

# AQ

APSP QUARTERLY

## Measuring Success

### In The Pool and Spa Industry

Professional Credentialing  
Region 2 Tech School  
Distance Learning Certification  
Career Institute Accreditation



*The Association of  
Pool & Spa Professionals®*





RESIDENTIAL ROBOTIC POOL CLEANERS



Elite RC



Supreme



Xtreme

## Introducing the S-Class

Aquabot S-Class robotic cleaner line exclusively offered for 'Brick & Mortar' non-internet sales. From the floor and lower wall basin cleaning Aquabot Xtreme model to the wall and waterline cleaning Aquabot Supreme to the 3-way radio remote Aquabot Elite RC, Only Aquabot offers the leading reliability, most powerful performance and greatest features at the lowest retail price points.

Made in the USA for the ultimate in precision quality and always in stock availability. Each Aquabot is engineered to exact specifications to ensure long term reliability without the need for hoses, connecting to the pool's equipment, booster pumps, dedicated lines or installation.

Offer your customers Aquabot, the world's #1 selling brand of robotic cleaners, and allow them to save up to \$1,500 in energy, as much as 80% of water loss and upwards of 30% of chlorine. Only Aquabots pay for themselves in a matter of months and are backed by the largest support network for robotic cleaners.

**Contact us today to learn more.**

**AQUA PRODUCTS**

THE WORLD'S LEADER IN ROBOTIC POOL CLEANING SOLUTIONS

25 Rutgers Avenue  
Cedar Grove, NJ 07009  
1-888-434-4267  
[www.AquaProducts.com/AQ](http://www.AquaProducts.com/AQ)







California Title 20 compliant  
for energy efficiency



Achieve  
up to **58%**  
Energy Savings!

## Get the Premium Efficiency Two-Speed Motor with **Integrated Timer!**



### *Choose our Integrated Two-Speed Motor and Timer!*

- Premium energy efficiency on both high and low speeds means up to 58% savings over a single-speed motor.
- Motor and timer integration means tremendous value in an all-in-one replacement motor. Less labor required to install!
- Built-in battery backup protects clock and program settings in case of unexpected power loss – for **7 FULL YEARS!**
- Intuitive step-by-step instructions make initial set-up and any future program changes a breeze.
- Meets California Title 20 requirements – and the reduced energy consumption will help your customers save some **SERIOUS GREEN!**



# CHEMISTRY *alive!*<sup>TM</sup>



## AQUASALT<sup>®</sup>

**AQUASALT, LLC**

866 549-POOL (7665)

[www.aquasalt.com](http://www.aquasalt.com)

# AQ

APSP QUARTERLY

## features

- 10 Certifications: All in the Family**  
APSP members consider credentialing an important part of business success. Meet these families who've got the certifications to prove it.  
BY MARY LOU JAY
- 13 An Investment in People: Hayward Techs Get APSP Certified**  
Distance learning success results in 100 percent field manager certification.  
BY JENNIFER WALTERS
- 14 Volunteers Keep Region 2 Tech School Going Strong**  
There's a reason why the Region 2 Tech School is one of the most respected in the industry – committed volunteers.  
BY MARY LOU JAY
- 17 Accredited Partners Program Gaining Momentum**  
APSP Career Institute accredits five companies.
- 20 2012 International Swimming Pool & Spa Code Update**  
First ever national code for swimming pools and spas is on its way next spring.  
BY JENNIFER HATFIELD



14

## departments

- 9 President's Message**  
BY BILL WEBER
- 22 Hot Tub Hub**
- 25 APSP Safety**  
BY HELEN BLOCH
- 29 New Members**
- 34 Advertiser Index**

*In the spring issue of AQ, a caption was inadvertently omitted on page 36, where the Bronze winners of the APSP International Awards of Excellence were pictured.*

*We repeat the photo here, with the caption, and apologize for the error.*



Spring Creek Pool & Spa, Inc.,  
Ripon, CA



# Absolutely **NO** minimum purchase

If you decide to purchase one bucket, one case, one pallet,  
or whatever – the choice is completely up to you.

Here's several more reasons why it's easy to work directly  
with the manufacturer of the OMNI® family of brands:



24 – 72 hour delivery

Free freight minimums as low as \$500\*

Marketing support and programs  
such as Coop and Rewards points

BioLab's support and expertise



**call 888-603-3169**

or visit [valuethatfits.com](http://valuethatfits.com)

*\* Free freight minimums based upon product and state*

© OMNI, Simplicity, Spa Essentials and ProGuard are registered trademarks of BioLab, Inc.



## Officers

Chairman of the Board

**Kathleen Carlson**

Aqua Quip

Chairman-elect

**Joe Amato**

Amato Industries Inc.

Secretary/Treasurer

**Steve Gorlin, CSP/CBP**

Steven J. Gorlin & Company

Past Chairman

**Charlie Schobel**

Chemtura

## Region Directors

Region 1 NESPA

**John Romano, CBP/CSP**

All American Custom Pools & Spas, Inc.

Region 2

**Doug Winkler**

Swimkare

Region 3

**Joe Jones, CSP**

Texas Blue Lake Pools Inc.

Southwest Region

**Jeff Mitchell, CBP**

Dynasty Pools

Region 5

**Todd Gruenewald**

Munie Leisure Center

Region 6

**Chris Ferriss**

Splash Pool Services

Region 7

**Dan Johnson, CBP**

Swim Inc.

Region 9

**Chris Callanan, CST**

North Shore Pool & Spa

Region 10

**Richard Petty**

Petty Pools

Northwest Region

**Vance Gillette**

Zodiac Pool Systems, Inc.

Nonvoting

**Bill Weber**

President & CEO

Association of Pool & Spa Professionals

## Division Council Directors

Builders Council

**Joe Vassallo, CBP**

Paragon Pools

Retailers Council

**Kelly Reed, CSP**

Contemporary Watercrafters

Distributors Council

**Dominick Latino**

Pool Corp.

Service Council

**Bob Baron, CSP/CBP**

Baron Pool Service

Manufacturers Council

**Eric Nordquist**

A. O. Smith Electrical Products Co.

Hot Tub Council

**Chris Robinson**

Lucite International

Manufacturers Agents Council

**Jami Pittman**

Stellar Sales

## Directors at Large

**Jerry Pasley**

Bullfrog Spas

**Mark Laven**

Latham International

## Association of Pool & Spa Professionals code of ethics

All members of The Association of Pool & Spa Professionals agree to be dedicated to and to comply with the following ethical principles and policies:

- To contribute to the health, safety and welfare of the public in the design, manufacture, installation, maintenance and operation of swimming pools, spas and hot tubs by complying with all applicable laws, ordinances or regulations and refraining from engaging in fraudulent or deceptive acts or practices.
- To hold all necessary federal, state and local licenses, registrations and permits.
- To hold legally required liability insurance, workers' compensation insurance, and bonding.
- To respect and not infringe upon the intellectual property rights of others and to refrain from using the property of others without their prior, written consent.
- To advertise products, services and prices truthfully and consistently with all federal, state and local advertising practices requirements.
- To establish prices in a manner that does not involve collusion with a competitor and to clearly communicate such prices to potential customers or clients prior to providing such products or services.
- To provide written sales agreements when such are requested by customers or required by law.
- To comply with the terms of all agreements, oral or written, regarding the provision of products or services.
- To respond to any consumer complaints made to any governmental authority, Better Business Bureau or equivalent nongovernmental authority.
- To exclude from company ownership or senior management any person or entity who or which, within the past three (3) years, has been convicted of or pleaded no contest (or its equivalent) to any felony or other crime involving business or financial practices.
- To use the APSP name, logo and other intellectual property only when and as permitted by APSP, and to cease all such use upon suspension from or termination of membership in APSP.
- To file a complaint with APSP regarding a potential violation of this Code of Ethics only when in possession of credible evidence of such potential violation.
- To cooperate fully with any APSP investigation of a potential violation of this Code of Ethics.
- To encourage utilization of APSP educational offerings as a means of enhancing the professional skills and business integrity of APSP members and their employees.

# The Top 10 reasons to strip pools with NLB water jetting:

1. *Strips up to 2,000 sq. ft. per hour — a 20' by 36' pool in just 4 hours*
2. *No grit or containment costs, and disposal cost is minimal*
3. *Saves labor*
4. *Works as well in corners as on pool bottoms*
5. *Easily removes plaster, epoxies, anti-slip, and more*
6. *Leaves a great surface; no bond coat needed*
7. *Avoids microfractures and tile damage*
8. *No airborne pollution or environmental issues*
9. *Semi-automated or manual, to suit the job*
10. *Ideal for hotel, home and municipal pools*



For all these reasons and more, you should move up to UHP water jetting (40,000 psi). If you want to test the water before diving in, that's fine — we offer free demos and easy rentals.

Call NLB today: **1-877-NLB-7989**.







Volume 4, No. 3

Summer 2011

The Association of Pool & Spa Professionals (APSP)  
2111 Eisenhower Avenue  
Alexandria, Virginia 22314-4695  
703.838.0083  
Fax 703. 549.0493  
**Email:** [AQ@APSP.org](mailto:AQ@APSP.org)  
**Website:** [APSP.org](http://APSP.org)

**APSP OFFICERS (2011)**

**APSP Chairman of the Board**  
Kathleen Carlson

**APSP Chairman-Elect**  
Joe Amato

**APSP Secretary-Treasurer**  
Steve Gorlin, CSP/CBP

**APSP Past Chairman**  
Charlie Schobel

**AQ EDITORIAL STAFF**

**APSP President and Chief Executive Officer**  
Bill Weber

**Director, Marketing and Communications**  
Lisa Grepps

**AQ Contributors**  
Helen Bloch  
Carvin DiGiovanni  
Michael Reed  
Jennifer Hatfield  
Lauren Stack



Published by **Naylor, LLC**  
5950 Northwest 1st Place  
Gainesville, Florida 32607  
800. 369. 6220, 352. 332. 1252  
Fax 352. 331. 3525  
**www.naylor.com**

**Publisher** Tom Schell

**Editor** Leslee Masters

**Project Manager** Katie Usher

**Publication Director** SaraCatherine Sedberry

**Advertising Sales** Amanda Blanchard,  
Cherie Dubay, Mary-Jo Florio, John O'Neil,  
Blake Patterson, Amanda Rigdon, Ashley  
Trudell, David West, Paul Woods

**Marketing** Kent Agramonte

**Art Direction** Ravijot Singh

**Design Lead** Jatin Arora

**Layout & Design** Sunny Goel

**Advertising Art** Jean-Baptiste Bonnelame

**AQ (APSP Quarterly)** is published four times a year for The Association of Pool & Spa Professionals. Copyright ©2011 by The Association of Pool & Spa Professionals. All right reserved and all commercial use of the contents prohibited except if expressly authorized in writing by the association. Opinions expressed in this publication do not necessarily represent official positions or policies of APSP.

