

DIPLOMAT NEWS

PROUDLY SERVING THE GTA FOR OVER 50 + YEARS



**THINKING OF GETTING A NEW
SPA OR HOT TUB?**

SEE US FIRST!

**WE OFFER PREMIUM QUALITY
CANADIAN MADE**



SUNRISE SPAS

WE'RE STILL # 1 26 YEARS IN A ROW!!

We take exceptional pride in receiving top honours year after year as being voted the Best Pool & Spa Company in Pickering and Ajax from The Pickering / Ajax News Advertiser in 2024.

We prioritize in being the most experienced, knowledgeable, and dependable service provider when it comes to services, chemicals, products & accessories for swimming pools, hot tubs & spas.

Diplomat Pools and Spas would like to thank our customers for choosing us as their #1 Swimming Pool and Spa / Hot Tub Company.

READERS' CHOICE AWARDS 2024

*We will continue to provide the
best service possible in 2025*



TEXT US !!

You can now contact us via Text Messaging or SMS
Send us a quick message or pic to the same number as our telephone

(905) 839-8399

A quicker and easier way to communicate with our customers

OUR MISSION STATEMENT

**DIPLOMAT POOLS & SPAS WILL PROVIDE THE HIGHEST
QUALITY PRODUCTS AND SERVICES ALWAYS
ENSURING CUSTOMER SATISFACTION**

**DIPLOMAT LEISURESCAPES IS A CUSTOMER FOCUSED
BUSINESS THAT HAS EMPLOYEES WHO ARE WELL
TRAINED, KNOWLEDGEABLE, DEDICATED & COURTEOUS**

**DIPLOMAT POOLS AND SPAS IS COMMITTED TO
EXCEEDING OUR CUSTOMER'S EXPECTATIONS**

2025 SEASON

STRESS FREE LIVING!

Hot tub owners have managed to enjoy the benefits of Hot Tubbing more this winter than others in the past. In fact, due to the milder weather pattern this winter, most of our Hot tub bathers have experienced more frequent use and have not dealt with those wind chilled frigid evenings.

Remembering where the fun happens, an at home spa can become another place in the home where entertaining, relaxing and reflecting can take place. Under the stars and in the backyard, there is no better feeling than that of a cool night air surrounding a steamy hot tub. A place to let your muscles lose their tenseness and open up your body's pores and relax your body, mind and soul.

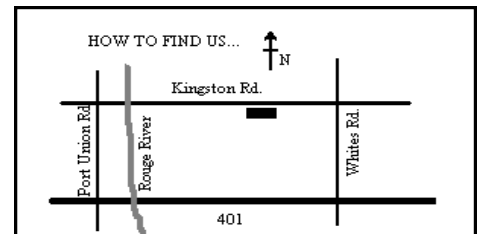
Diplomat Pools and Spas has been in business for over 50 plus years, providing pool and spa services to pool and spa owners in the GTA and Durham Region. Located in Pickering for over 44 of those years, we are still providing the same level of service to those same customers as well as new customers that have changed their backyard and home lifestyles.

We carry a wide selection of Spas & Hot Tubs. Our Canadian made Sunrise Spas brand of spas and hot tubs feature many different levels of hydrotherapy that relax muscles and relieve stress. Compared to a swimming pool, a spa or hot tub can provide hydrotherapy and a social environment all year round.

Diplomat Pools & Spas also provides all the services that may be needed for any spa / hot tub or pool. Our retail store & showroom consists of a highly trained, knowledgeable, and experienced staff.

We offer computerized water analysis and a full line-up of pool and spa chemicals that are fully compatible with any brand and make of spa and/or hot tub. We have a wide selection and stock of replacement parts, including replacement filters, replacement jets for most makes of spas and many accessories for pools and spas.

We also offer in-store repairs and diagnosis to spa packs & pumps as well as an experienced, certified, and trained spa service technician for at home service calls.



We are conveniently located at 637 Kingston Rd. which is at the southwest corner of Whites Rd & Kingston Rd. in the strip plaza beside SportChek.



Diplomat
LeisureScapes

637 KINGSTON RD. PICKERING, ON

TEL: (905) 839-8399

WWW.DIPLOMATPOOLS.COM

WE ARE OPEN ALL YEAR LONG TO SERVE YOU !!

