

FREQUENTLY ASKED QUESTIONS:



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What is AquaFinesse™?

AquaFinesse™ is a completely different spa-maintenance alternative to chlorine or bromine. We provide clean, clear and odour-free water with only one dose per week! AquaFinesse™ also softens hot tub water by eliminating calcium and scale build-up from the tub's equipment. Our product not only makes your life easier, it also extends the lifetime of your hot tub by up to three times when compared with the use of traditional sanitisers!

It is recommended that hot tub owners maintain a minimum chlorine level of 1.5ppm in the spa water. To meet these standards, we strongly suggest using the supplied sanitising tablets in the slow-release dispenser as directed.

How is AquaFinesse™ supplied?

AquaFinesse™ comes in a convenient carrying case which contains everything you need for up to six months of effective spa water treatment! The box contains two bottles of our patented AquaFinesse™ solution, a graduated measuring cup, sanitising tablets, a slow-release dispenser and an instruction card with frequently asked questions (FAQs).

Can I use AquaFinesse™ in any hot tub, old or new?

AquaFinesse™ works beautifully with any tub, as long as it has an effective filtration system, removable/cleanable filters and a means of circulating water through the filters for at least four hours a day.

Can I use AquaFinesse™ in a spa with water that already has chlorine or bromine in it?

If the spa has just been emptied and refilled with fresh water, you can switch to AquaFinesse™ immediately. For a spa which has been sanitised with chlorine or bromine for more than one week, you must drain 1/3 of the spa and refill it with new water before using AquaFinesse™.

How do I use AquaFinesse™?

Take one bottle from the carrying case and consult the label for your recommended weekly dose. Shake well and use the measuring cup to pour the directed amount of AquaFinesse™ into the spa water. Turn on the jets and leave them running for at least two minutes to fully incorporate the solution.

When used in combination with a good working ozone or silver ion system, no additional sanitisers are needed. However, it is recommended that hot tub owners maintain a minimum chlorine level of 1.5 ppm in their spa water. To meet these standards, we strongly suggest using the supplied sanitising tablets in the slow-release dispenser as directed. To use: place one AquaFinesse™ sanitising tablet in the dispenser, secure the cap and place the dispenser on top of the water filter (or in the basket). Allow the dispenser to fill with water. Before using your tub, ensure that the dispenser is placed in the filter and working properly.

Do I need to “shock” the spa water before starting the AquaFinesse™ system?

No, it is not necessary to “shock” your water before starting the AquaFinesse™ system. However, there are certain situations in which we do recommend a chlorine shock. With brand new tubs, we suggest “shocking” the water after you have filled the spa for the first time. If you also have concerns about the quality of your water supply, you can “shock” the water before starting use of AquaFinesse™. YOU MUST WAIT 4-6 HOURS AFTER “SHOCKING” BEFORE USING AQUAFINESSE™.

What do the sanitising tablets do?

A small chlorine-based tablet is used in conjunction with our slow-release dispenser to kill all the bacteria from your tub after they have been captured in the filter.

The amount of residual chlorine remaining in your spa water is minimal. This small dose significantly reduces the unpleasant smells, dryness or bleaching effects typically associated with chemicals. NOTE: it is recommended that hot tub owners maintain a minimum chlorine level of 1.5 ppm in their spa water.

I have just started using AquaFinesse™ and my water is dirty and cloudy – what am I doing wrong?

Nothing! In fact, this is a sign that AquaFinesse™ is working properly to recondition your spa water and equipment. If your spa is older than six months, a considerable amount of calcium and scale build-up will be released by AquaFinesse™ and flushed into your spa. During this reconditioning period, we recommend that you clean your filter(s) twice a week. This helps to ensure that clean and clear water is flowing through your hot tub. When the spa is not in use, ensure that the valves, jets and water features are open and that water is allowed to flow through them. Your water will soon be soft and odour-free, without feeling slimy or greasy!

DO NOT ENTER YOUR HOT TUB IF YOU CANNOT SEE THE BOTTOM.**How often should I clean the filters in my hot tub?**

AquaFinesse™ works very closely with your tub's filtration system to ensure total water cleansing. We recommend cleaning the filters twice a week during the first two weeks. After the initial conditioning period, you should clean or rotate your filters on a weekly basis. For easier maintenance, we also recommend that you purchase back-up filters and rotate them regularly.

What is the best way to clean the filters?

For weekly maintenance, remove the filters from the tub and rinse them completely using a garden hose. Once a month, soak the filter(s) in a bucket using a filter cleaner and rinse filters off before reuse. Always allow the filter(s) to dry completely before refitting them to the tub.

How often should I use AquaFinesse™ to clean my hot tub water?

Use AquaFinesse™ as directed once a week. Set a specific day for this. Do NOT overdose. The sanitising tablet should be replaced in its dispenser as soon as it has dissolved (after approximately 7 to 10 days).

What happens if I overdose my hot tub with AquaFinesse™?

If an overdose occurs, you must completely drain and refill your hot tub and make sure that you thoroughly clean the filters before refitting them. Always make sure you that do not overdose.

How often should I change the spa water?

We recommend changing your water once every three to four months. You can also use our test strips to measure whether or not the water needs refreshing. Another good approach is to refresh your water each time you purchase a new box of AquaFinesse™.

Is it safe to drain the water onto my lawn?

Yes, AquaFinesse™ is environmentally friendly and so will not damage your garden, grass or household pets.

Can I use aromatherapy products with AquaFinesse™?

Yes, as long as the products you use are crystal or salt-based and do not contain oils or other liquids.

IF YOU STILL HAVE ANY QUESTIONS, PLEASE CONSULT OUR WEBSITE:
Or contact us: mail@aquafinesse.com

www.aquafinesse.com