
AFTER-SALES

# MAINTENANCE GUIDE

azoria

To preserve the integrity of your pool shell and maintain clean, clear water, regular maintenance is key to success.

Read this guide, it will help you understand your pool and preserve your water quality. Just a few minutes a day will be enough to maintain the ideal parameters for proper pool operation.

**IMPORTANT: Azoria always recommends calling on a professional for the closing and opening of your pool.**





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# Drywell Inspection

**WARNING**

This first point is **ESSENTIAL** to the structural integrity of your fiberglass pool. Read this information carefully and follow these recommendations. Neglecting to drain water from the dewatering well may damage your installation and cause the shell to lift.

The dewatering well is a vertical drain pipe installed in the gravel bed next to the pool. The bottom of this drain is 10 cm (4 inches) deeper than the pool floor. Its upper section is fitted with a white finishing cap similar to that of the skimmer.

The visible water level in the well reflects the amount of groundwater around the installation.

The accumulation of a large amount of water can have serious consequences on the integrity of the pool walls and floor, as well as on the slabs installed around it. **A MAXIMUM of 45 cm (18 inches) of water should be tolerated at all times in the well** to prevent damage caused by variations in hydraulic pressure around the pool.

The most critical times of the year are naturally in the spring during snowmelt, on days of heavy rain, and especially when your pool is closed for the winter and the water level in the pool has been lowered.



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## WELL WATER DRAINAGE PROCEDURE

To drain the water, you will need a **submersible pump.** Various models are available at hardware stores. You will also need a discharge hose and a compatible electrical cord of sufficient length.

Remove the well cover and insert the submersible pump to the **bottom of the hole.** Attach the discharge hose and direct it to a location where the natural slope of the ground will not allow water to flow back toward the pool.

For an additional fee, a permanent installation can also be planned during your pool installation if you believe your soil is prone to water accumulation.

# Water Chemistry

Each week, you will **NEED** to monitor your pool water chemistry.

The following table presents the most important chemical parameters to monitor in order to ensure swimmer comfort, water clarity, ease of maintenance of your fiberglass pool shell, and the longevity of your filtration equipment:

| | |
|---|---|
| **pH** | 7.1 — 7.3 |
| **Free Chlorine** (early in the morning) | 0.6 — 1.5 ppm |
| **Alcalinity** | 80 — 120 ppm |
| **Calcium Hardness** | 200 — 300 ppm |
| **Cyanuric Acid** (chlorine stabilizer) | 30 — 50 ppm |
| **Salt concentration** (if applicable) | 2 800 — 3 500 ppm |
| **Iron, coper, manganese** | 0 ppm |

Use a test kit and follow the instructions, or take a water sample and bring it to your local pool dealer. They will recommend the appropriate products to balance your water.



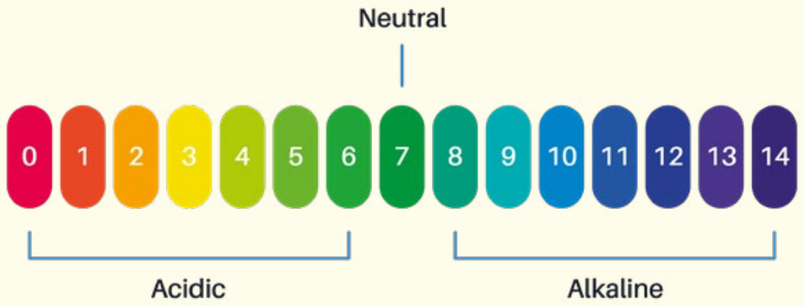


**IMPORTANT**

pH and alkalinity are the two most important parameters to control.
They restore chlorine's disinfecting properties and help prevent staining on your fiberglass pool walls.

*For after-sales service purposes, Azoria **ONLY** accepts water test results provided in digital format by a certified pool retailer. We strongly recommend that pool owners bring a water sample each month to an authorized pool retailer for professional testing. The retailer can provide digital test results, allowing pool owners to maintain accurate records for ongoing pool care.