VOTED AS THE # 1 POOL & SPA COMPANY IN DURHAM REGION FOR 26 YEARS IN A ROW

DID YOU KNOW,... SPA FACTS

Soaking in warm water has been a tradition since 552 A.D.

Humans aren't the only species to benefit from relaxing in warm water

The soothing benefits of hot water and an invigorating massage relieve the body's muscles of pain and tension, relaxing and rejuvenating the mind and body

Occasional athletes, over achieving home improvers, and dedicated employees alike get all the benefits of hydrotherapy in the privacy of their own homes

Spa use raises the body's temperature which cause blood vessels to dilate, resulting in increased circulation and blood flow

Hot water causes muscle relaxation as heat from the water is carried into the muscles

Stimulation of your feet in a spa can improve your overall well-being and mood

Steam rising off hot water helps open up nasal and bronchial passages and improves circulation to aid in maintaining upper respiratory health

Soaking in a hot water before retiring to bed eases the transition into a deeper sleep

Hydrotherapy is one of the oldest and safest methods for treating many common ailments

The natural buoyancy of water supports 90% of our body's weight, reducing the strain on our joints by giving them a little "down time" from the daily grind

Researchers estimate that a staggering 80% of disease can be linked to stress

Common carriers of contamination in spas is from Hair, Make-up, Nasal Secretions, Saliva, Sunscreens, Dead Skin and Blood on Skin Wounds (cuts, abrasions)

Biofilm in the plumbing of your spa is a build-up of bacteria and wastes which become more resistant to sanitizers, more invasive, and more difficult to remove through mechanical ways

Showering before spa use will limit the amount of waste entering the spa water

Enzyme products break down fatty lipids, keeping spa water cleaner and helping the sanitizing chemicals work better

HOT TUB BENEFITS

Soaking in a hot tub relieves everyday stress and allows the nervous system of the human body to alter. Along with relaxation can have a positive effect on working memory and performance of cognitive tasks, such as problem solving. The buoyancy of water reduces body weight by 90% relieving pressure on joints and muscles

Hot Tubbing before bedtime can ease the transition into a deeper, more restful sleep. This occurs due to a temperature shift as the body's core internal thermostat drops after leaving the warm hot tub water signaling to the body it is time to rest. Soaking in warm water increases circulation and improves blood supply to muscles, allowing more nutrients to become available to help cells and tissues regenerate. The healing process is sped up dramatically because of this.

SPA MAINTENANCE MADE EASY

Due to the hotter water temperatures and the higher bather to water ratio, the water in a spa can fluctuate and change within minutes of use. All spas require chemicals to ensure safe, clean and enjoyable use. A maintenance free hot tub does not exist.

Here's a typical weekly maintenance program that should be followed:

1. Sanitizer Bromine or Chlorine, Ideal levels 3 - 5 ppm
Tablets used in a floater (weekly top-up)
Granular added (when needed or prior to use)
2. Oxidizer (shock) SPA ZAP, EMPIRE, or QUICK 100
Removes build up organics & restores clarity
Weekly application or after a heavy bather use
3. Stain & Scale Control Treatment SPA STAIN PROTECT
Prevents against stain, corrosion and scaling
4. Clarifier SPA CLARIFIER Clarifies and restores sparkle to water
5. Body Oils & Grease Remover SPA ENZYMES
Natural enzymes break down oil & grease build-up

Check condition of Filter(s) Clean & rinse every 2 weeks

Check spa water at home with test strips weekly **Adjust levels if needed**

Have spa water analyzed in store every 2-3 weeks **Adjust levels if needed**

Drain & Re-fill Spa Regularly, **Recommended every 3 months**

**PERSONALIZED WEEKLY MAINTENANCE PROGRAM
AVAILABLE IN STORE AT DIPLOMAT POOLS & SPAS**

SPA COVER LIFTER

Fits all spa makes & models
Universal mounting systems

Starting from **\$ 329.99**



BUBBLE COVERS

SOLAR BUBBLE MATERIAL

REDUCES EVAPORATION

RETAINS THE HEAT IN THE SPA

PROTECTS THE HARD COVER

SAVES ENERGY & HEATING COSTS

8 FT X 8 FT

CUT TO FIT

\$ 39.99

SPA / HOT TUB COMPONENTS

A Hot tub is made up of the following components:

