



A C I D E

AQUAVIC MADE IN AUSTRALIA
QUERCUS MAGNAE A GLANDIBUS CRESCANT



THE OFFICIAL MOUTHPIECE OF THE AQUAVIC IONISER USER'S GROUP

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From the Director:

Having assured our Tech. Support that the business was in the depths of its traditional winter hibernation, and that there would be very little to do, we departed Tullamarine for our annual pilgrimage to Canada and the USA, an experience made even more enjoyable by the fact that for a significant part of the Canadian leg, we were had no mobile phone coverage. Cruising down the magnificent St. Lawrence Waterway, out into the North Atlantic, and not an iceberg in sight (remember the Titanic?) or a ring tone to be heard. Bliss.

Unfortunately for Tech. Support, almost as soon as we lifted off, all hell broke loose at home as the hibernating beast decided that, rather than wait for the Spring thaw, now was the time to make its presence felt, and the business went 'birko'. We arrived home a month later to be confronted with a follow up list as long as your arm. Fortunately, Tech Support was able to handle most of the day-to-day items which lessened the load a tad, but it still took another couple of weeks to get on top of it.

My apologies to anybody who might have been overlooked in the fallout. If you were expecting a response but still waiting, or perhaps have given up all hope altogether, there's a pretty good chance that by now your request has gone through to the keeper. In which case, please call again. Any such calls will be given a very high priority.

Warranty Extended:

Back in their 'prototype' days, both the "New Millennium" Series 1 and the Series II ionisers presented the usual minor hiccups associated with the development of any new product, and they were addressed as they arose. After all, that's why any new product begins with a prototype, but so confident now are we about the reliability of our Australian-manufactured "New Millennium" Ioniser control modules that we've thrown down the gauntlet to the industry. How so, I hear you say?

Having satisfied ourselves now that both versions have had plenty of exposure to the trials and tribulations of the real world, as opposed to a clinical test bench - and therefore had plenty of time to reveal any shortcomings that may have eluded us during testing, we've decided to extend the warranty from 3 years to lifetime on both units*. Basically, if one of our "New Millennium" control modules fails, we'll repair it, or replace with a new unit, irrespective of its age. 10 minutes or 10 years. If it fails, we'll fix or replace it. You'd have to be happy with that, eh?

* Provisional that the claim is made by the original owner, that the unit has been installed as directed, has been used solely for its intended purpose, and that it has not been physically abused.

Blatantly Not True:

Whilst responding to an enquiry from a customer who was contemplating installing an ioniser in his new above-ground kit pool with vinyl liner, we were most disturbed to hear that he had been advised by the vendor that, and I quote, *“Ionisers are illegal! And by law (sic) they had to be operated with chlorine - and they stained vinyl pools”*. (Now there’s an interesting paradox. On the one hand they’re supposed to be illegal, and on the other, to satisfy the law, they must be used with chlorine!)

We’ve heard it all before, but in this instance it was most disappointing as the source was well known to us, and had in fact purchased a number ionisers from us. Our first reaction was to have a chat with our solicitors, but because of the previous business relationship, we decided to defer that decision, and chose to use our newsletter and our website to present the issue to a far wider audience.

Aquavic’s “Pool Algaecide & Sanitising System:

Firstly, our system is *not* illegal. It is registered and approved by the APVMA, registration no: **61690** and both versions of *“New Millennium”* Control Units are registered and approved by **Energy Safe Victoria**, registration no’s: **V090473 & V090474**. All very definitely legal and above board.

The second lie was that ionisers had to be operated with chlorine. Again, not true. Our electrodes are approved on the basis of use with *“an approved sanitiser”* which may, or may not be, chlorine – and there are a number of approved non-chlorine sanitiser alternatives out there. Still all perfectly legal.

Thirdly, every pool, if ignored, has the potential to stain, and ionisers are no exception. Our experience with ionisers is now approaching 2 decades, and with literally many dozens of vinyl lined pools on our books, the odd incident of staining was invariably found to be coming from the dry side of the liner, not from the ionised water side, and the cause was invariably due to poor or indifferent site preparation, *and failure by the vendor to ensure that the civil works were carried out to the letter*. Selling a kit pool is one thing, but ensuring that the installation is as per vinyl liner’s suppliers requirements is another matter entirely. Reminds me of that old saying, *“You’re only ever as good as your sub-contractors.”*

Site preparation:

Poor or inadequate attention to site preparation, and failure to sanitise the area prior to laying the liner encourages microbes which develop on the underside, or ‘dry side’ of the vinyl, and in no time at all, they’re in microbe heaven. The little devils begin breeding – and excreting – and it just so happens that their excreta, which has a chemical affinity with vinyl, eventually permeates the liner and presents as an ugly and ever-spreading unsightly smoky brown stain which vigorously resists all attempts to remove it. Try as some might, you can hardly hang that one on the ioniser – or any other system for that matter.

