PROBLEM	SYMPTOMS	POTENTIAL CAUSES	SOLUTION
Algae	• Green, black or dark yellow growth • Slippery, slimy surfaces • Dull green water	• Low free available chlorine (FAC) • High pH	1. Scrub walls using a curved brush. Remove as much algae as possible. 2. At least one hour before shocking, adjust pH to 7.2-7.4. 3. Shock treat pool water. 4. Run filter for 24 hours or until water is clear. 5. Vacuum the pool and add an algaecide.
Chlorine Odor	• Swimmers complain about too much chlorine in the water or a strong chlorine smell • Eye irritation	• Low free available chlorine (FAC) • High combined chlorine	1. At least one hour before shocking, adjust pH to 7.4-7.8. 2. Shock treat pool water.
Overstabilization	• Cloudy, green water • High chlorine reading and algae in water	• Adding too much stabilizer	1. Turn on the pool pump. Check to make sure it is operating properly. 2. Drain some water from the pool, then fill it back up with fresh water. 3. Adjust the stabilizer level to 20-50 ppm. 4. Adjust the pH, free available chlorine, total alkalinity and calcium hardness to recommended levels.
Cloudy Water	• Water that doesn't sparkle	• Small amounts of algae growth	1. At least one hour before shocking, adjust pH to 7.2-7.4. 2. Shock treat pool water.
		• High pH	If using calcium-hypochlorite based sanitizers, lower pH to 7.4-7.8. If using trichloro-s-triazinetrione based sanitizers, lower pH to 7.2-7.8.
		• High total alkalinity	Lower total alkalinity.
		• Inadequate filtration	Check to be sure the filter is working properly.
Metal Corrosion	• Rusty fixtures • Discolored water	• Low pH	If using calcium-hypochlorite based sanitizers, raise pH to 7.2-7.6. If using trichloro-s-triazinetrione based sanitizers, lower pH to 7.2-7.8.
		• Low total alkalinity	Raise total alkalinity to 60-120 ppm.
		• Low calcium hardness	Raise calcium hardness to at least 200 ppm.
Foamy Water	• Foaming on the surface of pool water	• Buildup of body oils, lotions or cosmetics • Use of some algaecides	Purchase a defoamer to add to your pool water.
Scaling	• White, gray or brownish chalky deposits on pool walls and fixtures	• High pH	If using calcium-hypochlorite based sanitizers, lower pH to 7.2-7.6. If using trichloro-s-triazinetrione based sanitizers, lower pH to 7.2-7.8.
		• Low free available chlorine	Lower total alkalinity to 60-120 ppm.
		• High combined chlorine	If water hardness is excessively high, you may need to drain some water from the pool and refill with fresh water.
Scum	• Ring around the pool	• Accumulation of body oils, lotions and dirt	Using a scrubbing pad, clean off your pool walls.
High Available Chlorine	• Bleached hair and bathing suits • Eye irritation • Free available chlorine is higher than 4 ppm	• Too much chlorine	Sunlight will naturally help lower the free available chlorine. Until the level returns to 1.0-4.0 ppm, do not add any more chlorine.
Eye and Skin Irritation	• Red eyes • Itchy skin	• Low free available chlorine	1. At least one hour before shocking, adjust pH to 7.2-7.4. 2. Shock treat pool water.
		• Unbalanced pH	Adjust pH to 7.2-7.4.
Discolored Water	• Green, hazy water • Clear blue-green water • Black or purple water • Dark green to brown water	• Algae growth	Purchase an algaecide to add to your pool water.
		• Excess copper	Purchase a metal control product to add to your pool water.
		• Excess manganese	Purchase a metal control product to add to your pool water.
		• Excess iron	Purchase a metal control product to add to your pool water.