## THE pH SCALE




To keep your water clean and clear, close your pool as late as possible in the **fall,** maintain the recommended chemical parameters, and reopen your pool as early as possible in the **spring.**
We strongly recommend that our customers take the time to learn more about the basics of pool water chemistry. Several video tutorials are available online. Understanding the fundamentals of water chemistry will help you avoid unnecessary expenses on many costly chemicals. If chemistry feels overwhelming, we recommend hiring a specialist who can take care of your installation.

# Filter Cleaning

## SAND FILTER USERS

**WARNING**

Read the filter manufacturer's user guide to fully understand the different filtration modes and the specific maintenance requirements of your equipment. Depending on its level of use, the filter sand should be replaced every 3 to 5 years.

## CLEANING BY EXPULSION *(BACKWASH)*

This procedure involves cleaning the filter sand. We recommend performing a backwash on a **weekly basis,** whenever the pressure on the filter pressure gauge is higher than normal operating pressure, and after vacuuming the pool.

- **NEVER** use the filter valve's *"BACKWASH"* position while vacuuming the pool.
- The pump motor must always be turned off before moving the multiport valve handle or changing the filtration mode.





## FOLLOW THESE STEPS:

1. Turn off the pump motor.
2. Fully unroll the backwash hose and direct it to an appropriate discharge area (typically the street or designated drainage location).
3. Set the filter valve handle to the *"BACKWASH"* position.
4. Start the pump motor and run it for 2 to 3 seconds. Verify that the hose is properly secured and that no discharge or leakage will occur during the procedure.
5. Run the pump in *"BACKWASH"* mode for 1 to 2 minutes.
6. Turn off the pump motor.
7. Set the valve handle to the *"RINSE"* position to clean the filter head.
8. Start the pump motor for 20 seconds, then turn it off again.
9. Return the valve handle to the *"FILTER"* position and restart the pump.

**CARTRIDGE FILTER CLEANING INSTRUCTIONS CAN BE FOUND ON THE NEXT PAGE.**

## CARTRIDGE FILTER INSTRUCTIONS

**WARNING**

**Read the cartridge filter manufacturer's user guide.**

We recommend performing cleaning **once per week,** or whenever the pressure indicated on the pressure gauge is higher than the system's normal operating pressure, as well as after vacuuming the pool. No backwashing is required with a cartridge filter.

### STEPS TO FOLLOW:

1. Turn off the pump motor.
2. Open the filter's pressure relief valve to release pressure, then close it again.
3. Unscrew the filter cover.
4. Remove the cartridge filter and rinse it thoroughly with a garden hose.
5. Reinstall the filter cartridge and secure the cover.
6. Restart the pump motor.

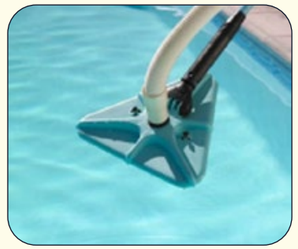
### OPTIONAL TIP:

To keep your cartridge filter cleaner for longer and simplify maintenance, using a vacuum or robotic cleaner in a closed circulation system is recommended. These devices collect dirt and debris without sending them into the filtration system, helping to extend the life of the filter.

# Cleaning Your Fiberglass Pool

(Vacuum Cleaner)

1. Attach the telescopic pole to the handle of the vacuum head and connect the swivel end of the vacuum hose to the vacuum head.
2. Lower the vacuum head to the bottom of the pool.
3. Fill the vacuum hose with water by holding the free end firmly in front of one of the active return jets. Air will be expelled through the vacuum head. Once no more air bubbles are visible, the hose is ready to be connected to the skimmer.
4. Remove the skimmer basket.







5. Insert the end of the hose through the skimmer inlet and connect it to one of the two ports at the bottom. You will feel strong suction when the vacuum hose is properly connected to the correct port.
6. **For sand filter users:** Set the filter valve to the appropriate position depending on the amount of debris to be collected. Always turn off the pump motor before changing the filtration mode.
    - A. For regular cleaning, keep the filtration mode set to *"FILTER"*.
    - B. If the pool is heavily soiled, select *"DRAIN"* or *"WASTE"*. Do **NOT** use the *"BACKWASH"* function. Place your garden hose in the pool and raise the water level higher than normal before performing this procedure. **Do not forget** to fully extend the discharge hose to the street or designated drainage area.
7. Start the pump motor and begin vacuuming the pool.
8. Once completed, disconnect the vacuum system and perform a backwash.(PAGE 8)
9. Empty the pump basket before restarting the system.