Acrylic Shell - Retains water in the hot tub, has many layers of fiberglass for rigidity and strength

Insulation - Maintains and keeps the heat in the spa, Blown in or Bagged Roxul are typically used

Cabinet and Frame - Completely closes off the spas' components and equipment and helps insulate

Spa Cover - Keeps the heat in the hot tub water as well as keeping debris out when hot tub is not in use

Hydrotherapy Jets - create the soothing and massaging effects in the spa by mixing air to the water flow produced by operating the pump(s)

Spa Control System - Spa pack is the overall "brain" of the hot tub,. Using the topside control the spa pack sends electricity to various components of the spa to control jet pumps and heating of the hot tub water

Spa pump(s) - push water through the jets to create Hydrotherapy, also needed to push water through the spas' filtration and heating equipment

Spa filter(s) - help maintain water clarity by trapping particles and other debris present in the water

Spa Chemistry - helps maintain water clarity and keeps the spa water safe for bather use

How a Hot tub Works

Once the spa is filled with water, the pump(s) circulate water through the filtration system and heater.

The topside controller allows for, adjusts and maintains the water's temperature and controls the operation of the hot tub's pump(s), lights and automated operation.

In order to heat the water, it must travel through the filter, pump and heater barrel where the heater is located. Pump #1 moves water through the heater, where the water gets heated and that water gets distributed through out the hot tub. This process continues until the desired set temperature is met.

To maintain water clarity, a combination of water filtration time (filter cycle) and a mixture of hot tub chemicals and correct water balance chemistry is required



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GFCI HOT TUB'S CIRCUIT BREAKER

According to most electrical safety guidelines, a spa GFCI should be replaced every 10 to 15 years. This timeframe is based on the potential degradation of the GFCI mechanism over time, especially in a damp environment

Key points to remember:

Regular testing:

Always test your spa GFCI regularly using the dedicated "test" button to ensure it's functioning properly. If it fails to trip when tested, consider replacing it.

Signs of replacement needed:

If your GFCI frequently trips even when no issues are present, or if the "reset" button doesn't fully engage, it might need replacement.

Consult a professional:

For any concerns about your spa GFCI, consult a qualified electrician to inspect and replace it



SPA KIT 3 MONTH KIT EASY & SIMPLE TO USE



- 1 FLUSH** Used once at beginning of program
Removes residue build-up in your plumbing system
- 2 START** Added once a month
Destroys oil and grease build-up in your water
- 3 QUICK TABS** Used weekly
Destroy water-borne bacteria
- 4 ZAP** Used weekly
Increases the effectiveness of the sanitizing process
- 5 SPA NATURALLY** Applied once a month
Prevents the formation of microorganisms

"Easiest way to maintain my hot tub water"
Bill

A SYSTEMATIC APPROACH TO SPA AND HOT TUB CARE

An Environmentally Friendly alternative
to traditional spa and hot tub chemical technology

Easy Program to follow (reminder app available for android & iphone)

Simple Weekly Chemical System to use

RATE US AND TELL US WHAT YOU THINK

We need you to let us know,...

When we are great as well as when we are not

Visit our new website and take our **Client Satisfaction Survey**

Help us improve our products and services as well as informing us of any issues and concerns you may have

Review us also on Google and Facebook

REPLACEMENT SPA FILTERS

The life span of a cartridge filter can be 2 to 3 years. This will be dictated by the use of the spa as well as the frequency of cleanings

"When in doubt, Throw it out"

We carry and stock the most common models and styles of spa filter cartridges

Bring in your old existing filter for a quick match up



HOT TUB TECH: GFCI breaker NOT staying on resulting in a Ground Fault. Ground faults occur **when the live wire comes into contact with the grounded area of an appliance.** A GFCI's function is to detect when the current is flowing along an unintended path (e.g., through water).

The Electric Heater Element is 95% of the time the culprit that causes the GFCI to trip.

This is due to the location of the element as it is submerged in water. Electricity is travelling through the element and when the element is faulty it will also send electricity into the water.