PUBLISHED JUNE 2011, APS-Q0211/5327



## Connecting Through Professionalism & Fun

**RECENTLY, I WAS** on an extremely rough flight. As soon as we were airborne, the pilot came on the intercom and announced, "Folks, we *may* experience some turbulence up ahead." A little while later, when the plane began to shake violently, he was back on the intercom, apologizing. "For safety reasons, the flight attendants will have to be seated for the duration of the flight." After we were tossed around the skies for an eternity, the plane landed at our destination with a jolt so jarring that it popped open several overhead compartments. As the plane's tires screamed on the tarmac and the engine slowed to a gentle whine, the pilot's voice came over the intercom, "Whoa, there, Big Fella...Whoa, now!" After his deadpan announcements earlier in the flight, his comedic delivery was perfect, and even after the harrowing experience, everyone laughed. It was a great example of being both professional and fun.

APSP has to be the same way – professional and fun.

We must communicate the value of industry standards, safety and government relations. At the same time, APSP must help members promote the lifestyle that motivates consumers to engage our members. One message cannot overshadow the other.

To be sure, the more serious priorities of the trade association have never been more critical to the industry. APSP is fully engaged with the Consumer Product Safety Commission, the International Code Council and numerous legislative issues from coast to coast. With all of these professional activities, the relevancy of our organization increases and we can attract more members to the organization.

But ultimately, our industry is about connections between family and friends and creating opportunities to enjoy life and have fun. I encourage you to take a break now and then to enjoy the lifestyle we all work so diligently to promote.

Best regards,  
Bill Weber  
President & CEO  
The Association of Pool & Spa Professionals

We must communicate the value of industry standards, safety and government relations. At the same time, APSP must help members promote the lifestyle that motivates consumers to engage our members. One message cannot overshadow the other.

# Certifications: **All in the Family**

BY MARY LOU JAY

S

ome family-owned pool businesses consider professional credentialing an essential element in their business success—and the family members have the certifications to prove it. Here's why it's so important to them.

## **The Vaughan Family** NATIONAL POOLS

The Vaughan family of National Pools has four certifications among them. Company founder Winky Vaughan and her sons Jason and Austin are Certified Building Professionals (CBPs), while another son, Leeland, is a Certified Service Professional (CSP).

Winky Vaughan's parents owned a pool company in Washington D.C., but she founded her own company in Roanoke, VA, after leaving college.

"My mother did most of her training through experience, but when my brothers and I came in we all thought it was very important to go to seminars and to the Region 2 Tech School. The courses helped us gain new knowledge and learn about new products," says Jason Vaughan, the company's vice president.

The brothers have used their CBP training and reference manuals to assist them with projects like perimeter overflow pools.

"We think that certification has been extremely beneficial in day-to-day business," Vaughan says.

The Vaughan family sends all of their service personnel to the Region 2 Tech Schools for training and certification as well.



**From left: Lee Vaughan (CSP); Winky Vaughan (CBP); Austin Vaughan (CBP); Jason Vaughan (CBP), National Pools.**



“We feel that it’s only fair to let our employees who deal with customers and who have more responsibility get some third-party training,” Vaughan says. “It gives them some background and exposes them to things that we don’t always see in our own construction practices. There’s no other place to get the information except through APSP-sponsored programs.”

## The Vassallos

### PARAGON POOLS

Joe Vassallo originally wanted to be an architect, but ended up working in a different industry. However, when he sold his business, moved to Las Vegas and called a pool company to build a pool for him, Vassallo got a second chance at design.

“The guy from the pool company had very little knowledge of good design. So I started to design my own pool. He said, ‘You’re pretty good at this; you ought to do it for a living,’” Vassallo recalls. He opened his own business after working at a major pool company for several years. His son, Joe Jr., started helping and eventually learned to design pools as well.

Vassallo senior earned his CBP certification in 2003; Vassallo junior received his in 2007.

“A CBP certification tells people that you are at the top of your profession, that you have the strongest educational background available in your industry. It also lets them know that you’re involved in continuing education, which keeps you informed about the latest technology,” Vassallo says. Professional credentials also give him credibility in his work with state regulatory and building code agencies.

“We have our certifications on our business cards, and people want to know what it is. It gives us an opportunity to explain who and what we are,” Vassallo adds. “Because we know that we have the knowledge and the education, we’re confident in our presentations, and that comes across to clients.”

## The Leclercs

### THE POOL DOCTOR OF RHODE ISLAND INC.

Debra Leclerc and her husband, Ronald, both CBPs, started a pool service business in 1989. As the business evolved they opened a retail store and a pool construction business.

“We felt that going through the certified building professional training would make us a better pool building company. It would help us truly understand the construction aspect of the swimming pool business. It also helps our customers understand that we’re different from any other guy who says, ‘I can put a pool in your backyard,’” says Debra Leclerc.



Joe Vassallo and Joe Jr., Paragon Pools.

“The way we conduct ourselves sets us apart as being true professionals. Part of that is the training, but it’s not only the certification. It’s also a matter of how your staff looks and conducts itself, how your service and construction trucks look on the road, how your showroom sets you apart. It’s the whole package,” she says.

Leclerc says they always learn something new when they take the continuing education required for recertification. “Times change, and if you keep doing the same things you’ve always done you’re going to lose in the long run,” she adds.

## The Divelbliss Family

### SWEETWATER POOL AND SPA COMPANY

“Sweetwater Pool and Spa Company was started by my Mom and Dad in 1977, and when my parents retired, my sister, Carol Divelbliss Tamini, became president,” says Connie Divelbliss Ashcraft, the company’s vice president. Today the business also includes include Ashcraft’s brother, Chuck Divelbliss, his wife, Annette, and her cousin, Jim Chatfield.

“Chuck, Jim and I all have the CSP certification – we got it in the mid-1990s – and so do many other employees in our company, who we call our adopted brothers because they have been with us so long,” Ashcraft adds.

“Certification gives us industry standard training and helps us understand the pool industry as

a whole. We also feel that it gives us a step up in the community,” she says.

The company uses employees’ certification to determine what work they can do and also what pay they receive.

“We encourage our new employees, especially if they have no experience, to go to the three-day session [of the Region 2 Tech School]. It gives them more hands-on training, and they have a chance to ask questions. We encourage everyone within their first two years to get some type of certification,” Ashcraft says.

## The Hamlin Family

### HAMLIN POOLS

Francis and Jacqueline Hamlin founded Hamlin Pools in 1952. Twenty-five years later, their son Rodney and their son-in-law John Stansberry joined the company. “Rodney ran construction and built the pools and I sold them and designed them,” Stansberry says. Although Stansberry was involved in the association, neither he nor Hamlin became certified.

In 2004, Stansberry’s son Travis joined the business, later followed by his brothers Joshua, Tyler and Hamlin’s son Taylor. Encouraged by their fathers, the members of this third generation pursued certification soon after they joined the company.

Today, Joshua Stansberry is a CBP, while his brothers, as well as Taylor Hamlin, have earned the CST designation.

"In Texas, anybody who wants to be in the pool business can put out a sign and say they're a pool builder; there's no background or training required," says Stansberry. "So we use our certifications as something that sets us apart from our competition." The certification information is printed on all company literature and handouts.

"We know how important certification is going to be down the road; eventually, I think states will require certification if you want to be in the business," Stansberry says.

## The Kulowski Family

### CENTURY POOL CORPORATION

Don Kulowski, Sr., started Century Pool Corporation in 1962, and his son, Don Jr., worked in the company from an early age. "I was just nine years old when I helped out on a gunite project," the younger Kulowski recalls.

Don Sr., who holds both CBP and CSP certifications, handles all the company's design work. Son Jr., also a CBP, does the pool restoration work with his father's wife, Holly, who is working toward certification.

"Certification shows you're proficient in building, which is very important. Working in restoration, I see a lot of mistakes; pools built by people who just didn't know what they were doing because they weren't well educated," says Kulowski. "When I tell a prospective customer that I am certified and that the guys who work for me are working toward certification, it makes me look more professional."

During his term as president of the Connecticut Spa and Pool Association, Kulowski helped convince the legislature that pool company employees should be licensed. State lawmakers incorporated some of the APSP training and certification requirements into the law.

Kulowski says he learns something every time he goes to classes to keep his certification. "Everything in our industry changes so rapidly. What was hot five or 10 years ago is now almost obsolete. So education doesn't stop just because you have certification."

"The bottom line is that we all want to give our customers the best job that we can; we want them to use us again."

## The Berczyk Family

### VALLEY POOLS & SPAS

"My parents started Valley Pools & Spas as a service company back in 1974, and it grew from there. Now both my sisters, a brother-in-law

and a cousin all work here," says current owner Larry Berczyk.

Both Berczyk and his brother-in-law hold the CSP designation, and the latter is also a CBP.

"Certification lends credibility to the company; it shows that we want to educate ourselves to do the best job that we can. It's always good to stay as current as possible. To get certification and to keep certification you also have to get education. Even though you go to these classes all the time and things may sometimes be redundant, you always pick up something new," Berczyk says.

Berczyk requires his employees to become certified. "I send all of them to continuing education classes put on by different manufacturers as often as possible. It can get a little challenging, and sometimes certifications lapse and we have to start over. So it's an ongoing process." Employees take a certain amount of pride in being certified, he adds.

"I believe APSP and the certification programs promote professionalism in the industry," Berczyk says.

## The Insignares

### COOL POOL INC.

When Rene and Armando (Mando) Insignares purchased Cool Pool in the mid 1970s, they had

no background in the pool industry, and the previous owner, who promised to advise them, disappeared.

"So Mando would come home every night and read all the manuals and the installation guides. We also took advantage of any training that came out," Rene Insignares recalls.

Over the years, the Insignares continued to take training classes. Rene Insignares was among the first women to become certified. Her husband and her son, who had joined the business, also became CBP certified.

"I learned so much from the certification program; it was so intense and at such a level that I feel like a true professional. I believe that the level of knowledge that I have personally incorporated is far beyond what the normal pool builder has," she says.

The Insignares require their employees to have some type of certification. "I think it's a huge liability if people aren't prepared to be in any situation regarding a pool and really understand 100 percent how to take care of it," Insignares says.