# Chlorinator

(If applicable)

**WARNING**

**Read the chlorinator manufacturer's user guide to fully understand its operation, and ensure that the chlorine level is maintained within the range specified earlier in this guide.**

This equipment regulates the amount of chlorine released into the water. Chlorine tablets are placed inside the unit and typically last 5 to 7 days.





## VERY IMPORTANT

- **NEVER** add chemicals (algaecide, shock treatment, etc.) directly into the skimmer, as contact between a concentrated chemical and the chlorine released by the chlorinator may create **hazardous** reactions.
- **NEVER** place granular chlorine in the chlorinator, as this may result in a dangerous reaction or possible **explosion.**
- Always turn off the pump motor before opening the chlorinator lid.
- If the chlorinator lid is leaking, inspect the sealing O-ring. It may need to be replaced if damaged.
- It is normal to hear a knocking sound inside the chlorinator; this is caused by the activation of the internal valve.
- WHEN USING A CHLORINATOR, THE PUMP MOTOR SHOULD **NEVER BE TURNED OFF.** THE USE OF A TIMER IS **NOT** RECOMMENDED.

**INFORMATION ABOUT THE SALT SYSTEM CAN BE FOUND ON THE NEXT PAGE.**

# Salt System

(If applicable)

**WARNING**

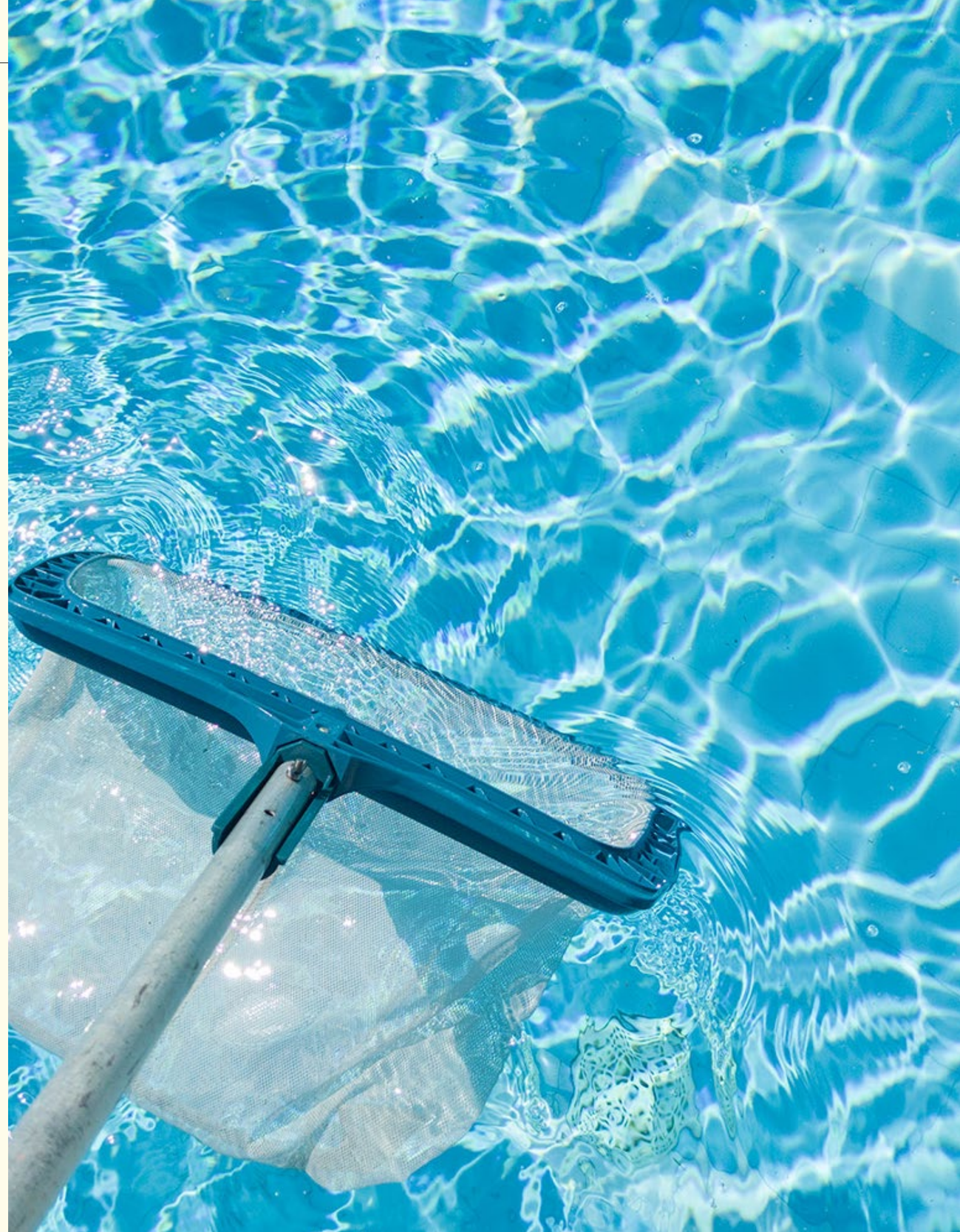
**Read the salt system manufacturer's user guide to fully understand its operation, and ensure that the salt level is maintained according to the specifications provided.**

