



IPSSA Texas News



Volume 1, Issue 8

August 2011

Newsletter available on-line subscribe at www.ipssatexas.com

Service Companies Address Drain Recall Concerns

By Ben Thomas | 6.23.2011 | Pool & Spa News

As soon as the Consumer Product Safety Commission announced its drain cover recall, the barrage of calls began. "When I arrived at the office, I already had local news agencies calling me, asking if I wanted to comment on it," said Brian Diglio, president of Blue Wave Pool Service in Hamden, Conn. "That night, there was a report on the local news, and the next morning my commercial customers started calling in."

Diglio is far from alone. For the past several weeks, pool service companies across the country have been receiving a high volume of questions from their commercial clients about who exactly the CPSC recall affects, what needs to be done to bring pools into compliance, and when replacement covers will be available. Many such companies have had to devote a significant number of man-hours to addressing customer concerns about the recall.

"Our industry has never really seen a recall like this, so it's been confusing for a lot of people from day one," said Bob Sullivan, owner of 21st Century Pools in Vestal, N.Y. In response, Sullivan and others have made proactive communication with customers a high

Continued on page 5

TABLE OF CONTENTS

- Drain Recall/Acct. Mgmt. 1
- Chapter Meetings/Contacts 2
- Calendar 3
- Region 9 News: 4
- Online Testing 5
- Account Mgmt. continued 6
- Advertising Information 7
- Pool Quiz answers from July 7
- Chapter News 8
- Classified Ad 8
- IPSSA Benefits 9
- Internet Retailers Expand 10
- Pool Quiz 12

GETTING PAID:

Effective Accounts Receivable Management is the Best Option



It is a common scenario: a pool service tech is owed a few hundred dollars and files suit against his customer in small claims court. The customer files a cross complaint and the pool tech is shocked when the court rules the he must pay his customer thousands of dollars for damages caused by his negligent service. It is a situation that we often see and should be anticipated before starting legal action.

Defendants are permitted to file a cross-complaint or counter-suit in all jurisdictions. It is an effective strategic move to simultaneously defend against the pool tech's claim for unpaid service and obtain money damages for what is often normal wear and tear to plaster, tile and equipment. In some cases, the customer hires an attorney to transfer the case from small claims to superior court where the service tech must have his own legal representation and where potential recovery is much greater. The pool tech that was initially in control of the situation is now put on the defensive, fighting to preserve his reputation and avoid a judgment ordering him to pay his former customer. So how does the pool tech who is rightfully owed money avoid falling into this trap?

Continued on page 6

AUSTIN MEMBER MEETING

Austin Energy Building
721 Barton Spring Rd.# TLC130
Austin, TX 78704

First Tuesday of the month 6:00pm

[Jim Smith](#) President 512-206-0606
[Hal Denbar](#) Vice President 512-636-8122
[Todd Swearingen](#) Secretary 512-326-4695
[Rick Beaubouef](#) Treasurer 512-466-9672

CORPUS CHRISTI MEMBER MEETING

Island Italian Restaurant
15370 S. Padre Island Dr.
Corpus Christi, TX 78418

First Thursday of the month 6:30pm

[Mike Baker](#) President 361-563-7665
Allen Arron Vice President 361-658-7665
[Doug Goike](#) Secretary 361-749-4853
[Michael Holzer](#) Treasurer 361-815-0936

DALLAS MEMBER MEETING

SCP-Plano Training Center,
1212 10th Street
Plano, TX

See calendar page 5:30pm

[Eustaquio Portillo](#) President 214-325-6746
[Bill Winter](#) Vice President 972-523-0537
[Sean Ralls](#) Secretary 972-849-0746
[Lorna MacDougall](#) Treasurer 972-222-4105

FORT WORTH MEMBER MEETING

La Playa Maya Restaurant
1540 N. Main Street
Fort Worth, TX 76106

Third Tuesday of the month 6:30pm

[Jason S. Lehmann](#)- President 817-605-0194
[Greg Clark](#) Vice President 817-453-1302
[Ken Hamilton](#) Secretary 817-268-8438
[Tina Lehmann](#) Treasurer 817-991-0555

