

Santa Clara Valley IPSSA Newsletter



**Next General Membership Meeting
Thursday, June 16, 2022**

Roundtable Pizza, 1400 W. Campbell Ave, Campbell
Dinner 6:00PM, Mtg. 7:00PM

santaclaraipssa@gmail.com / scvipssa.org

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President's Message

Just like that, it's summer. Hopefully you've got all those filters cleaned, repairs made and your pools ready for the summer swim season. If your business has been like mine, 2022 has been a crazy year all ready.

The Board is looking for suggestions on how to celebrate the END of SUMMER. We've talked about going to the Santa Cruz Boardwalk, a San Jose Giant's ball game, an Earthquake soccer match, or just a picnic in the park. If you have another idea or something in the past that worked well, please let us hear from you.

In April we held our first in person member meeting in a while and it was well attended. Huge thank yous to the vendors who came to support our chapter, some valuable new products were introduced, beneficial conversations were had and a couple of our longer tenured members said it felt like old times. Why? Pizza, beer and camaraderie of course.

Our June member meeting will again be held at Roundtable Pizza, 1400 W. Campbell Ave, Campbell, CA on Thursday, June 16th at 6 PM. We have a private room, so we can allow our sponsors a few minutes of our time, but these meetings are about our members connecting with each other. Bring the family, we will buy the pizza and soft drinks and they sell beer, which you can buy on your own. I promise the meeting will be short, food will be plenty and who knows, you just might make a new friend.

We're asking all our chapter sponsors to please attend as well. If you have a new product to introduce, please give us a five minute preview of it and if possible, bring along some handouts and business cards.

Mark it on your calendar please and stay safe,

Fred

OMG Joe Is Retiring!

Joe McVeigh is hoping one of our members would like a great deal and benefit from his retiring. Please don't hesitate to contact him on his cell: 408 661-6841.

Pools For Sale:

Sunnyvale	4
Santa Clara	5
San Jose	6
Cupertino	2
Los Altos	1
Saratoga	2

All pools are once a week service \$3,228.00
Plus \$145.00 in filter cleans nets \$2,900.00
yearly.

Asking \$29,000.00

Commercial Pools For Sale

*The first 3 pools I have serviced over 20 years prompt payers.
The next 2 pools I have services for 2 years also prompt payers.*

1. **Sunnyvale** 2 pools (same property) 2 visits pr week \$480.pr month Plus Chemicals (also cleaned as needed @ \$145.00) (all 5 filters are cartridge)
2. **Cupertino** 1 pool. \$378.00 2 visits pr week Plus Chemicals
3. **San Jose (WillowGlen)** 1 pool \$250.00 2 visits pr week Plus Chemicals
4. \$145.00 filter cleans Santa Clara 1 Pool \$195.00 1 visit pr week \$145.00 filter cleans Plus Chemicals
5. **Santa Clara** 1 Pool \$185.00 1 visit pr week plus Chemicals.

All pool filters are Disassembled and cleaned
twice yearly@ \$145.00ea

About \$3083.00 plus chemicals

Asking \$30,000

Call or text Joe @ 408-661-6841

THE IPSSAN

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Volume MMXXII, Issue 6

The Independent Pool & Spa Service Association, Inc. exists for the mutual professional benefit and growth of its members and for the continued improvement of the pool and spa service industry.



COMMUNITY EDUCATION SUPPORT

IPSSA: Knowledge
Through Community

Associate Management Team

ROSE SMOOT IOM, CAE
Executive Director

rose@ipssa.com

Duties: Requests to and from BOARD, governance information and requests for documents, IPSSA sick route oversight, Education Fund guidelines, grievance information, chapter governance tools, IPSSA.com website updates

PENNY GAUMOND
Project Resource Specialist

[888-360-9505 x2](mailto:info@ipssa.com)
info@ipssa.com

Duties: Trade show materials requests, table top material requests, codes for water chemistry test, process orders from chapters for sick route coverage cards, IPSSA merchandise & book order fulfillment

MICHELLE HARVEY
Project Associate and
IPSSAN Editor

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Duties: Associate member relations, IPSSAN content, IPSSAN advertisements, social media posts, website updates