This unit converts the salt present in the water into chlorine, which in turn eliminates bacteria.

When adding salt to the pool, turn off the salt system for 12 hours to allow the salt to fully dissolve and properly disperse in the water. Salt can be added into the pool steps, and large clumps should be broken up using a pool brush.

Azoria pools are relatively small compared to the operating capacity of these systems. We recommend setting chlorine production between 20% and 40% maximum. Salt systems naturally increase the water's pH level, so it is important to monitor it closely and **maintain it within the recommended range.** This will help prevent staining on the pool surfaces and improve the disinfecting efficiency of chlorine.

A salt system requires a monthly visual inspection and an acid cleaning once per season. Be sure to maintain the salt concentration within the range specified in the salt system manufacturer's guide according to the size of your pool.



# Pressure Gauge on Filter

The pressure gauge provides essential information but may become unreliable over time. It should be inspected and **replaced annually.**

An increase in pressure may indicate that a backwash(PAGE 8) or cleaning the cartridge filter(PAGE 10) is required, that the pump motor is drawing in air, or that there is excessive debris in the pump basket.

## NORMAL OPERATING PRESSURE:

The normal operating pressure of your filtration system may range between **5 and 18 PSI**, depending on the gauge and your system configuration. The key is to determine your system's baseline pressure.

At the beginning of the season, ensure the pressure gauge is in good condition. Make sure the skimmer and pump baskets are clean. Perform a 5-minute backwash. Return the valve to the *"FILTER"* position and note the pressure reading once the pump has restarted. This will be your baseline pressure for the season.

## LOW PRESSURE:

If the pressure is lower than the recorded baseline, check whether the pump is drawing in air and whether the skimmer and pump baskets are dirty. Ensure that the return fittings are properly in place. It is normal for the pressure to decrease while vacuuming the pool.

## HIGH PRESSURE:

Perform a backwash(PAGE 8) or clean the cartridge filter(PAGE 10) when the pressure reaches **25-30 PSI.** Also check that the pump impeller is rotating freely. With the valve set to *"FILTER"*, ensure that the return lines are not obstructed. If an aerator has recently been installed, a slight increase in water pressure is normal.

