.

If you do need to raise it

Use calcium chloride. As a rule of thumb, 57 grams raises calcium hardness by about 10 ppm in a 38,000 litre pool. Do not add more than 4.5 kg per 38,000 litres at once, and wait at least twelve hours before adding more.

It gets hot when it hits water, so wear gloves and goggles, add the chemical to a bucket of water rather than water to the chemical, and only add it when the pool is full — the heat can mark a finish if the water is still low.

Chlorine stabiliser — 30 to 50 ppm

Stabiliser, or cyanuric acid, is the sunscreen for your chlorine. Without it, chlorine is gone by lunchtime on a sunny day and you spend the rest of the week putting more in.

In range, it holds the chlorine in the water long enough to do its job. That is the whole point of it, and it is why a pool with stabiliser holds its chlorine through a hot week and one without does not.

Adding it

As a rule of thumb, 370 grams of cyanuric acid raises the level by about 10 ppm in a 38,000 litre pool. Add it in small lots and retest — you can always add more.

The ceiling matters

It only comes down by diluting the pool, and too much of it locks the chlorine up: the reading looks fine, but the chlorine has stopped working and the water goes green anyway. That is why the range has a top as well as a bottom, and why it is worth checking before you add another dose.

If it is too high, the fix is part-draining and refilling — a third to a half of the water — and that is a job to talk to us or your pool shop about before you start. Never empty the pool to fix it.

Many chlorine tablets already contain stabiliser. If you use tablets all season, your stabiliser is creeping up on its own — worth a test.

Chlorine — granules, tablets and liquid

Free chlorine is the sanitiser actually working in the water. Keep it between 1 and 3 ppm. Below 1 ppm algae gets a hold; well above 3 ppm you are wasting chlorine and the water will smell of it.

Granules

1. Switch the filter on and check it is running properly.
2. Gloves and goggles on. Half-fill a large bucket with pool water.
3. Measure the dose on the label into the bucket, and stir it with a stick until it has dissolved.
4. Tip it slowly round the deep end, not into the skimmer.

Never pour granules or a dissolved granule mix into the skimmer — it goes straight through the pump and the filter in one concentrated dose, and that is what damages them. Do not do it on a windy day.

Tablets

Tablets go in the chlorinator or dispenser with the pump off, then close it and start the pump. A tablet takes about seven days to dissolve. Open the chlorinator carefully — do not lean over it and breathe the fumes.

Liquid

Liquid chlorine is the easiest to use: no premixing, straight into the deep end with the filter running. It has a short shelf life, so buy it as you need it rather than stockpiling it through summer.

Granular chlorine can nudge your calcium hardness up over a season. If your calcium is already at the top of the range, mention it to your pool shop when you buy.

Shock, and when to do it

Shocking is a big dose of chlorine, given on purpose. It burns off the chloramines — the used-up chlorine that makes a pool smell of chlorine even when the reading looks fine — and it knocks back anything that has started to grow.

The moments worth shocking

- After a lot of swimmers, especially a party.
- After a storm, once you have skimmed and reset the water level.
- After a run of hot sunny days.
- At the end of the season, and again at the start of the next one.
- When the free chlorine has dropped below range, or the water is starting to haze.

How to do it

1. Skim, brush and vacuum first. You want the debris in the water and out of the pool, not sitting on the floor.
2. Read the label and dose for your pool volume. The label is the authority on how much.
3. Add it in the evening with the filter running — the sun will take a daytime dose before it has done its work.
4. Run the pump and filter continuously for 24 to 48 hours.
5. Test again before anyone swims. Keep everyone out until the readings are back in range.

How often is right depends on your sanitiser system, so ask your pool shop what suits yours. A pool with clean baskets, a clean filter, brushed surfaces and a weekly test rarely needs rescuing.

Green water, step by step

Green water is algae, and it is almost always a chlorine problem. It is also fixable in a day or two if you work in the right order.

Why it happens

Algae spores are in the air all the time. They need still water, sunlight and food. So it takes hold when the chlorine has dropped, when the pH has run high, when the flow is poor, or when the surfaces have not been brushed — and it grows fastest in the corners, on the steps and behind the ladder where the water barely moves.

The recovery

1. Clean the filter first — backwash, or hose the cartridge. You are about to put a lot of dead algae into the water and the filter has to be able to catch it.
2. Brush the walls, floor and steps. Get the algae off the shell and into the water.
3. Vacuum, and if the water is thick, vacuum to waste rather than through the filter.
4. Test the water, and take a sample to your pool shop with a photo of the pool.
5. Dose to the label for your volume, in the evening, with the filter running.
6. Run the pump and filter continuously until it clears. That is the part that does the work overnight.
7. Keep testing daily until the water is clear and holding its readings.
8. Clean the filter again once it is clear. A filter full of dead algae will not clear the next lot.