Member Services & Finance Team

FRANK MCDONALD

Finance Director

frank@ipssa.com

Duties: Oversees day-to-day membership transactions and accounting. Prepares IPSSA financial reports, chapter shares and census report

ALISON THOMPSON

Membership Assistant

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memberservices@ipssa.com

Duties: Membership applications, transfers, cancellations, change of address or contact information, auto-pay sign up or one-time payments, chapter rosters and chapter officer updates

ACCOUNTING

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Duties: Invoicing members, process payments, processes (financial) tax data, Swim Fund, track members that are water chemistry certified

Insurance Billing

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Phone: 844-574-1134

Fax: 888-811-4502

PO Box 2934, Rocklin CA 95677

Save Yourself Time and Frustration with Software Solutions for Scheduling, Servicing and Invoicing

By Fluidra

AS POOL SERVICE PROFESSIONALS, you know that the more pools you visit, the more revenue you bring into your business. But there are many things that may slow you down or take away from the time you could spend servicing pools. In most cases, it's administrative tasks that are eating up your valuable time. And although those tasks are necessary, it's as simple as this: time spent away from pools is money lost.

For this reason, it's critical that pool service businesses find ways to work more efficiently and on-the-go, as in many cases your office is often mobile. Specialized software solutions, like Fluidra's iON Pool Care, which is developed specifically for pool professionals, provide an indispensable resource that enables you to better manage your business so you can see more pools (and thus more profits too).

These software solutions help manage the day-to-day operations, such as scheduling service routes and recording on-site services, as well as administrative tasks like invoicing and credit card processing. Rather than using multiple software systems to accomplish these tasks, an all-in-one platform helps reduce inefficiencies that may be impeding your productivity and profit growth.

SCHEDULING SERVICE ROUTES

Scheduling a service route may not always be as straightforward as it seems; there are a number of factors that should be considered in order to make service routes more productive while also providing the flexibility to adjust to changes. Service routes need to be optimized for the day's schedule while also allowing for easy accommodations to be made as necessary, such as when taking on a new customer, modifying routes temporarily when someone calls out sick or making permanent alterations due to the addition of employees or a growing customer base.

By using a good software program, you can easily arrange schedules according to service routes to make the most of each technician's time. The best software solutions will allow you to simplify scheduling, alter those schedules on the fly and provide optimized driving directions to prevent

anyone from getting lost.

Another major concern is the ability to quickly respond to emergencies—if a customer's pump gives out or their plumbing bursts you need to address these issues fast!

Your scheduling software should be able to help you identify who can readily respond without throwing anyone completely off their route, providing a quick response for customers, who will greatly appreciate it. For this reason, you should find a program that allows you to track where technicians are in the field at any given moment, so you know who is nearby and best suited to respond.

ON-SITE SERVICE VISITS

Different customers require different tasks. Which means you need some sort of record to refer to with every visit. Ideally, you could pull up their service history right on your smartphone—making it easier to service each pool.

In this age of information, the best software systems on the market allow you to do just that. Gone are the days of pen and paper—it's all digital now. These platforms let you track parts and note chemical usage as well as leave helpful information like gate codes and entry instructions.

Some software programs even take it a step further, letting you capture images for documentation, check on warranty claims and automatically generate estimates and invoices based on work that is needed or completed in real time.

COMMUNICATION IS KEY

Communication between technicians in the field and the office are important. Rather than calling in an estimate when there's an issue, a good software solution will make communicating the details as easy

as hitting "send."

Likewise, communications between you and your customers are essential. Instead of leaving a service log hanging on the door, you could simply email customers the information with a tap of a finger, alert customers when you arrive and when you leave via SMS messaging and include before and after pictures in their service log. Plus, if you want to notify customers about price changes or promotions, these platforms have features that allow you to email your entire client list or a targeted customer group.

The better software programs out there can even give you and your technicians the ability to provide an estimate on the spot, so equipment issues get resolved faster.