People who won't take the CBP courses and test are doing the pool industry a disservice, she says. "We want to make this a professional industry, and we can't do that when people just think they know." **AQ**



The Insignares – Mando, Rene and Mike.



# An Investment in People:

## Hayward Techs Get APSP Certified

*Distance learning success results in 100 percent field manager certification*

BY JENNIFER WALTERS  
APSP ONLINE COMMUNITY MANAGER

**S**cott Weigman's busy schedule was the only thing standing between him and his desire to become an APSP Certified Service Technician (CST). As the Eastern regional training manager for Hayward Pool Products, Weigman couldn't find time to attend the live CST certification courses at industry trade shows, but he did have a solution. Already taking distance learning classes for his MBA program, Weigman contacted Michael Reed, APSP director of professional development, and the two planned a customized CST distance learning experience for the manufacturer's field technical managers and call center technicians.

"Hayward has a great internal training program, but we knew that certification from the industry's international trade association would give our employees an even higher level of credibility," Weigman says.

The Certified Service Technician designation is the second of three levels of service segment certification offered by APSP. Hayward's custom CST course was delivered through the APSP online community, MyAPSP.org, and consisted of required chapter readings, workbook lessons and online group discussions. The traditional CST program was customized with company-specific information so employees discussed equipment and business practices relevant to their jobs. Weigman says that because the call center technicians sometimes provide troubleshooting support without much direct field experience, the course also gave them a better sense of the entire industry. "The CST certification adds to their credibility and it gives customers an added level of comfort," he says.

Technical Manager Charles LeMaire, CSP, has 15 years of experience in the field and has developed more efficient habits through the training program. "It's great to have the APSP

education program to help teach best practices," he says. "Where else would we go?" The standards and real-life scenarios of the program helped LeMaire and other field managers become better partners to Hayward dealers. Through collaborative group discussions, managers were able to learn from one another by studying the different experiences and challenges presented by their colleagues.

Following his successful completion of the CST program, LeMaire was inspired to earn APSP's highest level designation and is now a Certified Service Professional (CSP). LeMaire is the first of the class to earn the CSP designation. "I wouldn't be surprised if our whole team took the CSP exam," he says. "We're hungry for information."

With 21 years in the field, Mike Atkinson was also able to put to practical use the knowledge gained through the program. "I keep the service technician manual in my van and have already referenced it several times," he says. "I was surprised by how much I actually did learn in the class that experience didn't teach me." When asked how his first online class fared with his schedule, Atkinson said he had no problem

completing the assignments. "Even in the busiest time of the year we completed the program because we were able to do it on our own time," he says. "I'm game for doing something like this online again."

With the success of the online Hayward CST program, APSP is implementing plans to offer a similar experience for all APSP members. "Certification helps companies recognize their employees' commitment to professionalism," APSP's Reed explained. "We expect to see an increase in the number of certified pool and spa professionals as more flexible opportunities for training become available." Currently, members can take the CBP and CSP prep courses online at [apsp.org](http://apsp.org). Candidates can study and practice at home before taking the exam in person.

"This whole program really was a group effort, with the employees jumping in with enthusiasm and Hayward management making it happen," says Weigman. "The certification of our entire team validates the incredible commitment that Hayward places on training, expertise and service. Certification from APSP is a true mark of professionalism." **AQ**



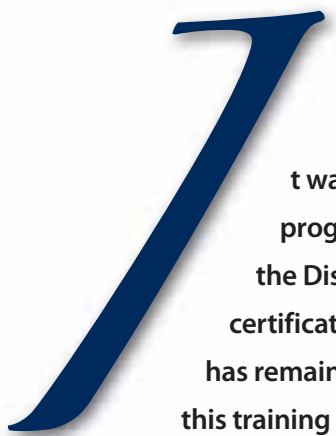
# Volunteers

## Keep Region 2 Tech School

# Going Strong

BY MARY LOU JAY





**It was back in 1988 when a few volunteers in APSP's Region 2 put together a pilot program for training pool service technicians in Delaware, Maryland, Virginia and the District of Columbia. Although many things have changed since that time – the certifications, the training school venue and the number of participants – one element has remained consistent: the commitment of the region's volunteers who have made this training program one of the most respected in the industry.**

"The thing that makes the Region 2 Tech School unique is that it's run by volunteers; the only paid support they have is from chapter staff who handle some of the administrative responsibilities," says Michael Reed, APSP's director of professional development. "One of the keys to their success is that they've kept key volunteers involved over a long period of time. The program really is about the volunteer experience, and the school has become an event that binds those volunteers together."

"Another key is that they've ingrained themselves into the training culture of the companies in that region. Many people look forward each year to that training event to get their employees certified, because the school offers a quality training experience."

The impetus for the Region 2 Tech School came when the association introduced a certification program for service technicians.

"They encouraged all regions to put on training schools," says Doug Winkler, president of Swimkare, who has been volunteering as the school's program administrator since 2001.

The initial volunteers who helped create the program included Leo Rosetta of Rosetta Spa and Pool (formerly with Home Pool Service); Paul Wahler and Frank Fey of Poolservice Company; Frank Goldstein of Chesapeake Pool Management; and Jerry Gilpin of Polynesian Pools.

Goldstein says there was a real need for the program. With no formal training available, service technicians learned from each other and much of what they learned was wrong. But the initial volunteers didn't have many educational resources to assist them.

"All we had was a preliminary document that came from the Northeast Spa & Pool Association (NESPA), who had done one or two training programs themselves," Goldstein recalls.

Wahler says he started volunteering for the program for selfish reasons. "I wanted to see a bigger pool of good technicians," he says. "Training for bigger trades like electricians and

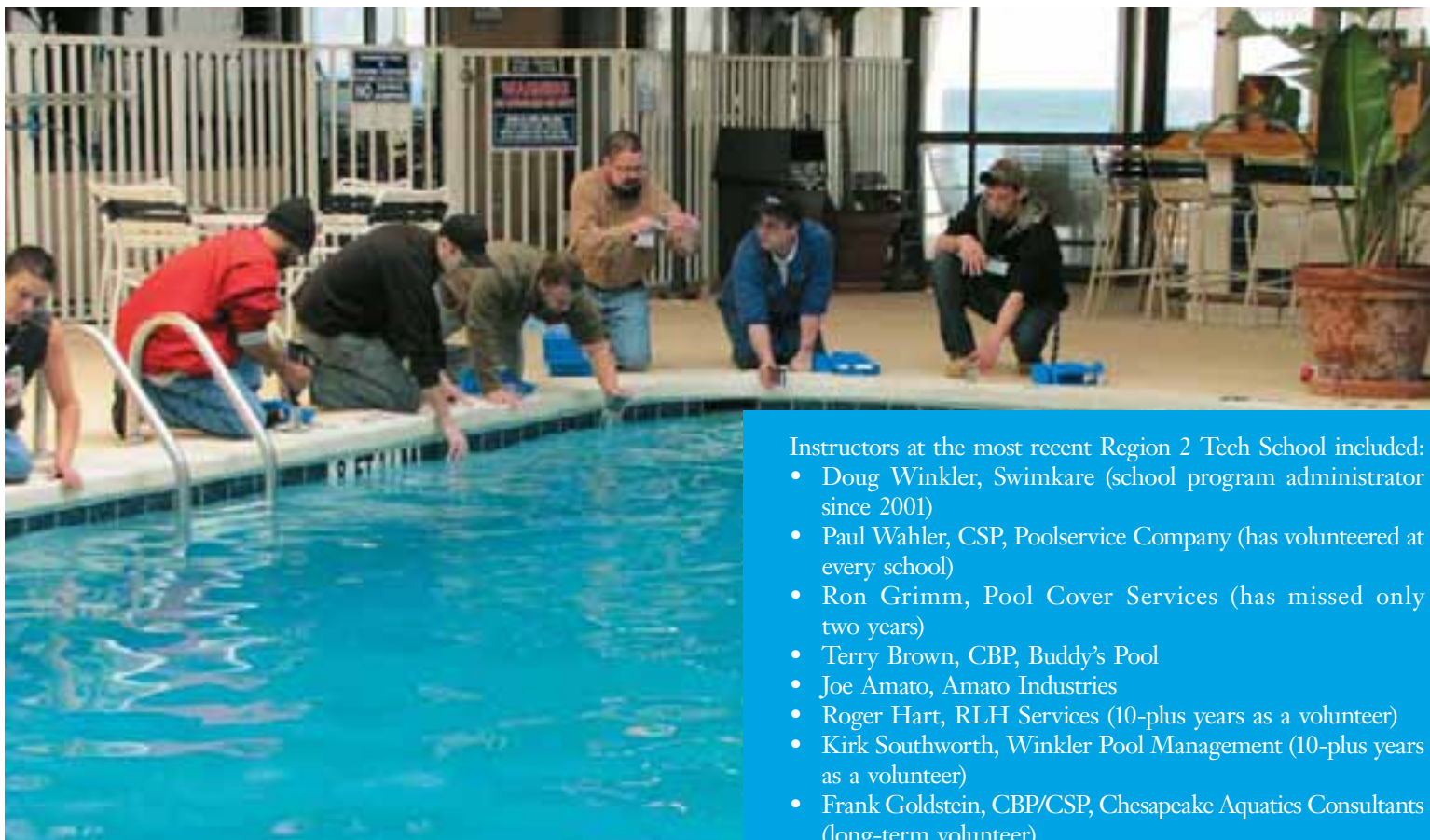
plumbers is readily available, but we had to provide specialized training for our unique trade.

"There's also a crying need for professionalism in service technicians. A pool technician can open a pool, close a pool, do all this electrical and gas technical work. We need to establish that there's a profession here, because we can attract better people by offering them a career."

### **Learning From the Experts**

The Region 2 Tech School was held first in Fredericksburg, Va., then moved to Virginia Beach. For the last 15 years, participants have traveled to a hotel in Ocean City, Md., which offers both classroom space and an indoor pool where hands-on training can take place.





The school uses the APSP technician manuals and workbooks. It significantly overhauled its program in 2010 to meet the requirements of the new Certified Maintenance Specialist (CMS) and Certified Service Technician (CST) designations. The CMS course lasts three days and the CST course five days. Students take the formal APSP certification exams at the end of their sessions.

The school averaged 40 students in its first years and now has as many as 75 students for each session. It trained more than 600 techs from 2000 through 2010. Most participants come from Region 2, but the school has drawn students from as far away as Michigan, Texas and the Virgin Islands.

Winkler says there are many reasons for the school's success.

