

TrueWater™ Start-Up Guide

To properly start up a hot tub with Jacuzzi® True water™ installed, you'll need a few key chemicals: a sanitizer (like chlorine, you will just use less of it), pH adjusters (increaser and decreaser), and a total alkalinity increaser. You may also need a calcium hardness increaser and a metal remover if using well water.

Here's a more detailed breakdown:

1. Sanitizer:

- With the Jacuzzi True™ system, you have a couple options to maintain the lowest amount of chlorine of any hot tub. It is important to note that a residual of sanitizer in your hot tub is needed to ensure the efficient operation of our water treatment system. This prevents undue strain on your True™ system to keep up with the natural demand for sanitizer of hot water even without usage.
 - Jacuzzi's Frog @ease® is a simple and easy way to start the system with low doses of Chlorine. Follow the @ease procedures. The True™ system message of 99.9999% chlorine free is based on using this system, which self-regulates sanitizer level to 0.5 ppm without manually adding any chlorine. Additionally, this helps save time, as it only takes about 15 min of maintenance per month, including a cartridge change every 3-4 weeks. Cartridges may last longer when used in combination with your True™ system.
 - Use of Chlorine by itself is a great option. First, make sure the spa is up to temperature, and that alkalinity and pH are balanced. Then, add 1 oz. of granulated chlorine. Using standard chlorine requires monitoring to ensure the chlorine levels remain at a minimum of 0.5 ppm, so be sure to use test strips that measure this low level of chlorine.

2. Total Alkalinity:

- Always adjust alkalinity first.
- **Total Alkalinity Increaser:** Add this to increase the alkalinity level.
- **Target Alkalinity:** Maintain an alkalinity level between 80 and 120 ppm.

3. pH Adjusters:

- **pH Increaser:** Use this to raise the pH if it's too low (below 7.2).
- **pH Decreaser:** Use this to lower the pH if it's too high (above 7.8).
- **Target pH:** Maintain a pH between 7.2 and 7.8 for optimal sanitizer effectiveness.

TrueWater™ Start-Up Guide

4. Calcium Hardness:

- **Calcium Hardness Increaser:** Use this to raise the calcium hardness if it's below 150 ppm to prevent erosion and corrosion.
- **Target Level:** Aim for a calcium hardness between 200-400 ppm.

5. Metal Remover:

- If you're using water from a source other than residential tap water or a water truck, consider adding a metal remover to prevent staining and discoloration.

6. Phosphates:

- If you test and have Phosphates in your water, add 1 oz. of Spa Phosphate Remover weekly to 500 gallons of hot tub water to keep phosphates low. For high phosphate levels of 1,000 ppb or more, add 3 oz. and test for phosphate levels the following day.
- Recommended phosphate levels in a hot tub are below 125 ppb.

7. Optional but Helpful:

- **Shock:**
 - A shock treatment (chlorine or non-chlorine) can be used to further sanitize the water and remove impurities. This is used sparingly with the True® system at approximately 1-2 oz. per month.
 - When using the @ease SmartChlor system, use one pack of the "Maintain" product once per month.
- **Purge:**
 - A purge treatment on the first-time start-up for your new hot tub is a great way to ensure all plumbing is reset from transit to your backyard.
 - If you have winterized your hot tub, a purge also will help to reset your plumbing.
- **Test Strips/Kit:**
 - Ensure your water chemistry is balanced by using test strips weekly, or visiting your local Jacuzzi® Hot Tub retailer to have your water professionally tested.

TrueWater™ Start-Up Guide

8. Initial Circulation + Filtration:

- Upon fill for a spa with True™ Nanobubble technology, you will see contaminants breaking up very quickly. This may cause your water to appear murky at first. We recommend cleaning the filters every other day for the first 2 weeks, or until the water remains pristine and clear.
- Set the circulation pump at the 24-hour setting to ensure the water clears.
- On J-400™ + J-LX® models, replace the ProClarity plus filter after the first 3 weeks.
- After the initial fresh fill, the circulation pump can be set back to one of the 3 preprogrammed modes (Light, Medium, or Heavy) depending on usage. The best selection depends on how many people use the hot tub at once and how frequently it is used. See your owner's manual for more details on these settings.

Important Notes:

- **Follow manufacturer's instructions:**
 - Always follow the instructions on the chemical containers for proper dosages.
- **Test water regularly:**
 - Use test strips or a test kit to monitor your water chemistry and adjust chemicals as needed, keeping in mind that some are not calibrated to show low levels of chlorine.
- **Adding Chemicals:**
 - Run your hot tub's jet pump(s) while adding any chemicals to ensure the chemicals are properly mixed and circulated.
- **Safety:**
 - Always use caution when handling chemicals and wear appropriate safety gear (gloves, eye protection).

Revised May 2025