# Pump Motor

**WARNING**

**Read the pump manufacturer's user guide to understand the unit's functions and maintenance requirements.**

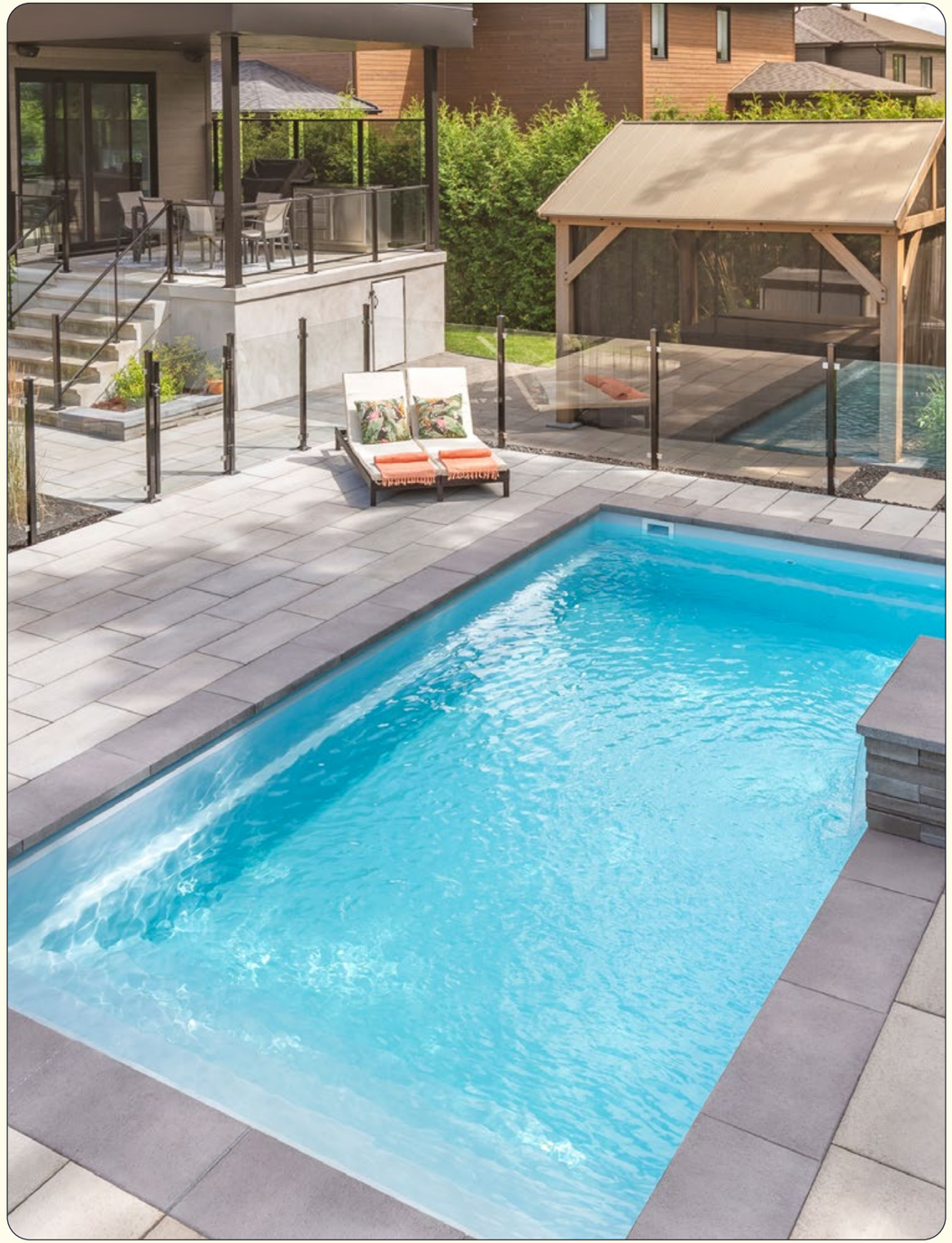
The pump motor is the central component of the filtration system.
The pump basket should be **emptied regularly.**

## TO DO SO:

- Turn off the pump.
- Unscrew the lid.
- Empty the basket contents and rinse with water.
- Reinstall the basket and ensure the sealing O-ring is properly positioned before closing the lid.
- Check that all fasteners on the unit are properly tightened.
- Restart the pump motor.

If the pump is drawing in air, verify that the lid is securely closed, that the O-ring is properly seated, and that the pump basket is clean. Replace any damaged parts as needed.

The use of a timer on your pump motor is **NOT** recommended, as it may disrupt the balance of your pool water chemistry. Instead, consider using a variable-speed pump to reduce energy consumption during nighttime operation.