HOUSTON MEMBER MEETING

Fuddruckers
2475 Kirkwood
Houston, TX

Second Tuesday of the month
7:00pm
Board Meeting preceding

[Jim Jacobsmyer](#) President 281-474-7665
[David Queen](#) Vice President 281-807-5442
[Sterling Jones](#) Secretary 281-256-6630
[Doug Dinkins](#) Treasurer 281-531-8757

MID CITIES MEMBER MEETING

SCP Carrollton
2107 Hutton Dr.,
Carrollton, TX 75006

First Monday of the month 7:00pm

[Jeremy Smith](#) President 214-695-8717
[Henry Shackley](#) Vice President 972-445-0526
[Kraig Williams](#) Secretary 972-800-2123
[Sterling Kropp](#) Treasurer 972-436-0360

RIO GRANDE MEMBER MEETING

SCP McAllen
1201 W. Warren Street
Rio Grande Valley

Second Tuesday of the month
6:30pm

[Humberto Garces](#) President 956-867-7194
Ron Long Vice President 830-246-2788
[Johnny Schultz](#) Treasurer 830-253-1222

SAN ANTONIO MEETING

Clear Springs Restaurant
606 Afton Oaks
San Antonio, TX

First Monday of the month
Officers Meeting @ 6:00 pm
Chapter Meeting @ 6:30 pm
Attendance is taken @ 7:00 pm

[Flash Rose](#) President 210-494-9784
[Randy Keefe](#) Vice President 210-519-7901
[Becky Clayton](#) Secretary 210-240-3121
[Frank Berlanga](#) Treasurer 210-732-7817

WAXAHACHIE MEMBER MEETING

Quality Inn & Suites
3891 S. Great Southwest Pkwy.
Grand Prairie, TX 75052

First Wednesday of the month
7:00am

[Neal Holt](#) President 972-617-9877
[Larry Hutson](#) Vice President 972-617-7999
[Bob Bauer](#) Treasurer/Secretary 214-577-4843



August 2011



www.ipssatexas.com sign up for the Newsletter

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Member Meeting Mid Cities & San Antonio	2 Member Meeting Austin	3 Member Meeting Waxahachie	4 Member Meeting Corpus Christi	5	6
7	8	9 Member Meeting Houston & Rio Grande Valley	10	11	12 BORD meeting California	13 BORD meeting California
14 BORD meeting California	15	16 Member Meeting Fort Worth	17	18 Member Meeting Dallas	19	20
21	22	23	24	25	26	27
28	29	30	31			

2011 Dallas Chapter Meetings



The monthly Dallas Chapter meetings are set for the rest of the year. We will be meeting on the 3rd Thursday of the month thru November. We will set the date for the December/Christmas Party later in the year. Please mark your calendars as follows:

August	8/18
September	9/15
October	10/20
November	11/17
December	TBD



We want to encourage everyone to attend. The meetings get better when you all join in and help us to grow this group. Two hours a month. It is worth coming to see. Try it. You'll like it.

Lorna MacDougall
Dallas Chapter Treasurer

REGION 9 NEWS

UPCOMING EVENTS

Region 9 Meeting

4th quarter meeting October 7, 8, 9
Austin (Dallas – hospitality room)
Fishing Tournament (TBA)

Region 9 Executive Board

Director - [Phil Sharp](#)
210-673-2909
Treasurer - [Jason S. Lehmann](#)
817-605-0194
Secretary - [Gordon F. Slagle](#)
817-595-1167

Board Officers

Austin - [Jim Smith](#)
512-206-0606
Corpus Christi - [Mike Baker](#)
361-563-7665
Dallas - [Eustaquio Portillo](#)
972-278-3917
Fort Worth - [Jason S. Lehmann](#)
817-605-0194
Houston - [Jim Jacobsmyer](#)
281-474-7665
Mid Cities DFW - [Jeremy Smith](#)
214-695-8717
Rio Grande - [Humberto Garces](#)
956-867-7194
San Antonio - [Flash Rose](#)
210-494-9784
Waxahachie - [Neal Holt](#)
214-837-5884