GET PAID QUICK

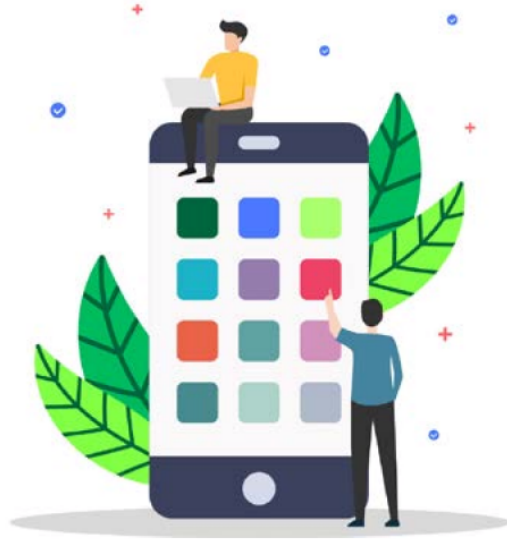
The days of manually editing and mailing invoices are long behind us—or at least they should be. If you're spending hours sitting behind a desk working on billing, you're wasting your time. The perfect software program will compile all the information and generate an invoice for you so you can spend your time where it's needed—growing your business. Many of these software solutions integrate with QuickBooks, making it easy for you to quickly connect the two and get started.

Now imagine having the ability to produce invoices in minutes and get paid instantly. Seems too good to be true, but software platforms are capturing transactions in real time, ensuring that the program has all it needs to swiftly dole out invoices to each customer with just one click; then get paid immediately with the PaySimple® Merchant Services integration tool.

Essentially, these software programs are a time saving solution for the necessary administrative tasks you need to operate your service business. With one of the software platforms, you can keep your books balanced without having to chase down payments which is counterproductive and frankly, a pain in the... You know what.

Ultimately, there's no reason to make things difficult on yourself when there's plenty of options out there to make the way you run your business more efficient. It's about working smarter, not harder.

So, before you set out to start your summer service routes, look into investing in a time-saving business software solution to make your every-day operations run smoother and take control of every aspect of your business using one program from either a computer or mobile device—it doesn't get much easier than that. ■



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On Balance Pools

Calcium scaling, which is caused by out-of-balance water (an overly positive LSI value), usually deposits a *uniform* layer of calcium carbonate throughout a pool and whitens the entire pool, including fixtures. It is generally rough to the touch. It can be easily removed by scraping or sanding with sandpaper.

On the other hand, if the whitish discoloration is smooth to the touch, manifests itself in streaks, blotches, or small spots, and if diluted acid does not quickly remove the white discoloration, then one should realize that the problem is probably not calcium carbonate scaling, but a porous surface instead that is deteriorating faster than normal.

What leads to a porous, yet smooth surface? There are two relatively **soluble** components of hydrated (cured) cement/plaster. They are calcium hydroxide (a by-product of the cement/water reaction) and calcium chloride (if added to the mix). Calcium carbonate, a primary plaster constituent, is insoluble. Some people falsely assume that calcium hydroxide and calcium chloride can only be dissolved by aggressive pool water (negative LSI). In fact, both elements can be dissolved by balanced water and even positive LSI water. That means something other than aggressive water is the culprit for porosity developing and a whitening effect to develop and increase over time. When those calcium ions slowly dissolve away, that process can also remove some color pigment too. That is another reason for a whitening to develop.

Given the above, the logical thing to consider for color problems is plaster quality. The onBalance team began examining failed colored pools in 1998. Plaster samples were sent to professional cement labs to perform SEM analysis. The labs were instructed to look for aggressive water effects, but none were found. The reports have come back from the labs that implicated poor workmanship and materials as reasons for color loss and whitening. The following are plaster mistakes mentioned by the labs.

- A high amount of water added to the plaster mix that contributes to excessive shrinkage (cracking and excessive crazing) and porosity over time.
- An excessive amount of added calcium chloride, a hardening accelerator (often referred to as just “calcium” or “chloride”), which also contributes to shrinkage, porosity, and blotchiness.
- Applying large quantities of water to the surface while troweling, which increases porosity, shrinkage, deterioration, and color (shading) differences, while overly late hard troweling causes gray-ing (mottling) of white plaster or a darker color in pigmented plaster.
- There’s no question that poor workmanship and materials can result in a gradually and increasingly porous cement/plaster surface, including excessive shrinkage cracks, which also turn noticeably white. Those defective plaster practices lead to excessive porous surfaces that allow water, whether it’s balanced or imbalanced, to penetrate and dissolve **soluble** plaster components from the surface. It is the increase in porosity that results in a whitening effect in those compromised areas. Aggressive water does not necessarily cause micro-porosity. When aggressive water etches a plaster surface, it creates a rough, pitted, and jagged surface (which is different from a surface of micro-porosity) and does not cause a whiteness to develop in streaks or spots.