MAINTENANCE GUIDE

# Fiberglass Pool Closing Procedure

**WARNING**

This guide is provided for reference purposes only. Azoria cannot be held liable for any issues that may arise from the use of this closing guide. **We recommend having your pool closed by a qualified professional.**

It is essential that you **NEVER completely drain your pool** and that you check the water level in your sump pit before lowering the pool's water level. Failure to take this important precaution may result in deformation of the fiberglass walls or even a sudden uplift of the pool.

## CLOSING STEPS

1. Clean your pool one final time, perform a backwash(PAGE 8) (or clean your cartridge filter)(PAGE 10), and remove all leaves and debris from the pool.
2. Ensure that your sump pit is empty before proceeding.
3. Install **internal bracing supports inside the pool** to prevent the surrounding soil from exerting excessive pressure on the sidewalls during the following steps.
4. Turn off all filtration equipment. Disconnect the pump inlet and outlet unions.
5. Lower the pool water level using a submersible pump to approximately **10 cm (4 inches) ABOVE the step that runs along the perimeter of the pool.** The water level must be low enough so that the two ports in the skimmer can no longer exchange water.
6. Unscrew the return fittings and remove the skimmer basket.
7. Using a sufficiently powerful device (such as a *"Shop-Vac"* or similar), blow out the water from the skimmer and return lines from both ends. Add pool antifreeze and blow again until the antifreeze exits at the opposite end.
8. Install plugs in the return lines. (If applicable, disconnect, blow out, and add antifreeze to your waterfall line as well.) Install a plug in the skimmer port leading to the pump, and pour antifreeze into the main drain line until it exits at the bottom of the pool. Insert a foam rope (backer rod) into the main drain and seal it with a plug.
9. Insert a piece of foam into the skimmer and add pool antifreeze. Block the skimmer water inlet using the empty antifreeze container. Cover the skimmer lid with plastic.
10. Remove the pump drain plug, drain the pump, and reinstall the plug.
11. Remove the filter drain plug, drain the filter, and reinstall the plug.
12. Cover your equipment with a protective tarp if it is exposed to snow.
13. Disconnect the hoses from the heat pump and blow out any remaining water.
14. **Salt system:** Disconnect the unit's power supply, remove and clean the cell according to the manufacturer's instructions, reinstall it, and cover it with a plastic tarp.
15. **IMPORTANT:** Once the winterization procedure is complete, RAISE the pool water level to approximately **5 cm (2 inches) BELOW the bottom edge of the skimmer opening.**
16. Optional but highly recommended: To help maintain water clarity and simplify spring opening, install a perforated winter cover to prevent debris from entering the pool.

# Cleaning Stains on Your Fiberglass Pool Surface

## WATERLINE STAINS

It is caused by the accumulation of dirt, debris, and oils on the water surface (sunscreen, soap residue, deodorant, dirty feet, etc.). These stains can be removed using a brush and a mixture of vinegar, water, and mild soap.

The appearance of your fiberglass pool may also be affected by **ORGANIC** stains or **METAL** staining.

Both types of staining typically occur when the water chemistry is not properly balanced.





**The following table outlines the values that must be maintained to minimize the occurrence of these stains:**

| | |
|---|---|
| **pH** | 7.1 — 7.3 |
| **Free Chlorine** (early in the morning) | 0.6 — 1.5 ppm |
| **Alkalinity** | 80 — 120 ppm |
| **Calcium Hardness** | 200 — 300 ppm |
| **Cyanuric Acid** (chlorine stabilizer) | 30 — 50 ppm |
| **Salt Concentration** (if applicable) | 2 800 — 3 500 ppm |
| **Metals** (Iron, Coper, Manganese) | 0 ppm |

The formation of both types of stains typically begins when the water pH becomes too high and falls outside the recommended range.

## ORGANIC STAINS

These are caused by surrounding organic debris, pollen, and leaves. They can be effectively removed by increasing chlorine levels, performing a shock treatment, or applying an algaecide. When the water pH becomes too high, chlorine loses a significant portion of its effectiveness, allowing microorganisms to proliferate in the water and on the pool surfaces.

INFORMATION ABOUT METAL STAINS CAN BE FOUND ON THE NEXT PAGE.