Welcome IPSSA Texas. We just finished our 3rd quarter regional meeting in San Antonio. The weather was brutal, well into the 100's as it has been here in north Texas for a month now. Phil kept a watchful eye out and was able to tell you that the coolest part of the day was at 3:00 am while smoking a cigarette out front waiting for Todd from Florida to arrive (Region 11 director & still part of Texas Region 9)

The meeting went well. We did alter our region by-laws to show the regional secretary/alternate director as the same person (cleared up some legal issues). As you know the directors travel cost come out of an account from IPSSA national, as well as the region cost for region 11 as they are still an expansion region. That might get finalized this next year at the annual training in California. As many of you know this last year IPSSA national mailed everyone a ballot to change some by-laws. While there was quite a bit of confusion as to how to vote, they were adopted. One in particular set term limits, again, for directors to 4 years of service in a 10 year period. Once they were approved by all of IPSSA members that reset the clock. Thus we had our election for director, and Phil Sharp was unanimously voted in to serve another term. Phil Sharp has done IPSSA very proudly in his tenure, now going back some 24 years. Next time you see him, take time to thank Phil and his wife Susan for all the time sacrificed in the efforts of IPSSA. They continue to lose business to deliver to all of us more benefits every year. In the last several years we have added APSP as a partner to IPSSA. Not only with the annual Pool & Spa Show here in Texas, but on the APEC board as well. That relationship continues to pay off for all three organizations. 3 updates from APEC, the Governor did sign the bill adopting the commercial work to the "R.A.I.L." license, pool and spa drain covers will now be a line on the sale of homes (does not mean they must comply with VGB), but will be disclosed, and the last is April is now Pool safety month (May was the original month).

IPSSA and APSP will have their annual fishing tournament that benefits APEC on Oct 7/8 at a lake in Austin. We will be having our IPSSA 4th quarter meeting then. APEC will also be meeting there in Austin. The dates for next year's Pool & Spa show will be the first week in March, the show will be in San Antonio for the next 2 years. Many reports on the Texas Newsletter, more people have stepped up to work on the advertising packages for our supporters. Great news! Reports still show only the 5 southern chapters are receiving rebate checks, no progress for the 4 north chapters. We will be voting in a new secretary and treasurer during our 4th quarter meeting. Phil Sharp was fined for not following procedures, Houston paid. Speaking of Houston, they furnished the hospitality room. Once again they do a great job, thank you Rita & Jim! The board discussed the state required electrical license, and very few have complied. It has been 2 years now, all chapter presidents need to get there members in compliance. Your IPSSA membership will be in jeopardy without it. We should have a waiver form for all Texas members to sign before January 2012 at the next meeting.

Jason S Lehmann
Ft. Worth President
IPSSA Region 9 Treasurer

Thank you for your Support!



The IPSSA Texas Newsletter would like to welcome **SCP** as our newest advertiser.

Be sure to stop by any of the many
SCP locations for your supplies



Thank you SCP for your continued support of
IPSSA Texas!

ONLINE TESTING



The IPSSA Water Chemistry Certification Exam is based on IPSSA's Basic Training Manual-Part 1. We have training manuals and workbooks available so you can get yourself prepared.

Contact us at info@ipssatexas.com

The exam is offered on-line at no cost.

To take the exam on-line, write to exam@ipssa.com or call 888-360-9505 to obtain a log-in ID and password. When requesting a log-in ID and password, we will need your full name, company name, mailing address, telephone number, e-mail address, and the name of the chapter you wish to join.

You will receive your log-in ID and password no later than the next business day.

The IPSSA Water Chemistry Certification Exam contains 50 questions.

You may refer to your copy of the IPSSA Basic Training Manual-Part 1 when taking the exam, but you only have 60 minutes in which to complete it.

During the 60 minutes you can go back and change answers. You will not be able to answer any questions after your 60 minutes expire.