"It's the knowledge base of our all-volunteer instructors; the passion of these instructors for both the industry and education; the continuity of the instructors; and our administrative staff," he says. (That staff includes Shirley Lester, who has worked for APSP Region 2 since 1984 and handles registration, and Christine Pannella, who organizes the educational material for instructors.)

"Our volunteer instructors are very proficient in their fields. They are a mix between manufacturers' reps and people from local APSP member companies," Winkler adds. "Although we have not had a lot of turnover, when we need a new person we look for someone who is really good in that field." Some instructors teach just one segment while others handle as many as five.

"We've had a lot of continuity over the years from one instructor and one director to the next, and by having that continuity it gets a little better every year, because we know where the pitfalls are," Wahler says. He makes a special note of Winkler's involvement: "I can't say enough about how much effort Doug and his company have put into the school."

Instructors at the most recent Region 2 Tech School included:

- Doug Winkler, Swimkare (school program administrator since 2001)
- Paul Wahler, CSP, Poolservice Company (has volunteered at every school)
- Ron Grimm, Pool Cover Services (has missed only two years)
- Terry Brown, CBP, Buddy's Pool
- Joe Amato, Amato Industries
- Roger Hart, RLH Services (10-plus years as a volunteer)
- Kirk Southworth, Winkler Pool Management (10-plus years as a volunteer)
- Frank Goldstein, CBP/CSP, Chesapeake Aquatics Consultants (long-term volunteer)
- Nigel Leach, WW Adcock (five-plus years)
- Leo Rosetta, Rosetta Pool and Spa (long-term volunteer)
- Randy Walton, Biolab (newest instructor on the team)

## School Benefits Industry and its Customers

Another factor in the school's success has been its emphasis on hands-on education. "The technicians need a core knowledge – an understanding of electricity, chemistry, hydraulics – coupled with some specific knowledge, like how to measure a winter pool cover," Wahler says.

Class participants have the opportunity to work with demonstration models of pumps, motors, filters, valves and feeders, and to conduct pressure tests or water testing right at the pool. The school was able to update some of its equipment thanks to a recent grant from CNA Insurance.

"It's a more comprehensive educational program than you get in most training schools," Winkler says.

Goldstein says that the region's pool company owners deserve credit because they understand the value of the school and support it. They realize that their technicians may listen more carefully to expert instructors than they would to their own supervisors, and that the school's compacted schedule allows technicians to focus their energies on the course content without personal and work distractions.

The Region 2 Tech School has benefitted the industry and its customers by putting more knowledgeable technicians into the field, Winkler says.

"The technicians who go through the school don't require as much on-the-job training. In the long run, this means they can do the job in less time, and for pool companies that means lower labor costs as well as a reduced need for callbacks and replacing equipment incorrectly installed. That translates into cost savings for consumers as well." **AQ**

# Accredited Partners Program Gaining Momentum



**A** PSP is pleased to announce that five companies have now been accredited by the APSP Career Institute, the central clearinghouse for education and training programs developed, sponsored and accredited by APSP. The Accredited Partners are Jet Line, Arch Chemicals, BioLab, Hayward and SR Smith.

“The accreditation program recognizes outstanding industry education providers and brings organizations together to raise the quality standards for all industry education programs,” explains Michael Reed, APSP’s director of professional development. The key to the APSP accreditation program is a company’s desire to deliver quality education. The next step is the completion of a standardized evaluation that examines the instructional design, delivery and marketing of programs offered by the company. Quality offerings from accredited providers will be highlighted on the APSP website and in other Career Institute promotions. Providers will be able to market the programs with a special “APSP Accredited” logo that will demonstrate their organization’s ongoing commitment to quality and professionalism.

**“The accreditation program recognizes outstanding industry education providers and brings organizations together to raise the quality standards for all industry education programs.”**

**Michael Reed**

## **Partners in Raising the Bar in Education**

For industry organizations, providing continuing education programs to customers can create a competitive advantage for the sponsoring company and demonstrates a commitment to professionalism and improving the image of the industry. For companies committed to the industry, APSP is regarded as an essential resource for pool and spa industry information and standards. The association receives thousands of inquiries annually from members, non-members, and consumers. The APSP website is highly

trafficked and attracts industry professionals interested in education and training. As an accredited partner offering continuing education, organizations will receive the following benefits:

- A comprehensive review of the instructional design, administrative policies and marketing of the company’s educational processes;
- A text and logo listing on the APSP Career Institute website with a description of your organization and an overview of your continuing education offerings, including a link from the APSP Career Institute Accredited Partner page to your website;
- Free participation in a quarterly APSP Accredited Partners webinar on the topic of training and development in the pool and spa industry and a private forum for partners on myAPSP.org.

## **Getting Involved**

Companies can visit the APSP website to download an accreditation application. The application requests information about the sponsoring organization, the course offerings, instructors, handouts, instructional design methodology, marketing and administrative policies. This confidential information is then used to evaluate the programs. Trained reviewers familiar with adult education principles will evaluate each program to ensure that it is developed and administered in a manner that will maximize participant satisfaction with the learning experience. At any time during the year, organizations may submit documentation for additional programs to be added to the group of approved courses covered by the accreditation and fee category. When the accreditation expires, companies will be required to update their courses and renew their status.

“Education is a natural rallying point for collaboration,” suggests Reed. “The open nature of this initiative allows everyone to learn from one another and reflects how committed the industry is to developing professionals.”

Interested in becoming an APSP Accredited Partner? Applications can be downloaded at [apsp.org/career institute](http://apsp.org/career institute), and questions about the process may be directed to Reed at [mreed@apsp.org](mailto:mreed@apsp.org). **AQ**





# *Take the road to Las*

## *For Pool and Spa Builders*

### **APSP Builders Institute**

**Monday-Tuesday, Oct 31-Nov 1**

The **APSP Builders Institute (ABI)** is an intense, two-day program of seminars, all designed to be transformational learning experiences that will challenge your current ways of thinking and help you to perform at the top of your game. Day one is all about the WOW factor and creating unforgettable, unrivaled projects like acrylic windows, after dark visual effects, unique waterproofing techniques and more! Day two will help you focus your business strategy to get more leads, win more bids, discover new ways to communicate with, and market to, your customers.



### **APSP Builders Institute + CBP Prep Course**

**Oct 30-Nov 2**

A comprehensive professional development experience! This 3½-day program includes the **APSP Builders Institute**, plus the **CBP Certified Builder Professional® Certification Prep Course and Exam**, leading to the highest level of pool builder professional certification in the industry. Application is required and is available at **APSP.org/Education**.

**Special Opportunity:** ABI hours can count toward the Continuing Education Requirement for Certification.

### **APSP LIVE ZONE November 2-4**

Institute classes continue on the Show Floor this year! Adding an extra dimension to the learning process, these interactive extensions of the technical training will give you the opportunity to put theory into action. In addition, there will be manufacturer demonstrations and training designed to give you step-by-step instructions on solving a wide variety of challenging pool and spa construction and service problems.

**2** Complete application at [APSP.org/Education](http://APSP.org/Education).

**3** Study the manual and prepare for the exam.

**4** Take Prep Course and Exam.

# *Vegas...and Certification.*

## *For Service Providers*

### **APSP Technical Service Institute Monday-Tuesday, Oct 31-Nov 1**

The **Technical Service Institute (TSI)** is a two-day program that will raise your level of technical expertise as you experience this challenging, skill-building series of seminars led by well-known experts in the industry. Topics to be covered include ADA Compliance; VGB Compliance; Salt Water Generators, Chemistry and Maintenance; Diagnosing and Removing Stains; OSHA Training for Technicians and much more!



**Register Today at**  
[www.PoolSpaPatio.com](http://www.PoolSpaPatio.com)

### **APSP Technical Service Institute + CSP Prep Course Oct 30-Nov 2**

The perfect opportunity to achieve your professional goals! This 3½-day program includes the **Technical Service Institute** plus the **CSP Certified Service Professional® Certification Prep Course and Exam**, leading to the industry's top level of professional certification for pool/spa service providers. Application is required and is available at [APSP.org/education](http://APSP.org/education).

**Special Opportunity:** TSI hours can count toward the Continuing Education Requirement for Certification.



**POOL | SPA | PATIO**  
THE BACKYARD EXPERIENCE

hanley▲wood SPONSORED BY APSP™



# 2012 International Swimming Pool & Spa Code Update

BY JENNIFER HATFIELD  
APSP GOVERNMENT AFFAIRS DIRECTOR

**T**HE INTERNATIONAL CODE Council (ICC), the body responsible for many of our national building codes, in conjunction with APSP, has been working to create the first ever national code for swimming pools and spas. The basis and content of this new code are the ANSI/APSP standards being rewritten into enforcement language for state adoption. This code will be titled the 2012 International Swimming Pool & Spa Code (ISPSC).

In February the drafting committee finished its work on the first draft, PV (Public Version) 1.0, which was posted online February 1 for a 30-day public review. Public comments were due March 1. APSP informed the membership by making available a link to the PV 1.0 draft via the APSP website and MyAPSP.org. We encouraged review of this draft code that will ultimately be considered for adoption in all states. APSP received comments, and in turn, submitted 23 code proposals.

All submitted proposed code changes were then made available on the ICCsafe.org website on April 12. A total of 100 code changes were submitted by various parties. APSP members were once again encouraged

to provide feedback on any of these proposals. APSP staff reviewed the proposals and the feedback provided and then testified at the hearings May 16-17 in Dallas, Texas.

A second public comment period will run through August 12. During that time, anyone may submit written comments on the committee's actions at the May hearings. APSP will once again take part in this process on behalf of its membership. Send your input to me, [jhatfield@apsp.org](mailto:jhatfield@apsp.org) or Carvin DiGiovanni, [cdigiovanni@apsp.org](mailto:cdigiovanni@apsp.org) no later than July 20. Final hearings on this new code will occur in early November; the final code will be published in March 2012. **AQ**

## SAFETY VACUUM RELEASE SYSTEMS

*Installs Easily  
in Minutes!*



## BECAUSE SAFETY MATTERS<sup>SM</sup>

- ✱ IAPMO Certified to ANSI/ASME A112.19.17
- ✱ CPSC Approved SVRS Manufacturer
- ✱ For use on Residential and Commercial pools, spas and water features
- ✱ For Use On 0.5-10.0 HP Pumps
- ✱ Vacuum Cleaner Friendly



**All products meet SVRS Requirements of the Pool & Spa Safety Act/VGB Act**

 **Vacless**<sup>TM</sup>  
Pool and Spa Safety Products<sup>SM</sup>

Contact your Distributor for Availability  
**[www.vacless.com](http://www.vacless.com) | 818.899.1700**



Pool Guard is the World's leading manufacturer of Pool Safety Fences and Nets!