Do not drain the pool to fix green water. Emptying a fibreglass shell is a job for an authorised representative, and it is not the answer to algae.

What you can see, and what it usually means

Nearly everything that goes wrong shows up as one of these. Work down the list before you spend money on chemicals: the first two are usually cleaning, not chemistry.

Cloudy or hazy water	Sanitiser low, water drifted out of balance, or the filter is loaded and the flow has dropped.	Clear the baskets, backwash, then have the water tested. Run the pump longer while it clears.
Green water	Algae: chlorine dropped low, or the stabiliser has been used up and the sun has taken it.	The green-water routine on the page before this one.
Slippery walls or floor	Early algae or biofilm, usually where the circulation is weakest.	Brush with a soft nylon brush, check the sanitiser, have the water tested.
White spots or scale	High pH together with high calcium — the classic fibreglass pair.	Get the water tested, bring the pH down, keep calcium toward the low end. Do not scrub at it.
Greasy film on the waterline	Sunscreen and body oils. Acidic, and it stains if left.	Wipe the waterline. Ask people to apply sunscreen before they arrive.
Stinging eyes, itchy skin, strong chlorine smell	Usually not enough working chlorine, not too much — that smell is chloramines.	Keep everyone out, have the water tested, shock as your shop advises.
Sanitiser will not hold	A scaled cell, too short a run time, or the stabiliser has drifted.	Check the salt and the cell first, then the run time, then have the water tested.
Dull or chalky gel coat	Long-term water drift, or something abrasive has been used on it.	Water tested, pH down, soft brush only from now on.

Salt water and freshwater systems

If your pool has a chlorinator or a freshwater system, it makes its own chlorine from the salt in the water. That changes two things about your routine: the salt level matters, and the cell needs looking at.

Salt

A freshwater purifier runs on very little salt — as low as 1,000 ppm and up to about 1,500 ppm. A conventional salt chlorinator needs a great deal more. The two figures are not interchangeable, and your system's manual is the authority on yours.

- Scatter salt round the deep end. Never add it through the skimmer — it can damage the pump, the filter and the cell.
- Let it dissolve for 24 hours before you power the cell up.
- Keep automatic cleaners out until it has dissolved.
- Rain dilutes the pool and lowers the salt; a hot dry spell raises it as the water evaporates.

The cell

Look at the cell once a season for a build-up of deposits. Running a cell with too little salt, scale on the plates, low water flow through it and acid-washing it too strong or too often are the usual reasons a cell fails early. Clean it as the manual says, and no harder.

If the chlorine will not hold and the salt is right, check the cell before you buy more chemicals.



PART FOUR

Through the year

Summer and winter are two different jobs. Neither of them involves emptying the pool.

Summer

Summer is the easy half, as long as the water keeps moving and the chlorine keeps up. More swimmers means more contaminants, and more sun means the chlorine is being used up faster than it was in September.

What changes

- Run the filter 8 to 10 hours a day, and longer in a heatwave or over the holidays.
- Test twice a month at least — weekly while the pool is busy.
- Empty the baskets more often. A busy pool collects more.
- Watch the water level. A hot dry spell takes it down faster than people expect.
- Test and dose the same evening after a party, rather than waiting to see what happens.

The heat pump

Set it to 25 to 27 degrees. That is where it runs most efficiently. Your install left bypass valves between the pump and the filter, usually set so roughly two-thirds of the flow goes to the filter and a third to the heat pump — leave them as they were set.

The sun

Sunscreen comes off in the water. It clouds it, it leaves a film on the waterline, and in a sunscreen-heavy household that film will stain if nobody wipes it. Apply it half an hour before swimming, and give the waterline a wipe every couple of months.

Winter, and the cover

Nothing about a fibreglass pool needs storing away for winter. Leave it full, leave it running, and it comes back easily in spring.

The winter routine

- Run the pump 5 to 6 hours a day.
- Test the water once a month, and keep writing it down.
- Keep the baskets clear, and watch the gauge in case it needs a backwash.
- Give it one last shock at the end of the season, and a long-life algaecide if your pool shop suggests one.
- Turn the heat pump off while nobody is swimming. You are paying to heat water nobody is in.

The cover: two rules

A cover saves water, chemicals and heat, and it keeps the leaves out. It also traps gas. Take it off every two days so the pool can breathe — a pool under a cover keeps making sanitiser with nowhere for the gas to go, and that is what bleaches a pool.