You must get 90% or more of the questions right in order to pass. After you have completed the exam on-line, you will be notified of the results immediately.

There are a limited number of times you can take the exam with the same log-in ID and password

Service Companies Address

Drain Recall Concerns

Continued from page 1

priority. In fact, some companies quickly developed out-reach plans to maintain a dialogue with their clients throughout the transition process.

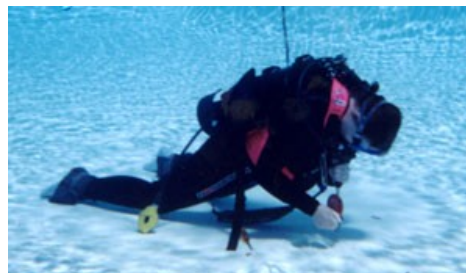
"Everybody wants to know if they're affected," Diglio said, "so right away, we went through all our records of drains we'd retrofitted, and we put together a list of anybody who the recall would affect." This list has allowed the staff at Blue Wave to collect and have at the ready information on how the recall affects each customer when those clients call the office.

Diglio also directed his office staff to compile a newsletter filled with facts about the recall, and distribute it to his entire client base. "It was important to us to get some communication out to them, to inform them that we're aware of the issue ... and assure them that we'll be sending out more information as it comes in," he said.

For the time being, though, many service people are getting the sense that their hands are tied until replacement covers become available. "The news hit the TV and the press, so customers have been calling me on it," said Todd Shady, service manager at 21st Century Pools, "but I have to explain to them that I can't do anything right now — there are no parts to replace the [non-compliant] covers yet." Some service companies have learned that certain larger commercial clients have taken matters into their own hands.

"I know that some of the major hotel chains have contracted companies to install replacement covers at their locations throughout the country," said Douglas Dinkins, owner of Spa Inspector in Houston.

But even these differing methods of addressing the recall, it



seems, speak to a goal shared by clients and service people alike: To resolve this issue as efficiently as possible, and move on to new business.

GETTING PAID: Effective Accounts Receivable Management is the Best Option

Continued from page 1

Rule #1: Effectively manage your accounts receivable:

Staying on top of your unpaid invoices is by far the best way to avoid the problem. A customer who can't pay an invoice for one month's service will generally be just as unable to pay an invoice for two or three month's service. Your likelihood of facing a battle in court increases with the amount in dispute. Develop a set of notices for your customers with overdue invoices and send these notices regularly. When you're not paid, advise your customer in writing of the date on which service will be terminated for non-payment. Your chance of eventually collecting on a small invoice is greater and if necessary, it's easier to write-off an unpaid bill for one month rather than three month's service.

Rule #2: Collection agencies can be a cheap alternative to a lawsuit:

Collection agencies are professionals at the art of collecting unpaid bills and they can save you the time and emotional turmoil of dealing with difficult customers. Trans-world Services offers IPSSA members a preferential rate for its services and information is available in the Members Only section at IPSSA.com.

Rule #3: Critically evaluate your customer's defenses before filing suit:

Swimming pools are subject to wear and tear and very few, if any pools are free of any staining, etching or delamination. Normal wear and tear and even calcium deposits on tile can support your customer's contention that (1) you aren't entitled to recovery due to your poor workmanship, and (2) you owe them damages. A Judge is not an expert in pool service and you need to accept this fact in determining your chance of success.

Rule #4: Your time is valuable:

Even a small lawsuit is time consuming and that is true even for a small claims court lawsuit. Your time will be occupied filling out paperwork and initially appearing in court for the hearing. Small claims court matters are often heard by commissioners, but either party can request that the case be heard by a judge, thereby delaying the hearing. In California, a defendant that loses a small claims court matter can appeal to Superior Court where the case will be re-tried. You're neither servicing nor repairing pools when you are in court which means that you are losing money for every hour that you spend waiting for

your case to be heard. Consider what your time is worth.

Rule #5: Collecting is often difficult even if you win your case:

You filed your Complaint and you successfully argued your case before the small claims court commissioner and the Superior Court judge on appeal. You are the proud recipient of a judgment but you still haven't seen any money. Now what?