How to verify the heater is faulty: Isolate the heater by **Disconnecting the leads** to the Heater element and turn on the GFCI, IF the power stays on, the Heater Element needs to be replaced

The Spa pump(s) or any other Electrical Component are the other 5% of the time the culprit that causes a ground fault. This is due to water seeping its way and making contact to the electric motor (or component) of the spa. **To verify:** Look for any signs of water leaking and **Isolate** the component by **unplugging** it from the Spa Pack. Turning on the GFCI breaker will determine if the components are faulty.

Spa & Hot Tub Water Balance

Water balance is the governing factor for proper water maintenance. When water is out of balance, spa water chemicals will not work properly or efficiently, thus increasing the maintenance cost of your spa / hot tub. Due to the higher temperatures that are kept in spas / hot tubs, the spa water balance fluctuates and changes more frequently which may require constant attention and adjustment.

Balanced water is neither corrosive or scale forming.

Balancing spa water will require proper levels of up to 10 parameters that may be checked at our water analysis lab.

Since fresh tap water has levels that are much lower than the ideal ranges, constant testing of pool/spa water is needed.

A water analysis should be performed at least once every two to three weeks or once a month.

Why Balance your spa water?

Balanced water will:

Look and feel better:

Unbalanced water will appear cloudy
Unbalanced water will feel uncomfortable

Protect your investment:

Unbalanced water can damage spa equipment such as
Heater element,... Prematurely failed element resulting in corrosion
Pump seals,... Leaking also affecting water flow
Excessive scaling,... damage to acrylic shell and plumbing lines

Save money:

Chemicals work more efficiently in balanced water conditions and equipment lasts longer

Neglected spas or water that has not been checked in months can have levels that are much lower or higher than the ideal range.

Note ** Spa & Hot Tub warranties can be voided if water balance is neglected and/or premature wear and irreversible damage can occur to the spa's equipment and surfaces

**RECENT STUDIES
SHOW THAT
OVER 25% OF
SPA OWNERS
NEVER CHECK
THEIR SPA'S
WATER BALANCE**

INNOVATIVE SPA PRODUCTS

PRE-FILTER

Removes rust, iron, pesticides and many contaminants from the fill water for your spa by simply attaching to your garden hose end. Good for 3 to 4 complete fills
*A must for homeowners using well water as their main source water



HOT TUBBING AT THE WEEKEND GETAWAY

As many spa owners are realizing the benefits and conveniences of having and using their spa or hot tub, many are hot tubing at their weekend getaway cottage. More and more customers are taking their older hot tub to their cottage and getting a new hot tub for their main residence. Before making the leap of installing a hot tub at the cottage here's a list of things to consider:

Electrical: many older cottages and townships may only offer or limit the amount of amperage the property can have. This may be an issue as most spas need at least 40 Amp service and most 2 pump models require at least 50 Amp

Power Outages: if the power at the cottage suffers with constant power outages, a back up generator may be needed if the power doesn't come back on in a short period of time to restore the spa's temperature

Usage: It is important, more so during the winter months to constantly monitor the operation of the hot tub. If the spa shuts off, there is a limited amount of time before freezing of the spa and its plumbing can occur

Water supply: Most cottagers will fill their spa with either lake water or from the well. Keep in mind those levels are not the same as monitored city tap water so Filtering the water prior to filling and balancing the water constantly is a must.

Servicing: When it comes to servicing expect to pay for extra travel time and remember service times may be a little more slower to schedule a call to the weekend cottage. Establish a relationship with the nearest pool and spa dealer and if you're handy, Even better. Most of the service work can be performed by an average handy man.

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SPA DRAINING & RE-FILLING

Spas & hot tubs require periodic draining and changing of the spa water due to the increase of dissolved solids. High TDS can cause the water to be non responsive to chemical treatments and not pleasant to be in.

When to drain? Regular drain & re-fills should take place at least 4 times a year, usually with the change of seasons. However sometimes the water can get out of control, where a simple chemical treatment isn't enough and the spa may need to be drained and replaced with new water. Remember, "when in doubt, ... drain it out!"

Here's the procedure for a drain & re-fill of most spas / hot tubs

Step 1 - DRAINING THE SPA WATER

Remove your filter cartridge (s).
Pour entire bottle of SPA FLUSH into hot tub before draining.
Turn off all air controls in the spa. & Turn pump(s) on high speed for 1 CYCLE.