And never leave a cover on over winter. The classic mistake is to put the cover on, leave everything set the way it was for summer and walk away until October. That is how a cover destroys a pool.

The thing you never do

Never empty the pool for winter. Not to clean it, not to save chemicals, and not unless it is an authorised representative doing the draining. A full shell is a heavy, supported shell — see the water level page, which is the one page in this book we would put on the wall.

After rain, after a party, after a storm

Most pool problems start on a day like one of these. Ten minutes afterwards saves a week of chasing it.

After heavy rain

1. Skim whatever has blown in, and empty the baskets.
2. Check the water level. If the rain has taken it over the top of the skimmer mouth, let some out through the waste setting — with the pump off while you move the valve.
3. Test the water. Rain is usually acidic, so pH and alkalinity are the two that move.
4. Check the phosphates at your next shop test. Run-off from the garden feeds them.

After a party

More people means more sunscreen, more sweat and more of everything the chlorine has to deal with. Test that evening, empty the baskets, and shock it rather than waiting to see whether it goes cloudy. Run the filter a few hours longer the next day.

After a storm

Skim and empty the baskets first — there is usually more debris than you think, and a full basket means no flow. Check the gauge: a storm usually means a backwash. Then look at the pad for anything that has moved, and check the water level before you run the pump hard.

If the power has been off, check the pump is primed before you leave it running. A pump that restarts dry will run hot without telling you.

The water level: the one that matters most

It is the one condition in the warranty that surprises people, and the one most worth understanding.

A full shell is a heavy, stable, supported shell. The weight of the water holds it down in the ground and holds its shape. Take the water out and you take that weight away — which is when ground water can lift a shell or push it out of shape.

That is why the warranty carries an explicit condition on water level. It is not about the pump starving or the skimmer slurping; it is about a shell with nothing holding it down.

Keeping it topped up

Keep the water at the middle of the skimmer mouth. A pool in full sun loses water to evaporation every day in summer, so it is worth a look every week while it is hot. Top up with a hose, little and often, rather than letting it run low and then filling it in one go.

Emptying the pool

Only an authorised representative drains the pool. Do not empty the shell, and do not lower it below the skimmer, for a cleaner, a builder, a contractor or anyone else who asks — a shell emptied without the ground conditions being right can lift, crack or distort, and that damage is not covered.

If the pool needs draining for any reason — a repair, a leak survey, a resurface — call us first on 0800 222 974 and we will tell you how it should be done.

Looking after the gel coat

A gel coat is a hand-laid surface. It likes balanced water, a soft brush and a clean filter. It does not like scale, abrasive brushes, or water left out of balance for months.

What keeps it looking like itself

- Keep the five readings in range, and keep the calcium toward the low end.
- Hold the pH down where it belongs. High calcium with high pH is what dulls and scales a gel coat.
- Soft nylon brush only — never steel, never an abrasive pad, never a scourer.
- Wipe the waterline every couple of months, before the film gets a chance to stain.
- Backwash when the gauge says so, so the water is being filtered properly.

What nobody can stop

Some things are nobody's fault. A leaf left sitting on the floor stains. A swimmer with sunscreen on leaves a film. And a shell in full sun will slowly change over the years — that is true of every pool finish made, in the same way a car parked outside is not the colour it was in the showroom. The finish warranty does not cover fading; the water and the record are what stand behind the colour.

What you control is the water, and the water is what keeps a colour looking like itself for as long as it can.

Send us a photograph if a patch of colour looks different. The first thing we will ask for is your water record — which is the reason the record page is in the back of this book.

Chemicals, safely

Pool chemicals are safe when they are treated with respect, and genuinely dangerous when they are not. These are the rules worth reading twice.

- Never mix chemicals together — not even two brands of the same thing, and particularly not granular chlorine. Mixing can start a fire or release poisonous gas.
- Never use pool chemicals alongside household cleaners.
- Never roll or shake a container of granular chlorine. Keep it sealed and away from any flame.
- Always add acid to water. Never water to acid.
- Keep everything in a locked, dry, ventilated place, out of reach of children, away from sunlight and anything flammable.
- Never reuse or switch containers. Keep a separate clean, dry measuring device for each chemical.
- Hold the container close to the water when pouring, so nothing splashes on skin or clothing.
- Read the label every time. Similar labels are how the wrong chemical ends up in the pool.
- Wash your hands after handling anything, and know basic first aid for chemical accidents.

One more

Test with clean equipment, and replace the reagents every twelve months. Most of the wrong doses we hear about start with a reading that was wrong.

Safety around the water

A pool that is perfectly balanced is still a pool. The rules around barriers in New Zealand are strict, they are enforced, and they are there for a reason.