Quality Colored Plaster

- In the cement/concrete industry, it is commonly known that producing a hard and dense cementitious surface is a major requirement to help ensure vivid and more consistent colors that last many years. A quality cement product can stand up to harsh conditions, such as aggressive water (the same as rain, which is very aggressive, on driveways or sidewalks), and not develop whiteness or color fade or loss.
- When a quality plaster finish is produced with good workmanship and materials, just like concrete, it helps prevent color pigment(s) and other soluble plaster material from dissolving out of the plaster. Below are some good workmanship practices suggested by the Portland Cement Association to produce a hard, dense, and long-lasting cementitious surface.
- Use low water content (water/cement ratio) for the plaster mix. Make the plaster mix as thick as reasonable for proper troweling. That helps to provide a denser (less porous), harder, and more durable plaster finish.
- Calcium chloride, a hardening accelerator (often referred to as just “calcium” or “chloride”), should not be added to colored plaster mixes. Pigment manufacturers recommend **not** adding calcium chloride as it can cause blotchiness. Also, tests have shown that about one-fourth of the added calcium chloride dissolves out of plaster, thereby increasing porosity.
- The application and troweling of the plaster surface should be well timed to compact the plaster material properly. Avoid overly late hard troweling and having to add lots of water to the surface to make it more pliable for troweling. Water troweling is a detrimental practice that severely weakens and creates undesirable surface porosity and shrinkage cracks.

Other Factors

- There’s another reason for color loss: some plasterers or suppliers use **organic** pigments in their plaster mixes. Organic pigments can be bleached by the presence of chlorine or other oxidizers, and even by the sun. It is recognized that organic pigments are cheaper than inorganic pigments, but they generally cannot withstand a swimming pool environment for long.
- This bleaching action occurs even if the plaster workmanship is of high quality. Some plaster mixes contain two pigment colors. If one is organic and becomes bleached, that color will simply disappear leaving the other non-bleachable pigment visible as the sole color.

How to Best Remedy Porous Plaster

A very extreme acid treatment is often tried to restore the original color of the plaster. However, such acid treatments also etch the plaster and make the surface rough which also leads to increased porosity and surface deterioration. That simply reduces the life span, and the pigment color may still fade away and turn whitish once again.

A better alternative for removing a porous and whitened plaster surface would be to sand/polish the plaster. That process removes the porous material and restores a hard, dense, and smooth surface. Unfortunately, when dealing with discolored exposed aggregate, such as pebble finishes, sanding and polishing is virtually impossible.

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**Shortages of all kinds are commonplace these days.
Now, it's lifeguards who are in short supply**

The shortage is affecting about a third of public pools across the country, leading some public pools to reduce hours or close altogether, the American Lifeguard Association says. And it says the shortage could extend into next year.

Pools from Raleigh, to St. Louis, to New Orleans, to Austin are seeing the effects. In Raleigh, half of the city's pools remain closed, ABC11 reported Friday.

The pandemic has taken a toll on the number of lifeguards. It's meant two years of very little lifeguard training and expiring certifications on top of that, Bernard J. Fisher II, director of health and safety for the lifeguard association, told NPR.

After a lifeguard shortage 20 years ago, which Fisher believes was driven by the development of condos and hotels that needed lifeguards, thousands of people from Eastern Europe came to the U.S. on J-1 visas to fill the lifesaving jobs. The industry came to rely heavily on these visa holders, he said.

Reprinted from NCR, June 5, 2022

Sick Route Card - Click on the card to fill it out!

DATE _____

Your Name _____ Spouse's Name _____
Home Address _____ City _____ Zip _____ Phone _____
Company Name _____
Company Address _____ City _____ Zip _____ Phone _____
Contact Person _____ Phone _____
Location of Sick Route Cards _____

Cities where you provide service and the number of service accounts in each city.

City	Zip Code	Quantity	City	Zip Code	Quantity

This card must be updated every 6 months.
SR2-1295