



North Shore Pool & Spa, Inc.
 Phone 847-564-4910
 www.northshorepool.com

Weekly Issue 1

May 14, 2010

Tip

WATERLINES Retail Store Issue

This weeks **Highlighted** Items



Tote & Float \$139.95



Splash & Shoot \$249.95



Polaris 280 \$499.95
Installed \$663.70



Softie Pool Float \$129.95



Junior Hoop \$194.95



25lb. Large Chlorine Tabs
\$84.95

SAVE YOUR SPA COVER

Just ask John or Matt, NSPS Service Managers.

What prolongs the life of a solid spa cover?

Their answer: Purchase a solar blanket.

Over the years heat and chemical vapor from spa water can begin to deteriorate the foam and stitching in a solid spa cover.

Using a piece of solar cover material will hold steam and chemicals in the spa. The solar material is inexpensive, an 8x8 cover is just \$49.95 at North Shore, and when cut to spa size at the water level and placed on the surface of the water, your costly spa cover will stay dryer and will last much longer.

Troubleshooting for your spa

Below are answers to the most common questions asked by spa owners:

Q Why won't my pump turn on?

A (1) Check the circuit breaker at the electrical panel. (2) Check the time clock. (3) Check the ground fault circuit breaker (under the spa shirt); push reset button.

Q My spa pump is running, but why is there no heat?

A (1) check the filter and clean, if necessary. (2) Check hi-limit switch; push reset button. (3) Check thermostat; turn up all the way. (4) check water level; fill if necessary.

Q Why is water coming out of my air control valve?

A Make sure jets are open.

Q Why isn't water coming out of one jet?

A Open the jet by turning it counter-clockwise.

Q My ozonator is not producing bubbles out of at least one jet. How come?

A Clean your filter.

Any other questions out there? Just email Ben or Ed at retailsales@northshorepool.com

Retail Store Hours

Monday through Friday

7:00am - 5:00pm

Saturdays

8:00am - 1:00pm

- Free Water Testing
- Pool & Spa Chemicals
- Maintenance Equipment
- Pool Floats and Toys
- Expert Chemical Knowledge

**North Shore Pool & Spa,
Inc.**

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retailsales@northshorepool.com

▶ **Exceptional Quality
Exceptional Service**

We're on the web!
www.northshorepool.com

TROUBLE SHOOTING SKIMMER SOCKS

Always line your skimmer basket with a skimmer sock to pre-filter your pool water.

If the skimmer sock floats up to the rim of the basket, put a stone in the sock to keep in place.

Check and replace your skimmer sock every few days, especially during June's cottonwood season.

Empty the basket away from the pool site so that the debris does not dry up and blow right back into the pool.

To clean, turn the skimmer sock inside out and use a hose to flush out debris. Or, simply tie a knot in the sock and discard.

Remember: your best defense against algae or a cloudy pool is liquid chlorine. Use it after every thunderstorm and after heavy pool use.

NSPS Case of 4 gallons Liquid Chlorine Only \$19.95

Calling all chlorine shoppers!

You can't please everyone all the time. While North Shore's prices are set at a fair retail value, a noticeable decline in our chlorine sales prompted us to do some research. With the economy in a volatile state most of our customer would prefer lower prices.

We know that many price-conscious consumers have been lured by loss-leading chlorine prices advertised by many of the big box, hardware stores and online companies. As loss-leaders implies you are led to think you'll save big money on all products sold by these companies. We have found this isn't necessarily true. Especially in the long run.

We urge you to review the active ingredients in some of the products you have been lured to purchase from these stores and do your own comparisons. In most cases you will be using twice as much if not more of there product verse ours.

It's easy to open a retail store. What's hard is to achieve a balance between retail prices and the North Shore customer service you receive when you shop at our store.

- Higher quality merchandise overall
- Expert advice from trained professionals
- Personalized attention to solve pool and spa problems
- Free water testing service
- Repair and maintenance support year round
- APSP membership and active support of its professional code encouraging excellence in our industry

North Shore is committed to customer service, so you will never find us cutting back in this area.



**Retail Store located at 1849 Shermer Road
& NSPS Staff**