Let your fingers do the Walking:

I’ve no intention to go into any more detail in this little chat sheet as there is plenty of information in the public domain which addresses this very issue. If you have a pool with a vinyl liner, or perhaps are giving more than a passing thought to purchasing one, call up your favourite search engine and type in a section of key words such as *“stains, swimming pools, vinyl, liners etc.”* You’ll be amazed at just how common this problem is.

Repeat Order Business:

Of more than passing relevance here is that many of our customers are owners of vinyl-lined pools and many are repeat order customers ie they keep coming back to us for replacement electrodes. You don’t have to be a rocket scientist to conclude that if our so-called *“illegal ioniser”* was staining their pools, they very definitely wouldn’t be looking for another pair of electrodes! Enough said.

Auto Dosing an Option:

Not so many moons ago, when drafting the specs for the our *“New Millennium”* Series II control modules, we toyed with the idea of offering pH controllers with the package, but because of the wide variety, complexity and the prices of the multitude of systems on offer, we decided that our business was ionisers, not accessories. We’d leave that to others.

By the same token, having acknowledged that, given the option, some of our customers *would* choose to ‘add on’ an auto pH controller, or a chemical metering pump, or a “combo unit” we decided to make provision for such an option and included in the design a second 240V AC outlet which was configured to run in parallel with the pool pump.

With reference to **Pic:1** the LH outlet tagged **“PUMP”** is dedicated to the pool’s pump and filtration system, but the outlet labelled **“AUX”** will run whatever the customer chooses to use it for, be it the most basic and inexpensive el-cheapo peristaltic dosing pump available, right up to the most comprehensive pH and chemical dosing combo system currently on the market. Or indeed, you might choose to run a small pump for a poolside water feature. The possibilities are limited only by the imagination.

If you so decide, we’re only too happy to acquire and supply whatever you specify with our packages – and at a competitive price - or you might choose to shop around and select a system best suited to your needs. Whatever your decision, the choice is yours. Talk to us about it. If you want it – we’ll supply it, and with every confidence that our *“New Millennium”* Series II will handle it with ease.



Pic: 1

You Choose:

When deciding on just how they wished to maintain the quality of the water in their brand new in-ground pool, the owners of the beautiful outdoor pool shown in **Pic: 3** decided to take full advantage of that **“AUX”** outlet by adding a *“State-of-the Art”* fully automatic dosing and pH control unit to their *“New Millennium”* Series II Ioniser (see **Pic:2**).

And now that this magnificent new pool has been commissioned and is beginning to settle, the owner has already begun to take full advantage of our ioniser’s proven low energy capability and their frugal chemical dependency, by progressively cutting back the running times. The pool itself, which is arguably one of the most attractive outdoor pools to be found in the Central Highlands, certainly satisfies the owner’s requirements for a low chemical, low energy, low maintenance, family facility. A win-win situation all round. And isn’t that the way it’s meant to be?



Pic: 2



Pic: 3

And Finally:

Time really does fly when you're having fun, and with this coming season off to an early but very welcome start, we have high hopes of making up for the two previous seasons when we barely saw the sun, let alone were encouraged to make best use of our ionised pools. This of course does not apply to those fortunate enough to have indoor or fully enclosed pools. And in our southern climes, they are becoming more and more popular. Not only do their owners love them, but our **"New Millennium"** Ionisers are a perfect match for them. Drinking quality water, low energy consumption, and not a hint of that obnoxious chlorine smell aka chloramines. You'd have to be happy with that.

And, on behalf of our hard-working staff here at Aquavic, I wish to thank each and every one of you for your ongoing support. Your "word of mouth" recommendations are invaluable and very much appreciated. Irrespective of your faith or beliefs, have a Merry Christmas and a Happy New Year, most definitely a time for family and friends. Enjoy.



The Director.