**Become a dealer today!**

Your customers deserve the best. Pool Guard fences are built to last in even the toughest environments. Our pool fences can be installed in wood, grass, and any type of deck. Custom fencing available. Safe, strong, and appealing.



Generate additional revenue for your existing business, while adding the value of the Pool Guard advantage.

**Call 1.888.876.4005 today for more information!**

[www.poolafetyfences.com](http://www.poolafetyfences.com)



**Pool Guard**  
Making Pools Safe For Kids



**SIMPLE SPA CARE®**  
*It's about time*

You want to spend more time in your spa, not maintaining it. The new **Simple Spa Care Program** from **Leisure Time® Spa** makes this possible. Our complete spa care system keeps your spa clean and clear, without requiring a large commitment of your valuable time. It's Simple Spa Care®. And it's about time.

For more information, ask any Leisure Time authorized dealer or visit [LeisureTimeSpa.com](http://LeisureTimeSpa.com)



© 2010 Leisure Time. All rights reserved.

**NEW FOR 2011**



RM14 Enclosure



Pop-Up Speakers



Flip-Up Speakers



MRD80  
w/ internal iDock



**poly-planar®**

WATERPROOF SPA SOUND SYSTEMS



MRD80 Waterproof Stereo

**Rugged, Reliable  
Audio Systems  
Engineered for the  
Harsh Spa Environment**

PolyPlanar • Hanover, Maryland  
(410)761-4000 • [www.polyplanar.com](http://www.polyplanar.com)

## The Latest Technical & Government Relations News in the Hot Tub World

APSP is pleased to monitor and propose modifications to current legislation that favorably influences the design, sale, installation and maintenance of portable swim spas and hot tubs. Recently, APSP's efforts to protect the hot tub industry were realized through the approval of ANSI/APSP-14 Standard for Portable Electric Spa Energy Efficiency, approval of APSP's Technical Interim Amendment (TIA) to the National Fire Protection Association's (NFPA) 2008 National Electrical Code, and through the inclusion of the ANSI/APSP-6 American National Standard for Residential Portable Spas, along with ANSI/APSP-14, in the new International Swimming Pool and Spa Code (ISPSC).

### ANSI/APSP-14: New Testing Procedures for Portable Spa Design and Construction Specifications

ANSI/APSP-14 2011 is the standard for portable electric spa energy efficiency, drafted by the APSP-14 Standards Committee and approved by ANSI in 2011. The standard covers the testing procedures and methodology for determining the energy efficiency of self-contained portable electric spas and hot tubs, ultimately to improve upon their design and construction.

This achievement is the end of a five-year process that began in January 2006 with California's adoption of Energy Efficiency Regulations in Titles 20 and 24. When many portable spas did not pass the California Energy Commission (CEC) compliance testing, spa manufacturers formed the APSP-14 committee under the auspices of APSP to resolve the problem. The committee, comprised of many industry portable spa manufacturers, found flaws in the testing procedures involving such issues as water volume, control of ambient temperature and spa size, and worked cooperatively with the CEC to develop more accurate measurements.

Even before its ANSI approval, APSP-14 was used as a benchmark. The U.S. Senate, for instance, is currently considering a bill that involves the energy efficiency of portable hot tubs that mirrors the ANSI/APSP-14 Standard. The law also requires that regulators defer to the ANSI/APSP-14 Standard as a new standard on energy.

Consumers will have peace of mind knowing that the latest portable spas contain the best energy efficient components and energy savings technology. The retailer and the homeowner want to be able to buy a portable spa and not be hampered by energy compliance problems later on if it does not meet the laws of their state.

For manufacturers, there will be a cost savings because only energy efficient spas are allowed to be sold, especially in California.

Other influential groups involved in the writing and testing process of the new procedures were Newport Controls, Watkins Manufacturing, Dimension One Spas, Masterspas and Bullfrog Spas.

### Approved Technical Interim Amendment to the 2008 National Electrical Code

APSP's October 2010 TIA was approved by the National Fire Protection Association (NFPA), thereby eliminating an unnecessary economic burden on manufacturers and consumers of portable electric spas. The TIA provides clarification to NFPA's 2008 National Electrical Code (NEC) that self-contained spas and hot tubs are exempt from the bonding grid requirements similar to what is required of pools. Specifically, the proposed TIA sought to modify Section 640.42(b) to create two exceptions such that certain listed self-contained on or above-grade outdoor spas and hot tubs would be exempt from the requirements for equipotential bonding of perimeter surfaces.

APSP is a member of the NEC Code Committee, along with others, to ensure that safety requirements are met without imposing unnecessary and burdensome requirements for the pool and spa industry. APSP began

preparations for the amendment in August 2010, and submitted the TIA in Oct. 2010.

Hot tub professionals can now look forward to avoiding the installation of costly and unnecessary bonding grids. The previous code had national implications for all manufacturers of hot tubs and could have cost the portable spa industry hundreds of thousands of unnecessary dollars.

Portable electric spas in compliance to UL 1563 and designed and installed in accordance with ANSI-6 will meet the highest level of safety protection.

Influential individuals involved in the writing of the TIA were Larry Nicholson of Watkins Manufacturing and Bill Hamilton of Hamilton Associates.

### Pasley Named Bullfrog CEO



Congratulations to Jerry Pasley, new chief executive officer of Bullfrog International, LC. Pasley has nearly 30 years of experience in the hot tub industry, with a focus on sales management and sales strategy. He has served on the Association of Pool and Spa Professionals' Hot Tub Council and has considerable experience in the development of retail and distribution networks. He currently sits on the APSP Board of Directors. Pasley was formerly the executive vice president of Sales at Jacuzzi Hot Tubs and Sundance Spas.



## New for 2012: International Swimming Pool & Spa Code

The International Code Council (ICC), in conjunction with APSP, has been working to create the first national code for swimming pools and spas, the 2012 International Swimming Pool & Spa Code (ISPSC). The basis and content of this new code are the ANSI/APSP Standards being rewritten into enforcement language for state adoption, including the ANSI/APSP-6 American National Standard for Residential Portable Spas and the ANSI/APSP-14 2011 Standard for Portable Electric Spa Energy Efficiency.

APSP has a memorandum of understanding with the ICC to exchange information and share documents that are pool and spa related. They have agreed on a joint partnership to develop the new ISPSC, the basis of which would include all of the ANSI/APSP standards. Recently, the drafting committee finished its work on the first draft, PV (Public Version) 1.0, which can be viewed at [www.iccsafe.org](http://www.iccsafe.org). After careful review by APSP staff and members, APSP drafted and submitted a total of 23 code proposals prior to the March 1, 2011 deadline. The new ISPSC is scheduled for a 2012 approval date.

The portable spa section of the standard will have more of an emphasis on swim spas, addressing them specifically (Swim spas were not articulated very well in the past.) Also, manufacturers will be able to quickly refer to the ISPSC as the benchmark, or minimum design criteria, bypassing the need for extended research and development. The ISPSC will also act as one code for all 50 states, as opposed to the current model of separate state codes and hundreds of county codes.

## Stay Current with the Latest Hot Tub Legislative and Regulatory Updates

Want more updates? Join the APSP Government Relations Advocacy Network group on MyAPSP.org to receive urgent, state-

specific hot tub reports from our government relations team. Sign up on [www.MyAPSP.org](http://www.MyAPSP.org) and click the Government Relations group icon on the main page to join the private, APSP members-only group. **AQ**

**UNBLOCKABLE**  
VGB Approved Main Drains

ASME/ANSI APPROVED  
& IAPMO CERTIFIED

**Beesafe Systems**

Simply a better answer to suction entrapment... Now with 2 models to choose from!

1-888-506-0121  
[www.beesafesystems.com](http://www.beesafesystems.com)

Model 1  
46 inches

Model 2  
34 inches

Model 3  
34 inches

**Read AQ**  
**when you want,**  
**with the AQ**  
**Digital Edition.**

Visit: <http://www.nxtbook.com/fx/clients/naylor/archives.php?mg=APSQ>



*Garden Prairie  
Custom Pool Enclosures*



*Garden Prairie Pool Enclosures are designed to give you a light, crisp garden setting, letting you enjoy summer activities all year, guaranteeing a relaxing and enjoyable environment.*



*CCSI International, Inc., is proud of its long-term acceptance by architects and builders, who have recognized the structural integrity and longevity of Garden Prairie Pool Enclosures, as well as its detail in fabrication. CCSI has served the leisure industry for almost five decades with quality residential and commercial enclosures.*

**We offer consultation  
service and design assistance.**

**CCSI International, Inc.**

Manufacturing - Distribution  
8642 Route 20, P.O. Box 98  
Garden Prairie, IL 61038

**[www.ccsiusa.com](http://www.ccsiusa.com)**  
Email: [ccsi@ccsiusa.com](mailto:ccsi@ccsiusa.com)

**1-800-537-8231**







# Safety COVERS



**S**ecurAssur increases the strength and security of a Garrett Cover through a **Double Webbing System** (on both top and bottom of the fabric) across the entire width, length and perimeter of the whole cover, not just around the edges. Garrett covers also:

- Come in 9 styles and colors
- Meet/exceed ASTM Standards
- Use only the highest quality materials
- Include high performance hardware
- Have a 10 or 15 year limited warranty

For long-lasting affordable protection call Garrett today.

**1-800-222-3650**

295 Lower Morrisville Road Fallsington, PA 19054 ■ Fax: 800-222-5250  
[www.garrettliners.com](http://www.garrettliners.com)

## NO ALGAE.

### GUARANTEED

It's as easy as 1-2-3 from GLB® Pool & Spa.



1. Shock treat with Oxy-Brite® non-chlorine shock oxidizer or Shoxidizer® shock oxidizer
2. Prevent Algae with Algimycin® 2000
3. Sanitize with GLB Chlorine or Bromine

Fighting algae in swimming pools can be time consuming and costly. Thankfully, GLB Pool & Spa® offers powerful, easy-to-use products with a proven track record of maintaining clean, clear pool water.

Our guarantee is simple – if algae invades a pool, we'll replace the products for free.

*The Great Life Begins Here!®*

(800) 445-2059 • Fax (800) 482-5295 • [GLBPoolSpa.com](http://GLBPoolSpa.com)

GLB®, GLB Pool & Spa®, The Great Life Begins Here®, Oxy-Brite®, Shoxidizer® and Algimycin® are registered trademarks of Arch Chemicals, Inc. © 2010 GLB Pool & Spa. All rights reserved.