The barrier

- At least 1.2 metres high, measured from the finished ground on the outside.
- Gates self-close and self-latch, and open away from the pool. Coastal air and loose hinges are the usual reasons a gate quietly stops latching — check yours.
- Nothing climbable in the non-climbable zone: no furniture, planters, trellis or overhanging branches.
- If the house wall is part of the barrier, doors opening to the pool area need self-closing devices or child-resistant locks at least 1.5 metres above the floor.
- Watch for ground erosion under the fence — it can open a gap you cannot see from the pool side.

The habits

- Supervise children at all times. A fence and a gate are not a substitute for supervision, and they never have been.
- Learn CPR, and display a resuscitation chart on the fence where anyone can find it.
- Warn everyone about sitting on or covering a drain or suction point, and keep long hair and loose clothing away from them.
- No running on the coping, no diving into shallow water, no glass at the pool edge, and no alcohol around the water.
- Chemicals locked away, always.

What keeps your warranty valid

Your pool carries a 20-year structural warranty and a 15-year finish warranty, in writing. Like every pool warranty it assumes the pool is looked after — and the conditions that keep it valid are in the warranty book, in full, in plain words.

The four you will actually touch

Water level	Keep the water above the skimmer outlet at all times. If it is allowed to fall below, the shell can be damaged and it is not covered.
Emptying	Only authorised personnel drain the pool. Do not empty the shell, or lower it below the skimmer, for anyone else.
Water and record	Keep the five readings on the readings page, and keep a dated record of them. This book has a page for it.
Telling us	Tell us within 7 business days of finding a defect — 0800 222 974 or info@baysidepools.co.nz , with your purchase details and what you can see.

And the rest

The other conditions — an approved base and backfill, a hydrostatic valve in the base, payment for the shell, and only a Bayside Pools representative carrying out repairs to the shell — are set out in the warranty book. It is worth reading once, properly, rather than finding it later.

Two books, one promise. This one tells you how to look after the pool; the warranty book tells you what happens if something goes wrong. If they ever seem to disagree, the warranty book is the one that governs.

Who to call

Bayside Pools

For anything about the shell, the finish or your warranty: 0800 222 974 or info@baysidepools.co.nz. Have your serial number to hand — it is stamped on the shell and written on the details page at the back of this book.

Your pool shop

For water testing, chemicals and dosing advice. Take a sample in — most shops test while you wait and print the result, which doubles as your record.

Your installer

For anything to do with the decking, the coping, the excavation or the site: the installer who built the pool around the shell.

The equipment makers

Pumps, filters, chlorinators, lights, heat pumps and covers carry their own manufacturer's warranty. The manual for each one is in your handover pack, and the maker or their local agent is who to call.

Pool shop	
Installer	
Electrician	
Equipment serials	

Your pool's details

Fill this in at handover and keep this book with your purchase papers.

Pool model and size	
Shell serial number	
Colour	
Date of handover	
Quote number	
Property address	
Sanitiser system fitted	
Filter type	

The serial number is stamped on the shell as well. It is what we look your pool up by, so it is worth writing down while you can still read it off the shell.

Your water record

One line each time you test. Twice a month through summer, once a month through winter, and again after heavy rain or a big dose of anything. A shop printout stapled in here counts too.

TA total alkalinity · CH calcium hardness · CI free chlorine · CYA chlorine stabiliser

Date	pH	TA	CH	CI	CYA	What was done

The five figures you are writing down are on the readings page in Part three. If a reading is outside its range, that is the line to act on — and the line to show your pool shop.

Where to find things

Keep these together, somewhere dry, where the next person who owns the pool can find them too.

Looking After Your Pool	This book. The routine, the filter, the water, the year.
Your Bayside Pool Warranty	What is covered, what is not, and what keeps it valid.
Equipment manuals	One for each piece of equipment on the pad: pump, filter, sanitiser, heat pump, lights, cover.
Pool shop printouts	Your monthly test results. Staple them into the water record.
Your purchase papers	The quote, the invoice and the handover sheet.

The short version

- Filter 8 to 10 hours in summer, 5 to 6 in winter.
- Test twice a month in summer, once a month in winter, and write it down.
- Empty both baskets weekly, brush weekly, vacuum weekly.
- Backwash when the gauge climbs — pump off before you touch the handle.
- Never empty the pool, and never let the water fall below the skimmer.

If you would rather talk it through, ring us on 0800 222 974. We would rather answer a question about the valve than fix a pump.



Fibreglass pools, made in Whakatāne.

0800 222 974

info@baysidepools.co.nz

baysidepools.co.nz

Issued 24 October 2026. Supersedes every earlier Bayside warranty booklet, handbook and maintenance guide.