A defendant has 30 days in which to satisfy the judgment; if your customer doesn't pay you'll need to go back court and obtain a Writ of Execution and deliver it to the sheriff who will attempt to seize funds from the customer's account. If he has changed banks you will need to hire a private investigator and you should expect to pay \$100-\$200 for this service. There are other ways to obtain this information, but those require additional time in court.

In summary, the small claims court lawsuit is a poor alternative to efficient accounts receivable control given the risk of loss on your customer's cross-complaint combined with the unprofitable time spent in court. IPSSA members considering legal action against their customers are advised to evaluate the strengths and weaknesses of their cases before beginning a process over which they may lose control.

RAY AROUESTY

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 Dan Bauer 8/14
 Travis Beasley 8/30
 Rik Beaubouef 8/13
 Brent Boli 8/21
 Susan Bowman 8/14
 Joshua Brewer 8/14
 Jeremiah Christianson 8/18
 John Michael Clark 8/6
 Kimberly Cornell-Sarver 8/27
 H Wes Crews 8/1
 Scott Doss 8/12
 Bobby Everett 8/18
 Christine Gains 8/12
 Ken Garrett 8/22
 Donny Greenway 8/12
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 Emil Ploch 8/12
 John Powers 8/3
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 Bobby Sharp Jr. 8/30
 Ryan Smith 8/20
 Tom Sullivan 8/26
 Todd Swearingen 8/15
 Cody Tatum 8/11
 Dwayne Ueckert 8/9
 Casey Wilson 8/6



NATURAL CHEMISTRY
 South Texas: **Marshal Davis** 317-408-4151
 North Texas: **Chris Colbert** 214-632-3006

JULY QUIZ ANSWERS

1. What is the most commonly used swimming pool sanitizer in the United States?
C - Chlorine
2. If you are using liquid chlorine to sanitize your pools, what is considered the ideal total alkalinity range?
C - 80-100 ppm
3. When balancing pool water, always adjust total alkalinity first. **A - True**
4. Which type of chlorine has a near-neutral pH (6.8-7.0)?
D - Dichlor
5. Which of the following types of chlorine are made from gas chlorine?
D - All - Liquid, Trichlor, Cal hypo



“What were they Thinking?”

We have all run into those situations that are just so outrageous, funny or just plain stupid that they warrant a photo - doesn't just have to do with all the “creative” plumbing or equipment layouts we have seen. If you have a contribution of interest just let Ingrid know at:

ipahl@sbcglobal.net



[Click here for last month issue](#)

Dallas Chapter Raffle

Dallas Chapter Raffle

The Dallas Chapter will be holding a raffle in November, 2011. Tickets are \$5 each or 10 for \$45. Tickets are available from any Dallas IPSSA board member. In addition, if any Dallas Chapter member wants to sell tickets on consignment please see Bill Winter. We have created a form whereby there will be a "string" of tickets given to you and you will be responsible for them. You can bring back any unsold tickets and/or the money for sold tickets. So far we have the following items to raffle off:

- ⇒ Polaris 280 new in box
- ⇒ 1 gallon of Beutech
- ⇒ 25 Lbs. of cal-hypo
- ⇒ 25 Lbs. of 3" tabs
- ⇒ a new style circuit board for Raypak heaters.

We hope to have something from Pentair, Hayward, and Stellar Sales. The date, place, and time of the raffle have yet to be determined.

Bill Winter
Dallas Chapter VP

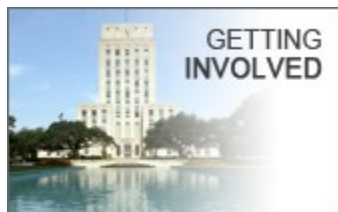
Welcome to the Texas Legislative Update



APEC is the only state "advocacy" association representing the interests of the pool industry in Texas. Since 2005, APEC works in conjunction with industry trade associations such as the Independent Pool and Spa Service Association ([IPSSA](#)) and the Association of Pool and Spa Professionals ([APSP](#)) to formulate positions that benefit both the industry as well as the consumer.