TAKE YOUR BUSINESS  
(AND YOUR CUSTOMERS) TO  
**New Heights**



Seize the ADA swimming pool compliance opportunity and lift your sales.

S.R.Smith has the best-selling range of ADA-compliant accessibility solutions, plus the expertise and ability to deliver on this new opportunity. Don't miss out on compliance-driven growth.

Download Our **FREE** Swimming Pool

Accessibility Guide Today

Visit [Poollifts.com](http://Poollifts.com) or Call 800.824.4387

**SR Smith.**

THE SWIMMING POOL  
ACCESSIBILITY EXPERTS



**PACIFIC POOLS**

CHOOSE PACIFIC INGROUND VINYL LINERS  
THE ULTIMATE CHOICE FOR STYLE AND LONGEVITY

HYPO-ALLERGENIC  
NON-TOXIC  
WILL NOT DISCOLOR OR LEACH  
SOLUBLE - EXPLOSION RESISTANT

Pacific Tide | Prism

Geometric | Crystal

Blue Monte Rio | Blue Stone Tide

Isabella | Blue Granite

Melita | Prism

Monte Rio Brownstone | Stone Tide

[WWW.PACIFICPOOLS.COM](http://WWW.PACIFICPOOLS.COM)

Follow us on: Facebook, Twitter, YouTube, LinkedIn

CONSUMER FINANCING AVAILABLE

Pacific Pools Inc. 11111 Pacific Pools Road, Suite 100, San Diego, CA 92121



## Selling Fun and Peace of Mind

BY HELEN BLOCH

APSP MANAGER, CONSUMER SAFETY

**I RECENTLY PURCHASED** a new car. When I started my search, I wasn't sure which brand or model I was going to buy. I paid attention to a lot of advertising and noticed the auto industry focuses on safety in many of their ads. They talk about airbags and safety ratings and highlight style and comfort. They also portray lifestyle benefits by showing their products being used by families out driving together and moms driving a carload of kids to school or soccer practice.

So, what does buying a car have to do with the pool, spa and hot tub industry? Well, I think we can learn a lot from the marketing strategies used in automobile ads. There are certainly similarities to our industry. First, when customers decide to build a pool or purchase one of our products, they want to know that what they're investing in is safe. It's easy to show them by getting involved in National Water Safety Month every May, and by talking about safety all year round. We should always be distributing consumer safety brochures about our products. We should show our customers products that enhance their safety, like alarms, barriers and proper drain covers. And we should remind them of the importance of adult supervision.

At the same time we're talking about the safety of our products, we should always be talking about the many benefits consumers receive when they use a pool, spa or hot tub. Better health and fitness and having a fun place to spend time with family and friends are cherished values in today's society. Putting safety together with the fun and many benefits of owning a pool, spa or hot tub will help us ensure consumers receive the full value of our products in a safe environment.

Many members got involved in National Water Safety Month in May. We had a brand new website, [nationalwatersafety-month.com](http://nationalwatersafety-month.com), that included a wealth of resources, both free and low cost, along with simple event ideas and a blog for member sharing. We also had interaction on our water safety month Facebook page, [facebook.com/watersafetymonth](https://facebook.com/watersafetymonth). Thousands of "I'm A Safe Swimmer" wristbands and safety brochures were distributed to consumers throughout the country. APSP VGB training sessions were held and the media wrote about our efforts both online and in print.

It's never too early to start planning for the next National Water Safety Month in May, 2012. However, promoting safety, along with marketing the many benefits of owning a pool, spa or hot tub, should not be confined to just one month a year. Whenever you interact with a customer or a potential customer, you have an opportunity to help prevent unintentional accidents by handing the consumer a brochure, talking to them about the importance of adult supervision, and showing them the products they need in their backyard to enhance their experience and keep their friends and family safe. Display the safety products in a special area of your retail store, along with free brochures. Include safety information in your newsletter and literature. Use the APSP Olympic Gold Medal winner public service announcements on a loop in your store, at trade shows and consumer shows.

We have some of the best products available for enhancing the quality of life of consumers. Let's make sure we always let them know about all the wonderful benefits they'll receive along with fun-filled experiences. And, just like many products have guidelines and tips for safe use, let's make sure we always include that information, too – not just in May, but all year round. **AQ**

Whenever you interact with a customer or a potential customer, you have an opportunity to help prevent unintentional accidents by handing the consumer a brochure, talking to them about the importance of adult supervision, and showing them the products they need in their backyard to enhance their experience and keep their friends and family safe.



## APSP Offers Advanced Training for Builders and Service Pros at Vegas Expo

APSP members can register to attend career-boosting seminars at the International PoolSpaPatio Expo Oct. 30- Nov. 4 in Las Vegas. Pool and spa builders can attend the two-day APSP Builders Institute for advanced technical training and marketing and social media strategies. Builders can also register for the Certified Building Professional (CBP) prep course and exam to earn the CBP designation. For service providers, the APSP Technical Services Institute (TSI) offers advanced training for technicians and company owners, with a two-part program on salt water generation, plaster pool start-up procedures and a “backstage tour” of the Mandalay Bay Shark Tank. As a special addition to the institute, hands-on training will be offered on the show floor in the APSP LIVE Zone. Service providers with at least five years of experience in the industry can combine the TSI with testing for the Certified Service Professional (CSP) designation, the highest of three levels of service education certification. To submit an application for the CSP and CBP courses, visit [www.apsp.org/education](http://www.apsp.org/education). Registration for the APSP Institutes can be completed at [poolspapatio.com](http://poolspapatio.com).

## Next Industry Summit Set for August, 2012

The date for the next APSP Industry Summit has been set for Aug. 14-15, 2012, in Chicago. The key draw to the event will be new, qualitative and quantitative consumer research by the Harrison Group. Find out where “backyard water” fits in terms of the lifestyle and budget of those most likely to buy. The summit will identify market opportunities and challenges to be addressed by the industry as a whole as well as by individual companies. Mark your calendars and watch for more details from APSP about this important event.

## Join APSP’s Grassroots Advocacy Network

APSP Government Relations protects your right to own, operate and grow your business. Each member has a stake in the outcome of every regulatory and legislative battle fought. That is why APSP has developed a Grassroots Advocacy Network on MyAPSP.org.

“Ever since the adoption of the Virginia Graeme Baker Pool and Spa Safety Act (VGB) and new energy requirements, we’ve seen an increase in issues at the local, state and federal level,” said Jennifer Hatfield, APSP government affairs director. “What’s adopted in one state or jurisdiction often spreads to others. That’s why it is so important for members to go to MyAPSP.org and sign up for the Grassroots Advocacy Network. The network features bi-weekly legislative and regulatory tracking reports and highlights states with issues that need immediate input and action. Members of the network can receive email alerts and discuss online such topics as ADA

requirements, ICC state and national codes, ICC 2012 ISPS, energy efficiency, drought and water conservation and more. “I encourage members to take advantage of this government relations resource to become more informed and proactive in their home state,” Hatfield said. “Together we can protect our interests and be a formidable voice for the industry at every level of government.” Visit [MyAPSP.org](http://MyAPSP.org) and click the Government Relations group icon on the home page to join the group.

## New Information for ADA Accessibility Compliance

APSP continues to obtain information from the Department of Justice (DOJ) regarding the new accessibility requirements for the Americans with Disabilities Act (ADA). APSP has prepared a Q&A sheet with background information to help its members determine compliance and has recently released a new ADA Addendum document that addresses specifics regarding what constitutes a public accommodation and how the law applies to existing facilities. APSP members can access these resources in the Government Relations group on [MyAPSP.org](http://MyAPSP.org).

## Protect Your Brand: Register for the CPSC Public Database

The U.S. Consumer Product Safety Commission (CPSC) has launched its interactive searchable database for all product recalls and consumer complaints. Complaints will be forwarded directly to the manufacturer and posted as-is to the site if manufacturers do not correct or address the report information within 10 business days of submittal. Manufacturers, importers, private labelers and retailers are strongly encouraged to register with the CPSC database business portal to ensure prompt notification of submitted complaints by email. Register your business at [saferproducts.gov](http://saferproducts.gov).



**Visit us on our Website: [APSP.org](http://APSP.org)**



# Grosfillex

—COMMERCIAL RESIN FURNITURE—

Durability, performance, value & comfort are built with pride into every piece of furniture made by Grosfillex, the leading manufacturer of commercial grade resin furniture - offering a complete selection of colors & styles to meet any project specifications - **Residential to Commercial!**



#### Commercial Products Division

230 Old West Penn Avenue • Robeson, PA 19551

Ph 800.233.3186 • Fax 800.300.7120

[www.grosfillexfurniture.com](http://www.grosfillexfurniture.com) • [info@grosfillexfurniture.com](mailto:info@grosfillexfurniture.com)



From routine maintenance to troubleshooting we have solutions that not only look good on the shelf, but get real results. Our complete line of pool and spa products are filled with unique technologies that will help you achieve great looking water. Come see why ProTeam is refreshingly simple pool and spa care.

## ProTeam®

*Refreshingly Simple Pool & Spa Care.*

421 Ann St. NW, Grand Rapids, MI 49504-2075 800-333-0400  
[www.proteampoolcare.com](http://www.proteampoolcare.com)



## APSP Appoints Staff

APSP has named Lisa Scholik Grepps to the new position of director, marketing and communications. Grepps brings to the association nearly 20 years of experience in the marketing and communications field. Prior to joining the association, she owned her own consultancy and specialized in marketing and brand management for associations, nonprofits and corporations.