## METAL STAINS

These are caused by the presence of metal particles in the water, either naturally occurring or introduced through contamination (iron, copper, lead, manganese, etc.).

These particles may be present in municipal water, but are almost always found in well water. Airborne dust can also carry iron particles, especially in areas under construction. Rocks, soil, sand, and even cedar trees around your pool can also be sources.

Once removed from the pool surfaces, these metal particles must be captured and eliminated from the water. These stains **CANNOT** be removed by scrubbing alone.

### HOW TO REMOVE METAL STAINS:

1. Turn off your chlorine system or salt system **24 hours** before the procedure. There should be no free chlorine in the water (0 ppm).
2. Check the water's total alkalinity. It should be between 80–120 ppm. Use Alkalinity Increaser or Alkalinity Reducer as needed. Baking soda may also be used to raise alkalinity.
3. Check the water pH. It should be between 7.1 and 7.3. Use pH increaser or pH reducer products available from your local pool professional. Muriatic acid is also highly effective for lowering pH.
4. **Obtain the following metal stain treatment products:**

    A. ***Stain Out*** – A powdered stain remover.
    One container is typically sufficient for a full treatment.

    B. ***Stain Protect*** – A liquid stain prevention product
    designed to help prevent staining.





5. For quicker visible results, turn off the pump motor so the water remains still.
6. Before starting the treatment, perform a test. Sprinkle the powdered product on a step and allow it to sit. The step should begin to clean itself within a few minutes.
7. Distribute the powdered stain remover evenly around the pool, as close as possible to the fiberglass walls. The product will disperse to the bottom within a few minutes.
8. After 15–20 minutes, you should already notice significant improvement. Reapply the product to more stubborn stains as needed. If necessary, place the powder in a nylon stocking and gently rub any remaining rust stains.
9. Then add the recommended amount of liquid stain prevention product to the water. This product will bind the metal particles released into the water, allowing your filter to capture them. It should be added weekly thereafter to help prevent stains from reappearing.
10. **IMPORTANT:** 24 hours after adding the liquid stain prevention product, perform a backwash(PAGE 8) (or clean your cartridge filter)(PAGE 10) to remove the captured metals. The water may appear brownish during this process.
11. Restart your chlorine distribution system and rebalance the water chemistry according to the table provided earlier in this guide.

**The water is safe for swimming immediately after the treatment.**

***To help remove metal particles from the water,*
*you may also use a product called **"CuLator 4.0"**, available for purchase online.*

**IMPORTANT: BE SURE TO CONSULT THE GUIDE FOR THE SPECIFIC PRODUCT YOU CHOOSE TO REMOVE METAL STAINS, AS INSTRUCTIONS MAY VARY.**

# End-of-season Cleaning

When lowering the water level at the end of the season in preparation for winterizing, you can take the opportunity to brush the pool walls using a mixture of water and muriatic acid. Be sure to carefully read and follow the instructions on the product label. Rinse the walls thoroughly with water afterward.

You may also pour any remaining muriatic acid into the pool, which will help lower the water's pH and loosen stains on submerged surfaces. Metal particles will remain in the water, which is why the weekly anti-stain treatment described above will still be **REQUIRED** during the following season.

# Deep Cleaning

If the treatments described above do not produce the desired results and rust stains are still visible, a deep cleaning will be required. To do so, you should hire a **pool maintenance specialist** who will take the necessary precautions to safely drain the pool and perform a thorough acid wash using muriatic acid.

After this restoration, you will need to **rebalance the water chemistry** and resume the weekly liquid anti-stain treatment as previously described. Maintaining a neutral pH and removing metals from the water will remain essential to prevent future metal staining.





30 years Xclusive PROTECTION

## 30-Year Transferable Warranty!

The 30-Year Xclusive Protection Warranty covers the integrity of the structural fiberglass pool shell. Consult the complete warranty for more details on the coverage.

SIGN UP HERE

*CERTAIN CONDITIONS APPLY. SEE FULL DETAILS ONLINE AND CONSULT THE WARRANTY DOCUMENT IN ITS ENTIRETY.

OUR COLLECTIONS

AQUA RING

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