Government regulation, while well intended, can place an unreasonable burden on pool and spa business- often raising industry costs and increasing liability without successfully resolving the issues or protecting the consumer. With a presence at the state Capitol, APEC works with lawmakers, offering the benefit of industry knowledge and experience.

We retain two lobbyists [Jake Posey](#) and [Steve Koebele](#) to execute this endeavor. Their advocacy efforts help us achieve our defining goal- to protect the welfare and bottom line of our members while maintaining an uncompromised commitment to industry safety and excellence.



CLASSIFIED ADS

Fender Stratocaster and Amp Set - \$500 (Austin)

Fender Stratocaster (Mexican model), Black with Rosewood neck and double Humbucker pick ups and a Fender Amp for sale. Perfection condition, includes soft case, leather strap extra strings, cleaning kit, guitar stand, 2 plug in cords, beginners books, all manuals and DVD.

Amp is a Fender Model PR250. Great features with this practice amp, has pre programmed tracks to play with or make your own. Great starter package or add on.



- Location: Austin
- it's NOT ok to contact this poster with services or other commercial interests!

Contact: THPLMN@aol.com

FREE TO IPSSA MEMBERS!

Want to buy or sell something? Need to hire someone? Submit your ad to Ingrid @ ipahl@sbcglobal.net it will appear here. Need to continue your ad next month? Contact Ingrid prior to the 20th of the month!



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Thank you for your Support!



The IPSSA Texas Newsletter would like to welcome **DBI and Hasa Inc.** as one of our newest advertisers.

Be sure to contact Rod Tinsley with DBI and Dennis Freeman with Hasa Inc.

Thank you DBI and Hasa Inc. for your support of IPSSA Texas!



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Chemical certification training and testing.

IPSSA Tech I, Tech II and Master training publications.

Professionalism. Leadership. IPSSA members are greatly respected amongst their peers in the pool & spa industry.

Community outreach programs.

IPSSA members get big discounts at preferred distributors, so much so that as little as a 50-route pool company will save enough to cover the costs of your local IPSSA dues for the year. You'll enjoy liability insurance coverage and the opportunity to learn from top pool professionals in the industry. Prospective customers will be able to look you up on the Internet and see that you are qualified to service their pools. State licensing and insurance are required here in Texas. Are you ready? IPSSA members are. We provide sick route coverage and death benefits as well. Interested? Join the largest swimming pool service organization in the country. Unlike most liability insurance policies, ours actually covers you to do pool work. How about Hazmat and mold coverage? You're covered as an IPSSA member. You know you're interested. Go to our website and look around www.ipssatexas.com Come to our next meeting. Location and phone number are posted on our website and in this newsletter. The application fee to join IPSSA is \$216. "Test-drive" us by attending three consecutive monthly meetings, pass our chemical test, and after a one on one interview with a chapter officer you're submitted for approval by the membership. Manufacturer warranty centers are also encouraged to become members.

23 Convenient Locations in Oklahoma & Texas to serve you!

NPT Dallas

2819 Blystone Lane
Dallas, TX 75220
214.366.4009

NPT Houston

4300 Pine Timbers, Suite 100
Houston, TX 77041
713.460.8794

SCP Oklahoma City

308 Hudiburg Circle
Oklahoma City, OK 73108
405.943.1700

SCP Tulsa

5304 A South 125th East Ave, UNIT A
Tulsa, OK 74146
918.250.6106

SCP Austin

9230 Neils Thompson Dr., Suite 108
Austin, TX 78758
512.835.4200

SCP South Austin

2124 E. St. Elmo
Austin, TX 78744
512.326.8478

SCP Carrollton

2107 Hutton Drive
Carrollton, TX 75006
972.241.6626

SCP Woodlands

17001 Donwick Dr.
Conroe, TX 77385
936.321.7145

SCP Dallas

10468 Brockwood Road, Northgate II,
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SCP Frisco

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Frisco, TX 75034
214.618.9770

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Internet Retailers Expand, Offer More Options

By Ben Thomas | 7.7.2011 | Pool & Spa News

Internet sales are grabbing an ever-increasing percentage of pool and spa industry market share.