APSP has also named Terry Brown to the new position of director, member services and operations, where he will have wide-ranging responsibilities in support of membership and member services; education and certification; marketing; communications and sales initiatives; regional and chapter relations; and finance and administration. For many years, Brown has been a highly regarded volunteer within APSP, having served as president of the Chesapeake (MD) Chapter and member and officer of the APSP Board of Directors. In 2009-2010, Brown served as chairman of the APSP Board of Directors. Most recently, he served as chairman of the Board of Regents of APSP's Career Institute. **AQ**



*Infinifill*™

**Infinifill's innovative features include:**

- Readily retrofits onto existing pools
- Capable of unattended initial fill
- Unique dump function
- Continuously preserves the perfect illusion of a negative edge pool
- Constantly maintains perimeter edge pools

A product of Wailani Natural Pure Water Systems  
[www.wailani.com](http://www.wailani.com) / PH 760.878.2357 / [purewater@wailani.com](mailto:purewater@wailani.com)



**Beadcrete<sup>USA</sup>**

**Introducing...  
The Fiesta Series**

*"The Only Patented  
Glass Bead Pool Finish"*  
 Patent #6861090/6892566

**(623) 463-0642**  
 Visit our website  
[www.beadcreteusa.com](http://www.beadcreteusa.com)

**The Smoother  
Alternative to  
Pebble...**

**Experience The  
Brilliant Color  
& Stunning  
Surface!**

Carnival  
 French Quarter  
 Alibee  
 Sea Breeze  
 Paradise  
 Mardi Gras





## Congratulations to these new and renewing APSP members

**5280 Pool and Spa, LLC**  
Denver, CO

**A-Beautiful Pools**  
Tomball, TX

**Above the Rest Hot Tub and Repair, Inc.**  
Raleigh, NC

**AHI, Inc Consulting**  
Glenside, PA

**American Pool Management**  
Edison, NJ

**American Pool Service**  
Redding, CA

**Apiscina Pools, LLC**  
Austin, TX

**Aqualeisure Pools Inc.**  
Fredericksburg, VA

**AquaSmarter**  
Liberia, Guanacaste, Costa Rica

**Aquatech USA**  
Swedesboro, NJ

**Arco Gunite, Inc.**  
Orange, CA

**Arizona Pool & Fountain Guys, LLC**  
Phoenix, AZ

**Atlantis Hardscapes**  
Columbia, SC

**AWD Hot Tub Services**  
S. Lake Tahoe, CA

**Back Mountain Pool & Spa, Inc.**  
Shavertown, PA

**Backyard Innovations**  
Houston, TX

**Backyard Lagoons, LLC**  
Seguin, TX

**Bilik Pool Services**  
Las Vegas, NV

**Blake and Son Pool Services**  
Harrisburg, AR

**BlueStar Pool Service**  
Murrieta, CA

**C & M Pools, LLC**  
Manchester, CT

**California Pools**  
Dallas, TX

**Capital City Hot Tubs**  
Sacramento, CA

**Carlton Pools**  
Warminster, PA

**Carolina Aquatech Pools & Spas**  
Fayetteville, NC

**Carter Pools**  
Lake View, NY

**CCH Pools**  
Longview, TX

**Champion Pool Services**  
Wylie, TX

**Champion Pools and Spas**  
Holden Beach, NC

**Classic Tile & Plaster, LLC**  
Byram, MS

**Clear Advantage Pool Service**  
Yucca Valley, CA

**Clearly Coastal Spa Care**  
Cazadero, CA

**Clearwater Pools LLC**  
Greenwich, NY

**Color Match Pool Fittings**  
Surprise, AZ

**Combined Energy Systems Inc.**  
Littleton, MA

**Coronados Pool Plaster**  
Souderton, PA

**Crystal Water Pool Service LLC**  
Peoria, AZ

**Cypress-Fairbanks I.S.D.**  
Houston, TX

**Dan Trussel Spa Specialist**  
Banks, OR

**Daniel Lawn & Garden Inc.**  
Harrisville, PA

**Department of Health**  
Western Australia  
Perth, Australia

**Dependable Pool & Spa, LLC**  
Spring, TX

**Deposito Union Ingeambiente**  
Villavicencio, Meta, Columbia

**Distinct by Design**  
**Custom Pools, Inc.**  
Bryan, TX

**Douglas Enterprises LLC**  
Trumbull, CT

**DT Company**  
Palmdale, CA

**Eads Hot Tub Service**  
St. Peters, MO

**Eilandpools.com**  
Phenix City, AL

**Emaux Swimming Pool**  
**Equipment Co, Ltd.**  
North Point, China

**ENVY Pool Products LLC**  
St. Charles, MO

**Expression Custom Pools**  
Cypress, TX

**First Coast Pool & Patio, Inc.**  
**dba Pinch-A-Penny**  
Orange Park, FL

**First Community Bank, NA**  
Austin, TX

**Gelormine Pool and Spa Services**  
Howell, NJ

**Global Lift Corp.**  
Bad Axe, MI

**Gold Canyon Pool Service**  
Gold Canyon, AZ

**GPA**  
Guadalajara, Jalisco, Mexico

**GSI Pool Finishes, Inc.**  
Norristown, PA

**Guangzhou Monalia Building**  
**Materials**  
Guangzhou City, China

**Gulf Coast Aquatics, Inc.**  
Kemah, TX

**H & H Tile & Plaster of Austin**  
Dripping Springs, TX

**H2O Resource Group**  
Charlotte, NC

**H3O Pools LLC**  
Panama City, FL

**Hafen's Pools**  
Santa Clara, UT

**Hampton Pools**  
Kelowna, BC, Canada

**Home Oasis WI, LLC**  
Rice Lake, WI

**Hot Tub Repair Man**  
Nottingham, Nottinghamshire, UK

**Hot Tubs Plus**  
Dagsboro, DE

**Hotchkiss Research**  
Easton, CT

**HSPC, Inc.**  
Thousand Palms, CA

**Hydrocare Pools & Spas**  
Torrington, CT

**Idaho Aquatic Services**  
Boise, ID

**Island Pool and Spa Service**  
Tucson, AZ

**J & J Lowry Pools, LLC**  
Akron, OH

**Jay R. West Pools, Inc.**  
Germantown, TN

**JP Landscape Supply Inc.**  
Huntsville, TX

**Kay Pool and Spa**  
Wyomissing, PA

**Leisure Time Spas,**  
**Billiards & More**  
Waterford, MI

**Lewis and Clark City-County**  
**Health Department**  
Helena, MT

**LoCo Pools & Service**  
Purcellville, VA

## Congratulations to these new and renewing APSP members

**Maddy's Pool Supply & Service**  
Gilbert, AZ

**Majestic Views Construction**  
Las Cruces, NM

**Master Pools Alta Ltd.**  
Edmonton, AB, Canada

**Metrotech Pool Service, LLC**  
Allen, TX

**Michigan Shotcrete Construction, Inc.**  
Perry, MI

**Midwest Pool Supply**  
Middleton, WI

**Nirvana Heat Pump Inc.**  
Shawinigan, QC

**No Worries Pool Care**  
Lewisville, TX

**Northwoods Hot Springs Spas Inc.**  
Petoskey, MI

**NSi Tork**  
Huntersville, NC

**Our Pool Company, LLC**  
Midland Park, NJ

**Outback Pools & Spas**  
Wichita Falls, TX

**Outdoor Livingscapes, Inc.**  
Algonquin, IL

**Outer Banks Services**  
Nags Head, NC

**Palos Verdes Pools, Inc.**  
Torrance, CA

**Panhandle Pools**  
Amarillo, TX

**Parham Pools, Spas, & Fencing**  
Robinson, IL

**Peach Pools**  
Odum, GA

**Perfect Pool and Spa**  
Monee, IL

**Platinum Residential Services**  
Toronto, ON, Canada

**Pool Pro's Inc.**  
Parker, CO

**Pool Pros Inc.**  
Chantilly, VA

**Pool Service Plus**  
San Antonio, TX

**Pools by Gabe Gennarelli Inc.**  
Westhampton Beach, NY

**Pools R Us LLC**  
Dubai, United Arab Emirates

**Poseidon Pool Service Ltd.**  
Dunrobin, ON, Canada

**Prograde Pools and Spas**  
Waterford, MI

**Quogue Swimming Pool Service Inc.**  
Quogue, NY

**R.C. Consulting LLC**  
Township of Washington, NJ

**Ranger Pool Technologies, LLC**  
Scottsdale, AZ

**RCS Pool and Spa**  
Roswell, GA

**Riptide Pools Ltd.**  
Chelmsford, Essex

**Rising Dragon Group**  
Sweetwater, TN

**River's Edge Pool Supply**  
Buchanan, NY

**Riverside Pool & Spa Inc.**  
Somerville, NJ

**Ross Valley Pool Service**  
San Anselmo, CA

**Sapphire Pools**  
Gatesville, TX

**Scenic Landscaping**  
Haskell, NJ

**Scottsdale Pool and Spa LLC**  
Scottsdale, AZ

**SCP Pool Corporation - Delanco**  
Delanco, NJ

**Sea Clear Spa Care**  
Santa Rosa, CA

**Second Home Second Chance Real Estate and Property Management, LLC**  
Alma, CO

**Sensational Industries, Inc.**  
Stevensville, MI

**Sierra Ridge Pools**  
El Dorado, CA

**Siesta Pool Creations**  
Kaukauna, WI

**Signature Pool Services**  
Medford, NJ

**Simpson Pools**  
Dunnville, ON, Canada

**Smith Pool Service**  
Citrus Heights, CA

**Southeast Engineers, LLC**  
Baton Rouge, LA

**Southwest Custom Pools**  
Spicewood, TX

**Spa Pro**  
Eastsound, WA

**Spa World, LLC dba Cal Spas & Pools**  
Kingsport, TN

**SpaEstival Inc.**  
Terrebonne, QC, Canada

**Specialized Pool Services**  
McKinney, TX

**Stallings Pool Service**  
Alexander City, AL

**Sterling Pool And Patio LLC**  
Londonderry, NH

**Sun and Fun Pools**  
Harrison Twp., MI

**Sun Peaks Aquaticas**  
Sun Peaks, BC, Canada

**Sun Valley Pool Service**  
Arlington, TX

**Superior Pool Products - Blackwood**  
Blackwood, NJ

**Superior Pool Service Inc.**  
East Bridgewater, MA

**Superior Pools**  
Liberty Twp., OH

**Swim Pure Pools**  
Austin, TX

**Swimmers Pool Service, LLC**  
Amston, CT

**Swimming Pool Butler**  
Chandler, AZ

**The Pool Experts, Inc.**  
Somerdale, NJ

**The Pool Geek LLC**  
Huntsville, TX

**The Pool Techs**  
Lewisville, TX

**The Water Boys**  
Sterling, VA

**TLC Swimming Pools Inc.**  
Highland Mills, NY

**Tom Whitman**  
Virginia Beach, VA

**Two Kings**  
Juneau, AK

**Unique Cleaning Products, LLC**  
Greenwood, IN

**Vernon Poolman**  
Vernon, CT

**Water Technics LLC**  
Columbia, SC

**Weed Pool Service**  
Savannah, GA

**Wheatfield Pool & Spa Services**  
Niagara Falls, NY

**ZEN Associates, Inc.**  
Woburn, MA





# BEAUTIFUL, SAFE & GREEN™

THE MOST BEAUTIFUL POOLS DESERVE A POOL COVER FROM POOL COVER SPECIALISTS™

Your customers deserve the peace of mind their pool can bring without having to sacrifice aesthetics to get it. For 27 years, PCS™ automatic swimming pool covers have been providing pool owners year-round protection and pool energy savings as high as 85%, without detracting from the elegance of their pool environment.