***DO NOT PANIC IF EXCESSIVE FOAMING OCCURS**
***Add a dosage of SPA FOAM OUT to the water**

After 1hr, Drain your spa using the drain on the spa or a submersible pump.



Step 2 - SHELL CLEANING

As the water level is going down rinse the walls using a garden hose to help get rid of the foam caused by the SPA FLUSH.
Use CLEANING MITTS or SPA CLEAN on a cloth by wiping the spa shell
Rinse the spa thoroughly after cleaning.
Remove excess water with a shop-vac, submersible pump or spa drain.

Step 3 - COVER CLEANING - Deodorizing / Conditioning

Remove spa cover from the spa and spread it over a clean surface.
Flush loose leaves and debris from the cover top with a garden hose.
Apply SPA COVER CLEANER with a cloth and wipe dry with another cloth.
Turn the cover over and wash the underside. (Mitts or SPA CLEAN can be used)
Rinse under side thoroughly

Step 4 - FILTER CLEANING (IF FILTER(S) ARE OLDER THAN 2 YEARS REPLACE)

Rinse the filter cartridge (s) thoroughly with a hose to remove any loose debris
Soak overnight (5 to 6 hrs minimum) in a clean plastic bucket or laundry room sink
Use 250 mLs of SPA FILTER CLEAN with every 5 L of hot water
Next day clean and rinse filters thoroughly allow to dry
Do not put filter(s) in a dishwasher or use a pressure washer to clean

DO NOT OPERATE YOUR SPA WITHOUT ITS FILTER(S)
IT IS RECOMMENDED THAT YOU HAVE A SECOND FILTER SET

Step 5 - RE-FILL

Re-fill spa by placing garden hose into the filter area. Helping to remove any air locks.
If equipped, open air bleed line and keep open until spa is re-started
Fill spa to proper level and turn on spa / hot tub
Check for any error codes and apply start-up chemicals

WHEN IN DOUBT, ... DRAIN IT OUT !



★ **SPA FLUSH** ★
★ Removes Bio-Film & ★
★ other contaminants ★
★ from the lines of your ★
★ spa or hot tub ★
★ **SPA FLUSH PRO KIT** ★
★ Provides a deeper ★
★ cleaning of the spa's ★
★ plumbing lines, ★
★ Intended for neglected ★
★ or heavily used spas ★
★ and hot tubs ★

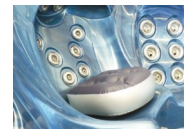
THERMAL FOAM COVERS

VINYL COATED CLOSED CELL FOAM

REDUCES EVAPORATION
RETAINS THE HEAT IN THE SPA
PROTECTS THE HARD COVER
SAVES ENERGY & HEATING COSTS

8 FT X 8 FT

\$ 99.99



DON'T NEGLECT YOUR SPA

Spas that are operating need to be maintained even if they are not fully being used. Water balance will change and if the water becomes corrosive it will cause premature wear and damage to certain components than can lead to other circumstances.

Neglected spa water can lead to rashes, bacterial diseases, bather discomfort, and poor clarity. Spa components such as seals, gaskets, heater elements, jets, pillows, controls, cover, and the shell can become discoloured and become damaged.

Common contributors

Too high or too low of a sanitizer level
Incorrect pH and Total Alkalinity Levels
Dirty and/or Old Spa Filter(s)

**PROPER WATER BALANCE IS NEEDED TO
COMPLY WITH FACTORY WARRANTIES**

SPA PUMPS



We have
Pumps Wet Ends



New Pumps
Leak Repairs
Parts In Stock



ALL MAJOR
BRANDS

SPA CARTRIDGE CLEANING SERVICE

\$24.99



LET US DO THE DIRTY WORK

Pool Cartridge Cleaning Extra

WE CARRY A FULL RANGE OF THE MOST COMMON REPLACEMENT SPA PARTS, PLUMBING & ACCESSORIES

REPLACEMENT JETS FOR MOST MODELS

**SERVICE TO ALL MAKES & MODELS
OF SPAS & HOT TUBS**



PROVIDING OVER 50 + YEARS OF CUSTOMER SERVICE

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