Not only are shoppers purchasing more pool-related products via the Web, the number of online retailers serving the industry has also risen sharply in the past several years, experts say. Some estimate that Internet purchases of pool products have increased by as much as 50 percent in the past 12 months.

Meanwhile, the range of products and parts customers are willing to order online continues to broaden as well.

“We’ve seen the sales of the parts really skyrocket in the last 24 months, for both pools and spas,” said Daniel Harrison, president of Poolandspa.com Inc., an online retailer based in Las Vegas. “And more customers are using the Internet to buy products — like hot tubs — that very few people would’ve bought online three or four years ago.”

This pressure has pushed an increasing number of brick-and-mortar pool retailers to enter the online space. So far, these retailers are using a mixed bag of expansion strategies, from dipping their toe into e-commerce all the way to building massive Websites.

Most local pool retailers expanding into online sales have chosen to differentiate their brick-and-mortar presence from their Internet brand, and many are using separate DBAs for the businesses associated with their Websites.

“Our online business has a number of different partners and investors, and it was started after our brick-and-mortar store,” said Dennis Marunde, president of Pools.com and Arvidson Pools & Spas in Crystal Lake, Ill. “It uses a completely different name, and is marketed separately.”

Managerial reasons aside, many brick-and-mortar retailers are realizing that branding strategies developed in and for their local markets aren’t as well adapted for an Internet presence. While personal-name recognition and hometown atmosphere may create loyal customers for a physical store, these attributes often translate poorly to the online marketplace, where professional-

ism and authority typically make a better impression on potential consumers.

But less recognized, sources throughout the industry add, is the flipside of this trend toward online shopping. As a growing group of Internet-savvy customers realize they miss some benefits of buying locally — such as face-to-face interaction and instant access to purchases — many have begun using the Internet specifically to seek out local brick-and-mortar retailers, both for their expertise, and for purchases of products they want to use immediately.

“We’re seeing an increase in local customers who are purchasing on the Internet, and wanting to come to our brick-and-mortar headquarters to pick [their purchase] up,” Marunde said. “I’ve noticed that really taking off in the last 18 months.”

Marunde added that his company is currently working to set up a nationwide online purchase referral network, which will refer online shoppers to local merchants when they prefer to pick up a product locally.

If this indeed proves to be a growing consumer tendency, and if robust referral networks become a reality, brick-and-mortar retailers may have a new set of reasons to take heart.



And this trend will continue. At this time it comes down to a supply chain issue and as long as there are manufacturers, distributors and buying groups willing to drop ship product, and freight numbers stay in check, the product opportunities are limitless.



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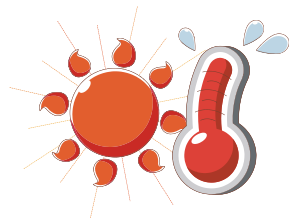
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Summer is Here - Hot Weather Tips



Everyone is at risk for heat-related illnesses such as heat exhaustion or heat stroke if he or she does not stay hydrated. Please drink a lot of fluids, and cool down between your stops.



POOL QUIZ

1. Bromine is not preferred in spas as a sanitizer because it does not stand up well to high temperatures.

- a) True
- b) False

2. When taking a water sample from a pool for testing:

- a) The filtration pump should be on
- b) Take the sample near the return lines
- c) Sample the water from 18 inches below the surface
- d) Both A and C

3. You need to raise or lower the total alkalinity in a pool or spa depending on the type of chlorine that you are using.

- a) True
- b) False



4. You will need to add cyanuric acid annually to your pools if you use which of the following chlorines exclusively in your pools

- a) Trichlor
- b) Cal hypo
- c) Liquid
- d) Both B and C

5. If you pour muriatic acid into a pool standing in one spot, which will you affect the most?

- a) pH
- b) Sanitizer
- c) Pool plaster
- d) Total alkalinity



Find answers in the next issue