Before you build, call or email PCS™ for more information and feel free to explore our website.

**POOL COVER**  
SPECIALISTS®

POOLCOVERS.COM • 800.369.5152

# SAVE TIME, MONEY & ENERGY



Call Infusion Pool Products toll free  
**1-800-557-8018** for product information.



## Revolutionary Venturi Return Line Inlet Fittings



### Enhance Circulation Creating an Easier to Service Water Quality!

V-Fittings 60 degree venturi has no moving parts and simply attaches, by hand, to 1 1/2 inch threaded wall return line inlets worldwide. V-Fittings' venturi technology deep heats while enhancing circulation, improving chemical disbursement and reducing energy costs.

### Contact Your Preferred Distributor For Product Availability!

Compliments Variable and Single Speed Pump Energy Efficiency Regulations Nationwide and Improves Solar Cover Performance! View our product demonstration video at [www.infusionpool.com](http://www.infusionpool.com) for more details!

Enhances any Fiberglass,  
Vinyl or Concrete Pool!

Available in Eight Designer Colors!

### Revolutionary **ENERGY EFFICIENT** Deep Heating

Email us for Dealer Try Me and Promotional Info!



[info@infusionpool.com](mailto:info@infusionpool.com)



### **HIGHLY RECOMMENDED**

Go Green while saving money and improving water quality for the life of the pool!

**MADE IN THE USA!**



## ULTRA VIOLET LIGHT SOLUTIONS FOR YOUR POOL OR SPA

**PVC SYSTEMS  
FOR LOW FLOW  
(Up to 175 gpm)**



**316L STAINLESS STEEL  
FOR MEDIUM TO  
HIGH FLOW  
(Up to 900 gpm)**



**1-800-536-8180**

**[www.chlorking.com](http://www.chlorking.com)**



## POOLSIDE STORAGE MAKING YOU BLUE?

We've Got the Answers!



Visit our website to learn more about  
our innovative Hanging Float Racks®,  
pool toy storage solutions and more!

[www.floatstorage.com](http://www.floatstorage.com)  
214-352-4690

**RicoRock**  
better waterfalls, by design  
[www.ricorock.com](http://www.ricorock.com)

new boulder styles &  
color patterns for 2011

mention AQ11 for a \$500  
discount or free shipping  
on your first order

**Cast Concrete Rock**  
waterfall kits for one day installations  
consulting services for custom rockwork

## SALTWATER PROBLEMS?

### Zinc Sacrificial Anodes



**PART# 104-D SPIGOT**

Fits into any  
standard 2" Tee



**PART# 104-C**

1.5" & 2"  
Retrofit



**PART# 104-D**

2" Slip x Slip  
New Install

### HELPS PREVENT

- Plaster Discoloration
- Metal Erosion
- Pool Light Damage & erosion
- Heater Damage

Five years of field testing by a corrosion engineer,  
guarantees the best protection in the industry.



**POOL TOOL CO.**

805.644.2333

[www.pooltoolco.com](http://www.pooltoolco.com)

Call for free catalog!

Available at your local distributor

# Unicel®

CLEARLY THE BEST

Pool filter replacement cartridges may all look the same,  
but they are not the same. None perform with Unicel's precision.

Unicel maintains its leadership position by offering  
the most finely crafted products, the fastest turn-around time,  
and the most responsive customer service in the business.

Always has. Always will.



[www.unicelfilters.com](http://www.unicelfilters.com)

## AUDIO EQUIPMENT

Poly-Planar, LLC..... 21

## CHEMICALS

Advantis Technologies..... 21, 24

Haviland USA..... 27

## CHLORINE GENERATOR SALT SYSTEMS

Aquasalt, LLC..... 4

## CONTROLS

Tork/NSI Industries..... Outside Back Cover

## CORROSION CONTROL

Pool Tool, Inc..... 33

## COVERS

Garrett Liners, Inc. .... 24

## DECK EQUIPMENT

S.R. Smith, LLC..... 24

## DECORATIVE CONCRETE

Beadcrete U.S.A..... 28

## DRAINS/COVERS

BeeSafe Systems..... 23

Tork/NSI Industries..... Outside Back Cover

## FENCES & RAILINGS

Expert Pool Supply dba Pool Guard Manufacturing ..... 21

## FILTERS

Unicel ..... 33

## FITTINGS

Infusion Pool Products ..... 32

## FURNITURE

Grosfillex ..... 27

## MOTORS

A.O.Smith ..... 3

## PATIO FURNITURE

Grosfillex ..... 27

## POOL ACCESSORIES

FloatStorage.com ..... 33

## POOL CHEMICALS

Chemtura (BioLab) ..... 6, Inside Back Cover

## POOL CLEANING EQUIPMENT

Aqua Products Inc..... Inside Front Cover

## POOL COVERS

Expert Pool Supply dba Pool Guard Manufacturing ..... 21

Pool Cover Specialists National, Inc. .... 31

## POOL ENCLOSURES

CCSI International, Inc./Garden

Prairie Pool Enclosures..... 23

## POOL SAFETY

Vacless Systems Inc ..... 20

## POOL SALT

Aquasalt, LLC..... 4

## RENOVATIONS

NLB Corp. .... 8

## ROCKWORK

RicoRock, Inc. .... 33

## SAFETY COVERS

Pool Cover Specialists National, Inc..... 31

## SAFETY VACUUM RELEASE SYSTEMS

Tork/NSI Industries..... Outside Back Cover

## SANITIZERS

Aquasalt, LLC..... 4

## STORAGE

FloatStorage.com ..... 33

## ULTRAVIOLET LIGHT SYSTEMS

Sentry Ultraviolet ..... 32

## WATER LEVEL CONTROL

Waialele Pools Inc. dba Wailani

Natural Purewater Systems..... 28

# ADVERTISER Web sites

A.O.Smith.....	www.aosmithmotors.com.....	3
Advantis Technologies.....	www.poolspacare.com.....	21, 24
Aqua Products Inc. ....	www.AquaProducts.com.....	Inside Front Cover
Aquasalt, LLC.....	www.aquasalt.net.....	4
Beadcrete U.S.A.....	www.beadcreteusa.com.....	28
BeeSafe Systems.....	www.beesafesystems.com.....	23
CCSI International, Inc./Garden Prairie Pool Enclosures.....	www.ccsiusa.com.....	23
Chemtura (BioLab).....	www.bioguard.com.....	Inside Back Cover
Chemtura (BioLab).....	www.bioguard.com.....	6
Expert Pool Supply dba Pool Guard Manufacturing.....	www.poolsafet fences.com.....	21
FloatStorage.com.....	www.floatstorage.com.....	33
Garrett Liners, Inc. ....	www.garrettliners.com.....	24
Grosfillex.....	www.grosfillexfurniture.com.....	27
Haviland USA.....	www.havilandusa.com.....	27
Infusion Pool Products.....	www.infusionpool.com.....	32
NLB Corp.....	www.nlbcorp.com.....	8
Poly-Planar, LLC.....	www.polyplanar.com.....	21
Pool Cover Specialists National, Inc. ....	www.poolcovers.com.....	31
Pool Tool, Inc.....	www.pooltoolco.com.....	33
RicoRock, Inc. ....	www.ricorock.com.....	33
S.R. Smith, LLC.....	www.srsmith.com.....	24
Sentry Ultraviolet.....	www.sentryuv.com.....	32
Tork/NSI Industries.....	www.nsiindustries.com.....	Outside Back Cover
Unicel.....	www.unicelfilters.com.....	33
Vacless Systems Inc.....	www.vacless.com.....	20
Waialele Pools Inc. dba Wailani Natural Purewater Systems.....	www.wailani.com.....	28



# Relax. We've got your back.

SpaGuard® from BioGuard® not only offers a full line of products to ensure your customers have a clean, clear spa to relax in, we also offer an outstanding array of support tools to ensure you can relax and spend more time focusing on your business.

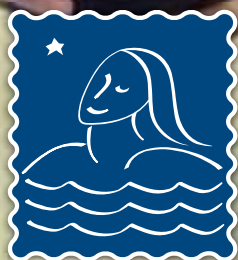
It starts with a dedicated District Sales Manager (DSM) who is trained to answer most of your technical and business questions and a full customer service department that is ready and willing to take your call. Next is state-of-the-art water testing systems that help diagnose issues and recommend the best treatment possible. Top it off with a full suite of eye-catching and motivating retail tools and you have a full complement of resources at your disposal.

Behind that is a company that has been recognized as an water care leader for more than 50 years. No one is better positioned to provide the products, marketing and service support your business needs.

Make the call and don't miss out on building a relationship that will last for years to come.



Proud sponsor of Splash for CF™  
Visit [www.splashforCF.org](http://www.splashforCF.org)



**SpaGuard®**

If you'd like to become a BioGuard Dealer, visit  
[www.BeABioGuardDealer.com](http://www.BeABioGuardDealer.com)

8 0 0 . 8 5 9 . 7 9 4 6 • [www.SpaGuard.com](http://www.SpaGuard.com)



# TORK® *Pool & Spa*



## SELF-LATCHING GATE CLOSURES & SELF-CLOSING HINGES

**MagnaLatch®** and **TruClose®** gate closures and hinges are an essential part of the *Layers of Protection* around your pool. Keep children and pets from entering the pool and protect any unsupervised area with high performance gate hardware from D&D Technologies.

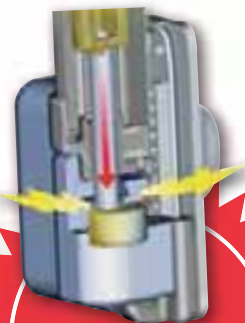


**TENSION  
ADJUSTABLE!**

**TRUClose**

### HINGE FEATURES

- Fits **METAL, WOOD AND VINYL**
- Internal **ADJUSTABLE** tension, no dangerous springs!
- **HEAVY DUTY** models for high traffic and heavy gate loads



**MAGNETICALLY  
TRIGGERED!**

**MAGNALatch**

### LATCH FEATURES

- Fits **METAL, WOOD AND VINYL**
- **MAGNETICALLY TRIGGERED** and key-lockable
- Fits both **RIGHT AND LEFT SWINGING GATES**

